



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA

STANDARD OPERATING PROCEDURE AND PROCESS FLOW FOR THE REGISTRATION OF E-HAILING PLATFORM PROVIDERS

NATIONAL PUBLIC TRANSPORT REGULATOR

Table of Contents

Purpose of the Standard Operating Procedure	2
Legislation Framework	2
Definition	2
Process flow for the registration of e-hailing platform providers.....	3
Step 1: Receiving the application	4
Documents to be included	4
Check application	5
Return application if incomplete or defective	5
Method of payment	5
Check proof of payment.....	6
Issue a receipt.....	6
Step 2: Verification	6
Verify submitted certificates from ICASA.....	6
Check tax compliance status pin.....	6
Step 3: Notify the public.....	6
Step 4: Preparation of the application for adjudication.....	6
Step 5: Adjudication	7
Applicant Demonstrate the app.....	7
NPTR takes a decision.....	7
Step 6: Register the platform provider and issue certificate	8
Step 7: Inform Provincial Regulatory Entities (PREs).....	8
NPTR Committee Sitings	8
Approval of the Standard Operating Procedure (SOP).....	8

Purpose of the Standard Operating Procedure

The purpose of this Standard Operating Procedure (SOP) is to provide a structured and a clear process for the registration of e-hailing platform providers or platform providers by the National Public Transport Regulator (NPTR).

Its aim is to provide a guidance to the NPTR support staff (officials) and applicants on submission, evaluation, approval, renewal of registration of e-hailing application (App) or software providers.

Legislation Framework

This annexure is informed by, but not limited to the following legislative instruments:

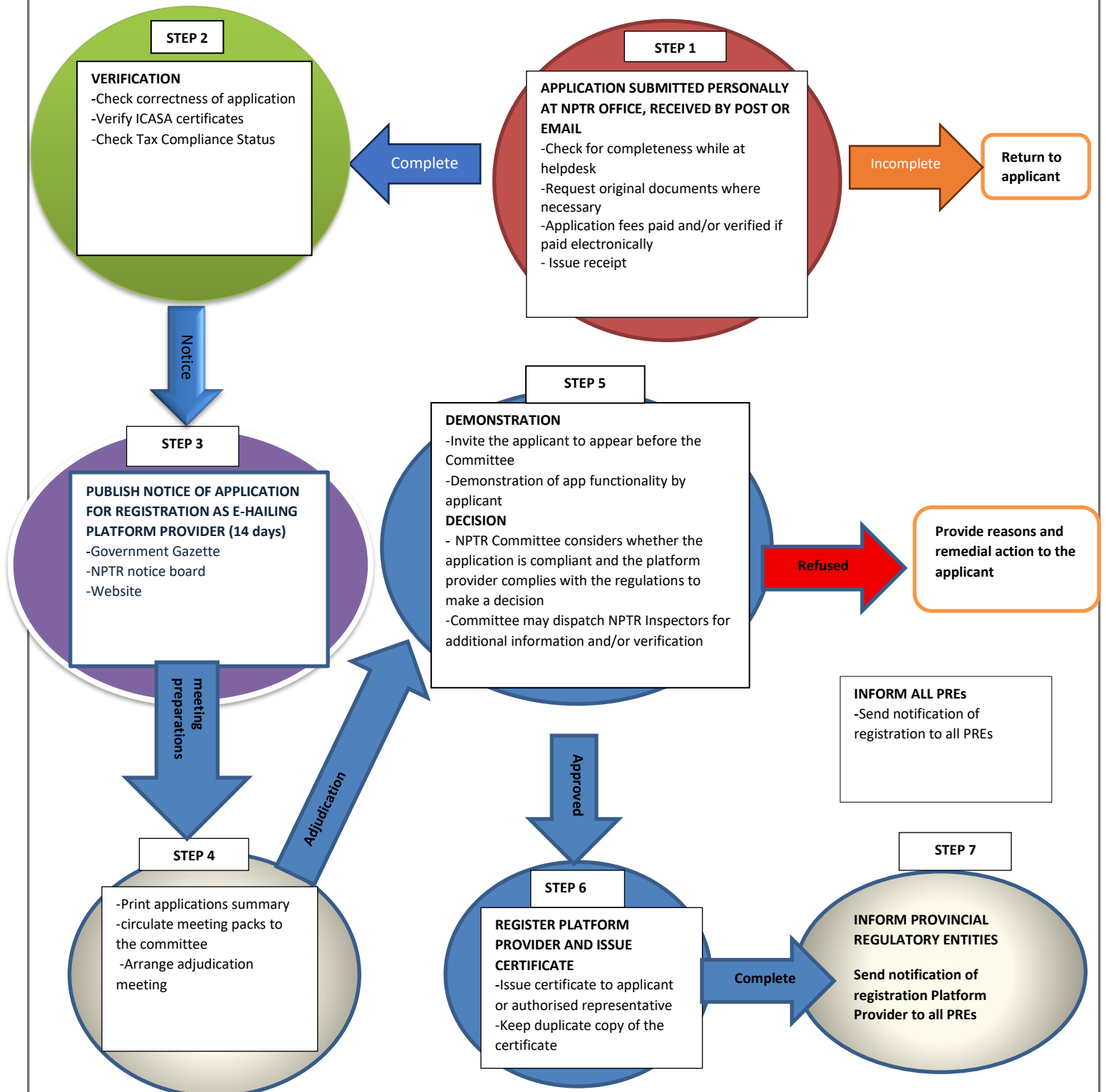
1. National Land Transport Amendment Act, 2023 (Act No. 23 of 2023)
2. Second National Land Transport Regulations, 2025
3. Type Approval Regulations, 2013 developed in terms of section 4(1) and 35 of the Electronic Communications Act, 2005 (Act No. 36 of 2005).

