



*Standardized Oversight, Accountability and Reporting for Gauteng Province
(SOAR-GP)*

**Quarter Performance Report of Fleet MANAGEMENT for:
Quarter One of the 2021 / 2022 Financial Year**

SOAR-GP_gFleet Management_QRF_TEMPLATE_v17/2021/22/Quarter One



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[i] EXECUTIVE SUMMARY

[i] EXECUTIVE SUMMARY

The executive summary should be a Strategic Statement of Performance by the Director-General/Head of Department / Entity. The executive summary provides a high-level overview of the financial and non-financial performance of the Department / Entity for the Period under review (without going into detail).

The Entity continuous to adopt various risk adjusted strategies in response to COVID19 different levels to minimise disruptions in the business operations and ensuring continuity both to our clients and as well as within. The Entity has a total of twelve (12) targets for the year 2021/22. However, in the first quarter, only seven (6) targets are due for reporting. Out of a total of six targets that were due in the first quarter, a total of four were achieved.

INDICATORS TO IMPROVE EFFICIENCY AND CUSTOMER SERVICE

These output indicators are important to measure efficiency and to ensure financial sustainability of the Entity. These indicators measure the quality of service provided by the Entity to its customers, turnaround times and quality of vehicles provided by the Entity (i.e. age). Measuring efficiency, enables g-Fleet Management to make the best possible use of the Entity's resources.

- Average age of fleet, ≤4 years – this outcome seeks to ensure that vehicles provided by g-Fleet Management are efficient and reliable. This is necessary to ensure that cost of maintaining vehicles are minimised. **This target is not due in the first quarter however an average age of 3,8 years has been achieved.** This is a positive achievement, which ensures that the Entity delivers on its mission of "Providing reliable fleet to meet client needs".
- Average number of days taken for mechanical repairs, 20 days – the outcome to improve turnaround time on both accident and mechanical repairs is focused on managing downtime on vehicles under repairs. This is required so that government service delivery programmes that are executed by various g-Fleet clients are not impacted negatively. This target could not be reported on due to Wesbank not providing a report to the Entity. They have indicated that a report will only be made available to the Entity on the 31st July 2021. In a meeting held with Wesbank, it was agreed that the service provider will provide the Entity with an official letter stating such.
- ICT strategy developed and implemented – the target is necessary to ensure that internal business processes are improved and automated while improving internal control environment. The strategy was completed and submitted by State Information Technology Agency (SITA), E-Gov has been engaged to map and develop an Integrated Fleet Management System. A business case has been submitted and approved by eGov ICT Steering Committee for implementation.

INDICATORS TO MAXIMISE RETURN ON INVESTMENT

Return on Investment indicators are very important to g-Fleet Management as the Entity does not receive equitable share or any grant allocations. The demand for vehicles

III EXECUTIVE SUMMARY

by client departments have a direct impact to the revenues of the Entity. Ensuring maximized utilization of vehicles will increase return on investment which will contribute to strengthen the stability, growth and sustainability of the Entity

- Average % of rental days utilised for VIP self-drive vehicles, 52% - the Entity achieved 60,66% against a target of 52%. This contributes to the impact of a sustainable, safe, efficient, reliable and affordable fleet management solution.
- Average % of rental days utilised for Pool vehicles, 73% - the Entity achieved 88,75% against the target of 73%. These vehicles were in high demand by Departments providing essential services during the lockdown. This in return maximise Entity returns and ensure financial sustainability.

Percentage of vehicles auctioned – During the online auction held in May 2021, the Entity managed to sell 325 vehicles from the approved amount of 354. This equates to 92% of vehicles auctioned during the period under review. This output is to be reported annually.

ASSET MANAGEMENT INDICATORS

- % of in-service vehicles tracked, 87% - The outcome (safeguarding of the state assets by installing comprehensive vehicle tracking units) allow for vehicles to be tracked and traceable. This in turn is used for route optimisation, location of a vehicle at a point in time, monitor mileage, speed etc. All these have a direct impact on the sustainability of the asset (vehicle) and safety and efficiencies. As such the set target for the first quarter was 87%. The Entity achieved 90%.

