



Customer Service Charter

*Developed to respect the Provincial Values of:
Caring, Competence, Accountability, Integrity and Responsiveness*

An open opportunity society for all.

This charter reflects the belief of the Department of Transport and Public Works and its implementation partners in Batho Pele: A better life for all South Africans by putting people and safety first. It is our commitment to our customers that we will do our utmost to help you and provide you with the quality of service you deserve.

VISION: *“To create an open opportunity society for all in the Western Cape so that people can live lives they value.”*

You have the right to

- Apply for the services we provide.
- Services that promote your rights and wellbeing.
- Expect friendly and helpful service from respectful, responsible and competent officials while honoring your responsibility to not verbally abuse officials.
- Be treated with dignity. Have access to fair and unbiased assistance.
- See your personal information on request as per PAIA.
- Insist on respect and confidentiality – of your privacy and information.
- Take part in fair processes. This includes meeting with officials and being accompanied by someone of your choosing.
- Call on a review of a decision, if you disagree with it. (Submit a formal/written request on disagreement matters/issues in terms of PAJA.)
- Be provided with information about procedures to appeal our decisions.
- Insist that wrong or unfair practices be corrected.
- Receive protection when you report any form of abuse, misuse, fraud or misconduct.
- Ask for full and fair investigation of every complaint.
- Redress and an apology for lapses in our service.
- To be served in a healthy and safe environment.

We commit to

- Offering you professional services that meet the required standards.
- Keeping to the timelines that we have set for each type of service.
- Identifying ourselves when we speak to you.
- Listening carefully to you, and referring you appropriately should we not understand your language.
- Taking care of customers with special needs such as persons with disabilities or the elderly.
- Providing accurate and consistent information.
- Explaining the things you need to know or do, such as
 - The types of services we offer;
 - How to qualify for these services; and
 - How, when and where to apply for such services.
- Providing reasons for our decisions.
- Providing written feedback about approved or rejected applications and enquiries.
- A zero tolerance policy on abuse, misuse, fraud or misconduct.
- Correcting our mistakes.

MISSION: *“The Department develops and maintains appropriate infrastructure and related services for sustainable economic development which generates growth in jobs and facilitates empowerment and opportunity.”*

Administrative Services

- Assist Municipalities to develop Integrated Transport Plans
- Manage the Professional Development Programme aimed at developing scarce skills in the transport and engineering fields
- Provide bursaries for deserving students through the Masakh’ iSizwe Centre of Excellence

Public Works Infrastructure Services

- Acquire and dispose of immovable assets
- Lease property
- Provide accommodation services to Provincial Departments
- Construct and maintain Health, Education and General building facilities
- Create jobs and economic empowerment through infrastructure provision

Transport Infrastructure Services

- Construct, rehabilitate and maintain the provincial road network
- Offer learnerships and graduate training
- Offer diesel mechanic apprenticeships
- Provide technical support services
- Record accident data

Transport Operations Services

- Manage and monitor subsidised and specialised public transport services
- Assist and support business development of land transport stakeholders
- Coordinate and facilitate transport safety and compliance programmes in accordance with the safe systems approach
- Assess, assist and capacitate municipalities on land transport mobility.
- Facilitate the electronic monitoring and Fare Management system for subsidised bus services
- Oversee the implementation of Non-Motorised Transport
- Manage the construction of public transport facilities

Transport Regulatory Services

- Provide motor vehicle licensing and registration services
- Provide motor vehicle roadworthy certification services
- Provide licenses for competent drivers
- Issue permits for abnormal load vehicles and events on public roads
- Provide overload control services on national and provincial roads
- Provide licensing services to public transport operators
- Register minibus taxi operators and associations
- Implement and coordinate road safety programmes
- Provide dispute resolution services in the public transport domain

Community-Based Programmes

- Coordinate the Expanded Public Works Programme
- Facilitate programmes to develop emerging contractors
- Offering construction-related skills development opportunities, including apprenticeships.

Please help us to help you by ...

- Insisting on government officials identifying themselves
- Providing us with correct and complete information such as your ID number
- Respecting and cooperating with officials

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline at:

**Toll-free 0800 701 701
or 021 483 0901**

Executive Authority declaration:

I, Robin Carlisle, commit my Department in terms of Part III, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Charter.

Your voice counts. We want to hear from you. You can tell us how we are doing and performing, or report poor service or misconduct by requesting to see a supervisor. Or you can contact our Communications unit:

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Address: 9 Dorp Street, Cape Town

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Fax: +27 21 483 8755

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