



LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
TRANSPORT

# DOMAIN SPECIFIC SERVICE DELIVERY STANDARDS

2016/2017





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REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF  
TRANSPORT**

**DOMAIN SPECIFIC SERVICE DELIVERY STANDARDS**

**FINANCIAL YEAR 2016/2017**

*“Limpopo in Motion”*



PEOPLE FIRST, VANHU EMARLWENI, VHAITHU PHANDA, MENSE EERSTE

## 1. VISION

“A pioneering and leading department at the epicentre of socio-economic development”

## 2. MISSION

“To provide safe, affordable, sustainable and integrated transport services”

## 3. CORE VALUES

Integrity

Transparency

Accountability

Consistency

Trust and respect

The Department of Transport commits itself to implement the following service delivery standards during 2016/2017 financial year for improved customer care.



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**Ms N Ndalane, MPL**

**MEC: Transport and Community Safety**



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**Ms Hanli du Plessis**

**HoD: Transport**

#### 4. MAIN CORE FUNCTIONS

Prog No.	Programme	Sub-Programme
1.	<b>Transport Operations</b>	<ol style="list-style-type: none"> <li>1. Programme Support Operations</li> <li>2. Public Transport Services</li> <li>3. Operator Licence and Permits</li> <li>4. Transport Safety and Compliance</li> <li>5. Transport Systems</li> </ol>
2.	<b>Transport Regulation</b>	<ol style="list-style-type: none"> <li>1. Programme Support Regulations</li> <li>2. Transport Administration and Licensing</li> <li>3. Law Enforcement</li> </ol>
3.	<b>Community Based Programmes</b>	<ol style="list-style-type: none"> <li>1. Programme Support Community Based</li> <li>2. Community Development</li> <li>3. Innovation and Empowerment</li> <li>4. EPWP Co-ordination and Monitoring</li> </ol>

#### 4.1 TRANSPORT OPERATIONS

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<b>Conversion of permits to operating licenses</b>	All	Operating licenses issued with correct information	Public transport operators	Within the province	Within 90 days	All captured applications processed and operating licenses issued to public transport operators within 90 days.
<b>Issuing of special operating licenses</b>	All	Special operating licenses issued with correct information	Public transport operators	Within the province	Within 2 working days	All applications for special operating licenses processed and issued within 2 working days
<b>Payment transactions to public and private entities</b>	All	Processing of payment transactions	Public and Private entities	Within the province	Within 20 working days	All payment transactions to public and private entities are processed within 20 working days
<b>Registration of passenger transport modes, operators and routes</b>	100%	Adequate registration of passenger modes	Public transport operators	Within the province	Within 90 days	100% of passenger transport modes, operators and routes of public transport operators will be registered within 90 days

## 4.2 TRANSPORT REGULATION

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Registration and Licensing of motor vehicles / Help Desk	All	Application for registration and licensing of motor vehicles	All applicants	Any registering authority within the province	Within 10 minutes	All applications for registration and licensing of motor vehicles finalised within 10 minutes of request in any registering authorities in the province
	All	Deregistration of motor vehicle	Users	Within the province	Within 3 working days	Deregistration of motor vehicle will be done within 3 working days
	All	Registration and Deregistration of motor vehicle requiring authorization	Users	Within the province	Within 7 working days	Registration and Deregistration of motor vehicle requiring authorization from the Provincial Help Desk will be done within 7 working days of request
	All	Process and issue valid roadworthy certificate	Vehicle owners	Within the province	Within an hour	Process and issue valid road worthy certificate to vehicle owner within an hour of request

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	All	Provincial Help Desk eNaTIS transactions adequately attended to	Users	Within the province	Within 7 working days	All Provincial Help Desk eNaTIS transactions received from users are adequately attended to within 7 working days
<b>Application for Learners and Driving License</b>	All	Application for learner's license and driving license	Any applicant	Driving License Testing Centre	15 minutes	Application for learners license and driving license will only take 15 minutes
	All	Testing of learner's license	Applicants	Driving License Testing Centre	1 hour	Testing of learners license in any testing station shall not exceed 1 hour per learner
	All	Maximum applicants tested	Applicants	Driving License Testing Centre	1hour 20 minutes	A testing officer shall test a maximum of 6 driver's license applicants per day not exceeding 1 hour 20 minutes per learner driver
	All	Valid learner's license and driving license	Applicants	Driving License Testing Centre	Within 15 minutes	Issuing of a valid learner's license and driving license within 15minutes per learner



Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Application for Professional driving permit and instructor certificate	All	Issue valid professional driving permit	Applicants	Driving License Testing Centre	Within 15 minutes	Issue valid professional driving permit to applicants within 15 minutes upon request
	All	Authorize issue for instructor certificate test	Identified Officers	Driving License Testing Centre	Within 10 working days	Authorize instructor certificate test to identified officers within 10 working days upon receipt of request
	All	Accurate testing for instructor certificate	Identified Officers	Driving License Testing Centre	Within 2 hours 30 minutes	Accurate testing of instructor certificate within 2 hours 30 minutes immediately after permission has been granted by head office
	All	Authorize issue of instructor certificate test	Identified Officers	Driving License Testing Centre	Within 3 working days	Authorize issue of instructor certificate within 3 working days
Permits and Registration	All	Issue valid Abnormal Loads Permit	Transport industry	Within the Province	Within a day	Issue valid Abnormal Loads Permit to all applicants within a day of request
	All	Issue valid Events and Exemptions Permits	Applicants	Within the Province	Within 21 days	Issue valid Events and Exemptions Permits to all applicants within a 21 days of request

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	All	Registration of personalized and specialized number plates	Applicants	Within the Province	Within 2 working days	Registration of personalized and specialized number plates to all applicants within 2 working days
	All	Registration of all traffic related institutions	Traffic institutions	Within the Province	Within 6 months	Registration of all traffic related institutions within 6 months upon receipt of request
	All	Registration of authorized officers	Officers	Within the Province	Within 1 working day	Registration of all authorized officers within 1 working day upon receipt
<b>Combating overloading</b>	All	Less number of overloaded vehicles	Heavy & LDV motor vehicles and Buses Light vehicles	At weigh bridges On public roads within the Province	Within an hour 15 minutes	Any heavy & LDV motor vehicle, and Buses at a Weigh Bridge will be weighed within an hour of its arrival Weighing will only be done for 15 minutes per light vehicle at any public road within the province
<b>Intensify Traffic Law Enforcement</b>	All	Well managed law enforcement	Road users	Identified strategic areas within the	Daily	Conduct well managed law enforcement operations on daily

		operations conducted		province		basis in all identified strategic areas within the province
	All	Accurate spot check	Road users	On public roads within the Province	Within 10 minutes	Accurate spot check at road blocks/ road side within 10 minutes per vehicle
	All	Issue legal traffic summon / citation	Road users	On public roads within the Province	Within 5 minutes	Issue legal traffic summon/ citation within 5 minutes per offender
	All	Arrest traffic rules/offenders	Road users	On public roads within the Province	Within 2 hours	Arrest process finalised within 2 hours per offender for drunken driving and driving under the influence of alcohol.
<b>Reduction of accident rate</b>	100%	Retested and certified vehicles	All un-roadworthy /reported vehicles involved in an accident	On public roads across the province	On daily basis	On daily basis 100% of all un roadworthy/ reported vehicles involved in accidents will be certified and retested

### 4.3 COMMUNITY BASED PROGRAMMES

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<b>Road Safety Education and community outreach programmes</b>	All	Improved road safety knowledge and skill to all road users	Road users	Identified areas within the province	On daily basis	Conduct road safety educational and community outreach programmes to all road users on daily basis in all identified areas within the province
<b>Traffic Police Radio Control</b>	All	Process reports of corruption, incidents and roads crime within 10 minutes upon receipt of an incident	Road Users	Within the Province	Within 10 Minutes	Process all reports of corruption, incidents and road crime within 10 minutes upon receipt of an incident
	All	eNaTIS enquiries promptly attended within 3 minutes immediately upon receipt	Road Users	Within the Province	Within 3 minutes	All eNaTIS enquiries promptly attended to within 3 minutes immediately upon receipt

Key Service	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	All	Activation of response personnel to incidents within 10 minutes upon receipt of an incident	Road Users	Within the Province	Within 10 minutes	Activation of response personnel to incidents within 10 minutes upon receipt of an incident
	All	Response and Stand down at incident within 40 minutes of receipt	Road Users	Within the Province	Within 40 minutes	Response and stand down at incidents within 40 minutes
	All	Adequate response to emergency calls within 2 minutes upon receipt	Road Users	Within the Province	Within 2 minutes	Adequate response to emergency calls within 2 minutes upon receipt

## Contacts

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**NOTES:**

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The background is a vibrant composition of overlapping geometric shapes in shades of green and yellow. A large, dark green parallelogram is positioned on the left side, while a bright yellow parallelogram is on the right. The background is filled with various shades of green, from light to dark, and features several bokeh light effects, particularly in the upper right corner. The overall aesthetic is modern and abstract.

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