Definition

E-Hailing Platform Provider or platform provider means a person who provides the application or technology that is designed or used in enabling the e-hailing public transport service to be provided, including any or all of the value chain elements listed in regulation 15.

Process flow for the registration of e-hailing platform providers

The following diagram depicts the seven (7) steps to be followed when registering platform providers.



Step 1: Receiving the application

The applicant must complete all of the fields on the application form (Form 9A in the Second National Land Transport Regulations, 2025) and submit it to the NPTR as follows:

- By hand to the NPTR office
- By fax to the NPTR office
- By e-mail to the NPTR (documents can be scanned)
- By post to the NPTR office

Documents to be included

The following documents must accompany the application:

- a) A certified copy of the following in case of an individual:
 - i. RSA identity document; or
 - ii. Passport; or
 - iii. Temporary RSA identity certificate; or
 - iv. Foreign identity document;
 - v. Valid work visa
- b) A certified copy of the following in case of a company:
 - i. Certificate of incorporation; or
 - ii. Founding statement; or
 - iii. Partnership agreement
 - iv. Letter of Authority (trust)
- c) Certified proof of Type Approval from ICASA (Certificates for all equipment)
- d) A valid Tax Compliance Status Pin from SARS in the names of the applicant.
- e) Certified proof of physical address (Lease agreement/Title deed/Municipal account)
- f) Proof of payment
- g) Other proof or documents required by the NPTR, if any.

Check application

The official receiving the application must check it to see that all fields have been completed and that all required documents have been attached.

Where applicable the official must help the applicant to complete the form and give advice on what documents must or should be attached.

If the official suspects that any document attached is not valid or authentic, he/she may ask the applicant to submit the original.

The help desk should also do the following:

- Provide the application form to the applicant
- Check whether the applicant has all of the documents needed for the type of application
- Request originals if needed
- Check proof of payment if it is done by electronic funds transfer (EFT), and
- Refer the applicant to the payment method used (EFT or Cash Deposits)

Return application if incomplete or defective

If there are problems with the application that cannot be resolved by assisting the applicant, the official must reject the application and advise the applicant on what is missing or wrong. *See regulation 2 (4)*

Method of payment

The application fee may be paid by Cash Deposit or by electronic funds transfer (EFT) after officials are satisfied that all documents are in order and the application form is completed properly and signed.

Banking Details: **ABSA**

Account Number: 405 362 0095

Branch code: 632 005

Reference number: "NPTR" ID Number or Company registration

Check proof of payment

Check that the application fee specified in the Regulations has been paid and that a reference number has been allocated.

