

## VISION

To lead in the delivery of government infrastructure and related services.



## MISSION

The DTPW delivers infrastructure and services to promote socio-economic outcomes and safe, empowered and connected communities.

## OUR RESPONSIBILITY TO YOU:

- We will offer you professional services that meet well-defined standards.
- We will explain the things you need to know or do.
- We will attend to 96 per cent of all telephone calls received by the departmental call centre (0860 212 414, 07:00 to 19:00), and will answer 85 per cent of these calls within 20 seconds.
- We will respond to your emails (service@westerncape.gov.za) within 60 minutes if they are received between 07:00 and 19:00.
- We will engage with you via our social media services: Facebook (WesternCapeGovernment), Twitter (@WesternCapeGov), YouTube and LinkedIn between 07:00 to 19:00, and we will respond to you within 1 hour unless the matter requires escalation.

## YOUR RESPONSIBILITY TO US:

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

## INFRASTRUCTURE PROJECTS

### Build EDUCATION and HEALTH facilities:

Every year, the Department (as implementing agent) will support positive education and health outcomes in the province through facilitating the construction of education and health infrastructure facilities that are resilient to climate change and meet environmental imperatives.

### Resilient infrastructure

In order to enable a resilient, sustainable living environment, the Department will maintain the following standards:

- reduce electricity consumption in all provincial buildings to 132 kWh/m<sup>2</sup> per annum by installing rooftop solar

photovoltaic panels and smart meters to reduce electricity consumption by 9,5 per cent per m<sup>2</sup> in the period 2018/19 to 2019/20, and 2,5 per cent in 2020/21;

- realise greater efficiencies in the use of potable and non-potable water through the installation of water meters, composting toilets, groundwater supplies, irrigation control systems, and leak detection systems in the provincial office estate; and
- design selected new buildings to comply, as a minimum, with the Green Building Council of South Africa 4-star Green Star SA standard which means these buildings may be eligible for a 4-Star Green Star "as built" certified rating that provides independent verification of best practice in the field.

## JOB OPPORTUNITIES

- 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.
- Offer graduate training towards meeting professional registration requirements for professional registration with the Engineering Council of South Africa (ECSA).
- Offer eight technical Grade 12 learners aged between 18 and 21 years the opportunity to do a diesel mechanic apprenticeship over four years. During this four-year contract, the Department will provide participants with foundation, technical and practical training.

- Facilitate programmes to develop emerging contractors: Foundation and advanced mentoring and training.
- Offer construction-related skills development opportunities:
  1. Youth in the Western Cape, including the Apprenticeship Programme (a three-year programme which targets learners who have completed Grade 12 or equivalent); and
  2. Further Education and Training (FET) students through the FET College Construction Internship Programme (a 12-18-month programme).

## ROADS AND TRANSPORT

### Maintain the provincial road network

- Every year, a minimum of 78 per cent of vehicle-kilometres travelled on paved roads on the provincial road network will be travelled on roads that are in good to very good condition.
- 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.

### Specialised public transport services

In partnership with the City of Cape Town, the Department supports 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.

### Vehicles and licensing

Through local municipalities, acting on behalf of the Department, the following services will be provided, upon the submission of a correctly completed application form along with the required supporting documentation (ID, proof of residence and applicable fee):

- Motor vehicle licences.
- Motor vehicle registration.
- Driving licence test date.
- A driving licence card, valid for five years, will be issued approximately six weeks after an applicant has passed the driving test.
- 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.

### Temporary operating licence/ over-the-counter applications:

- If a completed application is lodged before 12:00 noon on weekdays, a decision will be taken on the same day, otherwise a decision will be taken the next working day.
- If an application for a temporary operating licence has been approved, the licence will be issued within 48 hours.

### Renewal of operating licence:

- The Provincial Regulating Entity will endeavour to finalise renewal applications within 45 days of receipt.

### Road safety education and awareness:

- Department will conduct these interventions every year with special focus on schools, through competitions, debates and junior traffic training centres.
- Learner's licence lessons in communities.

### Traffic law enforcement

This service will be provided every year, 24/7, to provide a safe and regulated road environment.

### Government Motor Transport

For technical advice and/or obtain authorisation for repairs and maintenance of their vehicles, institutions can call this toll-free number: 0800 092 468 (WCGMT).

