



# transport

Department:  
Transport  
Province of KwaZulu-Natal

## MEDIA STATEMENT

22 May, 2018

### **MEC KAUNDA CONTINUES TO ASSESS SERVICE DELIVERY IN DRIVER LICENCE TESTING CENTRES**

The KwaZulu-Natal MEC for Transport, Community Safety and Liaison, Mr Mxolisi Kaunda, has vowed to ensure that police investigations into the cases of suspected officials working in the Driver and Learner Testing Centres (DLTCs) are expedited following his unannounced visit to the Mkhondeni DLTC in Pietermaritzburg today.

Kaunda regularly conducts unannounced visits to citizens' service delivery points of the provincial Department of Transport as well as those within the oversight of the Department of Community Safety and Liaison, including Police Stations.

During today's visit, Kaunda was pleased to get positive feedback from members of the community about the service they receive at Mkhondeni DLTC, although he was disturbed by operational complaints such as electricity cabling, which negatively affected the speed of service.

"I was pleased to hear from members of the public that they are generally happy with the service they received from Mkhondeni DLTC. I also noted and committed to resolve outstanding operational issues that lead to long queues. In addition, I have instructed the Senior Management of the Department to immediately address operational issues, including staff shortage, cabling and printing services as well as customer service levels. We have to make it a matter of course that when we serve citizens, we display our best attitude, humility, committed and responsive professionalism," said Kaunda.

Another challenge Kaunda identified at the centre was the shortage of staff which the Department has begun to address through the implementation of the new service delivery model, which entails increasing staff capacity in all of the department's service delivery points.

Kaunda said he will continue to conduct the assessments until all service delivery challenges are addressed in the testing centres, and has already conducted similar visits in Rossburgh and Pinetown to improve service delivery at the centres.

"I have also asked the Department to expedite the improvement of systems and processes to detect and prevent fraud and corruption. We are pleased that these improvements are beginning to yield positive results with the closure of the Howick DLTC after 12 examiners were arrested for suspected fraud and corruption. Last week, another three examiners were arrested in Estcourt for suspected fraud and corruption," added Kaunda.

Ends.

#### **Media contacts:**

Mluleki Mtungwa 0609741140 [mluleki.mtungwa@kzntransport.gov.za](mailto:mluleki.mtungwa@kzntransport.gov.za)

Kwanele Ncalane: 072- 803 1462/ 079- 699 5755/ [Kwanele.Ncalane@kzntransport.gov.za](mailto:Kwanele.Ncalane@kzntransport.gov.za)

Nathi Sukazi 081 018 0518/ [Nathi.Sukazi@kzntransport.gov.za](mailto:Nathi.Sukazi@kzntransport.gov.za)

Website: [www.kzntransport.gov.za](http://www.kzntransport.gov.za) Twitter: @KZNTransport Facebook: [www.facebook.com/kzntransport](http://www.facebook.com/kzntransport)