Issue a receipt

Issue a receipt to the person lodging the application where it is submitted by hand or acknowledge receipt by fax or email if the application was submitted by fax, e-mail or post. This must be done on the day of receipt, or on the next working day if received over a weekend or on a public holiday.

Step 2: Verification

Double checks the information on the application form to ensure correctness.

Verify submitted certificates from ICASA

Verify authenticity of certificates from ICASA. (Telephonically or via email to ICASA

Check tax compliance status pin

Make sure that the name and details on the tax compliance status pin are the same as those on the application form and check compliance status on e-filing.

Step 3: Notify the public

Publish notice of the application for registration of e-hailing platform provider in the government gazette, NPTR office and website for public comments. Interested persons may supply comments or representations within 14 days.

Step 4: Preparation of the application for adjudication

The Secretariat official compiles a manual board summary of applications received, for adjudication.

Applications are to be prepared on a First In, First Out (FIFO) basis to ensure fairness.

Board meeting agenda prepared and printed (manually).

Hard copies of meeting/document packs are distributed to members at least three (3) days before the meeting.

Step 5: Adjudication

The applicant should be informed that they are required to appear before the Committee to demonstrate the app, and the hearing date should be scheduled in advance (at least seven (7) days before the demonstration day).

The NPTR has the power to subpoena witnesses by using Form 3D in National Land Transport Regulations, 2009. Witnesses can be required to bring specified books, plans, documents or records with them to the hearing.

Persons may be represented by a representative at the hearing, i.e. an attorney, advocate or any other person, who, on request of the NPTR, must provide written proof that he/she has been authorised to appear (regulation 19(3) of the NLTA regulations, 2009).

A person may require a translator to be present to translate the proceedings at the hearing into an official language other than English. If so he/she must notify the NPTR accordingly not less than 7 days before the hearing (regulation 19(5)). The NPTR must be satisfied that all persons present at the hearing are able to understand the proceedings (regulation 19(6)).

Applicant Demonstrate the app

The applicant must demonstrate the functionality of the app to meet the minimum requirements in regulations 16 & 17 of the Second National Land Transport Regulations 2025.

NPTR takes a decision

The NPTR Committee assesses the application's compliance and determines whether the platform provider meets the requirements of Regulations 15, 16, and 17 of the Second National Land Transport Regulations, 2025.

The Regulator may direct the NPTR Inspectors to conduct physical inspections of the applicant's premises before taking a decision.

Step 6: Register the platform provider and issue certificate

Notify the applicant that the application was approved.

Register the platform provider, print the certificate and inform the applicant that the certificate is ready for collection.

Issue (hand) the certificate to the applicant or authorised representative. If the latter, he/she must hand in written authorisation from the applicant (Keep a duplicate copy).

Step 7: Inform Provincial Regulatory Entities (PREs)

Send notification of registration to all PREs for information and their records.

NPTR Committee Sitzings

The NPTR Committee should convene as frequently as possible, preferably on a weekly basis, to consider applications for e-hailing platform registration and other related matters.

Members must be notified timeously of the sittings. A meeting will be deemed valid when a majority of members are in attendance, and no decisions may be made without a quorum. Each sitting must provide members with the agenda, minutes, and records of decisions.

Approval of the Standard Operating Procedure (SOP)

On the 5th of November 2025 the NPTR deliberated on the draft SOP and agreed that this version should be approved as version one (1) SOP for the registration of e-hailing platform providers. Here below is the control sheet confirming such approval.

ANNEXURE TO NPTR STANDARD OPERATING PROCEDURE (SOP)					
SOP Group	e-hailing platform provider registration				
Type	Regulation			Policy	
	Guideline			Procedure	X
SOP reference and Version No:	202511 One (01)				
Certification of due process					

PROCESS FLOW FOR THE REGISTRATION OF E-HAILING PLATFORM PROVIDERS

	Delegated Authority	Date	
Approval Date	05 November 2025	Commencement Date	Immediate

SOP MANUAL IS APPROVED/ NOT APPROVED/ COMMENTS



MR. BONILE MALILA

CHAIRPERSON: NPTR

DATE: 05/11/2025