

## Motor Transport Services



### ABOUT MOTOR TRANSPORT SERVICES



#### PURPOSE:

- ✚ The purpose of the Motor Transport Services Directorate is to facilitate effective provincial motor transport and traffic law administration services

#### RESPONSIBILITIES OF MOTOR TRANSPORT SERVICES DIRECTORATE WITHIN KWAZULU-NATAL:

- ✚ The maintenance of the National Motor Vehicle Register (NaTIS/eNaTIS) within KwaZulu-Natal
- ✚ The registration of Manufacturers Importers and Builders (MIBs)
- ✚✚ The administration and regulation of Vehicle Testing Stations
- ✚✚ The effective and efficient functioning of Motor Vehicle Registering Authorities situated throughout KwaZulu-Natal, who provide a Registration and Licensing function of street legal and roadworthy vehicles, which is often referred to as a vehicle tax; and
- ✚ Facilitate the transport requirements of provincial departments in KwaZulu-Natal Province in respect of official and subsidised vehicle fleets
- ✚✚ Maintaining an accurate motor vehicle asset register of the KwaZulu-Natal Provincial fleet
- ✚✚ Procurement of all KwaZulu-Natal provincial motor vehicles in accordance with approved Policy and the State Vehicle Procurement Contract, on behalf of user departments;
- ✚ Effective and efficient management of national and provincial contracts pertaining to Motor Transport Services Directorate.

## OUR VISION:

- To ensure a world class motor vehicle administration support service, maintaining an accurate motor vehicle register to protect the safety of the community, in order to ensure prosperity in KwaZulu-Natal.

## OUR MISSION

To ensure an acceptable level of safety through the enhancement of motor vehicle licensing systems and procedures, as well as to ensure the highest levels of integrity in maintaining an accurate motor vehicle register, thereby systematically reducing incidents of fraudulent and corrupt practices in all aspects, which relate to management of motor vehicles and vehicle testing in the province, thus ensuring delivery on the Departmental, Provincial and National mandates of promoting safety, accountability and transparency to the citizens of the Province.

