

2020-2021

ANNUAL REPORT



Ministry of Land

Transport and Light Rail

10th & 12th Floors,
Air Mauritius Building
President John Kennedy Street
Port Louis

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 2021. 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 2020 to 30 June 2021.

This report has been approved by the Ministry on 10 August 2022

GUIDE TO THIS REPORT

PART I

Ministry of Land Transport and Light Rail:

- Vision and Mission
- Roles and Functions
- Organizational Structure

PART II

Major Achievements

- Implementation of budget measures
- Review of the previous year's performance including the Key Action and Indicators
- Insight of the actions and system put in place in relation to risk management, citizen oriented initiatives and good governance practices

PART III

- Financial highlights
- Overview in financial results; including statements of revenue and expenditure.

PART IV

- Situational and operational analysis of the environment which impacts on its service delivery including 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 Land Transport Authority (NLTA).

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

Metro Express Limited (MEL) 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 corporate body 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 (BIEWF) was set up as a corporate body under the Bus Industry Employees Welfare Fund Act in November 2003 for the promotion of the welfare of the employees of the Bus Industry and their families.

The Taxi Operators Welfare Fund was established under the Taxi Operators Welfare Fund Act in May 2021 to promote the welfare of taxi operators and their families. The Act was passed in the National Assembly on 25 May 2021.

Several **Statutory Committees** have also been set up at the Ministry in relation to its mandate:

- the National Road Safety Council -set up under section 178A of the Road Traffic Act;
- 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.

Technical Standing Committees set up at the Ministry:

- ❖ 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 large 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.

The provision of Parking Bays, Reserved Parking Permits and Parking Coupons also fall under the ambit of this Ministry.

The Policy directions of the Ministry emanate from the Government Programme 2020-2024 and the Vision 2030 which 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 while promoting the reduction in carbon footprint

The Ministry is headquartered on Levels 10 and 12, in Air Mauritius Centre, across President John Kennedy Street, Port Louis.

A snapshot of the Ministry

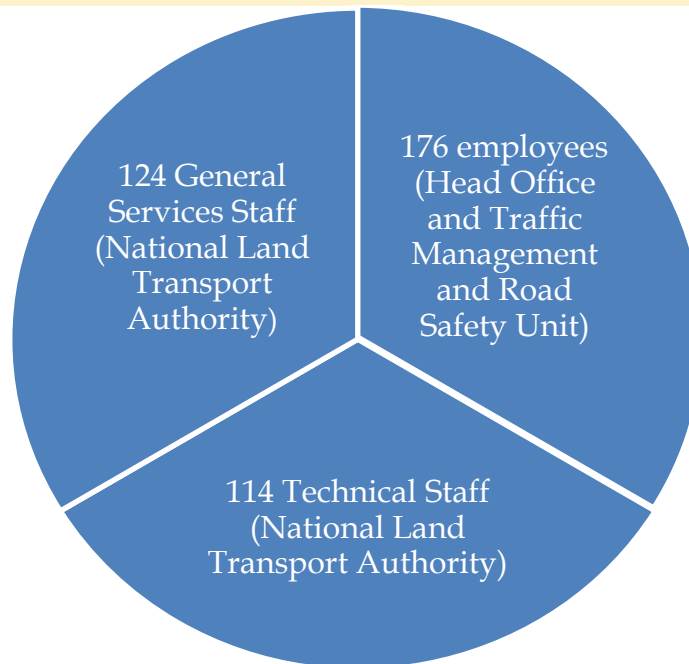
VISION

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

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, sensitization 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



OUR EXECUTIVE BODIES

- Traffic Management and Road Safety Unit
- National Land Transport Authority

OUR STATUTORY BODIES

- National Transport Corporation
- Bus Industry Employees Welfare Fund
- Metro Express Limited
- Taxi Operators Welfare Fund

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

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.

BUDGET

MUR 439,500,000

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

***Message Of The
Hon Minister***



In my 2020 message, I emphasized that Mauritius is of no exception to opt for world class infrastructural development. The roadmap of Mauritius has, indeed, significantly changed with the advent of Light Rail System.

I must say that significant provisions, under several budgets, have been put at the disposal of my Ministry to accomplish its mission of modernization of the country.

You would agree that the transformation of Mauritius has reached a new stage. We dream of a vibrant global island city with world class road infrastructure, no congestion, a sophisticated modern light rail system, sustainable public transport, efficient services, vibrant enterprises and safe integrated communities in a green environment where quality of life is a priority.

Several measures have been taken to improve road safety, for instance, educational, sensitization and awareness campaigns have been conducted and advanced technologies are being used to track irresponsible and reckless drivers.

As such, the Budget 2020-2021 makes provision for the acquisition of lower emission buses and the re-development of bus terminals into modern and state-of-the-art infrastructure with more commercial and social facilities. In the same vein, in order to modernize the public

transport system, my Ministry is coming forward with the implementation of the Cashless Bus Ticketing System. The digitalization of the NLTA is yet another priority of this Ministry in its endeavor to ensure timely and quality customer services and promote easy access to same.

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.

This Annual Report gives an insight on the roles and key functions of the Land Transport Division of my Ministry and all the sections and Departments under its purview and I hope that it will serve as a useful tool for future reference.

Alan Ganoo

Minister

I am pleased and honoured to present the 2016/2017 Annual Report of the Land Transport Division of the Ministry of Public Infrastructure and Land Transport. This report epitomizes the most notable accomplishments of the Division. It also pictures and portrays the relentless efforts of the Land Transport staffs to bring to fruition the objectives set by Government to render our roads safer and for the transport sector to be modernized to respond to new calls in terms of reliability, comfort and safety.

As we reflect over the past Financial Year, we can proudly affirm that the multiplicity of challenges and impediments did not falter our mission of providing quality and on-time services to members of the public.

The introduction of the Metro Express heralds a new era in the field of public transportation. It constitutes an unprecedented infrastructural venture in Mauritius and will provide a world-class, reliable, safe and sustainable long-term public transportation for Mauritius.

I take the opportunity to express my gratitude to the Minister for his unconditional support and to the staffs for the dedication and contributions without which the Ministry would not have been able to make it to the next level.

Mrs. S.D. Gujadhur-Nowbuth
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.

OUR TEAM

The Ministry comprises the general administration and the technical units which are the Traffic Management and Road Safety Unit (TMRSU) and the National Land Transport Authority (NLTA). The administration is headed by the Permanent Secretary who is assisted by two 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.

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.

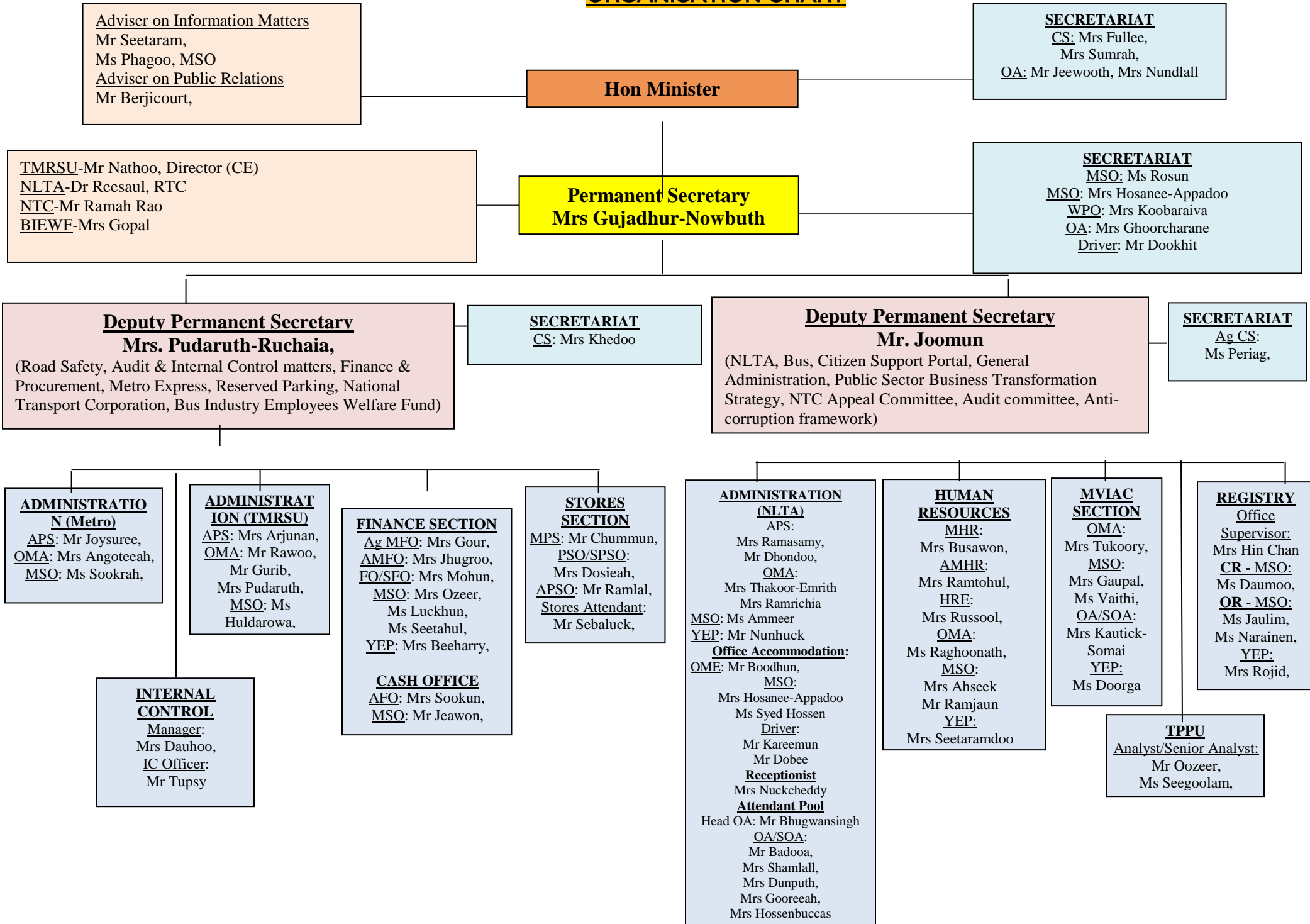
Capacity building and development is a central constituent of the Public Sector Business Transformation Strategy and aims at the professional development and strength of all staff.

