



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**

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. 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 followed 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.

5. 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 unnecessarily 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),
- I) 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.

6. 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.

7. 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 complement the uniform,
- k) Female officers shall use lips stick or treatment that complement the uniform.

8. 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.

9. PATROL DUTIES

- a) Always keep the emergency light of the patrol vehicle steady,
- b) Always drive at the minimum speed of not more than 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.

10. 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,

11. 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.

12. 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.

13. SPEED MEASURING ENFORCEMENT

13.1 MANUAL SPEED OPERATIONS

- 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:
 - i. Operator
 - ii. Stopper
 - iii. Officers issuing notices
- f) Always assist the motorist safely back into the flow of traffic on the road.

13.2 AUTOMODE SPEED OPERATION

13.2.1 Procedure

- a) Law enforcement officers to book the camera upon instruction of the supervisor in the beginning of the shift,
- b) Zero velocity test to be done in the approved 100m distance in the premises before heading for the check point,
- c) Manual field sheet must be completed by the officer from the time the zero velocity test is done and completed upon arrival at the check point before enforcement is started,
- d) Law enforcement officers to see to it that calibration certificate is accompanying the camera at all times,
- e) Camera must never be taken out if it fails zero velocity test. Technical problems to be reported immediately to the supervisor, who must then report the matter to the technician on duty,
- f) Before speed enforcement is done, a second zero velocity test at the check point must be done of a fixed objection at a distance between 100m and 250m and recorded on the field sheet,
- g) Law enforcement to choose a point on the road where to put a crosshair in order to catch infringement on both directions,
- h) Camera must first be put to catch vehicles at low speed to see if it catches the vehicles before putting the enforcement speed,
- i) Law enforcement officer always to give a grace of 10 km/h above the legal speed,
- j) Camera to be closely monitored and be physically checked every hour to see if it is still catching infringements correctly,
- k) At the end of the session a test short on a fixed object must be done to

check again the accuracy of the camera, and results recorded on the field sheet,

13.2.2 Submission of automated speed infringements

- a. Upon arrival in the office, the officer to hand over the camera to the data capturer who must then connect the camera to the network portal for downloading of the cases to the computer,
- b. The infringements are then automatically downloaded in the system,
- c. 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.
- d. Submitting the camera to the back office is the sole responsibility of the officer used the camera on the day,
- e. Before the camera is used by another officer, it must be assured that there are no cases of another officer in the camera still waiting to be downloaded,
- f. When the dumping process is finished, the camera can be unplugged and is ready for the next assignment,
- g. Overnight the downloaded infringements are automatically auto logged into the system,
- h. The auto log report is automatically sent to the connected email that the dumped infringements were successfully uploaded in the system and are ready for capturing,

13.2.3 Capturing of speed infringements

- (a) Keep record of cases at capturing stage,
- (b) Data capturer will then start capturing process once the cases appear in the system,
- (c) Data capturer do the capturing of the infringements as seen on the picture one by one,
- (d) Data capturer do rejection at this stage only for military, police, traffic, ambulances vehicles, no number plates, temporary number plates, foreign number plates, obstructed number plates, double images, faded number plates due to sun reflection,
- (e) Report to be printed and signed by the data capturer,
- (f) Supervisor to verify the cases at capturing stage and signed the report,

13.2.4 eNatis verification

- a) Captured infringements are manually downloaded into USB/External hard drive and inserted into the eNatis portal to run overnight,
- b) The eNatis system draws the information of the registered owner and connects with the infringement committed,
- c) In the morning, data capturer removes the USB/External hard drive already with the information of the registered owners of the vehicles with infringements and put back in the system,
- d) Enatis report comes back with information of how many successful infringements came back with the full details of registered owners of the vehicles with infringements,
- e) Infringements with successfully connected to the registered owners moves to the next stage of verification,
- f) Infringements unsuccessful connected to the registered owners are checked again by the back office supervisor and where possible re-send to eNatis again if problem is seen and fixed,
- g) Unsuccessful infringements are rejected by the supervisor for eNatis not found, address management,

eNatis VERIFICATION FORM

NO.	NAME	DATE CASES SENT TO eNatis	NUMBER OF SUCCESSFUL CASES	NUMBER OF UNSUCCESSFUL CASES (REJECTED) CASES	OFFICER SIGNATURE	SUPERVISOR CERTIFICATION SIGNATURE	REMARKS
1							
2							
3							
4							
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11							
12							
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27							
28							
29							
30							
31							
GRAND TOTAL							

13.2.5 Verification of speed cases

- (a) Keep record of cases at verification stage,
- (b) Back office supervisor verifies infringements successful at eNatis stage by checking if the number plates on the photos captured corresponds with the number plate captured,
- (c) If the number plates correspond, accept and moved to the next infringement,
- (d) If the details do not correspond, the infringement is rejected (reason for rejection: false number plates, temporary number plate, unclear number plates, foreign number plates,
- (e) Superintendent will also come in to check if the rejections are valid and genuine,
- (f) Perform reconciliation of tickets at verification stage versus capturing stage,
- (g) Report to be drawn that gives details of the successful infringements and rejected cases,
- (h) Report to be printed at the end of the verification session and signed by the person authorised
- (i) Supervisor to do certification signing the report.