### THE MANAGER: MOTOR TRANSPORT SERVICES

**MRS SUE GROBBELAAR**

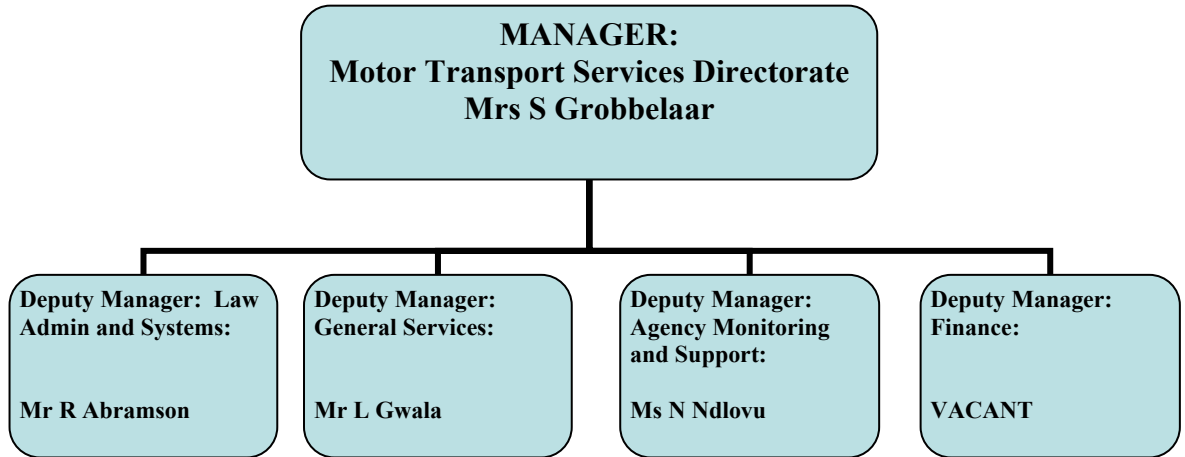


***IT TAKES A SPECIAL INDIVIDUAL TO LEAD THIS DIRECTORATE, MRS S GROBBELAAR EPITOMISES THESE LEADERSHIP QUALITIES.***

*Mrs Sue Grobbelaar* began her career within the Motor Licensing Bureau in 1973 as a clerk. This was a compulsory requirement, irrespective of your qualifications. Within nine months she was transferred to the Public Counter at Natalia, where, in the early 1980s, she managed the Pinetown Section and later took on the responsibilities of Public Counter Supervisor. Having rejoined the Public Counter Team, Sue moved forward into the controversial age of computers! This caused enormous concern, amongst auditors, that such a system would be seriously fallible! In good faith, Sue and her team supported the IT guys and ensured that they progressed into the technological era efficiently and effectively. Vast changes were made in the years which followed. The MLB survived the stress and became part of the then Roads Department, in the early 1990s. At this stage, Sue was promoted to Chief Admin Clerk and later to the rank of Admin Officer. Sue moved through promotions, to Road Traffic Inspectorate, where she spent time revising new Legislation, which exist today in the National Road Traffic Act, 1996 (Act No 93 of 1996). On joining the MLB section as SAO, Sue realised the importance of educating the staff on Traffic matters. This task was made easier due to the already devoted staff who were committed to ensuring road safety through elimination of corruption. Sue is appreciative today for all the challenges that were placed in her pathway, which she feels gave her opportunities. This experience has brought Sue to the present position as Manager of Motor Transport Services. She has reached this position with a positive attitude, a tenacity to succeed and with a desire to provide our Province, KwaZulu-Natal, with a service that offers us all, safe vehicles on our roads.

**RESPONSIBILITIES:**

- ☞ Provide motor vehicle law administration and related systems services
- ☞ Render driver and motor vehicle compliance, review and control services
- ☞ Render financial administration and support services
- ☞ Provide general services
- ☞ Provide administrative support services

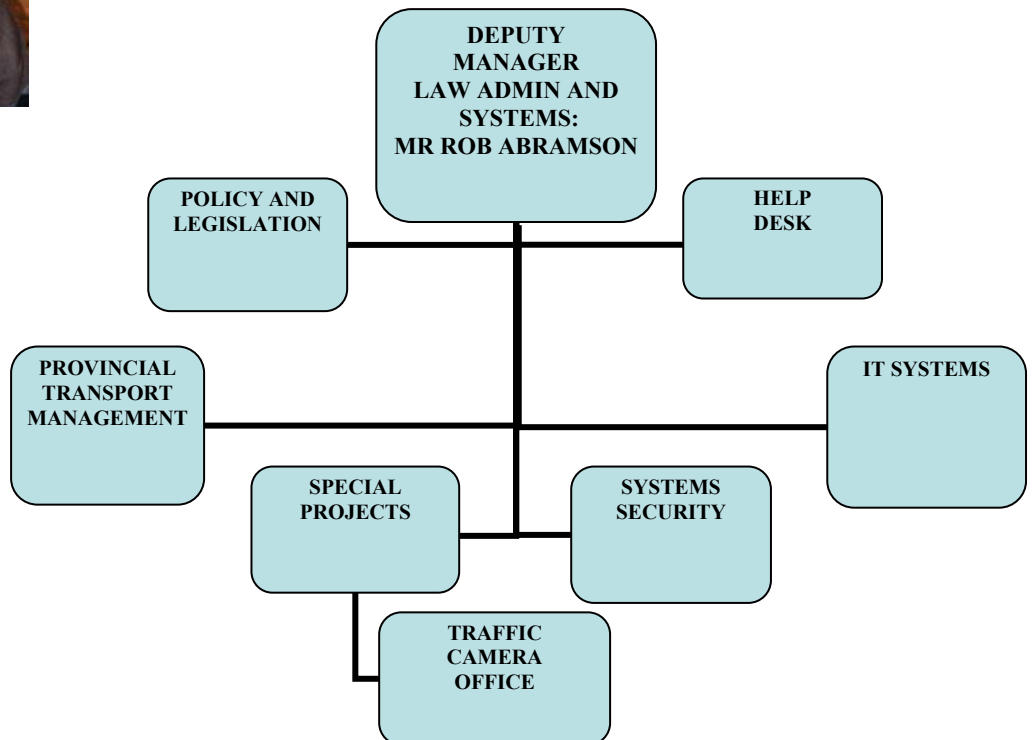


**DEPUTY MANAGER: LAW ADMIN AND SYSTEMS**  
**MR ROB ABRAMSON**



**PURPOSE**

- \* To provide motor vehicle law administration and related systems services and manage Provincial Transport contracts.