OUR SERVICES

### 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.

### How can you report fraud and corruption?

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline toll-free on 0800 701 701 or 021 483 0539. Email: tip.offers@westerncape.gov.za.

### We value being accessible

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



### General enquiries:

E-GOVERNMENT  
4 CITIZENS (E-G4C)  
07:00 - 19:00,  
Mon - Sun

### Head Office

08:00 - 15:30,  
Mon - Fri

Call centre: 0860 212 414 |  
SMS: 31022 | Please Call Me: 079 769 1207  
Fax: 021 483 7216 |  
Email: service@westerncape.gov.za

9 Dorp Street, Cape Town, 8001  
Telephone: 021 483 4391 | Fax: 021 483 8755  
Email: Transport.Publicworks@westerncape.gov.za  
Website: www.westerncape.gov.za/dept/tpw

WesternCapeGovernment

@WCGovTPW

@WesternCapeGov

### EXECUTIVE AUTHORITY DECLARATION:

I, Donald Grant, commit the Department of Transport and Public Works to adhere to this Service Delivery Charter in terms of Part 3, Section 37 of the Public Service Regulations, 2016.

Donald Grant  
Minister of Transport and Public Works

26 July 2018

Date

## VISIE

Om te lei in die lewering van staatsinfrastruktuur en verwante dienste.



## MISSIE

Die DVOW lewer infrastruktuur en dienste om sosio-ekonomiese uitkomstes en veilige, bemagtigde en verbonde gemeenskappe te bevorder.

## ONS VERANTWOORDELIKHEID TEENOR U:

- Ons sal 'n professionele diens bied wat aan omskryfde standaard voldoen.
- Ons sal dit wat u moet doen of weet aan u verduidelik.
- Ons sal aan 96 persent van oproepe wat deur die departementele inbelsentrum (0860 212 414, 07:00 tot 19:00) ontvang word, aandag gee en 85 persent van hierdie oproepe binne 20 sekondes beantwoord.
- As ons u e-pos (service@westerncape.gov.za) tussen 07:00 en 19:00 ontvang, sal ons u binne een uur van ontvangs antwoord.
- Ons sal tussen 07:00 en 19:00 via ons sosiale mediadienste met u skakel: Facebook (WesternCapeGovernment), Twitter (@WesternCapeGov), YouTube en LinkedIn, en ons sal u binne een uur antwoord, tensy u saak hoër op gestuur moet word.

## U VERANTWOORDELIKHEID TEENOR ONS:

- Om hoflik en beskaafd te wees en ons waardigheid te respekteer.
- Om ons met volledige en akkurate inligting, asook onlangs gewaarmerkte afskrifte van dokumentasie wat benodig word, te voorsien.
- Om in u gesprekke met ons eerlik te wees.
- Om uself beskikbaar te stel en gewillig te wees om aan ooreengekome transversale-programme deel te neem.
- Om aktief aan die Departement se inisiatiewe deel te neem en advies wat van die Departement ontvang word te implementeer.
- Om voorstelle oor moontlike verbeteringe in dienslewering te gee.

## INFRASTRUKTUURPROJEKTE

### Bou ONDERWYS- en GESONDHEIDS-FASILITEITE:

Die Departement (as implementerings-agent) sal elke jaar positiewe onderwys- en gesondheidsuitkomstes in die Provinsie ondersteun deur die konstruksie van onderwys- en gesondheidsfasiliteite wat teen klimaatsverandering bestand is en aan omgewingsvereistes voldoen, te fasiliteer.

### Volhoubare infrastruktuur

Ten einde 'n sterk, volhoubare lewens-omgewing moontlik te maak, sal die Departement die volgende standaard handhaaf:

- verminder elektrisiteitsverbruik na 132 kWh/m<sup>2</sup> per jaar in alle provinsiale geboue deur son fotovoltaïese-panele

en slim-meters op dakke te installeer om elektrisiteitsverbruik na 9,5 persent per m<sup>2</sup> in die tydperk 2018/19 tot 2019/20 te verminder, en na 2,5 persent in 2020/21;

- beter doeltreffendheid in die gebruik van drinkbare en nie-drinkbare water deur watermeters, kompostoilette, grondwatervoorrade, besproeiingsbeheerstelsels en stelsels wat lekkasies opspoor in provinsiale kantore te installeer; en
- ontwerp geselekteerde nuwe geboue om, op 'n minimum, aan die Suid-Afrikaanse Raad vir Groengeboue se 4-ster Groenster SA standaard te voldoen, wat beteken dat hierdie geboue moontlik vir die 4-ster Groenster "soos gebou" gesertifiseerde gradering in aanmerking kan kom wat onafhanklike verifikasie van beste praktyk in die veld bied.