VERIFICATION FORM

NO.	NAME	VERIFICATION DATE	NUMBER OF VERIFIED CASES	NUMBER OF REJECTED CASES	VERIFYING OFFICER SIGNATURE	SUPERVISOR CERTIFICATION SIGNATURE	REMARKS
1							
2							
3							
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31							
GRAND TOTAL							

13.2.6 Adjudication of speed cases

- (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) Reconciliation to be done between verification and adjudication demonstrating the cases successful and rejected,
- (e) At the end of the adjudication session, report to be printed immediately and signed by the officer doing adjudication,
- (f) Supervisor to do certification of the adjudicated citations by signing the report,
- (g) Successful cases at adjudication stage must be posted to the registered owner of the vehicle/s within 30 days from the date of the offence,
- (h) If the owner/infringer pays for the infringement, data capturer or cashier to close the infringement in the system as paid, withdrawn or cancelled,
- (i) If no response is received by the department, a section 54 summons shall be issued to the registered owner within 90 days,
- (j) Section 54 summonses are served to the offenders by law enforcement officers or authorised serving agents,
- (k) If the infringer fails to settle the infringement notice within the stipulated time and fails to appear in court, a warrant of arrest will be issued by court.

ADJUDICATION FORM

NO.	NAME	ADJUDICATION DATE	NUMBER OF ADJUDICATED CASES	NUMBER OF REJECTED CASES	ADJUDICATING OFFICER SIGNATURE	REMARKS	SUPERVISOR COMMENTS	SUPERVISOR CERTIFICATION SIGNATURE
1								
2								
3								
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30								
31								
GRAND TOTAL								

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

14. 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.

15. 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 supervisor/sectional head 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.

16. 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.

17. 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.

18. 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 reasonable time to avoid any delays.

19. 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,
- l) 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.

20. 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.

21. Issuing of Sec 56 and Sec 341 Books to Law Enforcement Officers

- a) Back office supervisor to give sec 56 and 341 to be issued to officers to back office admin officer for issuing to the officers and must make them sign for the books,
- b) Data capturer/admin officer 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,
- c) It is the responsibility of the shift law enforcement supervisor to inform the back office supervisor of any lost or cancelled document. Report to be submitted as to how the book get lost and keep record,
- d) Immediate supervisor must authorise the issuing of new books to officers.
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.

22. Issuing of Notices to Offenders

- 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.

23. Receiving, Recording and Monitoring of Sec 56 and 341 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.
- h) Supervisors to conduct random checks of the citation books every week to check the following:
 - Missing books,
 - Missing tickets from the books,
 - Tickets not submitted according to schedule,
 - Cancelled tickets

When the random inspection of the books is conducted, the inspection shall be recorded in the inspection register and keep the record for audit trail or inspection by management.

24. Impounding Procedure

2.4.1 Vehicle impoundment

- (a) 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.
- (b) The following investigation of the vehicle must be done and recorded:
 - (i) General condition of the vehicle, including the vehicle's parts (should any be missing, broken etc. this must be recorded).
 - (ii) Obtain undercarriage number (chassis), engine number, number plate, make, model and colour of vehicle.
 - (iii) Obtain e-Natis print-out indicating the registered owner of the vehicle.
 - (iv) Give notice by way of registered letter to the owner to the last known address that the vehicle was impounded.
 - (v) 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.
 - (vi) 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.
 - (vii) When the vehicle is booked in after impoundment, the Institutional Tariffs shall be implemented with immediate effect.

(viii) 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.

ix) 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.

(x) 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.

(c) 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.

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

(e) 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.

(f) 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.

(g) Normal impoundment due to traffic contraventions shall simple be towed away and the vehicle report must be completed.

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

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

(j) 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.

(k) 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.

(l) Impoundment fees as determined by the approved municipal tariffs must be paid before the vehicle is released to the owner.