**FUNCTIONS:**

- Render systems security services
- Facilitate the development of motor vehicle transport policy
- Facilitate the devolution of Fleet Management policy
- Facilitate the transport requirements of provincial departments in KwaZulu-Natal Province in respect of official and subsidised vehicle fleets
- Render systems help desk
- Co-ordinate and support the utilisation of specialised information technology systems
- Act as Provincial Systems Administrator for NaTIS/eNaTIS and TRAFMAN
- Ensure the compliance of users and contracts (with maintenance contracts and SLA's for NaTIS/eNaTIS and TRAFMAN)
- Facilitate the development, implementation and transfer of special projects
- Monitor and Control high risk transactions processed by help desk
- To provide a Provincial NaTIS and eNaTIS Task administration processing and help desk service.

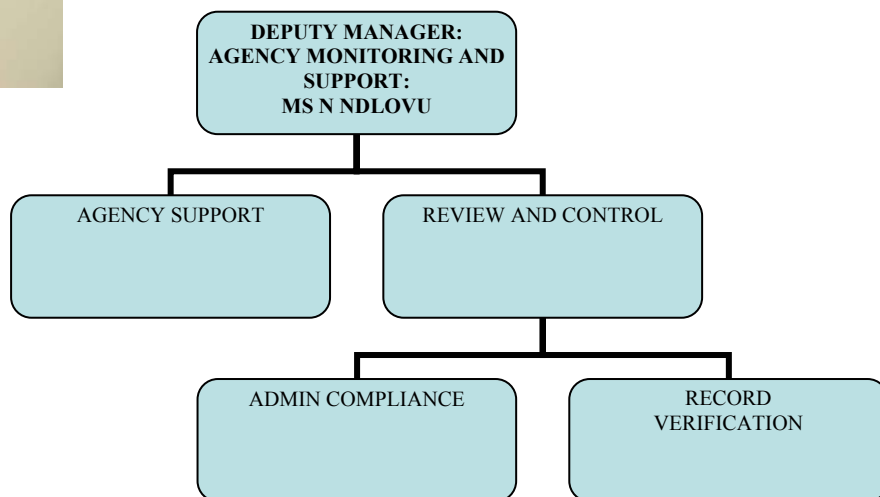
**DEPUTY MANAGER: AGENCY MONITORING AND SUPPORT**

**MS N NDLOVU**



**PURPOSE:**

- \* **To render Agency Support Services and ensure Financial and Procedural Compliance.**



**FUNCTIONS:**

- ↳ Facilitate the establishment of a quality agency service network
- ↳ Ensure integrity and compliance in respect of motor vehicle registration, licensing and related functions.
- ↳ To maintain and improve the integrity of NaTIS in terms of legislative requirements
- ↳ Review contractual, policy and procedural compliance of Registering Authorities
- ↳ Generate reports on reviews
- ↳ Ensure compliance with applicable financial and road traffic legislation within the Directorate
- ↳ Perform data fixes in respect of vehicle records
- ↳ Investigate and process duplicate numbers, cloned vehicles and related transactions