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 50 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.

ORGANISATION CHART



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. D. Nathoo, Director (Civil Engineering)

Mr. H Sungker, Deputy Director (Civil Engineering)

Contact: Samlo Tower, Feillafe Street, Port Louis

Tel: 210 5419

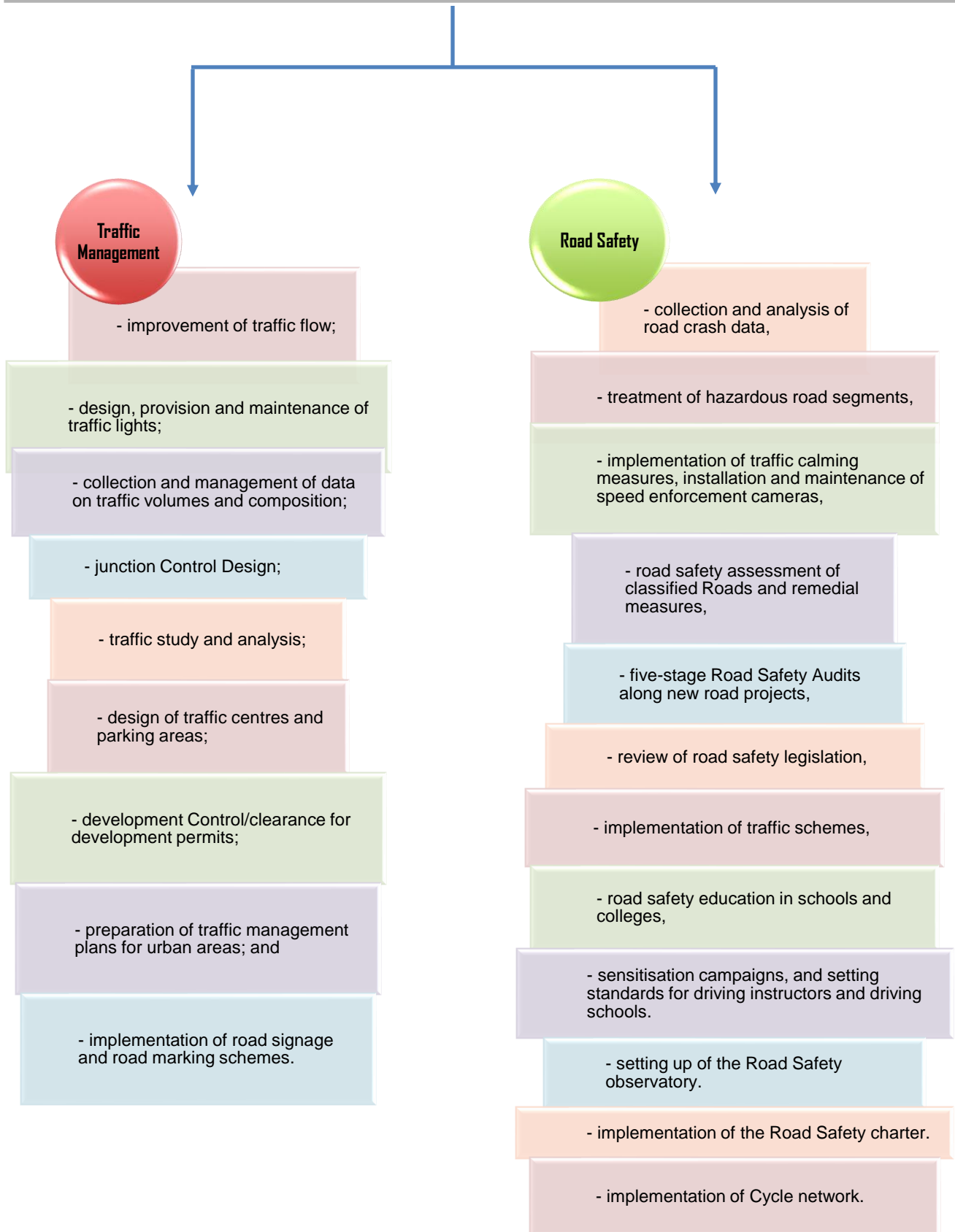
Fax:2110075

Email: dnathoo@govmu.org

STAFFING POSITION AS AT 30.06.2021: 180

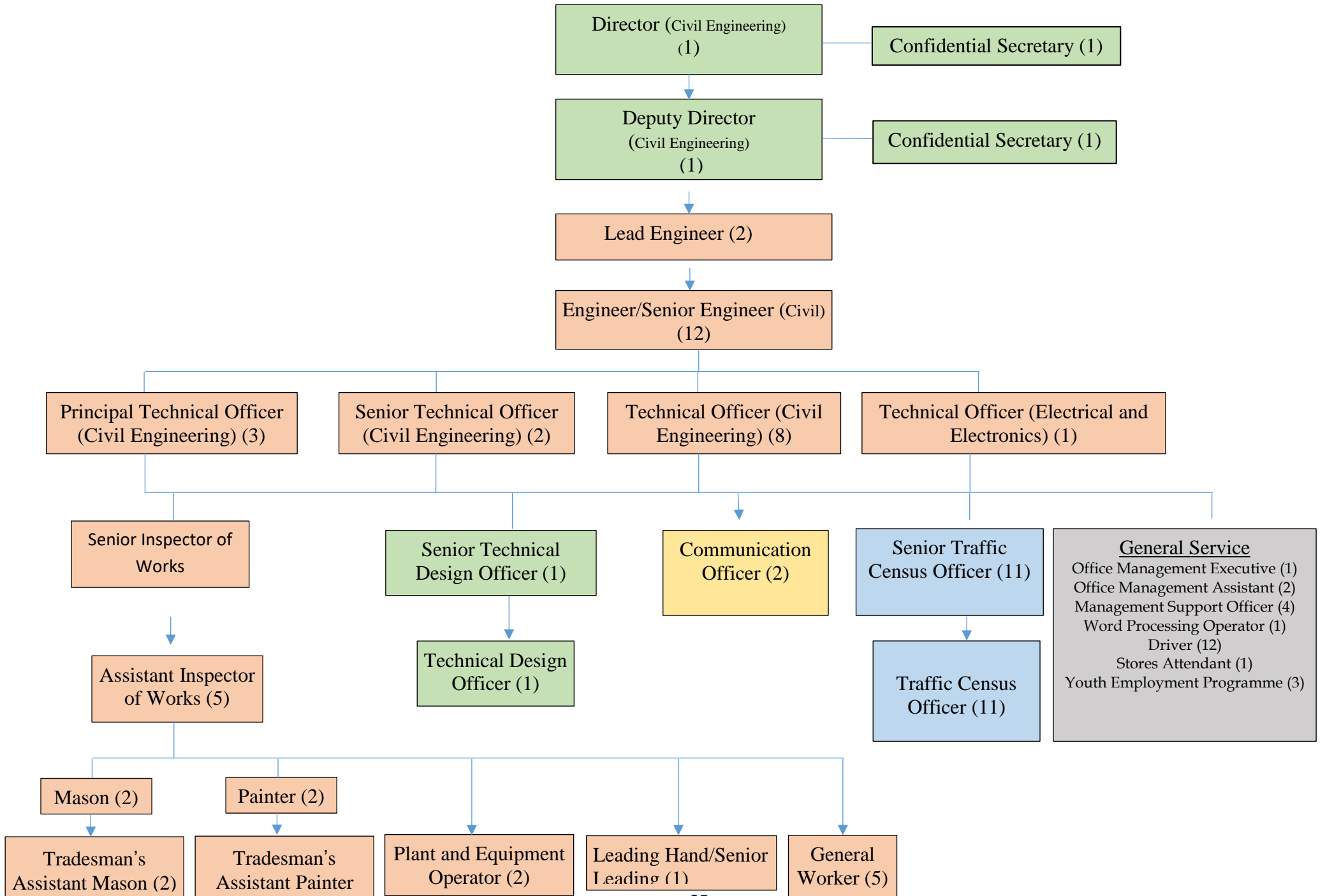
BUDGET: MUR 365,500,000

SERVICES PROVIDED BY THE TMRSU



ORGANISATION CHART

(Traffic Management and Road Safety Unit)



Motor Vehicle Insurance Arbitration Committee

MOTOR VEHICLE INSURANCE ARBITRATION COMMITTEE
Application for Settlement of Dispute For
Road Traffic (Amendment No. 31 Act 2)
(Section 68 H - Sixth Sched)

File Ref: _____
MVAIC: _____

To: *The Secretary
Motor Vehicle Insurance Arbitration Committee
c/o Ministry of Land Transport and Light Rail
7th Floor, Max City Building,
Car Rimg Olliv & Louis Pontour Streets, Port Louis
Tel: 217-3329/217-0432 / Fax 217-2353*

1. **Name of Applicant:** _____
Address: _____
Tel No: _____ **Fax No:** _____ **E-Mail:** _____

2. **Name of Respondent:** _____
Address: _____
Tel No: _____ **Fax No:** _____ **E-Mail:** _____

3. **Date & Time of Accident:** ____/____/____ : ____ (24 hrs)

4. **Details of Vehicles involved:**
Vehicle A _____ Vehicle B _____



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”.

