

# DEPARTMENT OF TRANSPORT ROADS AND COMMUNITY SAFETY – NORTH WEST PROVINCE

## 1. SERVICE DELIVERY IMPROVEMENT PLAN

### 1.1 CUSTOMERS AND SERVICES

1. Customers	2. Services
<p><b><u>1a. Primary Customers</u></b></p> <ul style="list-style-type: none"> <li>• Office of the Premier</li> <li>• Ministerial Office</li> <li>• North West Legislature</li> <li>• Standing Committee on Transport and Roads</li> <li>• Executive Council (EXCO)</li> <li>• Provincial Departments</li> <li>• Members of the Public</li> <li>• Departmental Employees</li> <li>• Media</li> <li>• Statutory Board</li> </ul>	<p><b><u>2a. Main services</u></b></p> <ul style="list-style-type: none"> <li>• Provide Administrative support and services to the Executing Authority.</li> <li>• Reporting to Legislature on Provincial and Departmental issues.</li> <li>• Communicate with internal and external stakeholders.</li> <li>• Enabling the Executing Authority to fulfil his political mandate</li> <li>• Collection of revenue.</li> <li>• Implementation of the Best Practise Model at motor vehicle registering authorities.</li> <li>• Provision of affordable, reliable and accessible public transport.</li> <li>• The appropriate roll-out of the National Land Transport Transitional Act.</li> <li>• Effective management of the commuter subsidy.</li> <li>• Assistance to the Taxi Industry to ensure an empowered and democratic industry.</li> <li>• Implementation of other modes of transport such as air, rail and inland water.</li> <li>• Implementation of the Road Safety Strategy.</li> <li>• To ensure effective road safety communication to all stakeholders.</li> <li>• Provision of effective law enforcement</li> <li>• Effective implementation of the Road Infrastructure.</li> <li>• Establishment of an effective Road Network Management system.</li> <li>• Construction, design, re-seals rehabilitation and re-gravelling of the road network.</li> <li>• Management of Government Motor Fleet.</li> <li>• To formalize and restructure the public transport systems within the broader restructuring of the public transport systems within the North West Province, with initial emphasis to the taxi industry</li> </ul>
<p><b><u>1b. Secondary Customers</u></b></p> <ul style="list-style-type: none"> <li>• Municipalities</li> <li>• National Departments</li> <li>• Service Providers / Private Sectors</li> <li>• Non-Governmental Organisations</li> <li>• Labour Organisations</li> <li>• Strategic Co-operative Partners</li> </ul>	<p><b><u>2b. Secondary Services</u></b></p> <ul style="list-style-type: none"> <li>• Promote intergovernmental relations between Local; Provincial and National structures</li> <li>• Implementation of Best Practice Models in Registering Authorities,</li> <li>• Establishment of Taxi Retail Installations in partnership with North West Taxi Council and Caltex Oil Company S.A.</li> </ul>
<p><b><u>Strategic Partners</u></b></p> <ul style="list-style-type: none"> <li>• Private Sector</li> <li>• EXCO Committees (EDI)</li> <li>• Labour Organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Support Business Against Crime projects</li> <li>• Review enhanced Service Delivery strategies with Labour organizations</li> </ul>

<ul style="list-style-type: none"> <li>• Taxi Organizations</li> <li>• Bus Operators</li> <li>• Department of Transport</li> <li>• Aviation Companies</li> <li>• North West Transport Investment Municipalities</li> </ul>	<ul style="list-style-type: none"> <li>• Empowerment of Taxi Industry</li> <li>• Provision of subsidized bus services to the poor and needy.</li> </ul>
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### 1.3 CONSULTATION

