



ANNUAL REPORT

ON PERFORMANCE

2019/2020

MINISTRY OF LAND TRANSPORT AND LIGHT RAIL



About this Report

The Ministry of Land Transport and Light Rail is pleased to present its Annual Report for the financial year ended 30 June 2020. The Land Transport Division of the then Ministry of Public Infrastructure and Land Transport emerged as a full-fledged Ministry known as the Ministry of Land Transport and Light Rail following the General Elections of 07 November 2019.

This report has been prepared in line with guidelines issued by the then Ministry of Finance and Economic Development through its Circular Letter No 7 of 2018. It gives an insight of the major achievements through the human and financial resources put at the disposal of the Ministry during the last financial year, that is, from 01 July 2019 to 30 June 2020. This report has been approved by the Ministry on 9th April

2021

GUIDE TO THIS REPORT

PART I

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

PART II

This part of the Report describes mainly the major achievements, status on the implementation of budget measures and a review of how the Ministry 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.

PART III

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.

PART IV

This part of the Report provides a situational analysis of the environment in which the Ministry 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.

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PART I

ABOUT THE MINISTRY

The core function of the Ministry is to devise and implement policies for land transport and light rail management, and road safety whilst also acting as a regulator for the public transport industry, through the National Transport Authority, subsequently revamped and renamed as the National Land Transport Authority (NLTA) following the coming into operation of the NLTA Act on 16 September 2019.

The Traffic Management and Road Safety Unit (TMRSU) and the National Land Transport Authority, constitute the two departments of the Ministry.

Metro Express Limited is a public company which has been licensed to operate as a light rail operator under section 3(4)(a) of the Light Rail Act 2019.

The National Transport Corporation (NTC) is a body corporate set up in July 1979 to establish and operate public transport services and any other ancillary service in Mauritius. The Bus Industry Employees Welfare Fund Act was set up as a body corporate under the Act in November 2003 for the promotion of the welfare of the employees and their families.

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

- the National Road Safety Council -set up under section 178A of the Road Traffic Act is chaired by the Senior Chief Executive;
- the Motor Vehicle Insurance Arbitration Committee- set up by virtue of section 68F of the Road Traffic Act; and
- the Appeal Committee – set up under section 19 of the NLTA Act 2019.

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 Ministry 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 this Ministry.

The Ministry 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 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 MINISTRY

OUR VISION

A user friendly, caring, intelligent, integrated 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

179 employees (excluding the National Land Transport Authority)

OUR EXECUTIVE BODIES

Traffic Management and Road Safety Unit
National Land Transport Authority

OUR STATUTORY BODIES

National Transport Corporation
Bus Industry Employees Welfare Fund

BUDGET

MUR 2.201b (*including the NLTA*)

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

It gives me immense pleasure to present the Annual Report 2019/2020 of the Ministry of Land Transport and Light Rail which portrays the accomplishments and heralds' future projects of the Ministry. Indeed, 2019/2020 has not been without respite and the Ministry has had to sail through rough seas without, however, losing sight of its objectives.

The importance of the transport sector and particularly the public transport system to the socio-economic fabric cannot be overstated as it is an important linchpin for economic growth. This is why, my Ministry is set to embrace digital transformation and technologies in the field of transport such that we take the transport sector to the next level.



Against all odds, the Metro Express was successfully launched, as planned, in September 2019, and has, safely and reliably conveyed 3.48M passengers as at Mid-March 2021 along the Rose Hill to Port Louis corridor. I take pride in associating myself with this landmark infrastructural mega project which seeks to provide our country with an eco-friendly and comfortable mass-transit commute system.

The extension of the alignment to Quatre Bornes and, thereafter, to Curepipe is also being monitored closely to ensure that setbacks are promptly addressed. In spite of challenges brought along by the Covid-19 pandemic, my Ministry did not falter in its resolve in ensuring the mobility needs of our people, albeit under strict sanitary conditions, during the lockdown.

My Ministry, with the assistance of the NLTA, has been at the forefront in ensuring that strict sanitary measures were put in place in addition to setting out physical distancing protocols in order to prevent the spread of the contagion through the public transport.

My Ministry would relentlessly pursue with the modernisation of our transport industry and would spare no efforts on improving road safety.

It is, therefore, critical that we take stock of progress made so that we can readjust our approach in meeting our objectives. We are also fully committed to partake in the national efforts to de-carbonising the transport sector and my Ministry would, in that endeavour, fully support initiatives aiming to mitigate carbon emissions.

At this particular juncture, the business-as-usual approach can no longer prevail, this is why my Ministry is embarking on a formidable journey to radically transform the land transport landscape through a synergized multi-modal transport system along with a purpose driven focus on enhancing the attractiveness of public transport.

Though the Covid-19 Pandemic has led to a difficult unprecedented context, I am confident that with the renewed dedication and efforts of all players of the industry, that we shall cope and rise up to the challenges.

I take the opportunity to put on record my appreciation for the unflinching support of the staff of this Ministry, who have been crucial in implementing the vision of Government for a vibrant and responsive transport sector. They deserve my gratitude for sustaining high performance despite the unprecedented circumstances in which they were called upon to work during the national lockdown.

Alan Ganoo
Minister

24.03.2021



MESSAGE FROM THE PERMANENT SECRETARY

As this Annual Report is being edited and finalized, the world is still faced with the unprecedented challenge brought by the COVID-19 pandemic. This pandemic has indeed had an unflinching impact on the social and economic wellbeing of our population without leaving our transport industry unscathed.

However, it is with an immense pleasure and sense of fulfillment that I again associate myself with this Annual Report 2019/2020 which highlights the ongoing and future targets of the Ministry. There is no denial that the land transport system in any part of the world is critical to the everyday lives of its citizens. It connects people and services and is at the basis of all socio-economic development of a country. While the transport system shapes our towns and cities and defines our safe movement, our people and their wellbeing remain at the heart of this Ministry's actions.

As stewards of the nation's transport system, the Ministry of Land Transport and Light Rail is committed to providing a transport network that enables our country to flourish. Along with our stakeholders and with the continuous commitment and dedication of the staff of the Ministry, we have moved our country to the next level. The year 2019/2020 has been significantly marked by the coming into operation of the Metro Express which is the most prestigious land transport project ever implemented in Mauritius and a landmark green mass transportation system. By the end of June 2020, 830, 000 commuters had already travelled by this state of the art means of transport. The challenge now is to integrate all public transport systems and to ensure a safe, comfortable and reliable service to commuters.

I have to express my deepest gratitude to the Minister for the trust and belief in the capability of the staffs of the Ministry who are zealously contributing towards the modernisation of the country's public transportation system

M. NATHOO (Mrs.)
PERMANENT SECRETARY

The Ministry of Land Transport and Light Rail at a glance

ROLES AND FUNCTIONS OF THE MINISTRY/DEPARTMENT

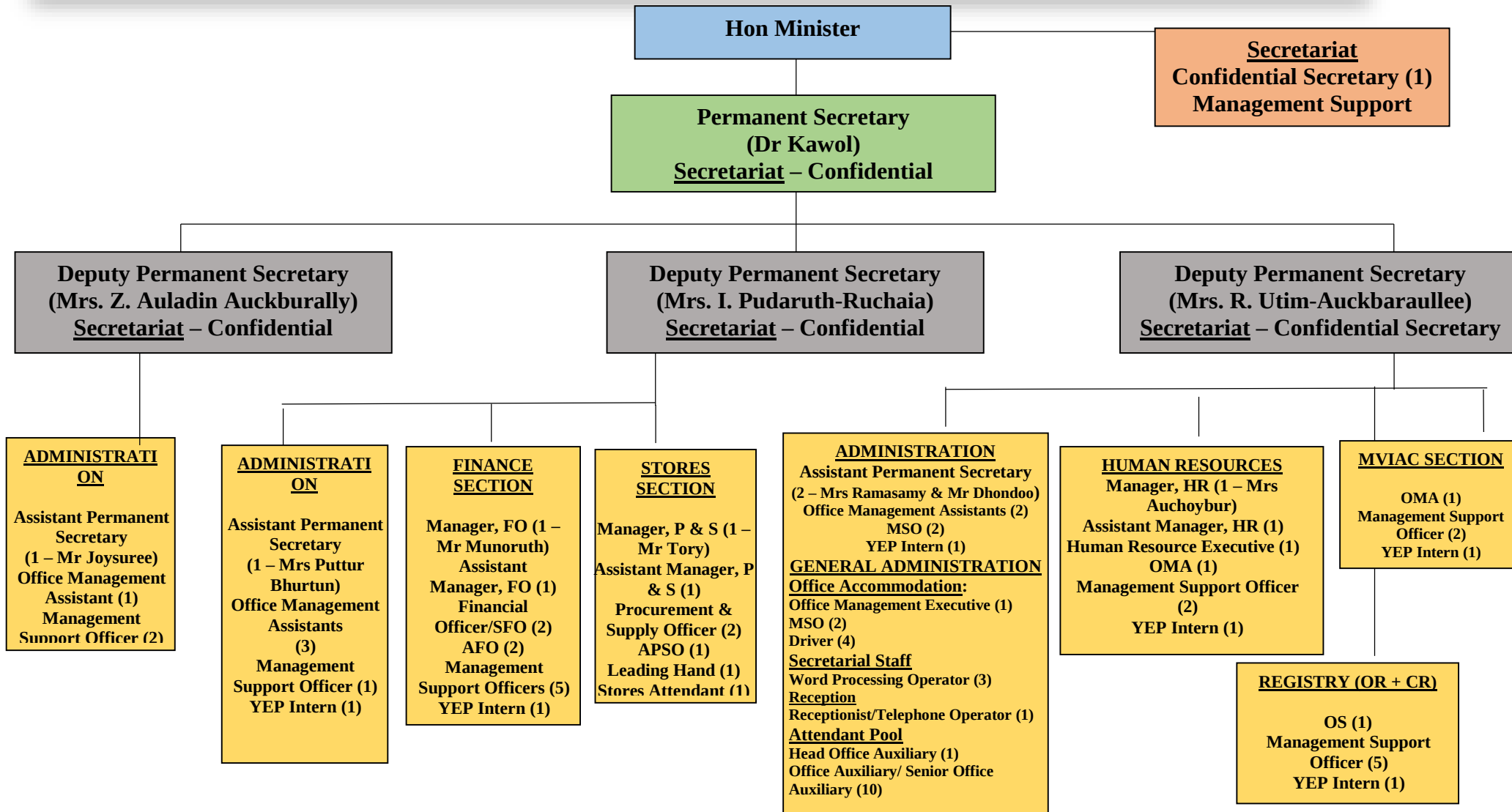
The core function of the Ministry of Land Transport and Light Rail is to devise and implement policies for land transport and light rail operations, traffic management, and road safety.

It also acts as a regulator for the public transport industry including oversight on light rail operations, through the National Land Transport Authority, in line with the National Land Transport Authority Act, the Light Rail Act.

The Ministry is located at levels 10 and 12, Air Mauritius Centre, President John Kennedy Street, Port Louis.

ORGANISATION CHART

MINISTRY OF LAND TRANSPORT AND LIGHT RAIL



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 OBJECTIVES

- 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 1962, as amended

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 AS AT 30.06.2020:

100

BUDGET: MUR470.300m

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.