SUSTAINABLE DEVELOPMENT FOR FUTURE GENERATION INDICATORS

- Percentage of passenger vehicles with CO2 emissions below 120g/KM, 4% – this target is required to ensure reduction in the carbon footprint (i.e. decreasing Green-House-Gas emissions produced by road transportation as expressed in the Green Transport Strategy for South Africa (2018-2050). The Entity is striving to minimise the impact of its core assets (vehicles) on the environment. This target is not due in the first quarter however an average of 4,7% has been achieved. Concerted effort was made to procure vehicles in line with this target.

REVITALISING THE TOWNSHIP ECONOMY INDICATORS

- Contribution towards Transformation, Modernization, and Re-industrialization (TMR) - The indicator is required to speed up growth and transforming the economy in the townships to create decent work and sustainable livelihoods in townships. This is an annual target therefore not due in the first quarter, however an average percentage of 7% has been achieved (note that number will accumulate quarterly towards achieving an annual target of 30%)

EXECUTIVE SUMMARY

INDICATORS TO IMPROVE EFFICIENCY AND CUSTOMER SERVICE

- Average number of days taken for accident repairs, 40 days - the outcome to improve turnaround time on both accident and mechanical repairs is focused on managing downtime on vehicles under repairs. This will in turn improve efficiency and improve customer service. This target could not be reported on due to Westbank not providing a report to the Entity. They have indicated that a report will only be made available to the Entity on the 31st July 2021. In a meeting held with Westbank, it was agreed that the service provider will provide the Entity with an official letter stating such.

THE RT 46 CONTRACT

The RT46 contract is a transversal vehicle service and maintenance contract administered by the National Treasury of South Africa. The previous contract expired on 31 March 2021. A new service provider has since taken over from 01 April 2021. The major challenge has been turnaround times on accident repairs. Much time and effort are spent on resolving operational matters with service providers. These include scheduling services, quality of repairs, and evaluation of quotations. Intervention during the year included continuous engagement with the RT46 service provider.

Interventions on the RT46

- A need for a Service Level Agreement with g-Fleet Management
- Weekly meetings with the RT46 service provider
- CCGMT meetings with National Treasury/ NDOT & RT46 service providers
- Complaint letter submitted to the CEO of RT46 service provider (Westbank)
- Complaint letter submitted to National Treasury /NDOT

ORGANISATIONAL AND EMPLOYEE ENVIRONMENT

The Member of Executive Council (MEC) approved the filing of forty-four (44) vacant critical posts for The Entity. A total of 33 post were advertised in November 2020. (The balance of eleven posts (11) are subject to discussion with organized labour. The unions are of the view that all posts below level five (5) which is the case in these eleven posts are undervalued). The Entity is busy with shortlisting and interviewing of the candidates. In some cases, the process of interviewing has been completed.

The process of reviewing and re-aligning the organizational structure which is led by Department of Roads and Transport together with Premiers Office is underway.

III EXECUTIVE SUMMARY
RULING OF THE COMPETITION COMMISSION

The great news is that this will allow for a greater participation by SMME's and HDI's. The ruling is about the separation of new motor vehicle price from the price of the maintenance plan which is effective from 01 July 2021. In other words, dealers must ensure that at the point of sale of a motor vehicle, that consumers have full disclosure of the:

- a) purchase price of the motor vehicle; and
- b) the purchase prices of service and maintenance plans, and other value-added products.

Consumers will then have the choice whether to purchase the motor vehicle and service/maintenance plan separately or at the same time

The possible implication for g-Fleet Management is that the cost of repairs / maintenance is likely to come down because there will be more competition. However, at this stage no one can accurately ascertain whether the quality of repairs and maintenance might be affected. Cost / benefit analysis might have to be done to ascertain full implications for the Entity.

REHABILITATION AND MAINTENANCE OF BUILDINGS

Reduction of hazardous environment by improving our work environment is a continuous effort. As such, the Entity has undertaken necessary steps to ensure conducive working environment for our employees are realized. The rehabilitation of three buildings and maintenance of existing infrastructure has been undertaken by the Entity through Department of Infrastructure Development.