The MVIAC comprise a Chairperson who is assisted by three Vice-Chairpersons. In accordance with section 68F (2) of the Road Traffic Act, the Chairperson and Vice-Chairpersons are Barristers-at-Law with at least 5 years standing. The Committee also includes members having wide experience or suitable qualifications in the field of transport, traffic management, insurance, motor surveying and automobile engineering.

For the purpose of determining applications, the MVIAC sits in four Divisions, each presided by the Chairperson or a Vice-Chairperson, as the case may be, with a view to expediting the adjudication of applications and for the Committee to be in a position to consider cases in the event of any conflict of interests. The Divisions of the MVIAC usually sit on a monthly basis but may arrange for more meetings for the purpose of expediting the adjudication of applications.

During the Financial Year 2020/2021, the following number of cases were taken into consideration:

Number of cases lodged at the Secretariat	1152
Number of rulings issued by the Committees:	480
Number of cases in processing:	672

With a view to easing retrieval of information, tracking status of applications as well as generation of reports, a new database system is being implemented in order 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. The new application will also allow users to query and retrieve information from the database system

❖ **Procedures for lodging an Application with the MVIAC**

1. Applications should be submitted to the Secretariat of the Motor Vehicle Insurance Arbitration Committee indicating the nature of dispute being referred to the Committee. The Application should be made through the Application for Settlement of Dispute Form which is available on the website of the Ministry or at the Secretariat of the Committee.
2. The Application Form should be supported by relevant documents such as Agreed Statement of Facts, Registration Book, Certificate of Insurance Discharge Voucher and such documents as specified in the Checklist attached to the Application Form.
3. An Application should be accompanied by a fee of Rs3,000 payable at the Cash Office of the Ministry situated at Level 7, Max City Building, Corner Remy Ollier and Louis Pasteur Streets, Port Louis.

CHAIRPERSON

Mr. Didier Dodin, Barrister at Law

VICE CHAIRPERSONS

1. Mr. Ashvin Luximon, Barrister at Law
2. Mr. Ashvin Vishwanath Ramdhian, Barrister at Law
3. Mr. Roobesh Ramanjooloo, Barrister at Law

CONTACT DETAILS

Level 7, Max City Building,
Corner Remy Ollier and Louis Pasteur Streets,
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
As at 30 June2021**

FIRST DIVISION	
COMPOSITION	DESIGNATION
Mr. Didier Dodin Barrister-at-Law	Chairperson
1. Mr. Gerard Bhowon Principal Vehicle Examiner, National Land Transport Authority	Member
2.Mr Saeed Jewon Former Director, Traffic Management and Road Safety Unit	Member
3.Ms. Tatiana Marie Jeanne Mechanical Engineer, Ministry of National Infrastructure and Community Development	Member
4.Mr Herbert Madanamoothoo Head of Section, Swan General Ltd	Member
5.Mr Radhakrishna Umanee Motor Surveyor	Member

SECOND DIVISION	
COMPOSITION	DESIGNATION
Mr. Ashvin Luximon Barrister-at-Law	Vice Chairperson
1.Mr Bye Nausad Aliraja Former Transport Controller, National Land Transport Authority	Member
2.Mr Basdeosing Persand Mechanical Engineer, Airports of Mauritius Company Ltd	Member
3.Mr Jayaramen Parmanum Mechanical Engineer, Ministry of National Infrastructure and Community Development	Member
4.Mr Noor Ahmad Hariff Assistant Manager, Lamco Insurance Ltd	Member
5.Mr Jibran Aubeeluck Motor Surveyor	Member
6.Mr. Prakash Dave Gooljar Engineer/Senior Engineer, Traffic Management and Road Safety Unit	Member
7. Mr Issoop Peerbux Consultant	Member

THIRD DIVISION	
COMPOSITION	DESIGNATION
Mr. Ashvin Ramdhian Barrister-at-Law	Vice Chairperson
1.Mr Raj Ramracheea Acting Transport Controller, National Land Transport Authority	Member
2.Mr Jaysingh Auckhez Engineer/Senior Engineer, Traffic Management and Road Safety Unit	Member
3.Mr Imran Aubeeluck Mechanical Engineer, Ministry of National Infrastructure and Community Development	Member
4.Mr Guylbert Rodney Landinaf Non-Motor Underwriter, Four-Sights Financial Planning Ltd	Member
5.Mr. Sam Soon Motor Surveyor	Member
6. Dr. Dayasingh Awootar Associate Professor	Member

FOURTH DIVISION	
COMPOSITION	DESIGNATION
Mr. Roobesh Ramanjooloo Barrister-at-Law	Vice-Chairperson
1. Mr. Aanil Kumar Awotar Acting Chief Vehicle Examiner, NLTA	Member
2. Mr Zaid Ameer Chairman, Dealers in Imported Vehicles Association	Member
3. Mr Poorun Ramful Acting Director, Ministry of National Infrastructure and Community Development	Member
4. Mr Abdool Rahman Ruhomutally Managing Director, GFA Insurance Ltd	Member
5. Mr Jean Claude Chui Chun Lam Motor Surveyor	Member
6. Mr. Fuhadeen Kruntally - Engineer/Senior Engineer, Traffic Management and Road Safety Unit	Member

APPEAL COMMITTEE



Section 19 of the NLTA Act 2019 provides for the setting up of an Appeal Committee in order to determine appeals lodged under the Road Traffic Act and the Light Rail Act by persons aggrieved against decisions made by the NLTA.

In accordance with section 19(2) of the NLTA Act, the Appeal Committee is presided by a Barrister-at-Law reckoning at least five years standing and comprise members having experience or qualifications in transport or related fields. The Committee was first constituted in April 2020. The Committee is required to sit at least once monthly. However, with a view to expediting the determination of appeals, the Committee usually meets 2-3 times monthly.

The Appeal Committee operates as a 'quasi-judicial body' under the Chairpersonship of Mr. Sandilen Calliapen, Barrister-at-Law.

No. of cases lodged with the Committee in 2020/2021: 141

No. of cases determined by the Committee in 2020/2021:120

No. of cases in processing: 21 (*representations are/have been sought and compiled for future meetings*)

During the financial year 2020/2021, the Committee held 36 sittings

Procedures to be complied when lodging Appeals:

1. The Appeal shall be lodged with the Secretary of the Appeal Committee not later than **21_days** as from the date decision of NLTA is communicated to Appellant;
2. The Appeal shall be made in writing specifying the grounds of appeal on which appellant relies.
3. The Appeal shall be accompanied by an Appeal Fee of Rs2,000 which is to be paid at the following address:

7th Floor, Max City Building. Corner Remy Ollier and Louis Pasteur Streets, Port Louis.

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, Economist

Mr. Ommar OMARJEE, Company Director

Mr. Teervassen SEENEEVASSEN, Instructor

Mrs. Rouna Bora-Ramiah, Senior Corporate Administrator

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



ROAD
SAFETY

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
Dr. D. Kawol, Permanent Secretary
Mr. D. Nathoo, 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

The meetings of the National Road Safety Council are conducted once monthly
Three meetings were held during the period 01 July 2020 to 30 June 2021.

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.

VISION

V

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

M

- 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

M

- 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.

NLTA CUSTOMER CHARTER

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

ROAD TRANSPORT DIVISION

Together with the Ministry, the NLTA has embarked on an ambitious programme to reorganise bus routes involving the creation of new routes to better serve certain localities. The introduction of shuttle services in order to enhance the first and last mile connectivity to the light rail stations.

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 2020/2021, the Committee met on 7 occasions to discuss and examine the fare structure in respect of Phase 2A of the light rail.