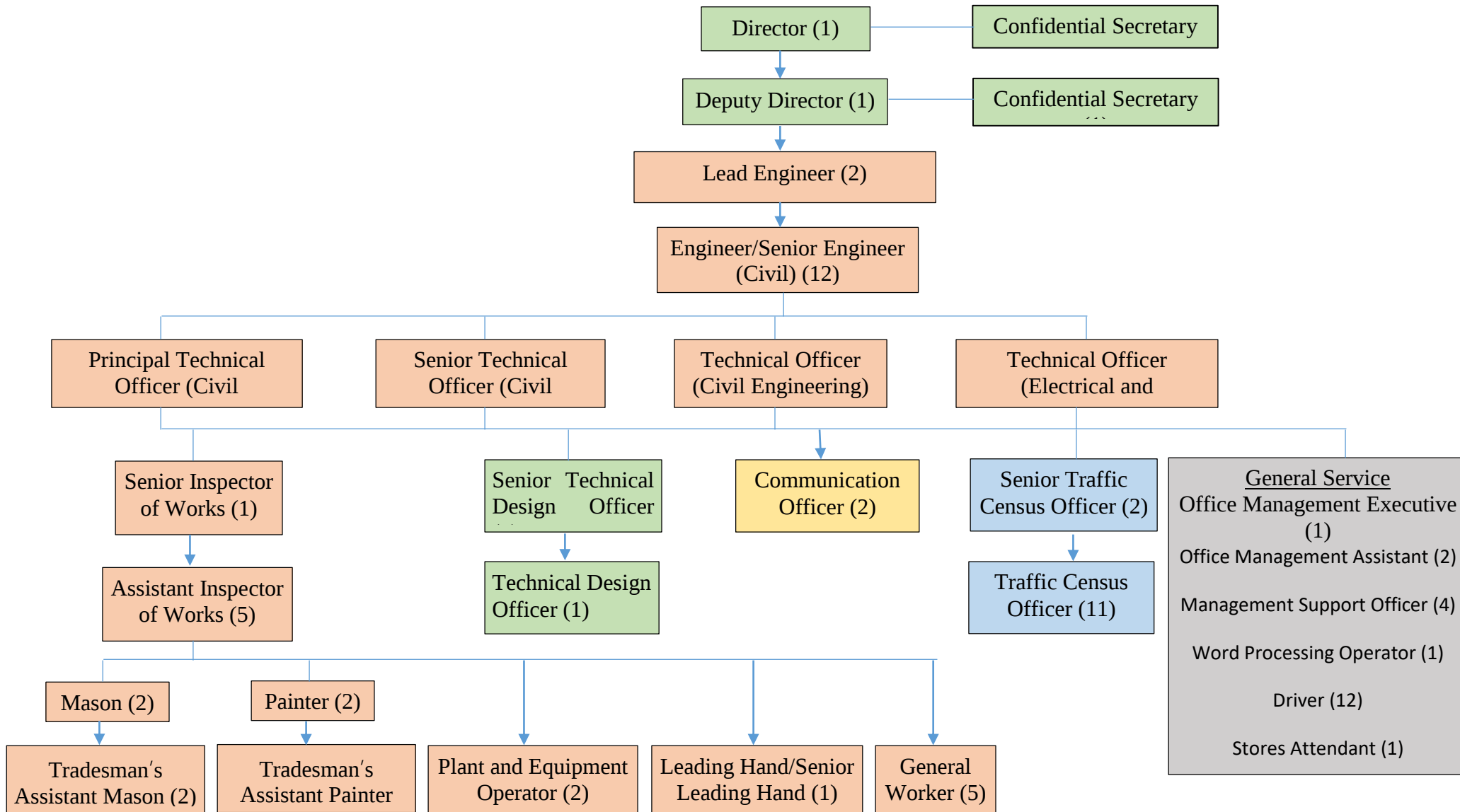
Road Safety

- ◆ 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.
- ◆ setting up of the Road Safety observatory.
- ◆ implementation of the Road Safety charter.
- ◆ implementation of Cycle network.

ORGANISATION CHART

(Traffic Management and Road Safety Unit)

Organisational Chart



Motor Vehicle Insurance Arbitration Committee

The Motor Vehicle Insurance Arbitration Committee (MVIAC) has been set up under section 68F of the Road Traffic Act to determine disputes arising between two insurers or between a policy holder and an insurer with regard to their respective liabilities or in connection with the amount of compensation to be paid following road accidents involving damages to vehicles only. The MVIAC which falls under the purview of the Ministry of Land Transport and Light Rail, operates as a “quasi-judicial body”.

For the purpose of determining applications, the MVIAC sits in four Divisions. During the Financial Year 2019/2020, the following number of cases were taken into consideration:

➤ Number of cases lodged at the Secretariat	513
➤ Number of cases considered by the Committees:	510
➤ Number of rulings issued by the Committees:	375

With a view to easing retrieval of information, tracking status of applications as well as generation of reports, a new database system is under construction by the Central Information Systems Division to host particulars of cases lodged with the MVIAC. The new application is expected to enhance the handling and processing of cases by the Secretariat to enable prompt response to queries of applicants. In short, the new application is intended to allow users to query and retrieve information from the database system.

CHAIRPERSON

Mr. D. Dodin, Barrister at Law

VICE CHAIRPERSONS

Mr. S.K. Auchoybur, Barrister at Law

Mr. R. Ramanjooloo, Barrister at Law

CONTACT

Level 7, Max City Building, Port Louis

Tel: 217-3329/217-0432

Email: stukoory@govmu.org

mvaithi@govmu.org

kgaupal@govmu.org

**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. I. Peerbux
3 rd Division	Chairperson	Mr. R. Ramanjooloo
	Members	Mr. R. Gungabissoon
		Mr. Z. Ameer
		Mr. P. Ramful
		Mr. A. Ruhomutally
		Mr. J.C. Chui Chun Lam
4 th Division	Chairperson	Mr. F. Krumtally
		Vacant

APPEAL COMMITTEE

The NLTA Act 2019 provides for the setting up of an Appeal Committee to determine appeals lodged under the Road Traffic Act and the Light Rail Act by persons aggrieved against decisions made by the NLTA.

An appeal shall be lodged in writing with the Secretary to the Appeal Committee within 21 days of being notified of the decision of NLTA and shall be accompanied by a fee of Rs2000.

As at 30 June 2020, 41 appeals were lodged with the Secretary, Appeal Committee.

COMPOSITION OF THE APPEAL COMMITTEE The Committee was constituted in April 2020 with the following members:
Chairperson
Mr. Sandilen CALLIAPEN, Barrister-At-Law
Members
Mr. Santaram RAGOOBAR
Mr. Ommar OMARJEE
Mr. Teervassen SEENEEVASSEN

Contact Details (Secretariat):

Secretary, Appeal Committee

C/O Ministry of Land Transport and Light Rail

Level 10, Air Mauritius Building, John Kennedy Street,

Port Louis

Tel: 202 9161/ 202 9159

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 AS AT 30 JUNE 2020

Chairperson
Mr. J. M. Simonet (former 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
Mr. N. Boojhawon, Deputy 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. A. Matar, Assistant Superintendent of Police, Traffic Branch
Dr M.F. Khodabocus, Regional Public Health Superintendent
Mr. R. Jugoo, Divisional Manager, Road Development Authority
Mr. S. Sharma, MD, Rose Hill Transport Company Ltd
Dr D. White, Psychologist
Mr. P. Goburdhone, Adviser, Information Matters
Mr. A. Putchay, State Counsel
Mr. D. Raymond, Road Safety Coordinator

National Land Transport Authority

The NLTA is a public body operating under the aegis of the Ministry of Land Transport and Light Rail. It is a regulatory body for Land Transport and Light Rail. The NLTA comprises two distinct Divisions as follows:

- the Road Transport Division which is responsible for Land Transport matters; and
- the Light Rail Division which is responsible for Light Rail matters.

The restructure of the NLTA required the enactment of enabling legislations to provide for the operations of the LRT in Mauritius in addition to setting out the core functions of the Regulator for land transport in Mauritius. Amendments to the prevailing legislative framework also had to be made to cater for consequential impacts of the LRT on the Road Traffic Act.

Based on the Report submitted by the Singapore Cooperation Enterprise, Consultants on the Metro Express Project, three legislations were enacted after wide consultation with key stakeholders. The Acts were passed in Parliament on 06 August 2019 and proclaimed to come into operation on 16 September 2019.

As a result, the National Land Transport Authority took over the functions and powers of the former NTA and comprises two distinct Divisions namely, the Road Transport Division and the Light Rail Division to oversee the road and light rail sector respectively. Each Division operates under the control of a Commissioner who report to the Chief National Transport Commissioner being the Administrative Head of NLTA.

Under the NLTA Act, the regulator is conferred wide powers to monitor and oversee transport operations with focus on ensuring a coordinated approach to regulating the land transport sector.

Reckoning the novelty and complexity of the Metro Express, provision has been made for a separate piece of legislation, that is, the Light Rail Act to provide for a legal framework for the operation of the light rail in Mauritius including fares, ticketing and offences related thereto.

With a view to ensuring safe operation of the Light Rail, a comprehensive licensing regime was developed by the Ministry with the assistance of the Singapore Cooperation Enterprise to specifically cater for the safety aspects and service level of the light rail operator.

The Metro Express Ltd was, thus, issued with a licence by NLTA on 20 December 2019 as light rail operator to provide service on the Rose Hill to Port Louis corridor.

Other notable highlights:

With a view to serve the 7 light rail states providing the first and last mile connectivity to the Metro Express, 15 feeder routes were conceptualised to better connect commuters to and from the light rail stations.

On the other hand, the Ministry along with the NLTA has embarked on an ambitious programme to reorganise bus routes involving the creation of new routes to better serve certain localities.

A Fare Review Committee has been set up in accordance with the NLTA Act for the purpose of making recommendations on, inter alia, fare structures and revision of fares.

During the financial year 2019/2020, the Committee met on 3 occasions to discuss and examine the fare structure for feeder buses.

By virtue of section 13 of the NLTA Act, a Licensing Committee has been set up for the determination of applications made for the issue, grant or transfer of a Public Service Vehicle Licence (PSVL), a certificate, a permit, an authorization, a clearance or a registration under the Road Traffic Act as the case may be connected with the NLTA Act provides for a Licensing Committee to examine applications for licences prior to the grant of same by the Chief National Transport Commissioner.

The Licensing Committee is composed as follows:

Chairperson
Dr K. Reesaul, Road Transport Commissioner
Members
Mr M. Ramah (Assistant Superintendent of Police-Traffic Branch)-Representative of the Commisioner of
Mrs R. Utim-Auckbaraullee (Deputy Permanent Secretary) -Representative of Ministry of Land Transport and Light Rail)
Mr V.K. Munoosingh (Assistant Permanent Secretary) -Representative of the Prime Minister's Office
Ms. J.D.K. Oogur (Analyst/ Senior Analyst) -Representative of the Ministry of Finance, Economic Planning and Development

OFFICER-IN-CHARGE

Mrs. M. Nathoo, Permanent Secretary

KEY OFFICERS

- Dr K Reesaul
Road Transport Commissioner
- Mr. I. Bhurtun
Deputy Road Transport Commissioner
- Mr. R. D. Ramracheea
Acting Transport Controller
- Mr. B. N. Aliraja
Acting Transport Controller
- Mrs. D. Harnaran
Transport Planner
- Mr. M. F. Pokun
Chief Vehicle Examiner
- Mr. S. Chellemben
Acting Administrative Manager

CONTACT

MSI Building, Les Cassis
Tel: 202 2800
Fax: 212 9386
Email: nta@govmu.org

EMPLOYEES

- 112 Technical Staff
- 131 General Services staff

BUDGET

MUR 1,591.2 billion of which 16.0 M voted for capital expenditure

VISION

To establish the NLTA as a forward-looking regulator engineering for the provision of sustainable and integrated land transport and light rail services and to promote innovative service delivery to respond adequately to public demand while adhering to the principles of good governance.

