

CERTIFICATE OF REGISTRATION OF NONPROFIT ORGANIZATION

In terms of the Nonprofit Organisation Act, 1997, I am satisfied that

National Transport Commuter Organisation of South Africa

.....
(name of the nonprofit organization)

meets the requirements for registration.

14 January 2011

The organisation's name was entered into the register on

(date)

Registration number

086-286-NPO

Director's signature

Date

14 January 2011

Department of Social



Development

**NATUIONAL TRANSPRT COMMUTER ORGANISATION
OF SOUTH AFRICA 086-286-NPO**

As NATCOSA forum we have monthly meetings with PUTCO Management from Feb to Nov discusses commuter problems their face in and out day, weeks and monthly.

CONTRACTED BUSES

B. Buses including BRT and contracted bus services.

PUTCO bus contract with Gaunteng Department of Roads and Transport. The contract does not favour the commuters all the contract is for commuters .The way it was done by G D R T it favours the bus company the way it operates zonal and distance of routes.

e.g shift from Sandton to Dobsonville Police Station it ends there ,not allowed to proceed to Dobsonville Ext 3 .

the reason breakdown ,drive is on sick leave and on leave.

Yet commuters have to proceed .When the shift ends at Dobsonville Police Station commuters have to connect to another shift ., if the shift is not there commuters have to use cash to get in the taxi with no refund from bus company.

BRT not knowing the contract, but the way BRT operates is not good for commuters . 4 T1 Carlton Centre buses dropping commuters at Carlton station in the morning from Thokoza Park each bus having 100 commuters and return to Thokoza

Park , then 1T1 Elise Park bus comes. Commuters are now behind time for work .Management do not care yet the buses are for commuters.

To us as commuters does not make sense .

SUBJECT MATTER AS PER STATEMENT OF ISSUES

1.Licencing, route allocation and entry regulations-operating
Licences, moratorium in operating licences, route allocation.

Of which as a forum we need Gaunteng Department of Roads and Transport change operating licences ,because is zonal and have boundaries even the price loading a tag.

Operating of shifts so difficult to us as commuters and it is old does not include new locations in order to have a bus commuters must write a petition assisted by the forum, which will meet the management in behalf of commuters.

e.g commuter staying in Deipkloof when loading a tag in Deipkloof the slip will read Orlando to Sandton because of zonal and in other buses your tag will not tag according to route zonal although bus passes in Deipkloof.

3. Allocation of operational subsidies and its impact.

As a forum we don't understand how the subsidies is given by GDRT to bus company, because bus company will say the money is not sufficient to run business .Then we commuters must pay more in fare increase at the end not getting good service for what we pay for. Bus company will say fare increase for buying spare parts , employees salaries and

many things said. You find that after fare increase bus breakdowns continue never stop commuters arriving later at work get harsh words from the employer pay deducted given warnings ,which is not good for us as commuters. No refund As a forum we would like things to change and be part of the decision makers GDRT and Bus Company in behalf of commuters .

9. Contracting relating to bus operations –long term contracts which have not been subject to competitive bidding for a long time

Contacting relating to bus operations before going for long term contracts GDRT must look the bus company if it has a good fleet of buses test the buses if are in order to service commuters .Contract must have a close that will stipulate the guard lines term and conditions to be followed by the bus company and forum in behalf of the commuters must be part of the contract because this is for commuters the users of the buses , forum monitor the bus company in behalf of GDRT to give feedback how the bus company operates.

If bus company does not follow the contract terms it must be provoked and be given to another bus company , because the contract which is there is in favour of the bus company.

10. Commuter experiences – waiting times , cost of the public transport

Waiting times must be looked at because it is a big issue to know what time does the drives arrive at the deport to get the bus to a starting point, how many minutes does the drive

take before leaving the depot ,and how many minutes to arrive at the starting point from the depot?

We have tried our best as a forum to find out the reasons why the buses are not in time ,which make commuters arrive late at work others end up being dismissed for being late .

Waiting times must be in the contract forum given power to monitor arrival of buses in behalf of the commuters because commuters call forum member then the forum member calls the bus company who is in charge in the depot about bus not in time.

