###### National Assembly

###### Question Number: 2766

**2766. Mr A M Figlan (DA) to ask the Minister of Transport:**

(1) Whether he has found that there are delays in the issuing of operating licenses by the National Public Transport Regulator (NPTR); if so, what (a) are the reasons for delay, (b) is being done to fix this and (c) are the timelines in this regard;

(2) whether he has found that there is a lack of communication by the NPTR,

including telephones not being answered and emails not being replied and attended to; if so, what has he found to be the reasons for this;

(3) whether he has found that there are delays in the accreditation process and issuing of renewals or transferred licenses;

(4) whether he has found that licensing conditions of the NPTR are posing unforeseen challenges to motorists; if not, why not; if so, what is being done to resolve this? NW3074E

**REPLY**

1 a. Capacity of the NPTR and IT system used to process applications for operating licences

b The Department approved remunerated overtime for officials responsible for the processing of applications for operating licences. The recruitment process for additional staff has been finalised. Additional staff is expected to join the Department from October 2017. The department has also begun with the process of procuring a new Information System.

 c i. October – November 2017 for assumption of duty of newly appointed officials

 ii. December 2017 for the roll out of the new system.

2. Yes. The Department is exploring the option of creating a mini switchboard for the NPTR.

3. Yes. Measures have been put in place to deal with the backlog as stipulated in 1 (b).

4. Section 57 of the NLTA, 2009 (Act 05 of 2009) empowers the NPTR to impose conditions when disposing applications for operating licences. Any operator that is not satisfied with the conditions or decision of the NPTR has recourse to appeal in a prescribed manner with the Transport Appeals Tribunal.