



SAPO and DRT Motor Vehicle Licensing Launch

The Chairperson of the Board of the South African Post Office: Ms. Vuyo Mahlati

Members of the Board of the Post Office

MP: Cde Winnie Ngwenya

Cde Danny Kekana

Cde Godfrey Tsotetsi

All Ward Councillors

Senior Members of the DRT and the Post Office

Members of the Media

Ladies and Gentlemen,

I am sure that fate brings us together all the time. When I left my previous position as the Chairperson of the Portfolio Committee of Communication, I thought I am leaving the entire group of communication stakeholders behind. This engagement today with the South African Post Office negates that thinking. I am pleased to once again engage with and do business with people from my previous life. I am pleased that our relationship then was built on mutual trust and respect, and this puts us on a good footing to conduct business that has mutual benefits for both parties.

When I joined the Department of Roads and Transport, I was stunned to learn that our country has approximately nine million vehicles on the road and of that amount, 3.3 million are located in Gauteng. A third of the country's vehicles are on our roads. It is, therefore, no surprise that the administrative process has the potential to be complex and may lead to a whole number of frustrated clients if not managed correctly.

We are pleased to once again announce that government is doing its best to ensure that we do away with or at best decrease the number of complaints we receive from our clients. Our collaboration, with a reputable organization like SAPO, with its wide network covering the outlying areas in the province, will greatly assist us to achieve our objective of service delivery.

Launched in 2009, the initiative is part of our broader strategy to locate our service in close proximity to where our clientele is based. In this, we are servicing motorists, helping them with their motor vehicle renewals, taking the service to shopping centres, shopping malls and drive-through service centres which serve as convenient locations for motorists, and giving the consumer the option of a “one-stop-shop” experience. The Post Office has approximately 300 outlets in and around Gauteng. Currently, 110 are used as service points for license renewals.

Today we are doubling that figure and adding one hundred and ten more service points. This means that from today, 10 May 2011, two hundred and twenty (220) Post Office outlets are open for business in and around the province, promoting access to departmental services and ensuring convenience to our most important shareholder, the public.

It is also worth mentioning that the Post Office has recorded over one million transactions in rendering vehicle license renewal services. That is a remarkable achievement and a positive milestone. It demonstrates clearly that this partnership is working and bearing fruit. For us this is an indication that the service is much needed and fully appreciated.

As part of our ambition to get double the amount of people using this service, the department and the Post Office will work towards an extensive marketing campaign to promote and create awareness of this service. We believe that this will enhance the brand position of both these entities and a partnership that works.

We take this opportunity to congratulate and thank the management at SAPO for their unwavering support and professionalism – but equally for having taken the initiative to extend the service to the additional outlets. We look forward to a further extension of the services in the next financial year.

May this partnership grow bigger, stronger and better in our quest to improve service delivery and to accelerate access to services to our people.

Ismail Vadi
10 May 2011