



RMF

Roads Maintenance Forum

24 June 2026

Optional Subtitle / text





Replace with your image

- ValaZonke

24 June 2026



OVERVIEW

- Extended Cabinet Meeting Resolution held on 27 January 2022 to intervene where authorities are failing to provide adequate road maintenance services.
- On 7 August 2022 - The Vala Zonke Campaign and Public Pothole App was launched. The Minister Of Transport appointed SANRAL as the co-ordinating agency to manage the process.
- On 7 July 2023 – A physical War Room was established at the SANRAL Central Operations Centre (COC) to have oversight over the repair of potholes by government.
- On 31 July 2023 – The fully operational Pothole War Room launched. The staff were appointed and trained and all necessary systems were operational to gain the oversight role and assistance to provinces and municipalities.

ROADS WAR ROOM - PHYSICAL

- Roads War Room for the central oversight and management of various functions, including Pothole repairs in the country established at SANRAL Central Operations centre (COC).
- **Resources allocation**
 - New PABX system installed and can be converted to a National Call Centre with a Toll-free number;
 - Four video 0800 726 725 walls to display information;
 - War room layout can accommodate up to 30 people.



VALA ZONKE REPORTING APP

- Public reporting App launched on 7 August 2022, users register a profile where they can:
 - report pothole incidents (quick report without pothole image or detailed report with the pothole image)
 - monitor their reported pothole incidents
 - view their open and closed incidents
 - view potholes logged within their vicinity and across the country
 - report back if the pothole they ported on has been repaired or not
- War room layout can accommodate up to 30 people.
- All reported incidents are displayed in the War Room on the dashboard with their different statuses

Potholes

Pothole 0

26 July 2023
North West 137 Jan Van Riebeeck Road
Wilkeville Klerksdorp 2571
Issue number: **SANRAL0043251**

Status History [Show more](#)
WORK ASSIGNED 26/7/2023 11:29

Description
Pothole

Notes
Add a note

[Mark As Resolved](#)

[Back](#)

My Issues

[Open](#) [Closed](#)

Pothole
Gauteng 220 Canary ...
19 Oct • City of Tshwane Metropolitan Municipality
Completed

Pothole
North West 137 Jan V...
26 Jul • Dr Kenneth Kaunda
Closed
1 Upvotes ↑

Home

Report

My Issues

Account

Potholes

Pothole 0

26 July 2023
North West 137 Jan Van Riebeeck Road
Wilkeville Klerksdorp 2571
Issue number: **SANRAL0043251**

Status History [Show less](#)
Created 26/7/2023 11:29
WORK ASSIGNED 26/7/2023 11:29
Closed by user 26/7/2023 11:29

Description
Pothole

Notes
Add a note

[Escalate Report](#)

[Back](#)

FORCELINK VERIFICATION APP

- Interim solution to report back on the backlog of the reported pothole incidents.
- Road authorities undertake a verification process within their roads network.
- Individuals assigned potholes for verification based on word orders created by the War Room team.
- Potholes can only be verified with images as proof.

SELECT	DOCUMENTS	WORK ORDER REQUEST	WORK ORDER CODE	DATE CREATED	DESCRIPTION	TYPE	STATUS	CURRENTLY ALLOCATED TO	ALLOCATED RESOURCES
☐		SANRAL0035102	WO103060	03-11-2023 16:43	Pothole	Pothole Verification	Pothole Verified		[Mkhumbuzi Turwana]
☐		SANRAL0025496	WO103058	03-11-2023 16:42	Pothole	Pothole Verification	Pothole Verified		[Mkhumbuzi Turwana]
☐		SANRAL0029583	WO103055	03-11-2023 16:42	Pothole	Pothole Verification	Pothole Verified		[Mkhumbuzi Turwana]
☐		SANRAL0022418	WO103053	03-11-2023 16:41	Pothole	Pothole Verification	Pothole Verified		[Mkhumbuzi Turwana]
☐		SANRAL0031690	WO103051	03-11-2023 16:40	pothole	Pothole Verification	Pothole Verified		[Mkhumbuzi Turwana]

