

DEPARTMENT OF TRANSPORT

NO. 1237

20 NOVEMBER 2020

NATIONAL ROAD TRAFFIC ACT, 1996 (ACT NO. 93 OF 1996)

**PUBLICATION FOR COMMENTS OF THE MINIMUM SERVICE DELIVERY
STANDARD**

The Minister of Transport, hereby publishes the above draft Minimum Service Delivery Standard for comments. All Interested persons are called upon to lodge their written inputs, comments or objections within four (4) weeks from the date of publication of this Notice in the Government Gazette to the Director-General, Department of Transport for the attention of:

Mr Ngwako Thoka
Department of Transport
Private Bag X193
PRETORIA
0001

E-Mail: Thokan@dot.gov.za
Tel: (012) 309 3764

Ms Laetitia Botma
Department of Transport
Private Bag X193
PRETORIA
0001

E-Mail: BotmaL@dot.gov.za
Tel: (012) 309 3763

MINIMUM SERVICE DELIVERY STANDARD (MSDS)

1. PURPOSE

The purpose of this document is to set a standard for Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSs) and Registering Authorities (RAs) herein after referred to as Client Contact Centres, for service delivery.

The specific focus will be to prescribe and set the minimum standards and requirements for service delivery to the Client at Client Contact Centres as it relates to, inter alia, the issuance and acquisition of learners' and driving licences, roadworthy certificates, the registration and licensing of motor vehicles.

This standard aims to standardize operational practices across all the Client Contact Centres and shall be implemented and rendered in compliance with the applicable ***Batho Pele Principles*** and standards as listed below:

- 1.1 **Consultation:** Citizens should be consulted about the level and quality of public services they receive and wherever possible, should be given a choice about the services that are offered;
- 1.2 **Service Standards:** Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect;
- 1.3 **Access:** All citizens should have equal access to the services to which they are entitled;
- 1.4 **Courtesy:** Citizens should be treated with courtesy and consideration;
- 1.5 **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive;
- 1.6 **Openness and Transparency:** Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge;
- 1.7 **Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response;
- 1.8 **Value for money:** Public services should be provided economically and efficiently in order to give citizens the best possible value for money

Furthermore, such services must be guided by and comply with the provisions of National Road Traffic Act, 1996 (Act No. 93 of 1996) and regulations and any other relevant legislation.

2. LIST OF DEFINITIONS

“Access control” means selective restriction of access to a place or other resource in terms of functions to be performed

“Adequate space” means enough space for all Clients queuing for a service in compliance with the Occupational Health and Safety Legislation.

“Adequate security” means all measures taken by the management of the Centre to protect the Centre and shall include physical security, access control, alarm system and security guard, and may include closed circuit television.

“Client Contact Centre” means Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs) appointed in terms of the National Road Traffic Act and its Regulations.

“Client” means a person utilising the Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs) services to comply with the requirements in terms of applicable national and provincial road traffic legislation.

“Ergonomical office furniture” means designed for the workplace intended to maximise productivity by minimising operator fatigue and discomfort to both staff and Clients.

“Good lighting” means as determined by SANS 10400.

“Relevant Legislation” means any legislation relating to the functions performed at Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs).

“Service Delivery Charter” means the Charter as annexed as Annexure A of this Standard.

3. SCOPE

The scope of this standard is to set minimum service standards for Client Contact Centres and to address the challenges experienced by Clients in accessing and obtaining services rendered by Client Contact Centres. These challenges include but are not limited to

3.1 Queue Management: Long queues at Client Contact Centres impact on service delivery to Clients and leads to immense frustration.

3.2 Location and Accessibility: Lack of clear signage leads to Client Contact Centres not being easily located and accessible to Clients. Also most of the Contact Centres do not have proper signage in place both to get to the Centres and in the Centres and the Client is not effectively directed to where they need to go.

3.3 Business Office hours: Although, most of the Client Contact Centres open and close on time, there are those that experience disruptions to their normal

operational hours and the Client is not warned ahead of time of the untimely closing of the centre.

3.4 Access to information and complaints management: Clients do not have access to relevant information regarding the service that they require, resulting in numerous complaints that are poorly attended to which leads to frustration.

3.5 Accountability: Service Level Agreements are not in place where applicable leading to Client Contact Centres not effectively being held accountable for service delivery.

4. SIGNAGE TO AND IN THE FACILITY

Clients should be able to easily find the Client Contact Centre for their required service. Once entering the Centres the client should be able to easily find the appropriate service points.

