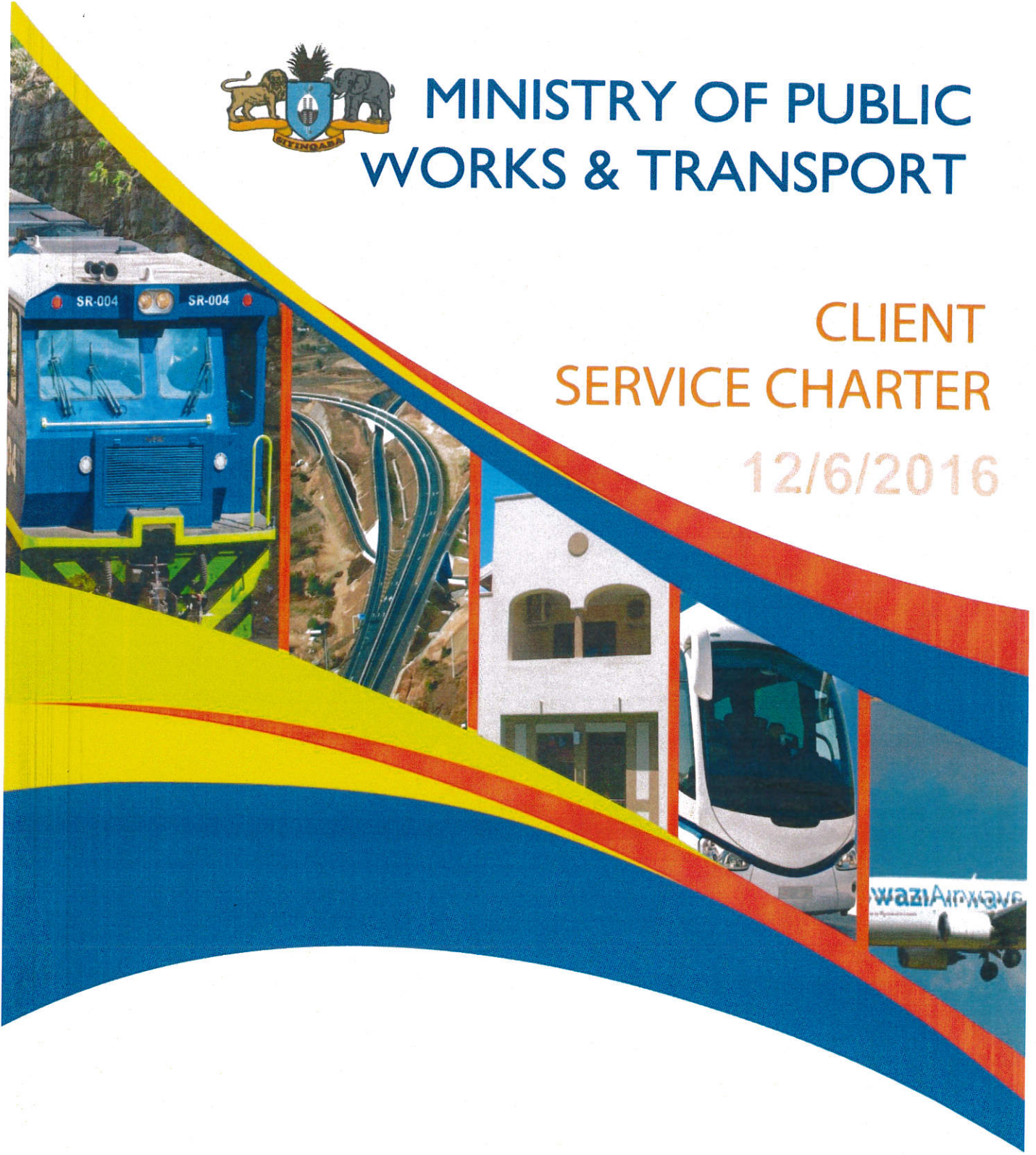




MINISTRY OF PUBLIC WORKS & TRANSPORT

CLIENT SERVICE CHARTER

12/6/2016



Ministry of Public Works and Transport

ACRONYMS

MoPWT	Ministry of Public Works and Transport
CTO	Central Transport Organization
PS	Principal Secretary
US	Under Secretary
RTB	Road Transportation Board
RTD	Road Transportation Department
AG	Attorney General
BD	Buildings Department
VCT	Voluntary Counselling and Testing
SADC	Southern African Development Community
BADEA	Arab Bank for Economic Development in Africa
ICAO	International Civil Aviation Organization
MVAF	Motor Vehicle Accident Fund
ESWACAA	Eswatini Civil Aviation Authority
RSNAC	Royal Swazi National Airways
CMR	Central Motor Registry

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PREAMBLE



It is my singular honour to present this charter and service pledge to all our clients and stakeholders at a time when the public is expecting the government to be more responsive and accountable. The Ministry of Public Works and Transport has considered the importance of its clients and stakeholders, and has since realized that it is imperative for the Ministry to come up with a set of standards by which it must abide with to dispense optimum service at a minimum cost and time.

Despite the numerous challenges faced in this multifaceted industry, I am encouraged by the progress made by our Ministry and confident that the future holds great opportunity for our country, stakeholders, customers and employees. We remain unwavering to the impartially and professional discharge of our responsibilities as our nation moves closer to attain first world status.

It is also my duty to reinforce the need for members of the Ministry's staff to be as professional as possible in their general operations and functions. In essence, while there are the expected challenges in what is a far from a perfect society, these expectations do not give credence to any approach that is less than absolutely professional from any representative of my Ministry.

The development of this Charter is our way of showing our continued commitment to maintain high standards and best practices. The Ministry's executive stands ready to be accountable for the standards outlined in this Charter.


CHIEF NDALUHLAZA NDWANDWE (SENATOR)
THE HONOURABLE MINISTER OF PUBLIC WORKS AND TRANSPORT

ACKNOWLEDGEMENT



The Ministry of Public Works and Transport (MoPWT) would like to extend its gratefulness to the Government of Eswatini for spearheading the roll out of the Client Service Charter and Pledges, which is an initiative aimed at improving service delivery standards and promoting ethical behavior within our Ministry and the public service at large.

I am especially grateful to the Heads of Departments, Focal Person, Staff, Stakeholders and Clients who did not spare any effort to develop this important Client Service Charter. Special dedication is extended to the Ministry of Public Service Management Services Department for the overwhelming technical support they offered in developing the Client Service Charter. The Client Service Charter was developed through consultation to effect a 'social pact' between the Office and its clients, to specify standards for service delivery which we believe our stakeholders have been waiting for in anticipation.

The Ministry of Public Works and Transport has the primary responsibility of infrastructure planning and development, roads and railway construction and maintenance, government building construction and maintenance, planning and regulation of road, rail, air and marine transport administration, Royal Eswatini National Airways, Eswatini Railways and Central Transport Administration.

MoPWT has made great strides and growth over the years. Our core values, mission and services offered are well poised to provide you with an efficient, courteous and knowledgeable workforce to improve on the quality of service we provide.

This being the first publication of our Customer Service Charter, it highlights our aim to give you access to easy, high-quality service. This Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or could do better.



KHANGEZIWE MABUZA

PRINCIPAL SECRETARY MINISTRY OF PUBLIC WORKS AND TRANSPORT

EXECUTIVE SUMMARY

The Ministry of Public Works and Transport's "**Vision**" is to contribute to the sustainable economic development and attainment of the national vision through the provision and maintenance of quality, environmentally friendly, accessible public infrastructure and an enabling atmosphere for a safe, efficient and effective transportation system.

By the year 2022, MoPWT aims to have enhanced the pace of service delivery so as to efficiently and effectively achieve national priority targets in infrastructural development and transportation systems towards attaining developed country status;

This charter is considered to be a significant milestone by MoPWT as it integrates functions and inputs from all Departments and sections within the Ministry. It is meant to ensure that all customers, clients, critical stakeholders are educated and informed of all the services and operations that the ministry renders and spreads throughout the country via the four regions. It is also meant to influence quality service at all levels.

This Service charter thus Outlines, the following:

- The Portfolio Responsibilities of the Ministry of Public Works and Transport, the Vision, Mission Mandate objectives and our Values.
- The Departments and Sections of the Ministry are responsible for executing the ministry's mandate.
- Our Customers, Clients and Stakeholders.
- Our Service Standards and Commitments and what we do and how the services are rendered by the Ministry.
- It gives a clear direction and clarity on where a customer may apply for the various transportation permits and the office responsible for vehicle examination. It further gives an outline on the Roads and Buildings Department's mandate and the services they render as these departments are key in the provision of infrastructure for government.
- It also states what the client will expect from MoPWT and underpins the Customer Obligations when seeking services at the Ministry.
- This charter further gives room for client complaints/compliments and Redress Mechanisms.
- And finally the Ministry's *Customer Services Pledge*.