Cost of public transport must be looked at because to us commuters it so painful when comes to cost . It must be given time when to increase the fare not to increase .

e.g petrol goes up taxis increase the fare ,petrol goes down taxis and buses don't decrease the fare and some of the taxis and buses are in bad condition we don't have a choice.

Contracted buses given subsidies have Interim contract with the Gauteng Department of Roads and Transport the fare increase of which the GDRT does not give percentage how much the bus company must say the percentage to commuters .The fares increase following a number of inflationary cost increase on items such as wages and salaries, fuel and spares ,water and electricity to mention a few. Inflationary cost ,fuel water ,electricity and rates school fees for children affect us as consumers in cost of living we don't have a choice .



2018 ROSTER- MONTHLY MEETINGS BETWEEN PUTCO MANAGEMENT AND NATCOSA

February	March	April	May	June	July	August	September	October	November
13 th	13 th	10 th	8 th	12 th	10 th	14 th	11 th	9 th	13 th

Time: 17h30

Venue: Putcoton Offices



MONTHLY MEETING WITH NATCOSA – TUESDAY 10 April 2018

VENUE: PUTCOTON BOARDROOM

Proposed agenda

1. Opening.
2. Attendance and Apologies.
3. Acceptance of the previous minutes
4. Matters arising from the previous minutes
5. New Matters
 - 5.1 Annual fare increase discussion document
 - 5.2 Rebranding logos.
 - 5.3 Outstanding issues not response from the Head Office
 - 5.4 Rosebank and bidline offices
 - 5.5 Hunt lost bids.
6. Closure



MINUTES OF THE MONTHLY MEETING HELD BETWEEN PUTCO GREATER SOWETO MANAGEMENT AND THE PASSENGER COMMITTEE (NATCOSA) ON TUESDAY, 13 MARCH 2018 AT PUTCOTON OFFICES

Chairperson: Mr A Nxusa

Scribe : Ms W Mhlongo-Chuene

Attendance : As per attendance register attached

Agenda

1. Opening
2. Apologies
3. Confirmation of the previous minutes
4. Matters arising from the previous minutes
5. New Matters
 - 5.1 Annual fare increase
 - 5.2 Putco's 2018/9 budget
 - 5.3 Loading of tags at Dobsonville depot cubicles
 - 5.4 Customer service queries
6. Closure

Discussion	Action/Responsibility
<p>1. Opening The chairperson welcomed all present, followed by an opening prayer.</p> <p><i>Opening remarks by the chairperson:</i></p> <p>The chairperson, on behalf of Putco Management tendered an apology regarding a few operational challenges related to delayed fuel delivery over a couple days. It is regrettable that the commuters were negatively affected during that process. The contractual engagements between Putco Head Office and its fuel supplier are at an advanced stage, in anticipation that the situation will soon normalize.</p> <p>The apology was noted with reservations on the basis of the inconvenience caused to the commuters, as</p>	<p>Chairperson / L. Matumba</p> <p>Putco mngt / chair</p>

<p>5. New Matters</p> <p><u>5.1 Annual fare increase.</u> It was reported that the fare increase discussion document is not yet finalized but should be ready for distribution to the committee by Friday, 23 March 2018, the first general passenger notice too.</p> <p>The house was reminded that the first general passenger notice has to go out before end of this month (March 2018) as prescribed by the contract.</p> <p><u>5.2 Putco's 2018/19 budget</u> The committee pleaded with Putco management for revisiting the airtime vouchers assistance when working on the company's budget for the upcoming financial year. The newly increased VAT is hitting hard on their pockets for communicating amongst themselves but also in terms of communicating with the commuters they represent.</p> <p>The point was noted for relevant escalation to the principals but the committee was also advised that government only awarded a 6 months extension on the bus contracts, something which leaves the operators with uncertainty of the future. That situation will obviously have a huge negative impact on the budget and strategic business plan.</p> <p><u>5.3 Loading of tags at Dobsonville depot cubicles</u> Now recent, on Saturday the 3rd of March , a power outage occurred while passengers were lining up to refill their tags. Regrettably, Putco did not have an alternative plan to service the affected customers even when other mobile units were not yet dispatched. The affected commuters had to pay cash on Monday morning for their journey unfortunately as they did not have alternative tag loading points. The committee asked if the generator back up was not supposed to rescue the situation.</p> <p>In response, Putco management apologized for the inconvenience caused as the generator was not in good a working condition.</p> <p><u>5.4 Customer service queries</u></p> <p><u>5.4.1 Inconsistent running of the Midrand Shifts (am & pm):</u></p> <ul style="list-style-type: none"> ▪ Shift 9434 from Merafe ▪ Shift 9436 from Naledi 	<p>Putco mngt / PR</p> <p>Putco mngt / PR</p> <p>Putco mngt / chair</p> <p>Putco mngt / Ops department</p>
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GREATER SOWETO SHIFT NUMBER CHANGES - AM TIME TABLE

