



# SATSA'S WHEELS OPERATOR LEGALITIES TOOLKIT

# The What and How

---



As per the current National Land Transportation Act of 2009, you must have an Operating Licence issued by the National Public Transport Regulator (NPTR) before you transport tourist passengers for gain.

If you rent out or charter your vehicles, you can get a Charter Permit from your local Provincial Regulatory Entity (PRE) but there are very specific routes and rules required for this. If you provide tourist services, you also need to become Accredited as an operator.

One of the main reasons for the strict regulation of tourism transport is to keep taxi operators out of the tourism space.

The taxi industry is prone to violence and fierce competition for routes, and it is in everyone's best interest that tourism transport is sufficiently regulated to keep commuter taxi operators from claiming to be tourist operators to get operating licences.

With that said, the current process is overregulated, dysfunctional and prone to unlawful delays.

## **SATSA's work on NPTR is two-fold:**

1. We assist the industry with the application process for accreditation and operating licences (providing information, guidance, and application due diligence).
2. We are actively lobbying at the highest level as systemic changes are required to sort out the delays and over regulation and help simplify the process for operators.

This assistance work is done over and above our daily functions. Please don't see this as outsourcing applications - it is a guideline only and the operator needs to ensure that they comply with the regulations.

To ease the process, we have tried to summarise the types of applications you can make and to provide clarity on which forms should be completed and which checklist should be adhered to. Please note that this can change at any stage and without any prior notice to SATSA. To find a list of forms and checklists, please visit the NPTR [website](#).

# Application / Renewal Process

## Steps to follow:

1. Identify which application(s) should be made from **this list**, which includes the related forms and checklists. Please check on the NPTR website as well to confirm as there might be changes that we are not aware of.
2. Download the required checklist and application forms, print and complete them in full.
3. Read through the checklist thoroughly and ensure that you supply all the required supporting documentation against the correct checklist.
4. All copies (documents) must be certified by a commissioner of oath and not older than 3 months.
5. Send your completed and full application to **Tintswalo Mashale** at SATSA for verification (this step is optional, to help verify that the application is complete and all supporting documents are in order).
6. If all documents are in order, a SATSA endorsement letter will be issued to the member.
7. First get all your supporting documents in order. Save them in a folder and number them (save them with a descriptive file name that starts with a number, for example:
  1. FORM 1A COMPLETED
  2. Proof of Payment
  3. Certified Company Registration Certificate, Etc.If you plan on emailing the application, keep the file size down to a reasonable size (on average less than 500KB per attachment) but make sure the quality of the scanned documents is sufficient for the NPTR to be able to print them out and read them easily.
8. Request letters of recommendation from suppliers or partners you work with. If you want to operate nationally, you need 5 letters of recommendation, from different provinces, each one indicating that you operate nationally and provide tourist services (they are fussy about the choice of wording). If you only operate in one province, you only need 3 letters of recommendation. Make sure one of the **letters** of recommendation is from SATSA.
9. You then submit your application to NPTR using one of the below channels:
  - By email: [nptr@dot.gov.za](mailto:nptr@dot.gov.za) (you are welcome to cc Tintswalo)
  - By hand or by courier: NPTR Helpdesk, Department of Transport, 159 Forum Building, Cnr Bosman and Struben Street, Pretoria, 0001
  - By post: Department of Transport, Private Bag X 193, Pretoria, 0001, attention: NPTR Helpdesk
10. For email applications, you need to be very organised. You cannot send only one email, with 30 attachments. Break it up into 3 or 4 emails, prepare them first, and send them all together. Attach no more than 10-12 attachments to each email (total file size not more than 5MB per email). In the subject line, start with "Email 1 of 4: Renewal Application - ABC Tours". The others will be Email 2 of 4, Email 3 of 4, etc. In the body of each email, list ALL the attachments by number, grouped under which email



## Application / Renewal Process

### Steps to follow

they may be found. For example:  
Email 1 of 4 contains the following attachments:

1. FORM 1A COMPLETED
2. Proof of Payment
3. Certified Company Registration Certificate

Email 2 of 4 contains the following attachments:

12. Statement of Oath - Company
13. Statement of Oath - Individual
14. Accreditation Certificate, and so on...

List and number the attachments for all the other emails in EACH email.

11. The NPTR will check to see that all your documents are in order, then issue a receipt which shows your application number. When you receive your application number, please inform Tintswalo and she will add your details to the NPTR Tracking database to assist SATSA to track your application.
12. The processing of an application is supposed to take no longer than 60 working days according to the NPTR, but we have many cases where it has taken months and even years. During this period, you may be requested to submit additional documentation, resubmit documents you already sent, or which were not clear, and/or, be invited to a meeting with board members in Pretoria (NPTR Office)

13. during the decision-making process.
13. The application will also be advertised in the Government Gazette for a period of 21 days.
14. Once the NPTR committee has adjudicated your application and a decision has been made regarding your application you will receive a letter stating whether the application has been approved or declined along with supporting information.

**Click here** to download and view the table with guidelines per application type. Again, please check on the NPTR website as well to confirm as there might be changes that we are not aware of.

### Renewal

#### IMPORTANT:

Renewal applications must be done long before the existing OL or Accreditation Certificate expires.

We recommend starting the process 90 days before it expires, to submit it to the NPTR more than 60 days before it expires.

