

Motor Vehicle Registration and Licensing Offices Frequently asked questions

Q: What are the services offered at a City customer office?

A: Most City customer offices offer the following services:

Registration and licencing of all vehicles

Municipal account payments

Payment arrangements

Indigent applications

Rates rebates applications

Please note: all City offices do not offer the same services, so please phone the City's Call Centre on 0860 103 089 to check the services a particular office has to offer, alternatively please visit the Cash offices and walk-in centres page on the City's website to see which services are offered at the various offices.

Q: What are the operating hours?

A: During the week the City's customer offices across the metro operate between 08:00 and 15:30 and some offices are open on Saturdays from 08:00 to 11:30.

For convenience however, the Table Bay Mall and the Liberty Promenade Mall customer offices operate from Monday to Friday between 08:30 and 16:00 and on weekends (including Sundays) between 09:00 and 12:30.

Please phone the City's Call Centre on 0860 103 089, ahead of time, to see if a particular office is open. Alternatively visit www.capetown.gov.za. Online options and e-Services are encouraged,

but if this is not possible please visit our offices as early as you can because there is a reduced number of staff working at the same time in adherence to the COVID-19 regulations.

Customers may also visit the City's Facebook and Twitter pages for office opening and closure details as well our [Operations and Service Notifications document](#) on the City's website which is keeping track of the open and closed MVRs and cash offices.

Q: Why are the queues sometimes so long?

A: Due to the reduced number of staff we are allowed to have working at the same time, there are fewer transactions that can be done on a given day and there are also large volumes of transactions needing attention, which could not be performed during the National Lockdown.

All counters at the offices will not be open at the same time as the City needs to adhere to the COVID-19 regulations which require reduced staff complements to protect staff and customers. Our offices are thus allowed to perform a limited amount of transactions per day, please visit early in the day. Ticket numbers are issued at some offices and if a service limit is reached for the day, bring the same ticket number with you the next day if possible.

We thank customers for their patience during this time and encourage them to make use of the City's [online e-services portal](#). Customers are also encouraged to please avoid long queues and prevent the spread of COVID-19 by making use of the 90-day grace period for licence renewals.

Q: Do I qualify for the 90-day grace period because of the COVID-19 lockdown and how does it work?

A: The City encourages customers to use online services and to make use of the 90-day grace period until 29 August 2020. This grace period applies to expired driving license cards, temporary driving licenses, learner's licenses, Professional Driving Permits and vehicle registration and license renewal discs. This was implemented due to the National Lockdown.

IMPORTANT!

- Motorists who applied before 26 March 2020 and meet all the requirements, will still receive their discs. The South African postal service has resumed but please be patient as they work through their backlogs
- Motorists who applied after 26 March 2020 will need to reapply online. Please phone the City's Call Centre on 0860 103 089 to see if a particular office is open, alternatively visit www.capetown.gov.za

Q: What can I expect when visiting an office?

A: It must be noted all counters at offices **will not be open at the same time** as the City needs to adhere to the COVID-19 regulations which requires reduced staff complements to protect staff and customers. Please note the following below:

- COVID-19 screening at the entrances
- Limited number of customers allowed in at a time
- Social distancing is required and must be adhered to. City staff will do their best to communicate about social distancing at queues
- Limited daily transactions, please visit early in the day
- Longer queues due to reduced staff complement
- Only your ID needed for Motor Vehicle Licensing and Registration renewals

Q: I'm a pensioner. Will I be helped before others?

A: Seniors will be assisted first.

Q: What are online services and what can I use it for?

A: The City's online options allow customers to perform account payments, log service requests, renew licences and receive bills via email.

For payments:

- Online: www.Easypay.co.za or www.payCity.co.za

- 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

Customers may perform the following transactions via the City's 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](#)

Then you will be able to:

- 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

Q: Can we renew our licence discs at the post office and can we fetch our discs from the post office?

A: No, this is unfortunately not possible. We are agents on behalf of the Western Cape Government and we follow their prescribed procedures. The City encourages the use of online services and e-Services where possible to renew your licence.

For more information, please visit <http://www.capetown.gov.za/City-Connect/Register/eservices-and-municipal-accounts/Register-for-a-municipal-account>.

Q: Which services are done by the Motor Vehicle Registration and Licensing offices and which are done by Driving Licence Testing Centres (DLTCs)

A: Services at DLTCs include:

- Renewal of driving licenses
- Renewal of Professional Driving Permits (PrDPs)
- Applications for duplicate learner licenses
- Foreign driving license conversions
- Driving licence tests

Learner licence tests

Card collections

Payments of fines/warrants

Tow-aways and impoundments

Visit: <http://www.capetown.gov.za/Explore%20and%20enjoy/See-all-city-facilities/our-service-facilities/Drivers%20licence%20testing%20centres>

Most City customer offices (including MVRL) offer the following services:

Registration and licencing of all vehicles

Municipal account payments

Payment arrangements

Indigent applications

Rates rebates applications

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Q: How do you know if your motor vehicle licence is up for renewal?

A: Easiest way is to check your motor vehicle licence disc. Your Motor Vehicle Licence Disc must be renewed annually or call the call centre on 0860 103 089. Renewal notices are sent to customers by the Road Traffic Management Corporation.