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 Composition of the Licensing Committee is as follows:

Chairperson
Dr K. Reesaul, Road Transport Commissioner
Members
Mr M. Ramah (Assistant Superintendent of Police-Traffic Branch)-Representative of the Commisioner of
Mr. M.A. Joomun (Deputy Permanent Secretary) -Representative of Ministry of Land Transport and Light Rail)
Mr Y. Thecka (Ag Principal Coordinator) -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

Dr. D. Kawol, 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. S. K. Santuck
Acting Transport Controller

Mrs. D. Harnaran
Transport Planner

Mr. A. K. Awotur
Chief Vehicle Examiner

Mr. S. Chellemben
Acting Administrative Manager

CONTACT DETAILS:

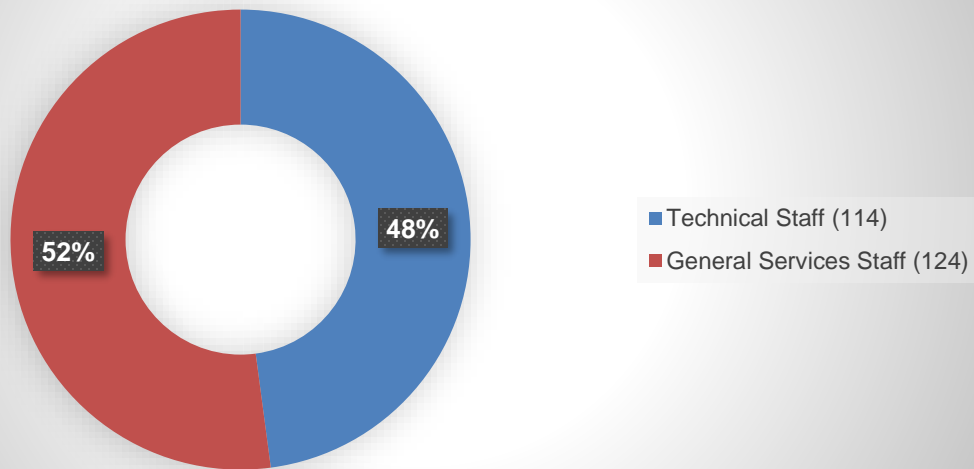
MSI Building, Les Cassis

Tel: 202 2800

Fax: 212 9386

Email: nta@govmu.org

STAFFING



BUDGET

- MUR 1,741 billion of which Rs 47M voted for capital expenditure

FACTS & FIGURES

Bus Fleet as at JUNE 2021

• National Transport Corporation	540
• United Bus Service Limited	303
• Triolet Bus Service Limited	206
• Rose Hill Bus Transport Service Limited	82
• Mauritian Bus Transport	33
• Bus Cooperative Societies (Individual Bus Operators)	805
• Contract bus (Dedicated School)	65
• Rodrigues	74
• Total Bus Fleet	2108

TYPES OF LICENCES ISSUED BY NLTA

- A Carriers Licence
- B Carriers Licence
- Public Service Vehicle Licence (PSVL) which includes taxi, contract car and contract bus
- Road Service Licence (RSL)
- Petrol Service Station Licence (Public and Private)
- Conductor's Licence

PROCEDURES TO APPLY LICENCES AT THE NLTA

B Carrier Licence

- Applicant submits an application on the prescribed application form together with the required documents and a reference number is being provided to the applicant upon payment of the prescribed fee;
- Applications are referred to Licencing Committee for recommendation and to Officer in Charge for approval;
- Registry set up file; and
- File is referred to Licensing section to upload decision on the NLTA website in order to inform applicant and file is being processed by the same section.

A Carrier Licence

- Applicant submits an application on the prescribed application form together with the required documents and a reference number is being provided to the applicant upon payment of the prescribed fee;
- Name of applicants are sent for publication;
- Applications are referred to Licensing Committee for recommendation and to Officer in Charge for approval; and
- File is referred to Licensing section to upload decision on the NLTA website in order to inform applicant and file is being processed by the same section.

PSV Contract Bus Licence (New application)

- Applications are invited in the press;
- Application is made on an application form available at the Licensing counter or on the website of the NLTA and the filled in application form is submitted at the Licensing counter against a prescribed fee;
- Application is forwarded to Registry for creation of file;
- File is returned to Licensing section for record purposes;
- File is referred to Inspectorate for an enquiry;
- Upon completion of enquiry, an information sheet is prepared by the Licensing section;
- Licensing section refers application to Licensing unit for hearing and recommendation;
- Licensing unit refers file to Officer in Charge, NLTA for approval; and
- The applicant is informed of the decision by way of letter.

PSV Contract Car Licence (New application)

- Applications are invited in the press;
- Application for contract car licence for at least 3 vehicles is made on an application form available at the Licensing counter or on the NLTA website and same is submitted against a prescribed fee per vehicle;
- Application is forwarded to Registry for creation of file;
- File is returned to Licensing section for record purposes;
- Application is published;
- File is referred to Inspectorate for an enquiry;
- Upon completion of the enquiry, publication sheet and objection received, if any, is inserted in the file;
- An information sheet is prepared by the Licensing section;
- Licensing section refers application to Licensing unit for hearing and recommendation;
- Licensing unit refers file to Officer in Charge, NLTA for approval; and
- The applicant is informed of the decision by way of letter.

PSV Taxi Licence and Road Service Licence

- Applications are invited in the press;
- Applicant submits application form already filled in and other supporting documents at the Licensing counter against payment of a prescribed fee;
- Application is published;
- Licensing section requests for criminal records and driving licence record of applicants from the Commissioner of Police;
- File referred to Inspectorate for an enquiry;
- Licensing section files in publication sheet and objection, if any;
- File is submitted to Licensing unit for hearing and recommendation of Licensing Committee;
- Licensing unit refers file to Officer in Charge, NLTA for approval; and
- The applicant is informed of the decision by way of letter.

Petrol Service Station Licence (Private)

- Applicant submits a request by way of letter;
- Case is referred to Inspectorate for enquiry;
- After enquiry, if in order, DRTC gives instruction whether applicant can submit application on prescribed form available at the Licensing counter;
- Applicant submits application form with supporting documents at the Licensing counter against payment of a prescribed fee;
- Application is published;
- Licensing section file in publication sheet and objection, if any;
- Licensing section prepares information sheet;
- File is submitted to Licensing unit for hearing and recommendation of Licensing Committee;
- Licensing unit refers file to Officer in Charge, NLTA for approval; and
- The applicant is informed of the decision by way of letter.

Petrol Service Station Licence (Public)

- Applications on the appropriate application form established by the NLTA should be submitted to the Licensing Section along with all supporting documents. An application fee of Rs 300 shall apply;
- The Applicant should ensure compliance of his/her development with PPG8 and the Environmental Guidelines on filling station;

- The Context Plan (Site Plan + Layout in scale 1:5000 and 1:1000 respectively) designed by a professional consultant must be submitted **in five copies to NLTA** together with the application. In case of additional activities such as shop outlet, car washing or others, related documents to be also produced;
- In line with section 166A(3) of the Road Traffic Act, NLTA shall cause a notice of the application to be published in the Gazette and in two dailies. Any objection to the application shall be lodged to the NLTA within 14 days of publication;
- Licensing section to send the application to Inspectorate Unit for its report. After receiving the report, Licensing Section should send the application to Licensing Unit and should state whether objection has been received within the prescribed delay;
- Licensing Unit to send a copy of the context plan to Road Development Authority, Traffic Management and Road Safety Unit, Mauritius Fire and Rescue Services Ltd and Local authority and to request their views within a set date;
- The application should be referred to a sub-committee which is chaired by Acting Transport Controller and having as members the representative of RDA, TMRSU, Fire Services department and Local authority. The committee should submit its recommendation to the Licensing Committee;
- After perusing the application along with the recommendation of the sub-committee, the Licensing committee should submit its recommendation. The committee should decide whether to hear applicant and the objector (if any) or to refer back the application to the sub-committee if all clearances have not been received;
- The recommendation of the Licensing Committee to be sent to officer-in-charge of NLTA for approval;
- When NLTA decides to grant the application, letter of grant shall be issued to applicant specifying that the licence should be implemented not later than one calendar year;
- Where an application is not favourably considered by the NLTA, the unsuccessful applicant shall be informed accordingly. Any applicant who feels aggrieved by the decision of the NLTA can appeal to the Secretary of Appeal Committee by lodging a written application to that effect;
- When the applicant considers that the project is ready for implementation within the 1-year period, he should notify the NLTA;
- A joint site visit composed of a Road Transport Inspector and representatives of RDA, TMRSU, MFRS and Local authority shall then conduct a site visit to ensure

adherence to all requirements. A report shall be submitted to the Licensing Committee and upon production of the Trade Licence and Fire Certificate by the applicant, the Petrol Service Station Licence shall be issued; and

- The licence shall be valid for 1 year and may be subsequently renewed yearly upon satisfaction of the NLTA.

Conductor's Licence

- Applicants submit application together with supporting documents;
- Applicants are convened to a written examination;
- If applicant succeeds in the written examination and that morality certificate is clean, he/she will be called to attend a briefing session conducted by the Inspectorate section before issue of the conductor's licence;
- Thereafter a prescribed fee of Rs..... has to be paid for the licence and badge; and
- The licence is renewed yearly upon payment of the prescribed fee of Rs...

LIGHT RAIL DIVISION



Section 4(2) of the Road Traffic Act provides for the setting up of a Light Rail Division within the National Land Transport Authority in order to administer light rail matters.

The Light Rail Division is, inter alia, responsible for the:

- (i) Licensing of the light rail operator;
- (ii) Registration of Light Rail Vehicles;
- (iii) Licensing of Light Rail Drivers;
- (iv) Overseeing operations of the light rail including safety and service delivery; and
- (v) Regulating light rail operations.

With a view to ensuring safe operation of the Light Rail, a comprehensive licensing regime has been 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.

In the context of the extension of the light rail network from Rose Hill to Quatre Bornes, the Light Rail Licence granted to MEL was, accordingly, extended by NLTA on 11 June 2021 in order to allow MEL to provide passenger services from Port Louis to Quatre Bornes.

No. of Light Rail Vehicles Registered with NLTA during 2020/2021: 12

No. of Light Rail Drivers Licensed by NLTA during 2020/2021: 27

Contact Details:

C/O Ministry of Land Transport and Light Rail
Level 10, Air Mauritius Building, John Kennedy Street,
Port Louis



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.

