

Transport, Safety & Liaison

NORTHERN CAPE PROVINCIAL GOVERNMENT

Department of Transport, Safety and Liaison

SERVICE DELIVERY CHARTER

UBUNTU: *The Department of Transport, Safety and Liaison upholds human dignity and ensures equal opportunities and fairness in its interactions with all its stakeholders in order to stimulate and create the spirit of trust and unity. The Department promotes tolerance and respect for all its diverse employees as well as citizens of this country.*

VISION: *A leader in the creation and coordination of a safe, secure and sustainable transport and policing systems for a crime-free Northern Cape Province*

MISSION: *To enable a safe and secure environment and mobility for the community of the Northern Cape through:*

- *Good Corporate Governance, Management, Administration and Support*
- *Establishing and supporting community safety partnerships*
- *Monitoring and oversight of the police*
- *Facilitating and coordinating social crime prevention and road safety programmes*
- *Educating, enforcing and administering road traffic legislation*
- *Liaison with all relevant stakeholders, role-players and clients pertaining policing, safety and security*
- *Regulated and integrated transport modes which are economically and environmentally sustainable*

2. OUR SERVICE STANDARDS:

(what to expect at our service points)

- 2.1 We will provide high quality services to both our internal and external customers through regular consultations regarding the quality of service provided by the department.
- 2.2 Ensure that all complaints are finalized within three (3) months.
- 2.3 Respond to enquiries, queries, mail and email correspondence promptly.
- 2.4 Serve citizens promptly and courteously at all times.
- 2.5 Increased access to services, specially to those who are historically disadvantaged and people with disabilities.
- 2.6 Provide more and relevant information and advice about services so that customers have the necessary information to make informed decisions.
- 2.7 Address failures and mistakes so that problems are resolved or dealt with positively.
- 2.8 Render our services to the satisfaction of our customers.

2.9 We are proud advocates of the Batho Pele Principles.

3. OUR VALUES:

In the fulfilment of its Mission and towards the attainment of its Vision, the Department intends achieving performance excellence through the adherence to the following operational values:

- 3.1 Service Excellence through Batho Pele.
- 3.2 Mutual Respect, Trust and Professionalism.
- 3.3 Integration of effort - between agencies, local authorities, Government Departments and other stakeholders.
- 3.4 Teamwork – working together and building a spirit of co-operation.
- 3.5 Knowledge Application - courage to learn, change and innovate.
- 3.6 Unity in diversity, representivity and equity.
- 3.7 Adherence to the Public Service Code of Conduct and self-discipline.

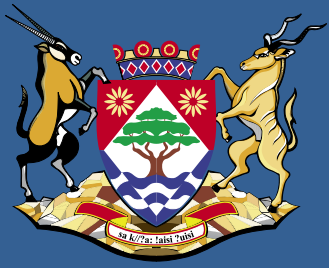
4. OUR MAIN SERVICES:

- 4.1 To provide strategic, financial, organisational and administrative support services to the line functions of the Department.
- 4.2 To exercise oversight functions with regard to law enforcement agencies in the Province.
- 4.3 To plan, regulate and facilitate the provision of public transport services through cooperation with the National and Local Authorities, as well as the

private sector in order to enhance the mobility of all communities particularly those currently without or with limited access.

- 4.4 To ensure the provision of a safe road environment through the regulation of traffic on public roads, law enforcement, the implementation of road safety campaigns and awareness programmes and the registration of and licensing of vehicles and drivers.

TOGETHER WE WILL ADVANCE THE DELIVERY OF SERVICES TO THE PUBLIC IN THE SPIRIT OF UBUNTU



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HOW TO LODGE A COMPLAINT AND ACKNOWLEDGE GOOD WORK?

Write to us for any complaint, suggestion or compliment to the departmental address or telephone number.

IF YOU WRITE TO US YOU CAN EXPECT TO:

- Receive a courteous and clear reply within 14 working days.
- Receive an acknowledgement of receipt within 7 working days.
- Receive detailed correspondence in 14 working days.
- Correspondence in simple language and where possible, in your preferred language.

IF YOU PHONE US, YOU CAN EXPECT PERSONNEL TO:

- Answer the phone courteously, professionally and respectfully.
- Always Identify themselves.
- Be helpful and deal with your inquiries promptly.
- Transfer your call to the appropriate unit/person, where necessary.

OUR EXPECTATIONS FROM OUR CLIENTS:

- We count on our clients to be respectful and courteous towards our staff.

HOURS OF OPERATION: Monday - Friday, 07h30 - 16h00

CONTACT DETAILS: DEPARTMENT OF TRANSPORT, SAFETY AND LIAISON

OUR PROVINCIAL OFFICES

PHYSICAL ADDRESS:

C/O Phakamile Mabija &
Lennox Street
Kimberley

POSTAL ADDRESS:

P O Box 1368, Kimberley
Tel: 053 839 1700

MINISTRY OF TRANSPORT, SAFETY & LIAISON

Contact details: 053 839 1730
Fax: 053 832 4249

OUR DISTRICT OFFICES

Frances Baard

Ocean Echo Building
Corner Phakamile
Mabija & Lennox Street
Kimberley
Tel: 053 8304900
Fax: 053 8304914

Pixley Ka Seme

Morrison Building
Friedlander Street
De Aar
Tel: 053 6313915
Fax: 053 6310825

J T Gaetsewe

Cunningham Street
Kuruman
Tel: 087 3105341
Fax: 086 7103831

Z F Mgcawu

Dr Nelson Mandela
drive / Le Roux Street
Upington
Tel: 054 3385697
Fax: 054 3385695

Namaqua

C/O Hospital & King
Street
Springbok
Tel: 027 7182695
Fax: 027 718 2694

OUR PROVINCIAL TRAFFIC STATIONS

Kimberley

Tel: 053 802 5520
Fax: 053 861 5772

Olifantshoek

Tel: 053 331 0522
Fax: 053 331 0508

Calvinia

Tel: 027 341 1308
Fax: 027 341 1438

Upington

Tel: 054 338 5680
Fax: 054 338 5690

Springbok

Tel: 027 712 1615
Fax: 027 718 1591

Colesberg

Tel: 051 753 0775
Fax: 051 753 1252

Britstown

Tel: 053 672 0031
Fax: 053 672 0340

Richmond

Tel: 053 693 0652
Fax: 053 693 0657

Mothibistad

Tel: 053 773 1820
Fax: 053 773 1518

Jan Kempdorp

Tel: 053 456 5300
Fax: 053 456 5307

HOD

MEC