

MEDIA RELEASE PSA applauds introduction of digital driving licence system

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EMBARGO None

ENQUIRIES communication@psa.co.za

The Public Servants Association (PSA) commends initiatives to replace the physical driving licence with a digital driving licence system.

This comes after the Minister of Communications and Digital Technologies made a significant statement at the Global Digital Public Infrastructure Summit. He conducted a live demonstration from a smartphone of the new digital licence renewal process during his key address at the Summit. The introduction of the digital driving licence is a technological upgrade and a fundamental shift that will modernise the transport sector and eliminate long-standing frustrations experienced by citizens.

The Minister indicated that the new system is aimed at addressing key challenges, including corruption and fraud. The new digital verification system is expected to reduce opportunities for fraud and corruption associated with the current physical card process. The system will improve efficiency, thus significantly reducing long wait times, backlogs, and the administrative burden at driving licence testing centres. The modernisation of the entire licensing system is long overdue. Adopting digital technologies such as blockchain and smart-card technology will modernise the system. This convenient system will result in a driver's licence renewal being completed in minutes, with credentials verified, details updated, and a digital licence displayed, all connected to the existing national system.

The PSA urges the Minister to ensure that the digital transformation is supported by adequate funding, sufficient staffing, and a reliable support system. This modernisation process must not further strain already challenging working conditions experienced by Road Traffic Management Corporation employees. Whilst the PSA notes and supports efforts by the Department of Communications and Digital Technologies to enhance service delivery, there are growing concerns about whether resources allocated to these initiatives are sufficient. Inadequate resources and outdated infrastructure can hinder employees' ability to provide high-quality service and add frustration for users. The Department must work with all stakeholders to ensure that the system is highly secured to prevent hackers from accessing crucial data.

The PSA further urges the Department to make available adequate training and development for employees to adapt to operational changes. The Department is encouraged to engage in open and transparent consultations with unions on these crucial transformation initiatives.

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