The NTC has a decentralized structure with operation from five depots across Mauritius namely Remy Ollier Depot, La Tour Koenig Depot, Forest Side Depot, Souillac Depot and Riviere Du Rempart Depot.

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.

COMPOSITION OF THE NATIONAL TRANSPORT CORPORATION BOARD

In October 2020, Mr Amarnath Jagganath was appointed as the new chairperson of NTC Board of Directors. Mr A.Jannath is a registered engineer and a senior member of PLC. He has over 35 years of experience in the engineering field locally and internationally. He assumed the post of Chief Engineer at the Central Water Authority prior to his nomination as chairperson of the NTC Board of Directors

Chairman
Mr. A.Jagganath
Member
Dr D. Kawol Permanent Secretary, Ministry of Land Transport and Light Rail
Mrs. G.K.D.Aubeeluck Representative of the Prime Minister's Office
Mr. A. Ramdhany Representative of the Ministry of Finance and Economic Development
Mrs. S. Jeetoo Representative of Ministry of Labour, Industrial Relations, Employment and Training
Mr. R. Samput Traffic Officer, National Transport Corporation & Worker Director
Mr. S.Guranna Independent Member
Mr. Z. Kodabackus Independent Member

BOARD SUB-COMMITTEES

Following the appointment of Mr. Amarnath Jagannath as chairperson of the Board of the NTC, the sub-committees of the Board was reconstituted as follows:-

	Staff	Operation & Marketing	Risk, Governance & Audit	Finance
Chairperson	Dr. D.Kawol	Mr. S.Guranna	Mr. Z.Kodabuckus	Mr. A.Ramdhany
Members	Mrs. G.Aubeeluck	Mr. Z.Kodabuckus	Dr. D.Kawol	Dr. D.Kawol
Members	Mrs S.Jeetoo	Mr. R.Sampat	Mr. A.Ramdhany	Mr. S.Guranna
Members	Mr. R.Sampat	Mr. A.Ramdhany	Mrs S.Jeetoo	Mrs. G.Aubeeluck

1.1 CORPORATE GOVERNANCE AND INTERNAL CONTROL

The Board of NTC is fully committed to corporate governance principles in view to uphold the Corporation's long-term sustainability. The Board thus fosters the principles of integrity, transparency, commitment and fairness. Hence, the adoption of audit frameworks by the Board to reinforce good governance principles. In this context, a new risk, governance and audit committee charter and an annual audit plan with provision for a quarterly report were approved by the Board to ensure a risk-free governance and a robust control environment.

1.2 NTC Management Team

In August 2020, the Board approved the appointment of Mr. Rao Ramah as the General Manager of the NTC. As General Manager, Mr. Rao Ramah is responsible to execute the policy of the Board and for the control and management of the day-to-day affairs of the NTC. Mr. Rao Ramah is a graduated mechanical engineer from Imperial College of Science and Technology, University of London, UK and has extensive working experience both in the private and public sectors.

Name	Position
Mr. G.R.Ramah	General Manager
Dr R.P. Naidoo	Acting Traffic Manager
Mrs. O. Dowlutrao	Secretary/Administrative Manager
Mr. A. Badal	Officer-in-Charge, Engineering department
Mrs. S. Ramtohul	Acting Financial Controller
Mr. S. Porowtee	Head of IT Support Services
Mr. R.K. Hurchund	Human Resource Manager
Mr. D. Jeewooth	Procurement and Supply Manager
Mrs. K. Sabapathee	Internal Auditor
Mr. S. Dajee	Regional Manager
Mr. T. Koosool	Regional Manager
Mr. A. Khednee	Regional Manager
Mr. D. Bhangroop	Traffic Planner/Acting 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 communication 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-organization of the NTC was initiated. The appointment of a new General Manager in June 2017 has given yet another impetus to the organization.

Simultaneously, the modernization 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 2048 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. Every day, the NTC buses convey a total of about 150,000 passengers and cover some 86,000 kilometers.

RECRUITMENT AND TRAINING

In view to ascertain the capacity of the NTC to maintain its service level following the high rate of retirement in the past few months, there has been filling of some key posts at the managerial/administrative and operation levels following approval received by the Board. Also, 57 casual drivers and 55 casual conductors were recruited. Overall there has been eight (8) filling of grades at NTC during the period July 2020 to June 2021.

Post	No. Recruited
General Manager	1
Procurement and Supply Manager	1
Financial Controller	1
Accountant	1
Regional Manager	1
Secretary/Administrative Manager	1
Casual Driver	57
Casual Conductor	55

The Corporation provided training to employees, possessing only a driving learner, who were travelling 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 sensitized its personnel about 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 sensitization programmes to reduce road accidents by the Traffic Branch of the Mauritius Police Force.

ADHERENCE TO THE ROAD SAFETY CHARTER

As a social responsible organization, 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 organizations 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, specialized 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.

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 programme 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.

NTC RESPONSE TO THE COVID-19 PANDEMIC AND THE UPHOLDING OF OUR SERVICE

In 2021, Mauritius faced a second wave of the Covid-19 pandemic. A national lockdown was imposed by the authorities from 10th March 2021 to 30 April 2021. The NTC responded to this crisis promptly and professionally. With the collaboration of our employees, management took pragmatic actions to ensure continuity of service by maintaining a minimum service on our route network, providing school service for students attending examination inside and outside red zones. The NTC played a major role in the implementation of the national Covid-19 vaccination campaign by being the sole bus operator in providing a special service for the transport of medical personnel and employees of the public and private sectors. For the period March 2021 to June 2021, 2,993 buses were operated for the national vaccination campaign.

The health and safety of its employees and passengers being of uppermost priority, the NTC implemented strict sanitary and hygiene protocols to ensure a safe and healthy environment in its buses and workplaces. A control system was put in place to monitor body temperature of all visitors and employees entering the premises of the NTC. Social distancing markings in buses was implemented to mitigate contagious risks. Face masks were provided to all employees and action was taken to ensure that all passengers boarding buses wear masks. Hydro-alcoholic solutions were dispensed to passengers upon entry in buses. All NTC buses are cleaned and disinfected after every day of operation as part its COVID-19 sanitary protocol.

ENSURING GOOD GOVERNANCE

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

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

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

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.

FACTS & FIGURES

Operational Fleet: 540 buses

Duty Operated: 171,898

Trips Operated: 1,015,683

Tickets Sold: 22,406,454

Total Passengers carried: 33,574,522

Kilometers Operated: 25,102,748

Traffic revenue: Rs 546,757,237 (A reduction of 9.5 % compared to the period July 2019 to June 2020)

Private Hire revenue: Rs 2,407,540

Personnel: 2048 employees as at end June 2021

Legislation: The NTC is governed by the NTC Act.

Depot Statistics for period July 2020 – July 2021

DEPOT	Remy Ollier Depot	Forest Side Depot	La Tour Koenig Depot	Riviere Du Rempart Depot	Souillac Depot	NTC Total
Fleet Strength	211	97	73	72	87	540
No. of routes serviced	31	22	16	11	11	97
Workforce	673	435	309	254	313	2116
Average daily no. of trips	1,074	501	436	324	425	2,760
Average daily no, of passengers	35,607	16,382	15,482	11,125	12,639	91,235
Average daily kilometres	22,722	11,006	9,419	11,092	13,795	68,214

TRAFFIC HIGHLIGHTS



Fleet Held 540
Duty operated 171,898
Trips operated 1,015,683



Tickets sold 22,406,454
Total Passengers carried 33,574,522



Kilometers operated 25,102,748

CHAIRMAN

Mr Amarnath Jagganath

GENERAL MANAGER

Mr. Rao Ramah

CONTACT DETAILS

National Transport Corporation

Corporate Office, 1st Floor, NG Tower, Wall Street, Cybercity, Ebene

Tel: (230) 460 5050

Fax: 489 3926

Email: cnt.bus@intnet.mu

Head Office

Bonne Terre, Vacoas

Tel: (230) 427 5000

Fax: 426 5489

Website: www.ntcmauritius.com

Bus Industry Employees Welfare Fund



The Bus Industry Employees Welfare Fund was set up by an Act of Parliament on 11 November 2002 and was proclaimed by the President of the Republic on 01 November 2003 on which day it came into operation to promote the welfare of employees of the bus industry and their families. The Bus Industry Employees Welfare Fund is a parastatal body under the purview of the Ministry of Land Transport and Light Rail.

The Bus Industry Employees Welfare Fund was set up by the Bus Industry Employees Welfare Fund Act 2002 as a corporate body. The Act was amended in 2004 by the Bus Industry Employees Welfare Fund (Amendment Bill) to provide for four representatives of employees to be on the Board of the Fund instead of two representatives.

Roles and Functions

- to manage and optimize 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.