Stakeholders and clients are encouraged to familiarize themselves with all the various departments and services rendered in order to enhance their understanding of how the ministry operates.

MINISTRY OF PUBLIC WORKS & TRANSPORT SERVICE CHARTER

1. INTRODUCTION

The Ministry of Public Works and Transport (MoPWT) is charged with seven portfolio responsibilities as set out in Gazette No. 15 of 2009 being; infrastructure planning and development, roads construction and maintenance, government building construction and maintenance, planning and regulation of road, rail, air and marine transport and government transport administration.

In line with the above portfolio the MoPWT is organized into four departments namely: Administration, Roads, Buildings and Road Transportation. The Ministry also has four parastatals under its portfolio namely Eswatini Railways (ESR), Eswatini Civil Aviation Authority (ESWACAA), Royal Eswatini National Airways Corporation (RENAC) and Central Transport Administration (CTA).

The headquarters for all departments is in Mbabane City. The maintenance services for both the roads and buildings departments are decentralized to the regions. From the regions service points to the communities are the depots (and sometimes camps). The Road Transportation Department is not yet decentralized to the regions but extends its services through outreach programmes.

1.1 MISSION STATEMENT

To contribute to the sustainable economic development and attainment of the national vision through the provision and maintenance of quality, environmentally friendly, accessible public infrastructure and an enabling atmosphere for a safe, efficient and effective transportation system.

1.2 VISION

“To be a World Class provider of public infrastructure and transport systems by year 2022 and beyond”.

1.3 MANDATE

The mandate of the ministry is that of “ensuring the provision and maintenance of public infrastructure to the satisfaction of Government and users, it also ensures that the transport systems and network are efficient and cost effective, achieved through proper regulation of the transport industry.”

1.4 KEY OBJECTIVES OF THE MINISTRY

- To plan, construct and maintain the country's road network
- To plan, construct and maintain Government buildings
- To provide and maintain facilities for ensuring availability of adequate transport for all government ministries and departments
- To administer the Road Transportation Act No:5 of 2007 and Road Traffic Acts
- To regulate the transportation industry through a permit system

1.5 PORTFOLIO RESPONSIBILITIES

- Infrastructure planning and Development
- Roads Construction and Maintenance
- Construction and Maintenance of Government Buildings
- Planning, provisions and regulation of road, rail, air and marine transport administration

1.6 CORE VALUES AND PRINCIPLES

The implementation of this service charter/commitment will be guided by the following principles and values;

- a) Professional excellence:** We shall be committed to adhering to the highest standards of diligence when executing our duties, and constantly search for the best ways to meet the requirements of Ministries/ Departments, clientele, stakeholders and the nation at large. We shall adhere to the code of conduct as illustrated in the Public Service Bill and further adhere to ethics and high degree of competence.
- b) Innovation:** We shall focus on doing things differently and better; build the capability to pursue results through the application of better services, processes, technologies, and or novel ideas.
- c) Transparency:** We shall be open and accountable as possible, about all our decisions and actions taken in a uniform, impartial and reasonable manner. We shall also avail non-confidential information on the operations and activities of the MoPWT to all citizens and clients.
- d) Integrity:** We shall be honest, truthful and driven by strong values and moral principles in conducting all Ministry and public affairs. We shall ensure that proper rules are in place, and that these are aligned with the principles and policies of Government, and are strictly followed and enforced.
- e) Fairness:** We shall treat our clients equally without favouritism or discrimination.

- f) **Loyalty:** We shall be committed to the policies and programmes of the Government of the Kingdom of eSwatini.

2. DEPARTMENTS OF THE MINISTRY OF PUBLIC WORKS & TRANSPORT AND THEIR MANDATES

2.1 MINISTER'S OFFICE

The Minister's office is responsible for the policy and political administration of the Ministry in areas of infrastructure planning, development and construction which include attending international and regional conventions. It is also responsible for the overall coordination of the transportation networks which include road, rail, air and marine. It has the mandate to supervise four Public enterprises responsible for two Boards which are:

- Royal Eswatini National Airways
- Eswatini Civil Aviation Authority
- Eswatini Railways
- Central Transport Administration
- Swazi Air-link
- Road Transportation Board and
- The Construction Industry Council

2.2 ADMINISTRATION

The Ministry's Administration section is led by the office of the Principal Secretary, and has the following departments under its ambit. The Human Resources Unit, the Planning Unit, the Accounts Section and the Vehicle Inspectorate Division. The role of the department is to provide strategic direction to the whole ministry while also providing crucial support services to the rest of the Ministry. It plays an administrative role to the technical sections responsible for the provision and maintenance of public infrastructure such as public buildings and transportation networks and also the formulation of relevant policies.

2.2.1 PRINCIPAL SECRETARY- The Principal Secretary is the administrative head and controlling officer of the Ministry. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management law by examining and developing means that will improve the service delivery mechanism of the ministry in a cost effective manner.

The office is further tasked with the role of advising the Honourable Minister on all operational matters of the Ministry.

2.2.2 UNDERSECRETARY-The office is responsible for general administration and people management. It is also responsible for the Human Resource function which is basically appointments, placements, promotions, staff training, grievance handling, discipline, health and safety, capturing and updating employee information into the HR system and incentives administration among other things. It is the engine of the Ministry in the sense that it manages and enhances overall staff performance and motivation. The Ministry's administration also prescribes the in-service training arrangements necessary for the efficient maintenance of the Ministry's cadre.

It further attracts and retains within the Departments persons of specialist skills and ability, integrity and ambition by providing a proper and defined career structure.

This office has mandate to prescribe qualifications for entry level to the various grades and a system for selection of officers for promotion.

2.2.3 HUMAN RESOURCE UNIT- In charge of the Human Resource function and give advice to Ministry personnel on all HR related matters.

2.2.4 ACCOUNTS SECTION

A section headed by its Financial Controller and forms part of the team in budget preparation for the Ministry and its parastatals. The section has the following functions;

- Attends to audit reports and addresses all Public Accounts Committee recommendations.
- Facilitates procurement and processes payments.
- Collects revenue, banking and reporting on funds collected.
- Processes salaries and allowances due to staff members.
- Reconciliation of special and suspense accounts.

2.2.5 PLANNING UNIT

- Advises on resource allocation for the capital programme implemented by the departments and public enterprises;
- Advise on revenue and cost recovery issues affecting the sector;
- Review the consistency between the capital and recurrent budgets, in particular the recurrent implications of the capital budget;
- Prepare the sectoral development policy chapters of the rolling Development Plan; Monitor financial implementation of the capital programme.

2.2.6 VEHICLE INSPECTORATE AND ANTI ABUSE UNIT

The Inspectorate Division (Anti-Abuse Unit) was established in 1991 to curb the misuse of Government vehicles, plant and machinery to prevent financial loss to Government. The Government fleet and plant is purchased using public funds and as such the misuse of government vehicles and plant is misuse of public funds.

The use of government fleet and plant is guided by the Government Stores Regulation Part II and The Road Traffic Act of 2007, which gives Government Vehicle Inspectors to stop any government vehicle at any place and at any time and demand documents which authorize the driver to drive or use the government vehicle or plant.

Government Vehicle Inspectors are deployed in the 4 regions of the Kingdom of Eswatini to monitor the use of government vehicle and plant.

Members of the public and concerned citizens can report any suspicion of misuse of government vehicle and plant to the nearest police or phone the head of the Government Anti-Abuse Unit based at the MoPwT head office. Below is a definition of **Misuse**;

“The misuse of Government vehicles and plant machinery can be defined as using a Government vehicle or plant without a proper authority, signed by an authorized person, for a purpose which was not intended. This also includes carelessness and failure to service a vehicle on time as well as reckless driving.”

2.2.7 WELLNESS UNIT

A unit aimed at providing all staff members with Health and Wellness initiatives (Prevention, Treatment, Care & Support, Coordination and Monitoring & Evaluation) that will ensure their wellness and productivity. It is aimed at reducing mortality and unproductivity by providing comprehensive prevention services to all MoPWT employees through various interventions that are provided through the guidance and direction from the Public Sector HIV and AIDS Coordinating Unit.

2.2.8 COMMUNICATIONS UNIT

The Ministry’s Communications Office facilitates all internal and external communications with clients and stakeholders. It is also tasked with overseeing all branding materials for the ministry and departments. It is responsible for marketing the ministry in every event as well as provides information on matters affecting or involving the ministry.

