**National Assembly**

**Question No: 2056**

**2056. Mr K P Sithole (IFP) to ask the Minister of Transport:**

In light of the fact that the Road Traffic Management Corporation’s acknowledgment of a backlog of 500 000 licences waiting in the system among other licence-related challenges such as renewals, (a) what is his department’s position on the suggestion to allow the renewal of licences over the weekend and after-hours until the backlog is resolved and (b) how best does his department intend to deal with licence-related challenges, especially in Gauteng? NW2293E

**REPLY**

1. In 7 of the 9 provinces affected by the backlog, working hours have been extended including operations on Saturdays. Challenges relating to overtime is preventing the extension of operating hours in some provinces.
2. The department has extended the validity and grace period of all learner’s licences, driving licence cards, temporary driving licences and professional driving permits that expire during the period that commenced from 26 March up and including 31 August 2021 to 31 March 2022l.

Considering that Gauteng poses the biggest challenge due to the large population of motorists and the fact that it remains the only province that has extensively deployed the online booking system, an email service for Gauteng users who experience difficulties with online bookings and renewing their licences has been activated.

Processes are underway to introduce online payments.

The RTMC is in discussions with the Health Professions Council of South Africa to conclude a Memorandum of Understanding which will allow motorists to make use of private optometrists who will have the authority to upload eye test results directly to the Natis system.

The interface of live enrolment units with home affairs has been completed. This will enable immediate validation of the fingerprints and reduce delays.

A process to deploy new Natis end-user equipment in all provinces has started.

The RTMC is opening additional DLTCs with more staff working from 7 in the morning and ending at 9 at night for seven days a week. This initiative will increase the capacity in Gauteng by 30%. The initiative can be deployed nationally in consultation with the MECs concerned

A new DLTC in Tembisa has opened its doors.

Two busses have been fitted with state of the art equipment to serve as mobile centres to assist with licence renewals

Two self-service kiosk are being prepared for testing and should be rolled out by October 2021.