



**RTIA**  
Road Traffic Infringement Agency

Justice in Adjudication



AMIP Update

Town Hall Sessions

AARTO Friday is Back!

AARTO Gets A New Skin

INTERNAL AUDIT MONTH

NEWSLETTER

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www.rtia.co.za



“Among the challenges the RTIA faces is the ongoing forensic investigations but the board is working tirelessly to ensure that the investigations are concluded timeously to ensure that the Agency can continue to function and deliver services to South Africans”.

## MESSAGE FROM THE ACTING CEO

Pursuant to the commitment made in my last communique to provide staff with critical updates on developments in the Agency including the finalisation and implementation of the organisational structure, my office is pleased to engage you on progress regarding the structure as promised.

As indicated previously, the new organisational structure has been approved by the board and to succeed in our quest to operationalise it, all business units should start aligning their operations to the new structure in anticipation of the AARTO National Rollout. The office of the Company Secretary has been tasked to escalate and facilitate the sign off of the structure by the National Department of Transport as the Shareholder in accordance with governance principles and for concurrence as directed by the AARTO Act. In order to create expediency, the operationalisation of the organisational structure will commence as matter of urgency.

The structure has been approved on the DPSA Equate salary dispensation and will be implemented in a phased approach, considering needs of understaffed core functions and priority support positions to be filled first due to the impending AARTO National Rollout in lieu of the available budget. To this end, staff is aware that certain critical positions have already been advertised awaiting shortlisting and filling of these positions namely Representations and Enforcement Order Officers. Other critical positions will be advertised in days to come in order to capacitate the Agency. In line with the need to empower internal staff, certain positions will be advertised internally however, this should not be misunderstood as a legitimate expectation that internal staff members will be appointed in all advertised positions. The appointments will be based on competency and the requirements of the posts.

In order to save costs due to budgetary constraints and lack of capacity, a strategic decision has been taken that the matching and placing of employees to the new structure will be conducted using independent personnel from the Department of Transport who do not have vested interests in the structure. The matching and placing process will be characterised by the principles of transparency, fairness and equal opportunity. It must be emphasised that during this matching and placing process all employees of the Agency will be given first preference and no one will be left without a job. This process will ensure the correct recognition of the available pool of skills guided by operational requirements of each business unit. In keeping with the spirit of transparency, organised labour will be afforded an opportunity to be independent observers of the process to safeguard the rights and interests of employees. The department of transport personnel will be assisted by heads of business units and/or managers/supervisors in the matching and placing because they understand staff in their reporting lines.



# Continued ...



The timelines for the matching and placing of all employees will be communicated from my office through a circular shortly, given the importance and urgency of the matter. The capacity constraints hampering the Agency are of a serious concern and are receiving urgent attention for a seamless national rollout. It is instructive to note that the approved organisational structure is informed by the operational requirements adopted by the Agency in line with the anticipated AARTO national rollout and our APP and as such a copy of the approved organisational structure will be shared with the whole staff before the start of the actual matching and placement in order for colleagues to acquaint themselves with how the positions are structured.

As earlier indicated in my previous update, the AARTO National Rollout programme is gaining traction under the leadership of the appointed officials Ms Helen Kgamanyane and Mr Peter Baloyi. I am pleased to inform you that the board approved the proposed AARTO National Rollout Plan on 14 June 2021 which has been consulted with all critical stakeholders in the AARTO value chain. My office will inform you once the National Rollout Plan receives the necessary concurrence from the National Department of Transport as custodian of this important national policy. I encourage all staff to continue working tirelessly to achieve the Agency mandate and objectives, critically aware of the sacrifices that each and every one of you is making as we grapple with capacity constraints. I have always maintained that RTIA is a winning team and together we will overcome all obstacles and challenges before us.

Lastly, I wish to remind colleagues of the danger of the invisible enemy, the coronavirus pandemic which is surging across our country affecting and infecting a great number of people. On a daily basis we learn of growing numbers of covid-19 infections and deaths, indicating that the third wave is upon us. I urge and implore colleagues to continue observing covid-19 health and safety protocols which include but not limited to wearing of masks, washing hands, sanitizing and social distancing. RTIA is alive with possibilities and working together we can achieve what is beyond human imagination.

Yours Sincerely,

Ms MM Mabula  
Acting Registrar







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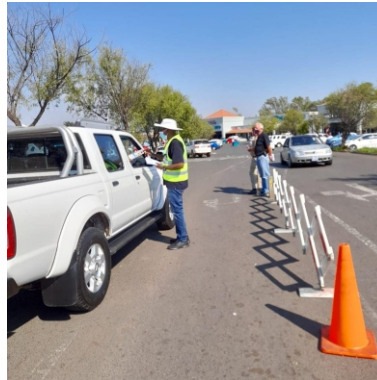
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May is International Internal Audit Awareness month. The month is aimed at raising awareness of the internal audit function and its value. The aim is not only to dispel misperceptions of the profession, but also to enhance the business community's knowledge of the essential role internal auditing plays in strong organisational governance, internal control, and effective risk management.

