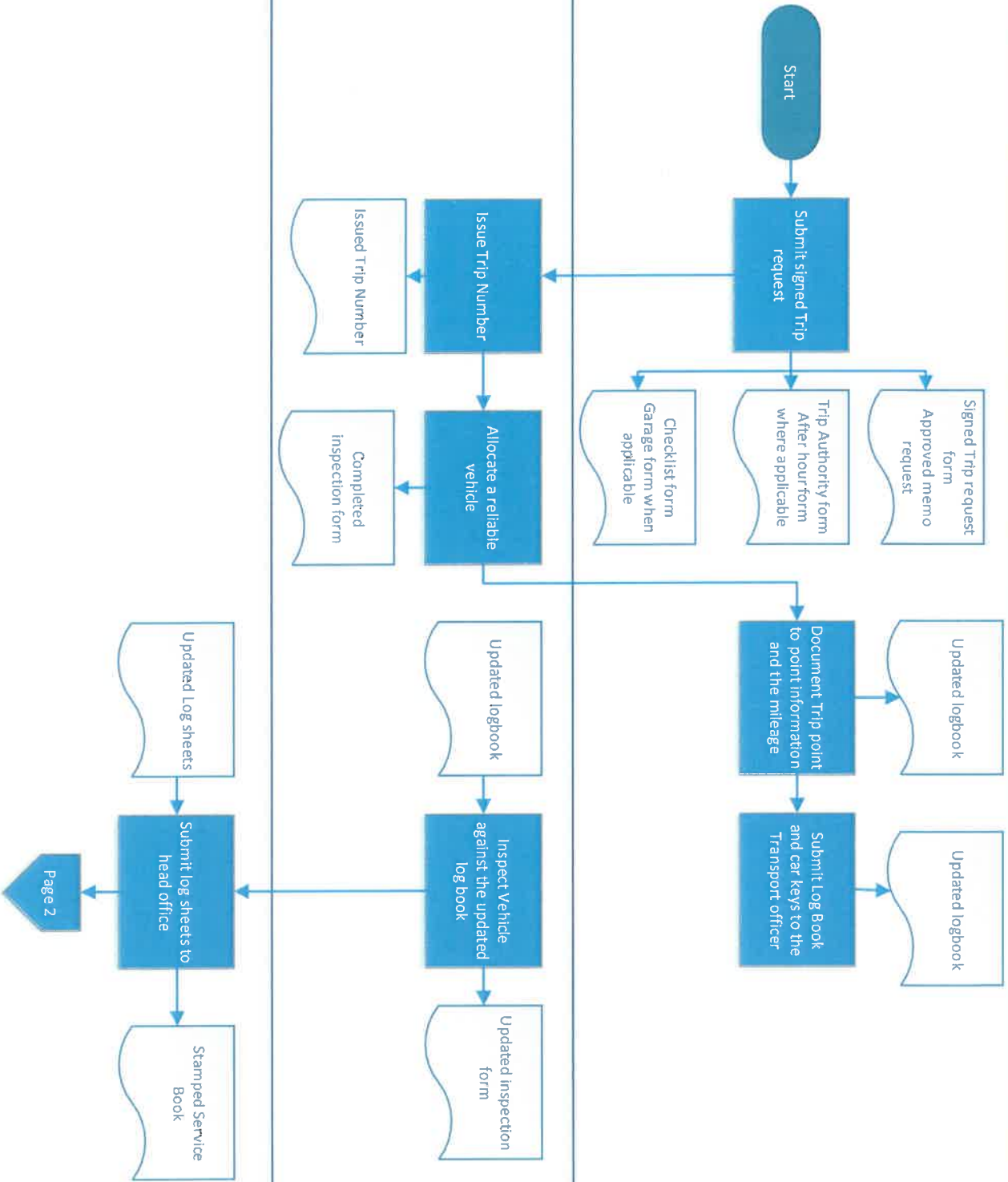
