



**TRANSPORT MINISTRY
REPUBLIC OF SOUTH AFRICA**

STATEMENT BY THE MINISTER OF TRANSPORT, FIKILE MBALULA, FOLLOWING THE MEETING WITH THE GAUTENG MEC FOR TRANSPORT AND GAUTENG LICENSING AUTHORITIES HELD AT RTMC, CENTURION ON 30 APRIL 2021

Having engaged robustly on the challenges confronting DLTCs in Gauteng, I am pleased that in appraising the challenges, we have found each other on critical interventions that must be expedited without delay.

We have identified 6 core areas we will focus our attention in order to make decisive interventions. These are:

- a) Infrastructure challenges
- b) System integration
- c) Online service innovation
- d) Decentralisation of the DLTC footprint
- e) Improved access to services
- f) Eliminating corruption and inefficiencies

In measuring our progress, we have agreed on the following milestones which constitute the quantum of our agreed solutions in ushering in a new service delivery model.

- RTMC and the DLCA must give infrastructure issues urgent priority.
- The DLCA must urgently attend to the upgrade of obsolete Live Enrolment Units and other tools of trade DLTCs require to deliver services. The RTMC must move with speed in addressing the availability of eNatis, which include bandwidth and supporting infrastructure. We must attach time frames to this process if we are to succeed in making decisive interventions.
- DLTCs must standardise operating hours to operate from 08h00 until 16h00, and must open for business on Saturdays in order to decisively address the backlogs. In this regard, we commend the Municipalities that have already taken initiative and introduced these operating hours already. We further urge all those who have yet taken this step, to do so without further delay.
- The RTMC, working with licencing authorities, will intervene in the slot allocation challenge by rolling out the online booking platform created as part of a broader strategy to improve service delivery at DLTCs. This platform gives the public access to view available slots without physically travelling to a DLTC thereby saving the

applicant time and money. Corruption related to slot allocation must be investigated and addressed decisively.

- We will introduce self-service kiosks at DLTCs and mobile kiosks in public spaces managed by the RTMC. This will enable access to the booking system for those who do not have access to the internet. The deployment of mobile units must be fastracked and requisite support infrastructure must be made sourced and made available. Over the next 10 days Gauteng and the City of Johannesburg must resolve the challenges relating to these mobile units.
- Licencing hubs and walk-in centres must be operationalised and the RTMC must urgently attend to provision of supporting infrastructure.
- The SMS solution to alert motorists with expiring licences must be implemented. This must include targeting the 900,000 motorists whose licence disks have expired and not renewed.
- We will expedite the introduction of online payments in order to minimise the exchange of cash and thus create a disincentive for corruption. The implementation of the

online payment system will reduce the number of visits to DLTCs and further improve revenue collection for DLTCs.

- Through the RTMC, we will expand capacity by refurbishing existing DLTCs and opening new DLTCs.
- Agency agreements to manage DLTCs on behalf of the Province will be expedited with Gauteng to address:
 - a. Extended operating times
 - b. Maximise available resources
- Online interface for Optometrist and Medical Practitioners to upload on the eNatis the eye test results will be given priority.
- Personal delivery of driving licence cards will be expedited to move away from collection of cards at DLTCs.
- Revenue sharing mechanisms must be looked at and addressed where anomalies are identified.
- Each DLTC must develop an operational plan on which its performance will be evaluated.

These interventions will be reinforced by the introduction of the a new Driving Licence card with improved security features intended to eliminate fraud and corruption.

We are under no illusion that the online services are not a panacea to our challenges, but such services are a game changer that will change the face of service delivery at DLTC level.

Regular evaluation of the impact of the interventions is a necessary element of introducing a new service delivery model. We must continually evaluate and adjust solutions in order to realise our objectives. We are under no illusion that others will resist these innovative solution, but we must be resilient in delivering a service that meets the needs of the citizens.

We have to continue to work hard in tackling and eliminating corruption at the DLTCs and focus on providing an efficient service to the citizen.

These interventions must find expression in a re-imagined service delivery model that places the citizen at the centre of our service offering. This will be a central tenet of the message we will be taking to other Provinces in giving our interventions a national flavour. These must be packaged as a project plan with clear time frames.

I thank you.