



PROVINCE OF KWAZULU – NATAL – ISIFUNDAZWE SAKWAZULU - NATALI

**DEPARTMENT OF TRANSPORT  
UMNYANGO WEZOKUTHUTHA**

**Enquiries** : Mrs R Moodley  
**Extension** : 1950  
**Reference** : T6/17/P

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

24 NOV 2007

**PROVINCIAL TRANSPORT MANAGEMENT (PTM) CIRCULAR NO 10 OF 2007 : OFFICIALS CONTACTING SERVICE PROVIDER – WESBANK / KGWERANO FINANCIAL SERVICES DIRECTLY**

1. It has come to the attention of this office that officials, i.e subsidised vehicle owners, are not adhering to the proper channels of communication with regards to queries in respect of their subsidised vehicles. In some instances, officials are bypassing their Departmental Transport Officers (DTO's) and contacting the Provincial Representative from the Service Provider directly. This was also raised as a concern by the Service Provider at the Departmental Transport Officer's Forum held on 11 October 2007. This practice is not appropriate as DTO's need to know the types of queries emanating from their Departments. DTO's were therefore urged at the meeting to ensure that officials are made aware of the appropriate processes to follow and relevant contact details of the Service Provider.
2. In light of the above, please ensure that the following processes are followed.:
  - All Maintenance queries must be directed to: **0800 255 255**
  - All vehicle Log Claims must be directed to: **0800 255 255**
  - Only the Departmental Transport Officer (DTO), or his/her designated official dealing with subsidised vehicles in the Department may contact the Kgwerano Representative for KZN, Ms Sandra Coleman for queries on **083 2306 662**.
  - All enquiries pertaining to subsidised vehicle applications and/or orders and the progress thereof must be channelled via the DTO or the designated official to Mr Eric Ngcobo at Wesbank (Kgwerano) on **033-8469137**. Alternatively, the tracking system on the Kgwerano Website can be consulted for assistance, on the following website address: <http://www.kfin.co.za>
3. Kindly ensure that the contents of this circular are brought to the attention of all officials dealing with subsidised motor transport and subsidised vehicle owners within your Department.

**For Head: Transport**

h:policies/circ2007/PTM Circular 10 of 2007. Officials Contacting Service Provider Directly

***MOTOR TRANSPORT SERVICES DIRECTORATE***

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