

Background

The service delivery charter sets out the commitment of the Department of Transport and Public Works (DTPW) to providing services at specified levels in order to improve service delivery within the constraints of available resources. It contains services to be provided to all, measurable standards, information on how to access services, contact details on how to reach relevant officials, compliments mechanisms for good service delivery, and complaints mechanisms to report unsatisfactory service delivery.

Our vision

The DTPW embraces the Western Cape Government (WCG) vision as set out in the Provincial Strategic Plan 2014–2019:

“An open opportunity society for all.”

The DTPW's own vision is consistent with the WCG's vision:

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

Our mission

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

Our values

The core values of the WCG (to which the Department fully subscribes) are as follows:



Caring



Competence



Accountability



Integrity



Innovation



Responsiveness

These values are all underpinned by team work and they apply to the Department as well as to all employees of the provincial government. Importantly, with regard to the people we serve, we:

- strive to achieve the best results to serve all the people of the Western Cape;

- will promote and maintain high standard of professional ethics;
- commit ourselves to provide services impartially, fairly, equitably and without bias;
- are committed to deliver all agreed outputs on time;
- will promote efficient, economic and effective use of resources;
- will be honest, show respect and practise positive values; and
- are citizen-centric and have the ability to consider all options and find a resourceful solution.

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, and 85 per cent of emails will be resolved at first contact.
- We will engage with you via our social media services: Facebook (WesternCapeGovernment), Twitter (@WesternCapeGov), YouTube and LinkedIn between 07:00 to 19:00 every day and we will respond to you within 60 minutes unless the matter requires escalation.
- We will respond within 60 minutes to SMS queries sent to 31022 (07:00 to 19:00).
- We will give you informed, useful and beneficial feedback.
- We have a zero tolerance policy on abuse, misuse, fraud or misconduct.
- We will correct our mistakes.

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.

Our services and standards

The Department has set the following standards for the services it provides.

Programme 1: Administration	
Purpose: To provide overall management support to the Department	
Service	Service Standard 2018/19 to 2020/21
Assist municipalities to develop integrated transport plans (ITPs).	<ul style="list-style-type: none"> To improve transport planning at local level, the DTPW will assist 29 local municipalities to develop and monitor the implementation of their ITPs every year. The Department will provide support to municipalities through either: <ul style="list-style-type: none"> transferring funds to municipalities to develop their ITPs; or developing the ITP process for those municipalities which lack the internal capacity to do so themselves, including the supply chain process of appointing service providers. The Department will regularly engage with municipalities to ensure ITP processes are on track and evaluate ITPs in terms of the minimum applicable requirements and the principles underlying national and provincial transport planning objectives. To give effect to Provincial Strategic Goal (PSG) 4, the Department will enhance the credibility of ITPs by annually aligning these plans with the various statutory sector plans developed by the municipal sphere of government in support of public transport systems that respond to data on transport needs.
Keep the public informed about the Department's performance.	<ul style="list-style-type: none"> To improve openness and transparency, every year in March, the Department will publish its performance results in the Annual Report to Citizens on its website: www.westerncape.gov.za/dept/tpw, and distribute printed copies at various departmental service points.
Provide opportunities through the Masakh'ISizwe Bursary Programme to financially disadvantaged youth (especially female youth from rural areas) who want to study for a degree or higher diploma in architecture, construction management, civil engineering, electrical engineering, mechanical engineering, quantity surveying, town and regional planning, or transport economics.	<ul style="list-style-type: none"> The bursary will cover: <ul style="list-style-type: none"> tuition fees; support programmes; prescribed books and materials; accommodation or transport costs; and exposure to the work environment in the form of vacation work and workshops. Marketing of the Masakh'ISizwe Bursary Programme will be conducted at various mathematics and science schools and at universities between April and September every year to increase the number of prospective bursars. Information regarding the application process is available through the following channels: Departmental website: https://www.westerncape.gov.za/dept/tpw/services/ Project Administrator: Lee Maggott Tel: 021 483 9545 Fax: 021 483 2615 Email: Lee.Maggott@westerncape.gov.za Successful applicants will be informed in January every year. Applicants who do not receive a reply from the Department by the end of January should regard their applications as unsuccessful.
Offer Professional Development Programme support to employees in the transport, engineering, and built environment disciplines.	<ul style="list-style-type: none"> The Professional Development Programme (PDP) will provide support to staff members who hold Occupation Specific Dispensation (OSD) posts in the transport, engineering, and built environment disciplines in areas such as induction and orientation, assessment, training and development, deployment and rotation, as well as applications to obtain, retain, and maintain professional registration. Qualifying employees who wish to enrol in the PDP must contact the professional development team and will be registered as candidates in their specific disciplines within four months.