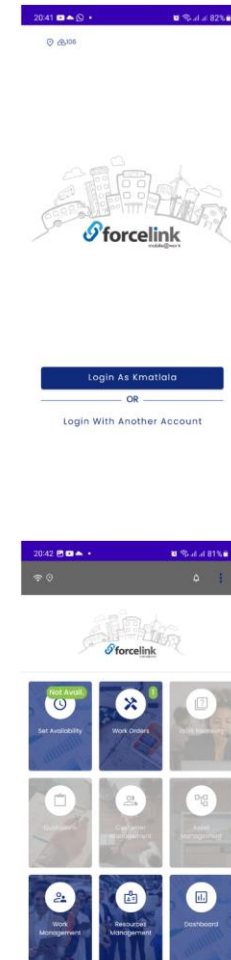
Work Order
WO100946
Pothole Verified Not Selected
Allocated to:
KTC-SANRAL

Allocate Agents
Save
Save And Reload
Create Child Work Order
Print
Email
View On Map
Cancel

Inspection List
Assets
Monitors
SLA Events
Signatures
Images







REPORTED POTHOLES NATIONALLY

- Below are reported potholes to date on: Vala Zonke App, Gauteng Fix App and MySmartCity App
- **160 962** reported pothole incidents on the RRM (Routine Road Maintenance)
- App of which **119 619** of these are reported on the Vala Zonke app.
- Most potholes are logged on Provincial roads followed by SANRAL.
- Total reported potholes on the App is not a true reflection of potholes within provinces due below reasons but not limited to:
 - Number of the public using the app
 - Authorities not using the app
 - Manual reporting on potholes

Province	Total Count	Road Authority				
		Provincial	SANRAL	Metro	Local Municipality	Unaccounted
ECP	11919	3201	3643	20	372	4683
FSP	24719	16169	2790	0	1446	4314
GTP	56220	11902	632	13	1834	41839
KZN	20327	10848	333	2545	1563	5038
LPP	10033	3631	3546	0	1968	888
MPP	18274	11053	3439	0	2229	1553
NCP	2677	684	816	0	767	410
NWP	14922	6171	2726	0	2575	3450
WCP	1701	106	31	0	207	1357
Unaccounted	170	83	18	0	16	53
Grand Total	160962	63848	17974	2578	12977	63585

WAR ROOM ADVANTAGES

- Tracking progress after complaints are assigned and determine causes of delays and/or to activate a support mechanism to Road Authorities.
- Asset Management and Data Warehousing Services for project prioritisation, identify intervention required, modelling, etc.
- Create an environment wherein information is collected in real-time through Public and Road Authority Apps into 'ITIS' which is then used for tracking allocating and tracing government interventions on queries reported during which members of the community are expecting urgent Government intervention.
- Ensure that the service delivery/infrastructure related information is collected and shared with all stakeholders during engagement/de-briefing at the War Room.
- Electronic tracking and monitoring of reported potholes incidents by the public and their statuses.

