

Motor licence deadline likely to lead to longer queues, high transaction volumes

Motorists who are due to renew their motor vehicle licences by 31 August 2020, including those who could renew within the original three-month Covid-19 grace period, are advised that high transaction volumes both online and at customer offices are being experienced and likely to increase.



StockSnap via [Pxabay](#)

To help more customers, the City of Cape Town's cash and motor vehicle licensing offices have allocated more dedicated staff to assist customers with motor vehicle registration and licensing (MVRL) enquiries and City staff are assisting with online motor licensing enquiries and technical difficulties.

The City thanks residents for using online services to renew their licences. Some

Please note that customers have experienced technical issues in recent weeks, but the City has advised that it is working on fixing those problems and staff are working overtime to assist customers with their applications. Customers are reminded that as a result of the influx of online MVRL renewal applications, postal service delays may occur. The South African Post Office (SAPO) has however assured the City that it will deliver to customers as soon as possible.

Customers are reminded of the following (regulations as per the National Department of Transport):

- Licence discs that expired on 31 March 2020, on 30 April 2020, and on 31 May 2020, must be renewed by 31 August 2020. This concludes a three-month grace period.
- Discs that expired on 30 June 2020: payment and renewal had to be renewed by 21 July 2020.
- Discs that expired on 31 July 2020: payment and renewal had to be renewed by 21 August 2020.
- Motor trade vehicle numbers/trade plate for motor vehicle dealers: renew by 31 November 2020.
- Driver licences, learner's licences, and roadworthy certificates: renew by 31 January 2021.
- Customers who could not renew their licences due to lockdown, but who needed to renew their licences before 26 March when the lockdown was implemented but failed to do so, will unfortunately have to pay penalties. These fines cannot be written off as it is not a decision the City can make.

This falls within the ambit of the National Department of Transport and the City follows the prescripts of the applicable regulations and legislation. The City continues to engage the Western Cape Government and the National Department of Transport on this issue. The City is only an agent of the other government spheres when it comes to vehicle licensing, they hold the authority.

The decision to write off licence penalties rests with the National Department of Transport. The Ministry did not include this scenario for penalties to be written off for vehicle licences that have expired before the lockdown.

"Customers are reminded to only visit offices when necessary so that we continue to curb the spread of Covid-19. Longer queues are also likely to be expected due to the conclusion of the three-month grace period for licence renewals and reduced staff complement, as the Covid-19 regulations require. Please visit offices early in the day or make use of online services where possible. Social distancing must please be adhered to when visiting our customer offices," said Alderman Ian Neilson, the City's mayoral committee member for finance and executive deputy mayor.

All City customer offices have opened but rapid closures do occur due to Covid-19 regulations when required. If transactions can be conducted via e-Services, please continue to do so. To check customer office operating hours, please visit the operations and service notifications document on the City's website or the City's social media pages ahead of time if unsure.

What to expect when visiting an office:

- Covid-19 screening at the entrances,
- Limited number of customers allowed in at a time,
- Social distancing is required and must be adhered to.
- Visit early in the day. There are longer queues due to reduced staff at some offices as required by COVID-19 regulations and high volumes of transactions are being experienced.
- You only need your ID for motor vehicle licensing and registration renewals.

For account payments:

- Online: [Easypay](#) or [payCity](#)

- EFTs: Select the City as a bank-listed beneficiary. Use only your nine-digit municipal account number as reference
- Retailers: Checkers, Pick n Pay, Shoprite, Spar and Woolworths
- e-Services: Use the City's online e-services portal
- ATM: contact your bank to add the City as an ATM beneficiary

Register on e-services

- Renew vehicle licences
- Submit water/electricity readings
- Pay accounts online
- View current account and account history
- Apply to receive accounts via email
- Log service requests

To register for e-Services visit: [online e-services portal](#)

For motor vehicle registration and licensing assistance, please email Vehicle.Licence@capetown.gov.za

For customers who have experienced difficulties with the MVRL online transactions, please email Help.Uces@capetown.gov.za

For more, visit: <https://www.bizcommunity.com>