COMMUNIQUÉ

Digital Driving Licence: Citizens Urged to Report Discrepancies to the Traffic Branch for Necessary Rectifications

The Ministry of Information Technology, Communication and Innovation (MITCI) has taken note that some citizens, while accessing their Digital Driving Licence (DDL) through the KOREK! mobile application, are encountering discrepancies in their driving licence information or difficulties in retrieving their records.

The Ministry wishes to provide clear guidance to help affected citizens obtain the necessary assistance and resolve these issues.

KOREK! serves as the digital platform through which citizens can access their Digital Driving Licence. The information displayed on the application is retrieved from the official driving licence records maintained by the Traffic Branch of the Mauritius Police Force.

The KOREK! application does not generate, modify or update driving licence records. Any discrepancies relating to the information displayed must therefore be verified and rectified by the Traffic Branch, as the competent authority responsible for maintaining these records.

What should citizens do if they encounter discrepancies?

Citizens are encouraged to verify the information displayed on their DDL and to contact the Traffic Branch if they experience any of the following situations:

- Their driving licence record cannot be retrieved using their National Identity Card number;
- Their photograph is missing, outdated or incorrectly displayed;
- Their residential address or other personal particulars are inaccurate;
- One or more vehicle categories for which they hold a valid driving licence are not reflected on their DDL;
- They hold an older driving licence whose records may require updating, particularly where no National Identity Card number was recorded at the time of issuance;
- They are foreign nationals holding a valid Mauritian driving licence but are unable to access their DDL.

Where to report

For verification, correction or updating of driving licence records, citizens are requested to contact the Traffic Branch through the following dedicated channels:

Traffic Branch – Les Casernes	Telephone: 212 6159 Email: licensing@govmu.org
Argy Driving Test Centre, Flacq	Telephone: 420 0996 / 420 2165

Driving Test Centre, Les Casernes, Curepipe	Telephone: 670 5878 / 673 0659

To facilitate the prompt processing of complaints, driving licence holders are kindly requested to provide their complete details, including their full name, National Identity Card (NIC) number, residential address and driving licence number, when submitting their complaints. This will enable the Police to identify the relevant records, carry out the necessary verifications and attend to requests within the shortest possible timeframe.

Why the transitional period matters

The Ministry wishes to remind citizens that the transitional period preceding **1 January 2027**, when the legal provisions relating to the Digital Driving Licence are scheduled to come into effect, has been provided precisely to facilitate a smooth transition to the new system.

This period is intended to give citizens sufficient time to familiarise themselves with their Digital Driving Licence, verify the accuracy of their information and report any discrepancies so that the necessary corrections can be undertaken by the relevant authorities.

> **Citizens are therefore strongly encouraged to check their DDL and report any discrepancies to the Traffic Branch as early as possible.**

Addressing these issues during the transitional period will help minimise inconvenience and ensure that citizens can make full use of their Digital Driving Licence when the new provisions take effect.

The Ministry of Information Technology, Communication and Innovation remains actively engaged with the Mauritius Police Force and other relevant stakeholders to facilitate citizen onboarding and address the difficulties encountered during this transition.

The introduction of the Digital Driving Licence represents an important step towards making public services more accessible, convenient and responsive to citizens' needs.

Our priority is to ensure that citizens can access their Digital Driving Licence with confidence and ease.

The Ministry appreciates the cooperation and understanding of the public and reiterates its commitment to making this transition as smooth and accessible as possible for all.

Ministry of Information Technology, Communication and Innovation
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