## WERKSGELEENTHEDE

- Om tot die skepping van geleenthede vir ekonomiese groei en werk by te dra, sal die Departement daartoe streef om 'n minimum van vier werksgeleenthede te skep per R1 miljoen wat op infrastruktuur in die konstruksie en instandhouding van provinsiale geboue bestee word.
- Bied gegradueerde opleiding aan om aan professionele registrasievereistes vir professionele registrasie by die Suid-Afrikaanse Raad vir Ingenieurswese (ECSA) te voldoen.
- Bied agt tegniese Graad 12-leerders tussen 18 en 21 jaar die geleentheid om 'n dieselmotortuigkundige-vakleerlingskap oor vier jaar te doen. Gedurende hierdie vierjaar kontrak, sal die Departement deelnemers met grondslag-, tegniese- en praktiese

- opleiding voorsien.
- Fasiliteer programme om opkomende kontrakteurs verder te ontwikkel: Grondslag en gevorderde mentorskap en opleiding.
- Bied konstruksie-gerelateerde vaardighedsontwikkelingsgeleenthede aan:
  1. Jeug in die Wes-Kaap, insluitend 'n vakleerlingskapprogram (drie jaar-program gemik op leerders wat Graad 12 of gelykstaande voltooi het); en
  2. Verdere Onderwys en Opleiding (VOO)-studente deur die VOO-kollege konstruksie vakleerlingskapprogram (12-18 maand program).

## PAAIE EN VERVOER

### Handhaaf die provinsiale padnetwerk

- Elke jaar sal 'n minimum van 78 persent van voertuig-kilometers op teerpaai op die provinsiale padnetwerk gereis word; hierdie paaie sal in 'n goeie tot baie goeie toestand wees.
- Daar waar pad-konstruksie, opgradering, rehabilitasie en instandhouding aan die gang is en vertragings onvermydelik is, sal toepaslike padtekens en inligting betyds voorsien word om sodoende padveiligheid te verbeter en motoriste tyd te gee om hul roetes en reistyd aan te pas.

### Gespesialiseerde openbare vervoerdienste

Die Departement tesame met die Stad Kaapstad ondersteun die Dial-a-ride-diens wat daaglikse vervoer aan geregistreerde pendelaars met gestremdhede voorsien. Tariewe word op die afstand wat afgelê is gebaseer en is met die tariewe van ander vervoermiddele vergelykbaar. Kontak Dial-a-Ride by 0800 600 895.

### Voertuie en lisensiëring

- Deur plaaslike munisipaliteite wat namens die Departement optree, sal die volgende dienste met die indiening van die korrekte voltooië aansoekvorm en die vereiste ondersteuningsdokumente (ID, bewys van adres en toepaslike gelde) gelewer word:
- Motorvoertuiglisensiëring.
  - Motorvoertuigregistrasie.
  - Toetsdatum vir bestuurderslisensie.
  - 'n Bestuurderslisensiekaart wat vir vyf jaar geldig is, sal ongeveer ses weke na die aansoeker die bestuurstoets deurgekom het, uitgereik word.
  - Abnormale vrag/voertuie vrystellingspermitaansoek sal binne 48 uur met die ontvangs van die korrekte voltooië aansoekvorm en vereiste ondersteuningsdokumentasie uitgereik word. Indien die inset van 'n ingenieur benodig word en dit betyds ontvang word, sal die permit binne 72 uur uitgereik word.
  - Permite vir geleenthede/aktiwiteite op paaie sal binne 48 uur ná die insette en ondersteuningsdokumentasie van al die betrokke rolspelers ontvang is, uitgereik word.

### Tydlike operateurslisensies/ oor die toonbank aansoek:

- Waar 'n voltooië aansoek voor 12:00 op 'n werksdag ingehandig word, sal 'n besluit op dieselfde dag geneem word. As die voltooië aansoek na 12:00 op 'n werksdag ingehandig word, sal 'n besluit die volgende werksdag geneem word.
- As 'n aansoek vir 'n tydelike operateurslisensie goedgekeur is, sal die lisensie binne 48 uur uitgereik word.

