Together, Moving Gauteng City Region Forward

Service Charter

PREMEABLE

We the Department of Roads and Transport hereby:

Affirm our commitment to upholding the values and principles of public service enshrined in Section 195 of the Constitution, the legislative frame and policies.

Uphold the Constitutional responsibility of the Province as articulated in the Bill of Rights to deliver services to the citizenry.

Note the continued support of the Gauteng Provincial Government in ensuring that we as a Department continue to render this essential service in the Province of Gauteng.

Acknowledge service delivery is of utmost importance to the inhabitants of Gauteng.

Collectively realize that there is an urgent need to increasing the level and of service delivery in our Province and Country ultimately.

Believe in the rich history of our democratic dispensation which entrenches values and principles of human rights, social, economic and political rights.

Motivated by the proven ability in our Province contributing to the Country wide service delivery

Who are we?

The Department of Roads and Transport, we design, construct and maintain major arterial routes in the Province. It is also our duty to issue public transport operating licences/permits, learners and driver’s licences. Through G-fleet we effectively manage the entire fleet of Government vehicles for the Province.

What do we do?

Service Commitment Charter

The services that we render are:

- Road Construction
- Road Maintenance
- Registration of Public Transport modes
- Subsidization of Buses
- Manage the Provincial Government’s Fleet of Vehicles
- Issuing Driver and Learner License
- Issuing Operator Licenses & Permits

What we stand for:

- Clean Governance
- Responsive to people’s needs
- Adheres to Batho Pele Principles
- Promoting Ethical Behaviour amongst staff and suppliers
- Service oriented Department

How do we intend to improve services?

- We plan to improve our services still further: These include:
- The continued use of work programmes to monitor progress in achieving the Department’s objectives
- Implementation of surveys recommendations
- The incorporation of customer service principles into the Department’s Strategy
- Intensify the efforts to make information available to the public in a variety of ways using both traditional leaflets, posters, booklets and increasingly the internet and social media.
- Renewal of motor vehicle registrations can be done at Post Offices around Gauteng.

Vision: A modern integrated, efficient, sustainable transport and road infrastructure system in Gauteng.

Mission: To facilitate and provide an integrated transport system that is:

- Reliable, accessible, safe and affordable;
- Seamless mobility;
- Environmentally sustainable; and
- Supporting industrialization and radical socio-economic transformation.

SERVICE STANDARDS (The Service You Can Expect From Us)

Our Service Standards are to:

- publish the information in Annual Performance Plan, Budget, Speech and Annual report and make sure that it appears on the Departmental website.
- carry out regular customer surveys and consult customers through imbizos.
- encourage people to suggest new ideas through the customer comments, Departmental E-mails and suggestion boxes.
- advertise and promote all programs and events. Keep all users and potential users posted through GPG’s public information system, the Departmental website and the media.
- provide service and accurate up-to-date information through the trained staff members who are friendly and helpful.

Physical Address:

41 Simmons Street, Corners Simmons and Pritchard Streets, Johannesburg

Tel: (011) 355 7000
Toll Free Number: 0800047378

Our postal address is

Private Bag X83, Marshalltown, 2107

Deerpoort Region: Tel: (012) 808 0333,
Vereeniging Region: Tel: (016) 748 1047/1049,
Krugersdorp Region: Tel: (011) 660 5541/5543,
Benoni Region: Tel: (011) 748 2000,
Heidelberg Region: Tel: (016) 349 1275
Koedoespoort Region: Tel: 012 110 2356/2466
Bromkorspruit Region: Tel: (013) 932 0171

Transport Operating Licensing Administration Board (TOLAB):

Operating Licenses – Johannesburg, West Rand and Sedibeng:
(011) 870 9352; Derek Maseok Centre (JHB): (011) 870 935;
Operating Licenses – Pretoria: (012) 327 3613; 11 Diagonal Street: (011) 227 8300

Drivers License Testing Centres (DLTCs):

Alberton Testing Centre: 011 999 2345; Bedfordview Testing Centre: 011 999 0892/3/6; Benoni Testing Centre: 011 999 6427; Boksburg Testing Centre: 011 999 5872 & 011 999 5816; Brakpan Testing Centre: 011 999 7866; Edendale Testing Centre: 011 999 3295/3259/3103; Kempton Park Testing Centre: 011 999 4156; Nigel Testing Centre: 011 999 9052


Who is in charge?

The MEC for Roads and Transport, Dr Ismail Vadi is an elected politician who is responsible for directing the Department’s activities in line with the Provincial Government policies such as Nation Land Transport Act number 5 of 2009 and National Road Traffic Act.

The Head of the Department is Mr Ronald Swartz, a public servant who is appointed to ensure that the Department implements the MEC’s and Gauteng Government’s policies.