### **What is the difference between the role of Internal Audit Function and the Auditor General?**

The external auditor (AG) seeks to provide an opinion on performance information and whether the accounts show a true and fair view, whereas internal audit forms an opinion on the adequacy and effectiveness of systems of governance, risk management and internal control, many of which fall outside the main accounting systems.

### **What are the types of audit opinions that can be issued by the auditors?**

#### **A clean audit**

The financial statements are free from material misstatements (in other words, a financially unqualified audit opinion) and there are no material findings on reporting on performance objectives or non-compliance with legislation.

#### **Unqualified Opinion**

The financial statements contain no material misstatements. Findings have been raised on either reporting on predetermined objectives or non-compliance with legislation, or both these aspects.

#### **Qualified Opinion**

The financial statements contain material misstatements in specific amounts, or there is insufficient evidence for us to conclude that specific amounts included in the financial statements are not materially misstate.



## Adverse Opinion

The financial statements contain material misstatements that are not confined to specific amounts, or the misstatements represent a substantial portion of the financial statements.

## Disclaimer of Opinion

Insufficient evidence in the form of documentation on which to base an audit opinion was provided. The lack of sufficient evidence is not confined to specific amounts, or represents a substantial portion of the information contained in the financial statements.

## Demystifying the role Internal Audit plays in the Agency's receiving or not receiving any type of finding from the AG?

The internal auditor's role is to identify weaknesses in controls and test controls for adequacy and effectiveness and make recommendation on how to improve. If management implement the recommendations and agreed actions timeously then this will minimise the external audit findings and the impact thereof.

## What advice can employees and units seek from Internal Audit?

How to improve controls in their area of operations.  
If the risks that they take in pursuit of their objectives are within the appetite of the Agency.

## What role does Internal Audit play in fraud prevention?

It is not internal audit's direct responsibility to prevent fraud happening within the Agency, but the responsibility of management as the first line of defence. Internal Auditors may, in the course of the audit:

- Identify red flags indicating fraud may have been committed.
- Evaluate the indicators of fraud.
- Evaluate the effectiveness of controls to prevent or detect fraud.

## Does the Internal Audit play any role in the current forensic investigation?

No, the investigation is a board process and internal audit is not involved.





# AARTO FRIDAYS IS BACK!

The 2021 Easter long weekend marked the much anticipated return of the AARTO Friday programme. In 2019 the Road Traffic Infringement Agency (RTIA) launched AARTO Friday, an initiative aimed at instilling the Administrative Adjudication of Road Traffic Offences (AARTO) Act ethos in all road users and marketing AARTO Service Outlets. The programme had to be put on hold due to the country being put under a national lockdown to curb the spread of COVID-19.



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The imminent AARTO national rollout and easing of COVID-19 lockdown restrictions has necessitated the return of AARTO Friday, allowing the Agency to once again start engaging with road users on the ground. Explaining the significance of the return of AARTO Friday Ms Grace Mogashoa from Enterprise Development (ED) Unit said, 'We are excited to restart this programme. It is critical to the re-orientation of road users and encouraging a positive change in their behaviour.'

AARTO Friday has far reaching aims for road safety in that an AARTO-conscious motorist has the ability to save lives and stem the loss of life on South African roads and relieve the country of the hefty Road Accident Fund bill. 'The relationship between the AARTO and motorists is a process that creates value in changing behaviour of motorists. This value creation further contributes positively into the entire ecosystem of road safety, thus ultimately reduce road fatalities and saves lives' said Mogashoa.

Friday is an important day because motorists are driving to various destinations for leisure and to visit loved ones and the idea is to create that reflex behavioural adjustment in the mind of a motorist. The aim is to create a consciousness that Friday is about AARTO and compliant road user behaviour among motorist. When you step into your car you should think AARTO and adjust your behaviour.

'We are excited to introduce AARTO to other provinces through the joint provincial activations with the Communication Unit. This means that the impact we create in the provinces is significant and more visible' commented Mogashoa.

The initiative is unique in that all staff members are invited to volunteer to take part in AARTO Friday, this will ensure that all employees become AARTO ambassadors. If you would like to be part of the excitement of AARTO Fridays, please contact Ms Grace Mogashoa.

Ola AARTO Friday!

this way»



THE OLD  
AARTO WEBSITE



THE NEW  
AARTO WEBSITE



For many motorists the AARTO website is their main interaction with the RTIA and the AARTO process and it is of utmost importance that the AARTO website bear a resemblance to the RTIA's corporate colour scheme. Speaking on the importance of brand alignment and recognition, Senior Manager: Marketing and Media Relations, Mr Monde Mkalipi said: 'The AARTO website has brought AARTO services closer to the road users, right at their fingertips and convenience to exercise their elective options.'