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;
- to oversee the operation of private Vehicle Examination Stations for ensuring compliance with approved examination requirements; and
- to streamline processes and to establish a one-stop shop as regards to matters relating to vehicle registration and licensing.

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 ex-NTA

Chairperson
Mr. G. Gunnoo, Barrister at Law
Members
Dr K. Reesaul, Road Transport Commissioner
Mrs. M. Nathoo, Permanent Secretary
Mr. M. Deena, Assistant 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

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 environmental friendly.
- We are available to answer any query at all times during working hours from Monday to Friday.

A GLIMPSE OF BUS OPERATORS IN MAURITIUS

Bus Fleet– As at 30 June 2020

National Transport Corporation
Fleet 540

United Bus Service Limited
Fleet 303

Triolet Bus Service Limited
Fleet 199

Rose Hill Bus Transport Services Limited
Fleet 82

Mauritian Bus Transport
Fleet 33

Bus Cooperative Societies (Individual Bus Operators)
Fleet 805

Rodrigues
Fleet 74

Total Bus Fleet = 2036



The National Transport Corporation (NTC) was set up as a body corporate to operate public transport services in Mauritius by an Act of Parliament as the National Transport Corporation Act 1979 on 25th July 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

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.

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.

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.

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: 2124 employees as at end June 2020

Turnover for 2019: Rs 779,523,019

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.mtcmauritius.com

COMPOSITION OF THE NATIONAL TRANSPORT CORPORATION BOARD

Chairman
Mr. Ashvin Jain Gokhool
Member
Mrs. Moheenee Nathoo Permanent Secretary, Ministry of Land Transport and Light Rail
Mrs. Girisha Kashini Devi Aubeeluck Assistant Permanent Secretary, Prime Minister's Office
Mr. Ajay Ramdhany Lead Analyst, Ministry of Finance and Economic Development
Mr. Prakash Beekawoo, Deputy Permanent Secretary, Ministry of Labour, Industrial Relations, Employment and Training
Mr. Rajan Sampat Traffic Officer, National Transport Corporation & Worker Director
Mr. Herbert Madanamoothoo Independent Member
Mr. Zayed Kodabackus Independent Member

NOTE: Mr. Armanath Seebaluck, Data Input Clerk, NTC, served as Worker Director on the NTC Board until February 2020 and was subsequently replaced by Mr. Rajan Sampat, Traffic Officer following the Elections held on 25th February, 2020.

SENIOR STAFF/ MANAGEMENT

Name	Designation
Mr. H. Lochee	General Manager
Mr. A. K. Panday	Traffic Manager
Dr R. P. Naidoo	Acting Secretary/Administrative Manager
Financial Controller	Vacant
Mr. P. Gopal	Communications & Public Relations Officer
Mr. R. K. Hurchund	Human Resource Manager
Mr. D. Gujadhur	Chief Engineer
Mr. S. Porowtee	Head IT Support Services
Procurement and Supply Manager	Vacant
Accountant	Vacant
Mr. A. Subrun	Ag Senior Financial Officer
Mrs. K. Sabapathee	Internal Auditor
Mr. T Koosool	Regional Manager
Mr. A. Khednee	Regional Manager
Mr. D. Bhangroop	Traffic Planner/Ag. Regional Manager
Mr. S. Dajee	Regional Manager

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 impetus 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 helped to enhance the image of the Corporation.

Furthermore, the Government of the People's Republic of China 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 2124 persons. It has a fleet of 540 buses and operates on 95 routes. An average of 3500 trips is performed daily, including 337 dedicated school trips. Everyday, the NTC buses convey a total of about 150,000 passengers and cover some 86,000 kilometers.

RECRUITMENT AND TRAINING

In the last financial year, the NTC filled vacant positions at top management and middle management by recruiting professionals on permanent basis. Accordingly, 66 bus drivers and 54 bus conductors were recruited to replace crews who retired and/or left the Corporation. In the 2020-2021 budget, the Corporation is planning to fill vacancies in nearly twenty grades and promotion in additional six grades. With the high rate of retirement in the past few months and the forthcoming promotions in the grade of Traffic Officer, the Corporation is planning to recruit approximately 180 crews.

The Corporation provided training to employees, possessing only a driving learner, who were traveling to their workplace on auto cycles and motorcycles. The training enabled those employees to apply for their driving license.

Following the Covid-19 pandemic, the Corporation trained and sensitised its personnel in the proper use of personal protective equipment. In addition, key personnel were trained in the proper handling and usage of sanitary products.

In view to enhance its service, the Corporation has prepared a training programme on delivering quality customer service by external service providers coupled with sensitisation programmes to reduce road accidents by the Traffic Branch of the Mauritius Police Force.

COLLECTIVE BARGAINING

Several meetings were held with the Trade Unions. After 8 rounds of negotiation, Management came up with a proposal to grant Rs 1,000 as monthly allowance to all employees of the Corporation who are governed by the NRB to take effect as from 1st January 2020.

An Interim Agreement in respect of NRB governed employees was reached between the National Transport Corporation (NTC) and the Panel of Unions consisting of the:

- (i) Bus Industry Traffic Officers Union (BITOU);
- (ii) National Transport Corporation Employees Union (NTCEU);
- (iii) Transport Corporation Employees Union (TCEU); and
- (iv) Transport Industry Workers Union (TIWU).

The Interim Agreement made provision *inter alia* for a monthly allowance of Rs1,000 payable as from January to July 2020 and other non-financial items.

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 started the operation of an in-house maintenance program as from November 2017. The buses are being repaired and maintained at the NTC itself for small repairs instead of being sent at the ABC Coach Works Limited. As at April 2018, a savings of Rs7m was made following the introduction of this maintenance program.

ENSURING GOOD GOVERNANCE

The NTC, in collaboration with the Corruption Prevention and Education Division of the Independent Commission Against Corruption (ICAC), devised and finalised 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 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’ attitudes and behaviours 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 incoming complaints will soon be set up with a view to ensuring a better handling and traceability.

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

The challenge ahead...

The past year and the first quarter of 2020 have been marked by several events that have had deep impacts on the public transport sector. The advent of Metro Express has resulted in a reduced share in terms of ridership on some routes.

The national lockdown imposed by the Government to protect the population from the Covid-19 pandemic, from Friday 20th March to 30th May, 2020 (with a partial re-opening on Monday 18th May, 2020 and a full re-opening on Monday 1st June, 2020), resulted in the operation of only 30 buses daily. This led to considerable loss of revenue. Government maintained the subsidies paid to bus operators to carry students although all schools were closed.

Even when the partial re-opening occurred, ridership and revenue were quite low as social distancing had to be observed in public transport.

When nearly all the sectors of the economy started to operate, a decline in ridership has been observed. This situation could be because a good number of persons were and are still working from home or potentially also because quite a few people have lost their jobs or are working on a part time basis.

A new Strategic Plan is under preparation, taking into consideration the impact of both predictable and unpredictable causes.

The Corporation remains, under all circumstances, 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 modernize its processes to become more efficient and effective while also providing better services to passengers.

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 2003 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/employee*

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 Manager: 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 Land Transport and Light Rail
Mr. I. Bhurtun, Acting Transport Controller, National Land Transport Authority
Mrs. B. Ramdoss, 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

METRO EXPRESS LIMITED (MEL)

Mauritius had been without a railway system following the closure of Mauritius Government Railways in the 1960s. Due to increased car usage and chronic road congestion, plans for a light railway system had been proposed over many years.

Accordingly, Metro Express Limited (MEL), a public limited company limited by shares and fully owned by the Government of Mauritius, was incorporated on 26 October 2016. The company is responsible for the implementation of the Metro Express project through the development, financing, construction, operation and management of the Light Rail Transit (LRT) System in Mauritius.

The Metro Express project is being implemented by Larsen and Toubro (India) at the cost of MUR 18.8 billion, and is being financed by the Government of India through a grant of MUR 9.9 billion and a Line of Credit of MUR 8.9 billion.

On 2nd of October 2019 the first phase of the project, extending from Rose Hill to Port Louis, was inaugurated jointly by Hon Pravind Kumar Jugnauth, then Prime Minister of the Republic of Mauritius, and Shri Narendra Modi, Prime Minister of the Republic of India.

By virtue of section 3(a)(A) of the Light Rail Act 2019, Metro Express Ltd is a light rail operator. MEL started its services on 22 December 2019 at 11 a.m. For an initial period of 15 days, the passengers were carried free of charge on presentation of a free ticket, valid in a given direction and for a given period of time. The promotional period ended on 10 January 2020.

The Mauritius's new light rail transport system, delivered through the Metro Express project, is indeed a landmark project for the country. Notably one of the most complex national infrastructural development ever undertaken. The Metro Express marks our reconnection with the railways, whose public operations ceased in the 1960s. The innovative rail network not only revolutionised the public transport sector in Mauritius, but it also brought about various opportunities for economic growth and sustainable development.

The Metro Express offers Mauritians an environmentally conscious alternative public mode of transport, state-of-the-art, safe, rapid, reliable service, with significant time savings. All light rail stations are equipped with facilities that encourage cycling targeted at promoting a sustainable lifestyle among Mauritians.

The establishment of Urban Terminals at major Metro Express Interchanges in key cities will trigger the creation of new businesses, direct and indirect jobs and will help promote economic growth.

The Metro Express project is being undertaken along the busiest corridor, from Curepipe to Port Louis. The project consists of 26 km length of track system, 19 stations from Curepipe to Port Louis with 6 major multi-modal interchanges (Immigration squares and Victoria in Port Louis, Rose Hill, Quatre Bornes, Vacoas and Curepipe), depot, viaducts/flyovers, underpasses and bridges, including the installation of traction power systems, electronic ticketing and passenger information systems, amongst others.

The Project, 26 km long, is being implemented in multiple phases as below:

1. Phase 1: Port Louis Victoria to Rose Hill (Completed and operational as from December 2019)
2. Phase 2a: Port Louis Victoria to Quatre Bornes (To be operational as from April / May 2021)
3. Phase 2b: Quatre-Bornes to Curepipe including connection from Victoria station to Immigration square (Planned to be operational as from end of 2022).

CHAIRMAN

Mr. Nayen Koomar BALLAH, GOSK

CHIEF EXECUTIVE OFFICER

Dr Das Mootanah

ADDRESS

Metro Express Ltd

3rd level, Sicom Tower, Wall Street, Ebene.

Tel: 460 0460

Fax: 4686221

Email: registry@metroexpressltd.org

Website: <https://mauritiusmetroexpress.mu>

THE METRO EXPRESS BOARD

Chairman	Mr. Nayen Koomar BALLAH, GOSK
Board of Directors	Mr. Dheerendra Kumar DABEE, GOSK
	Mr. Dharam Dev MANRAJ, GOSK
	Mr. Kreedeo BEEKHARRY
	Mr. Jean Maxy SIMONET
	Mr. Yasin Mohammud HAMUTH
	Mr. Georges CHUNG TICK KAN
Chief Executive Officer	Dr Das Mootanah

VISION

To create integrated public transport opportunities by delivering sustainable world class mobility solutions.