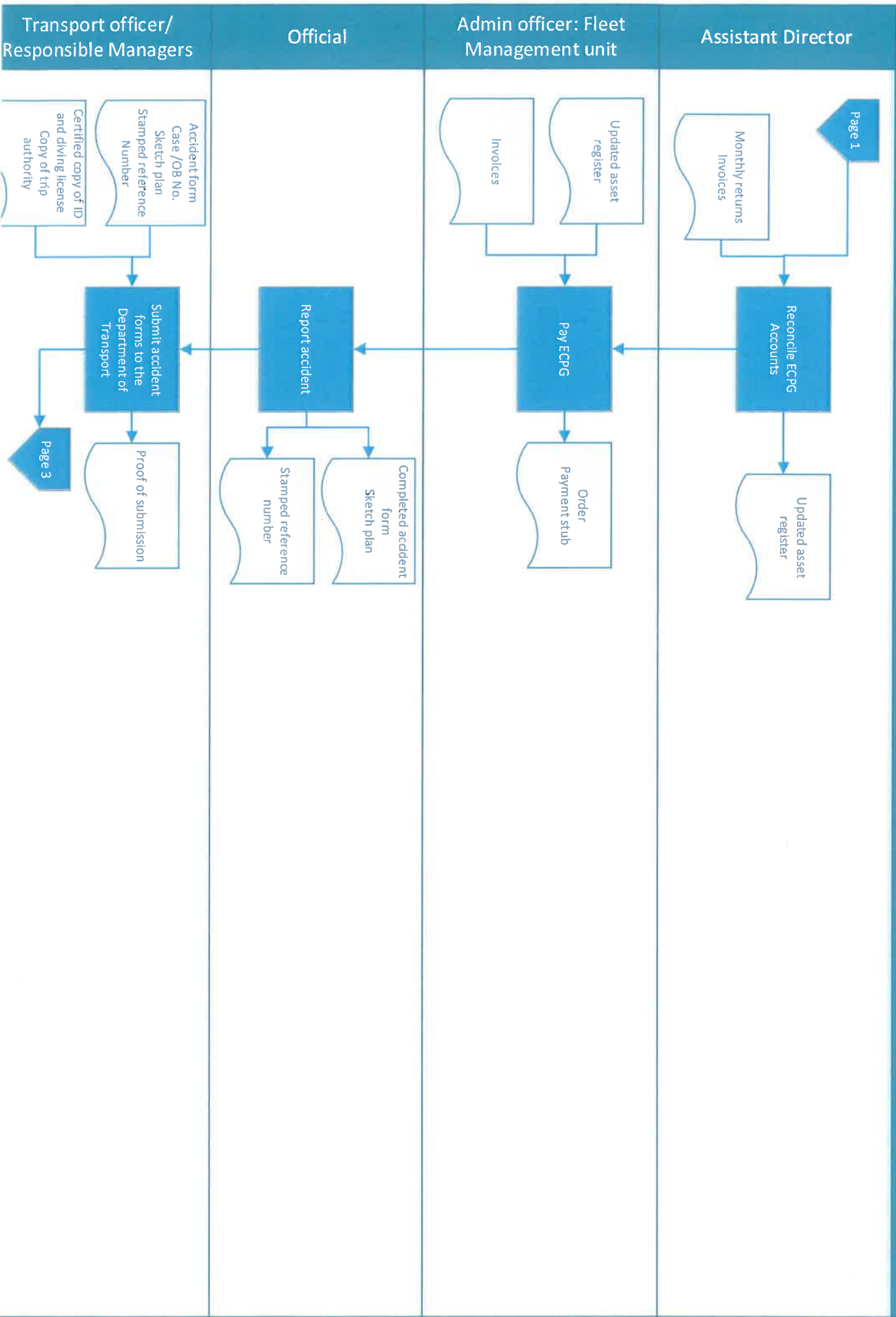


