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UMZIMVUBU
LOCAL MUNICIPALITY

CITIZEN & COMMUNITY SERVICES

COMMUNITY SAFETY DIVISION

LAW ENFORCEMENT, LICENSING AND ADMINISTRATIVE SERVICES STANDARD OPERATING PROCEDURE

LAW ENFORCEMENT

&

ADMINISTRATIVE SERVICES

STANDARD OPERATING PROCEDURE MANUAL

UMZIMVUBU MUNICIPALITY
BJ NTLAMBA — ASSISTANT MANAGER: Community Safety

LAW

ENFORCEMENT

OFFICERS

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LAW ENFORCEMENT SECTION STANDARD OPERATING PROCEDURES

1. Aim/Purpose

Law Enforcement Officers Standard Operating Procedures are aimed at improving Law Enforcement and Licensing Services, delivery and safety of the employees.

2. Background

The standards will assist law enforcement management to monitor and measure the operational performance on service delivery for both personnel and institutional levels.

In the same, law enforcement officers must know management expectations in terms of their performance and response to both municipal and community traffic, by-law and crime prevention needs.

This SOP must not be construed to be a replacement of job descriptions but to be used in line with them.

3. REPORTING ON DUTY AND OFF DUTY

a) Report on duty and off duty at Law Enforcement Section offices,
b) Report on duty 15 minutes before scheduled start time,
c) Law Enforcement Officers must be out of uniform one hour after knocking off time, except if the officer is tasked with other official duties which are after normal working hours,
d) Always wear clean full uniform when reporting on duty including firearm and other equipment if issued to the officer,
e) Report on duty and off duty on the times set by Council or as per delegated responsible Manager or person in a senior position.
f) Always sign the attendance register when reporting on duty /off duty,
g) Officer must hand over copies of any issued documents to the immediate Supervisor or any person acting as an immediate Supervisor e.g. Section 56 and 341 notices before knocking off duty,
h) Officers must leave the office within 15 minutes after being deployed by their immediate Supervisor or any person acting as an immediate Supervisor,
i) Officers must report at least one hour before to her/his immediate Supervisor if she/he is going to be late or she /he is not going to report on duty due to unforeseen circumstances,
j) Supervisors to conduct inspections of vehicles and personnel daily,
k) Supervisor must check, record and submit all daily activities reports and control documents to back office and keep record thereof,

l) Daily reports must be completed on a daily basis by all officers,

m) Supervisors or any person acting as Supervisor must submit weekly reports every Tuesday to the Section Head.

4. ATTENDING ACCIDENT SCENES

a) Always wear reflect Jacket and full uniform,

b) Always put your safety first,

c) Must respond to an emergency call in 5 minutes or reasonably possible.

d) Always use cones or relevant road traffic safety signs to secure an accident scene,

e) The emergency lights of patrol vehicles must always be switched on,

f) Always assess the scene and call for back up or other role players when necessary,

g) Always record the necessary information,

h) Always report back and provide full information of the accident scene to the immediate supervisor or superintendent who must then inform Community Safety Assistant Manager,

i) Always give information to the immediate Supervisor or any person acting as an immediate Supervisor,

j) Always make sure that the vehicles that are obstructing the flow of traffic are removed from the road,

k) Always make sure that you are objective, do not take sides and do not specify particular breakdowns or make preferential use of specific breakdowns when there are vehicles that are supposed to be towed by towing service,

l) Always make sure that the relevant information is recorded before leaving the scene.

m) Officers to ensure that the road is safe and free of obstruction before leaving the scene of any incident or accident or event.

5. Attending Incident /Complaints Scene

a) Always wear reflective Jacket, bullet proof and full uniform,

b) Always put your safety first on the scene,

c) Must respond to all emergency calls in 15 minutes and leave when relevant stakeholders arrived,

d) Always use cones/red tape to secure an incident scene,

e) Always assess the scene and call for back up or other role players when necessary,

f) Always record the necessary information,

g) Always give feedback of scene complaints information to the Supervisor,

h) Always make sure that you are objective and impartial,

i) Always make sure that the relevant information is recorded before leaving the scene,

6. COUNCIL/MUNICIPAL VEHICLE ACCIDENTS

a) Must immediately notify the immediate Supervisor or any person acting as an immediate Supervisor and responsible Fleet Manager of any official vehicle accident and vehicles should not be removed until Law Enforcement and Fleet Manager have arrived at the scene of such accident,

b) Always ensure that the driver of a Council vehicle must complete, supply all relevant documents and report the incident to the closest or relevant SAPS station.

c) If a Law Enforcement Officer is involved in an accident while driving a council vehicle, he/she must ensure that all relevant documentation is completed (OAR, statements, and insurance claim forms) and submitted within 48 hours to a designated person responsible for fleet control.

d) The immediate Supervisor or any person acting as an immediate Supervisor must immediately inform the Superintendent, who then must inform Assistant Manager (Community Safety Division) immediately,

e) Statements and relevant information of other parties involved must be taken and recorded, including independent witnesses.

7. CONDUCTING POINT DUTY

a) Always wear reflective Jacket, white hand gloves and full uniform,

b) Always put your safety first,

c) Always be 15 minutes early at the point and leave 10 minutes later,

d) Always make sure that the traffic flow is normal before leaving the point even if the allocated time for the point has lapsed,

e) Should a situation arise whereby the traffic flow is congested on a particular intersection of a public road/street, co-ordinated point duty must be conducted even if there is no instruction given to ensure the flow of traffic.