### Hernuwing van operateurslisensie:

- Die Provinsiale Regulerende Entiteit poog om binne 45 dae van ontvangs aansoek af te handel.

### Padveiligheidsopvoeding en -bewusmaking:

- Die Departement sal hierdie ingrypings elke jaar hou, met spesiale fokus op skole deur middel van kompetisies, debatte en junior verkeersopleidingsentrums.
- Leerlinglisensielesse in gemeenskappe.

### Verkeerswetstoepassing

Hierdie diens sal elke jaar, 24/7 voorsien word om 'n veilige en geregleerde padomgewing te voorsien.

### Staatsmotorvervoer

Vir tegniese advies en / of goedkeuring vir herstelwerk en instandhouding vir voertuie, kan instellings hierdie tolvrynommer skakel 0800 092 468 (WCGMT).

ONS DIENSTE

### U terugvoering is vir ons belangrik

- Laat weet ons asseblief as u 'n klagte het. Ons sal om verskoning vra, aan u klagte aandag gee, enige foute regmaak en u op hoogte hou van wat aangaan.
- As ons nie onmiddellik u telefoniese navraag kan antwoord nie, sal ons die naam van die persoon na wie u navraag verwys word vir u gee en u 'n aanduiding gee van wanneer u 'n antwoord kan verwag.
- Ons sal vir u die naam en kontak-besonderhede gee van die persoon

wat u navraag hanteer en/of 'n verwysingsnommer, indien van toepassing.

- Ons is verbind daartoe om sonder vooroordeel 'n geregtelike wyse te volg.

### Hoe kan u bedrog en korrupsie rapporteer?

Rapporteer enige gevalle van bedrog of korrupsie deur die Nasionale Anti-Korrupsie Blitslyn tolvry te skakel op 0800 701 701 of 021 483 0539. E-pos: tip.off@westerncape.gov.za.

### Ons heg waarde aan toeganklikheid

Ons geboue is vir almal toeganklik, insluitend mense met gestremdhede.



**Algemene Navrae:**  
E-GOVERNMENT  
4 CITIZENS (E-G4C)  
07:00 - 19:00,  
Ma. - So.

**Hoofkantoor**  
08:00 - 15:30,  
Ma. - Vr.

Inbelsentrum: 0860 212 414 |  
SMS: 31022 | Please Call Me: 079 769 1207  
Faks 021 483 7216 |  
E-pos: service@westerncape.gov.za

Dorpstraat 9, Kaapstad, 8001  
Telefoon: 021 483 4391 | Faks: 021 483 8755  
E-pos: Transport.Publicworks@westerncape.gov.za  
Webtuiste: www.westerncape.gov.za/dept/tpw

WesternCapeGovernment

@WCGovTPW

@WesternCapeGov

**VERKLARING VAN UITVOERENDE GESAG:**  
Ek, Donald Grant, bind die Departement van Vervoer en Openbare Werke om aan hierdie **Diensleweringmanifes** te voldoen ingevolge Deel 3, Artikel 37 van die Staatsdiensregulasies, 2016.

**Donald Grant**  
Minister van Vervoer en Openbare Werke

26 Julie 2018

Datum

**UMBONO**

Kukukhokela ekuhanjiseni kwezibonelelo ezinikezwa ngurhulumente kunye neenkonzoz ezihambelana nazo.



**INKQUBO YOKUSEBENZA**

I-DTPW ihambisa izibonelelo neenkonzoz okuphakamisa iziphumo zenkqubo zentlalo nezooqosho kunye nokuqinisekisa ukuba uluntu lukhuselekile, luxhotyisiwe yaye luhlanganisiwe.