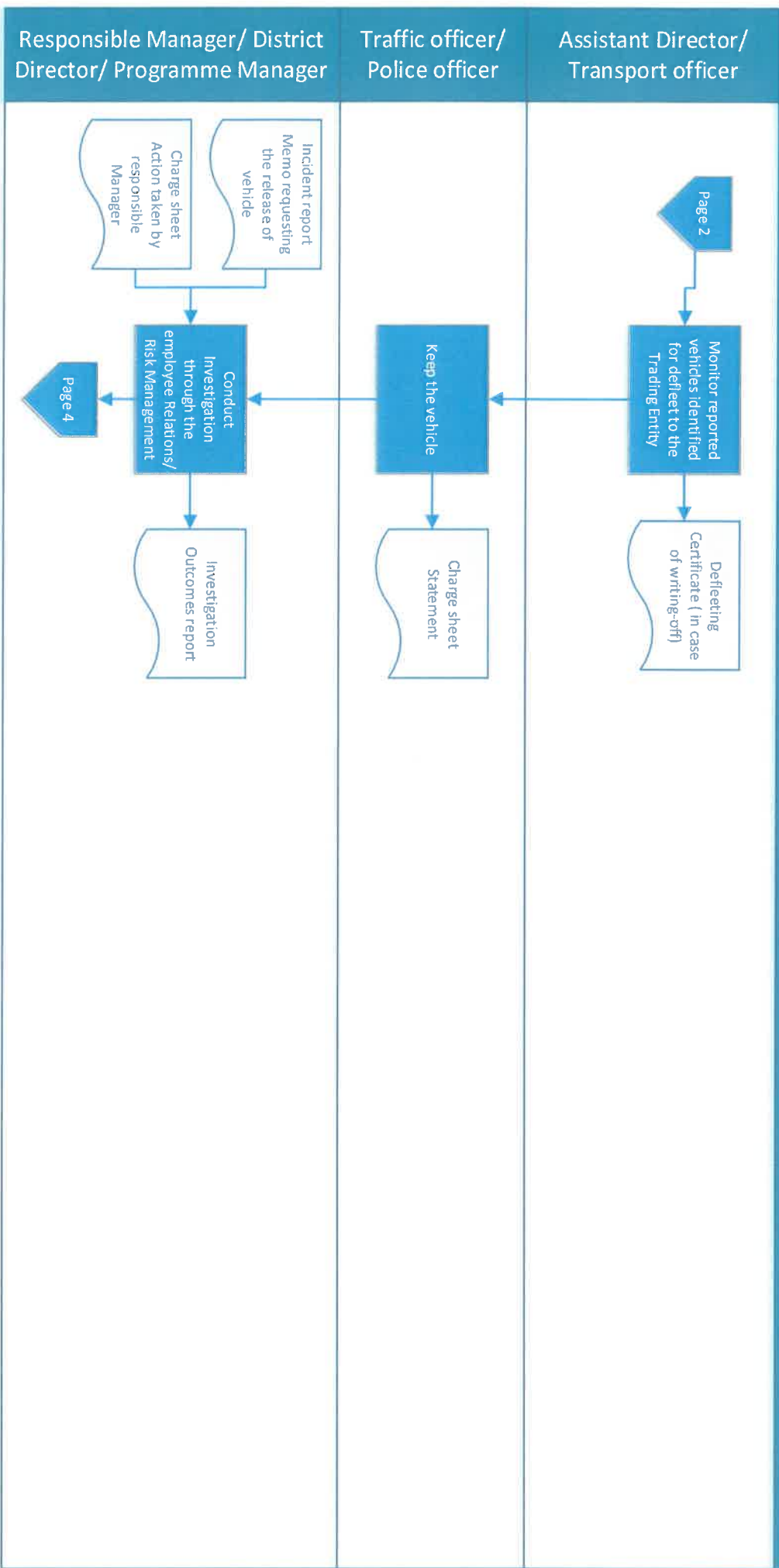
District Transport Officer/  
Provincial Officer