Effective Date - 12 June 2017

Call Centre - 010 003 3854

Old Shift	New Shift	Depart	Day	From	To
9072	9136	07:25	M-F	4 Ways Mall Blvd	Kya Sand
9068	9256	07:35	M-F	4 Ways Mall Blvd	Kya Sand
9140	9108	07:40	M-F	4 Ways Mall Blvd	Kya Sand
9070	9451	07:45	M-F	4 Ways Mall Blvd	Kya Sand
9349	9063	08:20	M-F	4 Ways Mall	Lone Hill Pick n Pay
9329	9231	06:50	M-F	Albertsdal	Braamfontein via Alberton B/S
9392	9416	05:35	M-F	Bara	Centurion via N1 Midrand
9125	9006	05:50	M-F	Bara	Fairland SAPS via Westcol
9020	9117	06:00	M-F	Bara	ESSO via Noordgesig/Express
9153	9436	06:00	M-F	Bara	Kosmoshop via Riverlea Midrand
9109	9200	06:00	M-F	Bara	Kya Sand via Trevellyn Park
9191	9481	06:10	M-F	Bara	Strijdom Park via Wescol
9187	9401	06:15	M-F	Bara	Kya Sand via Northgate
9229	9476	06:15	M-F	Bara	Ruimsig via Noordgesig
9221	9406	06:20	M-F	Bara	Kosmoshop via Riverlea Midrand
9240	9035	06:20	M-F	Bara	Sunninghill Simba via N 1
9255	9465	06:30	M-F	Bara	Faraday Station via Mondeor
9235	9421	06:30	M-F	Bara	Randburg Mall via N1
9162	9149	06:40	M-F	Bara	Sunninghill via Oxford
9403	9457	06:45	M-F	Bara	Faraday Station via Mondeor
9401	9015	06:45	M-F	Bara	Waterfall/Vodaworld via Riverlea
9090	9469	06:50	M-F	Bara	Kya Sand via Northgate
9213	9460	07:00	M-F	Bara	Faraday Station via Mondeor
9022	9144	07:15	M-F	Bara	ESSO via Westcol
9013	9179	07:15	M-F	Bara	Kya Sand via Northgate
9444	9068	07:15	M-F	Bara	Sandton City via Randburg Express
9030	9061	07:20	M-F	Bara	4 Ways Mall via Ferndale/Randburg
9125	9053	07:20	M-F	Bara	Northgate via Honeydew
9255	9040	07:30	M-F	Bara	4 Ways Gardens Centre via N1
9101	9296	07:30	M-F	Bara	Sandton H/Inn Express
9365	9423	07:45	M-F	Bara	Ruimsig via Noordgesig
9385	9457	07:45	M-F	Bara	4 Ways Mall via Rustenburg Rd
9382	9420	07:45	M-F	Bara	Sandton City via Randburg Express
9063	9465	07:50	M-F	Bara	Kya Sand via Northgate
9047	9177	04:15	M-F	Braamfischer	Dobs SAPS Feeder
9025	9090	04:20	M-F	Braamfischer	Dobs SAPS Feeder
9251	9163	04:30	M-F	Braamfischer	Dobs SAPS Feeder
9371	9229	04:35	M-F	Braamfischer	Dobs SAPS Feeder
9047	9074	05:00	M-F	Braamfischer	Dobs SAPS Feeder
9080	9182	05:00	M-F	Braamfischer	Dobs SAPS Feeder
9056	9275	05:15	M-F	Braamfischer	Dobs SAPS Feeder
9303	9059	05:15	M-F	Braamfischer	Sandton Grayston/Katherine
9305	9008	05:25	M-F	Braamfischer	Dobs SAPS Feeder
9397	9240	05:30	M-F	Braamfischer	Ben Graystone via RPoort/Cre
9097	9205	05:30	M-F	Braamfischer	Dobs SAPS Feeder
9186	9271	05:40	M-F	Braamfischer	Dobs SAPS Feeder
9249	9130	06:00	M-F	Braamfischer	Dobs SAPS Feeder
9373	9157	06:00	M-F	Braamfischer	Dobs SAPS Feeder
9002	9122	06:10	M-F	Braamfischer	Dobs SAPS Feeder
9097	9266	06:30	M-F	Braamfischer	Dobs SAPS Feeder
9002	9131	06:45	M-F	Braamfischer	Dobs SAPS Feeder
9178	9211	05:35	M-F	C W Jabavu	Sandton City via Diepkloof 1
9269	9223	06:30	M-F	Carlton Centre	Sunninghill via Loui Botha
9016	9438	04:10	M-F	Chiawelo 3	Sunninghill via Sandton/EG7
9370	9450	04:45	M-F	Chiawelo 3	Sunninghill via Oxford
9396	9119	05:00	M-F	Chiawelo 3	Kramerville via Woodmead
9061	9437	05:00	M-F	Chiawelo 3	Sunninghill via Oxford
9027	9408	05:00	M-F	Chiawelo 3	Ways Mall via Ferndale/Randbur
9290	9444	05:05	M-F	Chiawelo 3	Kramerville via Diepkloof/M1
9424	9447	05:10	M-F	Chiawelo 3	Limbrow Park
9103	9415	05:15	M-F	Chiawelo 3	Ways Mall via Ferndale/Randbur