THE COVID-19 PANDEMIC

g-Fleet Management has placed hand sanitizers at key points in all of our sites to encourage customers, suppliers, visitors and employees to constantly clean their hands. We have also provided pamphlets to all staff, thermometer scanners for temperature and main gates and to VIP drivers, social distance markings both to g-Fleet premises and its identified vehicles; installation of the separation screens between drivers and passengers to both VIP and buses (mini/Midi); registers (All g-Fleet sites including regions); Cloth Masks (all staff, 2 per person); COVID-19 guide on g-Fleet vehicle developed and approved by HoD; Additional backpacks for disinfecting offices and vehicles. COVID-19 communication through posters on notice boards and e-mails is continuing.

The Entity has been providing services to its clients throughout different levels of the lockdown. Critical employees were given laptops and data cards to allow them to be able to work from home. In addition, the Entity conducted all meetings online, through Microsoft Teams (with officials above 10). Employees also continued to come to work on a



III EXECUTIVE SUMMARY

rotational basis to minimise the number of employees at work at a time. All of this was aimed at ensuring that the services continue through different levels of the lockdown period.

During the first quarter, a total of six (6) COVID-19 positive cases were reported. Most cases were reported in June 2021. Fortunately, there has been no fatality to date. All employees have recovered and are back at work.

1) STRATEGIC PRIORITIES

1.1 DEPARTMENT / ENTITY ACHIEVEMENT OF STRATEGIC PRIORITIES



[1.1] DEPARTMENT / ENTITY ACHIEVEMENT OF STRATEGIC PRIORITIES			
STRATEGIC LINKAGES	STRATEGIC PLANNING	STRATEGIC REPORTING	
1 NDP/MTSF Priority Captured exactly as it is from MTSF-2019-2024 Decent employment, through inclusive economic growth	2 GGT Priority Captured exactly as it is from GGT-2030 Plan of Action Economic transformation and job creation (Speeding up growth and transforming the economy to create decent work and sustainable livelihoods)	3 Outcome as per approved Dept Strat Plan Exactly as per Strat Plan / APP Revitalize township economy	4 Summarised Dept Performance during Q1 High level performance summary in relation to the adjoining columns for the Quarter under review To date the Entity has attained an average of 7% during the quarter under review.
An efficient, effective and development orientated public service and empowered, fair and inclusive citizenship	Building a capable, ethical and developmental state (Building a developmental state, including improvement of public services and strengthening of democratic institutions)	Improve efficiency & customer service Maximise return on investment Safeguard state assets Clean Administration Improved Debt Collection	<ul style="list-style-type: none"> ○ The Entity managed to keep the average age of vehicles at less than 4 years. The progress to date is 3.8 years. ○ The average percent of rental days for VIP self-drive vehicles was 60.66% during the quarter under review, this was due to an increase in client demand. The percentage for rental days for Pool vehicles was 88.75% for the period under review. This was also due to increase in client demand. ○ During the online auction held in May 2021, the Entity managed to sell 325 vehicles from the approved amount of 354. This equates to 92% of vehicles auctioned during the period under review. ○ 90% of in-service vehicles were tracked during the period under review, this is due to vehicles being tracked on both the old and the new contract. ○ This output indicator is due for reporting in second quarter. However, the Entity is currently finalising the financials to be presented at Audit Committee. ○ During the period under review, the Entity decreased the average debtors' collection days by 15.85%. This was due to the sustained implementation of the Debtors Management Policy.



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<p>Create a better South Africa, a better Africa and a better world</p> <p>Promotion of the energy efficiency and reduction of emission in all transport modes</p>	<p>A better Africa and world</p> <p><i>(Pursuing African development and enhanced international cooperation)</i></p>	<p>Reduce the Entity's Carbon footprint</p>	<p>0</p> <ul style="list-style-type: none"> o Due to ongoing efforts to procure vehicles with CO2 emissions below 120g/km, the Entity can report 4.7% of passenger vehicles with CO2 emissions below 120g/km during the quarter under review.
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1.2 PERFORMANCE AS PER APP TARGETS

