**National Assembly**

**Question No:1168**

**Mr K P Sithole (IFP) to ask the Minister of Transport:**

(1) Whether, with reference to the variety of online services that he launched on 17 February 2022 (details furnished), his department has any plans in place to deal with and rectify the glitches that the new system may be experiencing; if not, why not; if so, what are the details of the plans;

(2) (a) how is his department making the public aware of the new online offerings and (b) what are the relevant details of the communications plan in this regard?

NW1426E

**REPLY**

1. The glitches experienced have been attended through various software updates released to date. The Road Traffic Management Corporation (the Corporation) has also in sourced the printing and packaging of the licence discs and replaced its delivery partner. Since Monday, the direct deliveries to the owners have commenced. By 01 April 2022 the backlog of licence distributions will have been attended to.
2. (a) Aligned to the nature of the service the Corporation communicates its services primarily via online platforms, social media, websites, etc. The Corporation also communicates directly via targeted SMS and email communications to motorists and drivers to make use of the service when they receive their renewal notifications.

(b) The communication plan includes interviews conducted by the RTMC and the department on community, regional and national radio stations including television stations. The MEC for transport in Gauteng has also rolled out a sustained campaign on radio television stations urging the public to book a slot.