8. USE OF COUNCIL VEHICLE AND INSPECTION

a) Always keep allocated Council vehicles clean,

b) Always inspect the Council vehicle for any damage, check water/oil level before driving and ensure there is no new or additional damages to the vehicle.

c) Always complete the log book sheet on a daily basis,

d) Council vehicle inspection sheet should be completed on a daily basis (except where vehicle did not change hands or driven by another driver),

e) Immediately report any damage, dent or scratch on a Council vehicle to the immediate Supervisor or any person acting as immediate Supervisor,

f) Always make sure that the equipment of Council vehicles are kept in the vehicle and are functioning e.g. spare wheel, wheel spanner, jack, First Aid kit, Fire extinguisher etc.,

g) When drivers are exchanging vehicles they must always inspect the vehicle and sign

the inspection sheet together,

h) No borrowing of car ID keys (tags) at all,

i) The driver or operator of an allocated vehicle is responsible for ensuring that vehicles are serviced whenever the service is due,

j) Council vehicles must always be kept in a locked, safe and damage free area when used for standby purposes,

I) Always use the Council vehicle according to the Council Fleet Management Policy.

9. ROAD CLOSURE

a) Always wear a reflective Jacket and full uniform,

b) Ensure that the emergency lights of the patrol vehicle are switched on,

c) Always ensure that the patrol vehicle is at least 15-20 meters from where the road is closed to warn other motorists,

d) Always use the correct road signs when closing the road,

e) Always open the road immediately after the purpose of closing the road has been completed and ensure that the intersection being controlled is clear of any congestion and that the traffic has a free and unobstructed flow before leaving the area.

10. REPORTING INJURY ON DUTY

a) Regardless of how minor the injury sustained, it must be reported to the immediate Supervisor or any person acting as immediate supervisor with immediate effect,

b) The Manager on duty must immediately be informed by the immediate supervisor or any person acting as immediate supervisor,

c) The immediate Supervisor or any person acting as immediate Supervisor must ensure that the relevant and prescribed injury on duty forms are completed and submitted to the relevant medical institution within a reasonably time to avoid any delays.

11. PATROL DUTIES

a) Always keep the emergency light of the patrol vehicle steady,

b) Always drive at the minimum speed of not more that 100km on the Freeways, 80km on Provincial roads or as determined by road signs and 40km in other streets and CBD,

c) Excessive speed can be used during emergencies only,

d) High speed chase involvement should be reported immediately to the supervisor and entered on the OB.

e) Officers to always wear a reflective Jacket and bullet proof vest whilst patrolling,

f) Always work as a group after 18H00 or as delegated or deployed,

g) Officers must be posted/deployed as per the demarcation to cover all areas within the Umzimvubu Municipal area of jurisdiction.

h) Always carry your two way radio, torch, hand cuff's, pocket book and all items as issued as part of your uniform.

12. SPEED MEASURING

a) Always wear a reflective jacket and full uniform,
b) Always park the patrol or contractor's vehicle safely in the manner that it does not obstruct the view or constitute danger to other road users,
c) Always keep the necessary documentation at the scene of speed measuring (calibration certificate, operator certificates etc),
d) Always conduct speed measuring in a safe place for officers and motorists and as per delegated supervisor or operational plan.
e) Officer to ensure that all speed measuring equipment is kept safe, stored in apparatus provided therefore and batteries replaced on charge.
f) Always follow the correct procedure when required:
1. Operator
2. Stopper
3. Officers issuing notices
g) Always assist the motorist safely back into the flow of traffic on the road.

13. FUNERAL ESCORT AND OTHER EVENTS

a) Always wear a reflective jacket and full uniform,
b) Always arrive 15 minutes earlier,
c) All funeral Escorts or Escorts of National Dignitaries or as delegated should be complied with even if the application form was not received but there is a verbal request or as per Section 4 meeting resolutions.
d) All official events escorts must be conducted if requested,
e) Unofficial escort like escorting a groom or bridegroom must be paid for,
f) Supervisors must always file the application forms of the funeral escort and any other applications for future references and submit details of escorts to the Manager or delegated admin officer for payment processing if any.

14. Hawkers/Informal Businesses

a) Consider your safety first and your colleagues when entering Trading zones,
b) If the situation is out of control minimum force should be applied and call for backup immediately,
c) Always have a good approach, treat street traders equally and not in any degrading manner,
d) Identify yourself if requested to do so by any member of public,
e) Respect the member of public/community and uphold Batho Pele Principles,
f) Always confiscate whatever is displayed wrongfully and leave the area immediately,
g) Always avoid any argument with any member of the public and those interfering with you or your duties,
h) Only items suspected to be used or sold illegally should be confiscated,
i) Confiscated items should be off loaded at the designated store room immediately and recorded in the record book immediately after being stored,

j) All items confiscated must be recorded in an official receipt book and a copy thereof to be handed to the Trader or person from whom the items were confiscated from,

k) No hawkers items should be kept in a council vehicle overnight or for any unnecessary period longer than is reasonable,

I) Storeroom keys must be kept by the Superintendent or Assistant Superintendent,

m) Officers are not allowed to consume any edible (ready to be eaten) stuff from confiscated perishables,

n) Officers are not allowed to share confiscated items,

o) Perishable items shall be kept in the designated storeroom for twenty four(24) hours and if not collected will be discarded in the identified manner and recorded in the OB book,

p) None-perishable items shall be kept in the storeroom for seventy two(72) hours and if not collected they may be disposed of in-line with municipal supply chain policy,

q) Entry in the OB should be noted when items are collected and the receipt number be written next to OB number,

r) Confiscated items should be labelled, named and addressed for identification.

