

# Department of Police, Roads and Transport

# SERVICE DELIVERY CHARTER

This document specifies the services and standards that a customer can expect from this Department as well as the procedure to follow if the agreed services are not rendered efficiently.

<b>LOCATION:</b> <b>Head Office</b> <b>Physical Address:</b> Perm Building, 45 Charlotte Maxeke Street, Bloemfontein, 9301 <b>Postal Address:</b> PO Box 119 Bloemfontein 9300 <b>Telephone:</b> (051) 409 8856 <b>Fax No.:</b> (051) 409 8863 <b>Website:</b> <a href="http://www.policeroadstransport.fs.gov.za">www.policeroadstransport.fs.gov.za</a> <b>Office Hours:</b> 07:30-16:00	<b>VISION</b>  A prosperous Free State through the provision of sustainable community safety, mobility, road infrastructure and management of Government Motor Transport.	<b>MISSION</b>  To realise the aforesaid vision, we will: <ul style="list-style-type: none"> <li>▪ Monitor, oversee and access police service delivery in the Free State.</li> <li>▪ Promote Integrated Crime Prevention initiatives.</li> <li>▪ Promote and regulate Public Transport and roads safety.</li> <li>▪ Ensure road safety and an Integrated Transport System and Networks.</li> <li>▪ Promote Government Motor Transport services.</li> </ul>	<b>MANDATE</b> <ul style="list-style-type: none"> <li>• Monitor and evaluate the performance of the SAPS in the Province in order to ensure continuous improvements in its performance on crime prevention, law enforcement and to ensure quality service delivery.</li> <li>• Coordinate and integrate government-led social crime prevention activities and the support of community initiatives.</li> <li>• Coordinate the Criminal Justice System and the Criminal Justice Cluster within the Province to ensure sustained integration.</li> <li>• Improve relations between communities and components of the Criminal Justice System.</li> <li>• Improve communication and information in order to empower communities.</li> <li>• Validate the corridor criteria for subsidisation purposes.</li> <li>• Improve integrated planning of the road network and the coordination with other transport modes.</li> <li>• Define an integrated and appropriately classified network to provide mobility and access to stimulate growth and mobility.</li> <li>• Compile tender and contract documents for road and bridge construction.</li> </ul>	<b>VALUES</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Access</li> <li>• Courtesy</li> <li>• Openness and Transparency</li> <li>• Information</li> <li>• Redress</li> <li>• Value for money</li> <li>• Knowledge application (courage to learn, change &amp; innovate)</li> <li>• Teamwork (work together and building a spirit of cooperation)</li> <li>• Equality, equity and fairness</li> <li>• Mutual trust and respect</li> <li>• Professionalism</li> <li>• Honesty</li> <li>• Loyalty</li> <li>• Integrity</li> <li>• Accountability</li> </ul>
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## STRUCTURE

TITLE	NAME	TELEPHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
MEC	Mr. MS Mashinini	Tel: (051) 409 8849	Fax: (051) 409 8864	Mahoal@freetrans.gov.za
HOD	Mr. SS. Mtakati	Tel: (051) 409 8856	Fax (051) 409 8863	<a href="mailto:HOD@freetrans.gov.za">HOD@freetrans.gov.za</a>
Transport Administration and Operations v	Mr. TC Ubane	Tel: (051) 409 7409	Fax: (051) 086 5474 362	Ubanet@freetrans.gov.za
Communication	Ms. KH Mophethe	Tel: (051) 409 8559	Fax: (086 591 7503)	Mophetheh@freetrans.gov.za