2.2.9 LEGAL OFFICE

Advises MoPWT on all legal matters and drafts legal documents that may be required in collaboration with the Attorney General's office. The office is also responsible for reviewing contracts and agreements (conventions, treaties, protocols etc.) entered with MoPWT for final vetting by the Attorney General's Office. The services extend to providing support to any litigation instituted by or against the Ministry.

2.3 ROADS DEPARTMENT

The Roads Department's mandate is to provide, maintain and improve a safe reliable and environmentally sustainable road network that will stimulate socio-economic development, job creation and reduce road user costs. The department conducts studies, analyses, designs, constructs; upgrades and maintains the National Road Network. This department will engage services of Consultants to carry out the Roads department services if need be.

2.4 BUILDINGS DEPARTMENT (BD)

The buildings department was established under legal notice No. 194 of 1996. The BD is responsible for the design, construction, and maintenance of all government institutional and residential buildings. The department is made up of seven divisions namely, Architectural, Structural and Civil, Quantity Surveying, Contracts, Maintenance, Electrical.

The objectives of the department are to construct Government buildings in an efficient and cost effective manner, maintain and enhance the value of Government buildings.

2.5 ROAD TRANSPORTATION DEPARTMENT (RTD)

The Department's mission is ***'to provide safe, efficient, effective, reliable and market driven passenger and freight operations that best meet the needs of the customers and are in support of Government strategies for economic and social development'***. The Department is centralized at the Headquarters of the Ministry of Public Works and Transport in Mbabane City but extends its services through outreach programmes. It also coordinates various regional and bilateral agreements with countries such as SACU, COMESA, SSATP and SADC organizations in road transport.

The RTD enforces legislations on Road Transportation, Road Traffic and Road Safety Acts. The Department consists of the inspectorate division which is responsible for the enforcement of the Road Transportation Act and the Road Traffic Act. The RTD is further responsible for improving the management of the Road Transport Permit System and Vehicle registration and Licensing System.

The RTD incorporates the Vehicle Examination Unit whose main function is to examine and test vehicles for roadworthiness for purposes of change of ownership and for Certificate of Fitness for Public Service Vehicles. It is tasked with the upgrading of the Roadworthiness Testing Standards, Learner Driver Testing Standards and Reducing Road Traffic Accidents.

The Driver Examination Unit is also based under this department as well and it is responsible for examining learner drivers for driving competency before being issued with Driver's License.

2.5.1 ROAD TRANSPORTATION BOARD (RTB)

This is a nine (9) member board responsible for regulating transportation issues such as permit issuance, amendments, misuse of permits and settling transportation disputes. The Board comprises of nine (9) members. Five (5) are appointed by the Minister and four (4) members nominated by the National Road Transport Board (Commercial Amadoda). There is also the Secretary of the Board who is a Government officer.

2.5.2 ROAD TRANSPORTATION BOARD SECRETARIAT

The Road Transportation Board Secretariat is tasked with operationalising and implementing the decisions of the Road Transportation Board (RTB) led by RTB Secretary.

2.5.3 ROAD SAFETY COUNCIL

The Road Safety Unit is tasked with the initiation of road safety measures, and guiding Government as well as the public on road safety through organizing symposia, lectures, and such gatherings as may be conducive to promote road safety. The Road Safety unit services all road users classified as drivers, passengers and pedestrians by focusing mostly on the road infrastructure and the dynamics that involve vehicular traffic. The Unit collaborates with various stakeholders who share the same objectives as the Unit; that is prevention or reduction of road traffic deaths and injuries.

2.6 CENTRAL TRANSPORT ORGANIZATION (CTO)

This department is in a transformation stage to be a parastatal as promulgated in terms of the Central Transport Organisation Act of 2013. However, it is still operating under the ministry until it is fully established as the Central Transport Organisation. The CTA is mandated to provide all Government Ministries and Departments with transport, mechanical services and fuel. It is also tasked with issuing Driving Authority to all Government approved drivers.

3 LIST OF SERVICES PROVIDED BY THE MINISTRY OF PUBLIC WORKS AND TRANSPORT THROUGH ITS DEPARTMENTS:

3.1 ADMINISTRATION AND HUMAN RESOURCES

- Oversee the implementation and monitor the Ministry's strategic plan and other reviews
- Advise the Honourable Minister on government rules and procedures, circulars, policies and the country laws as applied.
- Ensure that Heads of Departments meet monthly to monitor progress of the Ministry's strategic goals and objectives.
- Receive grievances arising from employer/employee relations and further action.
- Promote co-ordination, team work and internal and external stakeholder collaboration.
- Implement measures to enhance the external image and influence of the Ministry to make it better empowered to execute its mandate.
- Ensure that rules and regulations relating to the Civil Service are complied with and provide advice and information on such.
- Input and update personnel records in the HR system.

3.1.1 ACCOUNTS SECTION

- Facilitate execution of the budget for the Ministry and its parastatals.
- Attend to audit reports and addresses all Public Accounts Committee recommendations in collaboration with implementing departments.
- Facilitates procurement and processes payments.
- Collects revenue, banking and reporting on funds collected.
- Processes salaries and allowances due to staff members.
- Reconciliation of special and suspense accounts.

3.1.2 PLANNING UNIT

- Advises on revenue and cost recovery issues affecting the sector and MoPWT.
- Advises the ministry on resources allocation under the recurrent budget to departments and public enterprises.
- Coordinates the preparation of the capital budget submission.
- Review the consistency between the capital and recurrent budgets, in particular the recurrent implications of the capital programme.

- Prepare the sectoral development plan to feed into the National Development Plan.
- Monitor financial and physical implementation of the capital programme.

3.1.3 VEHICLE INSPECTORATE

- Ensures proper and authorized usage of Government vehicles, plant and machinery to minimize financial losses to Government.
- Monitor the appropriate use of Government vehicles, plant and machinery through conducting roadblocks with the assistance of the Royal Eswatini Police and checking the following:
 - Travel authorities
 - Government Drivers Authority
 - Accident report forms for Government vehicles involved in accidents and liaising with Central Transport Administration.
 - All Government vehicles log books if they are properly maintained
 - Follow up on the inappropriate use of Government vehicles reported by members of the public
- Prepare monthly and quarterly reports and share with all government ministries and departments.

3.1.4 WELLNESS UNIT

- Provide comprehensive prevention services to all MoPWT employees through;
 - Provision of educational talks
 - Provision of health screening facilities
 - VCT services
 - early diagnosis and
 - management of illnesses/ diseases
 - Facilitate and conduct palliative and home based care assistance program
 - Facilitate a referral system to assist employees to access to medical facilities
 - Facilitate training of peer educators and counsellors among MoPWT employees

3.1.5 COMMUNICATIONS UNIT

- Facilitate all internal and external communications with stakeholders.
 - Liaise with the media on internal events
 - Oversee all branding materials for the Ministry and lead team during exhibitions.
 - Media monitoring and content management of the Ministry's Government website.
 - Prepare press statements and questionnaires.

3.1.6 LEGAL OFFICE

- Advise the MoPWT on all legal matters.
- Draft legal documents that may be required in court
- Vetting of agreements (conventions, treaties, protocols etc.) in which the MoPWT is a party
- Represent the MoPWT in litigation proceedings in collaboration with AG's office.

3.2 ROADS DEPARTMENT

Conduct feasibility studies, design, construct and maintain the gazetted national road networks, this includes the following:

- Feasibility studies to establish the social, economic and environmental impacts.
- Design- to establish technical feasibility.
- Construction- sourcing appropriate materials, equipment and expertise.
- Resealing – necessary to keep the asphalt paved roads from drying out and sometimes to correct small irregularities in the road surface.
- Re-gravelling - when the gravel surface layer has lost most of the required thickness it must be replaced to prevent more serious damage to the roadway.
- Road reserve maintenance – the road shoulders, drainage, guardrail, drainage are also important for the extended life of the road.
- Road marking – road marking is an important safety feature for motorists and must be repainted when it wears too thin.
- Construction of small culverts & bridges – sometimes culverts and small bridges become clogged and must be cleaned and repaired.
- Maintenance of Road Furniture (i.e. signage and waiting rooms).

