



Department of Public Transport, Roads and Works



g-Fleet Management

Formerly known as Gauteng Government Motor Transport, **g-Fleet Management** has been in operation for over a decade. The entity was established in 2001. It is the Gauteng Government and business provider of vehicle leasing and fleet management services. Currently the largest government fleet operator in the country with approximately 6500 vehicles. It is the **Trading Entity of Gauteng Department of Public Transport, Roads and Works.**

Vision

To be the leading provider of quality fleet management services for official and business purposes.

Mission

To provide access to transport for official and business purposes

Services

The service offering consists of **four** fleet management solutions.

1. Permanent Allocations

Vehicles are permanently allocated to the client for the duration of life-cycle. The permanent allocations unit provides fleet to clients under a permanent arrangement. These vehicles are allocated to client departments for a period of three years or one hundred thousand kilometers, whichever ever comes first. This fleet consists of basic entry level hatch backs i.e. Toyota corollas to 4 X 4 Nissan Hard Body bakkies.

2. General Hire Pool

Vehicles are offered to clients on ad-hoc basis for maximum of three months, renewable contract.

Another offering, is the Pool Car Hire. This unit deals with rentals ranging from a period of three months or longer with an option to extend based on the clients needs. These vehicles consist of all vehicle types, basic and luxury vehicle.

3. VIP/Chauffer Driven

Ad-hoc luxury vehicle service with or without a driver

The VIP/Chauffer driven fleet, which is another fleet solution g-FleeT has, consists of Luxury vehicles, ranging from BMW 3 series sedans to Audi Q7 4 X 4s. This offering provides the client with an option to hire a vehicle with an option with or without a chauffer driver. This fleet can be booked for a period ranging from a day to three months. The VIP unit also has a bus and mini-bus service, which can also be booked under a short or long term arrangement.

4. Vehicle Administration

The entity also offers as part of its services the following vehicle administration services:

- Vehicle selection
- Licensing and Registration
- Traffic Fine management
- Accidents and Losses
- Vehicle Utilization
- Fuel Management
- Web-based Fleet Management System (FIS)
- Vehicle Files

CHAUFFER DRIVEN SERVICES -

This official g-FleeT service is available to all government departments and entities, with regards to the following two instances:

- 1.1 When government officials, on official business, are flying into Johannesburg International Airport and need to be chauffer driven to any destination in and around Gauteng, and/or any other destination in another province.
- 1.2 When government officials, on official business, need to be chauffer driven to and from any destination in South-Africa. (Please note that preference will be given to bookings in the Gauteng province as to support the functions and goals of the Gauteng Provincial Government.)

PROCEDURE FOR MAKING A BOOKING

- 2.1 Bookings are to be made a minimum of 24 hours prior to the expected pickup time.
- 2.2 Clients are to make use of the official VIP Chauffer Service Booking Form as available for download on the Fleet Information System website. Copies of the booking forms are also available at any of our VIP Chauffer Offices. The booking form is to be completed in a legible manner and in full to be viewed as a valid request.
- 2.3 The form is to be faxed and/or hand delivered to the relevant VIP office the client wish to make a booking with, which will be either our Pretoria VIP or Johannesburg VIP office. Please **DO NOT** place bookings with both offices, for that will be seen as a double booking and client departments who are not complying with this instruction will be held liable for both bookings should our systems fail us in picking up the double booking in time.
- 2.4 The onus rests on the client to confirm that a fax was in fact received by our VIP booking offices, for we cannot be held liable for faxes sent, but not received by our offices due to communication errors and/or other reasons applicable. If and when booking request faxes are received however, the clients request/s will be

processed the same day and a booking confirmation number will be given through to the client.

3. ESSENTIAL AND IMPORTANT INFORMATION

All trips have to be pre-approved, by the responsible financial officer and/or transport manager who are duly delegated to request such chauffer bookings. The responsible person has to ensure that the necessary funds are available to pay for the bookings and the person who signs as the requester on the chauffer booking form will be deemed the responsible and properly delegated official of the relevant client department and/or section. All information needed on the trip request form must be completed in full otherwise the trip will be declined by *g-FleeT Chauffer Services*. No person will be chauffeur driven prior to the necessary paperwork (Trip Request Form) being completed in full and received by our VIP offices.