**UXANDUVA LWETHU KUNI:**

- Siza kuninika iinkonzoz ezikumgangatho ophezulu ezihambelana nemigomo ecacileyo.
- Siza kuzicacisa izinto ekufuneka nizazi okanye nizenze.
- Sakuhoza i96 pesenti yayo yonke iminxeba engene kwiziko leminxeba lesebe (0860 212 414, 07:00 ukuya kutsho ngo-19:00), yaye siya kuphendula i85 pesenti yale minxeba ingaphelanga imizuzwana engama-20.
- Sakuphendula ii-imeyili zenu (service@westerncape.gov.za) ingaphelanga imizuzu engama-60 ukuba zifunyenwe phakathi ko-07:00 ukuya kutsho ngo-19:00.
- Sakunxibelelana nawe ngeenkonzoz zamajelo okuncokola: Facebook (WesternCapeGovernment), Twitter (@WesternCapeGov), YouTube noLinkedIn phakathi ko-07:00 ukuya kutsho ngo-19:00, yaye sakukuphendula ingaphelanga iyure e-1 ngaphandle kokuba umba lowo kufuneka udluliselwe kwelinye inqanaba.

**UXANDUVA LWAKHO KUTHI:**

- Ukuba nentlonelo nokuhlonipha isidima sethu;
- Ukusinika iinkcukacha ezipheleleyo nezichanekileyo kunye neekopi ezisandula ukusetifaywa zawo nawaphi na amaxwebhu afunwayo;
- Ukunyaniseka xa unengxoxo nathi;
- Ukufumaneka nokulungela ukuthatha inxaxheba kwiinkqubo ezichaphazela amasebe namacandelo ahlukileyo;
- Ukuthatha inxaxheba kumaphulo esebe ekuvunyelwene ngawo nokusebenzisa iingcebiso ezifunyenwe kwiSebe; kunye
- Nokunika iingcebiso ngokuphuculwa kokuhanjiswa kweenkonzo.

**IINKQUBO ZEZIBONELELO**

**Ukwakha amaziko EMFUNDO NAWEMPILO:**

Qho ngonyaka, iSebe (njengeziko elimisela iinkqubo) liya kuxhasa iziphumo ezakhayo zemfundo nezempilo kwiphondo ngokuququzelela ulwakhiwo lwamaziko emfundo nawempilo akwazi ukumelana nemozulu etshintshatshintshayo nakwazi ukumelana neemfuno zendalo nokusingqongileyo.

**Izibonelelo ezingahexiyo**

Ukuze sibe nezinto ezisingqongileyo ezikwazi ukumelana nazo zonke iimeko nezinzileyo, iSebe liya kugcina le migangatho ilandelayo:

- liya kucutha ukusetyenziswa kombane kuzo zonke izakhiwo zephondo ube yi132 kWh/m<sup>2</sup> ngonyaka ngokufakela iipaneli ezitsala umbane elangeni nezimatitha ukucutha ukusetyenziswa kombane nge9,5 pesenti ngem<sup>2</sup> ngasinye kwisithuba sika2018/19

ukuya ku-2019/20, nange2,5 pesenti ngo-2020/21;

- liya konga ukusetyenziswa kwamanzi aselwayo nangaselwayo ngokuthi lifake iimitha zamanzi, lenze imigquba ngezinto eziphuma kwizindlu zangasese, liya kusebenzisa amanzi aphuma phantsi komhlaba, libe nolawulo lweenkqubo zonkencakeshelelo nokufakela izinto zokubona izinto ezivuzayo kwiiofisi zephondo; yaye
- liya kudizayina izakhiwo ezitsha ezichongiweyo eziya kuthobela imigangatho nemiqathango yeGreen Building Council of South Africa 4-star Green Star SA, loo nto ithetha ukuba ezi zakhiwo zingachongelwa ukuba zibe zi4-Star Green Star "njengoko zakhiwe" ezibonelela ngoqinisekiso lwezona zakhiwo zakhiwe ngendlela efanelekileyo kweli candelo.

**AMATHUBA EMISEBENZI**

**Amathuba eMisebenzi**

- Ukuze libe negalelo ekudalweni kwamathuba emisebenzi okhuliso loqoqosho nawemisebenzi, iSebe liza kuzama ukudala ubuncinane amathuba emisebenzi amane (4) ngesigidi seerandi (R1 000 000) ngasinye esichithwayo kwizibonelelo xa kusakhiwa naxa kumenteyinwa izakhiwo zephondo.
- ISebe liza kunika uqeqesho lwesidanga ukuze abantu bakwazi ukuphumeza iimfuno zobhaliso lweengcali kwiEngineering Council of South Africa (ECSA).
- ISebe liza kunikeza abafundi beBanga 12 abenze izifundo eziteknikali abaphakathi kweminyaka eyi-18 neyi-21 ithuba lokwenza uqeqesho lobumekhenikhi bedizili iminyaka emine. Kule khontrakthi yeminyaka emine, iSebe liza kubonelela abo bathatha inxaxheba

ngoqeqesho olusisiseko, oluteknikali nolupraktikali.