3.2.1 ROADS DEPARTMENT BUSINESS PROCESS

Activity	Procedure	Time frame	Output
Conduct feasibility studies	- Needs assessment by roads department through consultations with stakeholders	- Annual	- Feasibility studies report
Design Road	- Conduct feasibility studies	- Minimum 18 months	- Detailed design report
Construct Road	- Develop designs - Acquire and secure servitude (road reserve) - Secure funding - Tendering and procurement - Construction works begins	- First year of implementation - Annual - Six months - Depends on size of project	- Finished road

Maintain the gazetted national road networks	<ul style="list-style-type: none"> - Regular inspection by technical team (overseer, highway technician, engineers and road safety office) - Requests endorsed by local constituency authorities (Indvuna Yenkundla) - Requests by line Ministries to public facilities - Reports by media - Response from the Ministry 	<ul style="list-style-type: none"> - Monthly - Demand driven - Demand driven - Demand driven - Within a month 	<ul style="list-style-type: none"> - Immediate intervention for minor and emergency works. - Major remedial works instituted (design and budget)
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3.3 BUILDINGS DEPARTMENT

Fundamentally the major functions of the Buildings Department can be summarised as follows:

- Design, procure, construct, supervise and maintain all public sector buildings in an efficient and cost effective manner.
- Capacity development to ensure retention of the expertise through the in service training arrangements necessary for the efficient maintenance of the cadre (from time to time the buildings department will engage services of consultants to carry out same services when required).
- Provision of support services to the national events.
- Engage services of consultants and contractors to carry out designs and supervision of construction works and rehabilitation works.
- Serves as an implementation agency to all Government Ministries and Departments' capital programmes.
- Provide adequate access to Government Ministries and Departments for "*People living with disabilities*".

NB: The department's five (5) depots are based/located in Mbabane City, Manzini City, Pigg's Peak Town, Nhlangano and Siteki Town.

There is also one Electrical Maintenance depot in Mbabane City and a sub depot at Mankayane Town.

3.3.1 BUSINESS PROCESS FOR BUILDINGS DEPARTMENTS

No.	DESCRIPTION	PROCEDURE	TIME FRAME	OUTPUT
	DESIGN PROCESS			
	i. Preliminary designs for standard building projects	- Brief from client Ministry - Submit brief of the proposed project to the Chief Buildings Engineer (CBE)/Senior Architect	One (1) month from the date of receipt of request.	Sketch designs for the proposed project.
	ii. Costing of the Sketch designs for the proposed project	Submit Sketch designs for the proposed project to the Senior Quantity Surveyor.	One (1) month from the date of receipt of sketch designs.	Preliminary Estimate for the proposed standard building.
		Engagement between Client and Design Team	One (1) month from the date of receipt of sketch designs.	Detailed designs for the proposed project.
	iii. Detailed designs for the proposed project.	The CBE/Senior Architect submits costed detailed designs to the Client for approval.	Two weeks after submission of detailed designs to the Client	Sign off of the detailed designs by Client.
	iv. Request for Authority to commit funds.	Client ministry/CBE send correspondence to ministry of finance	One month from the effective date of the budget.	Authority to commit funds.
	v. Construction designs for standard building projects	Submit approved signed off detailed designs to the Senior Architect.	One (1) month from the date of request.	Construction drawing for the proposed project.
	PROCUREMENT PROCESS			

	i. Prepare Bills of Quantities for the project.	Submit construction designs to the Senior Quantity Surveyor.	One (1) month from the date of approval of designs.	Bills of Quantities for the project.
	ii. Tendering Process	Request authority to advertise/ limited tendering Advertisement Adjudication and award of tenders	Three (3) months from the effective date of the budget.	Tender award at signing of contract.
	CONSTRUCTION AND SUPERVISION PROCESS			
	i. Site handover and establishment by the contractor	<ul style="list-style-type: none"> • Meeting between the implementing stakeholders (Client, Ministry of Works and the contractor.) • Site establishment by • contractor. 	Two (2) weeks from the effective date of site handover.	<ul style="list-style-type: none"> • Site offices, plant and equipment.

MAINTENANCE PROCESS (Routine/Reactive)			
<p>Routine and Reactive Maintenance</p>	<ul style="list-style-type: none"> • Reporting of fault to depot by clients • Inspection of defects by depot • Corrective major taken for minor defects • Preparation of survey, Costed Maintenance programme and preliminary sketches for major defects • Execution and implementation of maintenance operations. • Monitoring and supervision of operations • Updating of Government Housing Inventory (In conjunction with stakeholders, such as MOPS) • Compiling and Presentation of Depot Monthly, Quarterly and Annual reports. 	<ul style="list-style-type: none"> • One day (1) for routine maintenance • One (1) Month • Depending on the size of the project Priority maintenance cases to be attended within 24 hrs) • Duration of the project. • Annually. • Monthly, Quarterly and Annual reports. 	<ul style="list-style-type: none"> • Job cards • Survey, Costed Maintenance programme and preliminary sketches • Maintained buildings • Progress Reports • Government Housing Inventory. • Monthly, Quarterly and Annual reports.
<p>SUPPORT SERVICES</p>			

<p>Providing support services for national events.</p>	<ul style="list-style-type: none"> • Update calendar of national events. • Request authority for overtime from MoPS. • Meeting between the stakeholders (Client, Ministry of Works.) • Preparation of survey and costed working programme. • Execution and implementation of operations including temporary installations. • Monitoring and supervision of operations including coordinating standby during event • Dismantle temporary installations and handover material to stakeholders. • Prepare event performance report 	<ul style="list-style-type: none"> • Annually • Latest two months before event • As per event schedule • As per event schedule • As per event schedule • Duration of function • 1 – 3 days depending on size of event • 1 week 	<ul style="list-style-type: none"> • Updated event calendar • Authority for overtime • Weekly or depending on size of event • Costed working programme • Successful national event • Successful national event • Returned material list and updated Store TR38 form • Event performance close out report
<p>Providing technical support to RDF.</p>	<ul style="list-style-type: none"> • Technical Advisor to Regional Development Team on 	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Successful construction related RDF projects

		construction related projects.		
	Preparation of Sources of supply for common use building and electrical material.	<ul style="list-style-type: none"> • Updating of Sources of Supply Schedule of Materials • Request authority to advertise/ limited tendering for prequalification and pricing • Advertisement • Adjudication and award of tenders 	<ul style="list-style-type: none"> • Six (6) months before the expiry date of current sources of supply. • Five (5) months before the expiry date of current sources of supply 	<ul style="list-style-type: none"> • Schedule of Material for electrical and building material. • Awards and signing of framework contracts

3.4 ROAD TRANSPORT DEPARTMENT (RTD)

RTD PROVIDES THE FOLLOWING SERVICES;

3.4.1 ADMINISTRATION

- Liases with the Principal Secretary and the Minister, as well other Ministries/ Departments.
- Conducts Strategic plans for the Department, determining priorities and directing resources accordingly in each fiscal year.
- Coordinate activities of all the sections within the division.
- Conduct stakeholder consultation within the transportation industry.
- Directs and coordinates functional activities in administrative, technical, legal/enforcement, and personnel area.
- Reviews and analyzes reports, records, and directive in the transportation industry.
- Obtain data required for planning activities.

motor vehicle at the testing station as required in **code of practice SZNS 007 “The testing of motor vehicles for roadworthiness.**

The Registrar at the Ministry of Finance (Central Motor Registry CMR) is responsible for registering and licensing of motor vehicles in terms of section 14 of the Road Traffic of 2007, Act No. 5 of 2007 read with regulation 10(2) of 2018, motor vehicle is deemed to be registered and licensed within 21 days from the first time in the Kingdom.

The Registrar is also responsible for registering learner drivers and drivers in terms of the Road Traffic of 2007, Act No. 5 of 2007.

This process is technical as stipulated below:

3.5.2.1 BUSINESS PROCESS FOR REGISTERING AND LICENSING OF MOTOR VEHICLE

Activity	Category	Procedure	Time frame	output
Registering of Motor vehicles	1. Imports	- Apply for import permit(MOF)	- 14 days	- registration certificate - licence disc
		- weighing of the vehicle	- 1 day	
		- SRA evaluation	- 7 days	
		- SRA for Tax clearance	- 1 day	
		- Revenue to pay for police clearance	- 1 day	
		- Royal Eswatini Police for police clearance	- 1 day	
		- Vehicle Testing Station for road worthy certificate	- 1 day	
		- Revenue for registration	- 1 day	
		- Number plate installation	- 1 day	
2. Local (SACU Region)	- Police clearance from country of origin - SARPCO clearance at police HQ - Revenue to pay for police clearance - Royal Eswatini Police for police clearance - Vehicle Testing Station for road worthy certificate - SRA evaluation - SRA for Tax clearance - Revenue for registration - Number plate installation	- 1 day	- registration certificate - licence disc	
		- 1 day		
		- 1 day		
		- 1 day		
		- 1 day		
		- 7 days		
		- 1 day		
		- 1 day		
		- 1 day		
3. Local registered car (Second hand car)	- Revenue to pay for police clearance - Royal Eswatini Police for police clearance with previous owner - Vehicle Testing Station for road worthy certificate - SRA for Tax clearance - Revenue for registration	- 1 day	- registration certificate - licence disc	
		- 1 day		
		- 1 day		
		- 1 day		
		- 1 day		
		- 1 day		