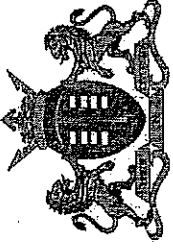


GREATER SOWETO SHIFT NUMBER CHANGES - PM TIME TABLE

Effective Date - 12 June 2017

Call Centre - 010 003 3854

Old Shift	New Shift	Depart	Day	FROM	TO
9030	9438	14:15	M-F	4 Ways Mall	Protea Glen via Randburg/PG8
9297	9226	14:30	M-F	4 Ways Mall	Dobs 3 via Rustenburg
9055	9164	15:00	M-F	4 Ways Mall	Dobs 3 via Ferndale/Randburg
9415	9200	15:00	M-F	4 Ways Mall	Emdeni via Ferndale Randburg
9425	9159	15:00	M-F	4 Ways Mall	Merafe Stn via Bara/N1
9012	9177	15:00	M-F	4 Ways Mall	Naledi via Ferndale/Randbrg
9345	9241	15:10	M-F	4 Ways Mall	Dobs SAPS via Forbes Road
9399	9097	15:15	M-F	4 Ways Mall	Dobs 3 via Rustenburg
9417	9239	15:30	M-F	4 Ways Mall	Dobs 3 via Ferndale/Randburg
9025	9254	15:30	M-F	4 Ways Mall	Ikwezi Stn via Randburg/Ferndal
9075	9260	15:30	M-F	4 Ways Mall	Naledi via Ferndale/Randbrg
9418	9053	15:40	M-F	4 Ways Mall	Dobs 3 via Parkwood
9438	9182	15:40	M-F	4 Ways Mall	Emdeni via Ferndale Randburg
9067	9101	15:45	M-F	4 Ways Mall	Emdeni via Rustenberg Rd
9164	9440	15:45	M-F	4 Ways Mall	Protea Glen via Maraisburg/N1
9430	9430	15:45	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9099	9108	15:50	M-F	4 Ways Mall	Chiawelo via Maraisburg/N1
9038	9146	15:50	M-F	4 Ways Mall	Dobs 3 via Parkwood
9019	9482	16:00	M-F	4 Ways Mall	Chiawelo via Randburg/Ferndale
9202	9136	16:00	M-F	4 Ways Mall	Naledi via Emmarantia
9085	9415	16:00	M-F	4 Ways Mall	Protea Glen
9312	9512	16:00	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9082	9024	16:15	M-F	4 Ways Mall	Dobs 3 via Forbes Rd
9165	9170	16:15	M-F	4 Ways Mall	Emdeni via Emmarentia
9367	9434	16:15	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9186	9023	16:30	M-F	4 Ways Mall	Dobs 3 via Ferndale/Randburg
9147	9047	16:30	M-F	4 Ways Mall	Naledi via Emmarantia
9140	9463	16:30	M-F	4 Ways Mall	Protea Glen via Maraisburg/N1
9163	9497	16:30	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9143	9451	16:40	M-F	4 Ways Mall	Naledi via Maraisburg/N1
9175	9203	16:45	M-F	4 Ways Mall	Chiawelo via Randburg/Ferndale
9091	9144	16:45	M-F	4 Ways Mall	Dobs 3 via Florida/N1
9324	9418	16:45	M-F	4 Ways Mall	Merafe Stn via Bara/N1
