

About this Report

The Ministry of Land Transport and Light Rail is pleased to present its Annual Report for financial year ended 30 June 2019. During the period under review, the Ministry was operating only as a Division of the then Ministry of Public Infrastructure and Land Transport, referred to as the Land Transport Division, and had a more limited portfolio.

The report has been prepared according to guidelines issued by the Ministry of Finance and Economic Development through its Circular Letter No 7 of 2018. It gives an insight of the major achievements of the Ministry, for the period 01 July 2018 to 30 June 2019, through the human and financial resources put at its disposal thus demonstrating our sense of accountability and transparency. This report has been approved by the Ministry on 05 August 2020.

GUIDE TO THIS REPORT

This part of the Report gives an overview of the Ministry and sets out the vision and mission of the Land Transport Division, its roles and functions as well as its organisational structure.

This part of the Report provides the financial highlights for the previous year and an overview discussion of significant changes in financial results. It also includes statements of revenue and expenditure.

This part of the Report describes mainly the major achievements, status on the implementation of budget measures and a review of how the Division has performed during the previous year including the Key Actions and Performance Indicators. It also provides an insight of the actions and system put in place in relation to risk management, citizen oriented initiatives and good governance practices.

This part of the Report provides a situational analysis of the environment in which the Division operates and which impacts on its service delivery. It also includes the strategic directions to realise its vision, objectives and desired outcomes.

The annexes provide additional information on Departments and Statutory Bodies under the purview of the Ministry.

PART I

ABOUT THE MINISTRY

The core function of the LTD was to devise and implement policies for transport management and road safety whilst also acting as a regulator for the public transport industry, through the National Transport Authority, now National Land Transport Authority, in line with the Road Traffic Act 1962, as subsequently amended. Since April 2019, the Division operated under the supervision of Mr J M Simonet, Senior Chief Executive, and was being administered by Mrs. M. Nathoo, Permanent Secretary. The Traffic Management and Road Safety Unit and the National Transport Authority are the executive bodies of the Land Transport Division (LTD). The National Transport Corporation and the Bus Industry Employees Welfare Fund are the statutory bodies operating under its aegis.

Several Statutory Committees have also been set up at the LTD to help it deliver on its mandate:

- (i) the National Road Safety Council -set up under section 178A of the Road Traffic Act is chaired by the Senior Chief Executive; and
- (ii) the Motor Vehicle Insurance Arbitration Committee- set up by virtue of Section 68F of the Road Traffic Act.

The Traffic Impact Committee is a technical Standing Committee chaired by the Permanent Secretary to give clearances in relation to traffic management and road safety issues associated with development projects.

The LTD is also the designated secretariat for the Urban Transport Programme (UTP). The UTP ensures that no proposed residential/commercial development encroaches on ex-railway tracks. Provision of Parking Bays, Reserved Parking Permits and Parking Coupons also fall under the ambit of the LTD.

The LTD is headquartered at Levels 10 and 12, Air Mauritius Centre, President John Kennedy Street, Port Louis.

The Government Programme 2015-2019 and the Vision 2030 set the stage for an unprecedented investment in public infrastructure and land transport constituting a key component in transforming Mauritius into a modern, eco-friendly, vibrant and attractive place to live in, visit and do business. They also provide for a new, state of the art transport system to reshape the architecture of public transportation in Mauritius.

A SNAPSHOT OF THE LTD

OUR VISION

- A user friendly, caring, intelligent and sustainable land transport system in a safe, modern and fluid traffic environment.

OUR MISSION

- To provide the strategic direction for the land transport system;
- To improve road safety through a multi-pronged approach including the legislative framework, engineering, education, sensitisation campaigns and enforcement;
- To regulate and control the transport of goods and passengers;
- To reduce traffic congestion through proper traffic management schemes and traffic planning; and
- To provide a reliable, safe, affordable and customer friendly service along dedicated routes.

OUR PEOPLE

- 191 employees (excluding the National Transport Authority)

OUR EXECUTIVE BODIES

- Traffic Management and Road Safety Unit
- National Transport Authority

OUR STATUTORY BODIES

- National Transport Corporation
- Bus Industry Employees Welfare Fund

BUDGET

- MUR 634,400m (*excluding the National Transport Authority*)

We look forward to tomorrow with a spirit of leadership, innovation and pragmatism...

OUR CORE VALUES

LEADERSHIP

The determination and commitment of our management team to pull resources together to attain the vision of the Ministry.

INNOVATION

Our constant efforts to act together in a coordinated manner whilst keeping abreast with developments occurring in the public transport industry at international level.

PRAGMATISM

We strategise according to the realities on ground.

INTEGRITY

We follow strong moral principles and remain guided by professional ethics.

TEAM WORK

We foster team spirit and share our resources, experience and information.

PROFESSIONALISM

We are motivated to improve our performance and take initiatives to provide ever higher standard of services.

RESPONSIVENESS

We are attentive to the needs of our customers.

EQUITY

We follow principles of fairness and equity.

MESSAGE FROM THE MINISTER

In my 2017 message I emphasised that Mauritius is of no exception to opt for world class infrastructural development. The roadmap of Mauritius has significantly changed with the introduction of the light rail system. A new and modern form of public transportation network.

Its hidden economic value will bring financial gains to the country in term of job creations with new knowledge and skills in the transport industry. It will have multiplying effects on the economy with increased business activities in areas located on its transits. This project expects long term returns on investments like reduced consumption of fuel along with ecological gain with less air pollution.

All other related roads constructions in progresses target optimal traffic decongestion for the wellness of inland travellers with increased fluid mobility and movements of each and every citizens of the country. Such fundamental transformation of our road infrastructure will no doubt change our habits and get used to new ones.

We did it! Upon the realisation of the first phase of the light rail project, Mauritius has developed world class infrastructure we dreamed of.

This Annual Report places on record the value-added role of the land Transport Division of my Ministry and all its sections and departments in participating and collaborating to sustain the light rail project as a modern and state-of-the-art public transportation system dedicated to the future generation.



Nando Bodha
Minister

MESSAGE FROM THE PERMANENT SECRETARY



I am enthusiastic and honoured to edit the Annual Report 2018/2019 of the Land Transport Division.

We committed ourselves to sustain the economic development of Mauritius through full involvement in the modernisation process of the transport industry. To a large extent we can rest assured that the LTD has used proper strategies to achieve its mission to upgrade the public transportation system with the introduction of the light rail.

Undoubtedly, hectic deadlines and work pressures inherent to infrastructural changes in the roadmap and landscape of the country have not been hindrances to render the transport sector a world class standard.

The technological approach is being constantly optimised by the LTD when designing intelligent systems in the daily transport operations referred to in the last year's Annual report such as Cashless Ticketing and the Passenger information system.

We ambition to be a key player in the promotions of the Driver's education campaign, road safety awareness, a pollution-free and greener Transport network-ultimately for a foolproof and safer transport system aiming fluid movements and comfort of travelers.

This annual report previews the ongoing and future achievements and targets of the LTD. I am proud to reckon that the unflagging human resources give their utmost to meet deadlines in a fast paced and demanding work environment.

I would like to express my deepest appreciation to the Minister and Senior Chief Executive to trust and believe in the capability of our team to continuously contribute in the modernisation of the country's road infrastructure and public transportation system

M. NATHOO
PERMANENT SECRETARY

The Ministry of Public Infrastructure and Land Transport ...at a glance

ROLES AND FUNCTIONS OF THE MINISTRY/DEPARTMENT

The Ministry of Public Infrastructure and Land Transport comprises two distinct divisions, namely the Public Infrastructure Division and the Land Transport Division, operated under the common leadership of the Minister and the Senior Chief Executive. The PID is responsible for the implementation of road, bridge and Government building infrastructural projects. For the period under reference, it was under the supervision of the Senior Chief Executive and was administered by Mrs. D. Allagapen, Permanent Secretary. The PID is headquartered at Levels 4, 8, 9 and 10, Moorgate House, Sir William Newton Street, Port Louis. The technical sections of the PID comprise the following:

- the Architect Section;
- the Civil Engineering Section;
- the Quantity Surveying Section;
- the Mechanical Engineering Section; and
- the Energy Services Division.

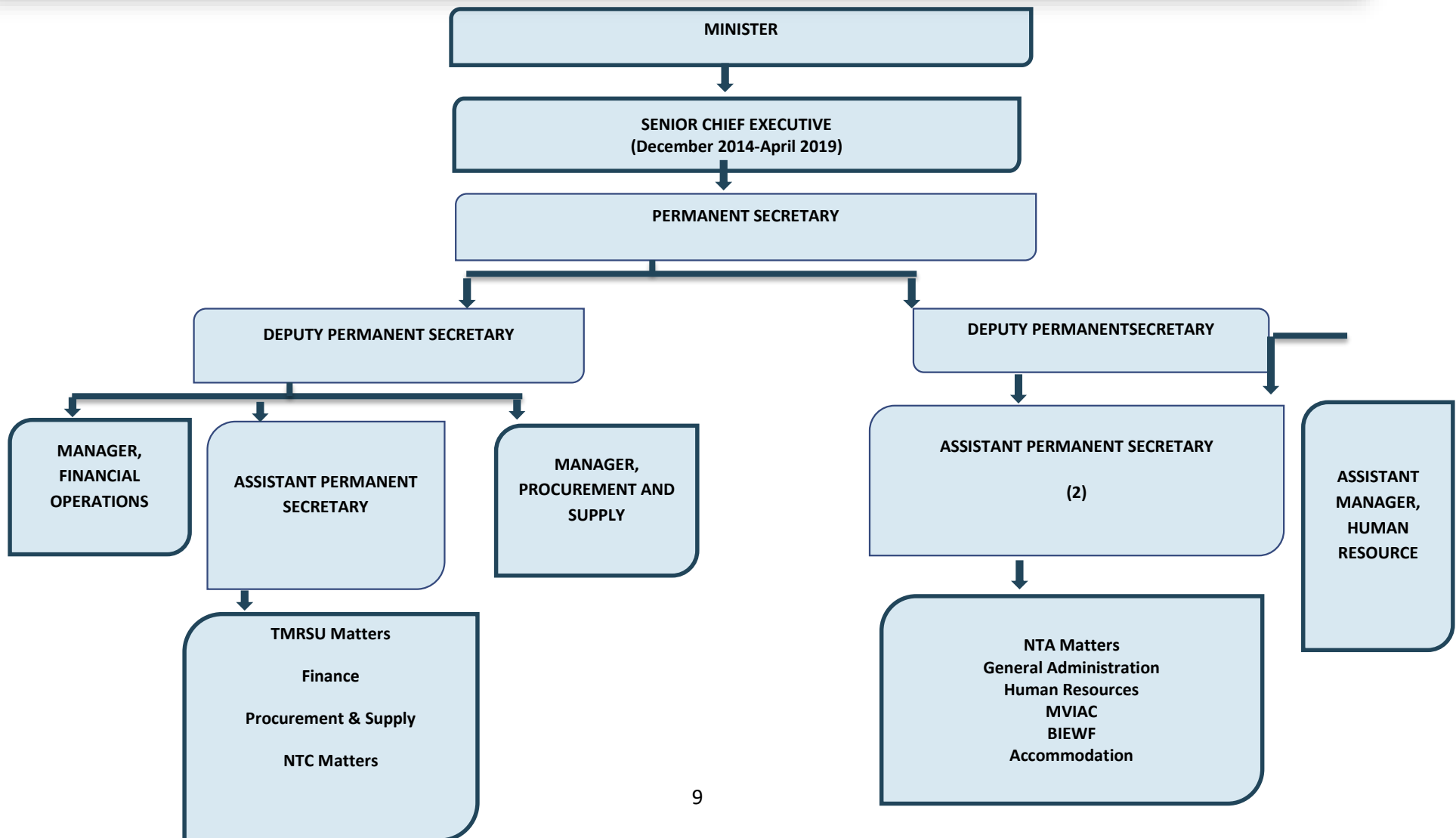
The Road Development Authority (RDA), a body corporate established by virtue of the RDA Act 1998, also operates under the aegis of the Ministry of Public Infrastructure and Land Transport and is responsible for the construction, care, maintenance and improvement of motorways and main roads.