MISSION

To collaboratively develop and operate an economically and environmentally sustainable light rail network which is inclusive, comfortable, safe, secure, reliable and accessible to all.

MAIN OBJECTIVE



POLICY STATEMENT

MEL aims to achieve and maintain a safe environment for our employees, customers and stakeholders by fostering a proactive culture through collaborative processes, engagement and continuous improvement.

OUR PEOPLE

MEL has above 200 employees.

LIGHT RAIL VEHICLES (LRVS) FLEET

Under the Metro Express project, 18 LRVs with a capacity to accommodate 300 to 400 passengers are available for operations.

These LRVs are bi-directional, low-floor, user friendly for disabled (dedicated wheelchair space), air-conditioned with seven modules each and are equipped with an advanced signalling system, Automatic Vehicle Location System (AVLS), Transit Signal Priority System (TSPS), among others.

The LRVs draw 750V power from the Over Head Line (OHL) and use electricity from the National grid, which has 20% Renewable Energy part (bagasse, solar & wind) in the total energy mix. The LRVs are also equipped with a regenerative braking system, and hence helps to reduce the power consumption. The level of noise pollution is relatively low and is according to European norms. There are no gaseous emissions along the Rail corridor from the LRVs.

ELECTRONIC TICKETING SYSTEM (ETS)

The Electronic Ticketing System is a paperless and cashless system, which makes use of the smart ME cards as tickets. Although ME cards are widely used in the country as debit and credit cards, this system is contactless. Passengers can purchase for once a rechargeable ME card onto which they can recharge money just like mobile recharge. Upon tapping the card on and off the Ticker Card Reader (TCR) the movement of the passengers entering and exiting the LRVs are registered.

This ETS technology is new to the local transportation sector and Mauritians are still getting used to the use of cards. Passengers also have the option to get their tickets, Single Use Ticket (SUT), at the stations on the AVVM machines.

Metro Services

- Operating hours are as follows:
 - Mondays to Thursdays and Sundays (including public holidays): 07:00 to 19:00
 - Fridays and Saturdays: 07:00 to 22:00
- The frequency of the LRVs is 15 minutes.

GENDER STATEMENT

During part of the period under review, the Gender Cell of the Land Transport Division and that of the Public Infrastructure Division (PID) were consolidated and unified for gender mainstreaming to be done in a more holistic manner. This arrangement prevailed until end of the last financial year in view that the provision of Rs200, 000 was only in the budget estimates of the PID. The Gender Cell was 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 Ministry comprises the general administration and the technical unit which is the Traffic Management and Road Safety Unit (TMRSU). The administration is headed by the Permanent Secretary who is assisted by three Deputy Permanent Secretaries and four Assistant Permanent Secretaries. The Manager, Financial Operations, the Manager Procurement and Supply, and the Manager, Human Resources together with officers in the General Services Cadre provide the necessary support and assistance.

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.

Capacity building and development is a central constituent of the Public Sector Business Transformation Strategy and aims at the professional development and strength of all staff. With a view to enhancing the competencies of the officers posted at the Land Transport Division, capacity building initiatives such as training by the Civil Service College Mauritius as well as overseas training were offered to staff of the Division.

During the period under review, around 52 officers were trained in diverse fields both generic and competency-based such as Crisis Management, Project Management, Registry procedures, Court Proceedings, Training Needs Assessment, Planning and Budgeting, Certificate of Achievement in Service and Performance Excellence and Tea Making and Service.

A Transformation Implementation Committee was set up under the Chairpersonship of the Permanent Secretary in line with the requirement of the Ministry of Public Service, Administrative and Institutional 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 & CHALLENGES

TRAFFIC MANAGEMENT AND ROAD SAFETY UNIT

Major Achievements

Traffic Modelling Unit

A Traffic Modelling Unit [TMU] has been set up at the Traffic Management and Road Safety Unit with the following key mandates:

- To carry out traffic/transport modelling exercise in view of finding measures to minimize the impact of traffic congestion along major arterial roads;
- To assess the strategic justification for major transport infrastructure projects;
- To assess the impacts of infrastructure developments on the surrounding road network and the associated intensity of land use development; and
- To provide the means for the on-going development of procedures to quantitatively test and evaluate transport initiatives and policies.

Transport Modelling Plans will support strategic level decision making and long term planning.

NATIONAL LAND TRANSPORT AUTHORITY

MAJOR ACHIEVEMENTS

Bus Modernisation Scheme

The Bus Modernisation Scheme was introduced in 2014 with a view to encouraging bus fleet replacement in line with the Ministry's vision to modernise the public transport sector. Bus operators holding a Road Service Licence are granted a subsidy and VAT exemption on the purchase of buses subject to their compliance with the Road Traffic (Construction and Use of Vehicles) Regulations 2010.

Disbursement of subsidy is approved only after verification as to whether the technical specifications of the bus comply with the Regulations and is effected subject to terms and conditions governing the scheme. For that purpose, the licensee is required to sign an undertaking for the latter to strictly adhere thereto.

Bus operators availing themselves of the incentives under the Scheme are eligible to a subsidy ranging between Rs0.7 million and Rs1.3 million, depending on the type and length of bus purchased. On reason of its specific topography, the Scheme exceptionally provides for the purchase of high floor buses to operators licensed in Rodrigues.

As at 30 June 2020, an amount of Rs364.6M has been disbursed for the replacement of 355 buses in Mauritius and 9 buses in Rodrigues. For the financial year 2019/2020, an amount of Rs 36.3M was disbursed for the replacement of 36 buses.

The Scheme was revisited on 06 September 2019 to make it more responsive to the evolving needs of the industry. Besides, in its quest to decarbonize the transport sector, provision has also been made for an extra subsidy granted to operators replacing their fleet with buses running under hybrid technology or powered by electricity.

The type of buses qualifying for the subsidy under the revised scheme and the quantum payable are as follows:

Type of Bus/Length of bus	Conventional/Diesel Engine	Hybrid Engine	Electric Engine
	<i>Rs Million</i>	<i>Rs Million</i>	<i>Rs Million</i>
Semi Low Floor Bus			
• Up to 9m	0.70	1.00	1.00
• Above 9m	1.00	1.30	1.30
Low Floor Bus			
• Up to 9m	0.70	1.00	1.00
• Above 9m	1.00	1.30	1.30
Double Decker Bus			
• Above 11m	1.30	1.30	1.30
Fully Built Minibuses (>16 seats < 32 seats)			
• Up to 9m	0.70	1.00	1.00
Conventional High Floor Bus (Applicable to Rodrigues only)			
• Up to 9m	0.70	1.00	1.00
• Above 9m	1.00	1.30	1.30

Modern/Smart Bus Shelter

Modern/Smart bus shelters unlike conventional bus shelters shall provide facilities and amenities such as seating, lighting, service information including bus schedules (Passenger Information System), litter bins and shall be accessible to the disabled.

From July 2019 to 30 June 2020, 14 such shelters have been constructed bringing the number of modern bus shelters to 122.

Modern/Smart Bus Shelter equipped with Passenger Information System

The Passenger Information System (PIS) is designed to provide citizens with reliable information about specific bus routes and bus schedules by adopting state of the art technology and through a GPS tracking system.

The project was awarded to AV Techno World Co Ltd on 07 June 2019 and it was completed within a period of three months on a pilot basis along the corridor Curepipe to Port Louis. It was launched by the Minister of Land Transport and Light Rail on 13 Jan 2020.

Thirty-four (34) modern bus shelters along the corridor Curepipe to Port Louis have been equipped with digital boards/paper cast screens. These screens provide real time information to passengers about buses' arrival time.

The Passenger Information System (PIS) application "Maubis" can also be downloaded on mobile from Playstore.

Online Payment for Personalized Registration Marks

With a view to eliminate malpractices and undue queuing, an online platform providing for the online reservation and payment in respect of a Personalised Registration Mark (PRM) has been made operational on the NLTA website as from 12 June 2020. It comprises additional new combinations of two letters from FN up to ZZ followed by four numeric figures from 1 to 1000 subject to exceptions.

The reservation of a PRM is made against a payment of Rs 2,000 while same can be purchased against a payment of Rs 25,000. All reservation and implementation requests should be effected online against payment by credit card. The reservation period is valid for a period of one year only and is not transferable.

As at 30 June 2020, a total number of 766 applications for online payment of personalized registration marks have been effected and 2126 personalized registration marks have been reserved.

Measures taken in view of the Covid-19 pandemic

In spite of the unprecedented challenges brought along by Covid-19 pandemic, the Ministry, through the NLTA, ensure that minimal bus services were provided so that passengers could attend to medical treatment or for availing of basic necessities.

Concurrently, with a view to ensuring safe conveyance of commuters during the sanitary curfew, Regulations, namely the Road Traffic (Covid-19 Sanitary Measures) Regulations 2020 and the Light Rail (Covid-19 Sanitary Measures) Regulations 2020 were promulgated for transport operators to ensure strict adherence to sanitary protocols and to put in place safe distancing arrangement while providing transport facilities. Testing of bus crews was organised with the collaboration of the Ministry of Health and Wellness. These measures have been instrumental in keeping the contagion under check while maintaining transport services, albeit at a minimal level.

During the national lockdown, the NLTA maintained liaison with bus operators to make sure that buses were deployed throughout the island and that they complied with recommended sanitary measures.

The legal framework governing the validity of Motor Vehicle Licences (MVL) and the payment thereof was also amended to ensure that vehicle owners are not penalised for renewing their licences after the due date. In that respect, a mechanism (Alphabetical Order) was put in place by the NLTA to contain the influx of persons calling at the NLTA for renewal of licences and ensure that same was carried out in a disciplined and orderly manner congruent to the then applicable physical distancing arrangement. Similarly, vehicle owners were able to call at the three private Vehicle

Examinations Stations according to the established days (Alphabetical Order) to complete the road worthiness tests in respect of their vehicles.

Furthermore, the following policy decisions were taken to assist licensees in the context of the Covid-19 pandemic:

- an extension of one year has been granted to holders of Public Service Vehicle (Contract Car) such that they are eligible to operate their contract car up to a maximum of six years instead of five years;
- the maximum number of years of operation in respect of buses was extended from 20 to 21 years, subject to the vehicles being roadworthy;
- holders of Public Service Vehicle (Contract Bus) Licence conveying tourist/school children were also invited to apply for a temporary variation of their licence to convey employees; and
- an extension of up to 16 years with regard to the replacement of the taxis, including de-luxe types cars based at the Airport and at hotels, has been granted.

Statistics concerning Public Service Vehicle Licence (PSVL)

Number of applications processed from July 2019 to June 2020

a) **Contract Car:** Processed = 417

Grant = 255

Rejected = 156

Set aside = 6

b) **Contract Bus:** Processed = 193

Grant = 115

Rejected = 64

Set aside = 14

c) **Taxi:** Processed = 154

Grant = 46

Rejected = 89

Set aside = 19

d) **Petrol Service Station:** Processed = 1

Grant = 1

Rejected = Nil

Set aside = Nil

Other Achievements

- Crackdown operations and enforcement are being carried out at night also by the NTA Inspectorate jointly with the Police.
- Dedicated school bus fleet as at June 2020 = 63

NTC ACHIEVEMENTS...



