



transport

Department:  
Transport  
REPUBLIC OF SOUTH AFRICA



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## TO: TOURISM TRANSPORT SERVICE OPERATORS

### REQUEST FOR INPUTS AND SUGGESTIONS IN THE STREAMLINING OF THE ACCREDITATION AND OPERATING LICENSE PROCESSES FOR TOURIST TRANSPORT SERVICES

1. The National Public Transport Regulator (NPTR) is a quasi-judicial body established within the Department in terms of section 20 of the National Land Transport Act, 2009, (Act. No.5 of 2009). The functions of the NPTR are amongst others, to receive and decide on applications relating to operating licences or accreditation for tourist transport services.
2. The recent promulgation of the National Land Transport Amendment Act, Act 23 of 2023, the Second Amendment of the National Land Transport Regulations, 2023, the Second Amendment to the National Land Transport Regulations, 2025 and the National Land Transport Regulations, 2009 provide certain provisions that affect the mandate of the NPTR. The legislative reforms require the NPTR to review and streamline its requirements for lodging applications for operating licenses, accreditation and standard operating procedures.
3. The NPTR acknowledges that operations of tourist transport services are distinct from other service types and that once accredited, the process of obtaining an operating licence by accredited operators should be simple and expedited.
4. However, the NPTR has identified several provisions of the National Land Transport Act (NLTA), the National Land Transport Amendment Act, 2023 and the National Land Transport Regulations, 2009 that have not been fully implemented or enforced in the process of accreditation of tourist transport operators. These provisions are summarised as follows:
  - (i) Section 81 (1) of the NLTA states *"as from a date determined by the Minister, by notice in the Gazette, no one may operate tourist transport services unless accredited by the National Public Transport Regulator. Regulation 34(a) of 2024 Regulations requires applicants who have not yet applied for accreditation to do so simultaneously when they apply for renewals or new operating licences"*.

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- (ii) Section 81 (4) of the NLTA further states that *"such accreditation may specify classes or maximum number of vehicles that may be operated by the particular operator"*.
  - (iii) In terms of section 81 (5) of the NLTA, *"no such accreditation may be granted unless the NPTR has obtained and considered recommendations from the tourism authority or authorities recognised by the Minister"*.
  - (iv) Regulation 32(1) (c) of the National Land Transport Regulations, 2009 stipulates that *"when deciding to whether to grant or refuse an application for accreditation, the NPTR must consider after a date to be determined by the Minister and made known by the notice in the Gazette, whether the applicant or one or two of the applicant's employees have passed the test or examination or have attended training courses specified by the NPTR, to ensure that they understand the transport industry, road traffic and transport legislation, and other relevant matters"*.
  - (v) Section 48 (2) (c) and (e) of the National Land Transport Amendment Act, Act 23 of 2023 provides that *"the NPTR must issue an operating licence 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 that - (c)the vehicle is suitable in all respects for the type of tourist service envisaged and (e) the vehicle is otherwise acceptable according to the NPTR"*.
5. These provisions must be enforced to ensure a rigorous accreditation process and compliance to the legislative prescripts and regulations. It is against this background that the NPTR hereby invites written submissions from industry stakeholders. The inputs should be aligned to the legislative provisions mentioned under paragraph 4. Stakeholders are requested to provide comments and proposals on the following:
- (i) proposed timeline by when all tourist transport operators must be accredited;
  - (ii) the appropriate classes and the maximum number of vehicles to be operated by a particular operator;
  - (iii) the identification of suitable tourism authorities or organizations qualified to issue recommendation letters for accreditation purposes;
  - (iv) the nature and scope of tests, examinations and training programmes required for applicants and their employees and;
  - (v) the determination of vehicle types deemed suitable for use in tourist transport services.

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6. The stakeholder inputs will ensure that the implementation of these provisions enhances regulatory coherence, promotes operational compliance and upholds safety and service quality standards across the tourism transport sector.
7. Lastly, the NPTR reaffirms its commitment to stakeholder engagements as it finalizes accreditation and operating license applications in preparation for the peak tourism season.
8. Kindly contact Ms. Nomsa Mtshwene on 012 309 3024 or email [Mtshwenn@dot.gov.za](mailto:Mtshwenn@dot.gov.za) for any additional information and/or clarity on the matters above. It will be much appreciated if the requested comments and proposals can be submitted to Mr. Percy Kolotsi at [Kolotsip@dot.gov.za](mailto:Kolotsip@dot.gov.za) within 21 days from the date of this letter.

Kind regards,

  
MR. BONILE MALILA  
CHAIRPERSON: NPTR  
DATE: 05/11/2025