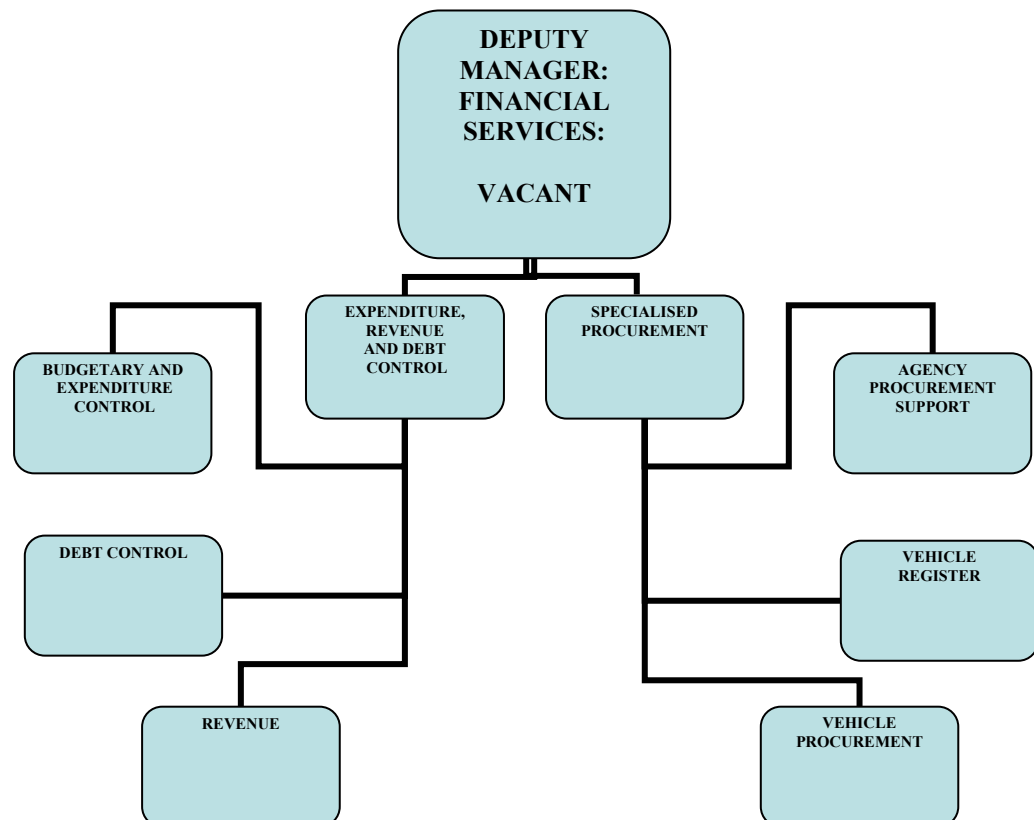
- ✚ Investigate the registration of vehicles without Registration Certificates
- ✚ Determine agency resources and development needs
- ✚ Ensure agency competency and capacity
- ✚ Co-ordinate the rendering of agency development initiatives
- ✚ Provide *ad hoc* assistance to agencies / registering authorities where staff and skills are lacking
- ✚ Ensure implementation of policy through training interventions
- ✚ Promote liaison between agencies / registering authorities and the Directorate

## DEPUTY MANAGER: FINANCIAL SERVICES

VACANT

PURPOSE:

- \* To render financial administration and support services



Functions:

- ✚ Provide expenditure, revenue and debt control services
- ✚ Provide specialised procurement support services including vehicles and the maintenance of an accurate Provincial asset register.
- ✚ Render financial management support
- ✚ Establish and maintain appropriate systems and policies to ensure effective and efficient management of Motor Transport Services resources
- ✚ Advise on the execution of functions in terms of the PFMA Treasury, Provincial Practice Notes and Delegations of Authority.
- ✚ Exercise control over basic accounting functions of the Directorate
- ✚ Support the Chief Financial Officer with the provision of any information required by his Office or Provincial Treasury

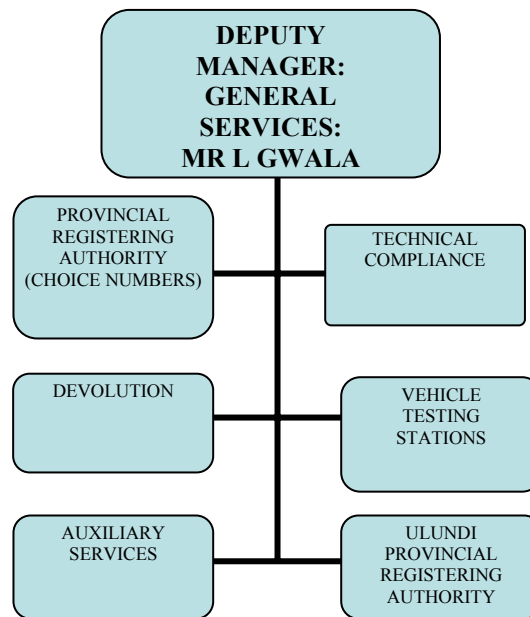
## DEPUTY MANAGER: GENERAL SERVICES

MR L GWALA



### PURPOSE:

- \* To render general services



### FUNCTIONS:

- ☞ Act as Provincial Registering Authority
- ☞ Ensure technical compliance to legislation
- ☞ Co-ordinate the marketing and devolution of functions
- ☞ Facilitate the establishment of quality vehicle test stations
- ☞ Render auxiliary services
- ☞ Manage functions of Ulundi Provincial Registering Authority

