



Western Cape
Government

Transport and Public Works

SERVICE
DELIVERY CHARTER

2021/22 - 2023/24

Official sign-off

It is hereby certified that this Service Delivery Charter 2021/22 to 2023/24:

1. Was developed in consultation with the Top Management and Batho Pele coordinators of the Department of Transport and Public Works (DTPW).
2. Takes all policies, legislation, and other mandates for which the DTPW is responsible into account.
3. Reflects a DTPW Statement of Public Service Commitment.

Accounting Officer declaration



I, Jacqueline Gooch, commit the Department of Transport and Public Works to adhere to the Service Delivery Charter in terms of the Public Service Regulations, 2016, Executive Authority Delegations (Part B, Appendix B): effective from 1 July 2021, Delegations 25.


Jacqueline Gooch

Head of Department of Transport and Public Works

Date: 25-11-2021

Executive Authority declaration



I, Daylin Mitchell, commit the Department of Transport and Public Works to adhere to the Service Delivery Charter in terms of the Public Service Regulations, 2016, Chapter 3, Part 3, Section 36 (f) and Section 37.



Daylin Mitchell

Western Cape Minister of Transport and Public Works

Date: 08/12/2021

Contents

Official sign-off.....	2
What is a Service Delivery Charter?.....	4
Who are we?	4
Our responsibility to you	5
Your responsibility to us.....	6
Our services and standards	7
Your feedback is important to us.....	18
Contact Us	19

What is a Service Delivery Charter?

A Service Delivery Charter is a statement of public service commitment. It sets out the Department's commitment to providing services at specified levels to effect strategic developmental outcomes within the constraints of available resources. This Service Delivery Charter contains services that the DTPW provides to members of the public, measurable standards, information on how to access services, contact details for relevant officials, and compliment and complaint mechanisms to report good or unsatisfactory service delivery.

Who are we?

Our Vision

The Department's vision is:

Enabled communities leading dignified lives.

#JUST dignity.

Our Mission

To tirelessly pursue the delivery of infrastructure and transport services that are: inclusive, safe and technologically relevant, seeking to heal, skill, integrate, connect, link and empower every citizen in the Western Cape, driven by passion, ethics and a steadfast commitment to the environment and our people as our cornerstone.

Our Values

The Department is committed to giving effect to the core values of the Western Cape Government (WCG) depicted in Figure 1.

Figure 1: WCG values



These values are reinforced by teamwork and apply to the Department as well as to all employees of the provincial government.

Our responsibility to you

Commitment to constitutional values

The Department recognises the supremacy of the Constitution of the Republic of South Africa, 1996, as well as the rule of law. It applies all laws fairly and uniformly to ensure that the basic values and principles governing public administration are entrenched in the DTPW's services to contribute to the achievement of equality, and advancement of human dignity for all the residents of the Western Cape.

The Department is committed to being citizen-centric and providing services to members of the public, including youth and vulnerable groups such as women, children, and persons with disabilities.

Batho Pele (“People First”)

In order to put the people first, in service delivery, the Department is committed to giving effect to the Batho Pele principles, as depicted in Figure 2.

Figure 2: Batho Pele Principles

Consultation	<ul style="list-style-type: none">• We are open to members of the public telling us what they need and will provide informed, useful and beneficial feedback.
Service Standards	<ul style="list-style-type: none">• We will offer people professional services that meet well-defined standards.
Access	<ul style="list-style-type: none">• We are citizen-centric and commit ourselves to provide services impartially, fairly, equitably and without bias.
Courtesy	<ul style="list-style-type: none">• We will be honest, show respect and practice positive values.
Information	<ul style="list-style-type: none">• We will fully and accurately explain the things you need to know or do.
Openness and Transparency	<ul style="list-style-type: none">• We will promote and maintain a high standard of professional ethics. We have a zero tolerance policy towards abuse, misuse, fraud or misconduct.
Redress	<ul style="list-style-type: none">• We will consider all options and find a resourceful solution should service be unsatisfactory. We will correct our mistakes.
Value for money	<ul style="list-style-type: none">• We will promote efficient, economic and effective use of resources.

What you can expect from us

All our staff are committed in making your visit to the Department a pleasant, simple, and worthwhile experience. We will:

- prioritise and ensure that COVID-19 safety protocols are adhered to at our service points,
- attend to 96% of all telephone calls received at 0860 142 142 and will answer 85% of these calls within 20 seconds during operating hours.
- respond to emails sent to service@westerncape.gov.za within 60 minutes and will resolve 85% of emails at first contact within operating hours,
- call the citizen within 60 minutes of receiving an SMS query sent to 31022 (within operating hours). SMS's received after hours are called the following business day,
- respond to enquiries on WCG Social Media channels within 60 minutes of receiving the query within our operating hours
 - o Facebook (WesternCapeGovernment),
 - o Twitter (@WesternCapeGov), and
 - o LinkedIn.

Your responsibility to us

The Department counts on a strong partnership with the people we serve to realise the standards set out in this charter. Therefore, we count on you to:

- be courteous and civil and respect our dignity;
- provide us with full and accurate information as well as recently certified copies of any documentation that may be required;
- be honest in your discussions with us;
- actively participate in agreed-upon departmental initiatives and apply advice received from the Department; and
- provide suggestions for possible service delivery improvements.

Our services and standards

The services the Department performs and the service standards that it has adopted are described below.

