**MEDIA STATEMENT**

**TRANSPORT COMMITTEE WELCOMES DRAFT MINIMUM SERVICE DELIVERY STANDARDS**

**Parliament, Wednesday, 9 June 2021 –**The Select Committee on Transport, Public Service and Administration and Public Works and Infrastructure today received a briefing from the Department of Transport on the draft Minimum Service Delivery Standards (MSDS) in terms of Section 75(6) of the National Roads Traffic Act.

The committee welcomed the briefing and noted that the Service Delivery Improvement Working Group has done extensive work on the Standard, Service Delivery Charters and Service Level Agreements which covered in detail three service delivery-related areas, that is, the Drivers Licence Testing Centres, Vehicle Testing Stations and Registering Authorities.

The committee raised its concerns that there was no consistency in services, whilst in some parts of the country applications to renew a driver’s licence or book a test could be done online, whilst in other parts of the country people still stood for long hours in queues just to book a test.

The committee was informed by the department that residents in the Gauteng Province are encouraged to use the electronic National Administration Traffic Information System (NaTIS) for online options such as booking a learner’s or driver’s test, renewal of licences, report an accident, etc.

Members of the committee complained that in some stations such as the one in Giyani, there was no access for people in wheelchairs and that the infrastructure of testing stations must accommodate people in wheelchairs. The committee was also informed that although the operational hours at the Giyani testing centre are from 08h00 to 16h00, the office closed its doors to the public at 14h00. Further there was only one cashier and the committee was informed that the Mayor of Giyani has indicated that there were no funds to employ additional cashiers. The Department of Transport will engage the municipality on the way forward.

The Chairperson of the Select Committee on Transport, Mr Kenny Mmoiemang, said the Batho Pele principles are the crux and heart of the values that are required to improve service delivery at all institutions of government and serve our people.

**ISSUED BY THE PARLIAMENTARY COMMUNICATION SERVICES ON BEHALF OF THE CHAIRPERSON OF THE SELECT COMMITTEE ON TRANSPORT, PUBLIC SERVICE AND ADMINISTRATION AND PUBLIC WORKS AND INFRASTRUCTURE, MR KENNY MMOIEMANG.**