

# mParking limits add to motorists' woes

System's four-hour timeframe strictly enforced by RTA

- By Ashfaq Ahmed, Chief Reporter
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Dubai: Many motorists are upset about not being able to use the mParking service to renew their car parking ticket after four hours.

"What's the use of mParking if it is limited to parking time for a maximum of four hours?" Tahseen, who got fined as he could not renew his ticket after four hours, said.

He repeatedly sent messages to renew his parking ticket, but the messages bounced back with error messages and by the time he rushed to his car to renew using the parking metres, he found a fine slapped on his car windshield.

"I was surprised to get fine within three minutes of mParking ticket expiry. It is unfair," he said.

## No grace period

Tahseen called the RTA customer service number and was told that there was no grace period given. Furthermore, the mParking service is limited to four hours, which means that a motorist must physically to renew the parking by purchasing ticket from the parking metres after four hours.

Lakeisha Y., a sales manager in Bur Dubai, said she could not understand the logic behind not being allowed to renew your mParking ticket after four hours.

"This is against the basic concept of mParking as it is supposed to help motorists renew their parking tickets without going to their cars again and again," she said.

She said a motorist should be allowed to renew parking ticket for unlimited time using the mParking service.

"It is illogical not to allow motorists renew their parking using the telephone service especially if a motorist is allowed to park his car for unlimited time using a long term parking card or using tickets from the parking metres," she noted.

An official at the Dubai Roads and Transport Authority (RTA) told Gulf News that mParking service is limited to four hours to let other motorists use the parking spaces.

However, he could not explain why parking for more than four hours is allowed for motorists who physically go to the metres to renew and those who use seasonal parking cards.

The RTA suspended the system for one day earlier this year because of technical glitches after it was pounded with complaints.

"It is always a risk to use mParking because you cannot trust the system. It happens a number of time with me that I could not even renew for the second hour and had to rush to the car to renew parking using the parking metres," said a motorist who did not want to reveal identity.

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