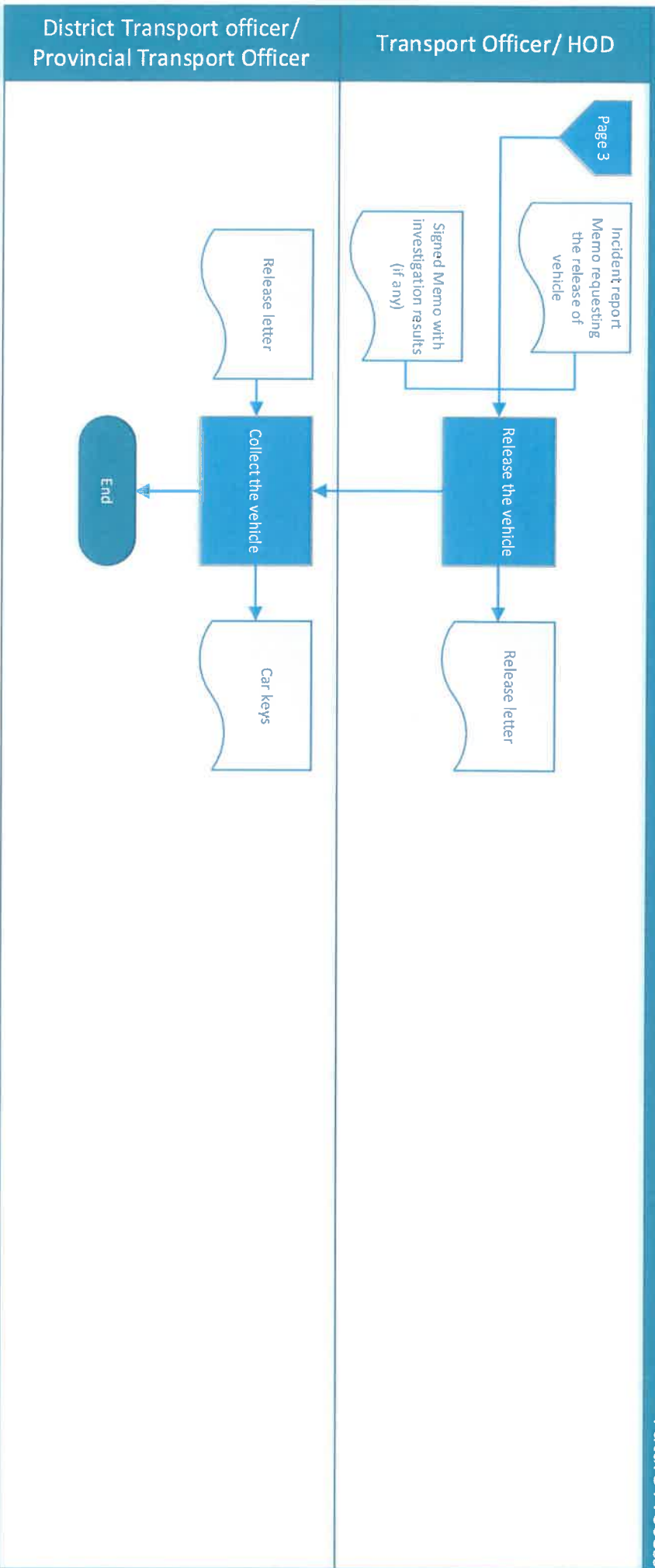
Transport officer

Official/Transport officer











Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:

SCM-ASSET MANAGEMENT-FL01

SOP Version:

V.001

Document Owner:

Director: Asset Management

**STANDARD OPERATING PROCEDURE: GG VEHICLES PROCESS**

<b>Approval Date</b>	18 July 2019
<b>Commencement Date</b>	18 July 2019
<b>Review Date</b>	18 July 2020
<b>Periodical Review</b>	Annually
<b>Resources</b>	Adequate personnel, Budget, ICT Equipment
<b>Intent of SOP</b>	To document the standard operating procedure for the process of managing GG vehicles. The purpose of the process is to manage day to day operations and use of GG vehicles. This process starts when the client submits a request for a government vehicle in writing and ends when the vehicle is returned Fleet Management. Government vehicles are critical assets that enable service delivery and therefore this process needs to be managed effectively and efficiently to ensure their accessibility and availability. It is also the intention of this document to ensure that the service and functions are performed within the relevant legislation and policy framework.
<b>Process Objective(s)</b>	To expand on the function of managing the allocation and use of government vehicles.
<b>Scope</b>	This SOP applies to the management of GG vehicles in the Department of Social Development within the Eastern Cape Government.
<b>Definitions</b>	<ul style="list-style-type: none"><li>• <b>HOD</b> – Head of Department</li><li>• <b>Z181</b> – Accident Report Form</li><li>• <b>GG</b> – Government Vehicles (white fleet)</li></ul>
<b>Desired Performance</b>	Efficiently, effective provision of Transport to support core business.
<b>Key Performance Indicator</b>	Number of implemented construction projects in terms of the Infrastructure Plan.