NATIONAL TRANSPORT CORPORATION

Implementation of a restructuring plan at the NTC	☒
Development of a modernisation plan for the NTC fleet	☒
Purchase of 100 smart and semi-low-floor buses using the funds of the NTC	☒
Start of the rebranding exercise with a new concept of Smart buses	☒
Provided training to drivers and conductors in Customer Care	☒
Brain storming on the new strategy for the Corporation	☒
Received 20 air-conditioned semi-low floor buses as donation from the Republic of China	☒
Reengineering and re-organisation of the routes of the NTC	☒
Improvement of the profitable routes from 29% to 53%	☒
Among the first organisation which signed the Road Safety Charter , leading to an improvement in road safety	☒



NATIONAL TRANSPORT CORPORATION

Provided Advanced Training to 100 drivers by foreign resource	☒
Recruitment of 143 drivers and conductors to improve the daily service	☒
Provided operational autonomy to Souillac Depot	☒
Provided Transport Operations Management Training to Management Team by CILT	☒
Launching of New Logo in the context of the rebranding exercise	☒
Creation & Inauguration of Corporate Office at Ebène	☒
Decentralisation of Operational activities to Regional offices	☒
Release of Account Statement for Year 2014 to National Audit Office	☒

Extended In-house maintenance to 188 Nissan buses in Nov 2017	☒
Introduced Spot Award to employees for recognition of special efforts	☒

 NATIONAL TRANSPORT CORPORATION	
Reduction in accident severity and further saving on insurance premium with Sicom	☒
Started In-house Training for all drivers on “ Defensive Driving ” to meet our objective to achieve “ Zero Accident ”	☒
Successful negotiation with the insurance company to obtain substantial benefits on bus premiums	☒
Upgrading of employees’ amenities at regional offices and at Bonne Terre Head Office	☒
Resolve technical issues in Oracle ERP system to enable generation of account statements through the new ERP system	☒
Reward and recognition award to best drivers, conductors and tradesmen	☒

Introduced digital advertising in Yutong buses	☒
Revamp the welfare activities in Regional Offices	☒
Improvement of industrial relations with the regular meetings between Management and trade unions at Head Office and Regional Office	☒



NATIONAL TRANSPORT CORPORATION

Improvement of conditions in the Group Personal Accident Insurance policy, aligning all employees on the same footing to be covered 24 hours and benefiting 6 years annual salary in case of death	☒
Provision of new improved uniform to employees (after 3 years of cash option provided)	☒
Implementation of Anti-Corruption Policy with the support of ICAC	☒
Set up of Departmental Bid Committee (DBC) to improve compliance to regulation	☒
Set up of Panel for short listing of candidates in the recruitment process to improve transparency	☒
Opening of MCB accounts to facilitate credit of salaries on same day	☒
The CNT was involved in all initiatives regarding the security of the employees of the public transport through workshops and talks by the Transport Police (ERS Transport Squad) where a common protocol was elaborated in case of aggressions towards the employees of the sector	☒
Provided free space for advertising on 128 buses, for the national public awareness campaign on assaults towards employees, in collaboration with the Bus Industry Employees Welfare Fund	☒
Recruitment of 65 drivers and 43 conductors to enhance service level	☒
Signing an interim agreement with Union representatives on 24 October 2019 as part of Collective Bargaining. A monthly allowance of Rs1000 payable as from January 2020 to NRB employees. Negotiations resumed in February 2020 for a new agreement.	☒

 NATIONAL TRANSPORT CORPORATION	
Provided training to employees attending work on motorcycles. This initiative will help them convert their learners into license before February 2021.	☒
Created a Mentoring Programme to coach new recruits and trainees	☒
Launching of  'KI News' to facilitate dissemination of information to employees	☒
Launching of  tagline " <i>C'est Nous Transport</i> "	☒
Introduced the concept of " <i>Bolom Noël</i>  "	☒

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 is applicable for Individual Operators and bus companies and is effective as from 11 June 2020
186	Reducing the road tax for vans, with up to 15 seats, used as school buses from Rs3,000 to Rs2,000 per annum	Already implemented
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 the NLTA is currently working on its technical specifications. A One Stop Shop for the registration and transfer of ownership of vehicles is also in the pipeline as an office has already been earmarked on the ground floor of the Emmanuel Anquetil Building, Port Louis.

STATUS ON IMPLEMENTATION OF KEY ACTIONS

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status as at 30.06.20
Passenger Information System	To provide information to passengers regarding bus schedules.	100%	The project has been completed and was launched on 13 January 2020 on a pilot basis.

STATUS ON IMPLEMENTATION OF KEY ACTIONS

SN	Key Action	Key Performance Indicator	Target 2019/2020	Status as at 30.06.20	Remarks
1.	Implement Road Safety Measures	Length of roads made safe through installation of road safety devices (km)	75	121 Km	Exceeded the target set
2.	Modernise the public transport system	Introduction of a cashless payment system	Jan-20	Draft bidding documents for implementation of project under a Public Private Partnership arrangement prepared and submitted to CPB	
		Online processing of registration of vehicles in case of change in ownership	Dec-19	Oct-20	A counter facility has been provided at Registrar-General pending an office at the ground floor at Emmanuel Anquetil Building. Coordination for the setting up the office is being carried out with the MPI

SN	Key Action	Key Performance Indicator	Target 2019/2020	Status as at 30.06.20	Remarks
3.	Implementation of Metro Express system	Railway legislation enacted	Aug-19	Light Rail Act came into operation on 16 September 2019	
		Phase 1 (from Port Louis to Rose Hill) operational	Sep-19		

RISK MANAGEMENT, CITIZEN ORIENTED INITIATIVES AND GOOD GOVERNANCE

During the period under review, an Anti-Corruption Committee, led by Mrs. Z. Auladin-Auckburally, Deputy Permanent Secretary was set up. The NLTA instituted its own Anti - Corruption Committee under the chairpersonship of Mr. I. Bhurtun, Deputy Road Transport Commissioner.

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

Electronic Queue Management System:

A Queuing Ticketing System was implemented at the Counter of the NLTA, Cassis to enhance customer service in June 2017. The system was extended to the NLTA Cash Office of Central Flacq with effect from 27 June 2019.

METRO EXPRESS LIMITED

ACHIEVEMENT

PROJECT IMPLEMENTATION

The Phase 1 of the Metro Express project from Port Louis to Rose Hill, consisting of 13.4 km of tracks, 7 stations, 3 flyovers, 2 underpasses, 2 bridges, systems (integrated traffic lights, ETS, Communications, etc.), Depot, delivery of LRVs, has been completed in a record timeline of 2 years.

COMPLEXITY OF IMPLEMENTATION OF METRO EXPRESS PROJECT

The Metro Express is the biggest and most complex project to-date for Mauritius. MEL had **five layers** of complex activities on going at the same time such as;

- Construction of Phase 1;
- Construction of Phase 2;
- Testing and commissioning of Phase 1;
- Phase 1 operation readiness; and
- Capacity building.

MEL had adopted a system thinking approach to Project Management and through this approach has been able to deliver phase 1 on time.

COLLABORATIVE AND STAKEHOLDER MANAGEMENT FRAMEWORK

The implementation of the Metro Express Project requires multi-disciplinary and cross-functional expertise to work together. In view to have an efficient and effective delivery of such a complex project, MEL set up an innovative collaborative framework to ensure level of assurances and collaboration. The following are the key stakeholders involved in the collaborative framework set-up:

- Larsen & Toubro, our main international contractor, designing and delivering the huge infrastructure;
- RITES the supervisor monitoring L&T's works in terms of quality, safety and environment;
- SCE our consultants from Singapore who did the reference design and providing assurance on the delivery of the design;
- SMRT, our rail operations readiness expert, who trained our local staff to run the trains;
- Other Authorities such as the Emergency Services, Police and Ministries;

- Various other international expertise from across the world, for instance, Systra from France for design of the system; Light Rail Vehicles from CAF, Spain and other components from Russia, Austria, Britain, France, Germany, UAE, amongst others.

INFRASTRUCTURAL TRANSPORTATION LANDMARK

The Metro Express project is more than just a public transport infrastructure project. It is a project that is revolutionizing the public transport landscape in Mauritius by offering a compelling green alternative to traditional means of transport. The innovative Metro Express Light Rail Transit (LRT) System being implemented in Mauritius is benchmarked against internationally acclaimed stakeholders, involving multiple cross-disciplinary and international talents/experts. This give the Metro Express project an edge in terms of sustainability.

The Metro Express infrastructure itself is designed and built to last a century and the whole system runs purely on electricity only, thereby reducing air as well as noise pollution. At the same time, this mode of transport is enhancing mobility of commuters who have a viable choice combining the use of public transport with the usage of private vehicles, including the use of purpose-built pedestrian walkways and cycle tracks.

Moreover, it is to be noted that wherever the Metro Express project is being implemented, all public utilities along the corridor are being upgraded with new and sustainable materials that are expected to last decades before they need any further replacement.

ENVIRONMENT

Ebène Recreational park

Furthermore, during the implementation of the Project, for each tree that has been unavoidably cut to make way for the project, the main contractor is planting 3 trees. The project has also spawned a unique Rs 100 million innovative Ebène Recreational Park to compensate for the loss of green spaces. The Ebene Recreational Park, is in line with Government's vision to preserve the environment and enhance the quality of life of the population.

The park, created after the closure of the Roland Armand Promenade to make way for the Metro Express project, reflects Government's vision and commitment to develop other infrastructures to enhance the well-being of the population. This park is called upon to become an essential place for the residents nearby, namely Rose-Hill and Beau-Bassin, where families can relax, and where children and young people in particular can come to practice sports and leisure activities.

The Ebene recreational park will span over some eight acres and will consist of an enclosed children playground area with a mini health track and a toboggan; an outdoor gym with various equipment; a health track loop of some 800 metres long; petanque courts; an esplanade with water features and open Amphitheatre which can accommodate up to 350 persons; an experimental garden; a picnic area; and some 62 000 plants, including exotic and endemic plants.

Likewise, with the Metro Express alignment going through the Ex-railway track, safeguarded as the Gerard Bruneau promenade, there are other similar parks being planned in that region.

Depot

The maintenance workshop at the depot of the Light Rail system is equipped with solar water heaters. The depot will also have a waste oil tank through which all used oil will be disposed of as per the relevant norms of the Ministry of Environment. Other measures of waste disposal are also under review at MEL.

The very foundation of the Metro Express project lies in the collaborative team work between the different stakeholders involved. Besides engaging and having on board different ministries, authorities, municipalities, the police amongst others, the MEL staff are actively engaging with other organisation to further the agenda of the Sustainable Development Goals (SDGs). MEL for instance, is in advance talks with the Central Electricity Board to harness avenues where the electricity required to power the LRT system can be from solely 100% renewal and sustainable sources. As such, MEL is envisaging the setting up of a solar farm in the long run to capitalize on sustainability.

UPGRADING OF UTILITIES AND INFRASTRUCTURES

Other projects, which have been implemented in Phase 1 of the Metro Express project, are the construction of a new sports complex at Residence Barkly; upgrading of utilities, undergrounding of power cables, drainage systems, road works along the alignment, among others. These have and will contribute significantly in enhancing the livelihood and lifestyle of the inhabitants in the vicinity of the Metro Express project alignment.