COMPOSITION OF THE BUS INDUSTRY EMPLOYEES WELFARE FUND BOARD
as at 30 June 2021

Chairperson
Mr. S. Sookun - Businessman
Members
Mr. V. Joysuree, Assistant 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. Jean Baptiste, Representative of Association Travailleurs Transport Autobus
Mr. A. Autar, Representative of Bus Owners – RESIGNED NO REPLACEE

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

Chairperson

Mr. S. Sookun

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 Rs 12 million

Staffing at the BIEWF as at June 2021

- **Mrs Reena Munbodh Gopal**
Administrative Manager
- **Mrs Bissoo-Cowlessur Taresha**
Programme Welfare Officer
- **Mrs Chandranee Hurdial**
Accounting Technician
- **Mrs Bindya Ramchurn**
Programme Welfare Assistant
- **Mrs Madhu Boodhoo**
Accounts Clerk
- **Mr Neeyamuthkhan Mahmade Khan**
Accounts Clerk
- **Mrs Joomucksing Yogeeta**
Management Support Officer
- **Mr Cadersaib Muhammad Yassir**
Clerk/Word Processing Operator
- **Mr Jeemon Veenaye**
Office Attendant
- **Mr Iynan Yeganaden**
Handyworker/Driver

Number of members in the Fund: 6000

- **Schemes**

WELFARE ACTIVITIES/SCHEMES/LOANS REPORT

Soft loan schemes for employees of the bus industry

The BIEWF has established thirteen soft loan schemes with very low interest rates, aimed at improving the quality of life of employees of the bus industry. The schemes are as follows -

Purchase of Motorcycle/Autocycle loan Scheme

Under this loan scheme, which was launched in December 2005, a loan of up to a maximum of **Rs 40,000** repayable over a period of four years at an interest rate of only 7% per annum is provided to workers for the purchase of an autocycle/motorcycle.

Marriage loan scheme

The Marriage loan scheme was launched in December 2005. It provides for a soft loan of **Rs 50,000** refundable in 36 monthly instalments at an interest rate of 5 % yearly and being granted for the marriage of employees of the bus industry or their children.

Domestic Appliances/Furniture/Electronic Appliances loan Scheme

Under this scheme, bus industry employees are given exclusive facilities of a loan of up to **Rs 20,000** for the purchase of household appliances, furniture and electronic appliances etc with a minimal interest rate of 5% yearly and with repayment facility of 24 monthly instalments.

Payment of Examination Fees loan Scheme

A loan for payment of examination fees loan of a maximum amount of **Rs 20,000** is disbursed to employees of the bus industry for payment of SC and HSC examination fees of their children. A very low interest rate i.e. 3% and repayment facility of twenty-four months is being provided. The interest rate chargeable by the BIEWF for this loan offered for examination purposes is one of the lowest in the market.

Purchase of Books & school materials loan Scheme

A loan of **Rs 10,000** repayable in 24 monthly instalments at an interest rate of 3% per annum is provided for the purchase of books, school materials and laptops for children of employees of bus industry attending secondary colleges or any approved tertiary institution.

Medical loan scheme

A loan of **Rs 25,000** repayable in 24 monthly instalments at an interest rate of 5% per annum is provided to pay for the medical cost of an employee or his/her family i.e. spouse and children.

Tertiary loan scheme

A loan of up to **Rs 25,000** repayable for one child or **Rs 50,000** for two children in 24 or 36 monthly instalments at an interest rate of 5% per annum is provided to an employee or his/her ward who is enrol for a diploma/degree course at an approved institution.

House Construction and Renovation loan Scheme

A loan of **Rs 30,000**, repayable in 24 monthly instalments at an interest rate of 5% per annum is provided for the construction and renovation (work pertaining to electrical wiring, painting, plumbing work, purchase of water heater, water tanks and sanitary/tiles etc) of an employee's house.

PC/Laptops loan Scheme

A loan of **Rs 25,000**, repayable in 24 monthly instalments at an interest rate of 3% per annum is provided for the purchase of a computer or laptop to an employee or his/her ward.

Holiday/Pilgrimage loan Scheme

A new loan scheme of **Rs 30,000** has been launched in 2020 for employees wishing to go on vacation abroad or for hotel stay in Mauritius at an interest rate of 5 % per annum repayable in 24 monthly instalments.

Entrepreneurship loan Scheme

A new loan sum of **Rs 30,000** has been launched for employees/spouses who own a small business with a valid BRN at an interest rate of 5 % per annum repayable in 24 monthly instalments.

Special Assistance loan Scheme

The Special Assistance loan of **Rs 15,000** at a 3% interest repayable in 24 monthly instalments can be applied for any purpose falling under the following categories of payments:

1. Mechanic repairs/servicing
2. Legal fees (affidavit, payment of house contract, etc)
3. Payment of utility bills- CEB, CWA, Mauritius Telecom, CIM
4. Engagement (small scale)

Covid 19 Assistance loan Scheme

Following the Covid 19 crisis, the BIEWF had provided an emergency loan known as the Covid 19 Assistance Scheme in May/June 2021. All contributing bus employees were eligible for this scheme regardless of whether they had an ongoing loan at the BIEWF under the following payment conditions:

No ongoing loan at the BIEWF **Rs 15,000**
Ongoing loan at the BIEWF **Rs 10,000**

Welfare schemes

The BIEWF has six welfare schemes

Death Grant

An in-kind and one-off aid of Rs15,000 provided to the family of the deceased employee of the bus industry.

Refund of Contribution

This scheme was launched in 2006, and the BIEWF has reallocated the contribution made by employees under two categories: -

1. Remittance of contribution on retirement (+50%interest)
2. Refund of contribution on termination of contract

BIEWF Social Assistance

This grant aims at providing a one-off assistance Rs10,000 for the following reasons:

- In case of destruction of house & effects by fire
- Accident, illness, paralysis, amputation leading to incapacity
- Victim of natural calamity such as cyclone, flood, thunder, lightning.

Parental Gift

A Parental Gift of **Rs 5,000** is given to all employees (male/female) contributing to the BIEWF on birth of their first two children.

Write-off of Loan

A write-off scheme of loan is also available for a deceased employee who has contracted a loan with the BIEWF.

BIEWF Scholarship Award

The BIEWF Scholarship Award Scheme was launched in 2008 and the revised quota and stipend fee as at year 2021 are as follows: -

SN	AWARD	STIPEND (Rs)	DURATION (YEARS)
1.	PSAC (x25)	6000	3
2.	NCE (x15)	8000	2
3.	SC (x25)	10000	2
4.	LAUREATE (x5)	20000	One-off
5.	BEST RANKED (x5)	15000	One-off
6.	TERTIARY (x28)	Administration Fee as specified by university or institution	Duration as specified by university or institution

NAME OF SCHOLARS FOR PSAC 2020

PSAC SCHOLARS

- Kodabaccoss Muhammad Wakeel (PSAC)
- Oozeer Muhammad Izaan (PSAC)
- Boodhyram Nushita Devi (PSAC)
- Issen Mukund Kumar (PSAC)
- Edoo Fatimah bibi Nabilah (PSAC)
- Gopee Oummé Aliyyah (PSAC)
- Aujgobee Girisha Devi (PSAC)
- Auckloo Bibi Sharfaa (PSAC)
- Dhurma Tusti (PSAC)
- Essoo Vijetabye (PSAC)
- Ghoorbeegun Sudiksha (PSAC)
- Juttun Nikhita (PSAC)
- Boodadoo Neeshrina (PSAC)

NAME OF SCHOLARS FOR SC 2020

- Jankee Dhrrishti (SC)
- Mungroo Ruwaydah Bibi Sameeha (SC)
- Ponin Davina (SC)
- Maudarbocus Benazeer Fatimah Begum (SC)
- Chutoo Muhammad Zaheer Husain (SC)
- Ujoodha Anjali (SC)
- Mathoorasing Bhavish (SC)

NAME OF BEST RANKED FOR HSC 2020

- **La Rose Urvashi (RANKED)**
- **Oozeer Zakkiyya Sameera (RANKED)**
- **Jankee Suchikaa (RANKED)**
- **Alleemun Dhritee Devi (RANKED)**
- **Ramchurn Tiraaj (RANKED)**

Welfare activities held from July 2020 to June 2021

1. First Football Tournament 2019/2020

Following the pandemic from 2020, the BIEWF organized its Football Tournament finals on 30 August 2020 at the Germain Comarmond Stadium, Bambous.

The winner, UBS FC, was allocated a cash prize of Rs 40,000, a Gold Cup and Medals.

2. Second Football Tournament 2021

The BIEWF launched the second edition of its Football Tournament on 22 February 2021 at the Gymkhana Football Grounds.

Eleven teams from various bus companies & bus co-operatives enrolled in the Tournament.

The Tournament was cancelled due to the Covid-19 pandemic in the Board held on 20 July 2021.

3. Training by The Food And Agricultural Research & Extension Institute (FAREI)

The BIEWF proceeded with its annual training sessions dispensed by FAREI. All theory training sessions were held at the BIEWF Polyvalent Complex except for practical sessions which were held at the FAREI Wootton Training Centre. The following courses were dispensed.

1. Introduction to Crop Production - 09 to 23 February 2021
2. Broiler Production – 03 to 10 February 2021

25 workers participated in this training.

4. Scholarship Award Ceremony

The BIEWF proceeded with its annual Scholarship Award Ceremony on 12 November 2020 at the BIEWF Polyvalent Complex. A total of 37 scholars were awarded shields & certificates & a stipend under categories such as PSAC, SC, HSC Best Ranked & Laureate & University Level.

5. Launching of Protocol for bus crew following assault

On 12 November 2020, the Hon. Minister, Mr A. Ganoo launched a sticker to be affixed in each bus.

The sticker showcases the step by step protocol to be followed in case of assault and is intended for bus crew only.

The sticker was distributed to all bus companies, bus co-operatives & private bus operators.

6. Online Contest on facebook

Owing to the pandemic, the BIEWF launched a series of online contests on its Facebook Page whereby each winner was awarded a stipend and a goodie bag.