<b>Principles &amp; values</b>	<ul style="list-style-type: none"> <li>• Efficient, economic and effective use of resources must be promoted.</li> <li>• Services must be provided impartially, fairly, equitably and without bias.</li> <li>• Responsibility Managers must be accountable.</li> </ul>
<b>Compliance Measures</b>	<ul style="list-style-type: none"> <li>• <b>Competency Test Driving</b> <ul style="list-style-type: none"> <li>✓ No official will be allowed to drive a Government vehicle without being tested to prove competency.</li> <li>✓ The testing of official/s should be done at the local Traffic Department of Transport through the relevant Transport officers.</li> </ul> </li> <li>• <b>License Renewals</b> <ul style="list-style-type: none"> <li>✓ All GG vehicle/s must be checked monthly to check validity of the license disc.</li> <li>✓ For license disk renewal Districts must notify the Provincial office for renewal arrangements with the Trading Entity 60 days before the expiry.</li> </ul> </li> <li>• <b>Servicing of Government Vehicles</b> <ul style="list-style-type: none"> <li>✓ All government vehicles are expected to be serviced at their regular intervals. Failure to service vehicles may lead vehicles losing their warranties.</li> </ul> </li> <li>• <b>Transport officials must ensure that service books are stamped after the service.</b></li> <li>• <b>Dispute Resolution</b> <ul style="list-style-type: none"> <li>✓ Should there be any dispute relating to the payment of invoice. The matter must be taken up within seven days of receiving invoice/s from GFMS failing which the user Department must pay the invoice in full and inform the GFMS in writing of the disagreement/s.</li> <li>✓ The GFMS undertakes to pass credit notes against the user Department account when necessary.</li> </ul> </li> <li>• <b>Traffic Fines</b> <ul style="list-style-type: none"> <li>✓ It is the responsibility of a vehicle user/ official to pay his/her Traffic fine. Non-payment of traffic fine/s have cost implications to the Department.</li> <li>✓ The Trading will forward traffic fines to the Department for tracing. The Department has a responsibility to respond within fourteen days by providing names of affected vehicle user, proof of residential address and ID number.</li> <li>✓ The Trading Entity may bill the department in cases of non-compliance with the 14day period. The Department is then obliged to pay the invoice and then submit to Debt Management for recovery.</li> </ul> </li> <li>• <b>Fuel Exceptions</b> <ul style="list-style-type: none"> <li>✓ The Department receives fuel exception report from the Trading Entity.</li> <li>✓ Fleet Management unit conduct analysis of the fuel exception report to determine the Vehicle, the District and the user. Fleet management then writes to the relevant District and are given 3 working days to respond.</li> <li>✓ Based on the responses received, the Department writes back to the Trading Entity for further management. In cases of suspected misuse of fuel, the matter is then referred to Labour Relations for further investigation.</li> </ul> </li> </ul>
<b>Performance Measures</b>	<ul style="list-style-type: none"> <li>• Development of Fleet Management plans that are responsive to Transport needs of the Department.</li> </ul>

<b>Process Input Data</b>	<ul style="list-style-type: none"> <li>• Signed Trip Request Form</li> <li>• Approved Memo Request</li> <li>• Trip Authority Form</li> <li>• After Hour Form when applicable</li> <li>• Checklist form</li> <li>• Garage Form when applicable</li> <li>• Driver's License</li> </ul>
<b>Process Output Data</b>	<ul style="list-style-type: none"> <li>• GG vehicles that are road worthy</li> <li>• Allocated GG Vehicles</li> <li>• Serviced GG Vehicles</li> <li>• Released confiscated GG vehicles</li> </ul>