Programme 1: Administration	
Purpose: To provide overall management support to the Department	
Service	Service Standard
Assist municipalities to develop integrated transport plans (ITPs).	<ul style="list-style-type: none"> To improve transport planning at local level, the Department will assess the transport integrated processes of 15 municipalities every year. The Department will assist municipalities to update their ITPs. The Department will provide support to municipalities through: <ul style="list-style-type: none"> transferring funds to municipalities to develop their ITPs; or developing the ITP process for those municipalities that lack the internal capacity to do so. The Department will regularly engage with municipalities to ensure ITP processes are on track and evaluate ITPs in terms of the minimum applicable requirements and principles of national and provincial transport planning objectives. To give effect to Vision-Inspired Priority Four (VIP4): Mobility and Spatial Transformation, the Department will enhance the credibility of ITPs by annually aligning them with the various municipal statutory sector plans in support of public transport systems that respond to data on transport needs.
Keep the public informed about the Department's performance.	<ul style="list-style-type: none"> To improve openness and transparency, the Department will publish its performance results in the Annual Report to Citizens on its website: www.westerncape.gov.za, and distribute printed copies at various departmental service points in March every year.
Award external bursaries through the Masakh'iSizwe Bursary Programme for studies at higher education institutions in the Western Cape for a degree or diploma in transport, engineering, built environment or any other discipline the Department deems to be scarce and critical.	<ul style="list-style-type: none"> To increase the number of prospective bursars, the Masakh'iSizwe Bursary Programme will be marketed between April and September every year at various mathematics and science schools and at universities. Preference will be given to financial disadvantaged youth, women, and people with disabilities. The bursary will cover: <ul style="list-style-type: none"> tuition fees; support programmes; prescribed books and materials; accommodation or transport costs; and the costs of exposure to the work environment in the form of vacation work and the Work Integrated Learning (WIL) Programme. Information regarding the application process is available through the following channels: Departmental website: https://www.westerncape.gov.za Project Administrator: Lazola Mtongana Tel: 021 483 0964 Fax: 021 483 2615 Email: Lazola.Mtongana@westerncape.gov.za Successful applicants will be informed in January every year. Applicants who do not receive a reply from the Department by the end of January should regard their applications as having been unsuccessful.
Offer Professional Development Programme (PDP) support to employees in the transport, engineering, and built environment disciplines.	<ul style="list-style-type: none"> Through the Professional Development Programme, the Department will assist at least 12 employees (technical staff, every year, to attain, retain and maintain professional registration. Qualifying employees who wish to enrol in the PDP must contact the professional development team.

Programme 2: Public Works Infrastructure

Purpose: To provide balanced provincial government building infrastructure that promotes integration, accessibility, sustainability, equity, environment sensitivity, economic growth, and social empowerment.

Service	Service Standard
Provide resilient and sustainable infrastructure	<p>In order to enable a resilient, sustainable living environment, the Department will maintain the following standards:</p> <ul style="list-style-type: none"> • reduce electricity consumption in all provincial buildings by 2.5 per cent every year. • realise greater efficiencies in the use of potable and non-potable water through the installation of water meters and leak detection systems in the provincial office estate. • design selected new buildings to comply, as a minimum, with the independently verified Green Building Council of South Africa 4-star Green Star standard; and • increase property efficiencies through deploying the E-merge information system.
Ensure optimal utilisation of provincially owned properties.	<p>The Department is committed to:</p> <ul style="list-style-type: none"> • Designing new, refurbished, and modernised office accommodation in line with the Office Norms & Standards, achieving an average of 16m² of space per staff member. • Investigating where office space can be reduced through a review of the "new way of working." • Helping to address the legacy of apartheid spatial planning, specifically the long distances that people must travel to access opportunities, through developing a Master Office Accommodation Plan which aims to move government services closer to the people.
Provide accommodation services to all provincial departments and entities.	<p>The Department will provide fit-for-purpose facilities or buildings to all provincial departments and public entities. These users are required to specify their accommodation needs in their User Immovable Asset Management Plans (U-AMPs) and submit these to the DTPW (custodian) and Provincial Treasury on a date determined by Provincial Treasury in consultation with the custodian every year. In this regard:</p> <ul style="list-style-type: none"> • The Department will send an acknowledgement of receipt of the U-AMPs to requesting departments within seven (7) days. • All provincial departments and entities will be informed about the projects recorded and funded by the Department in its Custodian Immovable Asset Management Plan (C-AMP). • All ad-hoc requests for accommodation will receive a response within 30 days of receipt in the form of a letter to the head of department or public entity.
Create job opportunities and economic empowerment through infrastructure provision.	<ul style="list-style-type: none"> • In order to contribute to the creation of opportunities for economic growth and jobs, the Department will strive to create a minimum of four (4) work opportunities per R1 million spent on infrastructure in the construction and maintenance of provincial buildings.
Assess the condition of state-owned buildings.	<ul style="list-style-type: none"> • The Department will perform at least one (1) condition assessment on each immovable asset over a five (5) year period as required by the Government Immovable Asset Management Act, 2007 (Act 19 of 2007). • Condition assessments will be used to determine occupational health and safety risks.
Facilitate the construction of education and health infrastructure facilities.	<ul style="list-style-type: none"> • The Department (as implementing agent) will support positive education and health outcomes in the Western Cape through facilitating the construction of education and health infrastructure facilities that are resilient to climate change and meet environmental imperatives.
Perform maintenance on provincial buildings.	<ul style="list-style-type: none"> • The Department will perform maintenance on provincial buildings such as schools, clinics, hospitals and government offices in order to provide access to public services and to ensure optimum building performance (buildings that are in reasonable condition and fully meet operational requirements).
Acquisition of immovable assets	<ul style="list-style-type: none"> • To improve openness and transparency, proposed immovable asset acquisitions for social infrastructure will be advertised, where required, in the local English, Afrikaans and isiXhosa newspapers, as well as in the Tender Bulletin and Provincial Gazette. • Bidders (both successful and unsuccessful) will be informed in writing of the outcome of their bids after approval by the relevant delegated authority.

Programme 2: Public Works Infrastructure

Purpose: To provide balanced provincial government building infrastructure that promotes integration, accessibility, sustainability, equity, environment sensitivity, economic growth, and social empowerment.

