

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Motor Vehicle Registry, Telephone Service

Mr Elferink to the Minister for Transport and Infrastructure

Minister on the 3rd of December 2008 I was contacted by a constituent who complained about the waiting time when phoning the MVR with a telephone inquiry. Consequently I called the MVR through the Government switch and followed the prompts until I was placed in a queue. I then remained on hold for 27 minutes and 50 seconds before the call was answered. The whole call took 28 minutes and 15 seconds. The call was terminated at 14:53 hrs:

1. Would you kindly advise why these delays are occurring.
 2. Do these response timeframes represent an effective, efficient and timely service to Territorians.
 3. Is there a policy developed within which this service is required to operate and if so is this service meeting the benchmark set.
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