

## CITY OF CAPE TOWN

18 OCTOBER 2022

**MEDIA STATEMENT BY CAPE TOWN MAYOR, GEORDIN HILL-LEWIS**

### **Appointment system: City lets residents skip the queue at licensing and payment centres**



**A high resolution photograph is available here:** <http://bit.do/fVrZY>

I was delighted to try out the City's new online booking system for motor vehicle licensing and registration this week, which allows residents to book an appointment so they don't have to stand in a queue.

In addition to motor vehicle licensing and registration, the system allows residents to book an appointment to pay municipal accounts.

For residents who don't want to go into a physical centre at all, these services are also fully available online through the City's e-Services portal.

After booking my in-person appointment a day in advance, I arrived at the Cape Town Civic Centre Motor Vehicle and Licensing facility at my allotted time. I was served on time, by a friendly and helpful City staff member. I

believe this has been the experience of every resident who has used the system, and I encourage everyone to use it.

The system can be accessed at <https://bookings.capetown.gov.za> and can be used to book appointments at the following City Payment Centres and Motor Vehicle Registration and Licensing facilities:

- Bellville
- Cape Town Civic Centre
- Goodwood
- Kuilsriver
- Lansdowne Corner
- Liberty Promenade Mall
- Milnerton
- Parow
- Pinelands
- Table Bay Mall

Part of my commitment to the residents of Cape Town when coming into office in November 2021 was to 'do the basics better and take service delivery into the digital age'.

This initiative is part of the City's delivery on that promise; we will continue to do everything in our power to ensure residents are able to conveniently and efficiently access world-class municipal services in Cape Town.

**End**

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