Service	Service Standard
Disposal of immovable assets	<p>The Department will release at least 6 000 hectares of land over the next three (3) years for socio-economic purposes.</p> <ul style="list-style-type: none">• In terms of the Western Cape Land Administration Act, 1998 (Act 6 of 1998), and to improve openness and transparency, an invitation for bids from the public for proposed disposals of immovable assets will be advertised in local English, Afrikaans and isiXhosa newspapers as well as the Tender Bulletin and Provincial Gazette.• Bidders (both successful and unsuccessful) will be informed of the outcome of their bids after approval by the relevant delegated authority.
Leasing property to provide accommodation	<ul style="list-style-type: none">• To improve openness and transparency, annual expressions of interest advertisements for the leasing-in of immovable assets will be placed in local English, Afrikaans and isiXhosa newspapers and in the Provincial Gazette. A review of immovable asset leases will be conducted every year to determine which leases are due to expire, or as the need arises.

Programme 3: Transport Infrastructure

Purpose: To deliver and maintain transport infrastructure that is sustainable, integrated, and environmentally sensitive that supports and facilitates social empowerment and economic growth and promotes accessibility and the safe, affordable movement of people, goods, and services.

Service	Service Standard
Construct, rehabilitate and maintain the provincial road network.	<ul style="list-style-type: none"> • The Department will implement the Road Asset Management Plan and conduct condition assessments to ensure that roads are safe and rideable for private motorists, road-based public transport and commercial vehicles. • A minimum of 11 construction and maintenance projects will be completed every year. • Where road construction, upgrading, rehabilitation and maintenance is in progress and delays are unavoidable, appropriate public signage and information will be made available in good time in order to improve road safety and enable motorists to adjust their routes and expected travelling times.
Offer graduate training towards meeting professional registration requirements with the Engineering Council of South Africa (ECSA)	<ul style="list-style-type: none"> • In order to contribute to youth development and to address the shortage of engineering skills, the Department will consider placing Masakh'isizwe graduates on the Graduate Professional Engineering Programme (GPEP) to assist them to meet the requirements for professional registration with Engineering Council of South Africa (ECSA). • Through the GPEP, the Department will assist those candidates for professional registration who do not have an accredited qualification to meet the applicable ECSA requirements, namely: <ul style="list-style-type: none"> ◦ candidates who hold a qualification that is evaluated by ECSA as being substantially equivalent to an accredited qualification; or ◦ candidates who, by any combination of qualifications and assessment, can demonstrate substantial equivalence to an ECSA-accredited qualification. • Interviews of shortlisted GPEP candidates will be conducted during October every year. Candidates will be informed of the outcome four weeks after interviews have taken place.
Offer apprenticeships in diesel mechanics, fitting and turning and welding.	<ul style="list-style-type: none"> • Every year, the Department will provide opportunities for youth development through offering diesel mechanic apprenticeships. • Interested candidates can access information about the apprenticeship through the following channels: Telephone: 021 959 7700 (Ivan Louw or Rochelle Africa) Mail: Apprentice Training School Bellville Mechanical Workshop Private Bag X2 Kasselsvlei 7533 Email: Ivan.Louw@westerncape.gov.za; Rochelle.Africa@westerncape.gov.za

Programme 4: Transport Operations

Purpose: To plan, regulate and facilitate the provision of integrated land transport services through co-ordination and cooperation with national planning authorities, municipalities, community-based and non-governmental organisations, and the private sector in order to enhance and facilitate the mobility of all communities.

Service	Service Standard
<p>Manage and monitor subsidised and specialised public transport services.</p>	<ul style="list-style-type: none"> • In order to provide commuters with public transport to access work, education, services, and other opportunities, the Department will support four (4) Integrated Public Transport Network phases annually. • To support efficient service delivery, the Department will undertake daily monitoring of subsidised bus operations. • The Department will give effect to the implementation of sustainable transport systems in the Western Cape through partnerships by continuing to support the George Integrated Public Transport Network (GIPTN) which transports approximately 13 000 passengers per day on the high-quality scheduled Go George bus service. • In partnership with the City of Cape Town, the Department will continue to support the Dial-a-Ride service which provides daily kerb-to-kerb transport to registered commuters with disabilities. Fares are based on the distance travelled and compare favourably with fares for other modes of public transport. Dial-a-Ride can be contacted by calling 0800 600 895. • The Department will work with national government, the Passenger Rail Agency of South Africa, and the City of Cape Town to secure and restore the Central Railway Line. • The Department will improve the quality and safety of minibus taxi services in the Western Cape through the implementation of the pilot Blue Dot taxi service.
<p>Coordinate and facilitate land transport safety and compliance programmes in accordance with the safe systems approach.</p>	<ul style="list-style-type: none"> • The Department will implement annual integrated driver fatigue awareness interventions to reduce the number of fatal crashes.

Programme 5: Transport Regulation

Purpose: To regulate the transport environment through the registration and licensing of motor vehicles, associations, operators, and drivers; to promote safety through law enforcement services, facilitate road safety education, communication, awareness and the operation of provincial weigh-bridges; and to provide training to traffic policing and other law enforcement officials.