15. LEAVE & SICK LEAVE

a) Not more than two officers should take leave/annual leave at the same time from one Shift,

b) No leave should be taken during peak seasons (a week before and after Easter holidays or Good Friday and Festive season between the 15th December and 15th January) unless approved by Manager and HOD/Director,

c) Officers should use their leave cycle for Annual leave purpose,

d) Officers must apply preferably thirty (30) days before their annual leave of (10) days or more or as per conditions of employment (for operational planning purposes),

e) Officers must apply five (5) days before the annual leave of (9) days or less,

f) Each and every leave application must be approved by the responsible Manager before the officer can go on leave including special leave in cases of emergency,

g) Proof must be submitted for each and every family responsibility leave application,

h) It is the responsibility of the officer to inform his/her immediate Supervisor or any person acting as immediate Supervisor if the officer is on sick leave and also to submit sick certificate in time,

i) Officer to contact his/her immediate supervisor personally or by an immediate member of a family to notify Senior Officer on duty, in the absence of the Senior Officer, the responsible Manager is to be immediately contacted in person, (not messages)

j) It is the responsibility of the Officer to ensure that the appropriate process is follow upon return within one day of returning from sick leave,

k) Any Officer making application for leave in excess of two (2) days is to ensure that his/her firearm is handed in for safekeeping.

I) It is the responsibility of the officer to submit the keys for any Council vehicles, two-

way

radio and Fire Arm for safe keeping before going on leave in excess of two (2) days.

m) Officers must ensure that any document issued to an offender is submitted for data capturing before going on leave.

16. PROFESSIONAL CONDUCT

a) Officers must always act within the laws of the country and all legal Acts as provided,

b) Always uphold the basic values and the principles governing the public administration and the Constitution of the Republic,

c) Officers must not engage themselves in any activity or conduct that may discredit themselves or tarnish the reputation of the law enforcement fraternity,

d) Officer must always be accurate and loyal to the Government of the day,

e) Officers must always conduct themselves in a courteous, professional manner and no vulgar or insulting language will be allowed,

f) When on duty, officers are prohibited from participating in any political or union activity unless such activity is approved by Council,

g) Officers must always treat everyone with respect and courtesy, guard against employing an officious or overbearing attitude or language that may belittle, ridicule or intimidate any person regardless of colour, race, creed, ethnicity or language or act in a manner that unnecessary delays the performance of their duty,

h) Officers are prohibited from consuming any intoxicating beverage whilst on duty,

i) Officers must not engage themselves on any traffic, by-law management or crime prevention duties when off duty including the usage of patrol vehicles without authorisation,

j) Officers must treat each other with respect and dignity irrespective of the rank,

k) Fighting and quarrelling is not allowed amongst officers whilst on duty (undermining each other),

l) Officers must report any misconduct to their immediate supervisors,

m) Officers must ensure that the principles of the municipal code of conduct are observed and adhered to at all times.

17. Uniform

a) No officer will be allowed to do traffic, by-laws or crime prevention work without uniform unless approved by the Divisional Head or HOD,

b) No law enforcement officer will be allowed to wear uniform while he/she is not on duty,

c) No law enforcement officer is allowed to take part in any form of protest or strike while in uniform,

d) Always remove Council Emblem from old uniform or unused uniform e.g. caps, jacket, jersey and shirt.

Step Out

i. Always wear full uniform,
ii. Uniform must be clean at all times,
iii. Always wear name tag,
iv. Always keep fire arm in the required holster,
v. Shoes must always be polished,
vi. Step out cap,
vii. Step out trouser,
viii. Cream short sleeve shirt
ix. Cream long sleeve shirt with tie,
x. Parabellum or Jordan shoes,
xi. Handcuff pouch,
xii. Spare ammunition pouch,
xiii. Pepper Spray Canister pouch.

Ladies Step Out

i. Skirt or Slag,
ii. Cream short sleeve shirt / step out,
iii. Cream long sleeve shirt with ladies bow tie,
iv. Ladies parabellum shoes,
v. Ladies Felt Hat.
vi. Equipment as per step out.

Combat

i. Combat cap,
ii. Combat trouser,
iii. Combat belt and equipment
iv. Combat/Drill navy shirt short/long sleeve,
v. Combat Boots,
vi. Boots to be laced to the top and tied in normal bow fashion,
vii. Combat trousers to be secured inside combat boots.

18. Officers Hair, Make up & lips treatment

a) Male officer must always shave except in a situation beyond their control but they must provide proof of such situation,
b) Male officer must keep their hair short and nicely combed,
c) Dread locks are not allowed,

d) Dread locks for female officers must be fastened at the back and they should not hang lower than shoulder level,

e) Female officers must wear small (studs) earrings,

f) Female officer's hair should be neatly fastened at the back and should not hang lower than shoulder level,

g) Female officers must only use artificial hair that is similar to the colour of their natural hair and black or brown colour,

h) Female officers must use small eye lashes,

i) Female officers must use small artificial nails matching the uniform,

j) Female officers shall use make up that compliment the uniform,

k) Female officers shall use lips stick or treatment that compliment the uniform.

19. Standby Duties

a) Officers must respond to standby calls within 15 minutes,

b) Always keep communication Radio and Cell phone on while on standby,

c) Never use a council vehicle for private purposes while on standby,

d) Inform the immediate supervisor when you move from your normal residential area during standby,

e) Never respond to a standby call without uniform,

f) Never respond to a standby call accompanied by a private person, even if the private person is a council employee,

g) Officers on standby shall respond to all calls from superiors.