Programme 2: Public Works Infrastructure	
Purpose: To provide balanced provincial government building infrastructure that promotes integration, accessibility, sustainability, equity, environment sensitivity, economic growth, and social empowerment.	
Service	Service Standard 2018/19 to 2020/21
Create job opportunities and economic empowerment through infrastructure provision.	<ul style="list-style-type: none"> 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.
Facilitate the construction of education and health infrastructure facilities.	<ul style="list-style-type: none"> 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.
Perform maintenance on provincial buildings.	<ul style="list-style-type: none"> Every year, the Department will perform maintenance on provincial buildings such as schools, clinics, hospitals and government offices in order to provide access to public services and to ensure optimum building performance (buildings are in reasonable condition and fully meet operational requirements). The department will perform at least one (1) condition assessment on each immovable asset over a five (5) year period as stated in Government Immovable Asset Management Act (GIAMA).
Provide accommodation services to all provincial departments and entities.	<p>All provincial departments and public entities are required to specify their accommodation needs in their User Immovable Asset Management Plans (U-AMPs) and submit these to the Department in February every year. In this regard:</p> <ul style="list-style-type: none"> Requesting departments will be informed of the outcome of their U-AMP requirements within three weeks of receipt through letters addressed to the Head of Department or Public Entity. Within five weeks of receipt of final departmental U-AMPs, all provincial departments and entities will be informed about the projects recorded and funded by the Department in its Custodian Immovable Asset Management Plan (C-AMP). All ad-hoc requests for accommodation will receive a response within 30 days of receipt in the form of a letter to the Head of Department or Public Entity.
Acquisitions	<ul style="list-style-type: none"> To improve openness and transparency, proposed immovable asset acquisitions for social infrastructure will be advertised, where required, in the local English, Afrikaans and isiXhosa newspapers, as well as in the Tender Bulletin and Provincial Government Gazette. Bidders (both successful and unsuccessful) will be informed in writing of the outcome of their bids after approval by the relevant delegated authority.
Disposals	<ul style="list-style-type: none"> In terms of the Western Cape Land Administration Act, 1998 (Act 6 of 1998), and to improve openness and transparency, an invitation for bids from the public for proposed disposals of immovable assets will be advertised in local English, Afrikaans and isiXhosa newspapers as well as the Tender Bulletin and Provincial Government Gazette. Bidders (both successful and unsuccessful) will be informed of the outcome of their bids after approval by the relevant delegated authority.
Leasing	<ul style="list-style-type: none"> To improve openness and transparency, annual expressions of interest advertisements for the leasing-in of immovable assets will be placed in local newspapers and in the Provincial Government Gazette. A review of immovable asset leases will be conducted every year to determine which leases are due to expire, or as the need arises.

Programme 2: Public Works Infrastructure	
Purpose: To provide balanced provincial government building infrastructure that promotes integration, accessibility, sustainability, equity, environment sensitivity, economic growth, and social empowerment.	
Service	Service Standard 2018/19 to 2020/21
Resilient and sustainable infrastructure	<p>In order to enable a resilient, sustainable living environment, the Department will maintain the following standards:</p> <ul style="list-style-type: none"> • reduce electricity consumption in all provincial buildings to 132 kWh/m² per annum by installing rooftop solar photovoltaic panels and smart meters to reduce electricity consumption by 9,5 per cent per square metre 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.

Programme 3: Transport Infrastructure	
Purpose: To deliver and maintain transport infrastructure that is sustainable, integrated, and environmentally sensitive that supports and facilitates social empowerment and economic growth and promotes accessibility and the safe, affordable movement of people, goods and services.	
Service	Service Standard 2018/19 to 2020/21
Construct, rehabilitate and maintain the provincial road network, based on the current funding levels and preservation model, to provide communities with access to opportunities and to contribute towards economic growth and job creation.	<ul style="list-style-type: none"> • 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.
Offer graduate training towards meeting professional registration requirements for professional registration with the Engineering Council of South Africa (ECSA).	<ul style="list-style-type: none"> • In order to contribute to youth development and to address the shortage of engineering skills, the Department will place engineering graduates of the Masakh'iSizwe Bursary Programme on the Graduate Professional Engineering Programme (GPEP) to enable them to meet the requirements for professional registration with ECSA. • Through the GPEP, the Department will assist those candidates for professional registration who do not have an accredited qualification to meet the applicable ECSA requirements, namely: <ul style="list-style-type: none"> ◦ holding a qualification that is evaluated by ECSA as being substantially equivalent to an accredited qualification; or ◦ by any combination of qualifications and assessment, demonstrating substantial equivalence to an accredited qualification. • Interviews of shortlisted GPEP candidates will be conducted during October every year. Candidates will be informed of the outcome four weeks after interviews have taken place.