Service	Service Standard
Provide motor vehicle registration and licensing services through local municipalities performing this function on behalf of the Department on an agency basis.	<ul style="list-style-type: none"> Motor vehicle licences will be issued at the nearest local municipality immediately upon submission of a correctly completed application form, along with the required supporting documentation (identity document and proof of address [if applicable]), and the applicable fee. Motor vehicles will be registered, and their registration certificates issued immediately upon the submission of a correctly completed application form, along with the required supporting documentation (identity document, proof of address [if applicable], the right to be registered as title holder of the vehicle, and the applicable fee.
Provide motor vehicle roadworthy testing and certification services through local municipal and/ or private vehicle testing stations performing these functions on behalf of the Department on an agency basis.	<ul style="list-style-type: none"> Motor vehicles will be certified by registered examiners of vehicles as roadworthy immediately, if the vehicle passes the fitness test, and upon receipt of the required application form, required supporting documentation, and the applicable fee.
Issue driving licences to competent drivers through local municipalities performing this function on behalf of the Department on an agency basis.	<p><u>Application</u></p> <ul style="list-style-type: none"> Applicants who visit a driving licence testing centre will be given a date for the driving licence test immediately upon receipt of a correctly completed application form, required supporting documentation, and applicable fee. A temporary driving licence, valid for six (6) months, will be issued immediately after an applicant has passed the driving test. A driving licence card, valid for five (5) years, will be issued approximately six (6) weeks after an applicant has passed the driving test. <p><u>Replacement</u></p> <ul style="list-style-type: none"> In the event of loss, damage or theft of a driving licence card, a temporary driving licence will be issued immediately upon receipt of the correctly completed application form with an affidavit, supporting documentation, and the applicable fee. A new driving licence card will be issued approximately six (6) weeks after an application has been processed. <p><u>Renewal</u></p> <ul style="list-style-type: none"> A driving licence card, valid for five (5) years, will be issued approximately six (6) weeks after the submission of a correctly completed application form along with the required supporting documentation and the applicable fee. A temporary driving licence, valid for six (6) months, will be issued immediately upon payment of the applicable fee if such renewal application is made after the expiry date of the current driving licence card. If application is made before the expiry of the current driving licence card, the person may drive with the old driving licence card and the receipt of payment for the renewal application until such time that the new driving licence card is issued.
Issue permits for abnormal load vehicles and events on public roads.	<ul style="list-style-type: none"> Abnormal load/ vehicle exemption permits will be issued within 48 hours of receipt of a correctly completed application form and all required supporting documents. Should engineers' inputs be required and received timeously, the permit will be issued within 72 hours. Permits for events/ activities on public roads will be issued within 48 hours after receipt of inputs and required supporting documents from all relevant role-players.

Programme 5: Transport Regulation

Purpose: To regulate the transport environment through the registration and licensing of motor vehicles, associations, operators, and drivers; to promote safety through law enforcement services, facilitate road safety education, communication, awareness and the operation of provincial weighbridges; and to provide training to traffic policing and other law enforcement officials.

Service	Service Standard
Provide efficient overload control services on national and provincial roads.	<ul style="list-style-type: none"> Overloading control and Road Transport Quality System (RTQS) checks are conducted in line with applicable legislation at the seven (7) weighbridges across the Western Cape. Weighbridges render a 24/7 service. Vehicles that are overloaded are not allowed to proceed until their loads are rectified. Random search and seizure operations are an integral part of daily activities to restrict the movement of illegal substances and goods on the road network.
Provide licensing services to public transport operators.	<ul style="list-style-type: none"> Applications for temporary operating licences/ over-the-counter applications (vehicle replacements)/ Western Cape Education Department (WCED) applications/ commercial contracts/ duplicate operating licences) will be processed within the following times: <ul style="list-style-type: none"> If a completed application is lodged before 12:00 noon on working days, a decision will be taken on the same day. If the completed application is lodged after 12:00 noon on a working day, a decision will be taken on the following working day. If an application for a temporary operating licence has been approved, the licence will be issued within 48 hours. Applications for an operating licence and other related transactions defined in the National Land Transport Act, 2005, (Act 9 of 2005) (NLTA) will be processed through: <ul style="list-style-type: none"> Scheduling Operating Licence Adjudication Committee meetings, public hearings, and other enquiries. Engaging with stakeholders e.g., public transport operators, planning authorities (municipalities) and other government departments; Coordinating educational drives in relation to public transport. Capacitating planning authorities to comply with the NLTA. The Provincial Regulatory Entity will endeavour to finalise applications for renewals of operating licences within 45 days of receipt, provided that the applicant is the holder of an operating licence/ permit issued by a regulatory entity, all necessary documentation is submitted, and the applicable application fee has been paid. <u>Adjudication of operating licences</u> <ul style="list-style-type: none"> All applications for operator licences will be adjudicated within 24 hours.
Process requests for access to information.	<p>The Department will handle requests for information as follows:</p> <ul style="list-style-type: none"> <u>Own information:</u> Applicants submit completed application form and copy of identity document. Delivery takes up to five (5) working days, depending on the volume of information being requested. Third party requests are received via Head Office and turnaround is dependent on the volume of information being requested. Objections to gazetted applications by affected parties are dealt with by Head Office and receive priority attention.
Register minibus taxi association members and non-members.	<ul style="list-style-type: none"> Decisions on applications for the registration of minibus taxi associations, members and non-members will be finalised within 60 days of receipt of correctly completed application forms, required supporting documents, and the applicable fee.
Monitor taxi associations and taxi association members' compliance with minimum standard constitution and code of conduct	<ul style="list-style-type: none"> Compliance with the minimum standard constitution and code of conduct for taxi associations and taxi association members will be monitored on a case-by-case basis and annually at associations' annual general meetings, as required by the Western Cape Road Transportation Act Amendment Law, 1996, (Law 8 of 1996) Regulation 5(108).

Programme 5: Transport Regulation

Purpose: To regulate the transport environment through the registration and licensing of motor vehicles, associations, operators, and drivers; to promote safety through law enforcement services, facilitate road safety education, communication, awareness and the operation of provincial weigh-bridges; and to provide training to traffic policing and other law enforcement officials.