Address 8th Floor, Blue Tower, Rue de L'Institut, Ebène
PABX +(230) 4678600
Fax +(230) 4672056
Email registry@rda.intnet.mu

The Construction Industry Development Board, commonly known as the CIDB, is the apex body for the construction industry, established under the CIDB Act of 2008 and operates under the purview of the PID. The overriding objective of the CIDB, is to promote the development and improvement of the construction industry in Mauritius.

Chairperson: Mrs. N. Daby-Seesaram
Executive Director: Mr. R Bahadoor
Contact: - 5th and 6th Floor, Mutual Aid Building II, 5, Guy Rozemont Square, Port Louis, MAURITIUS
Tel Number: +(230) 211 7878
Fax Number: +(230) 211 0380
Email Address: cidbmauritius@intnet.mu

ORGANISATION CHART (LAND TRANSPORT DIVISION)



Traffic Management and Road Safety Unit

The Traffic Management and Road Safety Unit (TMRSU), which was set up in 2001, is headed by the Director (Civil Engineering). He is supported by a Deputy Director (Civil Engineering) and officers of the Civil Engineering, Technical as well as staff from the General Services cadres.

VISION

- To set up a user-friendly, intelligent and sustainable Land Transport System in a safe and fluid traffic environment.

MISSION

- to provide the strategic direction for the Land Transport System;
- to improve road safety through a multipronged approach namely appropriate legislative framework, engineering, education and sensitisation campaigns and enforcement;
- to regulate and control transport of goods and passengers;
- to reduce traffic congestion through proper traffic management schemes and traffic planning; and
- to provide a reliable, safe, affordable and customer-friendly service along roads.

MAIN OBJECTIVE

- to improve the fluidity of traffic on our roads; and
- to reduce the number and severity of road crashes to acceptable and manageable levels.

LEGISLATIVE FRAMEWORK

- The Road Traffic Act

HEAD OF UNIT

Mr S Jewon, Director

Supported by Mr D. Nathoo, Deputy Director

Contact: Samlo Tower, Feillafe Street, Port Louis

Tel: 2105419

Fax: 211 0075

Email: sjewon@govmu.org

STAFFING POSITION: 108

BUDGET: MUR485.03m

SERVICES PROVIDED BY THE TMRSU

Traffic Management

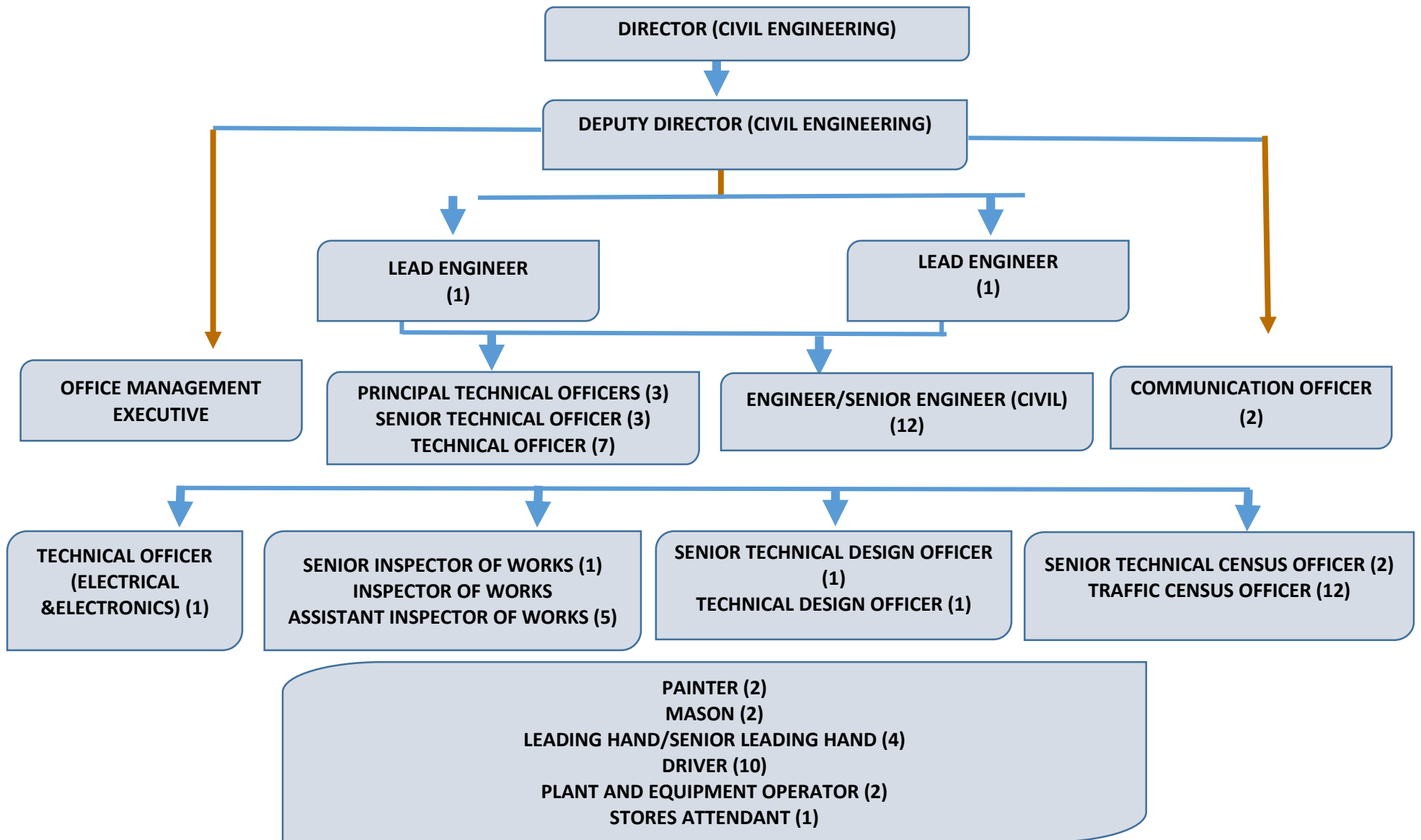
- ◆ improvement of traffic flow;
- ◆ design, provision and maintenance of traffic lights;
- ◆ collection and management of data on traffic volumes and composition;
- ◆ junction Control Design;
- ◆ traffic study and analysis;
- ◆ design of traffic centres and parking areas;
- ◆ development Control/clearance for development permits;
- ◆ preparation of traffic management plans for urban areas; and
- ◆ implementation of road signage and road marking schemes.

Road Safety

- ◆ collection and analysis of road crash data,
- ◆ treatment of hazardous road segments,
- ◆ implementation of traffic calming measures, installation and maintenance of speed enforcement cameras,
- ◆ road safety assessment of classified Roads and remedial measures,
- ◆ five-stage Road Safety Audits along new road projects,
- ◆ review of road safety legislation,
- ◆ implementation of traffic schemes,
- ◆ road safety education in schools and colleges,
- ◆ sensitisation campaigns, and
- ◆ setting standards for driving instructors and driving schools.

ORGANISATION CHART

(Traffic Management and Road Safety Unit)



Motor Vehicle Insurance Arbitration Committee

The Motor Vehicle Insurance Arbitration Committee (MVIAC) was established by virtue of section 68F of the Road Traffic Act to determine disputes arising between two insurers or between a policyholder and an insurer in respect to their respective liabilities or in connection with the amount of compensation to be paid following road accidents not involving bodily injuries and where disputes cannot be resolved amicably between parties.

For the purpose of determining applications, the MVIAC sits in four Divisions and operates like a quasi-judicial body. Nine hundred and twenty-one (921) applications were determined in Financial Year 2018/2019.

CHAIRPERSON

Mr. D. Dodin, Barrister at Law

VICE CHAIRPERSONS

Mr. S.K. Auchoybur, Barrister at Law

Mr. Z. Nazurally, Barrister at Law

Mr. R. Ramanjooloo, Barrister at Law

CONTACT

Level 7, Max City Building, Port Louis

Tel: 217-3329/217-0432

Email: mviac.secretariat@gmail.com

**COMPOSITION OF THE
MOTOR VEHICLE INSURANCE ARBITRATION COMMITTEE**

Statutory Bodies/ Government Owned Companies	Designation	Composition
1 st Division	Chairperson	Mr. D. Dodin
	Members	Mr. C. Bissessur
		Mr. S. Jewon
		Ms. T. Marie Jeanne
		Mr. J.Y. Violette
		Mr. R. Umanee
2 nd Division	Chairperson	Mr. S. K. Auchoybur
	Members	Mr. A. Khadun
		Mr. B. Persand
		Mr. J. Parmanum
		Mr. N.A Hariff
		Mr. G. Sam Soon
		Mr. P.D. Gooljar
		Mr. P.D Goldsmith
3 rd Division	Chairperson	Mr. Z. Nazurally
	Members	Mr. A.K. Appajala
		Mr. D. Nathoo
		Mr. S. Chunnoo
		Mr. G. R. Landinaf
		Mr. A. I. Abdoollah

4 th Division	Chairperson	Mr. R. Ramanjooloo
	Members	Mr. R. Gungabissoon
		Mr. Z. Ameer
		Mr. P. Ramful
		Mr. A. Ruhomutally
		Mr. J.C. Chui Chun Lam
		Mr. F. Krumtally

NATIONAL ROAD SAFETY COUNCIL

By virtue of section 178A of the Road Traffic Act, a National Road Safety Council has been instituted at the Ministry.