Programme 3: Transport Infrastructure	
Purpose: To deliver and maintain transport infrastructure that is sustainable, integrated, and environmentally sensitive that supports and facilitates social empowerment and economic growth and promotes accessibility and the safe, affordable movement of people, goods and services.	
Service	Service Standard 2018/19 to 2020/21
Offer diesel mechanic apprenticeships.	<ul style="list-style-type: none"> ▪ Every year, the Department will 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. • Interested candidates are able to access information about the apprenticeship through the following channels: <ul style="list-style-type: none"> ○ Telephone: 021 959 7700 (Ivan Louw or Suzette van der Merwe) ○ Mail: <ul style="list-style-type: none"> Apprentice Training School Bellville Mechanical Workshop Private Bag X2 Kasselsvlei 7533 ○ Email: Ivan.Louw@westerncape.gov.za; and/or Suzette.vanderMerwe@westerncape.gov.za ▪ Applications for diesel mechanic apprenticeships will open in November every year and must be submitted by the deadline specified on the application form, usually mid-December of the same year. ▪ Successful applicants will be informed of the outcome of their applications three months after the closing date. Applicants who do not receive a reply from the Department within three months after the closing date must regard their applications as unsuccessful.

Programme 4: Transport Operations	
Purpose: To plan, regulate and facilitate the provision of integrated land transport services through coordination and cooperation with national planning authorities, municipalities, community-based and non-governmental organisations and the private sector in order to enhance and facilitate the mobility of all communities.	
Service	Service Standard 2018/19 to 2020/21
Manage and monitor subsidised and specialised public transport services.	<ul style="list-style-type: none"> • In order to provide commuters with public transport to access work, education, services, and other opportunities, the Department will subsidise commuter bus services in the City of Cape Town area every year. • To support efficient service delivery, the Department will undertake daily monitoring of subsidised bus operations. • In partnership with the City of Cape Town, the Department will support 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. • The Department will give effect to the implementation of sustainable transport systems in the Western Cape through partnerships by supporting the George Integrated Public Transport Network (GIPTN) which transports approximately 11 000 passengers per day on the high-quality scheduled Go George bus service.
Coordinate and facilitate land transport safety and compliance programmes in accordance with the safe systems approach.	<ul style="list-style-type: none"> • The Department will implement annual integrated driver fatigue awareness interventions to reduce the number of fatal crashes.

Programme 5: Transport Regulation	
Purpose: To regulate the transport environment	
Service	Service Standard 2018/19 to 2020/21
Provide motor vehicle registration and licensing services through local municipalities performing this function on behalf of the Department on an agency basis.	<ul style="list-style-type: none"> Motor vehicle licences will be issued at the nearest local municipality immediately upon submission of a correctly completed application form along with the required supporting documentation (identity document and proof of address not older than 3 months), and the applicable fee. Motor vehicles will be registered and their registration certificates issued immediately upon the submission of a correctly completed application form along with the required supporting documentation (identity document, proof of address, the right to be registered as title holder of the vehicle, (not older than 3 months), and the applicable fee.
Provide motor vehicle roadworthy testing and certification services through local municipal and/or registered private vehicle testing stations performing these functions on behalf of the Department on an agency basis.	<ul style="list-style-type: none"> Motor vehicles will be certified by registered examiners of vehicles as roadworthy immediately, if the vehicle passes the fitness test, and upon receipt of the required application form, required supporting documentation, and the applicable fee. We show zero tolerance for corruption. Drivers who try to bribe provincial traffic officers will face jail time, on top of the penalty for the original offence.
Issue driving licences to competent drivers through local municipalities performing this function on behalf of the Department on an agency basis.	<p><u>Application</u></p> <ul style="list-style-type: none"> Applicants who visit a driving licence testing centre will be given a date for the driving licence test immediately upon receipt of a correctly completed application form, required supporting documentation, and applicable fee. A temporary driving licence, valid for six months, will be issued immediately after an applicant has passed the driving test. A driving licence card, valid for five years, will be issued approximately six weeks after an applicant has passed the driving test. <p><u>Replacement</u></p> <ul style="list-style-type: none"> In the event of loss, damage or theft of a driving licence card, a temporary driving licence will be issued immediately upon receipt of the correctly completed application form with an affidavit, supporting documentation, and the applicable fee. A new driving licence card will be issued approximately six weeks after an application has been processed. <p><u>Renewal</u></p> <ul style="list-style-type: none"> A driving licence card, valid for five years, will be issued approximately six weeks after the submission of a correctly completed application form along with the required supporting documentation and the applicable fee. A temporary driving licence, valid for six months, will be issued immediately upon payment of the applicable fee if such renewal application is made after the expiry date of the current driving licence card. If application is made before the expiry of the current driving licence card, the person may drive with the old driving licence card and the receipt of payment for the renewal application until such time that the new driving licence card is issued.
Issue permits for abnormal load vehicles and events on public roads.	<ul style="list-style-type: none"> 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.
Provide efficient overload control services on national and provincial roads.	<ul style="list-style-type: none"> Vehicle axle loads will be checked for compliance with regulations and the weighing operation will take 2-3 minutes, where after vehicles with legal loads will be allowed to proceed, and the process for dealing with non-compliant loads will begin.

