



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA

MANAGEMENT COMMITTEE STANDARD OPERATING PROCEDURE AND PROCESS FLOW FOR TOURIST TRANSPORT OPERATING LICENCE

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1. Introduction

The NPTR (Regulator) is a quasi-judicial body within the Department that is established in terms of section 20 of the National Land Transport Act (NLTA), 2009 (Act 05 of 2009). The NLTA empowers the Minister to establish the NPTR within the Department, to perform the functions of the Regulator as stipulated in the Act.

The functions of the NPTR are among others to monitor and oversee public transport in the country in general and the activities of the Provincial Regulatory Entities and municipalities in relation to their land transport function. Furthermore, the NPTR must receive and decide on applications relating to (OLs) and accreditation for interprovincial transport, excluding daily commuter transport to and from the area of a municipality to which the operating licence function has been assigned under section 11 (2), which must be dealt with by that municipality; tourist transport services; and any other services designated by the Minister by notice in the Gazette.

The NPTR was operationalised in 2016 and is currently considering applications for accreditation of tour operators and applications for (OLs) for tourist transport services.

The accreditation of tourist transport services is distinct from other service types because of the accreditation process to which tour operators are subjected to. For the longest time, there was no clarity as to what happens once an operator has been accredited and require additional operating licences. Section 54(6) of the National Land Transport Act, 2009 (Act. No.5 of 2009) stipulated that *where the applicant has been accredited as a tourist operator under section 81 and the vehicle in question complies with section 84, the operator is entitled to an operating licence automatically, to be applied for and issued in the prescribed manner.*

The regulations did not prescribe the process to be followed by accredited tourist transport operators when applying for an operating licence and the required supporting documents that be attached.

The recent promulgation of the National Land Transport Amendment Act (NLTAA), Act 23 of 2023, the Second Amendment of the National Land Transport Regulations, 2009 and Second National Land Transport Regulations, 2025 prescribed the requirements for lodging applications for operating licences by accredited operators. There is a need to process the applications for operating licences in accordance with the new provisions.

Section 84 of the NLTA, as substituted by section 48 of the NLTAA, stipulates that— (2) *“the NPTR must issue an operating license for a vehicle to be used by an accredited operator, in the prescribed manner, either when accrediting the operator or on later application made by an accredited operator, in the prescribed manner, using the prescribed form and on payment of the prescribed fee, and on proof submitted to it in the prescribed manner.”*

Furthermore, 48(3) provides that “such operating license may be issued by an official of the Department designated to do so by the National Public Transport Regulator.”

2. Purpose

The intention is to provide guidance to the NPTR support staff responsible for receiving, registering and preparing applications for consideration by the Management Committee (MC). Further, the SOP outlines the procedure to be followed by the Management Committee when considering and deciding on application for operating licence, the frequency of the Committee’s meetings, quorum and accountability.

3. Scope

This SOP applies to the receiving, processing, and adjudication of OL applications from accredited tour operators. Applications for renewal of accreditation and operating licences, additional authority, amendment of area of operation or condition, replacement of vehicles, conversion of permit or operating licence to a definite period operating licence and change of particulars are excluded from the process and procedure outlined in this annexure.

4. Legislative Framework

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

- National Land Transport Amendment Act, Act 23 of 2023,
- Second Amendment of the National Land Transport Regulations, 2009: and
- Second National Land Transport Regulations, 2025

5. Definitions

Operating licence - a licence required by section 50 and granted and issued in accordance with this Act or the Transition Act;