(m) 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:

- i. Parked in a tow-away zone, ambulance, emergency service or disabled parking area,
- ii. Parked in a no-parking area; no stopping area,
- iii. Parked in such a way that the vehicle creates a danger/obstruction to road users or will likely causes such danger/obstruction;
- iv. Parked in a red or yellow line demarcated area,
- v. Any motor Vehicle disregarding Road Traffic signage e.g. Limited time parking sign,
- vi. Un-licensed vehicles,
- vii. Vehicles impounded at roadblocks on instruction of the operational manager,
- viii. Abandoned vehicles identified by the operational manager,
- ix. Double parked vehicles; posing an obstruction or danger to other road users,
- x. Vehicles parked in a loading zone,
- xi. Any vehicle obstructing the flow of traffic on instruction of the operational manager,
- xii. Parked in a bus or taxi demarcated area specifically designated for busses and taxis,
- xiii. Vehicles driven by unlicensed drivers,
- xiv. Stolen Vehicles,
- xv. Public transport without transportation permit
- xvi. Un-Roadworthy Vehicles,
- xvii. Motor Vehicles conveying drugs and any other illegal, substances,
- xviii. Vehicles driven by drunk driver.

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

2.4.2 Stray animal impoundment

- (a) Any animal found straying unattended upon any public road or public place may be seized for impoundment by an authorised official or by the owner of any land through or alongside which such road passes or which abuts on such public place,
- (b) An animal seized for the purposes of impounding must be removed to the nearest accessible pound by and within the shortest practical route and within the shortest practical time,
- (c) The pound keeper may not refuse to accept an animal for impounding,
- (d) Upon impoundment of any animal, the pound keeper must register the impounded animal in the pound register immediately upon the acceptance into the pound,
- (e) The pound keeper is responsible for the proper care of all the impounded animals,
- (f) A pound keeper must apply to the court or SPCA for the destruction of an animal if he is of the opinion that an impounded animal is dangerously vicious, permanently disabled or terminal ill,

- (g) after the impoundment of animal is completed, the following must be done and recorded if the owner is known:
 - the general condition of the animal must be recorded as it was found,
 - the owner must be notified by addressing a written notice to him or a phone call General condition of the vehicle, including the vehicle's parts (should any be missing, broken etc. this must be recorded),
 - When the animal is booked in after impoundment, the Institutional Tariffs shall be implemented with immediate effect,
 - kids, lambs, fowl and calf accompanying flock of animals must be charged at half price of the old animal,
- (h) the pound keeper may retain an animal in order to recover costs that may be due and payable in the event that the owner of an impounded animal is unable to pay the impoundment fees
- (i) In case where the impounded animal is not released within 14 days the pound keeper may apply to the court for authority to sell the impounded animal,
- (j) the pound keeper must immediately release an impounded animal and give the owner thereof a receipt, up on such owner providing proof of ownership of such animal and paying the fees and costs,
- (k) Any person whose rights are affected by a decision of an official may appeal against that decision by giving a written notice of appeal and reasons to the Assistant Manager (Community Safety) within 21 days of the notification of the decision,

Assistant Managers Reduction Procedure

If the request to reduce pound fees is granted by Assistant Manager (Community Safety), procedure will be as follows: Consideration for reduction to be considered for fees exceeding R3500.00.

- a) for pensioners receiving government grant, reduction is limited to 30%. A pensioner will have to fill on the standard form to request fees reduction, attach stock card, certificate of ownership from Department of Agriculture, a letter from the local chief proving ownership of the impounded animal/s, certified copy of pension grant card, certified ID copy.
- b) for other people, reduction is limited to 20%. Other people will also fill the standard form to request fees reduction, attach stock card or certificate of ownership from Department of Agriculture, a letter from the local chief proving ownership of the impounded animal/s and that the individual person is unemployed, certified ID copy

(l) When the appeal is against a decision taken by the Assistant Manager then the Municipal Manager is the appeal authority,

(m) the Municipal Manager, the executive committee is the appeal authority, or

(n) a political structure or political officer bearer, or a councillor, council is the appeal authority.

2.4.3 Goods impoundment

- a) Goods impoundment happens when a street trader is trading at a prohibited area and selling prohibited goods,
- b) When officer impounds goods, he issues an impoundment notice to the street trader where all impounded goods are itemised,
- c) Original receipt is then given to the street trader and is informed where the goods will be kept,
- d) If impounded goods are perishable, a street trader is informed that they will be kept by the municipality for a maximum of 48 hours,
- e) If goods are non-perishable explanation is given that the goods will be kept for 90 days,
- f) If perishable goods are not collected within the stipulated time, they are disposed off in the following manner:
 - Donated to non-governmental organisation,
 - Destroyed at a designated area if they are damaged or no longer good for human consumption,
- g) Non-perishable goods not collected within the stipulated time, they will be deposed off in the following:
 - Donated to the non-governmental organisation,
 - Put on auction after a court order has been obtained,

- h) When the appeal is against a decision taken by the Assistant Manager then the Municipal Manager is the appeal authority,
- i) (m) the Municipal Manager, the executive committee is the appeal authority, or
- j) (n) a political structure or political officer bearer, or a councillor, council is the appeal authority.