MAJOR KEY MILESTONES

MEL's achievements in a short lapse of time include the following:

1. Signature of contract with L&T – 31 July 2017
2. Signature of contract with RITES – August 2017
3. Construction started – September 2017
4. Laying of foundation stone at Richelieu Depot – 28 September 2017
5. Mock up LRV Presentation – 09 March 2018
6. Launching of MEL Logo and Website – 27 April 2018
7. Signature of Contract with ORS Team/SMRT – 03 October 2018
8. First Rail Laying Ceremony – 26 November 2018
9. First installation of Girders at Chebel – 6 December 2018
10. Completion of the depot – June 2019
11. Arrival of Train Simulator – July 2019
12. Arrival of the 1st LRVs – July 2019
13. Maiden Journey from Rose Hill to Port Louis – 29 September 2019
14. Start of Free Passenger Service – 22 December 2019
15. Start of full Commercial Service – 10 January 2020
16. Event for 2 millionth passengers – 3 October 2020

Since its incorporation, as an organization, MEL has grown steadily to more than 200 employees. Due to Covid-19, MEL has ensured social distancing in place at the station and in the LRVs to ensure safety.

Communication and Sensitisation Campaigns

MEL is conducting their communications campaigns on usage of the LRVs and the stations. MEL is also undertaking safety campaigns with the collaboration of the Ministry of Land Transport and Light Rail and the Traffic Management Road Safety Unit for safety at intersections along the corridor.

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/139/9	Motor Vehicle Licence Scheme – Slow Operation of the Online Payment System The NLTA should take prompt measures to clear the backlog of payments not reflected in its system and ensure payments made at collecting agents are automatically updated therein to enable the online system to attain its objectives.	The NLTA and Mauritius Post Limited (MPL) are working together to find the best solution to capture the backlog.	O/C IT	A team from the MPL is currently working to update the backlog on the NLTA system with effect from 05 May 2020 and is ongoing.
NAO/CG/PI/N NLTA/135	Tablets The payment of Rs5.7M included the supply of handheld mobile devices (tablets) for monitoring purposes by Enforcement Officers. In compliance with bid documents, 200 such tablets were received in January 2019. However, as of August 2019, 117 tablets were still not being utilised. The NLTA informed that the Mauritius Police Force will not need them for monitoring purpose as they will be provided with the same facility to scan MVL disc under the Safe City project.	The NLTA is looking into the use of those tablets under other projects.	Management	A letter has been addressed anew to the Commissioner of Police on 03 August 2020 for the latter to reconsider the use of the tablets.

NAO/CG/PI/N NLTA/135	Free Travel Scheme – Contract terms and conditions not reviewed since 2011 The whole contract should be reviewed. This may necessitate inclusion of new terms and conditions or clarifications of existing terms.	Any discrepancies noted, for example services not rendered for any reason whatsoever, in the present FTS will be more effectively addressed by the Cashless Bus Ticketing System (CBTS), as also recommended by the Price Waterhouse Coopers in its report.	Management	A Technical Committee has also been set up under the Chairpersonship of the Road Transport Commissioner to examine and make recommendations on the ways and means to more efficiently administer subsidies being disbursed to bus operators, including the Free Travel Scheme. The report of the Technical Committee is expected to be submitted by the end of July 2020.
NAO/CG/PI/N TA/140/11	Non-Compliance with Road Traffic Act/Regulations a) Holders of road service, contract bus and contract car licences were still not submitting returns to the NLTA as required by the Road Traffic Act. The returns should include information, such as receipts and expenditure supported by certified copies of vouchers, any acquisition or transfer of assets, salaries, allowances and conditions of persons in employment.	Due to a shortage of staff, this measure has not been implemented. However, proposal for additional staff will be re-iterated in the next budget exercise. In the meantime this office is working on arrangement of resources to comply with the provision of the Section 81A of the Road Traffic Act.	AMHR	Request for additional staff has not been entertained in the budget 2020/2021 due to restriction in the budget following the Covid-19 pandemic. However, following a meeting held with the SPS, the request for additional staff has been taken on board and based on the Circular regarding filling of vacancies in Financial year 2020/2021 dated 23 June 2020, due consideration would be given to same.
NAO/CG/PI/N TA/140/11	b) Government vehicles were not examined for roadworthiness. No regulations were made for exemption of such vehicles for examination.	The matter is being considered at the level of the Ministry as it entails a policy decision	Ministry	The matter is still being considered at the level of the Ministry as it entails a policy decision.

NAO/CG/PI/N TA/140/11	c) Auto Cycles were also not examined by private operators for roadworthiness in compliance with Road Traffic Regulations 2016.	The Ministry is working on a Cabinet Memorandum to seek Government approval regarding the policy decision for auto cycles to undergo roadworthiness tests in the context of road safety	Ministry	The matter is still being considered at the level of the Ministry as it entails a policy decision.
NAO/CG/PI/N TA/140/11	d) The Road Traffic Regulations 2016 have still not been amended to include the examination fees of Rs 300 per vehicle for taxis claimed by private operators. It is not known on what authority such fees were collected.	The Draft First Schedule of the Road Traffic (Examination of Motor Vehicle & Trailers) Regulation 2016 has been vetted by the SLO to include the examination fees of Rs 300 per vehicle for taxis.	Ministry	Amendment has already been effected in the Regulation. Since Government has removed subsidies on all examination fees in the budget 2020/2021, the new examination fee for taxi is Rs 450 and is effective as from 01 July 2020.

NAO/CG/PI/N TA/140/11	Contract Agreement with Private Operators not signed Contract with private operators for examination of vehicles at Forest Side, Plaine Lauzun and Laventure Examination Centres has still not been signed some 3 years after they started operation in November 2016. Terms and conditions included in the Letter of Comfort issued in June 2016, such as concession period, frequency of tests, prescribed fees and levy needed to be finalized and formalized.	Enhancement measures as stipulated in the Letter of Comfort required necessary policy decisions in relation to examination of auto cycles, Government vehicles and review of roadworthiness period. Government approval is being sought following which the contract agreement will be finalized and signed.	Ministry	The matter is being dealt with by the Ministry and approval of Cabinet is being sought. Furthermore, in the budget 2020/2021, it has been decided that henceforth, Government will no longer subsidise examination fees for vehicle as from 01 July 2020.
NAO/CG/PI/N TA/142/14	Contract Bus and Contract Car Licences – Inadequate Control over issue of Licences With the existing format of licences, there is a risk that such documents may be photocopied or even printed outside the premises of the National Land Transport Authority (NLTA) resulting in fake licences being in the custody of authorised persons. Thus, it was difficult to ensure completeness of licences issued. NAO's view is that the issue of contract car and contract bus licences should be computerised and be pre-numbered.	The IT Section of this office is still working on the new format of licences for contract car and contract bus to deter fraudulent activities.		The new format of licences for contract bus has been designed and is being tested by the licensing department. Once they confirm it's in order, this will be implemented. Thereafter the IT Unit will start working on the new licence format for contract car.

PART III

FINANCIAL PERFORMANCE

FINANCIAL HIGHLIGHTS

The financial highlights for the previous year should include major statistics and figures, such as Expenditure by Economic Classification or by Head/Sub-Head of Expenditure supported by qualitative information.

The highlights may be represented by pie charts, bar charts or other graphical representations.

As per the budget estimates, the Ministry of Land Transport and Light Rail has only One Vote, namely VOTE 7-2, under its control.

The Vote sub-heads are as hereunder:

- Sub Head 7-201: General
- Sub-Head 7-202: Traffic Management and Road Safety
- Sub-Head 7-203: National Land Transport Authority

Appropriation of funds is made through the Vote.

ANALYSIS OF MAJOR CHANGES

Ministries should include an overview discussion of any significant changes in financial results from the previous reported financial year.

The analysis of major changes should also cover variances from budget estimates for the reported financial year.

Revenue collected by the LTD and the NLTA 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

Ministry of Land Transport and Light Rail

Statements of Revenue and Expenditure

This section will include only 2 types of statements:

- Statement of Revenue from property income, user fees and other sources; and
- Statement of Expenditure.

Statement of Revenue

Ministry/Department will provide information where applicable using categories provided in (Appendix A: Revenue) published in the Budget Estimate, for revenue raised by the Ministry/Department and deposited into the Consolidated Fund.

Revenue (Rs million)	2018- 2019 Actual	2019- 2020 Estimates	2019- 2020 Actual
Property Income			
Sales of Goods and Services	42.5	44.450	39.001
Fines, Penalties and Forfeits			
Miscellaneous Revenues	2.530	2.483	1.895
Total Revenue from Property	45.030	46.933	40.896

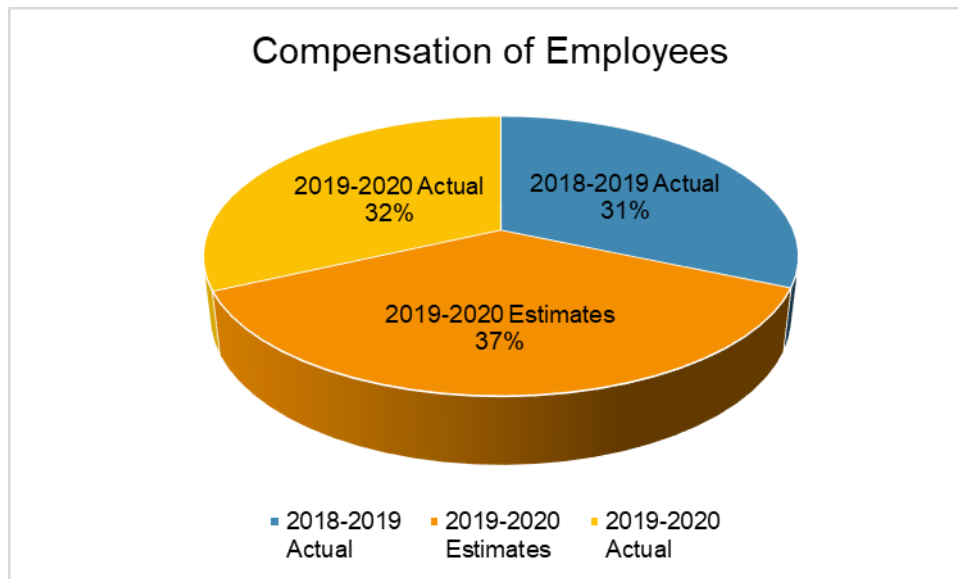
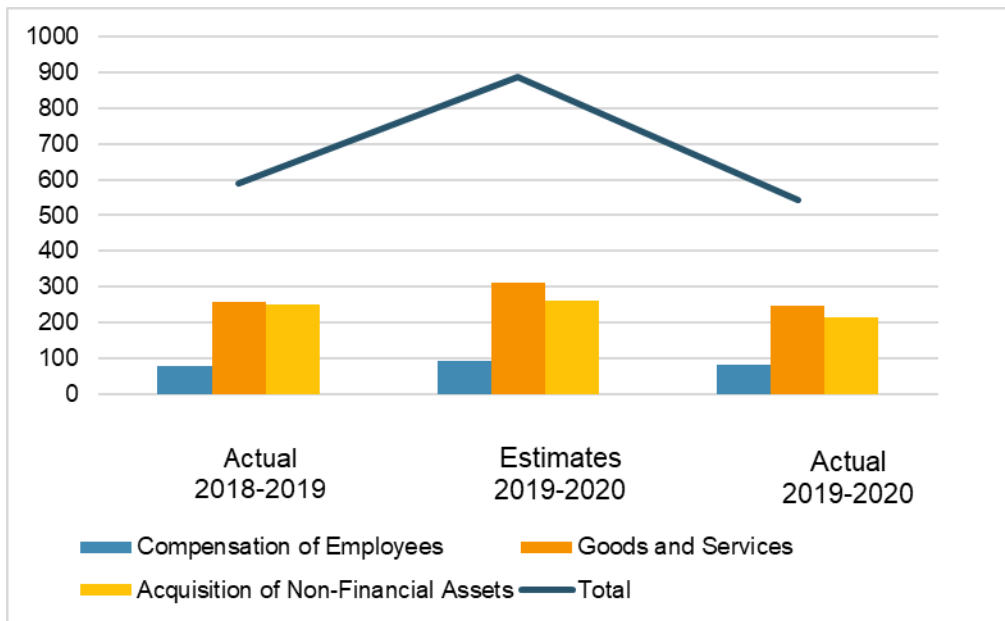
Statement of Expenditure

This table will present expenditure by Head/Sub-Head of Expenditure and main economic categories in respect of (i) compensation of salaries, (ii) goods and services, (iii) subsidies, (iv) grants, (v) social benefits, (vi) other expense, (vii) acquisition of non-financial assets and (viii) acquisition of financial assets.

