



a world class African city



City of Johannesburg

75 Helen Joseph Street
Cnr. Harrison Street
Johannesburg
2001

P/Bag X70
Braamfontein
South Africa
2017

Tel +27(0) 11 298 5000
Fax +27(0) 11 298 5178
www.jra.org.za
www.joburg.org.za

STATEMENT

09 March 2021

Procedure to Report Road Defects to the JRA

The Johannesburg Roads Agency [JRA] is a City of Johannesburg entity responsible for the construction, repair and maintenance of the City's road network and storm water infrastructure, including bridges and culverts, traffic signals and road signage.

The JRA has 13 depots across seven Regions in the City, [including specialised depots such as the Traffic Signals, Motorways, and Resurfacing Depots], where our maintenance teams, technicians, and other staff are stationed to carry out the work.

Residents and road users are encouraged to report all new queries through the City of Johannesburg's call centre and JRA's verified social media platforms. Details of City's call centre [**0860 562 874 or 011 375 5555**], the City's query's email [joburgconnect@joburg.org.za]. When reporting a fault or defect, it is important to provide the customer service agent with location details such as the area and street names [nearest crossing street]. Once the call is logged, a reference number will be issued to the complainant for follow-up purposes.

Escalations and follow-ups on existing service requests [queries which have been allocated a reference number] can be done through these platforms: the JRA's hotline email [hotline@jra.org.za], Twitter: @MyJRA, and the Customer Relations Management telephone line [011 298 5000].

Our Regional standby teams are available to assist with emergency cases such as flash floods, flooded storm water drains, collapsed roads, and major road obstructions. The teams operate from 16h00 pm till 07h00 am every day, and can be reached on these details:

Region	Areas	Contact Details
Region A Midrand Depot	Midrand, Ivory Park, Diepsloot, Fourways	060 960 0764

Chairman: Dr. A Mokoena

Executive Directors - Chief Executive Officer: S Monakedi, Chief Financial Officer: D Thindisa

Non-Executive Directors: L Mdluli, H Mtimkhulu, F Ntsandeni, L Ndlovu, N Mila, T Seemela, T Tshitangano, Y Ngxabazi, S Chiloane-Nwabueze, E Mtshali, S Ralegoma
Company Secretary: P Majola

Region B Strydom Park/Waterval Depots	Rosebank, Northcliff, Newlands, Melville, Emmarentia	082 556 1307
Region C Florida Depot	Northgate, Roodepoort, Bram Fischerville, Florida	082 555 2316
Region D Dosbonville Depot	Greater Soweto areas	060 960 0779
Region E Zandfontein and Norwood Depots	Sandton, Alexandra, Houghton, Wynberg	083 499 7939 \ 060 9600 760
Region F Benrose Depot	Inner City, Hillbrow, Johannesburg South	060 960 0763
Region G Avalon Depot	Eldorado Park, Ennerdale, Lenasia, Orange Farm	060 960 0771
Motorways	Johannesburg	060 983 8065
Traffic Signals	Johannesburg	082 827 8250

ENDS

Website: www.jra.org.za

- Twitter: @MyJra
- Facebook: Johannesburg Roads Agency,
- Email hotline@jra.org.za

About the Johannesburg Roads Agency (JRA):

The JRA is a City-owned agency responsible for the maintenance, repair and development of Johannesburg's road network and storm water infrastructure, including bridges and culverts, traffic lights and signage. The organisation is committed to providing quality roads that are accessible, safe and liveable for our communities

Issued by:

Sanele Zondi

HOD: PR and Stakeholder Engagement

Johannesburg Roads Agency

Cell: 082 444 3888

Email: szondi@jra.org.za