Programme 5: Transport Regulation	
Purpose: To regulate the transport environment	
Service	Service Standard 2018/19 to 2020/21
Provide licensing services to public transport operators.	<p><u>Temporary operating licence/ over-the-counter applications (vehicle replacements)/ Western Cape Education Department (WCED) applications/ commercial contracts/ duplicate operating licences</u>:</p> <ul style="list-style-type: none"> • If a completed application is lodged before 12:00 noon on weekdays, a decision will be taken on the same day. If the completed application is lodged after 12:00 noon on a weekday, a decision will be taken on the following weekday. • If an application for a temporary operating licence has been approved, the licence will be issued within 48 hours. <p><u>Renewal of operating licence:</u></p> <ul style="list-style-type: none"> • The Provincial Regulating Entity will endeavour to finalise renewal applications within 45 days of receipt.
Register minibus taxi operators and associations.	<ul style="list-style-type: none"> • Decisions on applications for new operating licences/ registration of minibus-taxi associations, members and non-members will be finalised within 60 days of receipt of correctly completed application forms, required supporting documents, and the applicable fee.
Provide an electronic operating licence application service.	<ul style="list-style-type: none"> • In order to improve the efficiency of and access to the operating licence application process, an electronic application process will be maintained. • Electronic application forms are available on the Department's website: https://www.westerncape.gov.za/dept/tpw. Completed application forms can be emailed directly to Laura.Bott@westerncape.gov.za and Shamiela.Govender@westerncape.gov.za. • Application forms will be verified and finalised within 60 days of receipt of the application fee.
Provide an effective and efficient traffic law enforcement service.	<ul style="list-style-type: none"> • A traffic law enforcement service will be provided every year, 24/7, to provide a safe and regulated road environment. • The department will utilise law enforcement technology that is integrated with the Automatic Number Plate Recognition (ANPR) and Average Speed Over Distance (ASOD) systems are implemented on major high-ways in the Western Cape.
Implement and coordinate road safety programmes.	<ul style="list-style-type: none"> • In order to increase wellness, safety and reduce social ills, the Department will conduct road safety education and awareness interventions every year with special focus on schools, through road safety competitions, road safety debates and junior traffic training centres, as well as in communities, through the provision of learner's licence lessons.
Provide training and development to traffic law enforcement officers, examiners of driving licences, and examiners of vehicles, to ensure uniform norms and standards.	<ul style="list-style-type: none"> • A minimum of eight formal traffic training courses will be facilitated every year with a projected intake of 130 learners with a pass rate of 92 per cent (traffic law enforcement course), 93 per cent (examiner of driving licences course), and 95 per cent (examiner of vehicles course) annually. • All approved formal course dates and entry requirements will be published on the Department's website: https://www.westerncape.gov.za/dept/tpw. • Informal training interventions will be made available to all provincial traffic officers in the Western Cape through the online e-learning platform.

Government Motor Transport	
Purpose: To provide quality, integrated and cost-effective Government Motor Transport services to provincial and national departments and public entities.	
Service	Service Standard 2018/19 to 2020/21
Provide Government Motor Transport (GMT) services to provincial and national departments and public entities.	<ul style="list-style-type: none"> To support effective government service delivery, GMT will keep approximately 5 564 vehicles in operation every year. To keep the GMT fleet in its economic life-cycle, fleet register will be reviewed quarterly and vehicles will be maintained in accordance with each vehicle's maintenance plan. Every year, vehicles that are due for replacement will be replaced in accordance with each vehicle's replacement plan. GMT established a Client Care Centre (CCC) whereby client institutions can call in to GMT via a toll free number 0800 092 468 (WCGMT) for technical advice and/or obtain authorisation for repairs and maintenance of their vehicles. To improve vehicle efficiency, a minimum of 1000 kilometres per vehicle per month must be travelled for a vehicle to be classified as effective. GMT supports water saving initiatives and therefore complies with the relevant water restriction levels. In this regard, no vehicles are washed with potable water at any of GMT's sites. A 24/7 call-in centre (telephone 021 467 4797) is available to process reports/alerts on unacceptable driver behaviour and misuse of government vehicles. During December every year, a client satisfaction survey will be conducted to identify possible improvements to GMT services.