	4. New car	<ul style="list-style-type: none"> - Revenue to pay for police clearance - Royal Eswatini Police for police clearance - SRA for Tax clearance - Revenue for registration 	<ul style="list-style-type: none"> - 1 day - 1 day - 1 day - 1 day 	<ul style="list-style-type: none"> - registration certificate - licence disc
	5. Commercial vehicles(Certificate of Fitness)- For Taxis, Kombis, Buses	<ul style="list-style-type: none"> -Bring Operating Permit for testing (for existing permit) - Bring test form (for new permit) - Testing for Road Worthiness - Check for Certificate of Fitness requirements - Issue CT34 report taken to ESRA for company tax clearance (for existing permit) -Revenue for CF - Appear at RTB for new permit - SRA for tax clearance (new permit) -Obtain T-disc at Revenue 	<ul style="list-style-type: none"> -1 day -1 day -1 day - 1 day -1 day -1 day -1 day -1 day 	<ul style="list-style-type: none"> -Certificate of Fitness, T-disc
	6. Vehicle Overhaul (Diff, Engine, Gear box)	<ul style="list-style-type: none"> - Obtain overhaul form from Treasury - Authorisation of form by Supervisor (only for pensionable public officers) - Take car to a registered garage to obtain quotation - Take vehicle to testing centre for evaluation - Submission at treasury for payment. 	<ul style="list-style-type: none"> -1 day -1 day -1 day -1 day -1 day 	<ul style="list-style-type: none"> Funds for overhaul
	7. Correction Form for wrongly registered vehicle	<ul style="list-style-type: none"> - Take vehicle to Police station for correction form and make corrections - Take vehicle to testing centre to verify the corrections - Take vehicle to Central Motor Registry for new registration certificate - For wrongly captured vehicle weight, take vehicle to any 	<ul style="list-style-type: none"> -1 day -1 day -1 day -1 day 	<ul style="list-style-type: none"> Corrected Vehicle registration details.

		weighbridge recognised by Government		
	8. Vehicle Evaluation	-Take vehicle with registration certificate to vehicle testing centre - Issuance of evaluation certificate	-1 day -1 day	Evaluation Certificate

3.5.3 ROAD TRANSPORTATION BOARD (RTB) SECRETARIAT

RTB is mainly in charge of public transportation and the department wants to clarify its role and brief responsibilities for the citizens to understand as follows;

Public transport sometimes refers to as mass transit, public transit or public transportation. It is the collection and distribution of passengers by unified travel systems available for use by the general public to consume goods and services using infrastructure, equipment, and technology, controlled by means of policies, legislation, management and enforcement. It is controlled on scheduled operated on established routes and that charges a gazetted fee for each trip. Through the history of mankind transport has played a vital role in economic development, social upliftment and creation of wealth and prosperity. Examples of public transport include buses, midi and minibuses, other types are taxis, walking, cycling and scheduled flights which complement to public transport.

Taxis are considered not public transport due to the fact that, taxis are private commercial transport that plays two roles in the transport system; they are a complement to public transport and also an alternative to public transport. The two vital dimension of public transport is access and sharing.

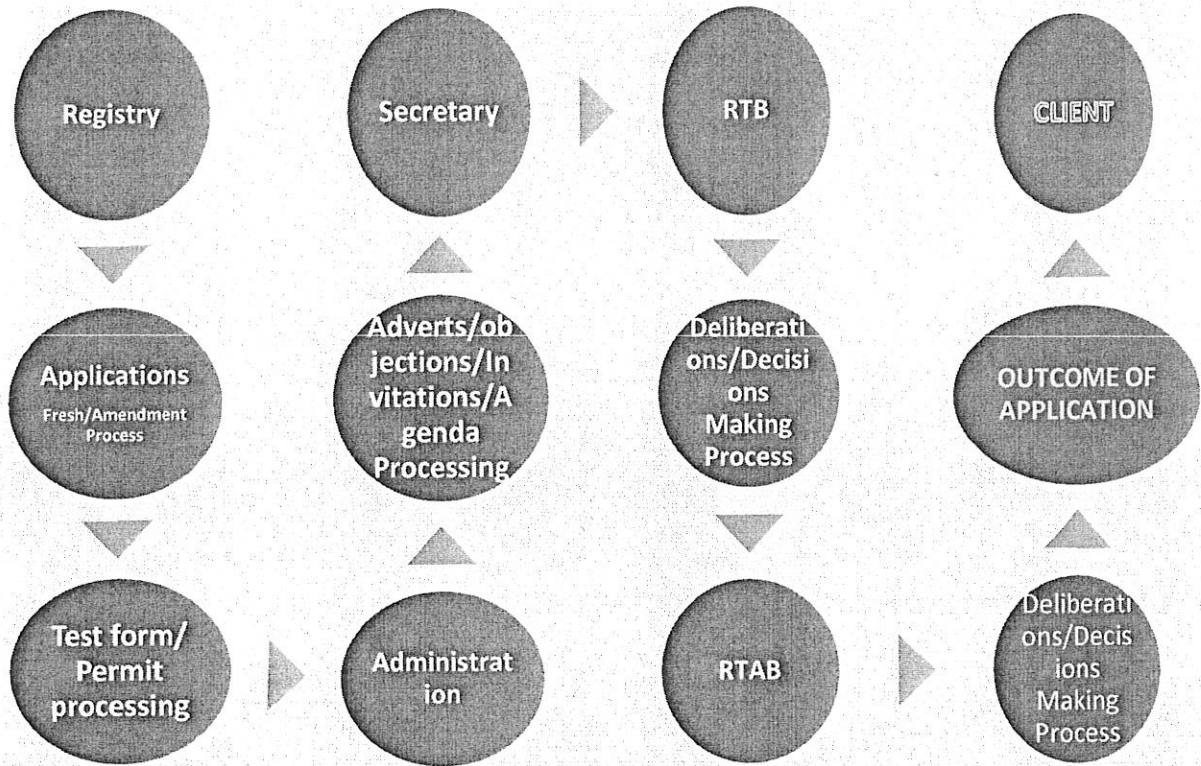
The Secretariat implements the decisions of the Board and acts as a management wing of commercial transport activities as follows.

FUNCTIONS OF THE RTB;

The functions of RTB as per section 6 of the Road Transportation Act of 2007, Act No. 5 of 2007 are to:

- Consider applications for or relating to the granting, renewal and amendment, suspension, or cancellation of certificates or and permit;
 - Determine the demand for public passenger and freight transport;
 - Custodians of registers of all permits issued, and any other register or data base as is required to properly administer road transportation.
 - Advise the Minister on any matter relating to the transportation of goods and passengers, (giving special consideration to the elderly and passengers with physical disabilities) by road in Eswatini or any matter incidental which the Minister may refer to the Board.
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3.5.3.1 BUSINESS PROCESS FOR ROAD TRANSPORTATION BOARD (RTB)



3.5.3.2 APPLICATION AND ISSUANCE OF ROAD TRANSPORT PERMIT.

1. FRESH PERMIT APPLICATION

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	SERVICE PROVIDER
1	Collect application form/ Download Application form at www.gov.sz	To make an application for a road transport service permit	2 minutes	Applicant	Junior Clerical Officer (JCO) Road Transport Department (RTD) Registry
2	Present form to Town/City Council and or Regional Administrator	For recommendation to operate within municipal area subject to availability of space (rank facilities)	10 minutes	Applicant	Town/City Engineer Municipality
3	Present form to Traffic Police of area of intended operation	For endorsement following screening of applicant's character	20 minutes	Applicant	Traffic Section Police Station

4	Present form to the Times of Swaziland	To prepay for advert and have it stamped to confirm payment of fee	10 minutes	Applicant	Advertising Section Times of Swaziland
5	Submit filled and recommended or endorsed form to RTD	Preview of application to facilitate advertising	5 minutes	JCO/Key Punch Operator RTD Registry	JCO/RTD Registry
6	Capture of particulars of application	To create a file for applicant	5 minutes	JCO/Punch Operator RTD Registry	JCO/KPO RTD Registry
7	Publish advertisement in the Times of Swaziland	Allow for lodging of objections to the application	14 days	Secretary-Road Transportation Board (RTB) RTD	Secretary-RTB RTD
8	Append objection to applicant's file	Update applicant's file	Within 14 days of advertising period	JCO/Messenger RTD	JCO/Messenger RTD
9	Invite applicant and or objector to RTD hearing by registered mail	To motivate application or object it before the RTB	14 days Secretary-RTB	Secretary-RTB RTD	RTD
10	Deliberation of application motivation and objection by RTB	To decide application	1 day	RTB	RTD

3.5.4 DRIVER TESTING AND LICENSING:

Driver Testing-Provide the service of testing learner driver for learner licence, driver for driving licence. They also test professional drivers for Professional Driving Permit (PrDP) using **K53 syllabus**.