20. Planning and Reports

a) Shift supervisors must submit shift plans and performance reports to the Section Head on a daily basis,

b) Superintendents must plan activities, consolidate shift reports and submit weekly reports to the Assistant Manager on a weekly basis (every Tuesday before 10h00),

c) Superintendents must consolidate all unit's plans, reports and submit weekly plans for the following week to the Assistant Superintendent (every Thursday before 12h00),

d) Superintendents must ensure that monthly plans and reports reach the office of the Assistant Manager on the 1st day of every month,

e) The Assistant Manager shall submit consolidated quarterly performance reports, monthly reports, plans and the next quarter plan to the HOD by the second day of the first month of the quarter or as requested by HOD.

f) Assistant Manager must submit report to the HOD on any traffic, by-law related matter that needs the attention of Management/Council,

g) Incident reports must be submitted within (24) twenty four hours to the Assistant Manager.

21. Issuing of Notices

a) Cancellation of section 56 notices, 341 notices and or any other official notice is not allowed,

b) Cancellation of section 56 notices, 341 notices and any other official notice due to unforeseen circumstances must be reported to the immediate Supervisor or any person acting as an immediate Supervisor by the officer requesting cancellation of the notice by submitting a report and attach the ticket to be cancelled,

c) All cancelled notices to be recorded and submitted for data capturing as stipulated,

d) An officer should issue a minimum of (3) notices per shift or a minimum of One hundred and seventy (170) notices per quarter. In a situation where an officer does not meet the minimum number of notices to be issued, the immediate supervisor or any person acting as the immediate supervisor and responsible officer will provide reasons and or a portfolio of evidence,

e) Officers should write neatly and legible

f) Officers should write all relevant information in the provided space on the notices which includes the following:

i. Full names and Surname,
ii. Residential and Employment Address,
iii. ID Number,
iv. Officer Group and Officer Number,
v. Location Code,
vi. Time of Offence,
vii. Charge Code and Amount,
viii. Issue Date, Payment Date, and Court Date,
ix. Vehicle Make, Type and Codes,
x. Number plate of the Vehicle,
xi. Thoroughly explain to the offender the expectations after issuing the ticket to the offender.

22. Receiving and Recording of Notices

a) Citations (section 341) and summonses (section 56) must be submitted to the supervisor on a daily basis by registering/entering them in the register book and signed for,

b) Assistant Superintendent to check them thoroughly and signed the register as proof of submission,

c) Citations and summonses must be submitted to the back office not later than second date of issuance,

d) When receiving notices from the Officers, assistant superintendent or any person acting as immediate supervisor of the Shift, must ensure that all notices are recorded and sign the daily register of the Shifts,

e) Ensure that the total number of notices received is recorded in the Admin notices book,

f) All used books (section 56, 341) must be stored neatly and be filed accordingly and be thoroughly checked if all pages are in place (not missing),

g) No officer shall receive a new book without the approval of the immediate supervisor.

23. Issuing of Books to Officers

a) Any person issuing an officer notice book or receiving a fully used book must ensure that the officer's book is recorded correctly on the Notice Book Register,

b) It is the responsibility of the shift law enforcement supervisor to inform the Admin office of any lost book and cancelled document. Report to be submitted as to how the book get lost and keep record,

c) Immediate supervisor must be the ones authorising for the issuing of new books. **NB:** New books must not be issued if the old book/s is/are not returned to the back office. All officers to be issued with new book in return of the fully used book/s.

24. Submission of speed enforcement citations

(a) Speed citations to be submitted to the back office every day. At very rare occasions, not later than the second day from the date of speed enforcement.
(b) Submitting the camera to the back office is the sole responsibility of the officer used the camera on the day.
(c) Before the camera is used by another officer, it must be assured that there are no cases of another officer are still waiting to be downloaded.

25. Capturing of speed citations

(a) Keep record of cases at capturing stage
(b) Report to be printed and signed by the data capturer
(c) Supervisor to verify the cases at capturing stage and signed the report

26. Verification of speed citations

(a) Keep record of citations at verification stage
(b) Report to be printed at the end of the verification session and signed for
(c) Supervisor to do certification signing the report

27. Adjudication of speed citations

(a) One officer to be posted in the back office on a daily basis for adjudication of speed cases purpose,
(b) There must never be outstanding cases waiting for adjudication,
(c) The moment citation becomes available for adjudication, the officer must start adjudicating those available,
(d) At the end of the adjudication session, report to be printed immediately and signed by the officer doing adjudication,
(e) Supervisor to do certification of the adjudicated citations by signing the report

NB: All other issues related to the issuing of speed traffic fines are covered in the Prosecutor's guidelines document.

28. Impounding Procedure

28.1 The vehicle to be impounded must be towed by Umzimvubu Local Municipality Breakdown or be towed under contract by a Private Towing Company to the Official Municipal vehicle pound.

28.2 The following investigation of the vehicle must be done and recorded:

28.2.1 General condition of the vehicle, including the vehicle's parts (should any be missing, broken etc. this must be recorded).

28.2.2 Obtain undercarriage number (chassis), engine number, number plate, make, model and colour of vehicle.

28.2.3 Obtain e-Natis print-out indicating the registered owner of the vehicle.

1.2.4 Give notice by way of registered letter to the owner to the last known address that the vehicle was impounded.

28.2.5 Inform by registered letter the S.A.P.S. of the impoundment and request written confirmation as to whether it is a reported stolen vehicle or not.

28.2.6 In case the vehicle was reported stolen, hand-over the vehicle to the Police as possible exhibit for any Court Case, and obtain from the Police an acknowledgement of receipt of the vehicle. The Official Police Stamp must appear on the acknowledgement.

28.2.7 When the vehicle is booked in after impoundment, the Institutional Tariffs shall be implemented with immediate effect.