1.2 [PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	One	Programme Name	Operational Management Services				
PLANNING							
Purpose of the Programme This programme is responsible for providing fleet management services that are effective and client focused.							
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q1 Target	Q1 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Exactly as per Strat Plan / APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	State exact actual achievement for this Quarter	Why was this target not achieved (or overachieved)	What will be done to ensure target is achieved or that similar deviation does not recur
Reduced Carbon footprint from the Entity	Passenger vehicles with CO2 emissions below 120g/KM (environmentally friendly)	% of passenger vehicles with CO2 emissions below 120g/KM	4% of passenger vehicles with CO2 emissions below 120g/KM				
Improve efficiency and customer service	Average age of fleet	Average age of fleet	≤4 years				
Maximised return on investment	Percentage of vehicles auctioned	% of vehicles auctioned as per approved list by 2024	80% of vehicles auctioned throughout the year				



1.2 PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr One Programme Name Operational Management Services

Purpose of the Programme This programme is responsible for providing fleet management services that are effective and client focused.

PLANNING REPORTING

Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q1 Target	Q1 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Safeguard state assets	Vehicles tracked	% of in-service vehicles tracked	90% of in-service vehicles tracked.	87 % of in-service vehicles tracked (5565)	90% (5771)	Vehicles are being tracked on both the old and the new contract	To make sure all vehicles are fitted with the new tracking system
Improve efficiency & customer service	Turnaround times on mechanical repairs	Average number of days taken for mechanical repairs	20 days	20 days	-	Due to Westbank not providing a report to the Entity. They will only provide a report on 31 st July 2021	The matter has been escalated to CCGMT and penalties have been implemented and instituted as per RT46 Contract.
Improve efficiency & customer service	Turnaround time on accident repairs	Average number of days taken for accident repairs	30days	30 days	-	Due to Westbank not providing a report to the Entity. They will only provide a report on 31 st July 2021	The matter has been escalated to CCGMT and penalties have been implemented and instituted as per RT46 Contract.

1.2 PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	Two	Programme Name	Corporate and Financial Management			
Purpose of the Programme	This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.					

PLANNING				REPORTING			
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q1 Target	Q1 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
<i>Exactly as per Strat Plan / APP</i>	<i>Exactly as per APP</i>	<i>Exactly as per APP</i>	<i>Exactly as per APP</i>	<i>Exactly as per APP</i>	<i>State exact actual achievement for this Quarter</i>	<i>Why was this target not achieved (or overachieved)</i>	<i>What will be done to ensure target is achieved or that similar deviation does not recur</i>
Maximise return on investment	Average % of rental days utilised	Average % of rental days utilised by VIP self-drive vehicles.	52% of rental days utilised for VIP self-drive vehicles	52% of rental days utilised for VIP self-drive vehicles	60,66%	Increased client demand.	N/A
Maximise return on investment	Average % of rental days utilised	Average % of rental days utilised for Pool vehicles	73% of rental days utilised for Pool vehicles	73% of rental days utilised for Pool vehicles	88,75%	Increased client demand.	N/A
Clean Administration	Unqualified opinion from Auditor General	Unqualified opinion from Auditor General	Unqualified opinion from Auditor General				



1.2 | PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS|

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	Two	Programme Name	Corporate and Financial Management
Purpose of the Programme	This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.		

PLANNING				REPORTING		Reason for Deviation	Mitigating measure (with timeframe)
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q1 Target	Q1 Actual Achievement		
Township Economy Revitalization (TER)	Spending on Township businesses	Minimum of 30% of procurement spent on township businesses	Minimum of 30% of procurement spent on township businesses				
Improved Debt collection	Reduced debtor's collection	Percentage decrease in average debtors' collection days. (excluding outstanding balances of clients that have payment arrangements with the Entity)	15% (excluding outstanding balances of clients that have payment arrangements with the Entity)	15% (excluding outstanding balances of clients that have payment arrangements with the Entity)	15.85%	Sustained implementation of debtors' management policy	Not applicable



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1.2 [PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	Two	Programme Name	Corporate and Financial Management
Purpose of the Programme	This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.		