1. Mother's Day Contest
2. Father's Day Contest
3. Music Day Contest

Number of members benefitted from schemes

LOAN SUMMARY AS AT 30 JUNE 2021

SN	LOAN/GRANTS	NO of Employees who benefitted
1.	Covid-19	303
2.	Motorcycle	9
3.	Marriage	30
4.	House Renovation	308
5.	Domestic Appliances/Furniture	7
6.	Examination fees	0
7.	Books.school materials	0
8.	Medical	5
9.	Tertiary Education	7
10.	Laptop/Pc	11
11.	Holiday/pilgrimage	2
12.	Entrepreneurship	3
13.	Special Assistance	32
14.	Retirement grant	188
15.	Death grant	23
16.	Social Aid	2
17.	Parental gift	41
18.	Scholarship	43

REPORT ON FUTURE ACTIVITIES IN CONNECTION WITH A THREE YEARS STRATEGIC PLAN

1. Healthy Eating & Nutrition Workshops

The BIEWF will organize workshops on Healthy Eating & Nutrition in collaboration with Mrs Teenusha Soobrah, a Dietician and Nutritionist of the Dietician Association of Australia

2. National Co-operative College Programmes

The BIEWF will offer training programmes which will be dispensed by the National Co-operative College such as:-

- Fusion Cuisine
- Pastry
- Ayurvedic Massage Therapy
- Beauty Care, Hairdressing, Henna Application
- Eco bag making
- Training in handicraft
- Training in footwear
- Training in domestic cleaning

3. The Food And Agricultural Research & Extension Institute (FAREI) Training in Crop & Livestock

The Fund will provide new courses in crop and livestock such as:

- Hydroponics production
- Goat production
- Egg production
- Duck production
- An introduction to Crop production

4. Drawing Competition

The BIEWF will launch a Drawing Competition shortly.

5. Scholarship Award Ceremony

The BIEWF shall proceed with its annual Scholarship Award Ceremony and for year 2021, a new category will be awarded, i.e. National Certificate of Education (Grade 9).

SN	AWARD	STIPEND (Rs)	DURATION (YEARS)
1.	PSAC (x25)	6000	3
2.	NCE (x15)	8000	2
3.	SC (x25)	10000	2
4.	LAUREATE (x5)	20000	One-off
5.	BEST RANKED (x5)	15000	One-off
6.	TERTIARY (x28)	Administration Fee as specified by university or institution	Duration as specified by university or institution

6. Petanque

The BIEWF intends to organise its first petanque competition among bus employees as part of its keep-fit programme.

7. **Health Screening**
The BIEWF will shortly organise a health screening programme for its members.

8. **Online Facebook Contests**
The Fund will organise contests on its social media page, facebook.

9. **Family Fun Day Out**
As from this year i.e 2021 the Fund intends to distribute tickets to families to enable them to spend a day out in attraction parks with their families.

10. **Stroke Awareness Campaign**
The Fund intends to launch a new campaign on stroke awareness in collaboration with a Dietitian Association, a Physiotherapist Association, Speech Therapist Association and an Occupational Therapist Association in the aim to raise awareness on management of stroke and recognize symptoms.

11. **Foot Five Tournament**
The Fund will organize a foot five festival which shall gather participants and teams of the previous football tournament which was put on hold due to covid pandemic.

Taxi Operators Welfare Fund



With a view to promoting the welfare of taxi operators and of their families, a Taxi Operators Welfare Fund has been set up by the Ministry in order to cater for the socio-economic well-being of taxi operators and of their families.

The mission of the Taxi Operators Welfare Fund is to cater for the social and economic welfare of the 7,028 taxi operators registered with the National Land Transport Authority. The Fund will, for that purpose, devise appropriate schemes and facilities such as soft loans, Maternity and Funeral Grants as well as Scholarships. The Fund would consult relevant stakeholders prior to framing schemes that it would put in place so as to support the advancement of the taxi operators.

In that context, the Taxi Operators Welfare Fund Act was passed in the National Assembly on 25 May 2021 and relevant sections were proclaimed for the Fund to come into operation on 11 June 2021.

Roles and Functions

By virtue of section 4 of the Taxi Operators Welfare Fund Act, the Fund shall do all such things as may be necessary and conducive for the advancement and promotion of the welfare of taxi operators and their families. In addition, the Fund shall, in the discharge of its functions, inter-alia, -

- a) manage and optimize its financial and other resources to further the social and economic welfare of taxi operators and their families;
- b) set up and develop schemes, including loan schemes and other forms of financial assistance, for taxi operators and their families; and
- c) develop and implement projects for the welfare of taxi operators and their families.

**COMPOSITION OF THE TAXI OPERATORS WELFARE FUND
BOARD as at 30 June 2021**

1	Chairperson	Dr. Dhanandjay Kawol Permanent Secretary
MEMBERS		
2	Representative of the Ministry responsible for the subject of land transport	Mr. Alankar Dhondoo Assistant Permanent Secretary
3	Representative of the Ministry responsible for the subject of finance	Ms. Nirvashee Sen Gopal Analyst/Senior Analyst
4	Representative of the Ministry responsible for the subject of labour	Mr Louis Alain Aliphon Acting Assistant Director
5	Representative of the National Land Transport Authority	Mr. Raj Dev Ramracheea Acting Transport Controller
6	Representatives of taxi operators appointed by the Minister	(1) Mr. Oomesh Roseeawon -Taxi Operator (2) Mr. Kishen Gunesh – Taxi Operator (3) Mr. Mohammad Wazim Ramjane – Taxi Operator

Chairperson

Dr Dhanandjay Kawol

Acting Administrative Manager

Mr Salim Oozeer

Contact Details:

c/o Ministry of Land Transport and Light Rail

Level10, Air Mauritius Building

President John Kennedy Street, Port Louis

Telephone: 2136713

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.

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.

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 Mohammad HAMUTH
	Mr. Georges CHUNG TICK KAN
Chief Executive Officer	Dr Das Mootanah

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 revolutionized 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).

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 signaling 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 trying to adapt with 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.

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>

PART II

MINISTRY/DEPARTMENT ACHIEVEMENTS & CHALLENGES

TRAFFIC MANAGEMENT AND ROAD SAFETY

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.

All technical staff of the TMRSU has been trained by Centre for Accident Research & Road Safety- Queensland (CARRS-Q) on the safe system approach.

The Traffic Management and Road Safety Unit operates with a work force of more than 110 staff of the Engineering cadre, Technical and inspectorate cadre, Administrative cadre and manual workers under the aegis of the Ministry of Land Transport and Light Rail.

OPERATION OF TRAFFIC SIGNAL EQUIPMENT

Traffic Signal equipment for proper traffic control establishing right of way of traffic and reducing traffic conflicts at important junctions have been provided and is being maintained across the road network of the island. During the Year 2020, 310 sets of Traffic Lights consisting of 197 signalized junctions and 113 signalized pedestrian crossing were being operated.

The traffic light system along the Place d'Armes, Immigration Square and Albion dock junction along the Motorway M1 in Port Louis has been upgraded so that the three sets can be synchronized to reduce delays and improve traffic flow thereat. The new traffic light system placed are now equipped with a new system enabling remote control and monitoring through a control room at the TMRSU. The communication between the control room and the traffic signal equipment are web-based and are done wirelessly through mobile technology.

Moreover, three gantries provided with variable message signs including wireless network communication fixed along the Motorway M1 and M2 have been installed to provide real time information to road users. These gantries are also being operated by the TMRSU.

The TMRSU is planning to install and commission 5 Traffic Signal junctions and 15 pelican crossings to effectively reduce conflicts and provide safety and proper traffic flow at other identified locations of the road network.

OPERATION OF THE SPEED CAMERA

The speed camera network presently consists of 62 speed cameras operating at various sites, across the Island and a well-equipped back office for processing of speed violations detected by the speed cameras. The objective is to manage speed and reduce the number of road crashes across the island, as speeding is a major factor in most of the serious injury and fatal road crashes.

During the Year 2020/2021 maintenance services for the speed camera network including its hardware and software, were being provided by the Contractor Messrs Proguard Ltd.

The scope of the services for the Maintenance Contract are:

- Maintenance (cleaning, re-painting, troubleshooting of electronic/non-electronic nature, repairs) of the Fixed Speed Cameras
- Maintenance of the servers found in the back office
- Maintenance of the processing software, Trafman, which is used to process the speed violations by Police officers.
- Maintenance of the IT equipment of the back office (computers, printers)
- Relocation of existing speed cameras to new locations wherever designated.
- Payment of the yearly license for the Trafman software
- Calibration of all the 62 speed cameras by recognized laboratory.

Two Fixed Speed Cameras have been relocated and installed along Motorway M1 at Montebello and Camp Chapelon (near PKL). The decision to install these two cameras followed the fatal road crash involving a bus going off-road and crashing into the bus shelter at Pailles on the 05 November 2020.

With the previously installed speed cameras at Soreze, Pailles and Cassis (near RCPL) and the newly installed speed cameras at Montebello and Camp Chapelon, the behaviour of irresponsible drivers is expected to be curbed on this stretch of the Motorway where the posted speed limit is 80km/h leading to the capital.

The installation of the two speed cameras cost the Ministry of Land Transport and Light Rail a total of MUR 1,114,873.54 incl. VAT.

The two speed cameras at Montebello and Camp Chapelon (near PKL) were made operational on Friday 21 May 2021.

