

# Cyber-attacks caused e-toll billing problems claims Peters

By [Linda Ensor](#)

24 Jul 2014

Transport Minister Dipuo Peters has accused "some media houses" and other unknown people of conducting deliberate cyber-attacks on the website of the South African National Roads Agency Limited (Sanral) which is responsible for the hugely unpopular electronic tolls in Gauteng.



Transport Minister Dipuo Peters makes a bizarre claim that media houses and other unnamed people executed cyber-attacks on Sanral, causing billing problems. Image: GCIS

She said the attacks had been reported to the police.

The minister was explaining the reasons for the administrative problems that had been experienced, especially billing road users for the use of the toll road, in a written reply to a parliamentary question by Democratic Alliance (DA) MP Chris Hunsinger.

Peters insisted that the toll system, including billing, was stable but that initial teething problems had been experienced. This was partly due to the "slowness of the website due to communication links and cyber-attacks.

It is unfortunate that some of the cyber-attacks were deliberately perpetrated by unknown persons and some media houses. These incidents have been reported to the law enforcement authorities," she claimed

Other hiccups occurred because invoices were sent to the incorrect addresses, mostly of motorists who were not registered or did not have an e-tag.

There was also a need to introduce additional payment options, especially for those living outside Gauteng, and for more user education.

## eNatis information inaccurate

"All the problems have been managed to ensure the least impact to customers, however, the accuracy of information from eNatis contact details (the register of road users) remains challenging because vehicle owners do not update whenever their details change," Peters said. Steps were being taken to improve the accuracy of the eNatis data through regulation.

Replying to another question by Freedom Front Plus MP Anton Alberts about whether Sanral planned to sue the construction firms that upgraded the toll roads and were found guilty of collusion by the Competition Commission, Peters said the potential damages suffered in respect of each toll road project were being assessed.

An independent estimator and economist had been appointed to calculate the damages suffered, if any, as a result of collusive tendering.

"In light of the tremendous amount of historical data that must be collated and assessed, it is anticipated that the work undertaken by the specialist will be completed in the next six to nine months," she said.

"Any monies recovered through the legal proceedings will be used for purposes of maintaining the roads and repaying outstanding debt," she said.



The inefficient billing of motorists for e-tolls has been blamed on the quality and integrity of data in the eNatis system by Transport Minister Dipuo Peters. Image: [First Car Rental](#)

Regarding the roll-out of the Administrative Adjudication of Road Traffic Offences Act, which will introduce a demerit system for driving offences, Peters said several shortcomings had been uncovered during an audit and assessment of the proposed system.

These mainly related to the national contraventions register, which was in the process of being enhanced to ensure its compatibility with eNatis, post offices, court processes and the capturing and timing of payments.

Peters noted in a written reply to a question by DA transport spokesman Manny de Freitas that the register was the backbone for the implementation of the new system.

Once everything was ready for implementation and the required legislative framework was in place, the national roll-out plan would be submitted to parliament.

Source: AFP via I-Net Bridge

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