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## STEP BY STEP GUIDE

### GG VEHICLES PROCESS

No.	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	<b>Submit signed Trip Request</b>	<ul style="list-style-type: none"> <li>Submit signed Trip Request with attached documents 5 days before the trip.</li> <li>Check Trip authorities with (request) for completeness and signature.</li> </ul>	Official Transport Officer	<ul style="list-style-type: none"> <li>Signed Trip Request Form</li> <li>Approved Memo Request</li> <li>Trip Authority Form</li> <li>After Hour Form when applicable</li> <li>Checklist form</li> <li>Garage Form when applicable</li> </ul>	5 days before the trip
2	<b>Issue Trip Number</b>	<ul style="list-style-type: none"> <li>Issue Trip Number and confirm availability of vehicle to the end user.</li> <li>Take into consideration vehicles that are currently due for service or repairs before confirming availability.</li> <li>Ensure that Vehicles that are due for maintenance and service are not issued.</li> <li>Ensure that service/maintenance of white fleet/GG vehicle takes priority over any department request for usage.</li> </ul>	Transport Officer	<ul style="list-style-type: none"> <li>Issued Trip Number</li> </ul>	A day before the trip/ on the day of travel
3	<b>Allocate a reliable vehicle</b>	<ul style="list-style-type: none"> <li>Allocate a reliable vehicle and note defects on the Inspection Form</li> <li>Ensure that the most appropriate and reliable vehicle is issued based on the terrain of the route and destination.</li> <li>Ensure that driver's license is produced and checked for validity before the vehicle is issued.</li> </ul>	Transport Officer	<ul style="list-style-type: none"> <li>Completed Inspection Form</li> </ul>	On the day of travel



<p><b>4</b></p> <p><b>Document Trip point to point information and the mileage'</b></p>	<ul style="list-style-type: none"> <li>• Ensure that Pre and post inspection of a vehicle is conducted before the vehicle is moved and after the trip.</li> <li>• Authorize Trip authorites before the vehicle can be issued.</li> <li>• Request a motivation letter from the relevant directorate in case of deviation of a trip to cover additional kilometers where applicable.</li> <li>• Document Trip point to point information and the mileage.</li> <li>• Record all trips to be undertaken on trip authority and log book.</li> <li>• If the vehicle is to be returned after hours, the After Hour Form must be filled in by the End User.</li> <li>• Complete garage permit if the car is going to be parked residence.</li> <li>• Ensure that this garage completion form is done in advance and in consultation with the Supervisor and Transport Officer.</li> </ul>	<p>Transport Officer</p> <p>Official</p>	<ul style="list-style-type: none"> <li>• Updated Log Book</li> </ul>	<p>Before/After the trip</p>
<p><b>5</b></p> <p><b>Submit Log Book and car keys to the Transport Officer</b></p>	<ul style="list-style-type: none"> <li>• Submit Log Book and car keys to the Transport Officer on return.</li> <li>• Ensure that the vehicle is returned on time.</li> <li>• Check variance between mileage and distance travelled; if there are any discrepancies, this should be investigated through labour relations or risk.</li> <li>• If necessary, in case of misuse a disciplinary proceeding should be instituted; further to that an official will be required to replace any item that have gone missing whilst a government vehicle has been issued out to him or her.</li> </ul>	<p>Transport Officer</p>	<p>Updated Log Book</p>	<p>After the trip</p>
<p><b>6</b></p> <p><b>Inspect Vehicle against the Updated Log Book)</b></p>	<ul style="list-style-type: none"> <li>• Inspect Vehicle by checking odometer reading against the Updated Log Book.</li> <li>• Capture any defects/ missing accessories in the Inspection Form and the official responsible must take full responsibility.</li> <li>• Request the Entity to procure missing accessories and bill the department, copy of the invoice and the Inspection form will be sent through to Debt Management for recovery.</li> </ul>	<p>Transport Officer</p>	<ul style="list-style-type: none"> <li>• Updated Log Book</li> <li>• Updated Inspection Form</li> </ul>	<p>Before/After the trip</p>