4.1 Road and Directional signage

4.1.1 Road Signage: The Client Contact Centres shall have clear road signage indicating where the applicable Centre is located.

4.1.2 Directional signage: Upon entering the facility clear directional and service signage should be in place to indicate to the client where to park and proceed to each required service.

4.2 Service point queue signage

Service point queue signage must:

4.2.1 Be erected overhead to the front of the queue; and

4.2.2 Clearly depict the service in English and one other official language dominant in that area.

4.3 Information signage

Information signage must be:

4.3.1 Clearly displayed;

4.3.2 Legible, easily understandable; and

4.3.3 Clearly depict the service in English and one other official language dominant in that area.

5. SAFETY AND SECURITY

Client Contact Centres shall ensure that staff, clients and state assets at the Client Contact Centres are safe and protected at all times.

5.1 Access control to public areas

There must be adequate security in all public areas including but not limited to security guards, alarms and burglar proofing.

5.2 Access control to restricted areas

5.2.1 Restricted areas must be clearly demarcated. Access to these areas must be controlled.

5.2.2 Client Contact Centres shall ensure that access control measures are in place to secure where applicable

5.2.1.1 Filing and storage rooms

5.2.1.2 Server rooms

5.2.1.3 Cashiers workstations

5.2.1.4 Strong rooms

5.2.3 All state equipment and stock including NaTIS equipment and face value documents shall be secured against loss and or damage.

5.3 Safety

All Customer Care Centres must ensure compliance with Occupational Health and Safety legislated requirements.

5.3.1 Health and safety instructions must be displayed

5.3.2 Fire extinguishers serviced and available

5.3.3 Revenue collected and banked daily

5.3.4 Strong room/Safe available for safeguarding of face value document and revenue collected

6 PARKING

6.1 Customer Contact Centres shall have adequate Client parking available.

6.2 Parking for Clients with disabilities must be provided and clearly marked.

7 FORMS

7.1 Client Contact Centres shall have all the forms relevant to the function of the Centre available to the Clients.

7.2 Forms shall be sorted, clearly marked and provided to clients free of charge.

7.3 Client Contact Centres shall also accept printed forms from the Departments website.

7.4 Client Contact Centres shall provide an area for the completion of the forms.

7.5 There must be staff available to help the Client to complete the applicable forms for the appropriate transaction. In the smaller facilities this function can be performed by frontline staff provided that such staff adequately addresses all queries without jeopardising the normal transaction flow.

7.76 Client contact centre must maintain a minimum stock level as determined by the province to ensure uninterrupted service delivery.

8. QUEUES

8.1 Adequate space for queuing

8.1.1 There must be adequate space inside and outside the centre for seating and queuing.

8.1.2 Should clients be required to queue outside the centre, there should be adequate covering to provide shade and protection from the weather elements.

8.2 Queue Management

Client Contact Centres shall monitor and control the queues to ensure that Clients are in the correct queue and advised of all the requirements for their appropriate transaction.

8.3 Average waiting times

Services must be performed within the times as specified in the Service Delivery Charter attached as Annexure A.

8.4 Client care for the physically challenged and senior citizens

Preferential care should be given to clients with disabilities, physical restrictions (permanent or temporary) and senior citizens.

9. DEDICATED CUSTOMER SERVICE DESK

9.1 There should be a dedicated Client service desk that is staffed all the time. The staff should be adequately trained to handle all queries directed to the Client Contact Centre.

9.2 This requirement is not mandatory in small contact centres provided that the frontline staff adequately addresses all queries without jeopardising the normal transaction flow.

10. WORKING OFFICE EQUIPMENT

The Client Contact Centres shall have:

10.1 Office equipment including telephone and or PABX systems, computers, fax machines, photo copying machines and air-conditioning in working order.

- 10.2 Ergonomical office furniture for staff and Clients that are clean and in good working order.

11. WAITING AREA

The waiting area should be in compliance with Occupational Health and Safety Standards, be clean and have:

- 11.1 Effective Ventilation
- 11.2 Good Lighting
- 11.3 Access to free fresh drinking water.