## CORE SERVICES AND SERVICE STANDARDS

CORE SERVICE PROVIDED	SERVICE STANDARD	CONTACT PERSON	INFORMATION/ DOCUMENTATION NEEDED
Ensure good governance and sound financial administration	<ul style="list-style-type: none"> <li>• Payments to creditors within (thirty) 30 days.</li> </ul>	<b>Chief Financial Officer: Finance</b> Ms. JH Botes Tel: (051) 409 8737 E-mail: <a href="mailto:botesa@freetrans.gov.za">botesa@freetrans.gov.za</a> 2 <sup>nd</sup> Floor, Perm Building, 45 Charlotte Maxeke Street, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• Central Supplier Database.</li> <li>• Valid invoices.</li> </ul>
Manage and process public complaints against poor police service delivery with courtesy, fairness and confidentiality.	<ul style="list-style-type: none"> <li>• Registration and recording of complaint within (forty eight) 48 hours.</li> <li>• Acknowledgement letter or SMS within 7 (seven) days.</li> <li>• Allocation of complaint to the Investigator within 30 (thirty) days.</li> <li>• Monthly feedback to the complainant until the case is closed / finalised.</li> </ul>	<b>Chief Director: Provincial Secretariat for Police Service</b> Mr. MC Masilo Tel: (051) 409 8211 E-mail: <a href="mailto:masilom@freetrans.gov.za">masilom@freetrans.gov.za</a> 6 <sup>th</sup> Floor, Medfontein Building St. Andrews Street, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• Details of the complainant, name, address, contact number.</li> </ul>
Monitor service delivery at Victim Support Rooms	<ul style="list-style-type: none"> <li>• By conducting quarterly assessment on the functionality of the VSRs (Victim Support Rooms).</li> </ul>		<ul style="list-style-type: none"> <li>• Monitoring tool/ questionnaire on the functional VSR.</li> </ul>
Redress Departmental complaints and compliments.	<ul style="list-style-type: none"> <li>• Monthly collection of Customer Cards/Questionnaires at Service Points.</li> <li>• Provide feedback within 21 (twenty one) working days.</li> </ul>	<b>Director: Planning, Performance and Oversight</b> Mr. T Motshoikha Tel: (051) 409 8837 Email: <a href="mailto:motshoikhat@freetrans.gov.za">motshoikhat@freetrans.gov.za</a> 3 <sup>rd</sup> Floor, Perm Building, 45 Charlotte Maxeke Street, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• Details of the complainant, name, address, contact number.</li> <li>• Customer Card/Questionnaire.</li> </ul>
To ensure sound and effective communication to stakeholders.	<ul style="list-style-type: none"> <li>• To market and promote services of the Department on a quarterly basis.</li> </ul>	<b>Chief Director: Corporate Services</b> Mr. NN Selai Tel: (051) 409 8481 E-mail: <a href="mailto:chief.corporate@freetrans.gov.za">chief.corporate@freetrans.gov.za</a> 2 <sup>nd</sup> Floor, Medfontein Building St. Andrews Street, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• Newsletters; Promotional material; Advertisements in print, electronic and social media platforms.</li> </ul>
Provision of Operating Licenses to Road Passenger Transport Operators.	<ul style="list-style-type: none"> <li>• Issuing of Operating Licenses to Road Passenger Transport Operators within 5 (five) working days for over the counter transactions and within 6 (six) months for board adjudication applications to enable legal operators to conduct the business legally.</li> </ul>	<b>Chief Director: Transport Operations</b> Mr. T Ubane Tel: (051) 403 7409 E-mail: <a href="mailto:chief.transport@freetrans.gov.za">chief.transport@freetrans.gov.za</a> 5 <sup>th</sup> Floor, Anchor House Building Cnr East Burger and Nelson Mandela Drive, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• RSA ID, completed prescribed TV-10 or TV-3 application form; Recommendation letter from the Registered Association, Valid vehicle documents, Certificate of Roadworthiness and Registration certificate, Original old permit/operating licence.</li> </ul>
Provision of vehicle roadworthy testing and driving licenses.	<ul style="list-style-type: none"> <li>• By testing applicants for learners license within 1 (one) month.</li> <li>• Learner drivers for driver's license within 2 (two) months.</li> <li>• Conducting of roadworthiness test of vehicles within 1 (one) hour.</li> </ul>	<b>Chief Director: Transport Regulation</b> Mr. NG Ramotsoto Tel: (051) 409 0412 E-mail: <a href="mailto:chief.traffic@freetrans.gov.za">chief.traffic@freetrans.gov.za</a> 1 <sup>st</sup> Floor, Lengau Testing Centre OR Tambo Drive, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• RSA ID, photos, application forms, prescribed fee by the relevant MEC and proof of residential address.</li> <li>• Vehicle registration papers.</li> </ul>
Provide a safe road network to ensure sustainable economic growth for the Free State Province.	<ul style="list-style-type: none"> <li>• Issuing abnormal loads permits within (5) five working days.</li> <li>• Tourism signs application processed within 60 (sixty) days.</li> </ul>	<b>Acting Chief Director</b> Mr. W van Wyk Tel: (051) 409 8579/93 * Fax: (051) 409 8594 E-mail: <a href="mailto:vanwykw@freetrans.gov.za">vanwykw@freetrans.gov.za</a> 3 <sup>rd</sup> Floor, Medfontein Building St. Andrews Street, Bloemfontein, 9301	<ul style="list-style-type: none"> <li>• Abnormal load vehicle permit application and load dimension, truck dimension, load model/description.</li> <li>• Vehicle registration copy and the sketch for drawing of the truck.</li> <li>• Application form for outdoor advertising; grading certificate; business license; change of land use; fencing certificate.</li> </ul>