9174	9263	17:00	M-F	4 Ways Mall	Emdeni via Ferndale Randburg
9235	9114	17:00	M-F	4 Ways Mall	Protea Glen
9068	9253	17:15	M-F	4 Ways Mall	Dobs 3
9214	9288	17:15	M-F	4 Ways Mall	Dobs 3 via Noordgesig/N1
9231	9168	17:15	M-F	4 Ways Mall	Dobs 3 via Zone7/8 Mlands
9208	9066	17:15	M-F	4 Ways Mall	Emdeni via Emmarentia
9169	9188	17:15	M-F	4 Ways Mall	Merafe Stn via Bara/N1
9185	9251	17:15	M-F	4 Ways Mall	Naledi via Ferndale/Randbrg
9316	9026	17:15	M-F	4 Ways Mall	Naledi via Maraisburg/N1
9191	9401	17:15	M-F	4 Ways Mall	Protea Glen
9176	9131	17:15	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9381	9184	17:15	M-F	4 Ways Mall	Vilakazi via Maraisburg/N1
9239	9036	18:00	M-F	4 Ways Mall	Dobs 3 via Ferndale/Randburg
9071	9441	18:15	M-F	4 Ways Mall	Chiawelo via Randburg/Ferndale
9389	9190	18:15	M-F	4 Ways Mall	Dobs 3 via Florida/N1
9405	9081	18:15	M-F	4 Ways Mall	Dobs 3 via Ferndale/Randburg
9337	9091	18:15	M-F	4 Ways Mall	DobsGarden
9285	9265	18:15	M-F	4 Ways Mall	Emdeni via Ferndale Randburg
9390	9465	18:15	M-F	4 Ways Mall	Protea Glen11/12 via Cresta
9349	9222	18:15	M-F	4 Ways Mall	Vilakazi via Maraisburg/N1
9293	9471	18:30	M-F	4 Ways Mall	Chiawelo via Maraisburg/N1
9296	9488	18:30	M-F	4 Ways P & P	Naledi via N1
9413	9481	18:15	M-F	Alberton Pick n Pay	Naledi via BaraN12
9049	9286	15:30	F	Alrode South	Dobs SAPS via Ikwezi
9122	9033	16:30	M-F	Alrode	Merafe Stn via Bara
9219	9213	16:45	M-F	Alrode Potgieter St	Naledi via N12/Amanda Rd



GAUTENG PROVINCE
ROADS AND TRANSPORT
REPUBLIC OF SOUTH AFRICA

INVITATION TO A FORUM MEETING

TO: ALL GAUTENG COMMUTER FORA

The Department of Roads and Transport would like to invite all Commuter Fora in the Gauteng Province to attend a meeting in which issues of concern are going to be discussed. Amongst other things, the following issues will be addressed:

- Bus contracting
- Issues affecting the rail operations
- Bus strike
- Preparations for Commuter workshop

Venue : Pretoria (Ou Raadsaal Council Chamber)
Date : 22 April 2018
Time : 12h00
Delegates : 3 x members each (Executive Committee Members & Concerned Groups)

Your attendance will be highly appreciated.