COMPOSITION OF THE NATIONAL ROAD SAFETY COUNCIL

Chairperson
Mr. J.M. Simonet (Secretary for Public Service)
Members
Mrs. M. Nathoo, Permanent Secretary
Mr. D. Nathoo, Deputy Director, TMRSU
Mr. I. Bhurtun, Acting Transport Controller, NTA
Mr. A. Ruhomutally, MD, GFA Insurance Co. Ltd
Mrs. Soolekha Jepaul-Raddhoa, Mayor, Council of Beau Bassin-Rose Hill
Mr. D.K. Koobarawa, Member of Association of District Council
Mr. A.C. Ramdewor, Acting Assistant Director, Ministry of Education
Mr Mukhtar-Din Taujoo, Deputy Commissioner of Police
Dr Dharmraj Madhou, Regional Public Health Superintendent
Mr N. Mowlabaccus, Acting Deputy General Manager, Road Development Authority
Mr. S. Sharma, MD, Rose Hill Transport Company Ltd
Dr. D. White, Psychologist
Mr. P. Goburdhone, Adviser, Information Matters
Mr. M. Seetaram, Principal State Counsel
Mr. D. Raymond, Road Safety Coordinator

National Land Transport Authority

The National Transport Authority was established under the Road Traffic Act in 1980 and operated under the aegis of the Ministry of Public Infrastructure and Land Transport with its main responsibilities being the registration of motor vehicles and their licensing, the regulation and control of road transport in Mauritius including Rodrigues and other islands.

VISION

- To establish the NTA as a forward looking regulator for the provision of sustainable road transport services for innovative service reforms to meet public needs and to supervise provision of effective and transparent vehicle examination services.

MISSION

- to provide the strategic framework for the delivery of public transport services and plan for future needs of the country;
- to regulate and control the transport of goods and passengers with a view to ascertaining that the public benefits from adequate, safe, affordable and reliable transport services;
- to review legislation, streamline procedures and undertake capacity building for improving efficiency and service delivery to customers; and
- to oversee the operation of private Vehicle Examination Stations for ensuring compliance with approved examination requirements.

MAIN ROLES AND FUNCTIONS

- ensure the implementation of Government policies in respect to vehicle registration, licensing of public service vehicles and goods vehicles as well as petrol service stations; parking control, and road transport services;
- collect road tax and other license fees;
- regulate and monitor the operations of private Vehicle Examination Stations; enforce road transport legislation and monitor the level of service of public transport while complying with environmental standards;
- administer the free travel scheme (including allocation of free Student IDs) and other subsidies; and
- implementation of Bus Modernisation Scheme.

COMPOSITION OF THE AUTHORITY

Chairperson
Mr. G. Gunnoo, Barrister at Law
Members
Dr. K. Reesaul, Road Transport Commissioner
Mrs. M. Nathoo, Permanent Secretary
Mr. I. Beekun, Deputy Commissioner of Police
Ms. J.D.K. Oogur, Analyst, Ministry of Finance and Economic Development
Ms. G. Aubeeluck, Assistant Permanent Secretary, Prime Minister's Office
Mr. D. Bhurosah, Member representing the public
Mr. J. M. Alex Lisis, Member representing the public
Mr. S.A. S. Cader Saib, Member representing the public
Mr. J.C.L. Oh San Bellepeau, Member representing the public

RESPONSIBLE OFFICER

- Dr K Reesaul
Road Transport Commissioner

Supported by:

Mr. C. Bissessur

Acting Deputy Road Transport Commissioner

MSI Building, Les Cassis

Tel: 202 2800

Fax: 212 9386

Email: nta@intnet.mu

EMPLOYEES

- 114 Technical Staff
- 138 General Services staff

BUDGET

- MUR1.57 billion of which 48.4M voted for capital expenditure

NLTA CUSTOMER CHARTER

- ❖ We are committed to providing the highest levels of services to our Customers.
- ❖ We shall ensure that our staff are honest, friendly and courteous and treat all our customers as valued customers.
- ❖ We undertake to act professionally at all times and to provide quality services to match customers' expectations.
- ❖ We shall continuously enhance our services and aim at getting things done right first time every time.
- ❖ We shall interact with our customers to identify possible shortcomings in services and to provide innovative and timely solutions.
- ❖ We promise that suggestions and complaints made will be given due consideration for improving our services.
- ❖ We shall provide accurate and exhaustive information on all our services.
- ❖ We shall provide all required assistance to guide our customers towards the services they require.
- ❖ We shall ensure that our offices and reception areas are kept clean, tidy and environmentally friendly.
- ❖ We are available to answer any queries at all times during working hours from Monday to Friday.

A GLIMPSE OF BUS OPERATORS IN MAURITIUS

Bus Fleet– As at 30 June 2019

- ❖ National Transport Corporation
Fleet 540
- ❖ United Bus Service Limited
Fleet 336
- ❖ Triolet Bus Service Limited
Fleet 204
- ❖ Rose Hill Bus Transport Services Limited
Fleet 100
- ❖ Mauritian Bus Transport
Fleet 33
- ❖ Bus Cooperative Societies (Individual Bus Operators)
Fleet 805
- ❖ Rodrigues
Fleet 74

National Transport Corporation

The National Transport Corporation (NTC) was set up as a body corporate to operate public transport services in Mauritius by an Act of Parliament. (The National Transport Corporation Act 1979) on 24th April 1979. It started its operations on 12th March 1980. The share capital of the Corporation is fully owned by the Government

From modest beginning after taking over the assets of the ex-Vacoas Transport Co. Ltd, NTC has grown into a major public transport operator.

VISION STATEMENT

To be an innovative and caring public transport, service provider in Mauritius.

MISSION STATEMENT

Our mission is to provide a service which is safe reliable, affordable, comfortable and eco-friendly to our customers.

CORPORATE OBJECTIVES

To operate a sustainable public transport service and ancillary services in Mauritius.

CUSTOMER CHARTER

We are committed to provide a reliable, punctual, safe and comfortable public transport along our dedicated routes.

OUR VALUES

1. **Integrity** We are committed to the highest ethical standards in furtherance of our mission of providing a public transport service. We believe that employees having integrity are true to themselves and would not engage in any act or behaviour that would dishonour themselves and their organisation. No employee shall accept any gift or money from any member of the public or any other employee for the performance of any work connected with his/her employment.
2. **Transparency** We value transparency, which is translated in our willingness to open our activities to scrutiny by interested parties. It involves providing documented reasons for decisions and appropriate information to relevant stakeholders.

3. **Commitment** We are dedicated in delivering quality public service in transporting people safely to their respective destination. The level of employee's commitment towards the organisation remains at the centre of the Corporation's operation strategy.
4. **Fairness** We are committed to provide equal employment opportunity and a healthy work environment where each employee is treated with fairness, dignity and respect.

Operational Fleet: 540 buses

Personnel: 2093 employees. (as at end August 2019)

Turnover for 2018: Rs 1.4 billion

CHAIRMAN

Mr. A. Gokhool

GENERAL MANAGER

Mr. H. Lochee

ADDRESS

National Transport Corporation
Corporate Office, 1st Floor, NG Tower, Wall Street, Cybercity, Ebene
Tel: (230) 460 5050
Fax: 489 3926
Email: cnt.bus@intnet.mu

Head Office
Bonne Terre, Vacoas
Tel: (230) 427 5000
Fax: 426 5489
Website: www.ntcmauritius.com

COMPOSITION OF THE NATIONAL TRANSPORT CORPORATION BOARD

Chairman
Mr. Ashvin Jain Gokhool
Member
Mrs. Moheneer Nathoo Permanent Secretary, Land Transport Division
Mrs. Girisha Kashini Devi Banymandhub Assistant Permanent Secretary, Prime Minister's Office
Mr. Ajay Ramdhany Lead Analyst, Ministry of Finance and Economic Development
Mr. Prakash Beekawoo, <i>Deputy Permanent Secretary, Ministry of Labour, Industrial Relations, Employment and Training</i>
Mr. Amarnath Seebaluck Data Input Clerk, NTC and worker Director
Mr. Herbert Madanamoothoo <i>Independent Member</i>
Mr. Zayed Kodabackus <i>Independent Member</i>

A NEW ERA

The corporate office of the NTC became officially operational as from 15 November 2017. The Corporation embarked onto a rebranding exercise and, in this context, a new logo has been designed and implemented. Other communications tools are under preparation, namely a new interactive website, the publication of an e-magazine and the production of a corporate film.

PROFOUND RE-ORGANISATION AND FLEET MODERNISATION

Following the reconstitution of the NTC Board in 2015, a profound re-organisation of the NTC was initiated. The appointment of a new General Manager in June 2017 has given yet another impulse to the organisation.

Simultaneously, the modernisation of the fleet of the NTC was kick-started. The purchase, in 2016, of one hundred semi-low floor buses from China by the NTC from its own funds has contributed significantly to improve the service across the island and has help enhance the image of the Corporation.

Furthermore, the Government of the People's Republic of China has donated 20 semi-low floor buses in 2016 and 28 semi-low floor buses in 2017.

The NTC now operates 148 smart buses fitted with Wi-Fi and digital display screens.

The old buses are gradually being replaced by new ones.

NTC – A MAJOR PLAYER

The NTC, a major player in the public transportation sector, employs 2093 persons. It has a fleet of 540 buses and operates on 95 routes. An average of 3500 trips is performed out daily, including 337 dedicated school trips. Every day, the NTC buses carry a total of about 150,000 passengers and cover some 86,000 kilometers.

RECRUITMENT AND TRAINING

The NTC is also recruiting professionals for posts at top management and middle management levels. At the same time, 143 bus drivers and conductors were recruited in 2017. In financial year 2019/2020, 76 bus drivers and 41 bus conductors would be recruited.

With a view to enhance skills and boost productivity while reducing operational costs, advance training was provided by a reputed training academy in Reunion Island to a total of hundred bus drivers in 2017.

Another training program for drivers is currently being carried out. A joint venture between NTC and ABC Coach Works aims at familiarising all the 700 NTC drivers with Yutong buses. The training program started in 2017 and will end in 2019.

Similarly, a training program for senior and middle management of the NTC was dispensed by the Chartered Institute of Logistics and Transport (CILT) in 2017.

The NTC is now envisaging the creation of its own training academy.

IMPROVING PROFITABILITY

Measures like route re-engineering especially on overlapping routes, operating additional short routes, re-scheduling of buses to higher demand routes and increasing frequency of buses on higher profitability routes have been undertaken to improve profitability.

Special Squads have been set up to curb down pilferage. The NTC is pinning much hope on the introduction of the cashless system, which would curb down pilferage and put an end to the activities of illegal competitors.

A new marketing strategy has been devised so as to boost sales at the private hire department. Already, sales by the private hire department are on the increase. The NTC is working on several new products which will include tailor made tours with attractive conditions and competitive prices to meet the requirements of its diverse clients.

IN-HOUSE MAINTENANCE

The NTC has also initiated an in-house maintenance program as from November 2017. As at April 2018, a savings of Rs7M was made following the introduction of the program.

ENSURING GOOD GOVERNANCE

The NTC, in collaboration with the Corruption Prevention and Education Division of the Independent Commission Against Corruption (ICAC), devised and finalized its Anti-Corruption Policy. The setting up of an Anti-Corruption Policy and the nomination of a Liaison Officer (with ICAC) and Integrity Officer are meant to ease the process.

At the same time, ICAC is assisting the NTC in implementing the Public Sector Anti-Corruption Framework (PSACF), in conducting a corruption prevention review and in holding sensitisation sessions for management and employees.

The NTC is poised to ensuring good governance and transparency at all levels.