- ISebe liza kuququzelela iinkqubo zokuphuhlisa oonokontra abasakhulayo: Uqeqesho olusisiseko kunye nosele lukwizinga elingentla.
- ISebe liza kubonelela ngamathuba ophuhliso lwezakhono ezinentsho yokwenza nokokha:
  1. KuLutsha lweNtshona Koloni, kubandakanywa iApprenticeship Programme (inkqubo yeminyaka emithathu ejolise kubafundi abagqibe iBanga 12 okanye into ebufana naleyo); kunye
  2. nabafundi beMfundo ePhezulu (FET) ngenkqubo yeFET College Construction Internship Programme (inkqubo yeenyanga eziyi-12-18).

**IINDLELA NEZOTHUTHO**

**Ukugcina uthungelwano lweendlela zephondo**

- Qho ngonyaka, ubuncinane, i78 pesenti yeeekhilomitha ezihanjwe zizithuthi kwiindlela ezipheleliweyo kuthungelwano lweendlela zephondo, iya kuhanjwa kwiindlela ezikwimo entle ukuya kwentle kakhulu.
- Apho ulwenziwo, uphuculo, uhlaziyo nomenteyino lweendlela lusenziwa yaye ulibaziseko lungenakuphetshwa, kuya kuxhonywa iisayini zoluntu kunye neenkukacha kwangexesha ukuze kuphuculwe ukhuseleko ezindleleni nokwenza ukuba abaqhubi balungiselele iihambo zabo namaxesha abaza kuwaqhuba kwezi ndlela.

**Iinkonzoz zothutho loluntu ezikhethekileyo**

Lisebenzisana neSixeko saseKapa, iSebe lixhasa inkonzo yeDial-a-Ride ebonelela ngothutho lwabantu abakhubazekileyo ukubathatha nokubasa kwiindawo abaya kuzo. Iintlawulo zisekelwa kumgama ohanjiweyo yaye azibizi kakhulu xa zithelekiswa nezinye izithuthi zikawonkewonke. Umntu angaqhagamshelana neDial-a-Ride ngokufowunela ku-0800 600 895.

**Izithuthi nokukhutshwa kweelayisenisi**

Kusetyenziswa oomasipala beengingqi, egameni leSebe, kuya kubonelelwa ngezi nkonzo zilandelayo, emva kokuba umntu efake ifomu yesicelo ezaliswe ngokuchanekileyo, kunye namaxwebhu afunekayo axhasa ezo nkukacha (i-ID, ubungqina bendawo umntu ahlala kunye nentlawulo yomrhumo obizweyo):

- Iilayisenisi zezithuthi.
- Ubhaliso lwezithuthi.
- Umhla wovavanyo lweelayisenisi yokuqhuba.
- Ikhadi eliyilayisenisi yokuqhuba, elihlala iminyaka emihlanu, liya kukhutshwa kwiiveki ezintandathu emva kokuba umfaki-sicelo ephumelele iimvavanyo zokuqhuba.
- Iipemethi zemithwalo emikhulu engaqhelekanga/ izaphulelo kwizithuthi ezithile ziya kukhutshwa zingaphelanga iiyure eziyi-48 emva kokungeniswa kwefomu yesicelo ezaliswe ngokuchanekileyo kunye namaxwebhu afunekayo axhasa ezo nkukacha. Ukuba ngaba kudingeka izimvo zeenjinieli yaye zifunyenwe kwangethuba, ipemethi iya kukhutshwa zingaphelanga iiyure eziyi-72.
- Iipemethi zeziganeko/ zezinto eziza kwenziwa kwiindlela zikawonkewonke ezithile ziya kukhutshwa zingaphelanga iiyure eziyi-48

emva kokufumana izimvo kunye namaxwebhu afunekayo axhasa iinkcukacha kubo bonke abadlali-ndima.