Programme 6: Community Based Programmes	
Purpose: To manage the implementation of programmes and strategies that lead to the development and empowerment of communities and contractors, including the provincial management and coordination of the Expanded Public Works Programme (EPWP).	
Service	Service Standard 2018/19 to 2020/21
Coordinate the Expanded Public Works Programme (EPWP).	<ul style="list-style-type: none"> A minimum of 80 interventions will be implemented every year to support 40 public bodies to create a targeted number of work opportunities in the Western Cape.
Facilitate programmes to develop emerging contractors: Foundation and advanced mentoring and training.	<ul style="list-style-type: none"> In order to improve access to the Contractor Development Programme, information sessions, training and mentoring will be offered to emerging contractors. Potential participants will be identified in each region from Construction Industry Development Board data and information provided by local municipalities. Participants will be selected on the basis of their expected contracting activity in the local area and will be invited via email or by telephone to attend contractor development sessions. Training programmes will be advertised between February and June and training will take place between July and August every year. Information is published on the Department's website: https://www.westerncape.gov.za/dept/tpw/services/683/17898 and at municipalities. Established recruitment and selection processes will be used to select participants. Applicants will be advised of the outcome of their applications within a month of the closing date. Advertisements inviting youth to participate in these programmes are issued in October/ November every year.

Programme 6: Community Based Programmes

Purpose: To manage the implementation of programmes and strategies that lead to the development and empowerment of communities and contractors, including the provincial management and coordination of the Expanded Public Works Programme (EPWP).

Service

Offer construction-related skills development opportunities:
1) to 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) to Further Education and Training (FET) students through the FET College Construction Internship Programme (a 12-18-month programme).

Service Standard 2018/19 to 2020/21

- Two Apprenticeship Programmes will be implemented, targeting trades in scarce and critical skills.
- The Contractor Development Programme will assist contractors by:
 - improving access to work opportunities;
 - improving construction business environments;
 - promoting technology transfer and use;
 - facilitating networking;
 - promoting joint venture and sub-contracting opportunities;
 - unbundling large contracts; and
 - adopting appropriate procurement strategies.
- Calls for applications will be advertised in the media between September and November every year. Application forms can be obtained from local libraries, municipal offices, and the Department's head office and regional offices.
- Successful applicants will be informed of the outcome of their application four weeks after the closing date. Applicants who do not receive a reply from the Department within three months after the closing date must regard their application as unsuccessful.

Accessibility

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

Contact us

The contact details of key units are provided below. The main departmental service areas and the Service Standards Schedule can be found at:

<https://www.westerncape.gov.za/dept/tpw/about>

General enquiries

HEAD OFFICE

Street address: 9 Dorp Street, Cape Town, 8001

Postal address: Private Bag X9185, Cape Town, 8000

Office hours: 08:00–15:30 (weekdays)

Telephone: 021 483 4391

Email: Transport.Publicworks@westerncape.gov.za

Website: <https://www.westerncape.gov.za/dept/tpw>

Contact person: Jandré Bakker

DEPARTMENT OF TRANSPORT AND PUBLIC WORKS – SERVICES CENTRE

Street address: corner of Dorp Street and Long Street, Cape Town, 8001

Operating hours: 08:00–15:00 (weekdays)

Telephone: 021 483 5337/ 5997

Contact person: Brandon Ellie

SOCIAL MEDIA

Facebook: WesternCapeGovernment

Departmental Twitter account: @WCGovTPW

General Twitter account: @WesternCapeGov

General enquiries

E-GOVERNMENT 4 CITIZENS (E-G4C)

Operating hours: 07:00–19:00, (7 days a week)

Departmental Call Centre: 0860 212 414

SMS: 31022

Please Call Me: 079 769 1207

Email: service@westerncape.gov.za

General enquiries – **Service Delivery Charter**

HEAD OFFICE: STRATEGIC MANAGEMENT SUPPORT

Street address: 9 Dorp Street, Cape Town, 8001

Postal address: Private Bag X9185, Cape Town, 8000

Office hours: 07:30–16:00 (weekdays)

Telephone: 021 483 0972

Email: Pakama.Mndita@westerncape.gov.za

Website: <https://www.westerncape.gov.za/dept/tpw>

Contact person: Pakama Mndita

Expanded Public Works Programme

BEAUFORT WEST

Street address: Provincial Traffic N1 Section 8, Weighbridge, Beaufort West, 6970

