

MEDIA RELEASE	PSA concerned over Driving Licence renewal delays owing to machine broken since February 2025
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The Public Servants Association (PSA) is concerned with the recent confirmation from the Department of Transport (DoT), regarding the ongoing issues with South Africa's only driving licence card printer. The breakdown of this critical piece of equipment has resulted in significant delays for South Africans needing to renew their driving licences.

The PSA calls on the Department of Transport to expedite the repair or replacement of the faulty printer and to implement contingency plans to mitigate the impact on motorists. It is imperative that government ensures the efficient functioning of essential services to avoid further disruptions. The PSA has previously called on the Driving Licence Card Account (DLCA), which is a division of the Department of Transport, to explore other options either than relying on this single machine that can only be repaired by an overseas company. The machine has been in service for over 20 years hence it is prone to breakdowns causing enormous backlogs. The previous attempt to procure new driving license printers and launching a new driving licence card in August 2024 was abandoned when concerns were raised over the irregularity of the procurement processes. The Auditor General findings highlighted various irregularities and deviations from the tender adjudication procedure which led the Transport Department approaching the court to cancel the contract.

The PSA is concerned that most of the tender processes in government end up in courts, which costs government more money to either set aside the irregular decision or protect the same. It defies logic that the Department considered bidders who did not meet the minimum budget set by the DLCA. The PSA calls on the Department to act swiftly to address this challenge.

The PSA had previously called on the Department to extend the validity of the Licence to 10 years, which could reduce the production pressure thus prolonging the lifespan of the equipment. This country needs a government that will ensure that South Africans benefit from a secure, reliable and advanced driver's license solution noting the rate of cybercrime and hacking of systems. The PSA acknowledges the frustration and inconvenience faced by motorists due to the backlog in issuing new driving licence cards. The current situation, where the printing machine has been out of order since February 2025, is unacceptable and highlights the urgent need for a sustainable solution.

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