

NDLSFO CUSTOMER CHARTER



The Road Safety Authority has engaged the services of the following three contractors to provide the National Driver Licence Service (NDLS)

1. The **National Driver Licence Service Front Office (NDLSFO)** operates the NDLS centres throughout the country. In these centres, members of the public attend in person to verify their identity and apply for a licence or learner permit. Subject to everything with your application being in order, your application will be accepted by the NDLSFO and sent to the Central Licensing Processing Unit. The NDLSFO is also responsible for operating the NDLS appointment booking line.
2. The **Central Licensing Processing Unit (CLPU)** receives your application from the NDLSFO at its centre in Cork and processes the application through completeness, validation and quality checks before sending the application to the Plastic Card Delivery Unit for card production. The CLPU is also responsible for operating the NDLS Customer Service Call Centre.
3. The **Plastic Card Delivery Unit (PCDU)** accepts the processed application (electronically) from the CLPU and produces your licence or learner permit. The PCDU is also responsible for posting the licence or learner permit to you.

THE NATIONAL DRIVER LICENCE SERVICE (FRONT OFFICE) COMMITMENT TO NDLS CUSTOMERS

This Customer Charter describes the level of service to be provided by the NDLSFO to NDLS customers. It outlines the NDLSFO's commitment to you, the customer, as you use the NDLS, and the levels of service you are entitled to expect when you visit and interact with staff at NDLS centres.

THE OBJECTIVE OF THE NDLS FRONT OFFICE

- The NDLS Front Office aims to deliver a professional administration and licensing service which reflects our commitment to providing you with the highest standards of customer service.
- To demonstrate, promote and preserve the mission of the RSA: "To make roads safer for everyone" by validating your identity to ensure that the person making an application for a licence or learner permit is entitled to such licence or learner permit. It is anticipated that these measures will help to keep unlicensed, illegal drivers off our roads.

OUR CENTRES

- The NDLS Network comprises 34 locations throughout the country, providing service to 95% of the population within a 60km radius of any given location in the country. The locations and addresses of all the NDLS Centres are listed on www.ndls.ie
- The 34 NDLS centres are open Monday to Friday 9am - 5pm and Saturdays 9am - 2pm, excluding bank holidays.
- Customers must pre-book an appointment.

WHEN ATTENDING ANY NDLS CENTRE CUSTOMERS CAN EXPECT THE FOLLOWING:

- Identity will be validated
- Photograph and signature will be captured electronically
- Application and fee by credit or debit card, Google Pay or Apple Pay and Payzone voucher will be accepted
- Application receipt and details of any next steps required
- Information about when you are likely to receive your licence/permit.

If identity validation or application fee is not available, application will be rejected, and customer will be required to apply again.

LEVELS OF SERVICE YOU CAN EXPECT WHEN VISITING A NDLS CENTRE

1. We will deal with your application efficiently and treat you with courtesy and respect.
2. We will try to ensure that wait time will not be more than 15 minutes after your booking time.
3. We will ensure that our NDLS centres are fully accessible for all our customers, fully comply with all applicable health and safety requirements, are comfortable and pleasant and are maintained to the highest standards.
4. We will ensure that our customers can make a booking for an NDLS centre within three working weeks.
5. Once you present your application at the NDLS application processing booth, we will endeavour to deal with your application within 15 minutes. If it is not possible to deal with your application within 15 minutes, we will endeavour to deal with it within 30 minutes.
6. We will ensure that the needs of people with disabilities are fully catered for. We will make every effort to ensure that access to our buildings and to all of our services is maintained for people with disabilities and others with specific needs.
7. We will implement measures to facilitate customers who wish to conduct their business through Irish.
8. We will ensure that all information provided to you by the staff at the NDLS centres in relation to the driving licence and learner permit application process is accurate.
9. We will respect our customers' privacy and accordingly will comply with our Privacy Statement and Data Protection Policy.

Customers can provide comments and feedback on the service by calling the helpline on 0818 700 800 or in person in an NDLS office.