### Security

The AARTO website is linked to the National Traffic Information System (NaTIS) which holds a lot of sensitive information about motorists and their vehicles including the National Contraventions Register (NCR). This has necessitated an extra layer of security namely the registration process. All users of the site who would like to query their traffic infringements or apply for elective options must first register following which a profile will be created in their name that they can then access securely in future.

### Putting the client first

The new AARTO website is more intuitive. Now clients can register either as individuals or a business and the Voluntary Fleet Management Notification System (VFMNS) will make use of the AARTO system simpler and more straightforward. Commenting on the client centric features Mkalipi said: 'Some other features include searches through filters such as date and infringement type and automated submission of elective options. Most importantly, infringers can access and manage their demerit points and also register for rehabilitation programmes as an incentive.'

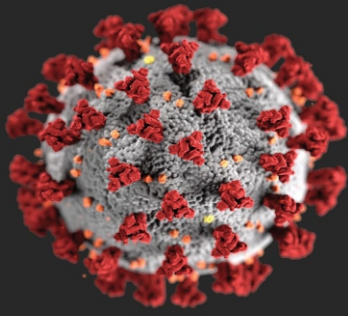
As the system is developed and technology evolves the website will be upgraded to meet the challenges and the needs of the road user.

As the Administrative Adjudication of Road Traffic Offences (AARTO) national rollout draws ever closer the Road Traffic Infringement Agency (RTIA) is abuzz with activity and changes. One such change is the AARTO website. [www.aarto.gov.za](http://www.aarto.gov.za) has shed its old skin for a new and sleek one. Gone is the garish orange and midnight blue swapped for a modern colour scheme of blue, grey and gold.

this way»







# OHS in workplace

## REPORTING AN INCIDENT

### Define an incident

An incident can be defined as an occurrence, condition or situation arising in the course of work that resulted in or could have resulted in injuries, illnesses, damage to health or fatalities. An incident can either be an accident or near miss.

### Name five common incidents?

The most common examples of incidents are -

- an employee injury incident;
- a fire incident;
- a vehicle incident;
- a property damage incident; and
- and environmental incident.

### What is your role as an incident officer and what are you trained to do?

An Incident Officer is responsible for -

- conducting safety inspections and risk assessments;
- assisting with the investigation of accidents that occur in the workplace;
- making OHS related suggestions to senior management and or the health and safety officer; and
- listening to and investigating OHS-related complaints from employees.

I am trained to lead an investigation, lead the root cause analysis process, identify corrective actions and creating the final investigation summary report.

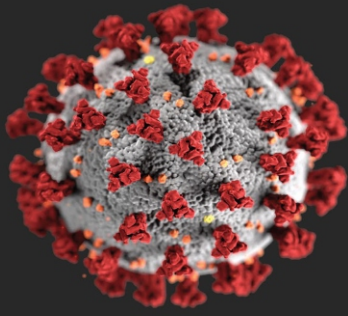
### Why is it important to report an incident?

Reporting an incident is an important part of an effective occupational health and safety program, it helps identify work related health and safety hazards, risk and dangers.

Incident reporting provides a process in which the situation can be corrected in order to prevent similar incidents from occurring in the future and it's a key habit that creates a stronger safety culture.

The Occupational Health and Safety Act (Act 85 of 1993) is based on the principle that work related hazards, risk and dangers should be addressed by good communication and cooperation between management and employees. As such section 19 of the OHS Act calls for the formation of the Occupational Health and Safety (OHS) Committee. The RTIA News spoke to the Incident Officer on the RTIA's Occupational Health and Safety Committee on the cryptically named 'incident'.





# Continued ...



## OHS in workplace REPORTING AN INCIDENT

Appropriate controls can then be put in place to prevent further occurrences of such events also prompt medical attention may be needed to ensure a minor injury doesn't become worse, develop into an infection or become life threatening.

### How does one report an incident?

An employee has the duty to inform the employer through the health and safety representative if he or she is involved in any incident which has caused an injury or ill health as per Section 13(c) of the OHS Act of 85 of 1993. An employee is required to report the incident within 8 hours.

At the Road Traffic Infringement Agency (RTIA) we have posters of the OHS representatives hanging in the building with their designated position or post. An employee who is involved or who witnessed the incident should firstly report the incident to the first aiders who will then inform other OHS representatives for their urgent assistance.

In the unfortunate case of a fatality an employee has to report the incident they have witnessed.

### After someone reports an incident what happens?

Once the incident has been reported to a designated person within the organisation we provide first aid and medical care to injured person(s) and prevent further injuries or damage.

The investigation should officially start within a period of 7 days and finalised as soon as is reasonably practicable.