Yours in service delivery

Mr. R. Mkhathshwa
Deputy Director: Public Transport Operations
Date: 20/04/2018

Dennis Mazibuko

From: Dennis Mazibuko
Sent: Wednesday, January 25, 2017 10:04 AM
To: Steven Dimba; Hennie Wium; Ben Nienaber
Cc: Witness Mhlongo-Chuene (witnessm@putco.co.za); Alfred Nxusa (alfredn@putco.co.za)
Subject: FW: PUTCO Questions

Good day all,
This is a follow up email I sent to you PUTCO Management for the,

Disciplinary Hearing/Meeting
Date : 26 January 2017
Time : 10 :00 am
PUTCO questions for me to answer as NATCOSA/Passenger Committee.


Kind regards,
NATCOAS Secretary,

Dennis Mazibuko.

From: Tumi Manana [mailto:kmanana@cvestcorp.com]
Sent: Wednesday, January 25, 2017 9:45 AM
To: Dennis Mazibuko <DMazibuko@icsa.org.za>
Subject: RE: PUTCO Questions

Thank you Dennis, well received.

Tumi Manana

The Cvest Corporation 

Fax: +27 86 627 8068 | Cell: +27 76 558 8814
Email: kmanana@cvestcorp.com | website: www.cvestcorp.com

P.O. Box 781090, Sandton, 2146
Ground Floor, Block E, Pinmill Farm, 164 Katherine Street, Sandton, 2196
[Map](#) / [Directions](#)

From: Dennis Mazibuko [mailto:DMazibuko@icsa.org.za]
Sent: Wednesday, 25 January 2017 9:34 AM
To: Tumi Manana <kmanana@cvestcorp.com>
Subject: RE: PUTCO Questions

Good day T Manana,

SOWETO SBU TIME TABLE Effective Date: 2016/08/10 the bus schedule is still valid.

1. My involvement with PUTCO Management is under NATCOSA/Passenger Committee in behalf of Commuters .
2. You require buses every morning from Naledi- Rivonia via Oxford to Sandton then it's question where that bus end's in Sandton if you have to wait for buses going to East gate 7 Grey stone Drive via Katharine street.

3.If you are required to arrive to Sandton by 8:00 am ,time of the bus you should take is 5 :50 am. There might issues of drive not in time, drive absent ,drive sick ,drive on leave and breakdown of the buses .These are main issues for years poor commination with PUTCO Management of which as NATCOSA /Passenger Committee trying to solve.

4. Maintenance issues take weeks ,month and months because short of spares waiting for orders to come. Because of some buses beyond repair . We even want to DOT to report the matter in order for PUTCO to replace the buses beyond repair. PUTCO did replace with 15 buses date 13 December PUTCO called us to come and look the buses .

5.Such issues cause commuters/travellers to be late on regular basis YES.
I am one of them until ,I head to ask my Department Manager to be given flexible time to work and agreed.
I am now working flexible time in and out to what time did I arrive is to time I will leave to the hours allowed to work per day.

6. Yes because Jabulani area is not a PUTCO buses starting point it's a route PUTCO buses stating point is Naledi Which is a distance from Jabulani area as a route .

From: Tumi Manana [mailto:kmanana@cvestcorp.com]
Sent: Wednesday, January 25, 2017 8:21 AM
To: Dennis Mazibuko <DMazibuko@icasa.org.za>
Subject: PUTCO Questions

Good day Sir,

I require your assistance on a few questions;

Please could you advise if the attached bus schedule is still valid for 2017?

- 1) What is your involvement with Putco?
- 2) If I require buses every morning from Jabulani to Sandton, which buses could I take from **Jabulani Mngadi Street Kwa Xuma to Sandton?**
- 3) If I am required to arrive to Sandton by 8am every morning, what times should I take the bus?
- 4) I am aware that Putco buses at times have maintenance issues, how often do such issues take place?
- 5) Do such issues cause commuters/travellers to be late on a regular basis?
- 6) Have you experienced major issues with the buses in the Jabulani area over the past 5 months?

Thank you,

Tumi Manana