7	Submit log sheets to head office	<ul style="list-style-type: none"> <li>• Comply and submit log sheet to the Provincial Office monthly on the 27<sup>th</sup> each month.</li> <li>• Ensure that all government vehicles are serviced at their regular intervals; failure to service vehicles may lead vehicles losing their warranties.</li> <li>• Ensure that service books are stamped after the service.</li> </ul>	District Transport Officer Provincial Transport officer	Updated Log sheets Stamped Service book	Monthly
8	Reconcile ECPG Accounts	<ul style="list-style-type: none"> <li>• Receive monthly returns from the districts.</li> <li>• Ensure that the monthly return from each district and Provincial Office to include: <ul style="list-style-type: none"> <li>✓ Vehicle registration</li> <li>✓ Vehicle make</li> <li>✓ Vehicle model</li> <li>✓ Office name</li> <li>✓ Closing km</li> <li>✓ Next service</li> <li>✓ License disk validity</li> </ul> </li> <li>• Receive invoices/ from the Entity.</li> <li>• Perform reconciliation once this is done and approved by the CFO.</li> </ul>	Assistant Director	<ul style="list-style-type: none"> <li>• Invoices/</li> <li>• Monthly return</li> <li>• Log sheets</li> <li>• Updated asset register</li> </ul>	Monthly
9	Pay ECPG	<ul style="list-style-type: none"> <li>• Receive approved reconciliation from CFO.</li> <li>• Verify available of budget.</li> <li>• Capture payment on MIS by following relevant Procurement process.</li> <li>• Submit invoices and GRV to contracts Management for verification of the SLA.</li> <li>• Submit order, GRV and invoices to payments section.</li> <li>• Extract payment stub and send to Trading Entity.</li> </ul>	Admin Officer Fleet Management Unit	<ul style="list-style-type: none"> <li>• Updated asset register</li> <li>• Invoices</li> <li>• Order</li> <li>• Payment stub</li> </ul>	Monthly
10	Report accident	<ul style="list-style-type: none"> <li>• Report the accident to the police Call Center and Transport Officer within 24 hours in case of an accident.</li> <li>• Complete the Accident Form within three (3) working days.</li> <li>• Verify the completed accident form within three (3) working days.</li> </ul>	Official	<ul style="list-style-type: none"> <li>• Completed accident Form</li> <li>• Stamped Reference Number</li> <li>• Sketch Plan</li> </ul>	24 Hours  3 Days

		<ul style="list-style-type: none"> <li>Inform Transport officer in case of injury or death so that he/she can act on your behalf in terms of reporting the accident to the call Centre.</li> <li>Submit accident report to the Transport Officer</li> </ul>			
11	<b>Submit Accident Report to the Department of Transport.</b>	<ul style="list-style-type: none"> <li>Receive accident report</li> <li>Submit a copy of accident report to Department of Transport and Head Office within 5 working days.</li> <li>Suspend an official who has been involved in more than two accidents with a Government vehicle within a financial year from driving Government vehicle for a period of 12 months/ undergo a competency assessment</li> <li>Ensure that any negligent driving lead to the official paying the repair costs of the vehicle including a third party vehicle repair cost</li> <li>Follow up with Department of Trading Entity about the status of the vehicle.</li> <li>Ensure that follow up the status of the vehicle status is done if no feedback is received within fourteen (14) working days from the Trading Entity</li> </ul>	<p>Transport Officer</p> <p>Responsibility Managers</p> <p>Transport officer</p> <p>Assistant Director</p>	<ul style="list-style-type: none"> <li>Accident Form</li> <li>Case/OB No.</li> <li>Stamped Reference Number</li> <li>Sketch Plan</li> <li>3 Quotations from Panel Beaters</li> <li>Certified copy of ID</li> <li>Certified copy of driver license.</li> <li>A copy of a trip authority.</li> </ul>	1 Day
12	<b>Monitor reported vehicles identified for defleet to the Trading Entity</b>	<ul style="list-style-type: none"> <li><b>Report vehicles identified for defleet to the Trading Entity after every quarter</b></li> <li>Ensure that defleet Certificate is issued in case of defleeting</li> <li>Ensure that vehicles are sent to the relevant dealer in case of repair</li> </ul>	<p>Assistant Director responsible</p> <p>Transport Officer</p>	<ul style="list-style-type: none"> <li>Defleeting Certificate (in case of write off).</li> </ul>	On-going
13	<b>Keep the Vehicle</b>	<ul style="list-style-type: none"> <li>Keep the vehicle at the police station, traffic department or Trading Entity; in case of vehicle confiscated by traffic/police</li> <li>Write statement about the incident and submit to the Supervisor and Transport Officer within three (3) working days</li> </ul>	<p>Traffic Officer</p> <p>Police Officer</p> <p>Official</p>	<ul style="list-style-type: none"> <li>Charge sheet</li> <li>Statement</li> </ul>	Fortnightly if relevant documents on is submitted

