



# **GAUTENG PROVINCE**

ROADS AND TRANSPORT  
REPUBLIC OF SOUTH AFRICA

## **NORMS AND STANDARDS**

**2023-2024**

## Official Sign-Off

It is hereby certified that these Norms and Standards:

- Were developed by the management of the Department of Roads and Transport under the guidance of MEC: Ms Kedibone Diale-Tlabela
- Takes into account all the relevant policies, legislation and other mandates for which the Department of Roads and Transport is responsible
- Accurately reflects the Service standards which the Department of Roads and Transport will endeavour to achieve over the period 2023-2024.



**Dr. T. A. Mdadane**

**Head Of Department: Roads and Transport**

**Date:**

31/3/2023

NATIONAL MINIMUM STANDARDS	INDICATORS	SET STANDARDS	MEANS OF VERIFICATION
<p><b>Consultation:</b> At least 10% of service recipients are consulted annually about the quality, cost and timing of department-specific services they are entitled to receive.</p>	<ul style="list-style-type: none"> <li>• % Of annual consultation with stakeholders on services rendered and complaints received (Imbizos, stakeholder engagements, social participation (commemorative days), public participation, public meetings, summit, workshops, Departmental oversight visits, launches, forums road shows, social media platforms).</li> </ul>	<ul style="list-style-type: none"> <li>• 50% annual consultation with relevant stakeholders on services rendered and complaints received (Imbizos, stakeholder engagements, social participation (commemorative days), public participation, public meetings, summit, workshops, Departmental oversight visits, launches, forums road shows, social media platforms).</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance registers of consultation</li> <li>• Invites</li> <li>• Sector Stakeholder database</li> <li>• programme agenda</li> <li>• posters</li> <li>• complaints management systems</li> <li>• minutes</li> <li>• reports</li> </ul>

<p><b>Service Standards:</b></p> <p>Service recipients are informed about the level, cost (if any), and quality of department-specific services they will receive through the publication of a service charter that is reviewed annually.</p>	<ul style="list-style-type: none"> <li>• % of services displayed at a service sites.</li> <li>• % of service times displayed at all service sites.</li> <li>• % of frontline service sites will provide an outline of the services provided, cost of each service where applicable.</li> <li>• All service sites will have a helpdesk available during office hours, staffed by personnel wearing name tags.</li> <li>• % of applications processed for public transport operating licences within 90 days</li> <li>• % Of applications processed for Vehicle licences across the Province within 1 day.</li> <li>• % Of applications processed for Driver licences renewal across the Province within 1 day.</li> <li>• % Of abnormal load applications processed from applicants across the Province within 1 day.</li> <li>• % of applications processed for wayleaves from applicants across</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of services displayed at a service sites.</li> <li>• 100% of service times displayed at all service sites.</li> <li>• All (100%) of frontline service sites will provide an outline of the services provided, cost of each service where applicable.</li> <li>• All service sites will have a helpdesk available during office hours, staffed by personnel wearing name tags.</li> <li>• Process 70% of applications for operating licences within 90 days</li> <li>• 100% of applications for Vehicle licences processed across the Province within 1 day.</li> <li>• 100% of applications for Driver licences renewal across the Province within 1 day.</li> <li>• Process abnormal load applications from applicants across the Province within 1 day.</li> <li>• Process 100% of applications for wayleaves from applicants across the Province within 30 days.</li> <li>• All major roads will be inspected</li> </ul>	<ul style="list-style-type: none"> <li>• Service charters</li> <li>• Service times displayed notice board</li> <li>• Services cost and frontline documentation/ notice boards</li> <li>• Staffed service desks</li> <li>• Complaints management system</li> <li>• e-online services systems (wayleaves, abnormal loads, pothole App, e-Natis, Operating licence issuance register, road maintenance TP14)</li> <li>• Licensing schedule (eNatis Reports)</li> <li>• eNatis Report on renewal</li> </ul>
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	<p>the Province within 30 days.</p> <ul style="list-style-type: none"> <li>• % Major roads inspected every 7 days.</li> <li>• % of potholes repaired within 72 hours during the rainy season and 24 hours during the dry seasons.</li> </ul>	<p>every 7 days.</p> <ul style="list-style-type: none"> <li>• 95% of potholes will be repaired within 72 hours during the rainy season and 24 hours during the dry seasons.</li> </ul>	
<p><b>Access:</b> All service recipients should have equal access to department –specific services on an ongoing basis</p>	<ul style="list-style-type: none"> <li>• % of Virtual/electronically accessed services for 24 hours by the citizens/service beneficiaries.</li> <li>• % of service sites have universal accessibility.</li> <li>• Number of languages (English and dominant language in the area) for provision of information in the service sites.</li> <li>• Service sites with demarcated service points providing preferential services to people with special needs. (where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• 100% Virtual/electronically accessed services for 24 hours by the citizens/service beneficiaries.</li> <li>• 80% service sites have universal accessibility.</li> <li>• A minimum of 2 languages (English and dominant language in the area) for provision of information in the service sites.</li> <li>• All service sites with demarcated service points providing preferential services to people with special needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliments/complaints reports/ or Citizen Satisfaction survey reports based on the set minimum standards</li> <li>• Pictures of (designated counters) at service point for people with special needs</li> <li>• Notice/ information boards reflecting 2 dominant languages</li> </ul>
<p><b>Courtesy:</b> <b>Professional Standards:</b> <b>Following the standards set by</b></p>	<ul style="list-style-type: none"> <li>• % of technical personnel registered with professional bodies</li> <li>• % of public servants that have signed the Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of technical personnel registered with professional bodies</li> <li>• 100% of public servants that have signed the Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Professional bodies registration report</li> <li>• Compliments / compliments management system</li> <li>• Register of officials who</li> </ul>

