CITY OF TSHWANE
IGNITING EXCELLENCE

Group Legal and Secretariat Services

Tshwane House | Ground Floor | East Wing | Block D | 320 Madiba Street | Pretoria | 0002
PO Box 440 | Pretoria | 0001
Tel: 012 358 7392 | Fax: 086 652 2967
Email: marnak@tshwane.gov.za | www.tshwane.gov.za | www.facebook.com/CityOf Tshwane

My ref: Claim Process
Your ref:
Contact person: Lesiba Molekoa
Directorate: Litigation and Claims

Tel: 012-358 5950

Email: Claims@tshwane.gov.za

PUBLIC LIABILITY THIRD PARTY CLAIMS PROCESS

Claims Management Unit, located with Group Legal and Secretariat Services Department, handles all delictual claims instituted against the City of Tshwane by Third Parties. Claims may be submitted directly to this Unit for investigation and finalization. In order to properly investigate and assess a claim, the following information/documents must be submitted together with the claim form:

1. Identity Copy of the owner of property/vehicle
2. Three quotations or an invoice,
3. Copy of Utility Bill (Rates and Taxes)
4. Photos depicting damage, if relevant,
5. Photos depicting pothole, manhole or object that caused damage to the vehicle – photo must also show the location/vicinity/area;
6. A letter from your Insurer confirming that you did not claim from your insurer or an affidavit from Police Station confirming that you don't have insurance;
7. Detail explanation of what happened.

PROCESS

a) Third Party lodges a claim by completing a standard form with brief description of the incident;
b) The Legal Department, through its Claims Management Unit will then submit the claim to the relevant Department for investigation or comments;
c) Upon receipt of a report/ comments from the relevant Department, the Claims Management Unit will attend to assess and finalize – all delictual elements considered;

d) A claim is either repudiation or settlement depending to the merits of the claim;
e) The Third Party is then notified of the outcome of the claim in writing.
f) If the claim is settled, payment is requested from the insurer/ broker and the file is closed once payment has been effected.

Submit claims accompanied by all required documents to claims@tshwane.gov.za

For further enquiry contact our reception at numbers 012 358 5950 / 7513

On request, this document can be provided in another official language.