14	<p><b>Conduct investigation through Employee Relations/Risk Management</b></p>	<ul style="list-style-type: none"> <li>Refer the matter to labour relations/risk for investigation within 3 working days.</li> <li>Send a written request to the Provincial Office for the releasing of the vehicle and attach the relevant documentation upon the receipt of investigation outcomes</li> </ul>	<p>Responsible Manager District Director/Programme Manager</p>	<ul style="list-style-type: none"> <li>Incident Report</li> <li>Charge Sheet</li> <li>Investigation outcomes report</li> <li>Memo Requesting the release of a vehicle including</li> <li>Action taken by Responsible Manager or District Manager</li> </ul>	On-going
15	<p><b>Release the vehicle</b></p>	<ul style="list-style-type: none"> <li>Prepare memo to the HOD within three (3) working days upon receiving of necessary documentation of receipt requesting the release of the vehicle.</li> <li>Sign Memorandum</li> <li>Send incident report and sanction where applicable to the Department of Transport to request release of vehicle</li> <li>Ensure that release letter is issued to HOD by the Department of Transport</li> <li>Send release letter to the relevant District for the collection of the vehicle.</li> </ul>	<p>Transport Officer HOD Transport Officer Transport officer</p>	<ul style="list-style-type: none"> <li>Incident Report</li> <li>Charge Sheet</li> <li>Memo Requesting the release of vehicle including</li> <li>Action taken by Responsible Manager or District Director</li> <li>Signed Memorandum</li> <li>Signed memorandum with investigation results (if any)</li> <li>Release letter</li> </ul>	Immediately
18	<p><b>Collect the vehicle within two (2) days</b></p>	<ul style="list-style-type: none"> <li>Collect the vehicle from the Department of Transport or ask any authorised official to do this on your behalf.</li> </ul>	<p>District Transport Officer / Provincial Transport Officer</p>	<ul style="list-style-type: none"> <li>Release letter</li> <li>Car keys</li> </ul>	Immediately







**PROCESS RISKS**

Name of the Risk	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Misuse of Government Vehicle and Petrol cards	Misuse of Government Vehicles may lead to accidents and unnecessary repair costs and may also cripple service delivery.	M	M	Disciplinary measures should be taken against affected officials by Responsibility Managers	Manual
Co-ordination Role	Misuse of petrol cards /fuel may lead to fruitless expenditure to the Department and delays in service delivery.	M	M	Disciplinary actions should be taken against the affected official by Responsibility Managers	Manual
Payment of Vehicle rental costs	If rental or utilisation costs are not paid on time, Department of Transport may charge interest	L	M	Assistant Director Responsible for reconciliation ensures that Invoices from Department of Transport are paid within 30 days.	
Non-payment of traffic fines	Non-payment of traffic fine/s have cost implications to the Department. The Trading Entity may bill the department in cases of none payment of Traffic fines and in return the department will raise debts against the relevant officials	H	H	Assistant Director Responsible for white fleet ensures that identification of driver at the time of the traffic fine and the submission is made to Debt Management for implementation of debt recovery.	System

**LEGISLATION, POLICIES, PROCEDURE, & OTHER DOCUMENTATION (i.e. SOPs)**

DOCUMENT NAME	ACT OR SECTION DESCRIPTION	EFFECTIVE DATE (IF APPLICABLE)
Circular No.4 of 2000	Usage of GG Vehicles; Issuing of Government Vehicles; Conveying of passengers; Authority to use a government vehicle; Safe parking of government vehicles; Reporting of accidents/incidents; Confiscation of vehicles; Traffic fines	2000
PFMA act 1 of 1999	Section 38 (1) b, (d) Effective use of resources, safeguarding and maintenance of vehicle assets	1999

## AUTHORIZATION

Authorization:	Name:	Comments	Signature:	Date:
Quality Checked by: Director: Management Information Services	N.A Mazizi			02/07/19
Recommended by: Acting Chief Information Officer	M. E Gazi			02/07/2019
Recommended by: Director :HRD	X.Moloi			12/07/19.
Initiated and recommended by: Director: Asset Management	G. Marshall			12/07/2019
Recommended by: Acting Chief Financial Officer	N. Ngingwana			12/7/2019
Approved by: HOD	N. Baart	SUBJECT TO QUESTION OF RESPONSIBILITIES AREAS		18/07/2019
Distribution and Use of SOP	District Directors, Service Office Managers, Area Managers, Assistant Directors and all staff members			