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,

- 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 (tags),
- j) Always make sure that Council vehicles are serviced whenever the service is due,
- k) Always use Council vehicles according to municipal fleet management 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 one person 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 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),
- l) 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, all work done must be submitted to the supervisor with all necessary supporting documents for the purposes of producing a reconciliation report proving that all what has been captured balances with hard copies i.e. (section 341 and 56 notices) and to identify any misallocations that may have occurred and any uncaptured fines at the period. All reconciliations must be signed by the Data Capturer, Supervisor & Authorised by Superintendent.
- d) Verification of all, 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, by both data capturer and supervisor and filed with all necessary supporting documentation.
- 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) To ensure that 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) A daily cash reconciliation report must be produced to balance all money received (hard cash) with all the supporting documents in the form of summons and any other documents that forms part of the money received. Daily cash reconciliations must be signed by the preparer, reviewed by the supervisor and authorised by Assistant Manager/any person delegated before banking is done and have a file for all daily cash reconciliations.
- k) Only the Supervisor or any person acting as immediate Supervisor must do banking, l) 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,

15. Issuing of Books to Officers

- a) Back office supervisor or Admin officer/Data capturer issuing a notice book or receiving a fully used notice book must ensure that the 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/Back office of any lost or cancelled book/document. Report to be submitted as to how the book get lost and keep record,
- c) Immediate supervisor must authorise for the issuing of new books officers,
- d) New books must not be issued if the old book is not 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
STATION,**

TESTING

**REGISTERING
AUTHORITY AND**

**DRIVING
TESTING**

**LICENSING
CENTRE**

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VEHICLE TESTING STATION, DRIVING LICENSING TESTING CENTRE AND REGISTERING AUTHORITY STANDARD OPERATING PROCEDURE

1. Aim/Purpose

The Vehicle Testing Station, Registering Authority and Driving Licensing Testing Centre 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 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 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 and section head must immediately report the incident to Assistant Manager: Community Safety.

9. Receiving and Recording of Documents (face values)

- a. new stock of face values are captured on the eNatis system by management representative (register according their serial numbers).
- b. Face values must be issued both in the system and on the face value control sheet document.
- d. A cashier receiving any Face Value documents must ensure that all documents received are correct, signed for and registers fully completed by both eNatis cashier and Senior Licensing Officer and management Representative to oversee that the process was correctly done.
- e. Cashiers must ensure that the documents received are in terms of requirements, guidelines and procedures of the Motor Licensing Bureau,
- f. It is the responsibility of the Cashier to inform the Supervisor of any lost document and or cancelled document, transaction or non-payment.
- g. All documents must be stored neatly, safely and be filed accordingly by Senior Licensing Officer.
- h. Cashiers to ensure that no document belonging to any member of the public is left lying around or inappropriately discarded if not required.
- i. At the end of the shift/day the cashier returns must return a signed face value control sheet. The face value control sheet must reflect the number of used, unused, damaged, misprinted face values.
- j. The senior licensing officer must receive the face values and signed for them.
- k. Management Representative/Senior Licensing Officer must safely file them and update the system as per the received control face value sheet document.
- l. Monthly report detailing the use of face values to be compiled by superintendent (licensing) and give to assistant manager (community safety).

10. 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. end of day reconciliation form to be signed by both cashier and supervisor when day's collection is handed over to the senior licensing officer (supervisor),
- l. Any irregularity noticed must be reported immediately,
- m. At the end of the day, supervisor (senior licensing officer) must print the cash up query (CD), RD324, RD321, RD 323 and RE41 from the eNatis system for balancing and reporting cash collected,
- n. On DCC (payment register) document both cashier and supervisor must sign for the exchange of the money collected for the day,
- o. The Supervisor or any person acting as immediate Supervisor must ensure that the amount received from the cashier balances with the end of day payment register (DCC),
- 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,

- p. Banking shall be done on a daily basis, unless something else beyond the control of the official happens,
- q. Electronic receipts to be received immediately after banking,
- r. 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,
- s. The authenticity of the electronic receipt must be done by the management representative or Section Head in order to prevent corrupt activities,
- t. When the revenue collected is handed over to revenue office, both licensing officer (supervisor) and revenue cashier must sign daily cash control sheet document as a proof of the handing over of the cash.
- u. All the above documents must be taken to management representative for verification,
- v. The head of the licensing (superintendent) must verify reports on a daily, weekly and monthly basis and hand over monthly reconciliation to Assistant Manager for certification.
- x. The head of licensing (superintendent) and Assistant Manager to sign that the monthly reconciliation has been compiled, perused and certified. The monthly reconciliation package must be taken by licensing superintendent to the Assistant Manager on the 1st of every month.
- y. The department of transport report compiled by RA Senior Licensing Officer must first via the office of the Assistant Manager before taken to the office of the Department of Transport.

11. 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.

12. 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.



**TOBELA NOTA
MUNICIPAL MANAGER
UMZIMVUBU LOCAL MUNICIPALITY**