

Sanral to announce new conditions on e-tolling

The South African National Roads Agency Limited (SANRAL) has announced that it will issue revised terms and conditions for road users who register for Gauteng's e-tolling system.



The new terms and conditions have taken into consideration the concerns and recommendations made by the public on this matter, the agency said in a statement on Wednesday.

"We believe that these new terms and conditions will allay fears consumers may have. Importantly, the new terms and conditions will apply to everybody who has registered already or who registers in future. No registered user will be prejudiced or disadvantaged."

The decision to revise the terms and conditions, according to SANRAL, is a demonstration that they take the concerns and input of the public seriously.

"We also continue to co-operate and engage with the National Consumer Commission on this matter. We intend to issue the new terms and conditions at the conclusion of the engagement with the National Consumer Commission, but in any event before tolling commences."

The agency also reiterated that the banking details of users will only be required if the user chooses a payment option which requires the user to provide their banking details.

The pre-paid option can be settled by Electronic Funds Transfer (EFT) and/or cash payments at an e-toll customer service centre.