Operating hours: 07:30–16:00 (weekdays)

Telephone: 023 414 2611/2996

Mobile: 078 803 6375

Email: Daniel.Jacobs@westerncape.gov.za

Contact person: Daniel Jacobs

SWELLENDAM

Street address: Andrew Whyte School Building, Andrew Whyte Street, Swellendam, 6740

Operating hours: 07:30–16:00 (weekdays)

Telephone: 028 514 3711

Mobile: 082 336 2875

Email: Hermanus.Zass@westerncape.gov.za

Contact person: Hermanus Zass

GEORGE

Street address: 4th Floor, York Park, St John Street, George, 6530

Operating hours: 07:30–16:00 (weekdays)

Telephone: 044 805 8700

Mobile: 078 803 6361

Email: Tosca.vanderhoven@westerncape.gov.za

Contact person: Tosca van der Hoven

MOORREESBURG

Street address: 58 Langstraat, Moorreesburg, 7310

Operating hours: 07:30–16:00 (weekdays)

Telephone: 022 433 8483

Mobile: 082 253 6325

Email: Whitney.Asia@westerncape.gov.za

Contact person: Whitney Asia

PAARL

Street address: 1 Main Road, South Paarl, 7624

Operating hours: 07:30–16:00 (weekdays)

Telephone: 021 863 2020

Email: Jana-Mari.Cronje@westerncape.gov.za

Contact person: Jana-Mari Cronje

Expanded Public Works Programme – Contractor Development Programme

Street address: 17th Floor, Atterbury House, 9 Riebeeck St, Cape Town, 8001
Postal address: Private Bag X9185, Cape Town, 8000
Operating hours: 07:00–16:00 (weekdays)
Telephone: 021 483 8924
Email: Jo-Anne.Brown@westerncape.gov.za
Contact person: Jo-Anne Brown

Masakh' Sizwe Bursary Programme

Street address: 17th Floor, Atterbury House, 9 Riebeeck St, Cape Town, 8001
Postal address: Private Bag X9185, Cape Town, 8000
Operating hours: 07:00–16:00 (weekdays)
Telephone: 021 483 9871
Email: Lee.Maggott@westerncape.gov.za
Twitter: @WCGovTPW
Contact person: Lee Maggott

District Roads Engineer offices

PAARL

Street address: 1 Main Road, South Paarl, 7624
Office hours: 07:15–16:15 (weekdays)
Telephone: 021 863 2020
Email: Sherm.Arendse@westerncape.gov.za
Contact person: Sherm Arendse

CERES

Street address: Bon Chretien Street, Ceres, 6835
Office hours: 07:15–16:15 (weekdays)
Telephone: 023 312 1120
Email: Denise.Muller@westerncape.gov.za
Contact person: Denise Muller

OUTSHOORN

Street address: 2 Vrede Street, Oudtshoorn, 6625
Office hours: 07:30–16:00 (weekdays)
Telephone: 044 272 6071
Email: Yolisa.Zwane@westerncape.gov.za
Contact person: Yolisa Zwane

Provincial Regulatory Entity Help Desks

ATHLONE

Operating hours: 07:30–14:00 (weekdays)
Collection hours: Weekdays: 16:00–17:00, Saturdays: 09:00–12:00
Street address: corner of Bosduif and Volstruis Roads, Bridgetown, Athlone, 7764
Telephone: 021 483 0528/ 0529/0234 /
Email: Laura.Batt@westerncape.gov.za
Contact person: Laura Batt

GEORGE

Operating hours: 07:30–16:00 (weekdays)
Street address: 42 Courtenay Street, Rentzburg Hof, George, 6529
Postal address: PO Box 6512, George, 6530
Telephone: 044 802 3700
Email: Lulamile.Lakata@westerncape.gov.za
Contact person: Lulamile Lakata

Provincial Regulatory Entity Help Desks

PIKETBERG

Operating hours: 07:30–16:00 (weekdays)
Street address: 85 Lang Street, Piketberg, 7320
Telephone: 022 913 3216
Email: Karen.delange@westerncape.gov.za
Contact person: Karen de Lange

Provincial Transport Registrar's Office

VANGATE SHARED SERVICES CENTRE

Office hours: 07:30–16:00 (weekdays)
Street address: corner of Bosduif and Volstruis Street, Bridgetown, Athlone, 7764
Transport Relations Officer:
Charmaine Samuels
Telephone: 021 483 025
Email: Charmaine.Samuels@westerncape.gov.za
Operator Licence Adjudicator:
Abdoesalaam Isaacs
Telephone: 021 483 0252
Email: Abdoesalaam.Isaacs@westerncape.gov.za