ADHERENCE TO THE ROAD SAFETY CHARTER

As a social responsible organisation, the NTC fully adheres to the agenda of the Government to improve road safety in Mauritius. In this context, the NTC was among the first group of organisations to sign the National Road Safety Charter in 2016.

In line with its commitment as a signatory of the Road Safety Charter, the NTC provided an Advanced Training for 100 bus drivers in 2017. The training program was delivered by a foreign training institute, *Formation Sécurité Routière SARL*, specialised in heavy vehicle driving courses.

In early 2018, management introduced a “zero accident” target and a daily accident monitoring system was implemented at the NTC. Based on the positive impact of the driving training exercise implemented in 2017 in the reduction of road accident, management pursued internal training program for NTC’s bus drivers.

Training courses were delivered in all the Corporation’s five regional Offices by Regional Managers with the collaboration of experienced bus drivers. The focus of this exercise was primarily on drivers’ attitude and behavior concerning driving habits and road accident.

All bus drivers of the NTC have been trained under this program. Training initiatives for bus drivers taken by the NTC are bringing positive results both in terms of the number and severity of accidents involving NTC buses. The accident loss ratio reportedly decreased from 107.5% in 2016 to reach 49.4% in 2019.

COMMUNICATIONS AND PUBLIC RELATIONS

Information is regularly communicated to the general public and other stakeholders through the media. The digital displays in NTC smart buses are being used optimally to disseminate information. Data are also displayed at smart bus shelters. It is estimated that 90% of customers' complaints are resolved within 48 hours.

A new ticketing system for in-coming complaints will soon be set up with a view to ensure a better handling and traceability.

A quality assurance service is also planned for introduction with a view to improve the quality of service offered on NTC's routes and to ensure that customer care is carried out systematically.

The challenge ahead...

With the advent of the Metro Express, the NTC will be impacted due to reduced share of its ridership on some routes. The Corporation remain, however, fully aligned with the New National Transport Network strategy of the Government and will provide full support to ensure a seamless integration with the Metro services.

In fact, this is an opportunity for the organisation to revamp itself, to modernise its processes to become more efficient and effective while also providing better services to passengers.

Another component of the Corporation's transformation includes technology and innovation. In this context, the NTC is working on the introduction of electric buses on a pilot basis, especially for feeder routes.

With the changing landscape of the public transportation in Mauritius, especially with the implementation of the Metro Express, the NTC is poised to play yet another important role while adapting to the socio-economic changes.

Bus Industry Employees Welfare Fund

The Bus Industry Employees Welfare Fund was set under the Bus Industry Employees Welfare Fund Act 2002 with the main objective to promote welfare of the employees of the bus industry and their families.

The Fund provides soft loans, grants and plan welfare activities in favour of its members. By virtue of the Bus Industry Employees Welfare Fund (Amendment) Act 2017, the monthly contribution to the Fund stands as follows:

*Contribution from bus operator: Rs100/employee
Contribution from employee: Rs50.*

Roles and Functions

- to manage and optimise the financial and other resources of the Fund to further the social and economic welfare of the employees of the bus industry and their families;*
- to develop schemes including loan schemes and other forms of financial assistance and projects for the welfare of the employees of the bus industry and their families; and*
- to do all such things as appear to be necessary and conducive to the promotion of the welfare of employees of the bus industry in general.*

The BIEWF endeavours to uphold the following key values at all times:

- Integrity*
- Social Justice*
- Quality*
- Fairness*
- Excellence*

KEY VALUES

Chairperson: Mr. V Auchoybur

Administrative Head: Mrs. R Gopal

*Contact: Bus Industry Employees Welfare Fund
Helvetia, Moka
Telephone: (230) 433 5664
Fax: 433 5665
Email: reg.biewf@orange.mu*

Budget: MUR13M

COMPOSITION OF THE BUS INDUSTRY EMPLOYEES WELFARE FUND BOARD

Chairperson
Mr. V.N. Auchoybur, Educator
Members
Mrs. R. Utim-Auckbaraullee, Deputy Permanent Secretary, Ministry of Public Infrastructure and Land Transport Division (Land Transport Division)
Mr. C. Bissessur, Acting Deputy Road Transport Commissioner
Mr. S. Nundoo, Assistant Director, Ministry of Labour, Industrial Relations, Employment and Training
Mr. D. Davasgaium, Assistant Permanent Secretary, Ministry of Finance and Economic Development
Mr. Y. Sairally, Representative of UBS Transport Ltd
Mr. P. Moocheet, Representative of Transport Corporation Employees Union
Mr. J. A. Kistnen, Representative of Union of Bus Industry Workers
Mr. I.S. Abbas, Representative of the UBS Employees Union
Mrs. G. Frivet, Representative of Association Travailleurs Transport Autobus))
Mr. A. Autar, Representative of Bus Owners

GENDER STATEMENT

It was observed that issues dealt with at the level of the Ministry are cross-cutting and that gender mainstreaming would ideally require gender considerations to be taken on board right from the planning and design of transport infrastructures and services.

Accordingly, the Gender Cell of the LTD and that of the PID were consolidated and unified for gender mainstreaming to be done in a more holistic manner. The Gender Cell is today chaired by Mrs. B. K. Appadoo, Lead Architect, PID and comprises both representatives of the PID and the LTD.

The committee primarily focused on the identification of constraints and challenges within the Ministry which could impede on gender equity and equality and to identify solutions to address gender gaps. In a nutshell, the effort was to render public transport and public roads and buildings to be female- friendly, disabled-friendly, child-friendly and pedestrian-friendly.

ABOUT OUR PEOPLE

The LTD comprises the general administration and the technical unit which is the Traffic Management and Road Safety Unit (TMRSU). The administration is headed by the Senior Chief Executive who is assisted by the Permanent Secretary, two Deputy Permanent Secretaries and three Assistant Permanent Secretaries. The Manager, Financial Operations, the Manager Procurement and Supply, and the Assistant Manager, Human Resources together with officers in the General Services Cadre provide the necessary support and assistance.

A Communication Cell coordinates contacts with the media on all matters relating to the Ministry.

The Senior Adviser on Project Monitoring provides guidance on the execution of major projects while a Road Safety Coordinator (on contract) provides guidance on road safety policies.

The terms and conditions of the employees are governed by the Pay Research Bureau and guidelines laid down in the Human Resource Management Manual as well as the Pay Research Bureau Reports.

During the period under review, officers of the LTD participated in training programmes run by the Civil Service College and a few of them had the opportunity to attend workshops/seminars held overseas on the issue of road safety and good governance.

A Transformation Implementation Committee was set up under the Chairpersonship of the Permanent Secretary in line with the requirement of the Ministry of Civil Service and Administrative Reforms. The objective of the Committee is to oversee, monitor and evaluate the development and implementation of the Ministry's Public Sector Business Transformation Implementation and Action Plan for the growth and development of the Land Transport Sector. This strategy has been devised based on the ten (10) pillars laid down in the Public Sector Business Implementation Strategy.

PART II

MINISTRY/DEPARTMENT ACHIEVEMENTS & CHALLENGED

TRAFFIC MANAGEMENT AND ROAD SAFETY UNIT

Major Achievements

There is growing concern around the world about drug use and road safety. Drinking alcohol and driving is a well-studied risk factor for road traffic crashes, injuries and deaths but drug-induced impairment of driving is causing increasing concern in many countries around the world. For many years, there have been several gaps in our knowledge, particularly about the global extent of the problem, the relationship between drug concentrations and crash risk, appropriate threshold limits in blood, legislation and enforcement of effective measures to prevent drug driving. Three categories of psychoactive drugs are relevant to the risk of road traffic injury, namely:

- (i) illicit drugs (for example, cocaine, heroin, methamphetamine, cannabis) are under international control and are largely produced and consumed for non-medical purposes;
- (ii) prescription drugs such as antidepressants, benzodiazepines, opioid analgesics can be prescribed by a doctor for the management of acute or chronic medical conditions; and
- (iii) new psychoactive substances, namely, the synthetic cannabinoids, synthetic cathinones are synthesized and consumed for nonmedical purposes with expectation of effects of well-known illicit drugs.

In the light of the high risks associated with drug driving and in line with the recommendations of the National Road Safety Strategy, the Road Traffic Act has been amended accordingly. The Road Traffic Act provides that driving under the influence of a drug or an intoxicating substance is an offence, more specifically when a person:

- (i) rides a cycle on a road or any other public place;
- (ii) drives, or attempts to drive, a motor vehicle on a road or any other public place;
- (iii) drives, or attempts to drive, a vehicle which is involved in a road accident;
- (iv) is in charge of a motor vehicle on a road or any other public place, but not driving the vehicle; or
- (v) Occupies the front seat of a motor vehicle as a competent driver supervising a learner driver who is driving the motor vehicle on a road or any other public place.

Dr Mercier Guyon, a Forensic Medicine and Emergency Doctor and Head of a Licenced Training Centre of Haute Savoie, visited Mauritius and after consultations with stakeholders, he made recommendations on measures to be taken to detect and track drivers driving under the influence of drugs, including synthetic drugs.

The Road Traffic Act as amended includes various drug driving offences, in addition to existing ones for both dangerous drugs and medicinal drugs under the Road Traffic Act, where there is no change in fines and penalties.

The Road Traffic Act has also been amended to establish the threshold limits in blood for eight drugs under prescription and detection above the limits would be considered as an offence.

The Road Traffic (Amendment) Act provides the establishment of zero tolerance in respect of dangerous drugs as the mere presence of such drugs in a person's blood would constitute an offence.

NATIONAL TRANSPORT AUTHORITY

MAJOR ACHIEVEMENTS

Payment of Road Tax at Post Office

With a view of decentralization and making services available as near to service users, the National Transport Authority approved the payment of Motor Vehicle Licences in Rodrigues at Mauritius Postal Offices.

This arrangement is effective as from 01 October 2018.

Online Renewal of Motor Vehicle Licences (MVL)

As at 30 June 2019, 568,879 vehicles were registered with the NTA and the fleet is continually increasing by approximately 5% yearly.

Around 2000 transactions relating to renewal of Motor Vehicle License are carried out at the NTA and its decentralized Sub-offices daily. With a view to enhance the customer experience, the NTA launched an online platform renewal of licence in November 2018.

The online displays permit a vehicle owner to pay his Road Tax through e-Services of a bank and print his MVL vignette online.

The vignette has a QR-code which when scanned by a handheld wireless device, provide for essential information on particulars of vehicles, the insurance and fitness details and validities. The scanners have been provided to Road Transport Inspectors of the NTA for enforcement purposes.

Bus Modernisation Scheme

The Bus Modernisation Scheme was introduced in 2014 with a view to encouraging Bus Fleet replacement and the modernization of buses in operation.

Bus operators holding a Road Service Licence are granted a subsidy and VAT exemption on the purchase of semi low floor buses complying with the provisions of the Road Traffic (Construction and Use of Vehicles) Regulations 2010.

