

FREE STATE PROVINCE



DEPARTMENT OF PUBLIC WORKS, ROADS AND TRANSPORT

DRAFT SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: A prosperous Free State through facilitation of sustainable infrastructure.

MISSION: To ensure the provision, promotion and sound management of assets and infrastructure systems, which are save, affordable, reliable, accessible and sustainable.

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
1. Improve turnaround time on backlogs of testing, registration and licensing at the Lengau, Welkom and Bethlehem testing stations. G	Learner Licenses Applicants Driving Licenses Applicants OK	Quantity: (How often or how much)	Current backlogs are: Lengau – 2 months Welkom – 2 months Bethlehem – 6 months. Lengau: 42 drivers licenses per day/60 learners licenses per day. Welkom: 27 drivers per day/60 learners licenses per day. Bethlehem: 16 drivers per day/40 learners licenses per day.	Quantity:	The desired standard is to decrease backlogs to 1 month at the three testing stations. Lengau: 50 drivers per day/120 learner licenses per day. Welkom: 37 drivers per day/60 learner licenses per day. Bethlehem: 16 drivers per day/40 learner licenses per day. To draft an implementation strategy to cascade the testing, registration and licensing service to municipalities.
		Quality: (Professional standards)	Execute service according to regulations as prescribed in the National Traffic Act, NATIS.	Quality:	Execute service according to regulations as prescribed in the National Traffic Act, NATIS. Revise regulations to

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					enable provincial department to cascade service to municipalities.
		<ul style="list-style-type: none"> • Consultation (How will you behave) 	Ad hoc.	<ul style="list-style-type: none"> • Consultation 	Consult all clients on a quarterly basis in the Motheo, Lejweleputswa and Thabo Mofutsanyane districts.
		<ul style="list-style-type: none"> • Access (How will you behave) 	All clients have access to the service at the said testing stations.	<ul style="list-style-type: none"> • Access 	<p>Develop implementation strategy to cascade service to municipalities.</p> <p>Send mobile units to communities in districts to made service more accessible.</p>
		<ul style="list-style-type: none"> • Courtesy (How will you behave) 	Address all complaints, enquiries, appointments with courtesy.	<ul style="list-style-type: none"> • Courtesy 	Address all complaints, enquiries, appointments with courtesy.
		<ul style="list-style-type: none"> • Open & Trans (How will you behave) 	<p>Costs for testing, registration and licensing are published in local news papers.</p> <p>Clear signage at testing stations with tariffs for testing, registration and licensing.</p>	<ul style="list-style-type: none"> • Open & Trans 	<p>A call center has been established in Bloemfontein to manage all enquiries, complaints and suggestions with regard to the said service.</p> <p>Helpdesk to be established at the Lengau, Welkom and Bethlehem testing stations.</p>
		<ul style="list-style-type: none"> • Information (How will you behave) 	Currently there are boards, signage indicating the costs, etc. of the service rendered.	<ul style="list-style-type: none"> • Information 	Distribute news letter to all testing stations and share information with clients who visit the testing stations.
		<ul style="list-style-type: none"> • Redress 	Currently all	<ul style="list-style-type: none"> • Redress 	Call Center located in

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		(How will you behave)	complaints are directed to the MEC as indicated in the National Traffic Act.		Bloemfontein to address complaints, enquiries. Complaints/compliment registers available by all testing stations for clients to lodge a complaint. Clients can also follow the procedure as spelled out in the National Traffic Act to lodge complaints.
		• Value for Money (How will you behave)	When evaluating the increase of costs for testing, registration and licensing, unemployment and inflation are taken into consideration.	• Value for Money	When evaluating the increase of costs for testing, registration and licensing, unemployment and inflation are taken into consideration.
		Time: (By when or how much per hour, day, month, year)	-	Time:	The desired standards will be adhered to from 01 April 2007 – 31 March 2008
		Cost: (Within budget?)	Existing cost to render service is as follow: Salaries: R 52 194 million	Cost:	The cost to deliver the desired service will be as follow: Salaries: R 59 411 million To be determined by service provider when cascading service to municipalities:
		HR: (Human resources)	The existing filled posts responsible for	HR:	The human resources needed to implement

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		needed)	the testing, registration and licensing are as follows: Directorate Traffic Management		the desired standards are as follows: 2 Deputy Directors: Traffic Management 4 Chief Provincial Inspector 4 Principle Provincial Inspectors. Posts to be transferred with the said function to municipalities will be determined during the investigation.
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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

 LINE MANAGER: _____
 DEPARTMENT: _____
 DATE: _____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

 MEMBER OF THE EXECUTIVE COUNCIL: DEPARTMENT OF _____
 DATE: _____

I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE, FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: _____

DATE: _____