## REGISTERING AUTHORITIES / AGENCIES

Registering authorities / agencies are offices that perform the motor vehicle registration and licensing function on behalf of this Administration, and comprises of 7 provincial offices, 38 municipal offices and 26 post offices. The Traffic Camera Office also performs a motor vehicle licensing function for vehicles registered in the Pinetown registering authority area.

### Provincial Offices

The functions of Provincial registering authorities are performed by Department of Transport staff, namely Pietermaritzburg, Choice Numbers, Newcastle, Durban Windsor, Umbilo, Pinetown and Ulundi Provincial Registering Authority.

## Post Offices

The motor vehicle registration and licensing function at the post offices is performed by post office staff and there are currently 12 post offices performing the full function and 14 post offices performing licence renewal function only. These functions are covered by *contracts* entered into between this Administration and the South African Post Office Limited.

## Municipalities

The motor vehicle registration and licensing function at the municipal registering authorities is performed by municipal staff and there are currently 38 municipal registering authorities. These functions are covered by *contracts* entered into between this Administration and the relevant Municipality.

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As a result of continual financial irregularities at the Nongoma TLC, the Minister of Transport has approved the withdrawal of the motor vehicle registration and licensing function from this office. In an effort to ensure a continuity of the service to the Nongoma motoring public, the South African Post Office has agreed to perform the licence renewal function at the Nongoma Post Office with effect from 1 April 2002. Further, the Ulundi Provincial Offices are performing the full registration and licensing function for 'NND" (Nongoma) vehicles. The Nongoma motoring public were not required to change their licence mark, hence the "NND" licence mark was retained.

With the abolishing of the cross border law and the redefining of the boundaries, Umzimkhulu has been incorporated into KwaZulu-Natal with the effect from 1 March 2006.

## INFORMATION TECHNOLOGY THAT SUPPORTS THE LEGISLATION GOVERNING MOTOR TRANSPORT SERVICES DIRECTORATE

### NATIONAL TRAFFIC INFORMATION SYSTEM (NaTIS)

The National Traffic Information System (NaTIS) is a online real-time system that supports the appropriate legislation namely the National Road Traffic Act, 1996 (Act No 93 of 1996), the Road Traffic Act, 1989 (Act No 29 of 1989) and the KwaZulu-Natal Road Traffic Act, 1997 (Act No 7 of 1997) and caters for the motor registration and licensing function for the purposes of:

- ✦ Establishing a register of all motor vehicles through the registration of manufacturers of motor vehicles;
- ✦ Identifying and monitoring the source of motor vehicles through the registration of manufacturers, importers and builders of motor vehicles;
- ✦ Preventing the registration of motor vehicles, the acquisition of which has been unlawful (e.g. A motor vehicle that has been stolen);
- ✦ Identifying the title holder and owner of every registered motor vehicle;
- ✦ Recording full particulars in respect of every registered motor vehicle in order to positively identify every motor vehicle;
- ✦ Collecting annual motor vehicle licence fees and keeping the particulars of all registered motor vehicles up to date through the licensing of motor vehicles, thus keeping in line with road safety requirements.
- ✦ Ensuring that licence disc's are issued only in respect of motor vehicles that have been certified as roadworthy and in respect of which the appropriate motor vehicle licence fees have been paid.
- ✦ Recovering of outstanding licence fees due on any of his/her other vehicles



- (linking debt);
- ↳ Maintaining a register of all vehicles suspended by law enforcement officials;
- ↳ User administration;
- ↳ Registration of Vehicle Testing Stations;
- ↳ Issue of Traffic Register Numbers to persons or body of person without acceptable identification;
- ↳ Registration and Issue of Trade Numbers;
- ↳ Issue of temporary and special permits; and
- ↳ Registration of Operators

*The current NaTIS has been in operation since 1994. The National Department of Transport embarked on a process to upgrade the current software and replace the current NaTIS hardware and software. The contract for the latter was awarded to Tasima in 2001. Once the new eNaTIS software development is completed, the data from the current NaTIS will be converted to eNaTIS, with an interface between the new and old systems, until the eNaTIS deployment is complete.*

### **TRAFFIC MANAGEMENT SYSTEM (Trafman)**

The Trafman System consists of 9 modules. Currently 4 of these modules are in active use.

