

The Driver's License Issuance System for Transport Authorities



Customer

The Ethiopian Road Transport Authority (RTA) and by extension, The Ministry of Transport, Federal Democratic Republic of Ethiopia

Industry

Public Sector - The Ethiopian Road Transport Authority (TA)

Business Situation

The RTA was facing challenges in seamlessly integrating its operations with other government departments, reducing license processing turn-around time and making licenses that were counterfeit proof

Solution

Techno Brain implemented a Driver's License Issuance System for the licensing business of the RTA.

Benefits

- ✦ Reduced turn over time to process
- ✦ Real time access to other sites within the country
- ✦ Seamless online collaboration between government departments to share critical information

Ethiopian Road Transport Authority Regulates, manages and controls road transport

Customer Profile

The Ethiopian Road Transport Authority (R.T.A.) is a public Authority responsible to the use of any roads within Ethiopia, vehicles using these roads and to all matters relating to Road Transport activities. Ethiopian RTA was established to provide control and regulation of travel and transport on the road. It was restructured and reorganized as Road Transport Authority since 1976.

The R.T.A. carries out the following key functions:

- ✦ To coordinate and strengthen the road traffic safety improvement system
- ✦ License and regulate persons and enterprises engaged in road transport
- ✦ To develop road transport directives and standards in line with the development of the country and ensure implementation of these laws and standards
- ✦ To develop transport database system to enhance research and analysis for the development of the sector
- ✦ To strengthen the capacity of regions and transport owners in order to ensure the provision of adequate and integrated transport services on competitive basis.

Business Situation

Roads Transport Authority license issuance system did not have real time access from other sites within the country in regard to registration and licensing of motor vehicle operators, the recording and authorization of driving licenses and professional driving permits. They had a relatively large turn-around time for processing new driving license, and vehicle registration.

They also lacked a seamless collaboration between various government departments through on-line sharing of critical information, especially with the treasury, Banks, driving schools and insurance bidders and enforcement bidders. Finally they lacked effective higher internal control for delivery of driver license, vehicle certificate of fitness and road tax and effective process for identifying and countering fraud.

Case Study

Solution

Techno Brain was selected to provide a Driver's License Issuance System, for the license issuance business of the RTA. The solution has enabled both RTA and their customers to access the system. The solution enabled RTA to be more interactive and transparent with its customers in terms of business, business relations, company policies and its terms of service.

Major Features of Techno Brain's Solution:

- Verification for uniqueness of the Applicant in the database;
- Printing of high-secure tamper proof driving licenses
- Reduced turn-around time needed for the processing of licenses
- Increased availability of information to the issuing officer from other government departments about applicant because of its seamless connectivity
- Real time access to the system from different sites within the country

Technologies: Microsoft .Net 4.0, C#, Microsoft SQL Server, Crystal Reports

Benefits:

The solution provided has enabled the RTA to achieve its core mission; to regulate, manage and control the road transport industry all over the country. The RTA can also monitor their business of license issuance for the purposes of (and not limited to) registration and licensing of motor vehicles, the registration of operators, the recording and authorization of driving licenses and professional driving permits with ease and in real time.

Key benefits of the Driver's License Issuance System include;

- Provides for collaboration amongst government departments
- Reduces license processing turn-around time
- Enables real time access from sites across the country
- Effective process for identifying and countering fraud
- Through the system its easier for the citizens to access and use the services offered
- Issuance of more secure driving licenses