



GAUTENG PROVINCE

ROADS AND TRANSPORT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF ROADS AND TRANSPORT SERVICE DELIVERY CHARTER

Who are we?

Gauteng Department of Roads and Transport (GDRT)

Where can we be found?

Head Office:

Physical address:

45 Commissioner Street

Life Centre Building

JOHANNESBURG

Telephone Number

Fax Number

E-mail address

Website

Twitter

Facebook

Instagram

Postal Address:

Private Bag X83

MARSHALLTOWN

2107

011 355 7332

011 355 7305

CommunicationsGPGDRT@gauteng.gov.za

www.gauteng.gov.za

www.twitter.com/GPGDRT_

www.facebook.com/GPGDRT

www.instagram.com/GPGDRT

We can be found at the following centres

Region	Physical address	Telephone nr.
Head Office	45 Commissioner Street Johannesburg	(011) 355 7332
Provincial Registering Authority	45 Commissioner Street Marshalltown Johannesburg	Director: Ms. Malebo Ndamase Contact Details: 083 882 6033
Mabopane (Grade B)	5204 Block A, Lebanon Mabopane 0190	Act Centre Manager: Mr. Peter Ntlatleng Tel: 010 344 9010, Cell: 082 269 2436 Registering Authority Manager: Frederic Mogadingwane: 060 425 5814

Temba (Grade A)	91 JR Makapanstad Road Temba	Manager: Msiza Mpostoli Tel: 010 344 1220 Cell: 079 88 60561 Registering Authority Manager: Ms. Dabea Molapo Tel: 010 344 1206 Office: 010 344 1217 Cell: 066 471 6574
Kliptown (Grade E)	Walter Sisulu Square; Cor. Klipspruit Valley and Union Kliptown Johannesburg	Acting Centre Manager: Mr. Attie Rademeyer Cell: 079 886 5285 Tel: 011 342 4842 Registering Authority Manager: Mr. Welcome Makhanya: 072 791 5551
Xavier Junction: (Grade C)	Rente Street Xavier Junction Xavier, Ormonde	Acting Centre Manager: Sherol Moroke Tel: 011 496 1960 Cell: 079 88 64500
Maponya Mall: Thusong Centre (Grade F)	Old Potchebstream Road Chris Hani Drive Soweto, Johannesburg	Act Centre Manager: Mr. Lehlogonolo Mokgatle Tel: 010 345 0332 Cell: 082 255 7796/ 0786558727 Tel: 010 345 0336 Cell: 066 523 3704
Kagiso DLTC (Grade D)	Emdeni Road and Kagiso Avenue, Kagiso, Krugersdorp	MVRA Manager: Mokati Masooane: Cell: 083 215 2631 Centre Manager: Beefy Rayners Tel: 079 886 1628

Germiston TOLAB	No. 1 Hardach Street Germiston	Ms Wona Mosala 082 324 7777 and Ms Carol Pooe 082 500 0098
Johannesburg TOLAB	45 Commissioner Street, Life Centre Building, Johannesburg	Mr Sechaba Tumelo 063 697 2568
Sedibeng TOLAB		Ms Constance Ndlovu 066 301 8888
Tshwane TOLAB	No. 345 Eski'a Mphahlele and Johannes Ramokhoase streets. Pretoria West	Ms Sarah Malele 082 615 5556
Westrand TOLAB	DLTC. Corner Emdeni and Kagiso Avenue, Kagiso	Ms Duduzile Tsotetsi 071 422 5581
Koedoespoort Regional Office	1215 Nico Smith Street, Moregloed	Ms Sisanda Ramoshebi 071 670 5935 012 310 2202
Derdedpoort Regional Office	326 Baviaanspoort Road, Derdepoort	Mr Lehlohonolo Rakwena 082 939 5869 012 808 3470
Krugersdorp Regional Office	97 Fourth Street, Krugersdorp North opposite Rant-en-Dal Primary School	Ms Bulelwa Thomas 072 061 2595 011 660 5541
Heidelberg Regional Office	1 Station Road, Heidelberg	Mr France Nkoana 082 904 1935 016 349 1275
Benoni Regional Office	Main Reef Road, Van Ryn, Benoni	Ms Masingita Chabalala 066 306 9666 011 748 2024
Vereeniging Regional Office	Lager street, Vereeniging	Mr Herald Mlambo 060 546 7461

		016 451 1047
Bronkhorstspuit Regional Office	2 Industrial Crescent Street, Bronkhorstspuit	Mr Oarabile Totwe 065 680 8061 010 345 1605

The services we provide:

- Transport Planning and Design,
- Road Construction,
- Road Maintenance,
- Traffic Engineering,
- Public Transport Services,
- Public Transport Inspectorate,
- Driver & Learner Licensing and Vehicle Testing,
- Public Transport Regulation, and
- Government Fleet Management.