The codes listed in the first column of **Table 1** below indicate the categories of driver's licences, with each code pertaining to the classes of motor-vehicles mentioned against it in the second and third columns of the table:

TABLE 1

DRIVING LICENCE CODE	CLASS OF MOTOR VEHICLE	AUTHORISATION
A1	<p>(1) A motor cycle with or without side car, a motor tricycle or motor quadrucycle, which has an engine with a cylinder capacity not exceeding 125 cubic centimetres, or which is propelled by electric power; or</p> <p>(2) A vehicle having pedals and an engine or an electric motor as an integral part thereof or attached thereto and which is designed or adapted to be propelled by means of such pedals, engine or motor, or both such pedals and engine or motor, but does not include:</p> <p>(i) Any vehicle propelled by electrical power derived from storage batteries and which is pedestrian controlled, or</p> <p>(ii) Any vehicle with a tare not exceeding 230 kilograms and specially designed and constructed, and not merely adapted, for the use of any person suffering from some physical defect or disability or a person of old age and used solely by such person.</p>	To drive any vehicle for which a code A1 licence is required.
A	A motor cycle with or without side-car, a motor tricycle or motor quadrucycle which has an engine with a cylinder capacity exceeding 125 cubic centimetres, or any	To drive any vehicle for which a code A or A1 licence is required.

	other vehicle for which a code A1 licence is required.	
B	<p>A motor vehicle being:</p> <ul style="list-style-type: none"> • a motor vehicle, other than a motor cycle, motor tricycle or motor quadrucycle, the tare of which does not exceed 3500 kilograms; • a mini-bus, midi-bus, bus-train, bus or goods vehicle the gross vehicle mass of which does not exceed 3500 kilograms; • with or without a trailer, the gross vehicle mass of which does not exceed 750 kilograms, but does not include an articulated motor vehicle; • a tractor; or • a motor vehicle which is a type of mobile agricultural or industrial equipment or machinery, not designed principally for the conveyance of persons or goods, and of which the tare does not exceed 3500 kilograms. 	To drive any motor vehicle for which a code B licence is required.
C1	<p>A motor vehicle being:</p> <ul style="list-style-type: none"> • a motor vehicle, the tare of which exceeds 3500 kilograms but does not exceed 16000 kilograms; • a mini-bus, midi-bus or bus-train, bus or goods vehicle, the gross vehicle mass of which exceeds 3500 	To drive any motor vehicle for which a code C1 or code B licence is required.

	<p>kilograms but does not exceed 16000 kilograms,</p> <ul style="list-style-type: none"> • with or without a trailer, the gross vehicle mass of which does not exceed 750 kilograms, but does not include an articulated motor vehicle; • a motor vehicle which is a type of mobile agricultural or industrial equipment or machinery, not designed principally for the conveyance of persons or goods, and of which the tare does not exceed 16000 kilograms; 	
C	<p>A motor vehicle being:</p> <ul style="list-style-type: none"> • a motor vehicle, the tare of which exceeds 16000 kilograms; • a bus or goods vehicle the tare of which exceeds 16000 kilograms; • with or without a trailer, the gross vehicle mass of which does not exceed 750 kilograms, but does not include an articulated motor vehicle; • a motor vehicle which is a type of mobile agricultural or industrial equipment or machinery, not designed principally for the conveyance of persons or goods, and of which the tare exceeds 16000 kilograms. 	<p>To drive any motor vehicle for which a code C, B, or C1 licence is required.</p>

EB	<p>A motor vehicle being:</p> <p>(i) an articulated motor vehicle, of which the gross combination mass of the truck-tractor does not exceed 3500 kilograms;</p> <ul style="list-style-type: none"> • a combination of a motor vehicle and trailer, of which the gross vehicle mass of the trailer exceeds 750 kilograms, but the gross combination mass of the drawing vehicle does not exceed 3500 kilograms. 	<p>To drive any motor vehicle for which a code EB or code B licence is required.</p>
EC1	<p>A motor vehicle being:</p> <ul style="list-style-type: none"> • An articulated motor vehicle, of which the gross combination mass of the truck-tractor exceeds 3500 kilograms but does not exceed 16000 kilograms; • A combination of a motor vehicle and trailer, of which the gross vehicle mass of the trailer exceeds 750 kilograms, but the gross combination mass of the drawing vehicle does not exceed 16000 kilograms. 	<p>To drive any motor vehicle for which a code EC1, C1, EB, or B licence is required.</p>
EC	<p>A motor vehicle being:</p> <ul style="list-style-type: none"> • an articulated motor vehicle, of which the gross combination mass of the truck-tractor exceeds 16000 kilograms; 	<p>To drive any motor vehicle for which a code EC, EC1, C, C1, EB, or B licence is required.</p>

	<ul style="list-style-type: none"> a combination of a motor vehicle and trailer, of which the gross vehicle mass of the trailer exceeds 750 kilograms and the gross combination mass of the drawing vehicle exceeds 16000 kilograms 	
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3.5.5 BUSINESS PROCESS FOR ISSUANCE OF DRIVING LICENCES

Activity	Category	Procedure	Time frame	Output
Issuance of licence	Motor cycle(A1)	- Revenue to procure form TF30	- The process of training takes a minimum of 3 months - Issuance of licence within 6 weeks	- Driver licence
	Operators (J)	- Police to test road traffic signs		
	Tractor(F)	- Revenue for learners' licence		
	Light (E)	- Procure test form depending on the class to be examined for.		
	Heavy(H)	- Driver testing by examiners		
		- Production of licence		

3.5.6 LAW ENFORCEMENT (INSPECTORATE)

Road Traffic Officers, Road Transport Inspectors are authorized officers in terms of the Road Traffic Act of 2007; Act No. 6 of 2007. The Criminal Procedure & Evidence Act of 1938 prescribed them as peace officers. Their duties are to enforce the transport and traffic legislation and other related acts.

3.4.6.1 BUSINESS PROCESS FOR INSPECTORATE OFFICE

Activity	Category	Procedure	Time frame	Output
Inspections of motor vehicles	PSV	- routine road side checks - complaints from public reported directly to the office or by calling 2409 9146/2409 9000 - take particulars of the complainant for feedback	- on the spot - based on the type of the incident(response can range from 1 to 14 days)	- Prosecution and fines -RTB decision i.e warning, suspension or cancellation.

		<ul style="list-style-type: none"> - pursue case based on its merits - refer complex cases to RTB - inspection of incident - joint country operations 		
	Private vehicle	<ul style="list-style-type: none"> - routine road side checks - complaints from public reported directly to the office or by calling 2409 9146/2409 9000 - take particulars of the complainant for feedback - pursue case based on its merits - inspection of incident - joint country operations 	<ul style="list-style-type: none"> - on the spot - based on the type of the incident(response can range from 1 to 14 days) 	- Prosecution and fines
Education of general public on road transport issues	General public	<ul style="list-style-type: none"> - during road safety campaigns - One on one during road side checks. - through media (radio) 	<ul style="list-style-type: none"> - 2 campaigns - On the spot - 6 times a year (awareness for festivities) 	<ul style="list-style-type: none"> - Proper documentation for vehicles and drivers. - Road worthy vehicles.

3.4.6.1 BUSINESS PROCESS FOR LAW ENFORCEMENT



3.5.7 ROAD SAFETY

The Eswatini Road Safety Council was established by an act at Parliament in 1983, with the aim of policing the traffic and reducing accidents nationwide.

In 2000 the road safety office at the Ministry of Public Works and Transport started working in collaboration with the Ministry of Health, Municipal Councils and Town or City Councils, the Royal Eswatini Police, the Fire and Emergency Services, the Ministry of Education and the Eswatini Tourism Authority.

The Road Safety office from its inception in 2000 made a very clear stand in educating all road users to share the road responsibly. This education was teamed up with the Ministry of Education in a project called a Child in Traffic; which dealt with educating students at primary level the right way to use the road. This exercise was done nationwide at Primary, Secondary and High School. Other strategies were also in place which included identifying accidents 'Black Spot' areas in all the major or main routes, teaching road safety at community level from the 59 Tinkhundla and at dipping tanks. In 2002 Regional Road Safety Committees were established in the four regions.

These were means of decentralizing of road safety education and activities to regional level. The Regional Road Safety Committee coordinated regional activities in line with National activities at regional level.

