



**DEPARTMENT OF TRANSPORT**  
**UMNYANGO WEZOKUTHUTHA**

Enquiries : Miss A Singh  
Extension : 2237  
Reference : T6/17/P

- 3 FEB 2006

**TO: ALL HEADS OF DEPARTMENT**  
**ALL DEPARTMENTAL TRANSPORT OFFICERS**  
**MEMBERS OF THE MOTOR TRANSPORT ADVISORY COMMITTEE**

**PROVINCIAL TRANSPORT MANAGEMENT (PTM) CIRCULAR NO 02 OF 2006:**  
**DEPARTMENTS TO CONTACT MERCHANT WITH REGARDS TO PROGRESS OF REPAIRS**  
**TO OFFICIAL VEHICLES**

1. A concern was raised at the Departmental Transport Officers Forum meeting held on 13 December 2006 by the representative from the Wesbank Technical Section, that it has become common practice for Departments to contact Wesbank directly to enquire on the progress of repairs to vehicles.
2. The representative advised that Wesbank cannot assist with a status report and that Departments should contact the merchant directly regarding the above mentioned matter, as the merchant is in the best position to respond to such enquiries. Furthermore, these calls increase the volume of calls received at Turndowns, and which ultimately results in the consultants taking longer to respond to requests for repairs. Departments are therefore urged to refrain from contacting the Wesbank Technical Section under these circumstances.
3. Kindly ensure that the contents of this circular is brought to the attention of all relevant officials within your Department.
4. Submitted for your further attention.

**For Head: Transport**

h: policies/circ/circ 2005/PTM Circular 02 of 2006. Departments to contact merchant

**MOTOR TRANSPORT SERVICES DIRECTORATE**

Street Address: 230 Prince Alfred Street, Pietermaritzburg, 3201, Republic of South Africa  
Postal Address: Private Bag X9013, Pietermaritzburg, 3200, Republic of South Africa  
Tel: (27) (33) 345-3321 – Fax: (27) (33) 345 5325  
Internet: <http://www.kzntransport.gov.za/home.htm>