Head/Sub-Head of Expenditure (Rs million)	2018-2019 Actual	2019-2020 Estimates	2019-2020 Actual
Compensation of Employees	80.3	93.395	81.231
Goods and Services	257.3	312.165	246.622
Subsidies	-	-	-
Grants	0.118	0.180	0.059
Social Benefits	-	0.02	-
Other Expense	0.50	220.060	220
Acquisition of Non-Financial Assets	251.8	262.600	213.941
Acquisition of Financial Assets	-	-	-
Total	590.01	888.420	542.014

In the table hereafter, drawing from TAS, Ministry/Department will provide information where applicable:

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



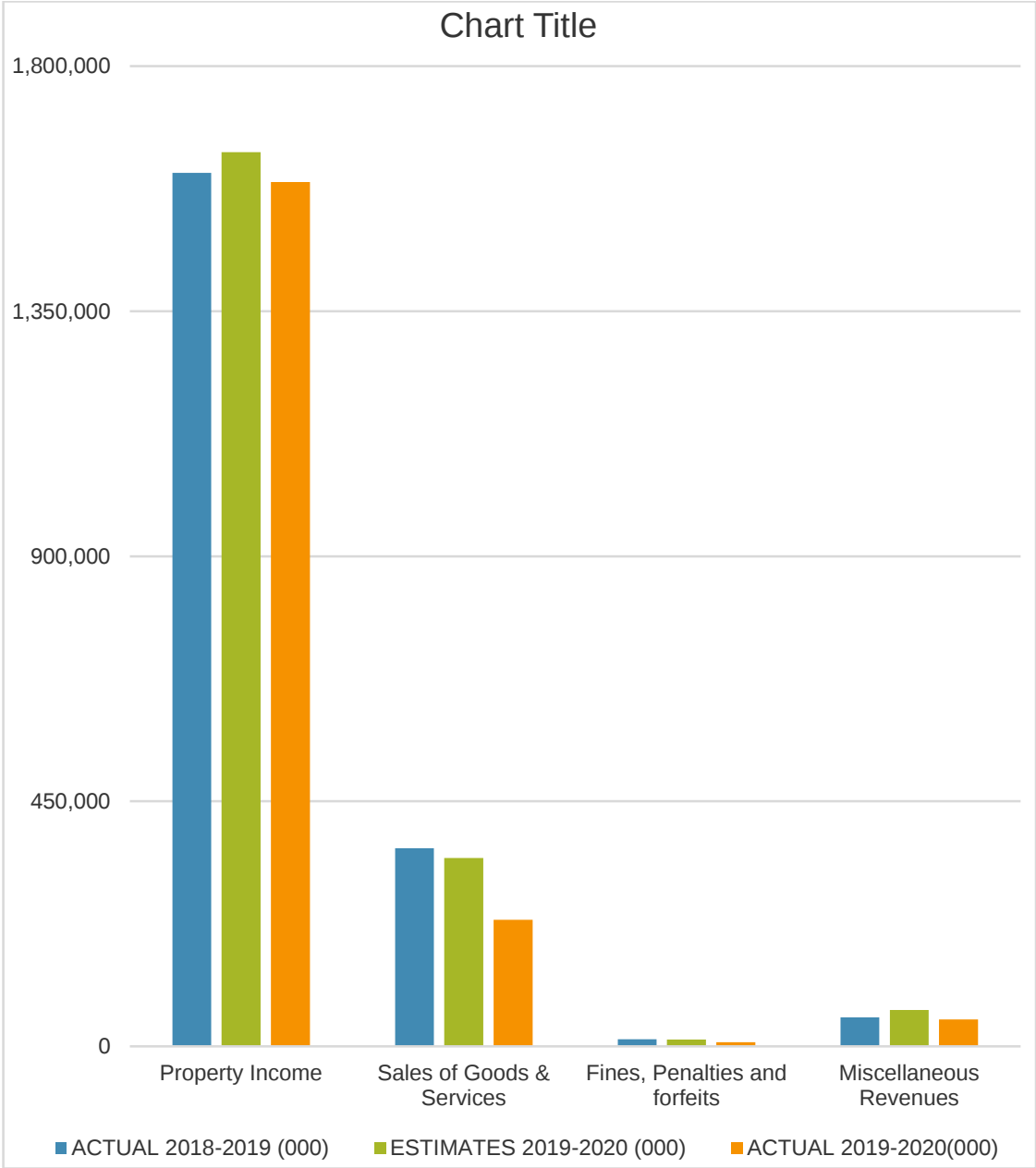
STATEMENTS OF REVENUE AND EXPENDITURE

National Land Transport Authority

Statement of Revenue

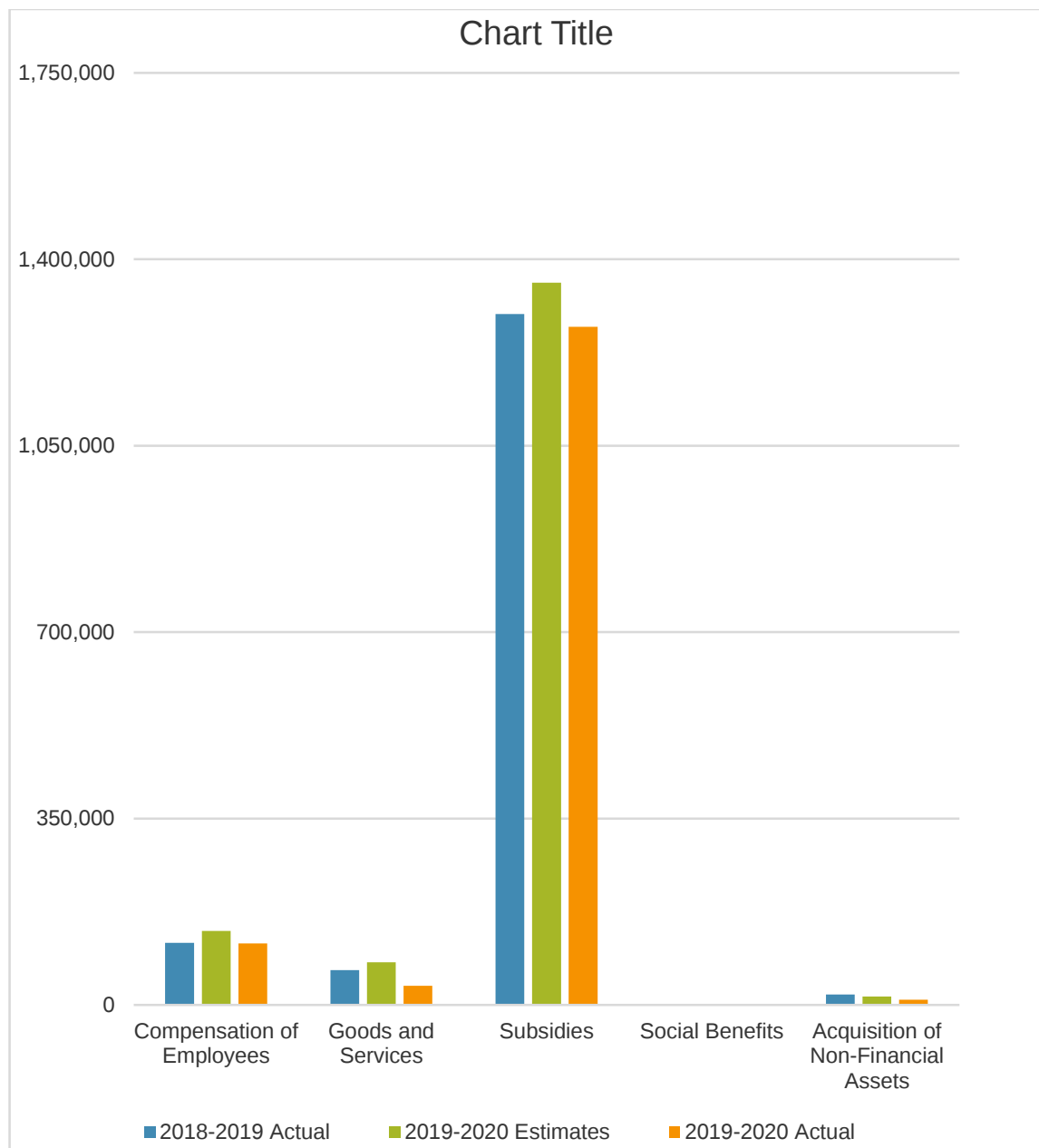
REVENUE (MILLION)		ACTUAL 2017/18	ESTIMATES 2018/19	ACTUAL 2018/19
1	Property Income			
	MVL	1,604,366	1,642,000	1,587,055
2	Sales of Goods & Services			
	Exam Fees	-	-	-
	Registration and Transfers	41,516	42,200	38,315
	ID Cards	13,390	12,900	8,021
	Reservation of Specific Registration Marks	126,938	118,000	70,041
	Total Sales of Goods & Services	181,844	173,100	116,377
3	Fines, Penalties and forfeits			
	Penalty Fees	12,873	12,600	7,939
4	Miscellaneous Revenues			
	Miscs	53,540	66,950	49,307
	Total Revenue from Property Income, User fees and other sources	1,852,623	1,894,650	1,760,678

Statement of Revenue (ooo) Annex A



Statement of Expenditure

Head/Sub-Head of Expenditure (Rs Million)	2018-2019 Actual	2019-2020 Estimates	2019-2020 Actual
Compensation of Employees	116,797	139,230	115,725
Goods and Services	65,393	79,960	36,327
Subsidies	1,296,994	1,356,000	1,273,371
Social Benefits	-	10	--
Acquisition of Non-Financial Assets	19,470	16,000	9,838
Total	1,498,654	1,591,200	1,435,261



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 makes 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 of 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 -NLTA

Strengths • Decentralisation of NLTA 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 NLTA 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 spent 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 businesses of other road safety stakeholders and road safety targets priority • Lack of human resources for proper maintenance of road furniture (traffic & road safety) • Human behaviours 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

PART IV – WAY FORWARD

Trends and Challenges

This section is about taking stock of the trends and challenges facing the Ministry/Department. The objective of the section is to provide a situational analysis of the environment (both internal and external) in which the Ministry/Department operates and which will influence and shape the way its services will be organized and delivered.