Service	Service Standard
Provide an electronic operating licence application service.	<ul style="list-style-type: none"> Electronic application forms for operating licences are available on the Department's website: https://www.westerncape.gov.za/. Completed application forms can be emailed directly to DTPW.PreApplications@westerncape.gov.za (verification) and enquiries on progress may be sent to Enquiries.WCPRE@westerncape.gov.za. Application forms will be finalised within 60 days of receipt of the application fee.
Provide an effective and efficient traffic law enforcement service.	<ul style="list-style-type: none"> The Department will provide a 24/7 traffic law enforcement service on the national and provincial road network across the Western Cape to help ensure compliance with driver and motor vehicle fitness standards. Data and information generated by the latest technological applications will be used to develop tactical and operational plans that reduce road fatalities by deploying human resources more efficiently to specific locations. The professionalism of the service has been enhanced by issuing all traffic officials with handheld devices that give them in-vehicle technology linked with the Automatic Number Plate Recognition system which gives officers real-time access to data from the e Natis Enforce system. The Department will establish a Highway Patrol and Interception Unit to improve road safety and strengthen law enforcement.
Implement and coordinate road safety programmes.	<ul style="list-style-type: none"> In order to increase wellness and safety, the Department will conduct at least six (6) road safety education and awareness interventions every year with special focus on schools through road safety competitions, road safety debates and junior traffic training centres, as well as in communities, through the provision of learner's licence lessons.
Provide training and development underpinned by uniform norms and standards to traffic law enforcement officers, examiners of driving licences, and examiners of vehicles.	<ul style="list-style-type: none"> Formal and informal training courses are provided to all provincial and local authority traffic service officials and private vehicle testing staff at the accredited Gene Louw Traffic College. The Quality Management and Evaluation component of the Gene Low Training College will ensure compliance with specific norms and standards and identify any barriers to service delivery improvement. All approved formal course dates, duration and entry requirements will be published on the Department's website: https://www.westerncape.gov.za. Informal training interventions will be made available to all provincial traffic officers in the Western Cape through the online e-learning platform.

Government Motor Transport

Purpose: To provide quality, integrated and cost-effective Government Motor Transport services to provincial and national departments and public entities.

Service	Service Standard
<p>Provide Government Motor Transport (GMT) services to provincial and national departments and public entities.</p>	<ul style="list-style-type: none"> • To support effective government service delivery, GMT will keep approximately 5 600 vehicles in operation every year. • To keep the GMT fleet in its optimal economic life cycle, the fleet register will be reviewed quarterly, and vehicles will be maintained in accordance with each vehicle's maintenance plan. • Every year, vehicles that are due for replacement will be replaced in accordance with each vehicle's replacement plan. • To improve vehicle efficiency, a minimum of 1 000 kilometres per vehicle per month must be travelled for a vehicle to be classified as effectively utilised. • Client institutions can call the 24/7 Client Care Centre via the toll-free number 0800 092 468 (WCGMT) or on 082 906 4057: <ul style="list-style-type: none"> ○ To get technical advice and to obtain authorisation for repairs and maintenance of their vehicles. ○ To process reports on unacceptable driver behaviour and misuse of government vehicles. • GMT has contracted the supply and fitment of In-vehicle technology equipment for 165 Provincial Traffic Services vehicles, thereby enhancing law enforcement functionality and promoting road safety. Further vehicle fitments are planned for 2021/2022. • GMT successfully developed and implemented its first mobile application, "Application to Travel" to a client institution. Other applications such as "Application to Hire" and "Vehicle Inspections" are planned. • A client satisfaction survey will be conducted annually in December to identify possible improvements to GMT services.

Programme 6: Community Based Programmes

Purpose: To manage the implementation of programmes and strategies that lead to the development and empowerment of communities and contractors, including the provincial management and coordination of the Expanded Public Works Programme (EPWP).

Service	Service Standard
<p>Coordinate the Expanded Public Works Programme (EPWP).</p>	<p>The Department will support 40 public bodies to create a targeted number of work opportunities in the Western Cape.</p> <p>In participant inductions, the Department will:</p> <ul style="list-style-type: none"> • Implement interventions within three (3) working days of receipt of request from an implementing body. • Submit quality feedback report to an implementing body 14 working days after the event. • Address problematic issues/challenges detected on-site with the implementing body within three (3) working days. • Report on findings at forum meetings on a monthly basis where applicable. <p>The Department will provide EPWP system support as follows:</p> <ul style="list-style-type: none"> • Within three (3) working days after a request has been received from an implementing body. • Provide feedback to the implementing body within three (3) working days of the request being received. • Provide urgent data capturing support within one (1) working day of request being received from an implementing body. • Provide feedback at forum meetings on a monthly basis where required. <p>The Department will:</p> <ul style="list-style-type: none"> • Conduct on-site verifications including audit checks 14 days after a notification was sent to an implementing body. • Provide quality feedback report to an implementing body 22 working days after full completion of the on-site visit schedule. • Present findings at monthly forum meetings where required. <p>The Department will:</p> <ul style="list-style-type: none"> • Ensure that grant workshops are held every year. • Send grant workshop minutes and resolutions to all relevant stakeholders seven (7) working days after the event. • Facilitate the signing of grant agreements, with departments having to submit documentation by 30 April and municipalities by 30 June every year. <p>The Department will coordinate EPWP Provincial Steering Committee meetings to:</p> <ul style="list-style-type: none"> • track Provincial Programme implementation; • deal with transversal programme issues; and • track Provincial Programme performance. <p>The Department will coordinate EPWP Provincial Sector Work Group meetings to:</p> <ul style="list-style-type: none"> • track EPWP programme implementation; • track programme performance; and • share best practices with provincial departments. <p>The Department will coordinate EPWP municipal district workgroups to:</p> <ul style="list-style-type: none"> • track EPWP programme implementation; • track programme performance; and • share best practices with municipalities

Programme 6: Community Based Programmes

Purpose: To manage the implementation of programmes and strategies that lead to the development and empowerment of communities and contractors, including the provincial management and coordination of the Expanded Public Works Programme (EPWP).