The Scheme was revisited on 17th November 2017 to make it more responsive to the evolving needs of the industry. The Scheme was extended to Rodrigues as well. The type of buses qualifying for the subsidy under the revised scheme and the amount payable are as follows:

	Type of Bus	Approximate Cost	Subsidy
	Semi Low Floor		
1	Semi Low Floor bus (Conventional) Carrying Capacity < 50 Carrying Capacity ≥ 50	Rs2.2m Rs3.2m	Rs0.70m Rs1.0m
2	Semi Low Floor Bus (Hybrid) Carrying Capacity < 50 Carrying Capacity ≥ 50	Rs5.5m Rs6.0m	Rs1.0m Rs1.3m
	Low Floor Bus		
3	Low Floor Bus (Conventional) Carrying Capacity ≥ 50	Rs5.0m	Rs1.0m
4	Low Floor Bus (Hybrid) Carrying Capacity ≥ 50	Rs7.5m	Rs1.3m
5	Other Types of Buses		
	Double Decker bus	Rs4.7m	Rs1.3m
6	Fully Built minibuses (up to 2 seats)	Rs2.5m Inclusive of Rs0.5m as customs duty + VAT	Rs0.7m
7	High floor Buses (For Rodrigues only)		
	High Floor Bus (Conventional) Carrying Capacity < 50 Carrying Capacity ≥ 50	Rs2.2m Rs3.0m	Rs0.70m Rs1.0m
8	High Floor Bus (Hybrid) Carrying Capacity < 50 Carrying Capacity ≥ 50	Rs4.0m Rs5.0m	Rs1.0m Rs1.3m

Disbursement of Subsidy is approved only after verification to whether the bus purchased complies with the regulations and is effected subject to terms and conditions governing the scheme and the licensee is required to sign an undertaking for compliance.

As at date, an amount of **Rs328.3m** has been disbursed for the replacement of 319 buses in Mauritius and 9 buses in Rodrigues.

It is also proposed to increase the amount of subsidy to encourage bus operators to purchase electric buses to keep pace with environmental challenges.

Modern/Smart Bus Shelter

Modern/Smart Bus Shelters unlike unconventional bus shelters shall provide facilities and amenities such as seating, lighting, service information including bus schedule (Passenger Information System), litter bins and shall be accessible to the disable.

With the intended Passenger Information project which will enable a commuter at a bus shelter/bus stop to have real time information on an approaching bus, smart bus shelters shall become a requirement. The Ministry through the weekly Management meetings, requested the NTA to take the responsibility for the provision of smart bus shelters adapted to space availability.

Since 2015, 110 smart bus shelters with better design and lighting have been constructed which will be included in the Passenger Information System Project and 49 smart bus shelters are in the process of construction.

Statistics concerning Public Service Vehicle Licence (PSVL)

No. of application processed from July 2018 to June 2019

a) Contract Car:	Processed	= 639
	Grant	= 400
	Rejected	= 203
	Set aside	= 36
b) Contract Bus:	Processed	= 416
	Grant	= 263
	Rejected	= 96
	Set aside	= 56
c) Taxi:	Processed	= 20
	Grant	= 20
d) Petrol Station:	Processed	= 39
	Grant	= 26
	Rejected	= 5
	Set aside	= 8

Other Achievements

- Extension of Registration Marks from FM 2500 to ZZ 1000 has already been uploaded on the GOC Online system since 07 June 2019. However, in order to eliminate malpractices and undue queuing, the NTA is actually reviewing the process and a new online system including payment is under process for implementation shortly.
- Crackdown operations and enforcement are being carried out at night also by the NTA Inspectorate jointly with the Police.
- Dedicated school bus fleet increased from 96 to 113.

The bus fleet will be further increased taking into consideration additional requests which have recently been received.

STATUS ON IMPLEMENTATION OF BUDGET MEASURES

Para in Budget Speech including Annex	Budget Measure	Status
184	Individual bus operators will benefit from the same base price as for bus companies in respect of diesel compensation	The base price for bus companies is presently Rs35. The same base price will be applicable for Individual Operators will be effective upon further communication by MOFED
186	Reducing the road tax for vans, with up to 15 seats, used as school buses from Rs3,000 to Rs2,000 per annum	Amendment to the First Schedule of the Road Traffic Act has already been submitted to the SLO
	Registration of Vehicles Currently, vehicles already registered in Rodrigues have to re-register in Mauritius. To avoid the double payment for re-registration of vehicles in Mauritius, the double registration of vehicles will be removed	Section 9A of the Road Traffic Act to be amended as follows: After paragraph B after the words “the deed of declaration” the words “shall be registered anew, but subject to such derogation or exceptions from, or modifications of, or adaptations to, Section 9, as may be specified in regulations made under this Section” to be deleted and replaced by the following words: “shall be automatically renewed free of charge but subject to exceptions as may be applicable and determined by the Road Transport Commissioner”.
B6	The online Registration of Motor Vehicle Licences for private cars is operational since November 2018 to enable owners to complete the registration process, including payment, electronically. By December 2019, the online service will be extended to include registration and transfer of ownership of all types of vehicles	The Motor Vehicle Licence (MVL) online facility is planned to be extended to other categories of vehicles and a cut-off date to pass all MVL online has been directed to be June 2020. It is to be highlighted that the above will need to be implemented through procurement but funds in budget 2019/20 have not been provided.

STATUS ON IMPLEMENTATION OF KEY ACTIONS

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status as at 30.06.19
Cashless Bus Ticketing System	An Automated Fare Collection System	Under consultation	Request For proposal is under process by BOT Units and the Contracting Body for assessment.
MVL Online	Online Payment for Motor Vehicle Licenses	100%	Phase 1 completed
Passenger Information System	To provide information to passengers regarding bus schedules.	Contract awarded on 07.06.19	The project is expected to be completed within three months.
Provision of Rs 275 M for Road Safety Programme			
i) Road safety devices and accident countermeasures along hazardous roads	Work orders to be issued district wise	May-20	Work orders being issued
ii) Installation of conspicuous traffic signage and road markings	Procurement of Traffic Signs- 30 Nov 2019: Works orders to be issued to Contractor for works to be completed by end of May 2020	May-20	Bid for Traffic signs launched. Works order being issued

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status as at 30.06.18
iii) Safer infrastructure and facilities for cyclists and pedestrians	Study for Cycle network complete in March 2020 Work orders being issued for pedestrian facilities	May-20	Contract awarded for cycle network study. Work orders being issued for pedestrian facilities.
iv) Improving the road crash data management system	Soft launch of the RCDMS in September 2020. Training of Police on data collection and inputs in November 2019.	February 2020 to complete - full fledged operation	IMAAP software up and running Rugged tablets procured. 30% police staff trained
v) Establishment of a National Traffic Data Management System;	Closing date for Bid proposals 12.08.2019 Award of contract in September 2019.	May-19	Bid has been launched.
vi) Coordination of traffic signal systems	Bid to be launched by end of August 2019. Closing date : Mid October 2019 Award of contract ; Nov 2019	May-20	Bid document ready

RISK MANAGEMENT, CITIZEN ORIENTED INITIATIVES & GOOD GOVERNANCE

The following initiatives have been put in place to manage risks, enhance customer service approach and promote good governance:

- **Electronic Queue Management System:**

A Queuing Ticketing System has been implemented at the Counter of the NTA, Cassis to enhance customer service since June 2017. The Electronic Queuing Ticketing System was extended to the NTA Cash Office of Central Flacq with effect from 27 June 2019. Further improvement to the ticketing system is being considered.

IMPLEMENTATION PLAN – DIRECTOR OF AUDIT COMMITTEE

Audit Report

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
NAO/CG/PI/N TA/130/16	Privatization of Vehicle Examination Centres As at December 2018, the contract has still not been signed with the three private operators, some 2 years since they started operations.	The contract should be finalised with the Private Contractors.	Ministry	Policy issues to be thrashed out at the level of Government prior to parties entering into the contract.
NAO/CG/PI/N TA/128/1	Compliance with Road Traffic Act/Regulation The Road Traffic Act and Regulations have not been complied with in respect of the following matters:			

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
A.	According to section 81A of the Road Traffic Act, every holder of a road service licence, contract bus licence or contract car licence shall, on or before 31 October in every year, submit to the Authority a detailed statement showing: (i) His receipts and expenditure supported by certified copies of vouchers; (ii) Salaries, allowances and conditions of service of persons in his employ and, where the holder is a company, of its directors; (iii) Any acquisition or transfer of assets. Section 81A also provides that the Authority may revoke the Licence held by any person who fails to comply with the above provisions. However, no such returns were being submitted by the licensees and there was also no evidence that the provision of the Act were being enforced by the NTA.	The NTA should ensure that the requirements of Section 81A of the Road Traffic Act are being complied with and that licence holders are making effective use of licences issued to them.	Management	Proposals made in the budget 2018/2019 for additional staff with the relevant competencies. The request has not been acceded to.

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
B	Issue of Road Service Licences to Rodrigues Section 77 of the Road Traffic Act stipulates that the power to grant, vary provisions and cancel a road service licence rests with the Authority. The Rodrigues Transport Committee approved the issue of road service licences in Rodrigues following a Memorandum of Understanding (MOU) signed between the MPILT and the Rodrigues Regional Assembly on 19 May 2005. The MOU was to be effective from the date of signature by the parties until the amendment to the Road Traffic Act, making provision for the setting up of the Rodrigues Transport Committee. After some 13 years, the Road Traffic Act has still not been amended to give legal effect to the establishment of the Rodrigues Transport Committee. In 2003, the Attorney General's Office pointed out that the Rodrigues Regional Assembly Act did not provide for delegation of powers of the Road Transport Commissioner to the Rodrigues Regional Assembly. It was advised that the Road Transport Commissioner should continue to exercise his powers in Rodrigues.	Pending amendment to the Road Traffic Act regarding establishment of the Rodrigues Transport Committee, the responsibility for the issue of road service licences in Rodrigues Should rest solely with the NTA instead of the Rodrigues Transport Committee.	Ministry	Legal advice has been sought from the State Law Office on this issue on 25 July 2019. The Rodrigues Transport Committee has been included in the National Land Transport Authority Bill 2019.

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
C	Examination of Government Vehicles According to Section 114(1) of the Road Traffic (Amendment) Act 2016, no person shall drive, or cause or permit a person to drive, a motor vehicle or trailer on a road unless there is in force in respect of that motor vehicle or trailer a certificate of fitness issued by an authorised examiner or a vehicle examiner. However, the Minister to whom the responsibility for the subject of land transport and road traffic is assigned may, by regulations made under Section 114(2) exempt any motor vehicle for examination. Government vehicles were still not being examined for roadworthiness by the Private Operators. No regulations were made for exemption of such vehicles from examination.	Decision should be taken on the examination of Government vehicles.	Ministry	The Road Traffic Act does not make provision for exemption of Government owned vehicles to undergo fitness test. However, the long- standing practice has been for Government-owned vehicles to be exempted from fitness tests. A policy decision in the context of the finalisation of the draft Contract Agreement between NTA and the Authorised Vehicle Examination Stations is being awaited.