Our Service Standards:

When you write to us, we will

- Acknowledge your letter and advise you of progress within 3 working days.
- Update and inform you of the progress until the issue has been resolved.
- Address your letter promptly and remedy mistakes in an accessible, speedy, fair confidential and responsive manner.
- We respond in a transparent, efficient, effective and accountable manner.

When you have a complaint, we will:

- On receipt, register all complaints and provide a reference number for any further queries or updates.
- Acknowledge every complaint in writing within 3 working days.
- In our acknowledgement, outline the procedure to be taken.
- Address your complaint promptly and remedy mistakes in an accessible, speedy, fair confidential and responsive manner.

- Depending on the nature and complexity of your complaint, work towards resolving all complaints within 30 days or we will work with you until the issue is resolved.
- Should you not be satisfied, you may refer the matter to our Head Office in Johannesburg.

When you phone us, we will:

- Answer your call within 5 rings.
- Identify ourselves by name and designation.
- Direct your enquiry to the appropriate section /person.
- Deal with your enquiry promptly.

Offices official working hours:

- We will observe official working hours as follows:
 - Hear Office commences at 8:00am to 16:00 pm.
 - Regional Offices commence at 7:30am – 16:00pm
 - Provincial Registering Authorities (DLTC, MVRAs and VTS) (Monday -Friday, 08:00am-15:00pm)
 - Transport Operating Licence Administrative Bodies (TOLABs) (Monday -Friday, 08:00am-16:00pm)

When you visit our offices and service centres, we will:

- Address you in a friendly manner.
- Identify ourselves and designation.
- Commit our services to being accessible and user friendly to all our clients and visitors.
- Direct you to the relevant section for services.
- We will treat you with dignity, respect and ensure confidentiality where applicable.
- We will act in a transparent, efficient, effective and accountable manner.

e-Services – Online services

You can access the following e-services 24/7 online for ease of convenience:

- DLTC book a slot-drivers can request a slot by e-mailing the following addresses - requestslotgauteng.gov.za or requestslot@rtmc.co.za or

- Online booking system (DLTC) - <https://online.natis.gov.za>
- Wayleave applications -
(<https://gpdrtwayleave.gauteng.gov.za/fcGPDRT/Account/LogOn/>)
- RAMS Road Asset Management System has the complete Gauteng Road Network with all its road and structure inventory, together with the road condition information and can be viewed using the below URL - <https://gpdrtroadassets.gauteng.gov.za/>
- Abnormal Vehicle booking system - <https://avbooking.gauteng.gov.za>

Road Maintenance Complains

Pothole APP including preventative maintenance.

A pothole reporting app, called PotholeFixGP was developed by the Department. The app is used by members of the public to report potholes on the Gauteng Road network. The app **PotholeFixGP** can be downloaded from the Google play store or the apple app store.

Transport Management Centre (TMC)

The Transport Management Center Call Centre provides real time information on public transport to the public to help plan your journey. The Call Center's toll-free number is **0800111988**.

When you require our services, please bring:

- The required correct documentation. Please visit the websites for details of specific services provided and the documentation required.
- Please visit our website or online services to identify the relevant documentation for the services you require.

Motor Licensing, Drivers and Learner Licenses

The following transactions will be concluded within a maximum time of:

- Enquiries (30 minutes)
- Registrations & Licensing (90 minutes)
- Renewal of Licenses (30 minutes)

Counter Hours

- Monday – Friday (08:00am-15:00pm) - TOLABs

- Monday – Friday (08:00am-15:00pm) - Registering Authorities

Our performance against our standards:

- This Service Commitment Charter states the level and quality of the service our customers can expect.
- The results of our performance against our standards will be published in an annual report at the end of every financial year.



Dr T. A Mdadane

Head Of Department: Roads and Transport

DATE: 31/3/2023