Provincial Taxi Office

Telephone: 021 483 2355
Contact person: Kurt Hendricks
Email: Kurt.Hendricks@westerncape.gov.za

Government Motor Transport

ACCIDENT REPORTING

Telephone: 0800 092 468 (24 hours/day)

ACCIDENTS AND LOSSES

Telephone: 021 467 4727
Mobile: 083 941 4506
Email: Clarence.Hansby@westerncape.gov.za
Contact person: Clarence Hansby

ACCOUNTS

Telephone: 021 467 4737
Email: Ilonka.Muller@westerncape.gov.za
Contact person: Ilonka Muller

LOGBOOKS

Telephone: 021 467 4786
Email: Bonita.Coert@westerncape.gov.za
Contact person: Bonita Coert

AUCTIONS

Telephone: 021 467 4768
Email: Jeremy.Malan@westerncape.gov.za
Contact person: Jeremy Malan
Website: <https://portal.gmtwc.gov.za/apex/f?p=143:28>

CLIENT CARE CENTRE (24/7) FOR FLEET REPAIRS AND MAINTENANCE

Telephone: 0800 092 468/ 083 772 2000
Email: Fleetman.Quotes@westerncape.gov.za
Contact person: Riaan Roux

CLEANING/WASHING SERVICE - CAPE TOWN CITY BOWL

Telephone: 021 467 4771
Email: Steven.deKoker@westerncape.gov.za
Contact person: Steven de Koker

Government Motor Transport

GENERAL FLEET HIRING SERVICES

Telephone: 021 467 4751

Email: Tania.Tennant@westerncape.gov.za

Contact person: Tania Tennant

VEHICLE THEFTS AND HIJACKING REPORTING (24/7)

GMT Client Care Centre (24 hours/day)

Telephone: 0800 092 468

Mobile: 082 906 4057

AFSOL Bureau Services

Telephone: 086 112 3765

Mobile: 083 741 4928 (Dwain Gouden)

Email: afsol.afsol@westerncape.gov.za

TRAFFIC VIOLATIONS

Telephone: 021 467 4731

Email: Carol.Jacobs@westerncape.gov.za

Contact person: Carol Jacobs

Road Safety Management

Street address: 35 Wale Street, Cape Town, 8001

Office hours: 08:00–15:30 (weekdays)

Telephone: 021 483 6958

Email: Mark.Jansen@westerncape.gov.za

Contact person: Mark Jansen

Traffic Law Enforcement

Street address: 35 Wale Street, Cape Town, 8001

Office hours: 08:00–15:30 (weekdays)

Telephone: 021 483 6085

Email: Farrel.Payne@westerncape.gov.za

Contact person: Farrel Payne

Traffic Training and Development

Street address: 35 Wale Street, Cape Town, 8001

Office hours: 08:00–15:30 (weekdays)

Telephone: 021 483 6085

Email: Donald.Lakey@westerncape.gov.za

Contact person: Donald Lakey

Provincial Traffic Centres

BEAUFORT WEST PROVINCIAL TRAFFIC OFFICE

Street address: Route H9, Section 8, 2 Beaufort West, 6970

Postal address: Private Bag X554, Beaufort West, 6970

Office hours: 07:30–16:00

Telephone: 023 414 2679/7

Contact person: Traffic Chief: Petro Swanepoel

CALEDON PROVINCIAL TRAFFIC OFFICE

Street address: Orion Building, 24 Prince Albert Road, Caledon, 7230

Postal address: Private Bag X02, Caledon, 7230

Office hours: 07:30–16:00

Telephone: 028 212 2875/8

Contact person: Acting Traffic Chief: Nathan Arendse

Provincial Traffic Centres

KNYSNA PROVINCIAL TRAFFIC OFFICE

Street address: 13 Pitt Street, Knysna, 6570

Postal address: Private Bag X26, Knysna, 6571

Office hours: 07:30–16:00

Telephone: 044 382 5525/8

Contact person: Traffic Chief: Vukile Oliphant

LAINGSBURG PROVINCIAL TRAFFIC OFFICE

Street address: Meiring Street, Laingsburg, 6900

Postal address: Private Bag X3, Laingsburg, 6900

Office hours: 07:30–16:00

Telephone: 023 551 1021

Contact person: Traffic Chief: William Groenewald

METRO REGIONAL PROVINCIAL TRAFFIC OFFICE

Street address: Brackenfell Boulevard, Brackenfell, 7561

Postal address: PO Box X5, Brackenfell, 7560

Office hours: 07:30–16:00

Telephone: 021 980 9107

Contact person: Acting Regional Director: Pat Curran

MOSSEL BAY PROVINCIAL TRAFFIC OFFICE

Street address: Corner of Louise Fourie and Essenhout Street, Heiderand, Mossel Bay, 6500

