



E-LICENCE ONLINE APPLICATION PLATFORM GOES LIVE 01 APRIL 2023

31 March 2023

The Western Cape Liquor Authority is intent on modernizing its systems towards the optimal provision of its services. This is being made possible by integrating existing systems and introducing new technologies and business models to effectively regulate liquor and reduce alcohol related harms. The aim is to enable and enhance the service delivery offering of the WCLA.

The Authority accepted that a need arose to provide citizens with an easy and convenient channel to access any processes administered in terms of the Western Cape Liquor Act. A web-based portal was developed in 2022. This allowed for the creation of a user-profile system for applicants and licence holders to register profiles.

The first phase of the Client Services Platform (eLicence portal) (launched on 01 October 2022) was the online platform which allowed for the online renewal of licences. Licence holders are now able to engage the WCLA in respect of their liquor licence directly, pay licence renewal fees online and download a "Confirmation of Renewal" once all steps in the renewal process have been completed.

The launch of the eLicence portal is a significant step in the digital transformation journey of the WCLA. It promotes "ease of doing business" with the WCLA by enhancing interaction between the WCLA and various applicants or licence holders.

The eLicence portal is aimed at promoting the development of a life-long relationship between the WCLA and licence holders and being responsive to the interests of the public.

The next phase which goes live on 01 April 2023, introduces the opportunity to lodge liquor licence applications online.

The following application types will be available for online submission as of 01 April 2023:

- New: Section 36 application – with management appointment (where applicable);
- Transfer: Section 65(1)&(3) application;

- Temporary: Section 48(4) application – with condonation application (where applicable);
- Event: Section 48(1) application – with condonation application (where applicable).

FOR QUERIES, PLEASE CONTACT THE WCLA:

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