PLANNING				REPORTING			
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q1 Target	Q1 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Improve efficiency and customer services	ICT Strategy developed and implemented	ICT Strategy developed and implemented	2 Module / process approved in the strategy implemented				



1.3 EMERGING PRIORITIES

1.3 [DEPARTMENT / ENTITY UNPLANNED / EMERGING PRIORITIES]

These are those projects / priorities that the Department / Entity has had to action, but were not part of the APP [e.g. unforeseen, unplanned, urgent]

Nr	Name of Project	Detail of Project	Projected end date	Progress to date / current Status	Challenges / Risks / Requests for Intervention	Why was this not planned for	How is it being funded?
	none	none	none	None	none	none	none



1.4 PERFORMANCE VERIFICATION AND EVIDENCE



1.4 PERFORMANCE VERIFICATION AND EVIDENCE
How does the Department / Entity maintain portfolios of evidence to verify its reported performance information
Portfolio of Evidence for each output is prepared, verified and approved by the responsible manager. The POE is scanned and submitted together with the quarterly report.



2) DEPARTMENT / ENTITY PROJECT MANAGEMENT



2. DEPARTMENT / ENTITY INFRASTRUCTURE / CAPITAL PROJECTS						
Name of Project	Brief description of project	Start Date	End Date	Current Status	Challenges	Requests for Intervention
Renovations of 3 Buildings in Bedfordview (Wellness Centre, Panel heating and Car Wash Ablution)	To renovate the buildings that were erected and not finished due to challenges with Contractors and Professional Team, the projects halted and Litigation process is underway. 1) Wellness Centre: Building aimed for a Gym and Canteen with Sick Bay and offices. 2) Panel heating building aimed at conducting in-house panel heating services with in-house Apprenticeships programme. 3) Car wash abluition building aimed at providing abluition services (i.e. Kitchen/Pause Area, Showers and Toilets for staff washing vehicles and	22 October 2020	14 October 2021.	Wellness Centre – 83% Car Wash Ablution Facility – 99% Vehicle Workshop – 30%	None	None

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2. DEPARTMENT / ENTITY INFRASTRUCTURE / CAPITAL PROJECTS						
Name of Project	Brief description of project	Start Date	End Date	Current Status	Challenges	Requests for Intervention
Phase 2 Infrastructure Projects in Bedfordview	<p>clients bringing vehicles for washing.</p> <p>Renovations of Existing buildings.</p> <p>Building of a New Admin Block and renovations of other buildings to align to the g-Fleet Operating Mode/Business Operational Flow.</p> <p>Accommodation of all g-Fleet employees as other are temporarily accommodated at DRT Officers, 45 Commissioner Street in Johannesburg</p> <p>Security Infrastructure Upgrade (e.g. High Walls, Security Control Room, Auction offices and Carports for vehicles to safeguard against weather and theft.</p>	Not Started		Finalising legal dispute with the previous service provider who developed building designs	Finalising legal dispute	None



3 DEPARTMENT / ENTITY FINANCIAL PERFORMANCE

3.1 DEPARTMENT / ENTITY BUDGET EXPENDITURE FIGURES

3.1 DEPARTMENT / ENTITY BUDGET EXPENDITURE FIGURES							
Programme	Final Appropriation	Projected Budgeted for the Quarter under review	Actual Expenditure for the Q Under review	Percentage Expenditure for the Q Under review	Actual Expenditure (Year to Date)	Percentage Expenditure (Year to Date)	
Name of the specific Programme	Total allocation for the entire FY	Actual amount projected to be spent during the Q under review	Amount actually spent during the Q under review	% actually spent (% of Quarter Projection)	Amount actually spent from start of FY	% actually spent from start of FY (% of total allocation)	
OFFICE OF THE CEO	R 4 016 791	R 718 970	R 720 664	100%	R 720 664	18%	
OFFICE OF THE CFO	R 8 544 685	R 2 126 193	R 2 618 638	123%	R 2 618 638	31%	
FINANCIAL SERVICES OPERATIONS AND CORPORATE SERVICES	R 19 120 402	R 4 607 784	R 3 972 524	86%	R 3 972 524	21%	
	R 757 896 050	R 181 787 580	R 154 371 200	85%	R 154 371 200	20%	
Totals	R789 577 928	R189 240 526	R161 683 026	85%	R161 683 026	20%	



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3.2 DEPARTMENT / ENTITY KEY FINANCIAL INDICATORS



3.2 [DEPARTMENT / ENTITY KEY FINANCIAL INDICATORS]

If there was over / under spending of greater than 3% of projection, what were the main challenges that led to the over / under spending

Deliveries of vehicles ordered was quite slow in the first quarter and more deliveries are expected in the second quarter.