28.2.8 In case where the impounded vehicle was not reported stolen, and no reaction was received within 3 (three) months from the owner, advertise the impoundment and intended selling of the vehicle in the official papers in circulation in the area in an English or Xhosa paper.

28.2.9 Arrange the auction, time and date and when the vehicle is sold, obtain the name, address and I.D. number (copy of I.D. document) from the buyer on payment of the price for the vehicle.

28.2.10 Give notice by registered post of the fact that the vehicle (full particulars) was sold to:

- The Receiver of Revenue.
- The SAPS.
- The provincial Administration Licence Department.

28.3 The amount paid and all documents must be kept in a suspense account or a further 12 months where after the amount is forfeited to Council. Should the owner claim the amount for which the vehicle was sold, it is paid to him after deduction of all expenses the Council incurred. The balance is then paid to the claimant.

28.4 A separate file must be kept for each vehicle. All impounded vehicles must be recorded in a register for impounded vehicles.

28.5 Council's pound must be fenced in with a proper fence (barbwire etc. with a proper gate and lock to prohibit any possible theft, and all vehicles must be checked weekly.

28.6 Should the vehicle be damaged, stolen etc., the security provider doing guard services to the premises shall be held liable and responsible. Therefore Municipality must take the necessary precautions to keep the impounded vehicles safely.

28.7 Normal impoundment due to traffic contraventions shall simple be towed away and the vehicle report **Annexure "A"** must be completed.

28.8 The vehicle must be checked on e-Natis for ownership and a telephonic enquiry should be made to the SAPS for possible stolen vehicles.

28.9 The normal pound fees as determined by Council from time to time will be Payable on release of the vehicle to the owner.

28.10 The towing company must on appointment as official tow away, supply Council with a copy of his 3rd party all liability insurance as the letter of appointment must make it clear that he will be held responsible for any damage to vehicles, which he must accept, before appointment.

28.11 The vehicle must be impounded in the official pound and the receiver of the vehicle must sign a receipt when the vehicle is released to him/her.

28.12 Impoundment fees as determined by Municipality yearly must be paid before the vehicle is released to the owner.

28.13 The Policy on impoundment of vehicles and all the prescribed

Forms and procedures must be followed. Any vehicle will be towed away in the following circumstances:

1. Parked in a tow-away zone, ambulance, emergency service or disabled parking area;

2. Parked in a no-parking area; no stopping area;

3. Parked in such a way that the vehicle creates a danger/obstruction to road users or will likely causes such danger/obstruction;

4. Parked in a red or yellow line demarcated area;

5. Any motor Vehicle disregarding Road Traffic signage e.g. Limited time parking sign

6. Un-licensed vehicles;

7. Vehicles impounded at roadblocks on instruction of the operational manager

8. Abandoned vehicles identified by the operational manager;

9. Double parked vehicles; posing an obstruction or danger to other road users;

10. Vehicles parked in a loading zone;

11. Any vehicle obstructing the flow of traffic on instruction of the operational manager;

12. Parked in a bus or taxi demarcated area specifically designated for busses and taxis.

13. Vehicles driven by unlicensed drivers

14. Stolen Vehicles

15. Public transport without transportation permit

16. Un-Roadworthy Vehicles

17. Motor Vehicles conveying drugs and any other illegal substances

18. Vehicles driven by drunk driver

28.14 All areas that vehicles will be towed from shall be clearly marked and all necessary signs shall be displayed at such areas.

LAW ENFORCEMENT

ADMINISTRATION/BACK OFFICE

STAFF

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LAW ENFORCEMENT ADMINISTRATION STANDARD OPERATING PROCEDURES

1. Aim/Purpose

The Law Enforcement Administration Standard Operating Procedure is aimed at improving Law Enforcement Administrative Services and delivery together with ensuring safety of all employees.

2. Background

The standards will assist law enforcement management to monitor and measure the operational performance for service delivery on both personnel and institution.

Law enforcement admin personnel must know management expectations in terms of their performance and response to community traffic, by-law administrative needs.

This SOP must not be construed to be a replacement of job descriptions but to be used in line with them.

3. **Reporting on Duty and off Duty**

a) Report on duty and off duty at Law Enforcement Admin offices,
b) Report on duty at least 15 minutes before time,
c) Report on duty and off duty as per times set by Council,
d) Always sign the attendance register when reporting on duty/off duty,
e) Admin personnel must report at least one hour before to his/her immediate supervisor or any person acting as immediate Supervisor if he/she is going to be late or he/she is not going to report on duty due to unforeseen circumstances.
f) Any member of staff not reporting for duty will call the supervisor as per (e) above personally or by an immediate member of his/her family.

4. Use of Council Vehicle and Inspection

a) Always keep Council vehicles clean,
b) Always inspect Council vehicles for any damage, check water/oil level before driving it,
c) Always complete the log book sheet on a daily basis,
d) Council vehicle inspection sheets should be completed on a daily basis,

required timeously and for safekeeping.

