



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA



NATIONAL PUBLIC TRANSPORT REGULATOR (NPTR)

“Update on Tour Operator Licencing/Permits”

23 SEPTEMBER 2020

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NPTR STATUS



NPTR Committee

The term of office of the former NPTR Committee members expired on 31 November 2019.

Appointment of a new Committee

- The Minister appointed a new NPTR Committee with effect from 01 August 2020.
- An induction programme was conducted on 24 to 26 August 2020.
- The Committee commenced with adjudication of applications from September 2020.

NPTR STATUS (Cont...)



The major functions of the NPTR is:

- To operationalize the NPTR;
- To receive and to decide on applications for tourist transport services; and
- To accredit tourist transport operators.

APPLICATIONS & OPERATING LICENCES



APPLICATIONS

- NPTR received and processed **3 872** applications from its inception date of 29 July 2016 to date.
- **394** Tourist Transport operators have been accredited in that same period.
- For the previous financial year of 2019/2020, **1 242** operating licenses were issued.

BACKLOG



- According to NLTA backlog comprises or refers to applications that have been received and passed the 60 day (period at which they should have been finalized).
- The total number of applications in backlog is **1 912**. These include applications that were differed and/or postponed in the last NPTR Committee meetings held in November 2019.
- In addition to the **540** applications in backlog that were reported in February 2020, we also have **210** applications that have been processed and gazetted, they are currently awaiting adjudication by the NPTR Committee.

CAUSES OF BACKLOG



- **Move towards paperless system (NLTIS)**
- **NPTR Committee** – Term expiry
- Helpdesk officials spend endless hours either telephonically or via emails requesting and advising applicants to send the **correct documents** as per the requirements for the relevant application. This is indicative of a lack of awareness of the NPTR requirements for applications
- Regulator not meeting as often as possible

ONGOING ACTIVITIES



Awareness campaigns and regular workshops

- More workshops and awareness campaigns will be organised with stakeholders aimed at discussing the mandate of the NPTR, the requirements and processes in relation to the NLTA.

Continuous Training of staff

- The support staff of the NPTR will undergo continuous training for front-line customer service in order to improve communication skills and to further uphold the Batho-Pele principles of service standards and courtesy.

Empower NPTR

- The NPTR need to be empowered to take over and perform all the functions stipulated in NLTA
- Finalise amendments and develop NLTA regulations to clarify some of the ambiguous provisions and strengthen the regulation of the industry



THANK YOU!