What are the mitigating measures to remedy over / under expenditure

More deliveries anticipated in the second quarter

What is the Department / Entity's achievement with respect to GEYODI responsive budgeting / procurement for the period under review

Not applicable

What is the Department / Entity's achievement with respect to township economy / SMME / Local procurement for the period under review

Average of 7% was attained in the quarter under review with respect to Gauteng Township Economy

A summary for the period under review with respect to overspending / underspending against projections

	Projection for the Quarter R'000	Actual R'000	Under spend R'000	
Acquisition of Motor Vehicles	R 80,000	R 46,741	R 33,259	

A summary for the period under review with respect to payment of service providers within 15-30 days

• The Entity achieved 84% in terms of invoices paid within 15 days

• The Entity achieved 91% in terms of invoices paid within 30 days

A summary for the period under review with respect to fruitless, wasteful and irregular expenditure

• The Entity incurred irregular expenditure in terms of property rental to the value of R118,224.09

• No Fruitless and Wasteful expenditure was incurred in the quarter under review

A summary for the period under review with respect to spending on conditional grants

Not applicable



4 RESOLUTIONS AND PETITIONS MANAGEMENT



4.1 RESOLUTIONS MANAGEMENT

4.1 [RESOLUTION MANAGEMENT (for Resolutions received during the period under review)]					
Ref Nr	Date Received	Due Date	Detail / Title of Resolution	Progress to Date / Current Status	Date submitted to GPL
None (4 th Quarter 2021)	14 May 2021	25 May 2021	<p>13. The Entity should provide report on the debt collection by all client departments in the 2020/21 financial year.</p> <p>14. The Entity should also provide report on the outstanding debt collection from 2019/20 financial year and other previous financial years.</p> <p>15. The Entity should provide a report on the overall growth of the Entity in relation to client demand and revenue.</p> <p>16. The Entity should provide a report on the expenditure recorded in the township businesses.</p> <p>17. The Entity should provide a progress report on the migration to new RT 46 service provider.</p>	Comprehensive responses were submitted to the Portfolio Committee on 24 May 2021 (see attached)	24 May 2021



4.1 RESOLUTION MANAGEMENT (for Resolutions received during the period under review)

Ref Nr	Date Received	Due Date	Detail / Title of Resolution	Progress to Date / Current Status	Date submitted to GPL
			<p>18. The Entity should provide reasons why the budget was revised in the fourth quarter.</p> <p>19. The g – Fleet Management should provide expenditure awarded for Women, Youth and People with disability.</p>		
<i>Add as many rows as required</i>					
Total number of Resolutions received from GPL during this Quarter					1
Total number of Resolutions responses due to GPL during this Quarter					1
Total number of Resolutions responded to and submitted back to GPL during this Quarter					1



4.2 PETITIONS MANAGEMENT



4.2 PETITIONS MANAGEMENT [for Petitions referred by the GPL during the period under review]					
Ref Nr	Date Received	Due Date	Detail / Title of Petition	Progress to Date / Current Status	Date submitted to GPL
None	None	None	None	None	None
Total number of Petitions received from GPL during this Quarter					N/A
Total number of Petitions responses due to GPL during this Quarter					N/A
Total number of Petitions responded to and submitted back to GPL during this Quarter					N/A



5 PUBLIC ENGAGEMENT BY THE DEPARTMENT / ENTITY

5. [PUBLIC ENGAGEMENT BY THE DEPARTMENT / ENTITY]

The steps / measures the Department / Entity has taken to meaningfully involve the public / stakeholders in the course of its work / service delivery during the period under review

Automotive aftermarket merchants came to g-Fleet Management offices on 08 June 2021. Merchants disturbed g-Fleet normal business activities by closing the gate (ensuring no comes in and get out of the Entity). Again, on the 17 June 2021, these merchants came in, blocked the gate – as a result, staff were unable to come in and out. g-Fleet Management was not expecting this considering that doors for discussion were open. We were also expecting that the nominated representatives will come inside for a response as promised by the management. However, merchants indicated that they are not going to allow any representatives inside. After some time, management decided to address them and listen further listed to their concerns.