Service	Service Standard
Facilitate programmes to develop emerging contractors: Foundation and advanced mentoring and training.	<p>The Department will facilitate at least three (3) empowerment interventions to develop emerging contractors.</p> <ul style="list-style-type: none"> • In order to improve access to the Contractor Development Programme, information sessions, training and mentoring will be offered to emerging contractors. • Potential participants will be identified in each region from Construction Industry Development Board data and information provided by local municipalities. • Participants will be selected based on their expected contracting activity in the local area and will be invited via email or by telephone to attend contractor development sessions. • Training programmes will be advertised between February and June and training will take place between July and August every year. Information is published on the Department's website: https://www.westerncape.gov.za and made available at municipalities. Established recruitment and selection processes will be used to select participants. Applicants will be advised of the outcome of their applications within a month of the closing date.
Offer construction-related skills development opportunities.	<ul style="list-style-type: none"> • The Department will offer construction-related skills development opportunities to <ul style="list-style-type: none"> ○ youth in the Western Cape, including the Apprenticeship Programme (a three-year programme which targets learners who have completed Grade 12 or equivalent); and ○ unemployed youth in the Western Cape on the 12-month National Youth Service Programme. • Calls for applications to the NYS Programme will be advertised in the media between September and November every year. Application forms can be obtained from local libraries, municipal offices, and the Department's head office and regional offices. • Successful applicants will be informed of the outcome of their application four weeks after the closing date. • Learners will receive classroom as well as on-site experiential learning.

Your feedback is important to us

- If you have a complaint, please tell us. We will apologise, attend to the matter, correct any mistakes, and keep you informed about progress with resolving your complaint.
- If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.
- We will provide you with the name and contact details of the person handling your query and/or a reference number, where applicable.
- We commit ourselves to follow due process without prejudice.

You are invited to provide us with your suggestions, compliments, complaints, and constructive criticism:

Departmental Communication

Private Bag X9185, Cape Town, 8000

Tel: 0860 212 414

Fax: 021 483 9851

Email: Transport.Publicworks@westerncape.gov.za

Website: www.westerncape.gov.za

Our buildings are universally accessible, i.e., accessible to people with disabilities.

Report fraud and corruption

Report any instances of fraudulent or corrupt activities.

The National Anti-Corruption Hotline

Call: 0800 701 701

Email: nach@opsc.gov.za

Western Cape Provincial Forensic Services

Call: 021483 0931

Email: tip.off@westerncape.gov.za

WhatsApp: 065920896

Street Address: 9th floor, 9 Riebeek street, Cape Town, 8001

Operating hours: 8am -3pm, Monday to Friday.

Contact Us

The contact details of key units are provided below.

Head Office	Contact Person : Jandré Bakker Operating hours : 08:00–15:00 Street Address : 9 Dorp Street, Cape Town, 8001 Postal address : Private Bag X9185, Cape Town, 8000 Telephone : 021 483 8513
TPW Walk-in Centre	Contact Person : Brandon Ellie Operating hours : 08:00–15:00 Street Address : C/o Dorp & Loop Streets, Cape Town, 8000 Telephone : 021 483 5337/ 5997
EG4C	Operating hours : 08:00 -16:00 Street Address : 9 Wale Street, Cape Town, 8001 Call Centre : 0860 212 414 SMS : 31022 Please Call Me : 079 769 1207 Email : service@westerncape.gov.za Fax : 021 483 7216
Social Media	 https://www.facebook.com/WesternCapeGovernment  @WCGovTPW

Expanded Public Works Programme Beaufort West	Contact Person : Daniel Jacobs Operating hours : 07:30 -16:00 Street Address : Provincial Traffic N1 Section 8, Weighbridge, Beaufort West, 6970 Telephone : 023 414 2611/2996 Mobile : 064 411 0950 Email : Daniel.Jacobs@westerncape.gov.za
Expanded Public Works Programme Swellendam	Contact Person : Hermanus Zass Office hours : 07:30 -16:00 Street Address : Andrew Whyte School Building, Andrew Whyte Street, Swellendam, 6740 Telephone : 028 514 3711 Mobile : 082 336 2875 Email : Hermanus.Zass@westerncape.gov.za
Expanded Public Works Programme George	Contact Person : Babalo Jeyi Office hours : 07:30 -16:00 Street Address : 4th Floor, York Park, St John Street, George, 6530 Telephone : 044 805 8722 Mobile : 068 035 8788 Email : Babalo.Jeyi@westerncape.gov.za

Expanded Public Works Programme <i>Mooreesburg</i>	Contact Person	: Whitney Asia
	Office hours	: 07:30 -16:00
	Street Address	: 58 Langstraat, Moorreesburg, 7310
	Telephone	: 022 433 8529
	Mobile	: 082 253 6325
	Email	: Whitney.Asia@westerncape.gov.za
Expanded Public Works Programme <i>Paarl</i>	Contact Person	: Jana-Mari Cronje
	Office hours	: 07:30 -16:00
	Street Address	: 1 Main Road, South Paarl, 7624
	Telephone	: 021 863 2020
	Mobile	: 076 057 8127
	Email	: Jana-Mari.Cronje@westerncape.gov.za
Contractor Development Programme	Contact Person	: Maxine Thanjekwayo
	Operating hours	: 08:00-16:00
	Street Address	: 17 th Floor, Atterbury House, 9 Riebeek Street, Cape Town, 8001
	Postal address	: Private Bag X9185, Cape Town, 8000
	Telephone	: 021 483 8924
	Email	: TPW.CDP@westerncape.gov.za
Masakh'iSizwe Bursary Programme	Contact Person	: Lazola Mtongana
	Operating hours	: 07:00 -16:00
	Street Address	: 23 rd Floor, Atterbury House, 9 Riebeek Street, Cape Town, 8001
	Postal address	: Private Bag X9185, Cape Town, 8000
	Telephone	: 021 483 0964
	Email	: Lazola.Mtongana@westerncape.gov.za
District Roads Engineer <i>Region 1</i>	Contact Person	: Sherm Arendse
	Operating hours	: 07:15 – 16:15
	Street Address	: 1 Main Road, South Paarl, 7624
	Telephone	: 021 863 2020
	Email	: Sherm.Arendse@westerncape.gov.za
District Roads Engineer <i>Region 2</i>	Contact Person	: Corinne Muller
	Operating hours	: 07:30 - 16:00
	Street Address	: 2 Vrede Street, Oudtshoorn, 6625
	Telephone	: 044 272 6071
	Email	: Carinne.Muller@westerncape.gov.za
Provincial Regulatory Entity <i>Athlone</i>	Contact Person	: Lizette Wilmot
	Street Address	: corner of Bosduif and Volstruis Roads, Bridgetown, Athlone, 7764
	Telephone	: 021 483 0214/ 0217/0
	Email	: Lizette.Wilmot@westerncape.gov.za
	Submit applications	: Monday, Tuesday, and Wednesday 07:30 -14:00
		: Thursdays 07:30-12:00
	Collection hours	: Fridays 07:30- 16:00