Regulation 25(2) allows operators to continue operating on an expired OL, provided you have applied for renewal on time. You need to provide proof that you applied for renewal (keep the proof of payment and NPTR receipt with you in the vehicle). More detail below on what to keep in the vehicle.



# NPTR Contact Details:

---

**Physical Address:**

Department of Transport,  
159 Forum Building,  
Cnr Strubben & Bosman Street,  
Pretoria,  
0001

**Email:** NPTR@dot.gov.za

**Post:**

Department of Transport,  
Private Bag X193, Pretoria, 0001  
**Attention:** NPTR Helpdesk

Important phone numbers (this list of officials was provided in October 2022 and may be subject to change):

**Thabisho Lokwalo**

012 309 3572  
LokwaloT@dot.gov.za

**Nosipho Malunga**

012 309 3317  
MalungaN@dot.gov.za

**Esther Motsepe**

012 309 3263

**Letty Mtshwene**

012 309 3982  
MtshwenL@dot.gov.za

Contact the supervisor if encountering challenges

**Rejoyce Nchabeleng**

012 309 3237  
NchabelengR@dot.gov.za

Our advice is that you remain friendly, polite, patient and calm in all your interactions with the NPTR. We know the process is dysfunctional, but anger, frustration, accusations, and insults will not help your application.

# NPTR Banking Details:

---

**The applicants must make use of the following Bank account**

ABSA Vermeulen Street  
Branch code: 632005  
Account Number: 4053620095  
Reference number: "NPTR"  
personal ID Number or  
Company registration no

Should you have any queries, or require assistance to complete the application, **Tintswalo** can be contacted at 011 886 9996 or Tintswalo@satsa.co.za

# What should be in each vehicle

---

## What to keep in the vehicle:

- Firstly, it is very important to check the conditions of your operating licence, it will specify what is required specific to your operation
- Two valid licence disks (licence and roadworthy disk, and operator card)
- The original operating licence plus annexure
- List of passengers (names and ID numbers/passport numbers)
- Detailed itinerary
- Proof of passenger liability (certified copy of your passenger liability insurance)

## If you applied for renewal and are still waiting:

- The expired operating licence
- The NPTR receipt (if you have it)
- Proof of payment to NPTR (to show the date of application)
- A copy of the NLTA Regulations showing Regulation 25(2)
- A letter from the company owner/director explaining that you've applied to the NPTR for the operating licence on such and such date but are still waiting
- You can also keep a copy of this **SATSA letter** to explain Regulation 25 to traffic departments in case it might assist. Sometimes it works best to let your documents do the talking.





# What to do when you have been stopped by a traffic official

Your drivers/guides should be informed on what to do if they are stopped by a traffic official and harassed about an expired operating licence.

Remember the traffic officer will react on what you or your driver says to him/her. Drivers must know the content of the operating licence, what the purpose is of his travel etc. Make sure it has synergy with your operating licence and falls within the scope of the authority of such operating licence.

Know when to say what i.e., the traffic officer may ask where you are coming from and where you are travelling to, this is to determine if you are within your authority of your operating licence.

Also remember that you have rights i.e., you have the right to ask the traffic officer for his/her appointment certificate. They must provide it by law. This way you can get his/her details. If they don't have it with them, you don't have to engage with them further, as they are then illegal on the road.

- Stay polite, courteous, and calm. Losing your cool will not help the situation.
- Ensure the driver has a valid driver's licence and PrDP.
- Have the correct documents ready (as above).
- If you have an expired permit and applied for renewal, highlight Regulation 25 (2) – keep a printed copy in the vehicle to show the official.
- Explain that it often takes months or even years to obtain an operating licence from the NPTR, but according to Regulation 25 (2) you are permitted to operate on an expired OL if you applied for renewal but are still waiting.





## What to do when you have been stopped by a traffic official

- If they complain about the date on the receipt, explain that the receipt is never issued on the date of application, but often months later. Show the proof of payment to confirm the date of application was more than 30 days before the OL expired.
- If you are unable to convince the official and they refuse to budge, let them write you a fine but do not pay a spot fine. The fine is unlawful but will have the official's name on it so we can follow up and lay a complaint against the official in question.
- If they threaten to impound the vehicle, ask for the official's name, and let them know impounding the vehicle will be unlawful conduct and will be reported to the DDG of Public Transport.
- If your driver is not capable of resolving the situation, have them phone you (the company owner or director) and see if the traffic official is open to speaking with you on the phone.
- If nothing works and your vehicle is legal but threatened with an impoundment, call the regional or provincial traffic chief. We have the names and numbers of certain senior traffic officials who can be contacted in case of an emergency. We are working on obtaining the names and numbers of the top traffic officials in every province, to assist in cases of harassment by cops on the road. Even mentioning their name may be helpful, but if you're in a bind, feel free to call them and explain the situation.



# Provincial Contact Details:

---

## Western Cape:

**Quinton Williams**

Overberg to Garden Route Regional Traffic Chief:

0782755153

## Mpumalanga:

**Tsotetsi Mojalefa**

Provincial Traffic Chief:

0663060656

More to be added. If you have any contacts, please send them to [Hannelie@satsa.co.za](mailto:Hannelie@satsa.co.za)

## IMPORTANT

If you still got impounded, please report the incident to [tintswalo@satsa.co.za](mailto:tintswalo@satsa.co.za) so that SATSA can escalate and follow up.