
GENERAL NOTICE

NOTICE 566 OF 2013

DEPARTMENT OF TRANSPORT

PUBLICATION FOR COMMENTS MINIMUM SERVICE DELIVERY STANDARD (MSDS)

The Minister of Transport hereby publishes the above draft Minimum Standard for public comments. Interested persons are requested to submit their written comments and inputs on the abovementioned Minimum Service Delivery Standard within thirty (30) days from the date of publication of this Government Gazette.

Comments should be directed to the Director General, Department of Transport for attention of John Motsatsing or Ngwako Thoka at:

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MINIMUM SERVICE DELIVERY STANDARD (MSDS)

1. PURPOSE

The purpose of this document is to set a standard for Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSs) and Registering Authorities (RAs) herein after referred to as Customer Contact Centres, for service delivery.

The specific focus will be to prescribe and set the minimum standards and requirements for service delivery to the customer at Customer Contact Centres as it relates to, inter alia, the issuance and acquisition of learners' and driving licences, roadworthy certificates, the registration and licensing of motor vehicles.

This standard aims to standardize operational practices across all the Customer Contact Centres and shall be implemented and rendered in compliance with the ***Batho Pele Principles*** and standards as listed below:

- 1.1 Consultation:** Citizens should be consulted about the level and quality of public services they receive and wherever possible, should be given a choice about the services that are offered;
- 1.2 Service Standards:** Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect;
- 1.3 Access:** All citizens should have equal access to the services to which they are entitled;
- 1.4 Courtesy:** Citizens should be treated with courtesy and consideration;
- 1.5 Information:** Citizens should be given full, accurate information about the public services they are entitled to receive;
- 1.6 Openness and Transparency:** Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge;
- 1.7 Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.
- 1.8 Value for money:** Public services should be provided economically and efficiently in order to give citizens the best possible value for money

Furthermore; such services must be guided by and comply with the provisions of National Road Traffic Act, 1996 (Act No. 93 of 1996) and regulations and any other relevant legislation.

2. LIST OF DEFINITIONS

"Access control" means selective restriction of access to a place or other resource in terms of functions to be performed

"Adequate space" means enough space for all persons queuing for a service to sit and stand comfortably without touching the person next to or behind them in compliance with the Occupational Health and Safety Legislation.

"Adequate visible security" means all measures taken by the management of the Centre to protect the Centre including security guard and cameras

“Customer Contact Centre” means Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs) appointed in terms of the National Road Traffic Act and Regulations.

“Customer” means a member of the public and includes citizens and non citizens

“Ergonomical equipment” means designed for the workplace intended to maximise productivity by minimising operator fatigue and discomfort to both staff and customers.

“Good lighting” means as determined by SANS 10400.

“Management Representative” means person appointed as the management representative in terms of the National Road Traffic Act and Regulations or a person designated for the task in the case of a Registering Authority.

“Relevant Legislation”: means any legislation relating to the functions performed at Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs).

3. SCOPE

The scope of the standard addresses challenges experienced by customers in accessing and obtaining services rendered by Customer Contact Centres. These challenges include but are not limited to

3.1 Queue Management: Long queues at Customer Contact Centres impact on service delivery to customers and leads to immense frustration.

3.2 Location and Accessibility: Lack of clear signage leads to Customer Contact Centres not being easily located and accessible to customers. Also most of the Contact Centres do not have proper signage in place both to the Centres and in the Centres and the customer is not effectively directed to where they need to go.

3.3 Office hours: Although, most of the Customer Contact Centres open and close on time, there are those that experience disruptions to their normal operational hours and the customer is not warned ahead of time of the untimely closing of the centre.

3.4 Access to information and complaints management: Customers do not have accesses to relevant information regarding the service that they require, resulting in numerous complaints that are poorly attended to which leads to frustration.

3.5 Accountability: Service Level Agreements are not in place where applicable leading to Customer Contact Centres not effectively being held accountable for service delivery

4. APPROACH TO THE FACILITY

Customers should be able to easily find the Customer Contact Centre for their required service. Once entering the Centres the customer should be able to easily find the appropriate service points.

4.1 Road / Directional signage

4.1.1 Road Signage: Customer Contact Centres shall have clear road signage indicating where the applicable Centre is located.

4.1.2 Directional signage: Upon entering the facility clear directional and service signage should be in place to indicate to the customer where to go for each required service.

4.2 Service point queue signage

Service point queue signage must:

4.2.1 Be erected overhead to the front of the queue

4.2.2 Clearly depict the service in the language that is dominant in that area.

4.3 Information signage

Information signage must be:

4.3.1 Clearly displayed

4.3.2 Legible, easily understandable

4.3.3 Clearly depict the service in the language that is dominant in that area

5. SAFETY AND SECURITY

Customer Contact Centres shall ensure that staff, customers and state assets at the Customer Contact Centres are safe and protected at all times.

5.1 Access control to public areas

There must be adequate visible security in all public areas including but not limited to security guards, alarms and burglar proofing.

5.2 Access control to restricted areas

5.2.1 Restricted areas must be clearly demarcated. Access to these areas must be controlled.

5.2.2 Customer Contact Centres shall ensure that access control measures are in place to secure where applicable

5.2.1.1 Filing and storage rooms

5.2.1.2 Server rooms

5.2.1.3 Cashiers workstations

5.2.1.4 Strong rooms

5.2.3 All state equipment and stock including NaTIS equipment and face value documents shall be secured and insured against loss and or damage. There must be adequate visible security including but not limited to security guards, alarms and burglar proofing.

5.3 Safety

All Customer Care Centres must ensure compliance with Occupational Health and Safety legislated requirements.