7. Professional Conduct

a) Personnel must always act within the laws of the country,
b) Always uphold the basic values and the principles governing the Public Administration and the Constitution of the Republic,
c) Personnel must not engage themselves in any activity or conduct that may discredit themselves or tarnish the reputation of the Municipality,
d) Personnel must always be accurate and loyal to the government of the day,
e) Personnel must always conduct themselves in a courteous, professional manner and no vulgar or insulting language will be allowed,
f) When on duty officials are prohibited from participating in any political activity,
g) Personnel must always treat everyone with respect and courtesy, guard against employing an officious or overbearing attitude or language that may be little ridicule or intimidate any person regardless of colour, race, creed, ethnicity or language or act in a manner that unnecessary delays the performance of their duty,
h) Personnel are prohibited from consuming any intoxicating beverage whilst on duty,
i) Personnel must not engage themselves on any traffic admin duties when off duty, including the usage of council equipment without authorisation,
j) Personnel must treat each other with respect and dignity irrespective of levels,
k) Fighting and quarrelling is not allowed amongst officials whilst on duty (undermining each other),
I) Personnel must report any misconduct to their immediate Supervisors or any person acting as immediate Supervisor,
m) Personnel must refrain from harassing each other (sexual harassment, verbal or physical),
n) No back office administrative person is allowed to wear any political party gear while on duty.

8. Planning and Reports

a) Admin Supervisor or any person acting as admin Supervisor must submit weekly plans and report to the Section Head on a weekly basis,
(every Tuesday before 12h00),
b) Supervisor must ensure that monthly plans and reports reach the office of the Section Head on the first day of every month,
c) The Section Head shall submit consolidated quarterly performance reports and the next quarterly plan to the Assistant Manager by the 1st day of the month,
d) Incident reports must be submitted within (24) twenty four hours to the Section head.

9. Data Capturing at Work Stations

a) Any person responsible for data capturing must always ensure that his/her work station is clean and neat,

b) No person is allowed to eat or drink while busy with data capturing or while busy with a member of public,

c) It is the responsibility of any person responsible for data capturing to submit his/her captured notices to his/her immediate Supervisor or any person acting as immediate Supervisor,

d) Verification of all speed citations, hand written citations and summonses must be done on a daily basis,

e) Any person doing data capturing must always ensure that all information is captured correctly as it is written by the officer who issued the notice,

f) Data capturer to keep record of the uploaded cases per session/day and signed for,

g) Supervisor to do verification of the uploaded hand written citations and summonses on a daily basis and signed a report to certify the work of the data capturer,

h) Log off whenever you leave your work station or knocking off duty.

10. Court Roll

a) Official/person doing the Court Roll must ensure that all control documents are in order,

b) Official doing the Court Roll must ensure that they print and check concept court roll before they print the actual court roll,

c) Official doing the court Roll must ensure that the case numbers are written on all control documents,

d) Supervisor admin must ensure that the court roll is submitted at the court three days before the court date,

e) Yellow page of the section 56 must not be separated from control document when sent to court,

f) Supervisor or any person acting as immediate Supervisor must ensure that a municipal official is appointed as assistant clerk of the court.

11. Warrant of Arrest

a) Official doing Warrant of arrest must ensure that the case results are captured on the system 14 days after Court date,

b) Official doing Warrant of arrest must print and check un-numbered Warrant of Arrest register before printing Warrant of Arrest register in duplicate,

c) Official who is responsible for printing Warrants of Arrest must print the Warrant of Arrest documents,

d) Official who is responsible for printing the Warrant of Arrest must write the Warrant of arrest numbers on the Court Roll,

e) Official who is responsible for printing the Warrant of Arrest must attach the control document to the Warrant of Arrest if the control documents have been received from the court,

f) Supervisor admin must ensure that Warrants of Arrest which are held for a period of over 14 calendar days are presented to the Magistrate for authorisation (signature),
g) Supervisor admin must ensure that Warrants of Arrest are presented to the Magistrate for signature by not later than 30 days after the court date,
h) Supervisor admin must ensure that Section 56 control documents are submitted to the court on the J175 register not later than 5 days after issuing date,
i) Supervisor admin must ensure that the warrants of arrest that have lapsed are returned to the magistrate court.

12. Representations

a) Officials who are interacting with the public whether telephonically or physical must do so in a polite manner and be informative,
b) Representations must be captured in the system,
c) The results of the Representation must always be captured in the system,
d) Officials dealing with the representation must always record it in the representation book,
e) Official dealing with the representation must always ensure that the authorised officer signs the document and stamp as required,
f) Official dealing with representations must always inform the person who submits a representation that, it is his/her responsibility to make sure that he/she received the results of his/her representation,
g) Official dealing with representations must always print the daily register
h) Supervisor admin must ensure that clients are informed in time about the outcome of their representation and to be collected,
i) Representations should only be attended by authorised officials,
j) No cash should be handled or received at the administration office other than at designated pay points.
k) Only speed point payment is allowed to be done at the administration/back office.

13. Pay Office and Reconciliation

a) A cashier working at pay office must ensure that the office is open for payment as per the times set by Council for payment receiving,
b) A cashier working at pay office must serve the public in line with Batho Pele Principles,
c) Ensure that the correct amount is received and correct change is given to the member of public,
d) A cashier working at pay office will be responsible for any shortage of money thereof,
e) An official receipt must be issued for any amount received from a member of public,
f) Only a cashier and the immediate Supervisor or any person acting as immediate Supervisor are allowed in the cashier booth,

h) Revenue collected from the mini roadblocks balances with the end of day payment

register,

i) The Supervisor or any person acting as immediate Supervisor must ensure that the amount received from the mini roadblocks balances with the end of day payment register,

j) Only the Supervisor or any person acting as immediate Supervisor must do banking,

I) Correct amounts must be collected for any duplicate copies and an official receipt must be issued thereof,

m) If payment is received within 14 days after the court date, over the counter or in any other way, no contempt of court should be paid by the client,

14. Receiving and Recording of Notices

a) When receiving notices from the Officers, Superintendent or any person acting as immediate supervisor of the Shift, must ensure that all notices are recorded and sign the daily register of the Shifts,

b) Ensure that the total number of notices received is recorded in the Admin notices book,

c) All used books (section 56, 341) must be stored neatly and be filed accordingly and be thoroughly checked if all pages are in place,

15. Issuing of Books to Officers

a) Any person issuing an officer notice book or receiving a fully used book must ensure that the officer book is recorded correctly on the Notice Book Register,

b) It is the responsibility of the shift law enforcement supervisor to inform the Admin office of any lost book and cancelled document. Report to be submitted as to how the book get lost and keep record,

c) Immediate supervisor must be the ones authorising for the issuing of new books,

d) New books must not be issued if the old book is not yet returned to the back office.