4. CANCELLATIONS

Bookings are to be cancelled in writing by fax and at least a minimum of two hours before the pre-booked pickup time for local pickups and within a reasonable time for other bookings. The responsibility lies with the client to ensure a follow up call is made to confirm that the faxed cancellation was in fact received by the relevant Chauffer Services office. In the event that this does not happen, the client department who made the booking will be liable for all costs incurred by the g-FleeT Chauffer Services in terms of undertaking the pickup.

5. NO SHOW BOOKINGS

In the event that a booking was made and the official to be picked up does not show up at the pre-booked pickup point, the driver will try and contact the person/s to be collected and wait for a maximum period of twenty (20) minutes, after which the trip will be seen as a **NO SHOW** on the client departments side and all costs incurred by the g-FleeT Chauffer Services will be for the relevant client department's account. With regards to officials flying into the Johannesburg Airport, our Airport Kiosk will trace any early, delayed and/or cancelled flights so as to manage the pickup times for the relevant flight numbers as stipulated on the trip request form. Where officials miss or change their flights, our VIP offices and/or the VIP Airport Kiosk needs to be informed of such changes with immediate effect in order to make corrective booking arrangements. Should the relevant offices not be informed on time, the pickup will be seen as a **NO SHOW** and the client department will be held liable for all costs incurred related to the pickup.

6. RELEVANT VIP CHAUFFER OFFICES AND CONTACT DETAILS

VIP Bedfordview . 16 Boeing rd. East, Bedfordview 2008
Tel: (011) 372-8798 / 96
Fax: (011) 372-8797
Contact Persons: Josephat Tlaka; Lettie Mametsa

VIP Pretoria . c/o Michael Brink & Blesbok streets, Koedoespoort, Pretoria 0001
Tel: (012) 310-2466 / 67 / 12
Fax: (012) 310-2483

Contact Persons: Alfred Masombuka; Neels van Niekerk

VIP Airport Kiosk . Domestic Arrivals Terminal, OR Tambo Airport, Kemptonpark

Tel: (011) 390-3509

Fax: (011) 390-2576

Contact Persons: Peter Kgomo; Marietjie Erasmus

VIP & Pool Services Manager: Rico Hein . 082 373 1092

MAINTENANCE WORKSHOP

The maintenance workshop is comprised of two sections:

1. Internal repairs
2. External repairs and service

• INTERNAL REPAIRS

The internal repairs workshop deals with the following functions:

1. After Accidents vehicles
2. Breakdown vehicles
3. High km vehicles (Repair & Withdrawn)
4. Vehicles to be Withdrawn
5. Stolen & recover vehicles
6. Vehicles involved in accidents

LIGHT VEHICLE WORKSHOP

The process flow for the light vehicle workshop, for vehicles that need service and repairs:

1. Reception opens job card.
2. Workshop office writes vehicle's numbers in register.
3. Vehicles to be inspected by Inspector.
4. Workshop officer books for service or repairs with one merchant referred by Wesbank.
5. Merchant collects vehicle.
6. After service/repairs Merchant bring vehicle back to workshop.
7. Workshop tester will test vehicle to see if all repairs have been done by merchant.
8. Tester signs off job card and closes registration number on the register.
9. Reception phones client collect vehicle.
10. Client must bring Z186 form and driver's license before the vehicle is released.

For vehicles to be withdrawn:

1. Check vehicle's condition, life to date, model, and kilometers traveled
2. If damage exceed purchased price the workshop withdraws vehicles from service
3. Inspectors fill in mechanical report for withdrawn vehicle and sell vehicles on auction.