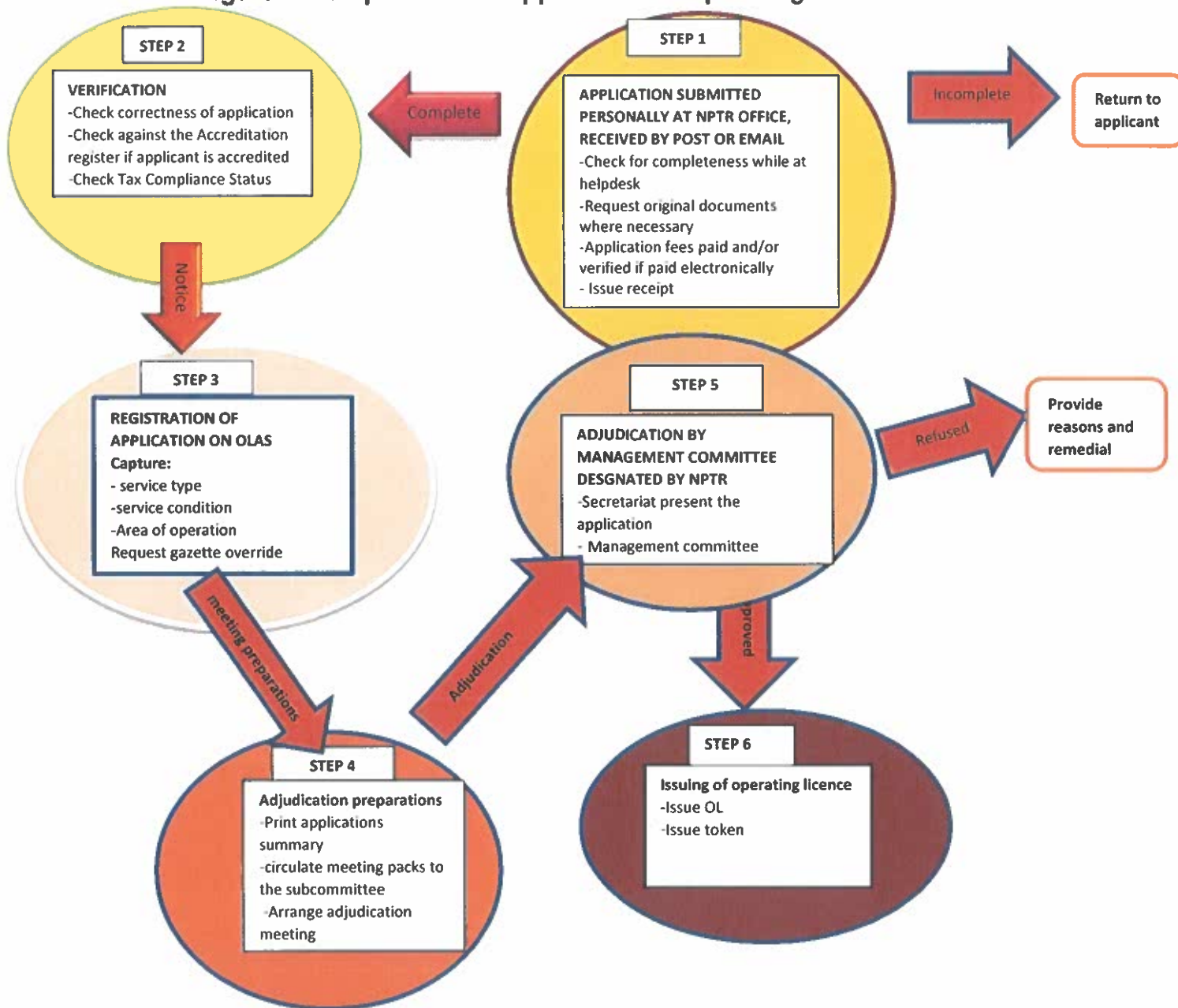
"permit" means a public road carrier permit issued in terms of the Road Transportation Act, 1977 (Act No. 74 of 1977), or another law predating the Transition Act and recognised as valid by the Transition Act, and which is in force and has not yet been converted to an operating licence on the date of commencement of this Act;

Management Committee- means a committee of departmental officials designated by the NPTR in terms of section 20 of the Act to adjudicate OL applications from accredited tour operators

6. Procedure for processing applications for new operating licences from accredited tourist transport operators.

The diagram below represents the process flow to be followed when processing the OL applications from accredited tour operators.

Figure 1: Full process for application for operating licence



Step 1: Receiving an application

The applicant must complete all the required fields on the application form (Form 1A) and submit the application to the NPTR using any of the following methods:

- Walk in at the NPTR offices
- By fax
- By email
- By post or courier

The following documents must accompany the application form when applying for new operating licence.

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) In case of a juristic person one of the following:
 - i. Certificate of incorporation; or
 - ii. Founding statement; or
 - iii. Partnership agreement
 - iv. Letter of Authority (trust)
- c) Proof of payment
- d) A valid Tax Compliance Status Pin from SARS in the names of the applicant.
- e) Copy of accreditation certificate
- f) Certified copy of vehicle licence disc and roadworthy certificate
- g) Certified copy of certificate of registration in respect of motor vehicle
- h) Certified copy of service records
- i) Certified copy of Public Passenger Liability insurance
- j) Proxy letter and certified copies of the appointer and appointee in the case of a juristic person (company).

Step 2: Verification Process

The official receiving the application must:

- review the application for accuracy, completeness and ensure that all the required supporting documents are verified for authenticity.
- check against the Accreditation Register if indeed the applicant is accredited.
- ensure that the applicant has submitted the latest service record which indicates the following;
 - particulars of the vehicle
 - name and contact details of the person/company that serviced the vehicle, as well as the date and nature of the service performed.
 - kilometres during service and
 - service interval

The Helpdesk official must check that the Passenger Liability insurance submitted by the applicant indicates the following;

- vehicle particulars
- insurance company
- inception and expiry date of the cover
- explicitly states that it covers passengers and
- value of the cover

Return application if incomplete

If the application does not meet the minimum requirements. The official must return the application and inform the applicant of any errors or omissions.