The incident investigation team would perform the following general steps:

- Scene management and scene assessment (secure the scene, make sure it is safe for investigators to do their job).
- Witness management (provide support, limit interaction with other witnesses, interview).
- Investigate the incident and collect data.
- Analyse the data and identify the root causes.
- Report the findings and recommendations.

The organisation will then:

- Develop a plan for corrective action.
- Implement the plan.
- Evaluate the effectiveness of the corrective action.
- Make changes for continual improvement.



this way»



# the AMIP town hall

A town hall refers to an information sharing platform. The RTIA Town Halls give business units a platform to share their plans and activities leading up to the AARTO National Rollout and beyond. Town halls can take the form of presentations or demos with all RTIA employees. This is an important platform considering the 'cut-off' effect the COVID-19 work from home policy can cause among employees and the trouble of working in silos as a new phenomenon.

Recently the commissioned Town Halls include:

- Numerous AMIP project updates by Ms Helen Kgamanyane;
- Increasing the AARTO National Footprint by Mr Zixolisile Zonke; and
- the Rehabilitation Model by Messrs Baloyi & Joubert.

In the various town halls each gave detailed updates on the progress of key functions of the AARTO implementation towards national rollout. The AMIP update town halls specifically, Ms Kgamanyane gave broad strokes updates on the roadmap of bringing AARTO to all South Africans touching on technological to legal matters involved in the process.

## THE REHABILITATION MODEL

Recently, the Operations and Back Office business units collaborated on the Rehabilitation Model town hall. Messrs Peter Baloyi and Hentie Joubert presented the Rehabilitation Model, draft policy and draft standard operating procedures to familiarise staff with what the programme will look like at rollout stage. Both key documents presented are still at a draft stage and the Traffic Infringement Management System (TIMS) directorate encourages RTIA colleagues who have intimate knowledge of the process to provide inputs to all documents. 'We will circulate the documents to all staff so that we can get as much input as we can from colleagues so that we can have a strong rehabilitation system that will benefit all South Africans and influence behavioural change among motorists,' said Baloyi during the town hall.

## THE AARTO NATIONAL FOOTPRINT

The Enterprise Development Unit was originally founded to implement the contracting of enterprises to provide AARTO services to South African road users. However, as the landscape has changed for the Agency leading to the rollout so has ED functions also evolved. Presently the ED is responsible for the employment of the AARTO Service Outlet operators as opposed to contracting young entrepreneurs. Acknowledging the shift in focus during the town hall Mr Zixolisile Zonke, Senior Manager Enterprise Development said: 'We are now mainly focusing on establishment of Service Outlets and Self-help kiosks as opposed to utilising entrepreneurs as a vehicle for RTIA service delivery and the use of strategic partner's premises for RTIA services as opposed to procuring own offices and space. However, we are still focused on ensuring that we consider empowering the youth, South Africans with disabilities and women in whatever we do.'

The Road Traffic Infringement Agency (RTIA) has embarked on town hall sessions in order to create awareness and hype on the progress of the Administrative Adjudication of Road Traffic Offences (AARTO) Act rollout update for internal stakeholders. The town halls cover a range of topics crucial to the rollout including but not limited to the AMIP, The Rehabilitation Model and the Points Demerit System.







# the AMIP town hall

Zonke revealed that the ED plans to use self-help kiosks alongside offices at partners such as municipalities, Driving Licence Testing Centres (DLTCs) and Registration Authorities (RAs). The partnerships are managed through a Memorandum of Understanding signed between a partner and RTIA. Expanding on the decision to augment AARTO services with the use of self-help kiosks Zonke said: 'The COVID-19 pandemic forced us to adapt and that is when we resolved to add unmanned kiosks in our strategy. The kiosks have several advantages including that they are cost effective and convenient for clients.'

## THE AARTO MASTER IMPLEMENTATION PLAN (AMIP) UPDATE

As PMO Executive, Ms Helen Kgamanyane manages the AMIP Project Plan. Her town halls are very popular because they give a broad overview and update of all work streams that will lead to a successful national rollout. Speaking on recent AMIP accomplishments Kgamanyane said: 'We are pleased to report that the AARTO App is now available to download at the Google play store and that the first upgrade of the AARTO.GOV website has taken place.'

More town halls are being scheduled. Please watch out for invitations sent by Internal Communication. If you would like town halls on certain subjects please contact Gugu Blose on [Gugulethu.blose@rtia.co.za](mailto:Gugulethu.blose@rtia.co.za).

You can download the AARTO App by clicking on this link:

<https://play.google.com/store/apps/details?id=za.co.rtia.aartomobileapp&gl=ZA>





**RTIA**  
Road Traffic Infringement Agency

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**SAFE**

PROTECT SOUTH AFRICA

TOGETHER WE CAN BEAT THE CORONAVIRUS