For stolen vehicles:

1. The driver must get stolen & recovered vehicles SAPS clearance.
2. When vehicle is cleared the driver should let the Losses Department know, who will then follow the lost vehicles processes

Accident damage processes:

1. All vehicles in Gauteng area will be towed to Bedford view or Koedoespoort.
 2. Reception opens job card and sends it to the Accident department for Accident number.
 3. Accident department opens file for accident damage.
 4. Job card will go to Panel beating workshop.
 5. Vehicle will go to the panel beating workshop for quotations, when quotations have been received the panel will decide if vehicle must be repaired or withdrawn.
 6. If decision is to repair the vehicle then Zakeni Project will decide where vehicles must go for repairs.
 7. After the repairs have been executed the panel beating workshop inspects vehicle according to invoice.
 8. Panel beating workshop closes job card after repairs and inspection and sends vehicle to light vehicle workshop.
 9. For vehicles outside the Gauteng Provincial Department the accident report & quotations should be sent to accident department and make use of Wesbank Inspectors to inspect vehicle.
- Follow same process through Wesbank to pay the Merchants.

• **EXTERNAL REPAIRS & SERVICES**

The transport officer of each department will follow these steps:

1. Contact Wesbank for Services / Repairs **086 010 2393**
2. Wesbank will ask for Vehicle Registration number, kilometers, contact person and what the vehicle requires to be done to it.
3. Wesbank will allocate vehicle to merchant and issue reference number.
4. Driver takes the vehicle to merchant with his/her reference number.
5. When vehicle is completed the driver will collect vehicle and sign the invoice.

Where a third party is involved in an accident with a driver who drives a g-Fleet Management vehicle the following process is followed:

If there are **no injuries** the driver will take details of the following details from the other driver:

- 1.1. Name and address
- 1.2. Telephone numbers

- 1.3. Name and address of owner
- 1.4. Telephone numbers of owner
- 1.5. Registration number of other car, make and type
- 1.6. Purpose for which vehicle was used
- 1.7. Name of insurance of third party

The driver of the g-FleeT vehicle will advance with his/her trip if the vehicle can still be driven. If it is not then they should call the g-FleeT Call Centre on 086 047 4358 during Office Hours and 086 010 2393 / 086 110 2090 after hours for assistance with towing. **Only authorized Wes bank Merchants should tow g-FleeT vehicles.** It is the g-FleeT driver's responsibility to report the accident to the nearest Police Station within 24 hours. Drivers should always mention that they are driving a Government vehicle.

Where **there are injuries** all the above tasks will apply but the added responsibility is for the driver to wait for the Traffic/Police officers and make a statement to them before leaving the scene.

2. Single vehicle accident.

All the activities in point 1 above will apply, excluding the details of the third party driver.

3. from the accident scene

The vehicle should be towed or driven to the yard at g-Fleet offices in Bedford view (for accidents around Johannesburg) or Koedoespoort (for accidents around Tshwane). The driver then needs to fill in an accident report form Z 181 to be signed by the Transport Officer responsible (or Senior Official at the Department) and hand it in at the Accidents Section at the g-Fleet offices in Bedford view within 7 days of the accident. The Z 181 is accompanied by the following documents;

- Letter signed by transport manager on official letter head.
- Copy of ID document
- Copy of driver's license
- Trip Authority
- Sketch plan of the accident scene

If any of the above requirements are not met, this will lead to delays in the repairing of the vehicle in question.

This is the stage where the driver's responsibility in the reporting the accident to g-Fleet comes to an end. The driver may be called upon at a

later stage to testify in a court of Law should there be a claim arising out of the accidents by either side. This might involve consulting with the State Attorney's Office or the g-Fleet Legal Services Department in preparation for this kind of appearance.

Contact us

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ABSA Building

76 Market Street (Cnr Market and Simmons)
5th Floor
(011) 838 3192

Ipeleng Office

5206 Block A
Mabopane
0190
(012) 702 9906

Koedoespoort Office

1250 Michael Bring Street
Pretoria
0001
(012) 310 2466

Toll free number: 086 047 4358 (o/h)
Towing service Wes bank: 086 010 2393 (a/h)
www.g-fleet.gpg.gov.za

Vision

To be the leading provider of quality fleet management services for official and business purposes

Mission

To provide economical access to transport for official and business purposes