16. Enquiries

a) Always serve the public in line with Batho-Pele Principles,

b) Always ensure that you give more information,

c) Always ensure that you don't argue with the public or use vulgar words,

d) Always be polite and professionally when doing telephone and verbal enquiries,

e) Always serve clients with respect,

f) Officials must always wear and display their name tags at all times.

17. Loss of Control Document

The Supervisor or any person acting as immediate Supervisor must ensure that loss of control documents are immediately reported to the court Manager in writing in a form of affidavit and memo to the Sectional Head explaining the circumstances. A new control document must be marked "DUPLICATE" in substitution for control document number and be signed by the Head of Judiciary.

18. End of Day Register

The Supervisor or any person acting as immediate Supervisor must check Section 56, Section 341, Representation register, Spot fine register, Admission of guilt register and Section 56 Control register and make corrections where necessary.

NB: No members of public are allowed to enter the office or access any documents from law enforcement administration offices without the approval of the Supervisor admin, Section head or assistant manager.

ADMINISTRATION

STAFF

VEHICLE LICENSING

AND

LEARNERS/DRIVING LICENSING

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VEHICLE LICENSING, LEARNERS/DRIVING LICENSING & ADMINISTRATIVE STANDARD OPERATING PROCEDURES

1. Aim/Purpose

The Vehicle Licensing & Learners/Driving licensing Administrative Standard Operating Procedure is aimed at improving Administrative Services and delivery together with ensuring safety of all employees.

2. Background

The standards will assist management to monitor and measure the operational performance for service delivery on both personnel and institution.

Licensing admin personnel must know management expectations in terms of their performance and response to community traffic administrative needs.

This SOP must not be construed to be a replacement of job descriptions but to be used in line with them.

3. Reporting on Duty and off Duty

a. Report on duty and off duty at Traffic Admin offices,
b. Report on duty at least 15 minutes before time,
c. Report on duty and off duty as per times set by Council,
d. Always sign the attendance register when reporting on duty/off duty,
e. Admin personnel must report at least one hour before to his/her immediate Supervisor or any person acting as immediate Supervisor if he/she is going to be late or he/she is not going to report on duty due to unforeseen circumstances,
f. Any member of staff not reporting for duty will call the Supervisor as per (e) above personally or through an immediate member of the family.

4. Use of Council Vehicle and Inspection

a. Always keep Council vehicles clean,
b. Always inspect Council vehicles for any damage, check water/oil level before driving it, and
c. Always complete the log book sheet on a daily basis,

d. Council vehicle inspection sheets should be completed on a daily basis,
e. Immediately report any damage, dent or scratches on a Council vehicle to the immediate Supervisor or any person acting as immediate Supervisor,
f. Always report any defects on a Council vehicle to the immediate Supervisor or any person acting as immediate Supervisor.
g. Always make sure that the equipment of a Council vehicle is kept in the vehicle and is functioning e.g. spare wheel, wheel spanner, jack, First Aid Kit, Fire extinguisher etc.
h. When drivers of Council vehicles are exchanging vehicles they must always inspect the vehicle and sign the inspection sheet together,
i. No borrowing of car ID keys,
j. Always make sure that Council vehicles are serviced whenever the service is due,
k. Always use Council vehicles according to municipal Transport Policy.

5. Reporting Injury on Duty

a. Regardless of how minor is the injury it must be reported to the immediate Supervisor or any person acting as immediate Supervisor with immediate effect,
b. The responsible Human Resources person must be informed immediately,
c. The Manager on duty must immediately be informed by the immediate Supervisor or any person acting as immediate Supervisor.
d. The immediate Supervisor or any person acting as immediate Supervisor must ensure that the relevant and prescribed injury on duty forms are completed and submitted to the relevant medical institution within a reasonable time to avoid any delays.

6. Leave

a. Not more than two people should take leave/annual leave at a same time.
b. Personnel should use their leave cycle for Annual leave purpose ,
c. Personnel must apply thirty (30) days, before for the annual leave of (10) days or more or as per conditions of employment. (for planning and operational purposes)
d. Personnel must apply five(5) days before for the annual leave of (9) days or less,
e. Each and every leave application must be approved before the official can go on leave including any special leave except in a case of emergency,
f. Proof must be submitted for each and every family responsibility leave,

g. It is the responsibility of the person to inform his/her immediate Supervisor or any person acting as immediate Supervisor if he/she is on sick leave and also to submit sick certificate in time,

h. Any person booking off sick to personally notify his/her immediate Supervisor or any person acting as a Supervisor and in the absence of such Supervisor, the responsible Manager of that section to be personally notified at least one hour before starting time.

i. It is the responsibility of the official to submit any keys for Council buildings if required timeously and for safekeeping.

