**National Assembly:**

**Question Number: 3415**

**Mr C H H Hunsinger (DA) to ask the Minister of Transport:**

(a) On what date were the online services for (i) learner drivers and (ii) license applicants introduced, (b) where was the service introduced, (c) how does his department measure the success of the system and (d) what are the findings regarding the performance of the system thus far?

**NW3904E**

**REPLY:**

(a) The Pilot project for (i) learner drivers and (ii) license applicants was launched on 30 August 2018

(b) At Centurion Driving Licence Testing Centre (DLTC), Tshwane. The service was the rolled out to other DLTCs from 01 September 2018.

(c) The Road Traffic Management Corporation (RTMC), one of the entities in my Department, monitors the success through daily reports of the number of slots booked online versus the number of slots of walk-in applicants. Further thereto the RTMC in close co-operation with the Gauteng Department of Transport, monitors the calls logged via its 24-hour call centre and addresses issues raised as soon as practically possible - although the majority of these calls were resolved by guiding the applicant through the process.

Since the end of September (30 days after the introduction of the service), the number of slots booked online has exceeded the walk-in applicants daily.

(d) The system has a 99.99% uptime and availability and there are always slots available throughout the Gauteng province, albeit it might not be at the applicant’s most preferred DLTC.