**National Assembly**

**Question No: 1174**

**Mr M M Chabangu (EFF) to ask the Minister of Transport:**

What (a) are the reasons that it takes the online system more than 30 days to confirm appointment for the renewal of driving licences in Gauteng and (b) measures has he put in place to ensure that the efficiency of this system is improved? NW1432E

**REPLY**

The Queue campaign is only applicable to Gauteng and can be used by the public to register to be allocated a slot at their preferred DLTCs instead of visiting the website repeatedly to check for slot availability. The 30 days is the maximum period. The average time to allocate a slot is 7-14 days.

In the event where the public needs an urgent booking, the online system allows for direct bookings at any DLTCs with availability.

b) The major constraint of the booking system is the lack of capacity at traditional DLTCs. The Minister launched 2 DLTCs that operate 7 days a week from 7 to 9pm which has increased available capacity by 50%.