<b>professional bodies</b> when providing services in a particular field of work within the public service			have signed the Code of Conduct
<b>b) Service recipients should be treated with respect all the time:</b> The behaviour/conduct displayed by each public servant during the process of offering a service to service beneficiaries as outlined in the <b>Code of Conduct/ Article 7 of the Public Service Charter, 2013</b>	<ul style="list-style-type: none"> <li>• Address all correspondence in a fair, speedy confidential and responsive manner.</li> <li>• Clients greeted in a friendly, helpful and professional manner.</li> <li>• % Of official wearing name tags.</li> <li>• % Of officials dressed neat, presentable in adherence to the Dress Code policy.</li> </ul>	<ul style="list-style-type: none"> <li>• We will address all correspondence in a fair, speedy confidential and responsive manner.</li> <li>• We will greet clients in a friendly, helpful and professional manner.</li> <li>• 100% of official wearing name tags.</li> <li>• 100% of officials dressed neat, presentable in adherence to the Dress Code policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints / compliments management system</li> <li>• Name tags distribution list</li> </ul>

<p><b>Courtesy:</b></p> <p><b>Working environment</b></p> <p>Service recipients should be treated with respect 100% of the time</p>	<ul style="list-style-type: none"> <li>• % of compliance to OHSA standards</li> <li>• % of Cleanliness of offices e.g. <ul style="list-style-type: none"> <li>○ Tidy/ Neat/ no clutter lying around.</li> <li>○ No nasty/ stuffy odour in service points</li> </ul> </li> <li>• % of implementation of Queue-management system at all frontline service sites:</li> <li>• Automated Queue Management system</li> <li>• Queue management Marshalls</li> <li>• Helpdesk</li> </ul>	<p>100% compliance to OHSA standards</p> <p>100% Cleanliness of offices e.g.</p> <ul style="list-style-type: none"> <li>○ Tidy/ Neat/ no clutter lying around.</li> <li>○ No nasty/ stuffy odour in service points</li> </ul> <p>100% implementation of Queue-management system at all frontline service sites. The Queue Management system includes either</p> <ul style="list-style-type: none"> <li>• Automated Queue Management system</li> <li>• Queue management Marshalls</li> <li>• Helpdesk</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints / compliments management system</li> <li>• Queue-management system report</li> <li>• OHSA audit reports.</li> </ul>
<p><b>Information:</b></p> <p>Service recipients</p>	<ul style="list-style-type: none"> <li>• % Of Signage-friendly buildings/ offices</li> <li>• % Of availability of shelter during waiting times.</li> </ul>	<p>100% signage-friendly buildings/ offices</p> <p>80% availability of shelter during waiting times.</p>	<p>Road/Directional boards in centres visible</p> <p>Shelter availability at service point pictures.</p>
	<ul style="list-style-type: none"> <li>• % Of sites displaying operating hours</li> <li>• Number of hours for accessibility of</li> </ul>	<p>100% of sites displaying operating hours</p>	<ul style="list-style-type: none"> <li>• Complaints / compliments management system</li> </ul>

