



SERVICE STANDARDS

VISION	MISSION	VALUES
“An integrated transport system and infrastructure that promotes socio-economic development”.	<ul style="list-style-type: none"> To provide an integrated, reliable and cost-effective transport system that meets the development needs of the Province. To deliver infrastructure that promotes sustainable economic development and job creation. 	The below-mentioned values are essential to achieve our vision of providing an integrated transport system and infrastructure that promotes socio-economic development

Accountability	To listen, understand and deliver for all of our customers, whether they are the community, industry or client departments.
Integrity	To be committed to professionalism, confidentiality, ethical conduct, transparency and fairness.
Excellence	To promote a culture and ethos which are characterised by excellence and professional competence.
Innovation	To find new ways to deliver highly effective, fit-for-purpose and cost-efficient services.
Teamwork	Our people are working hard and dedicated to ensure that the Department deliver on its mandate(s).

SERVICE DELIVERY STANDARDS

- The Department shall provide accommodation to all VIP's within three (3) months of their appointment in accordance with the Ministerial Handbook.
- Ensure that the Department compiles and updates its User Asset Management Plans by 30 June annually in accordance with Treasury Circular 8 of 2011.
- Ensure that all cases reported on maintenance within the Riverside Government Complex are attended to within seven working days.
- Ensure that all roads and buildings are constructed according to the approved designs and specifications across the Province on annual basis.
- Ensure that all EPWP projects are co-ordinated and reported according to EPWP Framework and monitored across the Province on annual basis.
- Ensure that all financials and operations are audited on monthly basis by the Internal Audit unit in preparation for the audit on annual basis as well as the assessment of the management letter by Auditor General.
- Ensure that operating Licence are processed within one (1) month after approval has been obtained from the Operating Licencing Board.

GENERAL STANDARDS

- The telephone shall not ring for more than three times without being answered.
- Employees shall be identified by their name tags in person and on their office doors.
- Employees shall dress in a manner that is acceptable and descent.
- Employees shall adhere to official working hours at all times.
- The Department shall communicate with clients through telephone, e-mails, SMS's social networks, visits to the Departmental offices and sign language services shall be sourced to communicate with clients with hearing impairments.
- Departmental operations shall be communicated through newsletters, annual reports, talk-shows and website on daily basis and can be obtained from all district offices and / or via the internet / World Wide Web.
- Invoices shall be paid within 30 days from date of receipt of invoices. The Department shall issue an apology if this has not been achieved as a redress method.
- Complaints and compliments can be sent through the hotline numbers displayed in all departmental offices throughout the Province or they can be dropped in boxes placed at receptions in district offices.
- Complaints and complements shall be dealt with by the complaints committee appointed by the Head of the Department on monthly basis.
- An acknowledgement letter shall be written within 7 working days from date of receipt of a complaint or compliment.

The following numbers can be used to lodge complaints and compliments:

TELEPHONE NUMBER	ORGANIZATION
17737	Presidential Hotline
013 766 6554	Head of the Department
0800 701 701	Anti Corruption Hotline
0800 007 709	Commission On Gender Equality Hotline