

Case Study (Citizen Services): Queuing and Ticketing in Driver Licensing Testing Centres (DLTC)

About the Customer

Driver Licensing Testing Centres (DLTCs) are key public service points across South Africa. They handle everyday transactions like learner's licences, driver's licence renewals, and traffic fines.

These centres deal with high volumes of people daily, and for most South Africans, this is one of the most common touchpoints with government services.

Customer Challenge

For many citizens, going to a DLTC meant one thing: long queues and a lot of waiting.

People would arrive early, stand in line without much clarity on how long things would take, and often move between different queues depending on the service they needed. It was frustrating, time-consuming, and unpredictable.

From the DLTC side, managing these queues wasn't easy either.

- Staff had limited visibility into how many people were waiting
- It was difficult to manage peak times or balance workloads
- Bottlenecks would build up without warning
- Customers often became frustrated before even reaching the counter

Overall, the experience wasn't great — for citizens or for staff trying to keep things moving.

Partner Solution

Intellergy worked with DLTCs in Gauteng to introduce a smarter, more flexible way of managing queues.

Instead of people standing in long physical lines, the new system allows customers to join a queue digitally — often by simply scanning a QR code on arrival.

From there, the process becomes far more structured and predictable:

- Customers can select the service they need on their phones
- They receive updates on their place in the queue
- They know roughly how long they'll wait
- They're notified when it's their turn

Behind the scenes, the platform gives staff and managers a clear, real-time view of what's happening in the centre:

- Live dashboards show queue lengths and wait times
- Teams can quickly spot bottlenecks and adjust
- Workloads can be better balanced across counters
- Data helps plan for busy periods

The system is cloud-based and designed to work alongside existing systems, so it fits into how DLTCs already operate without adding complexity.

Results and Benefits

The difference has been noticeable almost immediately — especially from a customer point of view.

- **Wait times dropped significantly**
Average processing time reduced from over 90 minutes to around 15–20 minutes
- **Queues are more manageable (and less stressful)**
Customers no longer need to stand in long lines without knowing what's going on
- **Better experience for citizens**
The process feels more organised, predictable, and fair
- **Improved flow inside centres**
Staff can manage demand more effectively and reduce congestion
- **Stronger use of data**
Teams can see patterns and adjust resources where needed

There's also been a clear reduction in complaints, with faster turnaround times and a smoother overall experience.

The Overall Story

This project shows how something as simple as fixing the queue can completely change how people experience a service.

By moving away from long, unmanaged lines to a digital, structured system, Intellergy helped DLTCs create a more organised and less stressful environment — for both customers and staff.

It's not just about speed (although that's a big win). It's about giving people clarity, reducing frustration, and making everyday services feel a bit more modern and accessible.

And importantly, it shows that improving public services doesn't always require massive change — sometimes it's about solving the right problem, in the right way.