<p>should be given full, accurate information and user-friendly information about the services they are entitled to receive in a continuous basis</p>	<p>online services.</p> <ul style="list-style-type: none"> <li>• % Of provision of a step-by-step process to be followed when accessing information on the website</li> <li>• % Of provision of updated information</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hours accessibility of online services.</li> <li>• 100% provision of a step-by-step process to be followed when accessing information on the website <ul style="list-style-type: none"> <li>• 90% provision of updated information</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• IT Compliance audit reports</li> </ul>
<p><b>Openness &amp; Transparency:</b> Service recipients should be informed of how departments are managed, how much is spent on service delivery to the public and who is in charge through an annual report to citizens</p>	<ul style="list-style-type: none"> <li>• Publishing of Annual reports</li> <li>• Publishing of citizens report annually.</li> <li>• Publishing of Customer Satisfaction reports every 2 years.</li> <li>• Annual Budget book</li> </ul>	<ul style="list-style-type: none"> <li>• Publishing of Annual reports</li> <li>• Publishing of citizens report annually</li> <li>• Publishing of Customer Satisfaction reports every 2 years.</li> <li>• Annual Budget book</li> </ul>	<ul style="list-style-type: none"> <li>• Publishing of Annual reports</li> <li>• Publishing of citizens report annually.</li> <li>• Publishing of Customer Satisfaction reports every 2 years.</li> <li>• Annual Budget book</li> </ul>
<p><b>Redress:</b> If the standard of service OR product is not delivered, service beneficiaries</p>	<ul style="list-style-type: none"> <li>• Every complaint is acknowledged in writing within 3 working days</li> <li>• Resolve all complaints within 30 days or taking into account the nature and complexity of the complaint, we will work with the complainant until the issue is</li> </ul>	<ul style="list-style-type: none"> <li>• Every complaint is acknowledged in writing within 3 working days</li> <li>• Resolve all complaints within 30 days or taking into account the nature and complexity of the complaint, we will work with the</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints / compliments management system</li> </ul>



<p>should be offered an apology, a full explanation and a speedy and effective remedy within 30 working days of their complaint- Aligned to the Compliment, Complaints Management Framework (CCMF) 2013</p>	<p>resolved)          • % of adherence to PAJA, PAIA and POPI on all complaints received.          • % Of feedback on progress made after every 30 working days.          Complaint's system publicized (hotline, call centre) to all citizens</p>	<p>complainant until the issue is resolved)          • 100% adherence to PAJA and PAIA on all complaints received.          • 100% feedback on progress made after every 30 working days.          • Complaints system publicized (hotline, call centre) to all citizens</p>	
<p><b>Value for Money:</b>          Services provided are in line with the service user's needs and financial capability.</p>	<ul style="list-style-type: none"> <li>• Services brought closer to the townships through the expansion of frontline service sites</li> <li>• Reduced travelling times through the frontline mobile services servicing townships.</li> </ul>	<ul style="list-style-type: none"> <li>• Services brought closer to the townships through the expansion of frontline service sites</li> <li>• Reduced travelling times through the frontline mobile services servicing townships.</li> <li>• Reduced travelling cost and time through online e-services.</li> </ul>	<ul style="list-style-type: none"> <li>• Opening of new frontline services</li> <li>• Operational Online e-services to the public</li> </ul>