- There are generally two main concerns by the merchants:
- 1) Allocation of work to certain merchants only
 - 2) Fraud and corruption within the allocation of work by g-Fleet Management officials
In addressing the merchants, the following transpired:
 - 3) Allocation of work to merchants is done by the RT46 service provider (Wesbank), however if any allocation of work was internally it should be investigated.
 - 4) An investigation on vehicles allocated to merchants which are more than 60 km radius will also be investigated.
 - 5) A request was made that merchants provide a list of their company name and services they provide. The aim is to submit the list to the RT46 service provider (Wesbank) with the aim of ascertain whether they have been given an opportunity to quote. Again, an assumption was that they are registered with the bank and are meeting all required standards.
 - 6) They agreed to provide this as soon as possible (18 June 2021)
 - 7) A meeting was scheduled for month end (June 2021) where fraud and corruption unit and the unit will give feedback on the status of investigation. However, could not continue due to COVID-19 Level 4.



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Public Education programmes of the Department / Entity during the period under review
Not Applicable
Feedback sessions conducted by the Department / Entity during the period under review
Not Applicable

7 GEYODI EMPOWERMENT



7. GEYODI EMPOWERMENT	
What has been the Department / Entity achievement on actual GEYODI Empowerment in communities during the period under review	
GENDER	
YOUTH	
DISABLED	
SENIOR CITIZENS	
What has been the Department / Entity achievement on actual EQUITY TARGETS	
HDI	75%
YOUTH	9%
DISABLED	0%
WOMEN	30%
MILITARY	0%
VETERANS	



8 REQUESTS FOR INFORMATION

8.1 AGSA REQUESTS FOR INFORMATION

8.1 Auditor – General REQUESTS FOR INFORMATION RECEIVED DURING THE PERIOD UNDER REVIEW	
Total number of AGSA Requests for Information received from AGSA during this Quarter	30
Total number of AGSA Requests for Information due during this Quarter	30
Total number of AGSA Requests for Information responded to and submitted back to AGSA during this Quarter	30

8.2 PSC REQUESTS FOR INFORMATION

8.2 Public Service Commission REQUESTS FOR INFORMATION RECEIVED DURING THE PERIOD UNDER REVIEW	
Total number of PSC Requests for Information received from the PSC during this Quarter	None
Total number of PSC Requests for Information due during this Quarter	None
Total number of PSC Requests for Information responded to and submitted back to the PSC during this Quarter	None



9 DEPARTMENT / ENTITY CAPACITY

9.1 [HUMAN RESOURCE CAPACITY]			
During the period under review...			
Total number of posts on the Dept. Structure as at the last day of the period under review	Total number of posts currently filled as at the last day of the period under review	Total number of vacant posts as at the last day of period under review	Total number of new appointments during the period under review
275	203	72 (33 Posts advertised)	
Total number of acting positions as at the last day of the period under review	Total number of terminations during the period under review	Total number of new appointments during the period under review	
7	1	0	
Total number of suspensions during the period under review		Summarized information on the GEYODI / HDI compliance for the period under review	
0		N/A	