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
D	Examination of Auto Cycle At Paragraph 8.1.3 of the Audit Report for the financial year ended 30 June 2017, I mentioned that examination (fitness tests) of auto cycles were not being carried out by Private Examination Centres, as stipulated in the Road Traffic (Examination of Motor Vehicles and Trailers) Regulations 2016. The regulations have still not been complied with, and auto cycles are not being examined.	Regulations regarding auto cycles to undergo fitness tests should be enforced.	Ministry	A policy decision in the context of the finalisation of the draft Contract Agreement between NTA and the Authorised Vehicle Examination Stations is being awaited.
E	Examination Fees – Taxi At Paragraph 8.1.2 of the Audit Report for the year ended 30 June 2017, I mentioned that the Road Traffic (Examination of Motor Vehicles and Trailers) Regulations 2016 were not amended to include the examination fees of Rs 300 per vehicle for taxis claimed by the Private Operators. Amendment has still not been made and it is not known under what authority such fees were collected.	Necessary amendments should be brought to the Road Traffic (Examination of Motor Vehicles and Trailers) Regulations 2016 to include examination fees for Taxis.	Ministry	Draft proposals have been submitted to the Ministry on 27 June 2019.

PART III

FINANCIAL PERFORMANCE

FINANCIAL HIGHLIGHTS

As per the budget estimates, the LTD has only 1 Vote, namely VOTE 8-2, under its control.

The Vote sub-heads are as hereunder:

- Sub Head 8-201: General
- Sub-Head 8-202: Traffic Management and Road Safety
- Sub-Head 8-203: National Transport Authority

As such, appropriation of funds is made through the Vote.

ANALYSIS OF MAJOR CHANGES

Revenue collected by the LTD and the NTA can be classified into four broad categories as follows:

- Sale of goods and services (including sale of parking coupons, examination of vehicles, registration and transfers and ID cards);
- Miscellaneous Revenue (including processing fees for application lodged with the MVIAC and Appeal to the Minister);
- Property Income (Motor Vehicle Licenses); and
- Fines, Penalties and Forfeits (penalty fees).

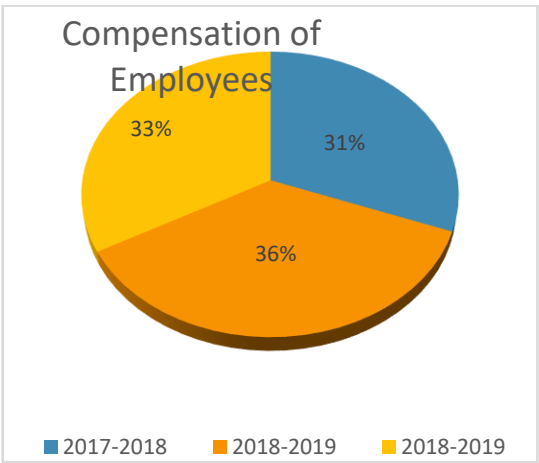
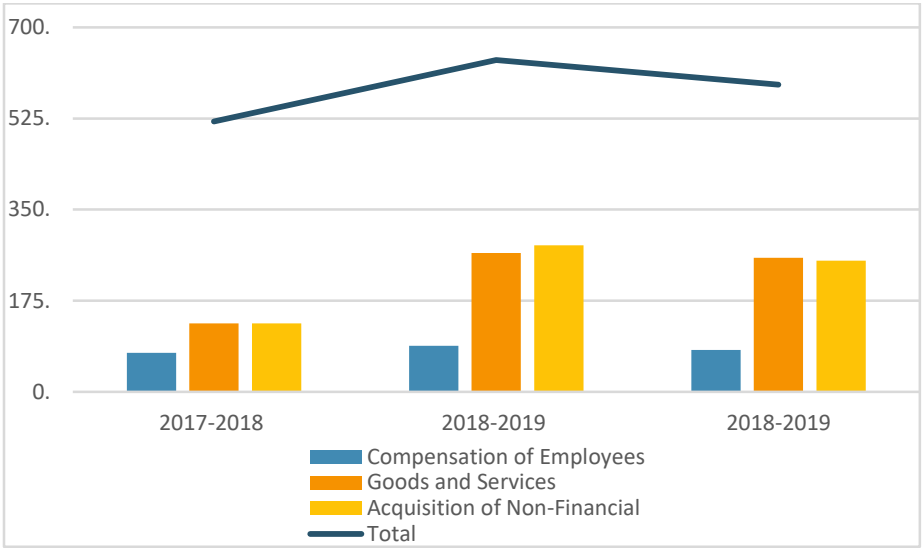
STATEMENTS OF REVENUE AND EXPENDITURE

Land Transport Division

Revenue	2017-2018	2018-2019	2018-2019
Property Income			
Sales of Goods and Services	39.2	42.5	42.5
Fines, Penalties and Forfeits			
Miscellaneous Revenues	2.2	2.5	2.530
Total Revenue	41.4	45.0	45.030

Head/Sub-Head of Expenditure (Rs million)	2017-2018 Actual	2018-2019 Estimates	2018-2019 Actual
Compensation of Employees	74.7	88.3	80.3
Goods and Services	131.6	266.8	257.3
Subsidies	-	-	-
Grants	0.09	0.120	0.118
Social Benefits	-	0.02	-
Other Expense	0.05	0.60	0.50
Acquisition of Non-Financial Assets	313	281.6	251.8
Acquisition of Financial Assets	-	-	-
Total	519.44	637.44	590.01

Note: Additional information on Expenditure under Special Funds managed by the Ministry/Department should be reported where applicable.