Postal address: Private Bag X6, Mossel Bay, 6500

Office hours: 07:30–16:00

Telephone: 044 693 4545/8

Contact person: Traffic Chief: Reinet Sarikakis

OUTSHOORN PROVINCIAL TRAFFIC OFFICE

Street address: Seppi Greeff Building, 1st floor, 76 Voortrekker Road, Oudtshoorn, 6620

Postal address: Private Bag X660, Oudtshoorn, 6620

Office hours: 07:30–16:00

Telephone: 044 272 4197

Contact person: Traffic Chief: Gerald Becker

PAROW PROVINCIAL TRAFFIC OFFICE

Street address: 16-17 Tallent Street, Parow, 7500

Postal address: PO Box X8, Parow, 7499

Office hours: 07:30–16:00

Telephone: 021 936 9160

Contact person: Traffic Chief: Nalubabalo Sobekwa

SHADOW CENTRE (ATHLONE) PROVINCIAL TRAFFIC OFFICE

Street address: Corner of Bosduif and Volstruis Street, Bridgetown, Athlone, 7764

Office hours: 07:30–16:00

Telephone: 021 483 0130/1

Contact person: Acting Traffic Chief: Kulsum Isaacs

SOUTHERN CAPE REGIONAL PROVINCIAL TRAFFIC OFFICE

Street address: Brackenfell Boulevard, Brackenfell, 7560

Postal address: PO Box X5, Brackenfell, 7550

Office hours: 07:30–16:00

Telephone: 021 980 9107

Contact person: Regional Director: Pat Curran

SWELLENDAM PROVINCIAL TRAFFIC OFFICE

Street address: Andrew White Street, Swellendam, 6740

Postal address: Private Bag X8, Swellendam, 6740

Office hours: 07:30–16:00

Telephone: 028 514 1185

Fax: 028 514 2334

Contact person: Traffic Chief: John Carolissen

Provincial Traffic Centres

VREDENBURG PROVINCIAL TRAFFIC OFFICE

Street address: Ongegund Hope Field Road, Vredenburg, 7380

Postal address: Private Bag X9, Vredenburg, 7380

Office hours: 07:30–16:00

Telephone: 022 713 1286

Contact person: Acting Traffic Chief: Desmond Paton

VREDENDAL PROVINCIAL TRAFFIC OFFICE

Street address: 44 Voortrekker Street, Vredendal, 8160

Postal address: Private Bag X20, Vredendal, 8160

Office hours: 07:30–16:00

Telephone: 027 213 1269

Contact person: Traffic Chief: Johan Basson

WEST COAST AND N1 REGIONAL PROVINCIAL OFFICE

Street address: Brackenfell Boulevard, Brackenfell, 7560

Postal address: Private Bag X5, Brackenfell Boulevard, Brackenfell, 7561

Office hours: 07:30–16:00

Telephone: 021 980 9112

Contact person: Regional Director: Bradley Singh

WORCESTER PROVINCIAL TRAFFIC OFFICE

Street address: Tulbagh Street, Worcester, 6850

Postal address: Private Bag X3069, Worcester, 6850

Office hours: 07:30–16:00

Telephone: 023 342 2357/8

Contact person: Traffic Chief: Mbulelo Giba

GEORGE IMPOUNDMENT FACILITY

Street address: York Street, George, 6530

Office hours: 07:30–16:00

Telephone: 044 805 9100

Contact person: Traffic Chief: Quinton Williams

Provincial Weighbridge Facility

DEPARTMENT OF TRANSPORT AND PUBLIC WORKS

SOMERSET WEST

Street address: N2 Figrove Rural, Somerset West, 7129

Office hours: 07:30–16:00

Telephone: 021 851 5051 / 061 510 8548

Email: somersetwest@wc.weighbridge.co.za

Contact person: Mr Vernam Goliath

Your 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.

You are invited to send your suggestions, compliments, complaints and constructive criticism to:

Departmental Communication

Private Bag X9185, Cape Town, 8000

Tel: 0860 212 414

Fax: 021 483 9851

Email: Transport.Publicworks@westerncape.gov.za

Website: www.westerncape.gov.za/dept/tpw

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.

Accounting Officer declaration:

I, Jacqueline Gooch, commit the Department of Transport and Public Works to adhere to this Service Delivery Charter in terms of the Executive Authority delegations to head of department in terms of Public Service Act, 1994 effective from 1 February 2017, Delegation 25, Regulation 37 (1).



JACQUELINE GOOCH

HEAD OF DEPARTMENT OF TRANSPORT AND PUBLIC WORKS

DATE: 26-07-2018