Provincial Regulatory Entity George	Contact Person	: Laura Batt
	Operating hours	: 07:30 - 16:00
	Street Address	: Ground Floor, York Park, St John Street, George, 6530
	Postal address	: PO Box 6512, George, 6530
	Telephone	: 044 802 3700
	Email	: Laura.Batt@westerncape.gov.za

Provincial Transport Registrar	Operating hours	: 07:30–16:00, Monday–Friday
	Street Address	: corner of Bosduif and Volstruis Street, Bridgetown, Athlone, 7764
	Email	Registrar.enquiries@westerncape.gov.za
	Transport Relations Officer	: <i>Julia Ndlovu</i> Telephone: 021 483 0260 Email: Julia.Ndlovu@westerncape.gov.za
	Operator Licence Adjudicator	: <i>Abdoesalaam Isaacs</i> Telephone: 021 483 0252 Email: Abdoesalaam.Isaacs@westerncape.gov.za

Provincial Taxi Office	Contact Person	: Kurt Hendricks
	Telephone	: 021 483 2355
	Email	: Kurt.Hendricks@westerncape.gov.za

GMT Accident reporting	Operating hours	: 24 hours per day
	Telephone	: 0800 092 468
GMT Accidents and Losses	Contact Person	: Phaldine Williams
	Telephone	: 021 467 4718
	Mobile	: 083 434 6353
	Email	: Phaldine.Williams@westerncape.gov.za
GMT Financial Accounts	Contact Person	: Ilonka Muller
	Telephone	: 021 467 4737
	Mobile	: 076 209 8003
	Email	: Ilonka.Muller@westerncape.gov.za
GMT Vehicle Logbooks	Contact Person	: Bonita Coert
	Telephone	: 021 467 4786
	Mobile	: 073 161 9322
	Email	: Bonita.Coert@westerncape.gov.za
GMT Online Auctions	Contact Person	: Moegamat Anderson
	Telephone	: 021 467 8724
	Mobile	: 084 455 5025
	Email	: Moegamat.Anderson@westerncape.gov.za
GMT Regional Hub George	Contact Person	: Riaan Roux
	Telephone	: 044 814 1881
	Mobile	: 083 772 2000
	Email	: Riaan.Roux@westerncape.gov.za

GMT Fleet Hiring Services	Contact Person : Riaan Fourie Telephone : 021 467 4747 Mobile : 083 636 7130 Email : Riaan.Fourie@westerncape.gov.za
GMT Traffic Violations	Contact Person : Carol Jacobs Telephone : 021 467 4731 Mobile : 083 643 1090 Email : Carol.Jacobs@westerncape.gov.za
GMT 24/7 Client Care Centre	FLEET REPAIRS AND MAINTENANCE Contact Person : Shawn Tyman Telephone : 0800 092 468 Mobile : 082 809 7245 Email : Fleetman.Quotes@westerncape.gov.za
GMT 24/7 Client Care Centre	VEHICLE THEFTS AND HIJACKING REPORTING Contact Person : Dwain Gouden Telephone : 0800 092 468 Mobile : 083 7414 928 Email : dwain@afsol.co.za
Road Safety Management	Contact person : Nina September Operating hours : 08:00 - 15:30 Street Address : 35 Wale Street, Cape Town, 8001 Telephone : 021 483 6971 Email : Nina.September@westerncape.gov.za
Traffic Law Enforcement	Contact person : Farrel Payne Operating hours : 08:00 - 15:30 Street Address : 35 Wale Street, Cape Town, 8001 Telephone : 021 483 4348 Email : Farrel.Payne@westerncape.gov.za
Traffic Training and Development	Contact person : Donald Lakey Operating hours : 08:00 - 15:30 Street Address : 35 Wale Street, Cape Town, 8001 Telephone : : 021 483 6085 Email : Donald.Lakey@westerncape.gov.za

