



## PART A

### HELPDESK CHECKLIST: E-HAILING PLATFORM PROVIDER

*In compliance with the National Land Transport Amendment, Act 2023 (Act No. 23 of 2023) and Second National Land Transport Regulations, 2025*

	Y	N	N/A	Comments
1. Application Form 9A				
2. Proof of payment/Bank receipt				
3. Certified copy of ID copy / Company Registration certificate/ Passport/Foreign ID/ Founding statement/ Founding statement/ Letter of authority (Trust)/ Partnership agreement				
4. Certified proof of Type Approval from ICASA (List of the certificates of all equipment)				
5. Tax clearance certificate and SARS pin				
6. Company proxy letter and Certified ID copy of the appointer and appointee (proxy)				
7. Certified proof of address (lease agreement/title deed/municipal account)				
8. Name of the e-hailing APP				
9. Email address				
10. Website				

#### APPROVED BY NPTR CHAIRPERSON:

SIGNATURE :

DATE: 10/11/2025



## PART B

### INSPECTION AND DEMOSTRATION QUESTIONNAIRE

*In compliance with the National Land Transport Amendment, Act 2023 (Act No. 23 of 2023) and Second National Land Transport Regulations, 2025*

<b>Section B: Platform Functionality</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the platform allow user to sign-up and create a profile?			
2. Can a user create a trip request with an end destination?			
3. Does the system support real-time trip verification (pickup location confirmation)?			
4. Does the platform have a real-time driver tracking before and during the trip?			
5. Does it have push notifications to keep users updated on trip status, driver arrival, and trip progress?			
6. Does the platform allow in-app messaging between users and drivers?			
7. Does the system support pre-booking and ride scheduling?			
8. Do users able to estimate the fare before booking?			
9. Does the platform accept multiple payment methods (card, cash, in-app, etc.)?			
10. Can users rate and review drivers?			
11. Does the app provide driver identification via a recent user photo?			
12. Does the platform include SOS/panic buttons linked to law enforcement or private security services (tested weekly)?			



<b>Section C: Driver and Vehicle Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the platform register all drivers and maintains updated profiles? including:			
1.1. Recent driver photo			
1.2. Valid driver's license and professional driving permit			
1.3. Home address and contact details			
2. Does the system allow drivers to accept/decline ride requests?			
3. Does it Integrate navigation and route optimization for drivers?			
4. Does the platform provide driver performance and earnings reports? (daily/weekly/monthly).			
5. Does the system include heat maps showing high-demand areas?			
6. Does the platform allow drivers to accept a ride request while finishing a current trip?			
7. Are vehicles used for e-hailing services?			
7.1. Registered with the Platform Provider?			
7.2. Roadworthy and compliant with National Road Traffic Act requirements?			
7.3. Marked with the platform provider's name, address, and contact details?			
7.4. Drivers signed a declaration confirming no pending criminal cases and provide police clearance?			
7.5. Vehicles fitted with an emergency button linked to tracker?			



<b>Section D: Platform Administration &amp; Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the platform have a driver and user management system?			
2. Does the location and fares managed using updated maps and satellite technology?			
3. Does the platform support trip booking and notification management?			
4. Does it record vehicle and driver register and manage?			
5. Does the system support secure payment processing for users and driver payouts?			
6. Does it have a 24/7 help centre available for user and driver support?			

<b>Section E: E-Hailing Service Agreement Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the agreement include?			
1.1. Legal names of the operator and platform provider?			
1.2. Authorized representatives with full details?			
1.3. Type and grade of service contracted?			
1.4. Conditional approval based on the operator holding a valid license?			
1.5. Confirmation that electronic equipment is RICA-compliant?			
1.6. Clause requiring the operator to report terminations to the NPTR within 24 hours.?			



<b>Section F: Fare &amp; Payment System Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the fare system comply with?			
1.1. Interoperability standards for fare collection and ticketing (per Ministerial regulations)?			
1.2. Economic Regulation of Transport Act provisions on fare calculation?			
1.3. Platform supports secure digital payments for operators and users?			

<b>Section G: Safety &amp; Security Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the app include driver and passenger identification features?			
2. Is Driver refusal right incorporated (e.g., if the driver suspects risk)?			

<b>Section H: Equipment &amp; Technology Compliance</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the platform provider only use type-approved equipment?			
2. Are all mobile devices used comply with RICA and ICASA requirements?			
3. Does the platform support full data encryption and cybersecurity protections?			

<b>Section I: Multi-Platform Registration</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Can operators register with multiple e-hailing platforms provided?			
2. Is Each platform is NPTR-approved?			
3. Is the operating license endorsed by each platform provider?			
4. Did the operator notify existing platforms when joining a new provider?			



<b>Section J: Suspension &amp; Compliance Monitoring</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
1. Does the platform suspend or cancel access if an operator or driver fails compliance?			
2. Is A 14-day remediation period provided before cancellation?			
3. Is The regulatory entity notified of any suspensions or terminations?			
4. Do operators return the operating license if suspended or deregistered the issuing PRE or OLPB?			

**APPROVED BY NPTR CHAIRPERSON:**

**SIGNATURE:**

*[Handwritten signature]*  
**DATE:** 10/11/2025