**Ilayisenisi yethutyana/ izicelo ezifakwa kumaziko:**

- Ukuba ifomu yesicelo ezalisweyo ifakwe phambi ko-12:00 emini ngeentsuku zeveki, isigqibo siya kuthathwa kwangaloo mini, kungenjalo isigqibo siya kuthathwa ngemini elandelayo yokusebenza.
  - Ukuba isicelo selayisenisi yethutyana samkelwe, ilayisenisi iya kukhutshwa zingaphelanga iiyure eziyi-48.
- Ukuhlaziywa kwelayisenisi yokusebenza:
- Iziko loLawulo lwePhondo liya kuzama ukuthatha izigqibo ngazo zonke izicelo zohlaziyo zingaphelanga iintsuku eziyi-45 emva kokufunyanwa kwezicelo.

**Ukufundisa nokwazisa ngokhuseleko ezindleleni:**

- ISebe liya kwenza ezi nkqubo qho ngonyaka ligxininisa ezikolweni ngokwenza ukhuphiswano, iingxoxo, namaziko oqeqesho abafundi angezothutho ezindleleni.

**Unyanzeliso lwemithetho ezindleleni**

Kuya kubonelelwa ngale nkonzo qho ngonyaka, 24/7, ukulungiselela imekubume ekhuselekileyo nenemigaqo ezindleleni.

**Iinkonzoz zezithuthi zikaRhulumente**

Ukufumana iingcebiso zobungcali kunye/okanye ulungiso nokumenteyinwa kwezithuthi zabo, amaziko angafowunela le nombolo ingahlawulelwayo 0800 092 468 (WCGMT).

IINJONGO ZETHU

**Zibalulekile izimvo zakho kuthi**

- Xa unesikhalazo, sixelele. Siya kucela uxolo, sihoze loo mba, silungise iziphoso esenzileyo ze sihlale sikwazisa ukuba simanxayiphi ekusombululeni isikhalazo sakho.
- Ukuba asikwazi ukuhoya isicelo sakho somnxeba ngoko nangoko, sakunikaka igama lomntu ohoya isicelo sakho kwanokuba uza kuphenduleka nini.
- Sakunikaka igama neenkukacha zoqhagamshelwano zomntu ohoya isicelo sakho kunye / okanye nenombolo yesalathiso, apho kuyimfuneko.

- Siyazibophelela ekulandeleni inkqubo efanelekileyo ngokungenamkhethe.

**Ubuxela njani ubuqhetseba nobuqhophololo?**

Xela iimeko zokwenziwa kobuqhophololo nobuqhetseba ngokuqhagamshelana neZiko lika Zwelonke eliLwa uBuqhophololo kulomnxeba ongahlawulelwayo ongu-0800 701 701 okanye 021 483 0539. Imeyili: tip.off@westerncape.gov.za.

**Sikuxabisile ukufikeleleka**

Izakhiwo zethu ziyafikelela kumntu wonke, ukutsho oko, abantu abakhubazekileyo bayakwazi ukungena kuzo.



**Imibuzo:**

E-GOVERNMENT  
4 CITIZENS (E-G4C)  
07:00 - 19:00,  
Mvulo - Cawe.

Iofisi enguNdlunkulu  
08:00 - 15:30,  
Mvulo - Lwesihlanu

Iziko leminxeba: 0860 212 414 |  
SMS: 31022 | Please Call Me: 079 769 1207  
Ifeksi 021 483 7216 |  
Imeyili: service@westerncape.gov.za

9 Dorp Street, Cape Town, 8001  
Ifowuni: 021 483 4391 | Ifeksi: 021 483 8755  
E-pos: Transport.Publicworks@westerncape.gov.za  
Webhusayithi: www.westerncape.gov.za/dept/tpw

WesternCapeGovernment

@WCGovTPW

@WesternCapeGov

**ISIBOPHELELO SOGUNYAZIWE WESIGQEBA SOLAWULO:**

Mna, Donald Grant, ndiyalibophelela iSebe lezoThutho neMisebenzi yoLuntu ukuba liya kulandela le **Tshata yokuHanjiswa kweeNkonzo** ngokweSiqendu 3, iCandelo 37 leMigaqo yeeNkonzo zoLuntu (Public Service Regulations), 2016.

**Donald Grant**  
UMphathiswa weSebe lezoThutho neMisebenzi yoLuntu

26 Julayi 2018

Umhla