###### National Assembly

###### Question Number: 3556

**3556. Ms L V James (DA) to ask the Minister of Transport:**

With reference to the provincial regulating entities and the applications for licenses, (a) what (i) are the reasons for delays in these applications, (ii) is being done to get up-to-date on applications and (iii) is the average turn-around time in processing applications, (b) how is this average turn-around time calculated, (c) what is being done to reduce turn-around times in future and (d) what mechanisms, processes and procedures have been put in place in this regard? NW3984E

1. (i) Slowness of the system, National Land Transport Information System (NLTIS), used to process applications for operating licences and failure by operators to submit required or additional information for upliftment of licences.

(ii) In the short term, officials work overtime to process as many applications as possible. The medium term solution is to redesign the NLTIS.

(iii) Approximately 90 days for the processing of applications. However, the turnaround time differs in each Province, subject to capacity constraints in each Provincial Regulatory Entity (PRE).

b) Calculated using the first-come-first-processed scheduler. Complete application will take a minimum of 5 days at phase 1: helpdesk, 35 days at registration and publication phase, 10 days for board preparations and adjudication and 10 days for board minutes and upliftment of operating licences.

c) PREs have developed standard procedure manuals. The PRE committee has delegated the over the counter transactions to officials to reduce the turnaround time.

d) The Department is in a process of redesigning the system (NLTIS).