10 CHALLENGES / REQUESTS FOR INTERVENTION



10.1 CHALLENGES

10.1 [CHALLENGES]		
Challenge	Consequence	Recommendation
<p><i>What is the challenge?</i></p> <p>Delays on overtime payments</p> <p>Delays on pension payments</p>	<p><i>What consequence is it having?</i></p> <p>Causes unrest to the origination</p> <p>Pensioners stays long at home without income, their policies lapse and they loses some of the benefits.</p>	<p><i>How the challenge can be resolved?</i></p> <p>Conduct a meeting with e-Government to have common understanding on how to resolve this matter going forward</p> <p>Conduct a meeting with e-Government to have common understanding on how to resolve this matter going forward for officials to be paid on time</p>
<p>Below mentioned challenges attributes to the extended downtime, accumulation of outstanding repairs, further backlog on accident vehicles, delays on mechanical repairs, failure in achieving set targets for our KPI's, and it opens up g-Fleet for audit findings.</p> <ul style="list-style-type: none"> o Accident pre-inspection delays o Accident pre-authorization delays o Delays on sourcing quotations (accidents) o Delays on allocations (accidents) o Delays on authorizations (accidents) 	<p>One of the biggest impact of the poor services by RT46 service provider (namely Wesbank) is that the Entity will lose clients and will be forced to shut down if this issue is not speedily resolved.</p> <p>g-Fleet Management has service level agreements (SLA's) with its clients with clear timelines – the inability of the Entity to comply with the SLA has two negative implications</p> <ul style="list-style-type: none"> o The reversal of the billing on the vehicle o Inability to claim for the losses from the RT46 service provider because of the unavailability of the contract with penalty clauses <p>Inability to attract new clients and grow the Entity</p>	<p>We have requested the following from the National Treasury:</p> <p>That the contract between RT46 service provider (namely Wesbank) be concluded urgently with clear turnaround times</p> <p>That, National Treasury with National Department of Transport intervene on the issues highlighted above as they negatively impact the Entity.</p>

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10.1 [CHALLENGES]		
Challenge	Consequence	Recommendation
Extreme delays on validation/inspection/assessment of vehicles under repairs (both accidents and mechanical). There is inconsistency in the improvements on issues that are being raised in our weekly meetings, and this is not helping g-Fleet at all. We therefore request clear processes and turnaround times		

10.2 REQUESTS FOR INTERVENTION

10.2 [REQUESTS FOR INTERVENTION]		
What area / subject does this relate to	What intervention is sought from the Legislature?	Why is this intervention sought



11. ADOPTION

It is hereby certified that this Quarterly Performance Report accurately reflects the actual outputs for the quarter under review.

Ms. Ravanne Mathews
Director: Permanent Fleet

Signature: *[Handwritten Signature]*

2024

Mr. Makhosi Kamasiya
Acting Director: Finance

Signature: *[Handwritten Signature]*

Mrs. Selomie Mafu
Director: TSS

Signature: *[Handwritten Signature]*

Mr. Sifiso Mkhongo
Acting Director: Fleet Maintenance

Signature: *[Handwritten Signature]*

Mr. Douglas Kooi
Acting Director: VIP and Pool

Signature: *[Handwritten Signature]*

Mr. Chris Mzimba
Deputy Director: ICT

Signature: *[Handwritten Signature]*



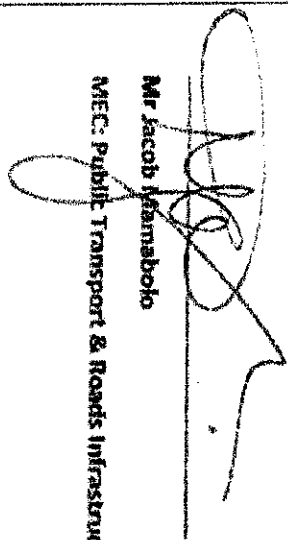
Mr. Ndlovu Mthembu

Signature: *[Handwritten Signature]*

Acting Chief Operations Officer
SOAR-CP 5 TEST MANAGEMENT_ORF_TEMPLATE_v17/2024-22/Quarter One



Department / Entity Approval

Name of Department / Entity		gFleet MANAGEMENT	
Which Financial Year		2021/22	
Which Quarter		1 st QUARTER	
Head of Entity		M/S NOXOLO MANINJWA	SIGNATURE: 
Head of Department		MR. MAKHUKHU MAMPURU	SIGNATURE: 
MEC		MR. JACOB MAMABOLO	SIGNATURE: 
		<p>Mr Jacob Mamabolo MEC: Public Transport & Roads Infrastructure</p> <p>30 July 2021</p>	