Other activities included the following;

- Road shows
- Competition on National Radio Station
- Easter and Christmas Campaigns
- Pedestrian Campaigns
- Drivers Education Workshop
- Government Drivers Workshop
- Visibility wear fashion show
- Cattle impound project
- Talk show
- Road side checks on passenger safety, safety component on Public Service Vehicle
- Nationwide Sponsorship Competition by Eswatini Royal Insurance Corporation.
- Nationwide Joint Operation on Road Blocks with Traffic Police, Customs, Anti Abuse unit, Road Transport Inspectors and Central Transport Agency Inspectorate division on overloading, roadworthiness and car registering.
- Road safety improvements (road junctions, bus stops, pedestrian crossings and speed reducing structures)
- Public Drivers Strategy (competition)
- Improve road signage and road markings.

3.4.7.1 BUSINESS PROCESS FOR ROAD SAFETY

Activity	Category	Procedure
Road safety awareness campaigns	School visits	- Done during school opening
	dip tank visits	
	community visits	
	Media programs	
	road side checks and road blocks (information dissemination)	

Stray animal removal		
Road safety audits and inspections		

3.5.8 STATISTICS

Statistics unit provides data and information for RTD and general public. It links with various departments such as CMR, Government Computer Services, and Immigration Department and others.

3.6 CENTRAL TRANSPORTATION ADMINISTRATION (CTA)

3.6.1 General Transport Manager (GTM) and Administration

- Procure all government vehicles, heavy plant and agricultural tractors and farm implements in consultation with Principal Secretaries.
- Provide advice to all government Principal Secretaries on all transport matters.
- Management of Vehicles and transport logistics for His Majesty The King's fleet and Her Majesty The Indlovukazi.
- Management of all government vehicles and transport logistics.
- Oversee overall administration of CTA.
- Provide Human Resources services for all CTA employees.

3.6.2 Mechanical Workshop

- Provide scheduled, preventative maintenance to all government vehicles, heavy plant, and agricultural equipment.
- Provide unscheduled repairs.
- Provide auto electrical repair to all government vehicles, heavy plants and agricultural tractors and farm implements.
- Provide auto body engineering (panel beating and spray painting).
- Provide heavy plant, Agricultural tractors and farm implements maintenance and repairs.
- Provide inspections and diagnosis vehicle faults.

3.6.3 Stores

- Procurement of mechanical parts for all CTA and Satellite workshops
- Receive and distribute spare parts to all CTA depots
- Keep inventory of spare parts in all CTA depots

- Conduct periodic stock taking to all CTA depots

3.6.4 Vehicle Hire Pool

- Provide short term vehicle hire to all government Ministries (Maximum 30days)
- Investigate and administer accident reports for all government vehicles
- Supervise Transport Officers from all Government Ministries
- Receiving and pre delivery inspection of all procured and donated government vehicles
- Supervision of government vehicle fleet during National events and international Summits and Meetings.

3.6.5 Operations Engineering Section

- Register all government procured and donated vehicles
- Keep an inventory of each government vehicle, heavy plant and agricultural implements.
- Facilitate government fleet disposal
- Issue of all government procured vehicles to all Ministries as per request
- Fleet audit for all government vehicles in Ministries
- Issue of Vehicle Birth certificate

3.6.6 Training:

- Provide driving lessons and polish ups at a cost to all of Government employees.
- Testing, issuance and revoking of Government Driving Authority.
- Provide in-service training for CTA employees in conjunction with the Ministry of Public Service through CTA training plan.
- Grade testing preparedness for approved Government employees.
- Managing CTA apprenticeship program.
- Equip Government vehicle end users with new product acquaintance.
- Keep data base of all government driving Authority holders.

3.6.7 Fuel

- Procurement of Government fuel.
- Refueling of all government vehicles, heavy plant, and agricultural machinery.
- Manage and control government fuel according to Stores Regulation (Part 1) of 1967.
- Provide fuel management system for all CTA fueling stations.
- Refuel plant equipment on site through the use of mobile browsers.

3.6.8 Accounts

- Payments of all CTA goods and services provided by suppliers.
- CTA budget preparation for submission to Ministry of Public Works and Transport.
- Attend to all CTA Audit queries.
- Maintain Vehicle Asset Register.
- Preparation of CTA financial statements.
- Process salaries and allowances for CTA employees.
- Capture and Bill all fuel vouchers from government Ministries.
- Maintain invoice register.

4. VARIATION PERMIT ISSUANCE (Passenger Transportation)

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	SERVICE PROVIDER
1	Present copy of valid local permit	Confirmation of validity of permit	2 minutes	Permit Holder	Junior Clerical Officer (JCO) Road Transport Department (RTD) Registry
2	Provide reason for variation form authorized route	For capture into variation permit template	5 minutes	Permit Holder	JCO RTD
3	Payment of required fee	To obtain possession variation permit	5 minutes	Permit Holder	Accounts Clerk RTD
4	Present receipt to RTD Registry	For capture of variation as well as payment details	2minutes	Permit Holder	JCO RTD Registry
5	Capture of variation and send for signing	For completion of variation permit and authenticating it	5 minutes	JCO/Key Punch Operator RTD Registry	Secretary-RTD
6	Issue of variation permit	To transfer possession of permit holder	1 minute	JCO RTD Registry	Secretary-RTD

5. CROSS BORDER PERMIT PROCESS (PASSENGERS)

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	SERVICE PROVIDER
1	Produce proof of membership to a cross border association	Ascertain membership status and eligibility to acquire permit	2 minutes	Applicant	Junior Clerical Officer (JCO) Road Transport Department (RTD) Registry
2	Present blue book for vehicle to be used	Verification of vehicle ownership and to facilitate test form issuance	2 minutes	Applicant	JCO RTD
3	Issue test form	To test vehicle for roadworthiness	5 minutes	JCO/KPO RTD Registry	Testing Station RTD
4	Submit vehicle examiner's report to RTD Registry	Issuance of Certificate of Fitness (CoF)	60 minutes	Applicant	Accounts Clerk Revenue Office
5	Submit copy of CoF to RTD Registry	Capture details of CoF onto system and allocation permit number		Applicant	JCO/KPO RTD Registry
6	Print permit	To issue road transport service permit		KPO RTD Registry	RTD
7	Signing of permit	To authenticate permit		Secretary-RTD	RTD
8	Payment for road transport service permit	To obtain possession of road transport service permit		Road Transport Operator	Accounts Clerk Accounts Office – RTD
9	Payment for passenger list or consignment note	To record details of travelling passengers or details of goods ferried on vehicle		Permit Holder	Accounts Clerk Accounts Office - RTD

6. TEMPORARY CROSS BORDER PERMIT ISSUANCE (PASSENGERS)

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	OWNER
1	Present application letter for cross boarder permit	Preview and screening of application	2 minutes	Applicant	Secretary
2	Consideration of application	For approval or disapproval of application	5 minutes	Secretary NRTC	RTD
3	Present approval application to RTD Registry	To facilitate issuance of permit	2 minutes	Applicant	JCO RTD Registry
4	Present blue book for vehicle to be used	Verification of vehicle ownership and to facilitate test form issuance	2 minutes	Applicant	JCO RTD
5	Issue test form	To test vehicle for roadworthiness and fitness	5 minutes	JCO/KPO RTD Registry	Testing Station RTD
6	Submit vehicle examiner's report to Revenue Office	Issuance of Certificate of Fitness (CoF)	60 minutes	Applicant	Accounts Clerk Revenue Office
7	Submit copy of (CoF) to RTD Registry	Capture details of CoF onto system and allocation of permit number		Applicant	JCO/KPO RTD Registry
8	Print permit	To issue road transport service permit		KPO RTD Registry	RTD
9	Signing of permit	To authenticate permit		KPO RTD Registry	RTD
10	Payment for road transport service permit	To obtain possession of road transport service permit		Road Transport Operator	Accounts Clerk Accounts Office –RTD
11	Payment for passenger list	To record details of travelling passengers		Permit Holder	