Provincial Traffic Centre Beaufort West	Traffic Chief : Petro Swanepoel Operating hours : 07:30 -16:00 Street Address : Route H9 – N1, Section 8, 2 Beaufort West, 6970 Postal Address : Private Bag X554, Beaufort West, 6970 Telephone : 023 414 2611/2679/7 Mobile : 083 715 7444 Fax : 023 414 2686 Email : Petro.Swanepoel@Westerncape.gov.za
Provincial Traffic Centre Caledon	Traffic Chief : Rachel Swart Operating hours : 07:30 -16:00 Street Address : Orion Building, 24 Prince Albert Road, Caledon, 7230 Postal Address : Private Bag X02, Caledon, 7230 Telephone : 028 212 2875/8 Mobile : 076 142 0787 Fax : 028 212 1615 Email : Rachel.Swart@westerncape.gov.za
Provincial Traffic Centre George	Traffic Chief : Quinton Williams Operating hours : 07:30 -16:00 Street Address : York Street, George, 6530 Telephone : 044 805 9100 Mobile : 078 275 5153 Fax : 044 805 9106 Email : Quinton.Williams@westerncape.gov.za
Provincial Traffic Centre Knysna	Traffic Chief : Vukile Oliphant Operating hours : 07:30 -16:00 Street Address : 13 Pitt Street, Knysna, 6570 Postal Address : Private Bag x26, Knysna, 6570 Telephone : 044 382 5525/8 Mobile : 062 024 8673 Fax : 044 382 6222 Email : Vukile.Oliphant@westerncape.gov.za
Provincial Traffic Centre Laingsburg	Traffic Chief : William Groenewald Operating hours : 07:30 -16:00 Street Address : Meiring Street, Laingsburg, 6900 Postal Address : Private Bag X3, Laingsburg, 6900 Telephone : 023 551 1021 Mobile : 084 582 1514 Fax : 023 551 1358 Email : William.Groenewald@westerncape.gov.za

Provincial Traffic Centre Metro/W7 West Coast	Traffic Chief : Desmond Paton Operating hours : 07:30 -16:00 Street Address : Brackenfell Boulevard, Brackenfell, 7561 Postal Address : PO Box X5, Brackenfell, 7560 Telephone : 021 483 5551 Mobile : 076 520 0384 Fax : 021 483 7865 Email : Desmond.Paton@westerncape.gov.za
Provincial Traffic Centre Mossel Bay	Traffic Chief : Reinet Sarikakis Operating hours : 07:30 - 16:00 Street Address : Corner of Louise Fourie and Essenhout Street, Heiderand, Mossel Bay, 6500 Postal Address : Private Bag X6, Mossel Bay, 6500 Telephone : 044 693 4545/8 Mobile : 082 936 8966 Fax : 044 693 4549 Email : Reinet.Sarikakis@westerncape.gov.za
Provincial Traffic Centre N1 Regional	Traffic Chief : Vigie Chetty Operating hours : 07:30 - 16:00 Street Address : 35 Wale Street, 2 nd Floor, Cape Town Telephone : 021 483 6085 Fax : 021 483 7865 Email : Vigie.Chetty@westerncape.gov.za
Provincial Traffic Centre N2 Regional	Regional Director : Nathan Arendse Operating hours : 07:30 - 16:00 Street Address : 35 Wale Street, 2nd Floor, Cape Town Telephone : 021 483 6085 Mobile : 071 107 9220 Fax : 021 483 7865 Email : Nathan.Arendse@westerncape.gov.za
Provincial Traffic Centre Oudtshoorn	Traffic Chief : Magdalene Phillips Operating hours : 07:30 - 16:00 Street Address : Seppi Greeff Building, 2 nd floor, 76 Voortrekker Road, Oudtshoorn, 6620 Postal Address : Private Bag x660, Oudtshoorn, 6620 Telephone : 044 272 4197/8 Mobile : 076 592 5480 Fax : 044 272 2297 Email : Gerald.Becker@westerncape.gov.za
Provincial Traffic Centre Parow	Traffic Chief : Nolubabalo Sobekwa Operating hours : 07:30 - 16:00 Street Address : 16-17 Tallent Street, Parow, 7500 Postal Address : PO Box X8, Parow, 7499 Telephone : 021 936 9160 Fax : 021 930 9089 Email : Nolubabalo.Sobekwa@westerncape.gov.za

Provincial Traffic Centre Shadow Centre Athlone	Traffic Chief : Jacques Mostert Operating hours : 07:30 - 16:00 Street Address : Corner of Bosduif and Volstruis Street, Bridgetown, Athlone, 7764 Telephone : 021 483 0130/1 Mobile : 084 685 1036 Fax : 021 483 0117 Email : Jacques.Mostert@westerncape.gov.za
Provincial Traffic Centre Swellendam	Traffic Chief : John Carolissen Operating hours : 07:30 - 16:00 Street Address : Andrew White Street, Swellendam, 6740 Postal Address : Private Bag X8, Swellendam, 6740 Telephone : 028 514 1185 Mobile : 071 678 4117 Fax : 028 514 2334 Email : John.Carolissen@westerncape.gov.za
Provincial Traffic Centre Vredenburg	Traffic Chief : Angelo Richards Operating hours : 07:30 - 16:00 Street Address : 2 Toermalyn Street, Ongegund, Vredenburg, 7380 Postal Address : Private Bag X9, Vredenburg, 7380 Telephone : 022 713 1286 Mobile : 073 178 7874 Fax : 022 715 1638 Email : Desmond.Paton@westerncape.gov.za
Provincial Traffic Centre Vredendal	Traffic Chief : Jennece Dirkse Operating hours : 07:30 - 16:00 Street Address : 44 Voortrekker Street, Vredendal, 8160 Postal Address : Private Bag X20, Vredendal, 8160 Telephone : 027 213 1269 Mobile : 083 358 0029 Fax : 027 213 5404 Email : Jennece.Dirkse@westerncape.gov.za
Provincial Traffic Centre Worcester	Traffic Chief : Mbulelo Giba Operating hours : 07:30 - 16:00 Street Address : Tullbagh Street, Worcester, 6850 Postal Address : Private Bag X3069, Worcester, 6850 Telephone : 023 342 2357/8 Mobile : 082 499 5315 Fax : 023 347 4579 Email : Mbulelo.Giba@westerncape.gov.za

Email: Pakama.Mndita@westerncape.gov.za

Tel: +27 21 483 0972

Department of Transport and Public Works

Chief Directorate: Strategic Management and Operational Support

Chief Director: Ramesh Maharaj

www.westerncape.gov.za



Western Cape
Government