



TPT Takes Action During Severe Drought

Transnet Port Terminals recently came to the much-needed assistance of residents in the Mfanefile Community in the Mthonjaneni Municipality. In an official handover ceremony, TPT's Richards Bay staff handed over approximately five hundred 5-litre bottles of water to Uthungulu's Deputy Mayor for the residents of the area.

A strategic decision was made by TPT's sustainability team for the water collected at DCT and TPT's head office to be sent on to the Richards Bay Terminal to collaborate with their efforts in seeking donations, which were then handed over to the local community in need. Employees from TPT's various terminals are still being encouraged to set up water donation campaigns that run throughout the year to help provide this scarce and priceless resource to those who need it most.



NCT Intensifies Customer Engagement To Improve Customer Service Excellence

In an effort to better understand the customer and improve customer service, the Ngqura Container Terminal leadership recently held a bilateral with MSC leadership. The session included robust engagements on the improvement of customer service excellence and operational efficiency.

CUSTOMER CORNER:

A recent letter of appreciation received from a customer:

*To: East London Terminal
From: Nadine Berrecloth-Mostert
(Customer Experience Manager at Safmarine)*

As you are aware on Sunday 1st May this year there was a Navis upgrade. On the 2nd May, a national holiday, we had arranged urgent roadhauls from Port Elizabeth to Gately Plant for MBSA. I struggled to access Navis from home to view these containers departing Coega so that I could keep MBSA updated throughout the day. I contacted Chonco MFUNDENI to see if he could assist me over the phone. To my surprise and relief, Chonco came to my home to fix the problem on my personal laptop - he even had a chat with my in-laws!

I would like to express my appreciation for this high quality customer service received from Chonco.

NCT Manager, Noxolo Thabatha, reinforced the terminal's commitment to customer service excellence, transparency, as well as improved communication and engagement between the two parties. The MSC delegates were then taken on a terminal tour in order to expose them to the terminal's service offering and operations.

DCT Makes Inroads With Road Rehabilitation Project

The Road Rehabilitation Project is an initiative that began in May with the aim of alleviating the issue of traffic on the road leading into DCT Pier 2. The road has been in existence for more than 35 years and several repairs have been completed due to the constant concern over 'heavy' traffic. Over the years bad weather has also worsened the condition of the road to the extent that it can no longer be maintained normally.

Phase 1 of the project entailed the reconstruction of the current inbound lanes, with traffic being diverted onto the current outbound lanes. Outbound traffic has, in the interim, been diverted onto the temporary outbound lanes created during the preparatory phase. The completion date for Phase 1 is set for the third quarter of this year, with the overall project completion date predicted for Quarter 2 in 2017.



East London Makes History with First Ever Cross Border Rail Consignment

A job well done to the East London Grain Elevator Team for recently loading their first over border consignment to Bulawayo, Zimbabwe. 26 wagons were placed and loaded with white maize. This is after East London Bulk Terminal welcomed the first white maize in South Africa from Thor Wave Bulk Carrier in mid April.

TPT thinks customer...

Transnet Port Terminals is implementing initiatives to create a unique customer experience for you our valued customer. Our KAMS and relevant terminal representatives will be in contact with you to elaborate on the initiatives.

[General Information:](#)

[TPT Customer Complaints/Compliments Logging System:](#)

TPT911@transnet.net

National Customer Service Centre - Contact Details:
Tel: 0861 204 485 | Email: TPTCallCentre@transnet.net

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