7. Professional Conduct

a. Personnel must always act within the laws if the country,

b. Always uphold the basic values and the principles governing the Public Administration and the Constitution of the Republic,

c. Personnel must not engage themselves in any activity or conduct that may discredit themselves or tarnish the reputation of the Municipality,

d. Personnel must always be accurate and loyal to the government of the day,

e. Personnel must always conduct themselves in a courteous, professional manner and no vulgar or insulting language will be allowed,

f. When on duty officials are prohibited from participating in any political activity,

g. Personnel must always treat everyone with respect and courtesy, guard against employing an officious or overbearing attitude or language that may be little ridicule or intimidate any person regardless of colour, race, creed, ethnicity or language or act in a manner that unnecessary delays the performance of their duty,

h. Personnel are prohibited from consuming any intoxicating beverage whilst on duty,

i. Personnel must not engage themselves on any traffic admin duties when off duty including the usage of council equipment without authorisation,

j. Personnel must treat each other with respect and dignity irrespective of levels,

k. Fighting and quarrelling is not allowed amongst officials whilst on duty (undermining each other),

I. Personnel must report any misconduct to their immediate Supervisors or any person acting as immediate Supervisor,

m. Personnel must refrain from harassing each other (sexual harassment, verbal or physical),

n. No administrative person is allowed to wear any political party gear while on duty.

8. Planning and Reports

a. Admin Supervisor or any person acting as admin Supervisor must submit weekly plans and report to the Section Head on a weekly basis,

b. Supervisors must ensure that monthly plans and reports reach the office of the Section Head on the first day of every month,

c. The Section Head shall submit consolidated monthly and quarterly performance reports and the next quarterly plan to the Assistant Manager by the 1st day of the first month,

d. Incident reports must be submitted within twenty four (24) hours to the Section head.

9. Pay Office and Reconciliation

a. All cashiers must ensure that the office is open for payment as per the times set by Council for payment receiving,

b. All cashiers must serve the public in line with Batho Pele Principles,

c. Ensure that the correct amount is received and correct change is given to the member of public,

d. Any cashier will be responsible and accountable for any shortage of money thereof,

e. An official receipt must be issued for any amount received from a member of public,

f. Only a cashier and the immediate Supervisor or any person acting as immediate Supervisor are allowed in the cashier booth,

g. Supervisor or any person acting as immediate Supervisor must ensure that a person acting as a cashier should be appointed in the designated manner,

h. Only the Supervisor or any person acting as immediate Supervisor can make any payment cancellation and must write down the reason for cancellation and sign the generated cancellation receipt,

i. All cashiers to ensure that all cancellations transacted must be forwarded to the revenue office for required data-fix, ensure that the documents have been received and updated and ensure that all documents and correspondence connected therewith are filed in the appropriate manner,

j. All cashiers must ensure that the money he/she collected balances with the end of day payment register,

k. Any irregularity noticed must be reported immediately,

l. The Supervisor or any person acting as immediate Supervisor must ensure that the amount received by the cashier balances with the end of day payment register,

I. Only the Supervisor or any person acting as immediate Supervisor must do

banking,

II. Banking to be done on daily basis, unless for circumstances beyond control,

III. When banking is not done for any reason, a report must be consolidated and submitted to the management representative or section head on the same day,

IV. The management representative or Section Head must immediately share the report about non-banking of the revenue,

m. Correct amounts must be collected for any duplicate copies and an official receipt must be issued thereof,

n. Banking shall be done on a daily basis, unless something else beyond the control of the official happens.

o. Electronic receipts to be received immediately after banking,

p. Should it happens that a manual receipt is issued for whatever reason, a follow up must be made in reasonable time to receive the electronic print receipt,

q. The authenticity of the electronic receipt must be done by the management representative or Section Head in order to prevent corrupt activities.

10. Receiving and Recording of Documents

a. A cashier receiving any Face Value documents must ensure that all documents received are correct, signed for and registers fully completed,

b. Cashiers must ensure that the documents received are in terms of requirements, guidelines and procedures of the Motor Licensing Bureau,

c. All documents must be stored neatly and be filed accordingly.

d. Cashiers to ensure that no document belonging to any member of the public is left lying around or inappropriately discarded if not required.

11. Issuing of Documents to Cashiers (Face Value Paper)

a. Supervisors or any person acting as a Supervisor issuing any face value documents must ensure that the documents issued are recorded correctly and signed for on the appropriate registers, controls or Book Register,

b. It is the responsibility of the Cashier to inform the Supervisor of any lost document and or cancelled document, transaction or non-payment.

c. Reports must be submitted about the used face values on a monthly basis to circumvent corruption.

12. Enquiries

a. Always serve the public in line with Batho-Pele Principles,
b. Always ensure that you give accurate and detailed information,
c. Always ensure that you don't argue with the public or use vulgar words,
d. Always be polite and professionally when doing telephone and verbal enquiries,
e. Always serve clients with respect,
f. Officials must always wear and display their name tags/badges at all times.

13. End of Day Register

The Supervisor or any person acting as immediate Supervisor must check all documentation submitted, ensure that all relevant registers, records and documents are correct, in order and filed accordingly and in terms of relevant procedures.

NB:

THIS SOP WILL BE REVIEWED EVERY TWELVE MONTHS FROM DATE OF IMPLEMENTATION.

THIS SOP WILL ALSO ONLY BE REPLACED WHEN THERE ARE CHANGES TO THE STANDARDS OR WHEN THERE ARE ADDITIONS TO THE OPERATING PROCEDURES FOR TRAFFIC & LICENSING STAFF.

APPROVAL OF THE POLICY

The Municipal Council has approved this policy and amendments thereof.

AUTHENTICATION

The amendments of the policy and or the new policy was adopted by the Council on the 29-01-2021

As per Council Resolution number ULMC: 359/2020/2021

Signed off

Mr. G.P.V. Nota

Municipal Manager

Cllr. N.F Ngonyolo

Speaker of the Council