7. LOCAL TEMPORAL PERMIT APPLICATION

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	SERVICE PROVIDER
1	Collect/download application form	To make an application for a road transport service permit	2 minutes	Applicant	Junior Clerical Officer (JCO) Road Transport Department
2	Present form to Town/City Council and or Regional Administrator	For recommendation to operate within municipal area subject to availability of parking facilities)	10 minutes	Applicant	Town/City Engineer Municipality
3	Present form to Traffic Police of area of intended operation	For endorsement following screening of applicant's character	20 minutes	Applicant	Traffic Section Police Station
4	Submit filled and recommended or endorsed form to RTD	Preview of application to facilitate issuance of exemption permit	5 minutes	Applicant	JCO/KPO RTD Registry
5	Capture of particulars of application	To create a file for applicant	5 minutes	JCO/Key Punch Operator RTD Registry	JCO/KPO RTD Registry
6	Send file to Secretary RTB including copy of blue book of vehicle to use	To approve continuation with exemption permit process	5 minutes	JCO RTD Registry	Secretary – RTB RTD
7	Issuance of test form	To test vehicle for roadworthiness and fitness	10 minutes	JCO/KPO RTD Registry	Testing Station RTD
8	Submit vehicle examiner's report to Revenue Office	Issuance of Certificate of Fitness (CoF)	60 minutes	Applicant	Accounts Clerk Revenue Office
9	Submit copy of Cof to RTD Registry	Capture details of CoF onto system and allocation of permit number		Applicant	JCO/KPO RTD Registry
10	Print permit	To issue exemption permit		KPO RTD Registry	RTD

11	Signing of permit	To authenticate permit		Secretary – RTB	RTB
12	Payment for exemption permit	To obtain possession of exemption permit		Road Transport Operator	Accounts Clerk Accounts Office - RTD

8. PERMIT RENEWALS

NO	ACTIVITY	PURPOSE	TIME	CUSTOMER	SERVICE PROVIDER
1	Collect /down load application/re newal form	To make an application for the renewal of a road transport service permit	2 minutes	Permit Holder	Junior Clerical Officer (JCO) Road Transport Department (RTD) Registry
2	Present form to Town/City Council and or Regional Administrator	For recommendation to operate within municipal area subject to availability of space (rank facilities)	10 minutes	Permit Holder	Town/City Engineer Municipality
3	Present form to traffic Police of area of intended operation	For endorsement following screening of applicant's character	20 minutes	Permit Holder	Traffic Section Police Station
4	Present form to the Swazi Observer	To prepay for advert and have it stamped to confirm payment of fee	4 minutes	Permit Holder	Advertising Section Swazi Observer
5	Submit filled and recommended or endorsed form to RTD	Preview of application to facilitate advertising	10 minutes	Permit Holder	JCO RTD Registry
6	Capture of particulars of application	To create a file for applicant	5 minutes	JCO/Key Punch Operator RTD Registry	JCO /KPO RTD Registry
7	Publish advertisement in the Swazi Observer	Allow for lodging of objections to the application	14 days	Secretary – Road Transportation	Secretary-RTB
8	Append objections to applicant's file	Update applicant's file	Within 14 days of advertising period	JCO/Messenger RTD	JCO/Messenger RTD

9	Issuance of test form	To test vehicle for roadworthiness and fitness	10 minutes	JCO/KPO TRD Registry	Testing station RTD
10	Submit vehicle examiner's report to Revenue Office	Issuance of Certificate of fitness (CoF)	60 minutes	Applicant	Accounts Clerk Revenue Office
11	Submit copy of CoF to RTD Registry	Capture details of CoF onto system and allocation of permit number		Applicant	JCO/KPO RTD Registry
12	Print Permit	To issue road transport service permit		KPO RTD Registry	RTD
13	Signing of permit	To authenticate permit		Secretary-RTB	RTB
14	Payment for road transport service permit	To obtain possession of road transport service permit		Road Transport Operator	Accounts Clerk Account Office-RTD
15	Payment for T-Disc	To identify vehicle as a Public Service Vehicle (PSV)		Road Transport Operator	Accounts Clerk Revenue Office

4.0 KEY STAKEHOLDERS AND CLIENTS

STAKEHOLDERS	CLIENTS
1. Construction Industry	1. Construction Industry
2. Eswatini Railway	2. Transport Operators
3. Eswatini Civil Aviation Authority	3. Users of all forms of transport
4. Central Transport Organization	4. Government Ministries/ Departments
5. Royal Swazi National Airways	5. Vehicle owners
6. Private Sector	6. Eswatini Civil Aviation Authority
7. Legislators	7. Central Transport Organization
8. Civil Society	8. Royal Swazi National Airways
9. Vehicle owners	9. Eswatini Railway
10. Users of all forms of transport	10. Business Community
11. Government Ministries/ Departments	
12. Business Community	
13. Arab Bank For Economic Development In Africa (BADEA)	
14. Abu Dhabi Fund For Development	
15. International Civil Aviation Organization (ICAO)	
16. Motor Vehicle Accident Fund	

17.Organization Of Petroleum Exporting Countries	
18.SADC Aviation Safety Organization	
19.EswatiniEnvironment Authority	

4.1 EXPECTATIONS AND OBLIGATIONS

What the Client should expect;

We shall;

- Treat members of the public seeking services with respect, understanding, patience and courtesy
- Serve citizens promptly and courteously at all service delivery points
- Confidentiality in the treatment of public information
- Provide friendly and helpful service.
- Help service users make the right choices in accessing services.
- Provide appropriate signage and information desks.
- MoPWT will ensure her officers are easily identified.
- Answer calls promptly within three rings.
- Increase the drive to ensure shorter queues at service delivery points.
- Respond to queries and complaints promptly.
- Respond to mail and email correspondence promptly.
- Resolve customer complaints fairly, consistently and promptly.
- Encourage service users to make suggestions on how to better the services offered.
- Provide redress and remedial action where applicable.
- Exhibit sensitivity to timeliness.

4.2 CLIENT OBLIGATIONS

Clients are obliged to;

- Treat MoPWT employees with courtesy, respect, patience and understanding.
- Desist from offering gifts, favours and inducements to or exerting undue pressure on them
- Respond to requests for information comprehensively and promptly.
- Punctually attend scheduled appointments.
- Contribute to service provision in accordance with laid down policies and regulations
- Contribute to recommendations s towards arriving at solutions.
- Abide with the legal requirements that make them eligible for the services sought.
- Be presentable when visiting offices.

- Timely and appropriate delivery of services and goods by suppliers.
- Neutrality in dealing with Government.

PHYSICAL ADDRESS
Ministry of Public Works and Transport
Mhlambanyatsi Road below the Mbabane Government Hospital
Mbabane City

4.3 COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING OFFICE

We encourage you help us improve our products and services by contacting us to offer suggestions on what we might do differently compliment us on the service we do well send a complaint and tell us what we can do better. The compliments should be forwarded to the following offices;

Principal Secretary Ministry of Public Works & Transport P.O. Box 58 Mbabane H100 Tel: (+268) 2409 9000 Fax: (+268) 2404 2170 Cell: (+268) 7606 3020 Email: mabuzak@gov.sz	Under Secretary P.O. Box 58 Mbabane H100 Tel: (+268) 2409 9000 Fax: (+268) 2404 2170 Cell: (+268) 7606 2815 Email: nanikiemn@yahoo.com
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If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome you may refer the matter to:

Secretary to Cabinet
Tel: (+268) 2404 2251
Cell: (+268) 7606 2003
Email: nxumalov@gov.sz@gov.sz

MINISTRY OF PUBLIC WORKS AND TRANSPORT SERVICE PLEDGE

WE PLEDGE TO:

- Develop sound and effective contemporary policies on road, rail, air and marine transportation.
- Design, construct, supervise, upgrade and maintain all Government buildings in an efficient and cost effective manner.
- Always consider differently able people when designing and constructing Government buildings and roads.
- Always conduct studies, analyse, design, construct, upgrade and maintain all public roads and furniture in an efficient and cost effective and professional manner.
- Provide safe, efficient, effective, reliable and market driven passenger and freight operations that best meet the needs of the customers.
- Appropriately Enforce legislations on Road Transportation, Road Traffic and Road Safety Acts.
- Provide effective and efficient Secretariat services to the Personalized Number Plate Committee in terms of the Road Traffic Regulations of 2009.
- Issue driver's licenses to competent drivers and public driving permits to deserving qualified drivers.
- Effectively administer and regulate the registration of motor vehicles through the Central Motor Registry under Treasury Department.
- Ensure the Driving Schools Industry is adequately regulated and monitored.
- Effectively Review and consider all applications for permits in the various transport industry services.
- Ensure transparency in the review of application for granting, renewal, amendment, suspension or cancellation of road transport permits.
- Ensure that there is appropriate use of all Government vehicles, and plant machinery
- Effectively examine and test vehicles for road worthiness on a quarterly basis.
- Periodically sensitize and conduct road safety campaigns for road users on safe use of roads.
- Procure suitable vehicles and plant machinery from reputable suppliers for all Government Ministries/Departments.
- Procure fuel timorously and efficiently and provide refuelling for Government vehicles and plant machinery.
- Effectively regulate the transport administration through our Transport Officers seconded all Government Ministries/ Departments.