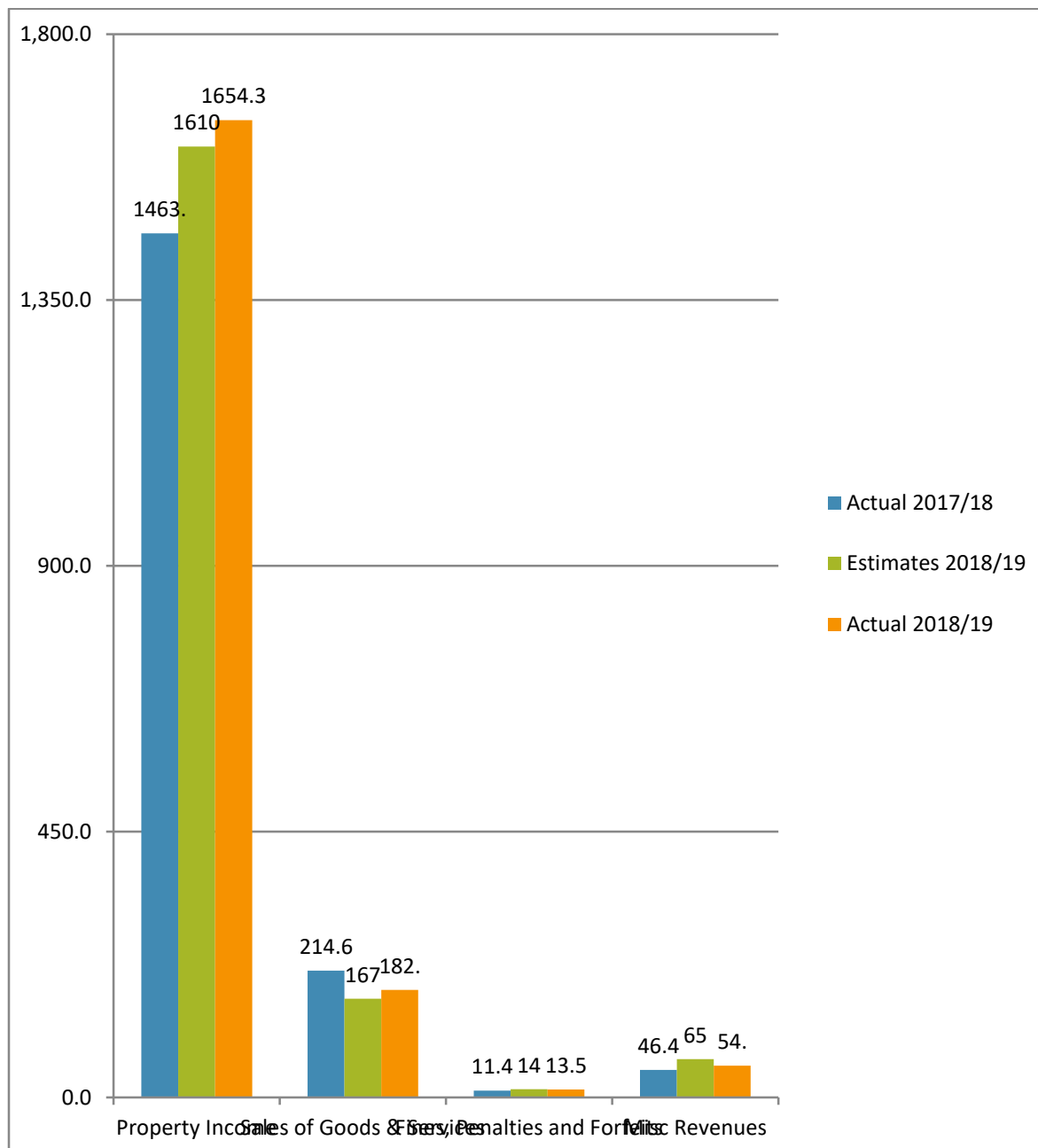


STATEMENTS OF REVENUE AND EXPENDITURE

National Transport Authority

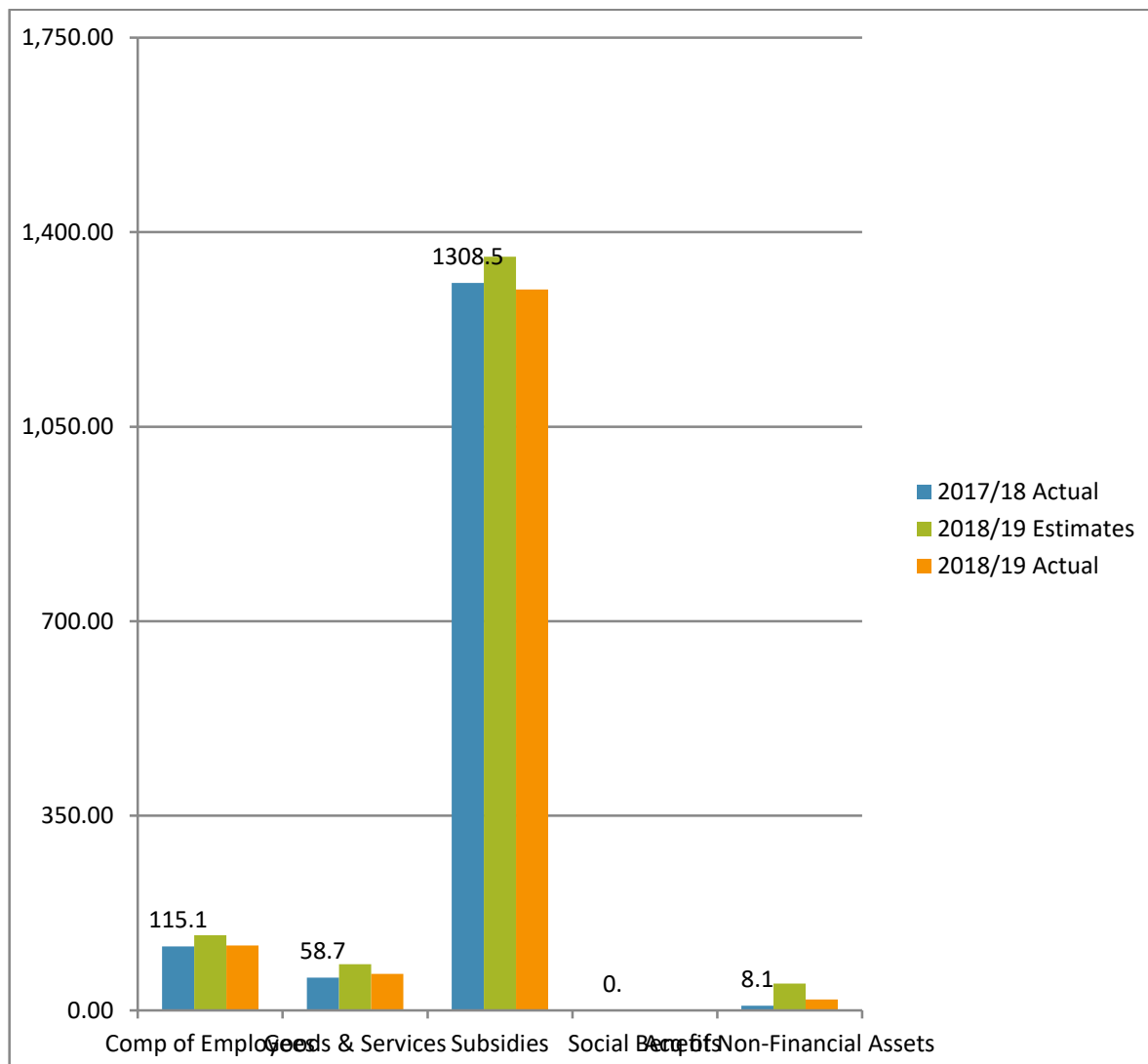
Statement of Revenue

REVENUE (MILLION)		ACTUAL 2017/18	ESTIMATES 2018/19	ACTUAL 2018/19
1	Property Income			
	MVL	1,463.4	1,610	1,654.3
2	Sales of Goods & Services			
	Exam Fees	65.2	-	-
	Registration and Transfers	135.2	46	41.6
	ID Cards	14.2	16	13.4
	Reservation of Specific Registration Marks		105	127
	Total Sales of Goods & Services	214.6	167	182
3	Fines, Penalties and forfeits			
	Penalty Fees	11.4	14	13.5
4	Miscellaneous Revenues			
	Miscs	46.4	65	54
	Total Revenue from Property Income, User fees and other sources	1,735.8	1,856	1,903.8



Statement of Expenditure

Head/Sub-Head of Expenditure (Rs Million)	2017-2018 Actual	2018-2019 Estimates	2018-2019 Actual
Compensation of Employees	115.1	135.3	116.8
Goods and Services	58.7	83.2	65.4
Subsidies	1,308.5	1,356	1,297
Social Benefits	0.01	0.01	-
Acquisition of Non-Financial Assets	8.10	48.4	19.4
Total	1,490.4	1,622.9	1,498.6



KEY FINANCIALS

Bus Industry Employees Welfare Fund

Contributions

For the purpose of the BIEWF Act, every bus operator and every employee, other than a retired employee make a monthly contribution to the Fund according to the rates prescribed in the first schedule of the Bus Industry Employees Welfare Fund (Amendment) Act 2017.

Soft loan schemes

The BIEWF has established ten soft loan schemes with low interest rates, aimed at improving the quality of life employees of the bus industry as follows:

SN	PURPOSE	LOAN AMOUNT
1.	Purchase of motorcycle/autocycle loan scheme	Rs30,000
2.	Marriage loan scheme	Rs20,000
3.	Domestic Appliances/furniture loan scheme	Rs15,000
4.	Payment of Exam fees	Rs15,000
5.	Purchase of spectacles	Rs5,000
6.	Purchase of books, school materials	Rs10,000
7.	Medical loan scheme	Rs10,000
8.	Tertiary Education loan Scheme	Rs20,000
9.	House Education loan scheme	Rs15,000
10.	PC/laptop	Rs20,000

PART IV

WAY FORWARD

Trends and Challenges

SWOT ANALYSIS -NTA

Strengths • Decentralisation of NTA services • Ease of exchange of data with government institutions (Information Highway) • Dedicated staff • Creativity and innovation • Strong collaboration with other institutions (MRA, ICAC, FIU, etc.) • Smart Bus Shelter equipped with Passenger Information System	Weaknesses • Shortage of staff • Frequent transfer of trained personnel • Demand for provision of on-spot services • Growth in vehicle ownership • Red tapism • Scanty use of Point of Sale System
Opportunities • Computerisation Project (Online services) • Re-engineering of payment of compensation/ subsidies • Creation of Departmental Grades for counter services • Use of latest technology for enforcement needs (barcode readers/ camera at Vehicle Examination Stations and bus stations) • Automated Fare Collection System • Multi-modal public transport • Restructure of the NTA in the wake of the Metro Express project.	Threats • High corruption risks • Slow introduction and adoption of digital services

SWOT ANALYSIS -TMRSU

<u>STRENGTHS</u> • Dedicated Staff • Partnership with other authorities and stakeholders • Creativity and Innovation • Strong support from the parent Ministry • Growing investment in new technologies	<u>WEAKNESSES</u> • Dependent on other sectors for the realization of traffic and road safety goals • Lack of human resources for proper maintenance of road furniture (traffic and road safety) • Lack of trained technical staff in the field of traffic and road safety engineering • Limited resources to cope with the growing demand from the public • Lack of appropriate software and hardware • Limited funding for staff training and development • Unproductive time spend in meetings not related to traffic and safety • Indulging and putting disproportionate efforts on matters not falling under the mandate of TMRSU & lack of portfolio management • Lack of motivation of technical staff • No strategic plan for traffic management and no road traffic database • Disorganised communication among technical staff
<u>OPPORTUNITIES</u> • New technology for enforcement and intelligent traffic control the situation can improve quite rapidly • Collaborative opportunities among stakeholders • Strong political support • New web-based system for traffic and road safety data capture and analysis • International and regional cooperation programme • Inter-sectoral platform for road safety initiatives, coordination and monitoring • Technical assistance from experienced and advanced countries • Data linkage and data sharing with other stakeholders	<u>THREATS</u> • Organisational conflicts and overlapping of responsibilities • Effect of increasing economic development, mobility demand and road crashes • Budget constraints and unavailability of technology on the market • Limited opportunities for training of personnel to cope with forthcoming development in transport sector. • Core businesss of other road safety stakeholders and road safety targets priority • Lack of human resources for proper maintenance of road furniture (traffic & road safety) • Human behavious and attitudes on roads • Vandalism, wear and tear of road infrastructure and road furniture • Risk of being absorbed by another organisation • Change in Government Policy

Strategic Direction

▪ **Restructure of the TMRSU**

- The TMRSU will be restructured with Lead Engineers as head of units for specific programs to enhance accountability and reporting with increased supervision, monitoring. As part of its restructuring, the Unit will adopt a gate keeping approach to undertake duly those core duties and thus optimise its resources for the attainment of its objectives and control with introduction of Plans of Works and progress reports.
- Furthermore, the weightage of the road safety programs in the core business activities will be increased to ensure an effective implementation of the measures of the National Road Safety Strategy 2016-2025.

In light of a SWOT Analysis carried out by the TMRSU, several weaknesses have been identified which impede on the smooth functioning of the unit. With a view to address these weaknesses, attention will be given to the following:

- i. Training/Capacity Building
- ii. Communication channel
- iii. Streamlining of Procedures
- iv. Monitoring and Control.

▪ **Restructure of the NTA**

Government has retained the services of the Singapore Corporation Enterprise (SCE) to provide assistance on the Delivery, Management and Advisory Services relating to the Metro Express project.

In line with the recommendation of the SCE, the roles and functions of the NTA will be called upon to undergo a major overhaul with the upcoming Metro Express. This would entail the creation of a new institutional set up wherein the Authority would be revamped and its regulatory functions would be redefined with the creation of a separate Railway Division. To that end, the Road Traffic Act would be amended and a new Railway Act is being drafted to provide for the operation of light rail vehicles in Mauritius.

▪ **High Profile Crackdown Operations**

The bus operators are facing illegal and unfair competition by the activities of “vans/taxis marrons” which are impacting adversely on their revenue. In view thereof, the NTA has organised aggressive crackdown operations jointly with the ERS-Transport Squad. High-profile operations are being carried out by special Squads in since late August 2018.

Following the recent amendments to the Road Traffic Act, which are effective since 1st October 2018, illegal transport providers are liable to stricter penalties.

▪ **E-Licensing – Phase 2 of Online Renewal of Motor Vehicle Licences (MVL)**

E-Licensing will be the phase 2 of the Online Renewal Motor Vehicle project and will consist of motor vehicle licence renewal for other types of vehicles. Online Renewal of licences will include Taxi, A-Carrier, B-Carrier, Road Service Licence, Contract Car and Contract Bus. Motor Vehicle “vignette” and licence information sheet will be QR-coded. The E-Service will be one-stop service available from the comfort of home as any member of the public will be able to make online payment for MVL by virtually connecting to the NTA system and the Insurance system. The envisaged E-Service Portal would provide the following benefits:

- Improve the work processes and business of the NTA;
- Provide timely management information for decision making;
- Enhance the level of service delivered to stakeholders;
- Better control on revenue collection and significant minimization of risks of fraudulent/fake documents; and
- New use-friendly Portal for dissemination of information and service.

▪ **Cashless Bus Ticketing System**

The Mauritius Cashless Bus Ticketing System is expected to be an Automated Fair Collection System and integrated ticketing system to enable travellers to make a journey seamlessly across both bus and the Metro Express by very multiple journey trips operating by different operators using a single fare card.

This project is on a priority outlook to act as an integral part of the Metro Express which will be in operation by the end of 2019.

The project is currently being looked into by a Project Team comprising representatives of the NTA, Ministry of Public Infrastructure and Land Transport (Land Transport Division), Ministry of Civil Service And Administrative Reform, Ministry of Finance And Economic Development, Public Procurement Office, TMRSU and Central Informatics Bureau. The request for proposal is under process by BOT Units and the Contracting Body for assessment.

▪ **Smart Bus Shelters**

equipped with Passenger Information System

Modern/Smart shelters have been installed to promote security of passengers (around 112 already placed with a list of some other 53 under consideration).

The contract for the design, supply, installation, configuration, commissioning and maintenance of the Passenger Information System (Pilot Project) was awarded to AV Techno World Co Ltd on 07 June 2019. Project implementation would last 3 months.

▪ **Sharing of Information**

An Info highway platform, set up by the Ministry of Technology, Communication and Innovation, provides for sharing of data amongst Government Agencies. It is designed as the service platform, which allows multiple Government agencies to share data via E-Services to other agencies. The NTA is inter-connected through the gateway to the MRA, FIU and Mauritius Post Ltd.