## CUSTOMER CARE

<b>WHEN YOU WRITE TO US WE SHALL:</b> <ul style="list-style-type: none"> <li>• Acknowledge your letter or e-mail within (seven) 7 working days upon receipt.</li> <li>• Provide you with a reference number.</li> <li>• Provide you with the name of the person handling your complaint within (fourteen) 14 working days.</li> <li>• Give feedback within (twenty one) 21 working days after receiving complaints.</li> </ul>	<b>IF YOU HAVE A COMPLAINT:</b> <ul style="list-style-type: none"> <li>▪ We shall apologise and try to serve you to the best of our ability.</li> <li>▪ We shall be courteous and professional at all times.</li> <li>▪ We will provide you with reasons for our decisions.</li> <li>▪ Provide you with, or refer you in writing to other services you may need.</li> <li>▪ We will provide you with written feedback where applicable.</li> </ul> <p>Please tell us what you think of our services and standards and whether you think we are meeting them. We would appreciate any comments and/or criticism you may have.</p> <b>Contact us:</b> <ul style="list-style-type: none"> <li>▪ Email: <a href="mailto:services@freetrans.gov.za">services@freetrans.gov.za</a></li> <li>▪ Fax 2 email: 086 77 16 846</li> <li>▪ <b>Toll-free: 0800 72 73 74</b></li> </ul>	<b>YOUR RIGHTS:</b> <p>As a service recipient you have the right to all Batho Pele principles, especially the following:</p> <ul style="list-style-type: none"> <li>• Courteous behaviour at all times.</li> <li>• Full information.</li> <li>• Prompt and efficient service.</li> <li>• Redress and an apology for lapses in our service.</li> <li>• To be treated equal.</li> <li>• Privacy and respect at all times.</li> <li>• Be informed about clear procedures on reporting abuse, misuse, fraud or misconduct.</li> <li>• Receive protection when you report any form of abuse, misuse or misconduct.</li> <li>• To ask for full and fair investigation of your complaint.</li> </ul>	<b>YOUR OBLIGATIONS:</b> <p>Service delivery is a two way process and therefore you need to be reminded that you as a service recipient need to be courteous, civil and respect the dignity of officials you encounter.</p> <ul style="list-style-type: none"> <li>▪ Be honest.</li> <li>▪ Provide us with full and correct information.</li> <li>▪ Request government officials to identify themselves.</li> <li>▪ Provide feedback on our performance – good or bad.</li> <li>▪ Report unusual and poor services.</li> </ul> <b>OUR PERFORMANCE AGAINST OUR STANDARDS</b> <p>We shall publish the results of our performance against our service standards each year in our annual report.</p>
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