CUSTOMERS	CURRENT CONSULTATION MODE	FUTURE CONSULTATION
Office of the Premier	Quarterly meetings with Premier; Correspondence on Transport and Roads issues	Same
North West Legislature	Tabling and Debates on Annual Report, Strategic Plan; Policy Speech and Announcements	Same
Standing Committee on Transport and Roads	Presentation of Annual Report; Strategic Plan; Policy Speech and Announcements	Same
EXCO	Biweekly meetings; EXCO Makgotia;	Same
EXCO Cluster Committees (EDI)	Biweekly meetings;	Same
Members of the Public	Annual report, ad hoc media statements, Ad hoc meetings with members of the public as and when requested	More regular media releases
Departmental Employees	General staff meetings; internal newsletter/circulars Workshops Bi-weekly and monthly Executive Management and Senior Management Meetings	Walk-about/ visits to workstations in the Department/ bi-annual general staff meetings,
Media	Media Statements	Formal meetings/ itinerary discussions with key media houses
Ministry of Transport	MINMEC meetings; COTO; meetings and other Transport Committees	As scheduled
Municipalities	Ad hoc meetings	Improved co-ordination of cross cutting programmes and projects

### 1.4 ACCESS

Main Services	Current access to services	Target
<b>Main Services</b>		
Provide Administrative Support and services to Executing Authority	Directorate operational plan	Same
Report to Legislature on Provincial and Departmental issues	Annual Report; Media reports; Budget Speech	Same
Communicate with internal and external stakeholders	Roadshows/ regional visits, Circulars and Media articles;	Same
<b>Secondary Services</b>		
Review enhanced Service Delivery strategies with Labour organizations	Hold monthly and ad hoc meetings with Organized Labour to address strategic issues affecting their membership.	As scheduled

## 1.5 STANDARD/S

SERVICE	CURRENT STANDARD	STANDARD
<b>Main Services</b>		
Provide Administrative Support and services to Executing Authority	Daily briefing meetings with Executing Authority; 48hrs response to correspondence; Year, monthly and weekly itinerary/event planners for EA; Directorate meetings; Prioritization of engagements	Same standard
Report to Legislature on Provincial and Departmental issues	Annual Strategic Plan debate; Annual Policy Speech; Announcements prior to key Departmental Events; Prompt response to interpellations in the Legislature	As scheduled
Communicate with internal and external stakeholders	Talk shows on Departmental programmes; Road shows/regional visits, circulars and General Staff meetings	Same standard
<b>Secondary Services</b>		
Support Business against crime projects	Implement the Best Practice Model in Registering Authorities	Engage business forum on regular basis
Review enhanced Service Delivery strategies with Labour organizations	Ad hoc meetings Monthly meetings	Monthly and ad hoc meetings

## 1.6 INFORMATION, OPENNESS AND TRANSPARENCY

Information about Services	Current Standard	Standard
<b>External Clients</b>		
Numbers of customers receiving information	80% current clients	100%
Methods of communication	Correspondence to complaints; Media statements for key Departmental events; Radio Talkshows; Intranet	Regular
Language	Setswana and English/Afrikaans	Respond in the language of the author
Contact Names and Departmental Numbers	Letterheads; Website Business Cards	Ensure proper contact details
<b>Internal Clients</b>		
Number of Customers receiving information	3474 Staff members	More regular information sharing
Methods of communication	General Staff meetings Quarterly newsletter; Policy speech; Annual Strategic plan workshop; Executive Management and Senior Management meetings; directorates and sub-directorate meetings/circulars	Same standards
Language	Setswana and English/Afrikaans	Same

## 1.7 COURTESY

Matter	Current	Standard
Written Behaviour Code	No Departmental Service Delivery Charter	Publication of Departmental Service Delivery Charter
Supervision Arrangements	Public Service Code of Conduct presented to 30%	Present Public Service Code of Conduct to all staff
Customer Service incorporated in performance appraisal	Customer Service not part of SMS and MMS Performance Agreements	Incorporate Customer Service in Senior Management Performance Agreements

## 1.8 REDRESS

Matter	Current	Standard
Complaints system to Batho Pele White Paper requirements	Referral of complaints to relevant unit for response	Implement call centre
Accessibility; Speed Fairness; Confidentiality; Responsiveness; Review; Training	Respond within 14 days from receipt of complaint Grievance policy	Same