

DRIVER AND VEHICLE LICENSING AUTHORITY

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Your Ref:.....

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PRESS RELEASE

In Re: Corruption Watch exposes rot at DVLA in “Money Over Human Lives” Documentary...

The Board and Management of the Driver and Vehicle Licensing Authority (DVLA) extend its kind compliments to its cherished clients and the general public and wishes all Ghanaians the very best of the year 2023.

The attention of Management has been drawn to a documentary by Multimedia Group Ltd., titled, “Money over Human Lives” alleging procedural breaches in acquiring driver licence services and professional misconduct by some staff of the DVLA.

Following the documentary, Management sent a formal request to the Multimedia Group Ltd., for a copy of the full unedited video devoid of voice-over commentary. The reasons for the request were twofold: first, to fully study and understand the information contained in the documentary, and secondly to facilitate investigations and thereby mete out appropriate sanctions to staff found culpable. Unfortunately, Multimedia Group Ltd denied our request.

That notwithstanding, Management took a critical review of the documentary and made the following observations:

1. The documentary appears to have been recorded in 2019 with a focus on DVLA 37 office and 2020/2021 with focus on the Tamale office. Interviews from the Police Motor Traffic and Transport Department (MTTD), National Road Safety Authority (NRSA) and DVLA Officers were done in 2022.
2. The significance of the timeline is that although the documentary highlights challenges and gaps in the driver licensing processes, some of these gaps have either been reformed, fixed or at an advanced stage of transformation. E.g. Computer Based Test conversion into six (6) local languages.
3. Admittedly, there still exist room for improving our products and services. There are still unauthorized persons who collude with unscrupulous staff in and around our operational centers across the country. These unauthorized persons take advantage of the gaps as depicted in the documentary to dupe clients of various sums of money in exchange for products and services.

4. DVLA continues to improve and streamline this critical mandate through various phases of deploying advanced technology and consistently enhanced professional competencies. Various reforms have been implemented in the process, and in most instances, have been remarkably successful in improving the knowledge, skills, and competencies of the driving public.
5. DVLA remains stoically resolute in its commitment to improve road safety and save lives and property through our driver and vehicle licensing operations.
6. The effectiveness of our driver training and education programs as a critical road safety measure cannot be overstated. Indeed, it has been established over the years as a means of improving driver behavior and reducing road traffic crash involvement by road users in our beloved country.

Key themes from the Publication.

The Documentary depicted breaches in the following process areas of acquiring a Driver's Licence.

- a. Mandatory 48-hour training at an accredited driving school;
- b. Computerized Based theory examination;
- c. In-traffic driving test, and
- d. Road signs test.
- e. Additional focus was also placed on eye test breaches.

Addressing Challenges – immediate steps.

Management has taken the following immediate steps to address the challenges:

- a. **Four (4) members of staff who were implicated in the publication have been interdicted pending the outcome of a full investigation.**
- b. A meeting has been scheduled between DVLA and Driving Schools in Ghana to identify, discuss and streamline operations for efficiency. The STC Driving School has been invited to a review meeting with the Authority concerning their involvement in the alleged acts. If they are found to have breached any of our Licensing Conditions, the Driving School will be sanctioned appropriately.
- c. The process for printing driver licence is under review.

Reforms to Prevent Future Occurrence

- a. DVLA's invoice system ensures transparency in our charges and also empowers the customer with information about our services. An update of our payment platform is currently on-going and will be strategically hastened with a focus on accepting only digital forms of payment for nearly all our services.
- b. The Authority will launch a mobile App by end of the first quarter. This will give customers the opportunity to verify our product and services and also enable them apply and pay for services and receive notifications

- c. Improving access control systems (including the installation of additional CCTV systems at all CBT rooms). Webcams and facial recognition technologies will be introduced to ensure only the right candidates can undertake the test.
- d. Review of the operations of all driving schools in the country.
- e. Camera's would be fixed in the vehicles used for the in-traffic test
- f. Continious training and certification for driver examiners.
- g. Re-registration of all driving school and instructors.

Other on-going System-wide Reforms

The following reforms (which are being implemented in phases) will be strategically hastened across our operations nationwide:

1. Implementation of uniform operational standards across the country pending our ISO 9001:2015 accreditation.
2. Complete the implementation of the upgrade of the Computer Based Test (CBT) system and its translation into 6-local languages (Ewe, Twi, Dagbani, Hausa, Nzema, Ga). This will encourage competent clients who are unable to undertake the CBT in English to do so in any of the local languages stated.
3. Digitizing the in-traffic Test regime: the next after the theory test is the in-traffic test. This stage is being digitized. The process will be strategically hastened to implementation. This will prevent possible impersonation and ensure that only those who pass the test are licensed.
4. Maximize public education on DVLA's operations to encourage prospective clients to access the formal laid down processes in their dealings with the Authority.

Conclusion:

The Driver and Vehicle Licensing Authority will continue to innovate and improve its business processes to serve its clients with integrity, professionalism in a safe environment.

DVLA: Your Safety, Our Concern

Issued by:

Management