Method of payment

The application fee may be paid in cash or by electronic funds transfer (EFT).

In the case of EFT, the applicant must include proof of payment with the application.

The official must check whether the correct application fee has been paid and that a reference number has been allocated.

Step 3: Registration of Application/s on OLAS

The processing official must capture the following information on the Operating Licence Administration System (OLAS):

- service type
- area of operation and
- service conditions

Log a call with the Business Systems Unit and request an override of gazette stage to board preparation status; and

Refer the application to Secretariat unit to prepare applications for adjudicating.

Step 4: Adjudication preparations

The Secretariat official will:

- generate the board meeting summary on OLAS
- ensure that applications are prepared following the First in First Out (FIFO) principle.
- Populate and print the adjudication checklists
- Arrange a meeting of the Management Committee
- Circulate meeting document packs three (3) days before the meeting.

Step 5: Adjudication

- The secretariat will present applications to the Management Committee
- the Management Committee will check whether the applications comply with the provisions of regulation 35 of the Second National Land Transport Regulations, 2025
- The Management Committee will, based on the information before it, grant or refuse the application.
- If granted the Management Committee must attach conditions approved by the NPTR to the operating licence in terms of regulation 36(5) and align the validity period of the operating licence to the accreditation validity period in terms of regulation 34A (5).

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Issue the grant letter for applicant to up lift the OL

Step 6: Issuing of operating licence and token

The issuing official will issue the operating licence/s and the token/s and notify all applicants whose applications were refused.

7. Management Committee

7.1 Designation of the Management Committee

The NPTR in terms of section 48(3) of the NLTAA is empowered to designate the officials of the department to issue OLs for accredited operators. The NPTR has since agreed that section 48(3) should be operationalised and designated officials of the department should be called Management committee (MC).

7.2 Composition of the MC

The MC comprises of three (3) officials from the Department, excluding those directly involved in the day-to-day processing of applications, accreditations, and operating licences (NPTR support staff). Eligible members must be at the level of Assistant Director and Deputy Director with relevant experience and qualifications as stated in section 20 of the Act.

All appointments and delegations are made in writing by the NPTR Chairperson after the deliberation with other members.

7.3 Leadership of the MC

The NPTR will appoint the Chairperson of the MC. In the absence of the appointed Chairperson, the members of the MC shall nominate a member to preside over the adjudication proceedings. The members of the MC may decide to rotate the execution of the chairperson role on the day of the meeting.

7.4 Roles and Responsibilities

MC is responsible for considering applications for new operating licences submitted by accredited tourist transport operators, as well as any other tasks delegated by the NPTR Committee. The MC may also assist the NPTR in addressing and reducing the backlog of pending applications. In the event where MC is required to provide an assistance, such will be communicated in writing by the NPTR Committee.

7.5 Meetings of the MC

The MC shall convene once a week, or as frequently as necessary, to consider applications for new operating licences.

7.6 Quorum and Decision-Making

A quorum for meetings is two (2) members. Decisions are made by consensus, or, when necessary, by a majority vote. MC is required to seek guidance from the NPTR Committee when there are grey areas or potential deadlock on any matter before it.

7.7 Accountability of the MC

The MC is accountable to the NPTR and shall submit weekly reports on all applications considered per week. The reports will include a summary of applications presented to and considered by the MC.

8. Approval of the Standard Operating Procedure (SOP)

The NPTR deliberated on the draft SOP and agreed that this version should be approved as version one (1) of Management Committee SOP for the receiving and processing of application for new operating licences by accredited tourist transport operators. Here below is the control sheet confirming such approval.

SOP FOR NEW OL FROM ACCREDITED OPERATORS

8. Approval of the Standard Operating Procedure (SOP) for MC procedure and process flow for tourist transport operating licences for accredited tour operators.

ANNEXURE TO NPTR STANDARD OPERATING PROCEDURE (SOP)				
SOP Group	Application for new operating licences by accredited tourist transport operators			
Type	Regulation		Policy	
	Guideline		Procedure	x
SOP reference and Version No:	MC 202512 One (01)			
Certification of due process				
	Delegated Authority		Date	
Approval Date	13/02/2026		Commencement Date	Immediate

MANAGEMENT COMMITTEE SOP MANUAL **IS APPROVED/ NOT APPROVED/** COMMENTS



MR. BONILE MALILA

CHAIRPERSON: NPTR

DATE: 13/02/2026