

## Detailed Process for Registration on DMV Database

Veterans that wants to register on the DMV database must ideally be registered with a recognised Veteran Organisation (in accordance with the Military Veterans Act 18 of 2011). There are many veteran organisations that are not registered and who are not affiliated with the Council of Military Veterans' Organisations of South Africa (CMVO). These organisations will not be able to help you.

1. The first step is to obtain a registration form (Military Veterans Database Information Form) from the veteran organisation you are registered with. This document will be partially completed with your detail as recorded on their database. If you are not registered with a veteran organisation, you will have to complete the blank form that is available from the DMV website at ([http://www.dmv.gov.za/documents/dmv\\_database\\_forms.htm](http://www.dmv.gov.za/documents/dmv_database_forms.htm)). It is important that you complete this form fully and as accurate as possible.
2. The next step is to ensure that all supporting documents required are obtained and attached. This is also a very important step as there are many pitfalls with the quality and accuracy of these documents that will hamper registration. If you make copies of documents, they need to be Certified as True Copies. You need to attach the original copy. This implies that you cannot make a copy of the copy. The document with the original stamp from the authority that certified it with the original signature in ink must be submitted. Get these documents certified just before submitting them as they expire in three months' time from the date of certification. The registration process might take longer, in which case these documents will become invalid and you will have to resubmit them. Make sure that you have all the documents required as listed at the top of page 4 of the Registration Form.

Just something about the Certificate of Service (paragraph 6d on the Form). You can obtain this from the SANDF Command and Management Information Systems Division by sending an e-mail to [sandfdoc@mweb.co.za](mailto:sandfdoc@mweb.co.za). You need to provide them with some detail of where and when you served as they do not make a lot of effort to get all the correct information unless they are provided with enough background. They will provide you with your Service Record. (I had to send this back two times with more information before they provided me with a complete and correct document.)

The following additional documents are required for successful registration (although they are not asked for):

- a. A number of documents from the Persol System as listed below. Copies of these documents can be obtained from Military Units all over the country. It might be very difficult (or even impossible) for some people to obtain these. Your veteran organisation will be able to help you. It is important that these documents are stamped by the unit issuing them.
    - PEV EPN01 – Member Profile Information
    - PEV ESN20 – Discharge Information
    - PEV EPC01 – Personnel List and Veteran System
    - PEV EPG14 – SANDF/DOD Groups
    - PEV EHG19 – History Enquiries
    - EHG01
    - EPN10
    - ETN20
  - b. An Affidavit to explain the change in your ID number (as the last three digits of the ID numbers of most South Africans have been changed some years ago), which also needs to be certified by the SAPS. An example of this Affidavit has been attached.
3. The next step can be taken if all these original documents and original copies are available. Write a cover letter (an example is attached) to explain that you are submitting the documents

for registration on the database and list all the documents that are attached. Be as accurate as possible with the description of these documents.

4. Now you need to make electronic copies (scan as pdf) of all the documents, starting with the cover letter followed by all the others, in the same sequence as listed on the cover letter. When you have completed this copy, staple all the original documents together in sequence to prevent some of the documents to get lost in the process.
5. Now this needs to be send or taken to the Department of Military Veterans in Pretoria. If you are sending it via the SA Postal Services, the following should be done:
  - a. Put all the original documents, stapled together into an envelope.
  - b. You address the document to:  
Veteran Database Registration  
Department of Military Veterans  
Private Bag x 943,  
Hatfield, Pretoria,  
0001
  - c. Submit the envelope to the Post Office and get it registered. Ensure that you get a receipt of registration with a registration number on it.

If you are delivering it yourself the following should be done:

- a. Put all the original documents, stapled together into an envelope.
  - b. You address the document to:  
Veteran Database Registration  
Department of Military Veterans  
386 Festival Road,  
Hatfield, Pretoria,  
0001
  - c. Make a copy of your cover letter.
  - d. Deliver the document to the said address and make sure that you get someone to sign your copy of the cover letter as proof of delivery.
6. Make an electronic copy (scan) of the postal notice or your signed copy of the cover letter as well.
  7. Send an e-mail to the Department of Military Veterans, providing them with your number, rank and name, as well as ID number in the content of the e-mail and attach the proof of registration from the post office or proof of receipt if submitted by hand as well as the electronic copy of all the documents (as created in paragraph 4 above). Make the subject of your mail: REGISTRATION ON DMV DATABASE. Address the mail to the following addressees:

[database@dmv.gov.za](mailto:database@dmv.gov.za)

[allettie.vaneeden@dmv.gov.za](mailto:allettie.vaneeden@dmv.gov.za)

[robert.makena@dmv.gov.za](mailto:robert.makena@dmv.gov.za)

8. If you made use of the postal service, ensure that you track the envelope. The tracking system will show you all the detail of where the envelope has been received. When the document has been collected from the post office, it will provide you with the name of the person who collected the envelope from the post office. Tracking of your documents is done on the internet at the following web address:  
[www.postoffice.co.za/ContactUs/trackandtracedomestic.html](http://www.postoffice.co.za/ContactUs/trackandtracedomestic.html)).

9. You can now follow up with DMV on their progress. Do it every second week. It is ideal that you use the same e-mail as the original in order to have a single record of all the interaction with the office.
10. If you have not been registered after 6 weeks from submission, you could start threatening them with a ministerial inquiry.
11. They will send you an e-mail to confirm that you are registered with a document attached as proof as soon as they have completed the registration process.

**Note:** To confirm if you are registered on the database, phone 080 232 3244. (Be prepared to answer a lot of questions).

# AFFIDAVIT

NAME AND SURNAME:

ID NO:

TEL NO (H):

TEL NO (W):

RACE:

GENDER:

DOB:

RESIDENTIAL ADDRESS:

POSTAL ADDRESS:

## STATES UNDER OATH:

1. That the government has changed my Identity Number from:

[XXXXXX XXXX XXX]

to

[XXXXXX XXXX XXX]

some years ago.

2. I confirm that both these numbers are mine, although the last one is the most recent and therefor the applicable number.

I know and understand the contents of this declaration.

I have no objection to taking the prescribed oath.

I consider the prescribed oath to be binding on my conscience.

PLACE: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

I certify that the above statement was taken by me and that the deponent has acknowledged the he knows and understands the contents of the statement. This statement was affirmed/sworn to before me and the deponent's signature was placed thereon in my presence.

SIGNATURE: \_\_\_\_\_ FORCE NO: \_\_\_\_\_ RANK: \_\_\_\_\_

FULL NAMES: \_\_\_\_\_

BUSINESS ADDRESS: SAPS \_\_\_\_\_

## Example of Cover Letter

[Your Address]  
[Your Address]  
[Your Address]  
Telephone: [XXXXXXXX]  
Cell: [XXXXXXXX]

Reference Number: C:\Huis\Cover Letter for Registration on the DMV Database  
[Date]

**The Department of Military Veterans**  
**Private Bag X943**  
**386 Festival Road,**  
**Hatfield, PRETORIA**  
**0001**

### RE: REGISTRATION ON THE DMV DATABASE

I, [Full Name and Surname], with ID # [XXXXXX XXXX XXX], and Force Number [XXXXXXXX], hereby apply to be registered on the Military Veterans Database. I was [type of service rendered] force for [XX] years. I have full proof of my military history on PERSOL. I have registered my full application and attach proof of it. Attached are the following documents to ensure prompt registration:

1. Completed Military Veterans Database Information Form (4 pages).
2. Certified True Copy of my ID card (1 page).
3. Certified True Copy of my Marriage Certificate (1 page).
4. Certified True Copy of my wife's ID document (1 page).
5. Certified True Copy of my Service Record as supplied by the SANDF (1 page).
6. Printout from Persol: Member Profile Information (1 page).
7. Printout from Persol: Discharge Information (1 page).
8. Printout from Persol: Personnel List and Veteran System (1 page).
9. Printout from Persol: SANDF/DOD Groups (1 page).
10. Printout from Persol: History Enquiries (1 page).
11. Certified True Copy of my [Qualification] (1 page).
12. Certified True Copy of my Drivers Licence (1 page).
13. Original Bank Statement to confirm my address (1 page).
14. Original CoR 30.1 to confirm my Business Registration renewal for this year (2 pages).
15. Original Tax Clearance Certificate for my business valid till 18 May 2017 (1 page).
16. Original Affidavit to confirm the change in my Identity Number (1 page).

I believe this complies in full with the requirements for me to be registered on said database.

I would appreciate confirmation of receipt of this documentation. My contact detail appears at the top of this letter.

Yours sincerely

\_\_\_\_\_  
[NAME]

ALT/ALT

LETTER.DOC