12. ABLUTION FACILITIES

The ablution facilities must have clear signage and must:

- 12.1 Be provided onsite for Clients and staff;
- 12.2 Be clean and comply with Occupational Health and Safety Standards;
- 12.3 Be accessible to Clients and staff with disabilities and cater to their needs;
- 12.4 Have sanitary bins, toilet paper, running water, soap and hand drying facilities; and

NOTE: All of the above must be provided free of charge by the Client Contact Centre

13. STAFF

Client Contact Centres shall provide sufficient and competent staff, including supervisory staff, to deliver the Services, and shall ensure that —

- 13.1 All NaTIS users attend and complete the Department's compulsory NaTIS training and refresher training.
- 13.2 No NaTIS access is granted to staff who have not completed the training and/or refresher training;
- 13.3 The duties of all staff are clearly defined and staff are familiar with same in order to promote clear division of duties;
- 13.4 All staff is appropriately trained for the position they are appointed in.
- 13.5 The Department is advised in writing of staff changes, including, but not limited to new appointments, resignations, suspensions, dismissals or reassignments;

13.6 Staff strictly conform with all applicable laws and policies and instructions issued from time to time by the Department and the Public Service Commission's Code of Conduct for Public servants.

13.7 All staff shall at all times clearly display name tags as provided by the Client Contact Centre.

14. BUSINESS OFFICE HOURS

14.1 The Client Contact Centre shall be open during business office hours as stipulated in the Service Delivery Charter attached as Annexure A.

14.2 Services must be performed continuously and only be suspended as a result of an event beyond the control of the Client Contact Centre.

15. COMMUNICATION TO THE CLIENT

15.1 Information on display

Client Contact Centres shall have on display

15.1.1 The Service Delivery Charter as contained in Annexure A

15.1.2 the Batho Pele principles

15.1.3 Anti-Fraud and Corruption Hotline number

15.2 Notifications to the Client

Client Contact Centres shall upon receipt of the driving licence card, update the NaTIS and notify the Clients to collect the driving licence card.

16. COMPLAINTS MANAGEMENT PROCESS

16.1 Client Contact Centres shall have a complaints management process in place.

16.2 The complaints management process must include but not limited to:

16.2.1 Registering of complaints in a complaints register:

16.2.2 Acknowledgement of receipt of complaints within 3 working days:

16.2.3 Complaints Investigation Process: and

16.2.4 Feedback on progress

16.3 The Client Contact Centre shall have available:

16.3.1 Monthly statistics on complaints received, resolved, escalated.

16.3.2 Monthly statistics on feedback to applicants.

16.4 Client service survey

16.4.1 Client Contact Centres shall conduct Client satisfaction surveys at least once every 6 months.

16.4.2 All Clients should be encouraged to complete the Client service questionnaire supplied to rate the level of service provided by the Client Contact Centre.

16.4.3 Questionnaires can be submitted by placement in a suggestion box, mail, email, facsimile or by hand delivery.

16.4.4 Client Contact Centres must process the questionnaires and report the outcome to the relevant province

17. SERVICE LEVEL AGREEMENT

17.1 Client Contact Centres shall enter into a service level agreement with the relevant province that is in line with the Minimum Service Level Agreement to be published by the Minister in the Gazette.

Annexure A

Service Delivery Charter

SERVICE DELIVERY CHARTER VEHICLE TESTING STATION

BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: _____

SATURDAYS: _____

Our Services are:

- ☐ Application for Roadworthiness
 - ☐ Motor Cycle R
 - ☐ Bus R
 - ☐ Heavy motor vehicle R
 - ☐ Other vehicles R
- ☐ Testing and retesting of motor vehicle R
- ☐ Certification of Roadworthiness R
- ☐ Identifying motor vehicle particulars that need to be updated and recommended to the appropriate Registering Authority

✗ NOTE: All application forms are provided free of charge and also available on www.enatis.com. Selling of these forms must be reported.

DISCLAIMER: Lead times as prescribed are subject to all requirements being met by the Client and minimum test times per vehicle.

WHO IS IN CHARGE

MANAGEMENT REPRESENTATIVE:.....

COMPLAINTS / COMPLIMENTS MECHANISM

TEL NUMBERS

MANAGEMENT

REPRESENTATIVE:.....

PROVINCIAL NUMBER:.....

NATIONAL NUMBER:.....

☐ LEAD TIMES

All services will be rendered in accordance to BATHO PELE principles. The service delivery standard is available at www.transport.gov.za or www.enatis.com.