TMH18 DATA

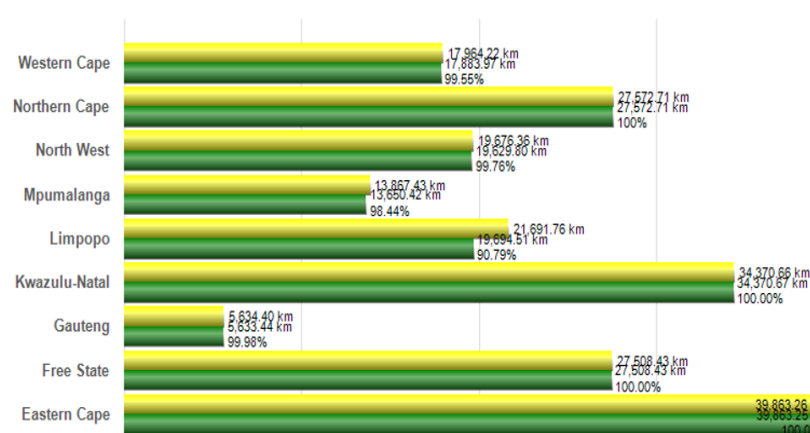
METROPOLITAN

Metro Paved and Unpaved Data in Loadable Format - per Metro



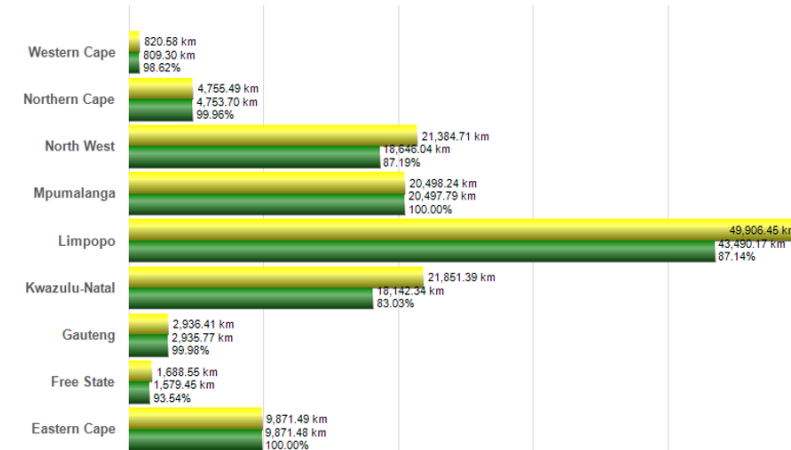
PROVINCIAL

Provincial Paved and Unpaved Data in Loadable Format - per Province



LOCAL

Local Munic Unpaved Data in Loadable Format - per Province



Metros data is not loadable on the system.

Provincial data is loaded available **98.87%**.

Local is at **75%** and **50%** is usable, **25%** requires corrections and **25%** is for the 11 districts pending to be loaded on the system

CHALLENGES AND MITIGATIONS_PROVINCIAL

Challenges

- Provincial authorities are not responding to correspondence.
- Provincial Authorities have received training on the SANRAL Forcelink Verifications App but are not verifying potholes.
- Some Authorities are inconsistent in verifying assigned potholes.
- Some provincial authorities personal have not yet submitted lists of road authorities that require training on the SANRAL Forcelink Verifications App.
- Some provincial authorities are not participating in the programme despite having received training.

Mitigations

- Prepare and share formal letters with the relevant HODs to address the non-participation of road authorities in the programme.
- Continue with the app integration process to link provincial systems with the SANRAL system.
- Conduct continuous stakeholder engagement and escalations to address non-compliance and improve participation.
- Monitor and support provincial that are actively verifying potholes to ensure continued participation and system usage.
- DOT to consider reducing PRMG funding in order to make fuds available to third party entities to repair potholes within the province

LOCAL MUNICIPALITY CHALLENGES AND MITIGATIONS

Challenges

- Locals populations not reporting potholes because they do not have access to data and devices.
- Road Authorities especially at local level not participating in the program.
- Local municipalities not having sufficient resources to fix the potholes (Funding ,technical management, procurement ability, skill personal, appropriate materials and appropriate equipment)
- Insufficient accountability at some levels at road authorities and no contact with the correct officials which hinders the process reporting to non-participating road authorities.
- Local officials have limited access to digital devices and data

Mitigations

- Conduct continuous stakeholder engagements with local municipalities to improve participation in the programme.
- Escalate non-responsive municipalities and districts to relevant HODs and senior stakeholders(MISA and SALGA) for intervention.
- Provide refresher training sessions on the SANRAL Forcelink Verifications App.
- Start integration initiatives to enable real-time data sharing between municipal systems and the SANRAL system.
- Request municipalities to nominate dedicated officials responsible for verification and reporting processes.
- Engage with National Treasury to make funds available for potholes repairs in local authorities



THANK YOU