6 PARKING

6.1 Customer Contact Centres shall have adequate customer parking available.

6.2 Parking for customers with disabilities must be provided and clearly marked. This parking for customer with disabilities shall be closest to the entrance to the Customer Contact Centre. Security personnel shall ensure that no person uses this parking that is not entitled to it.

7 FORMS

7.1 Forms desk and completion of Forms

7.1.1 Customer Contact Centres shall have a forms desk where all the forms relevant to the function of the Centre shall be available to the customers.

7.1.2 Forms shall be sorted and clearly marked.

7.2 Quality of forms

All forms supplied and presented must be as prescribed, of good quality and be legible.

7.3 Area for completion of forms

Customer Contact Centres shall provide an area for the completion of the forms.

7.4 Forms Assistant

There must be a forms assistant helping the customer to complete the applicable forms for the appropriate transaction. In the smaller facilities this function can be performed by frontline staff provided that such staff adequately addresses all queries without jeopardising the normal transaction flow.

8. QUEUES

8.1 Adequate space for queuing

8.1.1 There must be adequate space inside and outside the centre for queuing.

8.1.2 Should people be required to queue outside the centre, there should be adequate covering to provide shade and protection from the weather elements.

8.1.3 There should be enough seating inside and covered seating outside the facility to cater for the waiting customers.

8.2 Queue Management

Customer Contact Centres shall monitor and control the queues to ensure that customers are in the correct queue and advised on all the requirements for their appropriate transaction.

8.3 Average waiting times

8.3.1 The customer should be assisted speedily and professionally.

8.3.2 Services must be performed within the times as specified in the Service Level Agreement.

8.3.3 Customer Contact Centres must visibly display the average times that the customer can expect for each service.

8.4 Customer care for the physically challenged and senior citizens

Preferential care should be given to people with disabilities, physical restrictions (permanent or temporary) and senior citizens.

9. DEDICATED CUSTOMER SERVICE DESK

9.1 There should be a dedicated customer service desk that is staffed all the time. The staff should be adequately trained to handle all queries directed at the Centre.

9.2 This requirement is not mandatory in small contact centres provided that the frontline staff adequately addresses all queries without jeopardising the normal transaction flow.

10. WORKING EQUIPMENT

The Customer Care Centres shall have:

10.1 Office equipment including telephone and PABX systems, computers, fax machines, photo copying machines and air-conditioning in working order

10.2 Ergonomical office furniture for staff and customers that is clean and in working order.

11. WAITING AREA

The waiting area should be in compliance with Occupational Health and Safety Standards, be clean and have:

- 11.1** Adequate space.
- 11.2** Adequate seating
- 11.3** Effective Ventilation
- 11.4** Good Lighting
- 11.5** Access to free fresh drinking water.

12. ABLUTION FACILITIES

The ablution facilities must have clear signage and must:

- 12.1** Be provided onsite for customers and staff
- 12.2** Be clean and comply with Occupational Health and Safety Standards.
- 12.3** Be accessible to customers and staff with disabilities and cater to their needs
- 12.4** Have sanitary bins, toilet paper, running water, soap and hand drying facilities
- 12.5** Have baby nappy changing stations

All of the above must be provided free of charge by the Customer Contact Centre

13. STAFF

Customer Contact Centres staff shall:

- 13.1** be suitably qualified
- 13.2** be trained
- 13.3** Comply with the code of conduct

As prescribed in the minimum Service Level Agreement.

14. COMMUNICATION TO THE CUSTOMER**14.1 Information on display**

Customer Contact Centres shall as prescribed in the Minimum Service Delivery Standard have on display

14.1.1 Information notices outlining;

- 14.1.1.1** services provided
- 14.1.1.2** the requirements for the services

14.1.1.3 the expected time in which the services will be completed

14.1.1.4 the complaints management process

14.1.2 Contact details of

14.1.2.1 Supervisors

14.1.2.2 Management Representative

14.1.2.3 Provincial Representative

14.1.2.4 National Department of Transport Representative

14.2 Notifications to the customer

Customer Contact Centres shall post the notice to collect driving licence cards upon receiving the driving licence card

15. COMPLAINTS MANAGEMENT PROCESS

15.1 Customer Contact Centres shall have a complaints management process in place.

15.2 The complaints management process will be as prescribed in the Minimum Service Level Agreement and will include

15.2.1 Registering of complaints in a complaints register

15.2.2 Acknowledgement of receipt of complaints within 3 working days

15.2.3 Investigation Process

15.2.4 Feedback on progress

15.3 Customer Contact Centres shall provide feedback to customers and management on complaints received as prescribed in the Minimum Service Level Agreement.

15.4 The Customer Contact Centre shall have available:

15.4.1 Monthly statistics on complaints received, resolved, escalated.

15.4.2 Monthly statistics on feedback to applicants.

15.5 Customer service survey

15.5.1 Customer Contact Centres shall conduct customer satisfaction surveys at least once every 6 months.

15.5.2 All customers should be encouraged to complete the customer service questionnaire provided at the forms desk to rate the level of service provided by the Customer Contact Centre.

15.5.3 Questionnaires can be submitted by placement in a suggestion box, mail, email, fax and / or by hand delivery.

15.5.4 Customer Contact Centres must process the questionnaires and report the outcome to the relevant province

16. SERVICE LEVEL AGREEMENT

16.1 Customer Contact Centres shall enter into a service level agreement with the relevant province.

16.2 The service level agreement shall have all the requirements as per the minimum service level agreement schedule to be published by the Minister in the Gazette.