ENSURE SAFE MOTOR VEHICLES



SERVICE DELIVERY CHARTER DRIVING LICENCE TESTING CENTRE

BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: _____

SATURDAYS: _____

CLOSED ON PUBLIC HOLIDAYS

Our Services are:

- ☐ Application for a Learner's Licence Test R
- ☐ Testing of learner drivers R
- ☐ Issuing of learner driving licence R
- ☐ Duplicate / Replacement of Learner's Licence R
- ☐ Application for Driving Licence Test R
- ☐ Testing of drivers R
- ☐ Issuing of Driving Licence and Driving Licence Card R
- ☐ Renewal / Replacement of Driving Licence Card R
- ☐ New application for Professional Driving Licence Permit (PrDP) R
- ☐ Renewal of PrDP R
- ☐ Temporary Driving Licence R
- ☐ Conversion of Foreign Driving Licence R
- ☐ Eye Testing for all the above processes R
- ☐ Updating Personal Particulars R
- ☐ Address verification R
- ☐ Application for Instructor's Certificate R
- ☐ Testing of Instructors R
- ☐ Issuing Instructor's Certificate R
- ☐ Issuing duplicate Instructor's Certificates R
- ☐ Verification of Driving Licence particulars R

- ✖ NOTE: All application forms are provided free of charge and are available online at www.enatis.com. Selling of these forms must be reported.
- ✖ If you are renewing your driving licence card and will not be able to collect your card in person be sure to:
 - + Nominate a person to collect on your behalf
 - + Apply for a temporary driving licence

DISCLAIMER: Lead times as prescribed are subject to all requirements being met by the Client.

WHO IS IN CHARGE

MANAGEMENT REPRESENTATIVE:.....

COMPLAINTS / COMPLIMENTS MECHANISM

TEL NUMBERS

MANAGEMENT

REPRESENTATIVE:.....

PROVINCIAL NUMBER:.....

NATIONAL NUMBER:.....

LEAD TIMES

- ✖ Appointment Lead Times for learner's licence testing within __ weeks
- ✖ Appointment Lead Times for driving licence testing within __ weeks.
- ✖ All other services to be rendered within __ minutes of arrival.

All services will be rendered in accordance to BATHO PELE principles. The service delivery standard is available at www.transport.gov.za or www.enatis.com

IMPROVED SERVICES TO THE PEOPLE



SERVICE DELIVERY CHARTER REGISTERING AUTHORITY

BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: _____

SATURDAYS: _____

CLOSED ON PUBLIC HOLIDAYS

Our Services are:

- Registration of motor vehicle (MV)
- Deregistration of motor vehicle (MV)
- Licensing of motor vehicle
- Notice of change of ownership
- Application for Temporary Permit
- Application for Special Permit
- Application for Personalised Number Plate (where applicable)
- Duplicate Registration Certificate (S)
- Application for Motor Trade Number
- Updating of personal particulars
- Updating Address particulars
- Application for Special Classification into Licence Fees (S)
- Updating of MV particulars
- Application for Traffic Register Number Certificate (where applicable) (S)
- Referral of Motor Vehicle for SA Police Clearance
- Introduction of motor vehicles (S)
- Exporting of MV
- Application for registration as Manufacturer, Importer and Builder (where applicable)
- Application for registration as Manufacturer of Number plates, Manufacturer of blank plates, Embosser, supplier of reflective sheeting. (where applicable)
- Fees are determined per vehicle type as published.
- Note that the total fees payable may be subject to any outstanding motor vehicle registration, licensing and other fees.
- NOTE: All application forms are provided free of charge and are available online at www.enatis.com. Selling of these forms must be reported to the National Department.

DISCLAIMER: Lead times as prescribed are subject to all requirements being met by the Client.

WHO IS THE
OFFICIAL IN CHARGE:.....

COMPLAINTS / COMPLIMENTS MECHANISM
TEL NUMBERS

OFFICIAL IN CHARGE:.....

PROVINCIAL NUMBER:.....

NATIONAL NUMBER:.....

LEAD TIMES

- ✗ NOTE: Bulk services will be rendered within _____ days (if applicable).
- ✗ NOTE: Services marked (S) are regarded as sensitive transactions and will require investigation and more time to conclude)
- ✗ NOTE: Queueing for services other than bulk and sensitive transactions should not be longer than __ minutes.

All services will be rendered in accordance to BATHO PELE principles. The service delivery standard is available at www.transport.gov.za or www.enatis.com

PROMOTING ROAD SAFETY