You may carry out a simple SWOT analysis and you may be guided by responding to the following key questions:

1. **Strengths:** What are the key strengths on which the Ministry/Department should built upon to achieve its strategic objectives?
2. **Weaknesses:** What are the difficulties that may hamper service delivery?
3. **Opportunities:** What are the opportunities to improve service delivery?
4. **Threats:** What are the threats including external and challenges which may be faced by the Ministry/Department in implementing its strategies?

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 will 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:

- Training/capacity building;
- Communication channel;
- Streamlining of procedures; and
- Monitoring and control.

During the period under review, an Anti-Corruption Committee led by Mrs. Z. Auladin Auckburally, Deputy Permanent Secretary, operated at the level of the Ministry. Mr. H. Sungkur, Lead Engineer, and designated Integrity Officer of the Ministry, carried out a Corruption Risk Management exercise at the TMRSU to proactively identify and address the vulnerabilities of the TMRSU to internal and external threats that could entail illegal or unethical behaviours.

· **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. Following amendments to the Road Traffic Act, effective since 1st October 2018, illegal transport providers are liable to stricter penalties. In view thereof, the NLTA will pursue aggressive crackdown operations jointly with the ERS-Transport Squad of the Police Department.

· **E-Licensing – Phase 2 of the 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 a 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 NLTA system and the insurance system. The envisaged e-Service Portal would provide the following benefits:

- Improve the work processes and business of the NLTA;
- 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 user-friendly portal for dissemination of information and service.

· **Cashless Ticketing System**

The Mauritius Cashless Bus Ticketing System is expected to be an Automated Fair Collection System and a ticketing system integrated with the Electronic Ticketing System of the Metro Express to enable commuters to travel on board buses and the light rail system by using a single fare card. This project is on a priority outlook for Government.

- **Regionalisation of Individual Bus Operators**

Following a Land Transport Study carried out by the Price Waterhouse Coopers (India) Pvt Ltd, in 2017, recommendation has been made for individual bus operators to be grouped under regional bus association for more professionalism. Discussions between the Bus Cooperative Societies and the NLTA are underway.

- **Welfare of Taxi Operators**

Budget 2019/2020 mentioned the conduct of a study in relation to the proposed setting up of a Taxi Operators Welfare Fund with a view to enhancing the socio-economic welfare of taxi operators and of their families.

In that context, discussions have been kick started with representatives of taxi unions on the establishment of the Fund and the modalities thereof.

▪ **Data Sharing**

Link to Info Highway and provision of access of NLTA 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**

NLTA has engaged in 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 NLTA to operate as a one stop shop by taking over the responsibilities for the payment of Registration Duty from the Registrar General's department.

▪ **Policy Orientation**

With the advent of the Metro Express, the legislative framework of the NLTA has been 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

Summary of Report on Vehicle Examination carried out from July 2019 to June 2020 at the three Vehicle Examination Stations

Summary of Report of Vehicle Examination: JULY 2019 To JUNE 2020

Station	Site Situation	Total	Daily Average	Total
SGS	Total No. of Appointments	65469	No. of Appointments	262
Forest	Total No. of Vehicles Examined	65469	No. of Vehicles Examined	262
Side	Total No. of Vehicles Passed	59309	No. of Vehicles Passed	237
	Total No. of Vehicles Failed	6160	No. of Vehicles Failed	25
	Total No. of Vehicles not Attended	0	No. of Vehicles not Attended	0
	Total No. of New Vehicles	10	No. of New Vehicles	0
	Total No. of Imported Vehicles	1567	No. of Imported Vehicles	6
Working	Outdoor Examination		Outdoor Examination	
Days:	New Motorcycles	1101	New Motorcycles	4
250	Others New	4120	Others New	16
	Others Imported	170	Others Imported	1
Station	Site Situation	Total	Daily Average	Total
Autocheck	Total No. of Appointment	106777	No. of Appointments	427
Plaine	Total No. of Vehicles Examined	97586	No. of Vehicles Examined	390
Lauzun	Total No. of Vehicles Passed	81495	No. of Vehicles Passed	326

	Total No. of Vehicles Failed	16091	No. of Vehicles Failed	64
	Total No. of Vehicles not Attended	15717	No. of Vehicles not Attended	63
	Total No. of New Vehicles	4426	No. of New Vehicles	18
	Total No. of Imported Vehicles	4978	No. of Imported Vehicles	20
Working	Outdoor Examination		Outdoor Examination	
Days:	New Motorcycles	4212	New Motorcycles	17
250	Others New	3159	Others New	13
	Others Imported	0	Others Imported	0
Station	Site Situation	Total	Daily Average	Total
EVES	Total No. of Appointment	65917	No. of Appointments	264
Laventure	Total No. of Vehicles Examined	65917	No. of Vehicles Examined	264
	Total No. of Vehicles Passed	57967	No. of Vehicles Passed	232
	Total No. of Vehicles Failed	7950	No. of Vehicles Failed	32
	Total No. of Vehicles not Attended	0	No. of Vehicles not Attended	0
	Total No. of New Vehicles	105	No. of New Vehicles	0
	Total No. of Imported Vehicles	1300	No. of Imported Vehicles	5
Working	Outdoor Examination		Outdoor Examination	
Days:	New Motorcycles	0	New Motorcycles	0
250	Others New	0	Others New	0
	Others Imported	0	Others Imported	0

Number of Vehicles to be Examined - JUL 2019 JUN 2020

Station	GV	Buses	Others *	Total	Passed	Failed	% Failed	
SGS	8115	1511	55824	65469	59309	6160	9.4	
Autocheck	16255	2343	78994	97586	81495	16091	16.5	
EVES	12175	2376	51363	65917	57967	7950	12.1	

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

Modern Bus Shelters already constructed by district (as at June 2020)

No	Locations of modern bus shelters	District
1	Vacoas near Jamalacs (opposite Pain des Iles) towards La Caverne	Plaine Wilhems
2	Coromandel near Eglise Universelle towards Belle Village	Plaine Wilhems
3	Coromandel near Sunray	Plaine Wilhems
4	Sodnac Link Road, Quatre Bornes near Rushmore Business School Campus	Plaine Wilhems
5	Rose Hill before Way Coignet in the vicinity of Elie and Sons, towards Rose Hill	Plaine Wilhems
6	Rose Hill after Filling Sookhee/Total towards Beau Bassin (Pro Car Wash)	Plaine Wilhems
7	Coromandel near Neetoo Industries	Plaine Wilhems
8	Coromandel near Auberge Bel Ami	Plaine Wilhems
9	River Walk, Floreal	Plaine Wilhems
10	Floreal at Cite Mangalkhan towards St Paul	Plaine Wilhems
11	Chebel near Lights towards Port Louis	Plaine Wilhems
12	Vacoas along St Paul Road opposite Maurice Cure College towards Curepipe	Plaine Wilhems
13	Floreal in front of Tourist Shop before Mangalkhan Football Ground towards Curepipe	Plaine Wilhems
14	Royal Road, Pointe aux Sables near Mauritius Maritime Training Academy	Port Louis

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 ID CARDS

TYPE	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JUL
	19	19	19	19	19	19	20	20	20	20	20	20	20
SIC	4920	8458	1400	3110	346	9769	30592	35779	14096	-	65	11317	3926
SOCIAL SECURITY	862	887	1082	588	710	1006	755	753	720	-	-	1345	1038
TOTAL	5782	9345	2482	3698	1056	10775	31347	36532	14816	-	65	12662	4964

Report
Return of Contraventions by Zones – Inspectorate Section
JULY 2019 TO JUNE 2020

ZONES	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 2019 to JUN 2020
B/RIVER	63	56	60	51	32	16	30	53	17	L O C K D O W N - C O V I D 1 9	5	81	464
U/P WILHEMS	31	20	17	51	47	40	22	25	25		30	154	462
L/P WILHEMS	91	91	57	34	53	8	33	14	22		10	106	519
PORT LOUIS (S)	84	95	49	55	31	12	19	24	11		13	112	505
MOKA	85	79	32	35	36	30	23	30	37		19	145	551
FLACQ	59	31	63	82	15	6	16	23	27		21	107	450
PAMPLEMOUSSES	20	21	27	16	15	2	14	9	42		31	135	332
PORT LOUIS (N)	52	34	28	43	16	20	38	40	22		39	199	531
R/D REMPART	67	73	29	41	36	21	26	30	20		26	122	491

ZONES	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	JUL 2019 to JUN 2020
SAVANNE	51	48	30	23	32	31	14	16	17		26	100	388
GRAND PORT	75	67	65	35	17	18	13	16	5		10	109	430
TOTAL	678	615	465	466	330	204	248	280	245		230	1370	5123

NUMBER OF CONDUCTORS AS AT JUNE 2020		
	MALE	FEMALE
JULY 2019	14	8
AUGUST 2019	22	2
SEPTEMBER 2019	15	7
OCTOBER 2019	16	3
NOVEMBER 2019	15	2
DECEMBER 2019	12	0
JANUARY 2020	20	5
FEBRUARY 2020	20	4
MARCH 2020	21	3
APRIL 2020	0	0
MAY 2020	2	1
JUNE 2020	39	2
TOTAL	<u>196</u>	<u>37</u>

MONTHLY RETURN OF NUMBER OF CONTRAVENTIONS IN PARKING ZONES	
JULY 2019 TO JUNE 2020	
TRAFFIC WARDEN SECTION	
MONTH	NUMBER OF CONTRAVENTIONS
JULY 2019	1478
AUGUST 2019	1502
SEPTEMBER 2019	970
OCTOBER 2019	1023
NOVEMBER 2019	1213
DECEMBER 2019	858
JANUARY 2020	1281
FEBRUARY 2020	1014
MARCH 2020	857
APRIL 2020	-
MAY 2020	-
JUNE 2020	796
TOTAL JULY 2019 – JUNE 2020	<u>10992</u>

Status on implementation of Key Actions

Key Action	Key Performance Indicator	Target (as per Budget Estimates)	Status
Cashless 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 has been completed and launched in January 2020

LIST OF ABBREVIATIONS

NTA	National Transport Authority
NLTA	National Land Transport Authority
BIEWF	Bus Industry Employees Welfare Fund
TMRSU	Traffic Management and Road Safety Unit
NTC	National Transport Corporation
MEL	Metro Express Limited
UTP	Urban Transport Programme
MVIAC	Motor Vehicle Insurance Arbitration Committee
NRSC	National Road Safety Council
BITOU	Bus Industry Traffic Officers Union
NTCEU	National Transport Corporation Employees Union
TCEU	Transport Corporation Employees Union
TIWU	Transport Industry Workers Union
ICAC	Independent Commission Against Corruption
PSACF	Public Sector Anti-Corruption Framework
LRVs	Light Rail Vehicles
AVLS	Automatic Vehicle Location System
TSPS	Transit Signal Priority System
OHL	Over Head Line
ETS	Electronic Ticketing System
TCR	Ticker Card Reader
SUT	Single Use Ticket
AVVM	Automatic Value Vending Machine
PID	Public Infrastructure Division
LTD	Land Transport Division
TMU	Traffic Modelling Unit
BMS	Bus Modernisation Scheme
PIS	Passenger Information System
GPS	Global Positioning System
PRM	Personalised Registration Mark

MVL	Motor Vehicle Licences
PSVL	Public Service Vehicle Licence
ERS	Emergency Response Service
NRB	National Remuneration Board
L&T	Larsen & Toubro
SCE	Singapore Cooperation Enterprise
LRT	Light Rail Transit
MPL	Mauritius Post Ltd
CBTS	Cashless Bus Ticketing System
ANFEN	Adolescent Non-Formal Education Network