#### **Traffic Contravention Module**

All camera speed as well as manually recorded offences are captured onto this module. The Traffic Contravention Module of the Trafman system handles all administrative tasks from issuing a fine, prosecution or infringement notices to generating warrants of arrest. It has extensive reporting and query facilities to assist management.

#### **Accident Monitoring Module**

This module provides facilities to capture accident data for all accidents within the province. An extensive range of accident analysis tools, are also available.

#### **Weighbridge Module**

The enforcement software of this module controls the operation of 13 weigh bridges and is used to monitor and control heavy motor vehicle overloading on specific roads and routes in the province.

#### **Remote Communications System (Remcom)**

The main purpose of the Remote Communication System (Remcom) is to provide remote communication to Trafman. The system adds value at roadblocks by identifying offenders with outstanding fines, summonses and warrants of arrest and issuing these at the roadside. This is made possible by an online link to the central server via a cellular communication network.

### **TASK ADMINISTRATION SYSTEM (TAS)**

The main purpose of the NaTIS Help Desks in the country is to perform extremely sensitive transactions on behalf of their Registering Authorities. However, due to the fraud and corruption at most of the Help Desks in the country, the National Department of Transport (NDOT) closed 6 of the 9 Provincial Help Desk, only allowing KwaZulu-Natal, Gauteng, Western Cape to continue operating. This resulted in the National Department of Transport's Help Desk performing all of the extremely sensitive transactions for the 6 provinces. In order to streamline the processes, the National Department of Transport incorporated the TAS into their Help Desk, thereby ensuring that National Department of Transport timeously, accurately and correctly processed transactions for the relevant Provinces. It must be mentioned that soon after implementation of TAS at NDOT, Western



Cape and Gauteng followed suit and purchased and installed the said system into their Help Desk environments. In light of the aforementioned, and the fact that the KZN Help Desk is performing more transactions than any other Help Desk in the country (transactions such as duplicate registration certificates being blocked), in June 2004, KwaZulu-Natal incorporated TAS into the current NaTIS environment of the Help Desk.

**The TAS system is designed to ensure:**

- ↳ That users are forced to adhere to predefined processes, procedures and requirements, which are set by the Province; and
- ↳ Proper document control and document tracking with the aim of proving ownership of the documents at all times;

**Currently the KwaZulu – Natal Help Desk is responsible for:**

- ↳ Receiving faxed requests from Registering Authorities for various applications, which are accompanied by supporting documentation, and
- ↳ Such documentation is verified in terms of the relevant application and submitted to the supervisor for approval/non approval. Should the application be approved, it is updated onto the NaTIS and the Registering Authority is telephonically notified of the outcome.

**As can be seen from the aforementioned, the integrity/honesty of the clerk is relied upon, but with TAS:**

- the supervisor can, at any stage log onto the system to check on the progress/status of any application received by the Help Desk;
- the system also caters for the setting up of profiles on all the clerks attached to the section;
- the layout thereof is such that each stage/step is dealt with in a different cubicle as opposed to the open plan set up at the current Help Desk, thereby making it difficult for a “corrupt” clerk to process any transaction/application without it being detected; and
- an added advantage is that the staff do not have any contact with members of the public, i.e. in person or telephonically, or other staff within the Department.

**The advantages of TAS:**

- ↳ curbing fraud and corruption
- ↳ streamlining work process
- ↳ providing an effective and efficient service to internal and external customers
- ↳ increase productivity
- ↳ excellent monitoring tool

**The TAS is broken up into the following processes:**

- ↳ LOGGING
- ↳ VERIFICATION
- ↳ APPROVAL
- ↳ CAPTURING
- ↳ AUDITING
- ↳ FILING