- **Zoning for Vehicle Examination Stations**

At present vehicle owners call at any Vehicle Examination Stations of their choice to have their vehicle examined as to its roadworthiness. The situation give rise to a high risk of customership. Allegation of corruption have been made to the effect vehicles of a particular type are proceeding mostly to one station for examination where allegedly there is more laxity in examination standards.

With a view to curb down this malpractice, the implementation of a zoning system for the examination of motor vehicles to put in more transparency in the system and ensure roadworthiness of vehicles is being envisaged.

- **Upgrading of NTA Integrated Legacy System**

The computerization system is outdated. It is proposed to modernize the system targeting a paperless system. The issue of Certificat De Gages and transfer of ownership will be made available online. It will be on a phasing system and will not be limited to Registration and licensing. It will include the Inspectorate and Traffic warden. The latter will no longer have to issue fixed penalty/parking notices. The scanners will enable penalty print outs.

- **Regionalisation of Individual Bus Operators**

Following a Land Transport Study commissioned the LTD, the Price Waterhouse Coopers (India) Pvt Ltd, Consultant, recommended that individual bus operators be grouped under regional bus association for more professionalism. Discussions between the Bus Cooperative Societies and the NTA are underway.

- **Data Sharing**

Link to Info Highway and provision of access of NTA database to the Mauritius Revenue Authority, the Financial Intelligence Unit, the Police is in the pipeline.

- **Smart Bus Shelters equipped with Passenger Information System**

To improve the commuter's experience, a Passenger Information System will be set up to provide real-time information on bus schedules at Smart Bus Shelters. A pilot project is being implemented along the Curepipe to Port Louis corridor whereby 34 smart bus shelters will be equipped with the Passenger Information System. Buses along this corridor will be fitted with GPS and the NLTA will host a server at its headquarters for necessary monitoring.

- **One Stop Shop**

NTA has engaged into consultations with the Registrar General's Department in an attempt to streamline procedures on the registration and transfer of ownership of Motor Vehicles. The endeavor is targeted at enhancing customer service by enabling the NTA to operate as a one stop shop by taking over the responsibilities for the payment of Registration Duty from the Registrar General's department.

- **Upgrading of NTA Office and Fitness Centre in Rodrigues**

There is an annual increase in the number of vehicles in Rodrigues. Vehicle examination is undertaken in an open space provided by mechanical workshop of the Ministry of Public Infrastructure without any shelter, equipment and examination pit or ramp. The examination is only visual checking of vehicle particulars and over carriage inspection. Examination of the under carriage parts of vehicle are not possible and, as such, verification of oil/fuel leakage, steering and suspension systems and any corrosion or welding on vehicle chassis and flooring are not effected. It is proposed that a new locus be provided with basic amenities required for proper vehicle examination with modern automated equipment and portable equipment to enable compliance check with prescribed standards e.g. smoke emission, noise emission and light alignment, etc. The NTA will then be able to operate as a one stop shop where all NTA services be brought under one roof.

▪ **Policy Orientation**

With the advent of the Metro Express, the legislative framework of the NTA will be revisited to cater for the regulation of the light rail system.

- ❖ to ease customer service by setting up a one-stop shop for matters relating to vehicle registration and licensing;
- ❖ to ensure that smoke and noise emission standards are complied with for a cleaner environment;
- ❖ to plan transport services to respond to changes in demand patterns and to cope efficiently with the challenges lying ahead; and
- ❖ to maintain a congenial working environment among all stakeholders in the road transport sector with a view to setting a communication channel, solving operational problems and facilitating implementation of decisions.

ANNEXES

Free Travel Cards are issued to secondary school students, post-secondary students, tertiary students and adolescent non formal education network school (ANFEN).

NUMBER OF STUDENT IDENTITY CARDS												
Type of card	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
STUDENT IDENTITY CARDS	5385	5132	1421	1417	1461	32306	20624	18995	19489	13175	4813	2239
SOCIAL SECURITY CARDS	863	594	2325	1460	750	758	889	899	1254	749	992	967
Total	6248	5726	3746	2877	2211	33064	21513	19894	20743	13924	5805	3206

Modern Bus Shelters already constructed by district (as at June 2019)

SN	District	Number of modern bus shelters already constructed	Number of modern bus shelters to be constructed
1	Port Louis	4	12
2	Pamplemousses	10	-
3	Riviere du Rempart	5	1
4	Moka	15	8
5	Flacq	4	-
6	Plaine Wilhems	57	20
7	Grand Port	5	5
8	Savanne	3	1
9	Black River	9	5
	Total	112	52

Free Travel Cards are issued to secondary school students, post-secondary students, tertiary students and adolescent non formal education network school (ANFEN).

NUMBER OF STUDENT IDENTITY CARDS												
Type of card	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb19	Mar 19	Apr 19	May 19	Jun 19
STUDENT IDENTITY CARDS	6345	2394	1001	1385	468	27895	8169	18305	15618	12022	7616	3278
SOCIAL SECURITY CARDS	961	851	935	973	909	680	888	657	838	1063	806	1004
Total	7306	3245	1936	2358	1377	28539	9057	18962	16456	13085	8422	4282

Summary of Report of Vehicle Examination: Jul 2018 to JUNE 2019

Station	Site Situation	Total	Daily Average	Total
Autocheck	Total No. of Appointment	56641	No. of Appointments	193
Plaine	Total No. of Vehicles Examined	56632	No. of Vehicles Examined	193
Lauzun	Total No. of Vehicles Passed	50589	No. of Vehicles Passed	173
	Total No. of Vehicles Failed	6043	No. of Vehicles Failed	21
	Total No. of Vehicles not Attended	7	No. of Vehicles not Attended	0
	Total No. of New Vehicles	42	Total No. of New Vehicles	0
	Total No. of Imported Vehicles	1996	Total No. of Imported Vehicles	7
Working	Outdoor Examination		Outdoor Examination	
Days:	New Motorcycles	327	New Motorcycles	1
197	Others New	3130	Others New	11
	Others Imported	0	Others Imported	0

Station	Site Situation		Daily Average	
SGS	Total No. of Appointment	107613	No. of Appointments	367
Forest	Total No. of Vehicles Examined	96329	No. of Vehicles Examined	329
Side	Total No. of Vehicles Passed	74126	No. of Vehicles Passed	253
	Total No. of Vehicles Failed	22203	No. of Vehicles Failed	76
	Total No. of Vehicles not Attended	11284	No. of Vehicles not Attended	39
	Total No. of New Vehicles	7801	Total No. of New Vehicles	27
	Total No. of Imported Vehicles	6358	Total No. of Imported Vehicles	22
Working	Outdoor Examination		Outdoor Examination	
Days:	New Motorcycles	5264	New Motorcycles	18
197	Others New	3781	Others New	13
	Others Imported	0	Others Imported	0

Station	Site Situation		Daily Average	
EVES	Total No. of Appointment	68540	No. of Appointment	234
Laventure	Total No. of Vehicles Examined	68540	No. of Vehicles Examined	234
	Total No. of Vehicles Passed	55027	No. of Vehicles Passed	188
	Total No. of Vehicles Failed	13513	No. of Vehicles Failed	46
Working	Total No. of Vehicles not Attended	1	No. of Vehicles not Attended	0
Days:	Total No. of New Vehicles	218	Total No. of New Vehicles	1
	Total No. of Imported Vehicles	1548	Total No. of Imported Vehicles	5
197	Outdoor Examination		Outdoor Examination	
	New Motorcycles	0	New Motorcycles	0
	Others New	6	Others New	0
	Others Imported	0	Others Imported	0

GENERAL REMARKS

Number of Vehicles Examined for the Month: July 2018 to JUNE 2019

Station	GV	Buses	Others *	Total	Passed	Failed	% Failed
Autocheck	6838	1565	48219	56632	50589	6043	10.7
SGS	16651	2548	77130	96329	74126	22203	23.0
EVES	12636	2600	53302	68540	55027	13513	19.7

Others*: Including Car/c.car, Taxi, Motorcycles.

• Bus Fleet 2019 – As at 30 JUNE 2019

NTC	UBS	TBS	RHT	MBT	Individual Operators	RODRIGUES	TOTAL
551	336	204	100	33	805	74	2103

NUMBER OF CONDUCTORS AS AT JUNE 2019		
	MALE	FEMALE
July 2018	19	6
August 2018	16	6
September 2018	17	5
October 2018	18	5
November 2018	0	0
December 2018	0	0
January 2019	0	0
February 2019	0	0
March 2019	0	0
April 2019	0	0
May 2019	0	0
June 2019	26	7
TOTAL	96	29

Status on implementation of Key Actions

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status
Cashless Bus Ticketing System	An Automated Fare Collection System	Under consultation	Request For proposal is under process by BOT Units and the Contracting Body for assessment.
MVL Online	Online Payment for Motor Vehicle Licenses	100%	Phase 1 completed
Passenger Information System	To provide information to passengers regarding bus schedules.	Contract awarded on 07.06.19	The project is expected to be completed within three months.

MONTHLY RETURN OF NUMBER OF CONTRAVENTIONS IN PARKING ZONES	
JULY 2018 TO JUNE 2019	
TRAFFIC WARDEN SECTION	
MONTH	NUMBER OF CONTRAVENTIONS
JULY 2017	1745
AUGUST 2017	1716
SEPTEMBER 2017	1353
OCTOBER 2017	1897
NOVEMBER 2017	1060
DECEMBER 2017	1029
JANUARY 2018	1571
FEBRUARY 2018	1565
MARCH 2018	1762
APRIL 2018	1752
MAY 2018	1738
JUNE 2018	1420
TOTAL JULY 2017-JUNE 2018	17,708

RETURN OF NUMBER OF CONTRAVENTIONS (JULY 2018--JUNE 2019)

	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Total
TOTAL	503	1628	1544	933	993	464	361	456	543	798	593	542	9358

RETURN OF NUMBER OF CONTRAVENTIONS BY ZONE
JULY 2018--JUNE 2019

ZONE	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Total
Zone 1 - B/River	68	118	103	115	145	42	21	66	49	66	87	76	956
Zone 2 - Upper P/Wilhems	22	153	67	48	25	17	33	25	24	37	28	20	499
Zone 3 - Lower P/Wilhems	53	134	181	138	177	126	47	64	93	114	78	87	1292
Zone 4 - Port Louis (South)	21	157	173	135	116	23	43	53	51	66	63	60	961
Zone 5 - Moka	43	126	157	53	72	45	27	57	59	89	88	57	816
Zone 6 - Flacq	26	79	66	15	32	18	11	11	65	82	25	44	476
Zone 7 - Pamplémousses	62	129	192	74	103	57	9	18	18	29	31	23	745
Zone 8 - Port Louis (North)	58	160	139	55	32	5	19	18	42	52	521	14	1115
Zone 9 - Riv. du Rempart	91	241	205	107	110	49	29	23	31	110	78	56	1130
Zone 10 - Savanne	31	139	105	81	74	52	42	60	43	63	37	44	771
Zone 11 - Grand Port	28	192	156	112	107	30	80	61	68	83	57	61	1035
TOTAL	503	1628	1544	933	993	464	361	456	543	798	593	542	9358