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CONSULTANCY FOR IMPLEMENTATION OF CYCLE NETWORKS IN MAURITIUS.

The Government has announced in the Government Programme 2020-2024 that a National Cycling Policy Framework will be developed.

Cycling used to be a popular means of transport in Mauritius some decades ago but nowadays, cycling is becoming less and less popular. With the ever increasing motorised traffic and no dedicated cycling lanes, cycling on the busy roads is perceived as being a dangerous activity. Cycling is most suitable for travelling short distances on fairly flat roads as compared to mopeds and motorcycles for travelling long distances. Moreover, these vehicles have become more affordable and this encouraged people to ditch their bicycles.

The Government of Mauritius is committed to make cycling as popular as it was in the past, by promoting cycling as a transportation option to get to work, school, or for fitness and recreation. This will benefit citizens of Mauritius in many ways.

Cycling is an eco-friendlier mode of moving from one place to another compared with other transportation modes that use fossil fuels. The health benefits with cycling are also obvious. When cycling is incorporated into daily lives, this can have significant positive health impacts such as reducing the risk of cardiovascular disease, diabetes, cancer, hypertension and depression. On the social front, cycling brings people together. It is not only a group activity but it builds strong families and communities by generating a common goal.

The Government of Mauritius, through the Ministry of Land Transport and Light Rail, seeks to develop a comprehensive strategy for developing bicycle infrastructure in the island, taking into account its geographical characteristics, climatic conditions, land use planning, existing and planned road infrastructure and where applicable, the Metro Express. It shall detail the safe and continuous on-street and off-street cycling infrastructure needed, the initiatives needed to achieve greater use of cycling, and the measures to promote a culture of safety amongst both cyclists and drivers.

Mauritius is learning from the success stories of foreign countries and cities in creating cycle networks. The Netherlands has built about 140,000 kms of cycle paths around the country. It is to be noted that there are 23 million bicycles in the Netherlands for a population of 17 million inhabitants and the factors which contribute to the popularity of cycling are bike-friendly infrastructure, public policy, planning, environmental sustainability and cycling culture.

Another inspiration is the city of Paris which has built around 370 kms of cycling network with bike routes created to help people enjoy the city. Paris also has capitalized, like many other cities, on the economic potential of these infrastructure by allowing payable public bicycle sharing systems such as Velib which is encouraging people to leave the car behind and use bicycles.

Also, the city of London is witnessing cycling as the fastest-growing mode of transport over public transport, walking and private transport. It is creating a network of “quietways” which are cycle routes with low traffic volumes connecting residential areas and parks. This is an option in the long term for Mauritius.

Other countries and cities such as Japan, Toronto, Montreal, China and Singapore will also be used as templates for developing the comprehensive cycling strategy for Mauritius.

In 2019, the Ministry of Land Transport and Light Rail awarded a Consultancy Contract to Megadesign Consulting Engineers Ltd which partnered with a Dutch consulting firm Royal Haskoning.

The scope of the consultancy was as follows: -

- To develop design standards for the integration of cycling as a means of commuting for Mauritius in line with the land use planning and road development plans and, where applicable, with the Light Rail - Metro Express project. The document shall fully propose the long-term planning for developing a bicycle infrastructure in the island, with emphasis on designating cycling networks, fostering a safe environment for cycling, and promoting bicycling as a sustainable transportation option.
- Review and suggest changes to current laws, regulations, and policies to facilitate the integration of cycling in the transportation system.

- Recommend ways of educating road users including pedestrians, cyclists and motorists to safely share the road space with emphasis on right-of-way policies and signing plans.
- Provide detailed design of a complete Cycling Network Plan, for implementation in four specific towns/villages, for a start, namely in Grand Baie, Flacq, Rose-Hill (through Ebene till University of Mauritius) and Vacoas.

The consultancy contract was successfully completed in May 2021 for a contract value of MUR 13.48M incl. VAT.

The deliverables which were submitted by the consultant are as follows: -

- Cycle Design Manual and Guidelines
- Design of the cycle network for Rose-Hill
- Design of the cycle network for Grand-Baie
- Design of the cycle network for Vacoas
- Design of the cycle network for Flacq.

BELISHA FLASHING BEACONS

A Belisha beacon is an amber-coloured globe lamp atop a tall black and white pole, marking pedestrian crossings of roads. It is used a road safety device to make the presence of zebra crossings more prominent to drivers approaching the crossing.



Source: Fischer & Company, UK



Source: Fischer & Company, UK

In April 2021, the Ministry of Land Transport and Light Rail awarded a contract to Sobany & Sons Co. Ltd, after an international bidding exercise, for the supply of 40 Belisha beacons and spare parts for an amount of MUR 1,999,500 excl. VAT. The delivery was made in August 2021.

These Belisha beacons will be installed in pairs, meaning that 20 zebra crossings will be made safer.

SETTING UP OF THE iMAAP ROAD CRASH DATA MANAGEMENT SYSTEM

In March 2020 a new road crash data management system (RCDMS) came into operation. This new system is to simplify and effectively manage the difficult and resource intensive process of police crash data storage, analysis, reporting and management. The RCDMS is driven by iMAAP, a software developed by Transport Research Laboratory (TRL), UK., and was implemented by the joint venture TRL/State Informatics Limited.

The RCDMS makes use of web and mobile applications, with data collection by police officers at crash scenes being done by means of a tablet and the recorded data being automatically uploaded to servers at the Government Online Centre. The goal of the project to the tune of Rs 14 Million (including Rs.2.5 Million for the purchase of 80 tablets), is to ensure the quality (accuracy, consistency, completeness, integrity and timeliness) of the data and its continual evolution to meet the various users' needs.

The iMAAP RCDMS enables the analysis of the How, Where, and Why of road accidents so as to allow planning and implementation of remedial measures.

Training of police officers has been carried out on the use of the mobile application for on-site road crash data collection. The Maintenance of the tablets is being ensured by the supplier of the Tablets for a duration of three years (2021 to 2023). On the other hand, the Hardware Maintenance and Software Maintenance services for the Road Crash Data Management System (RCDMS) is being provided by the States Informatics Limited (SIL).

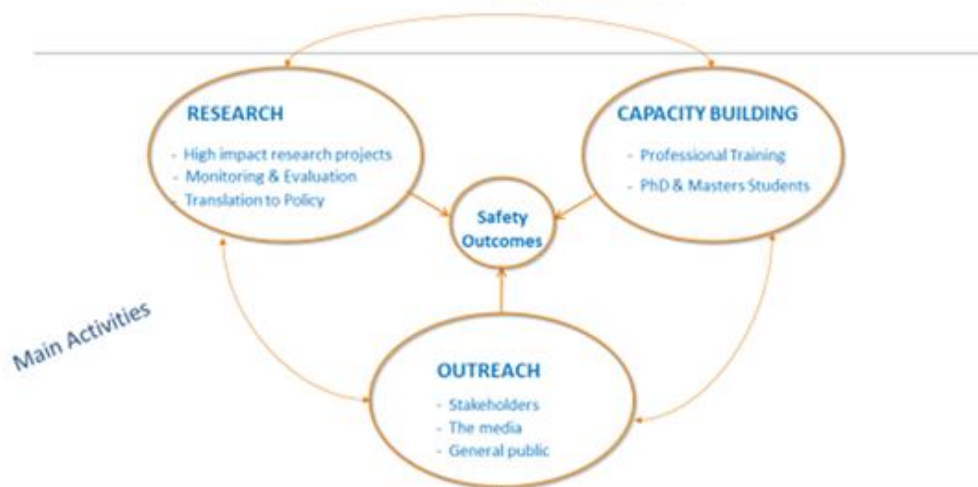
THE NATIONAL ROAD SAFETY OBSERVATORY

Purpose and Scope of the Road Safety Observatory

Academia, through the scientific study of the road and traffic system, can contribute in finding ways of reducing the number of road crashes or their severity. This is the primary intent behind the setting of a Road Safety Observatory (RSO) by the government. The RSO will focus on three main pillars, Research, Capacity Building and Outreach. These will help in the management, sharing of road safety data and knowledge and will support all aspects of road safety policy development at the national level.

Mandate

Conducting Research, Capacity-building and Outreach in Partnership with Government and Industry to improve Road Safety in Mauritius



The RSO is amongst others be responsible for:

- Leading research into road safety issues
- Developing effective, regionally appropriate responses
- Developing and delivering comprehensive and effective training
- Coordinating data, monitoring and reporting
- Serving as a centre of excellence and as a hub for practical and effective advice

The TMRSU, under the aegis of the Ministry of Land Transport and Light Rail, and the University of Mauritius (UOM) are the two major collaborators for this Road Safety Observatory.

The TMRSU and the UOM signed a Memorandum of Understanding (MoU) on 05 March 2020 to pave the way for conduct of research and capacity building.

The principal responsibilities of the TMRSU are to seek out financial support to guarantee the sustainability of the RSO, and to make available reliable and comprehensive road safety data for research purposes.

A Steering Committee has been set up at the level of the Ministry of Land Transport and Light Rail, to oversee the activities of the Road Safety Observatory, manage the available economic funds, and approve the required guidelines for the functioning of the RSO.

Funding

The financial resources for the operation of the RSO in achieving the set objectives will be met by funds earmarked under the “Road Safety Observatory” item of the annual budget allocated to the TMRSU. For the fiscal year 2020-2021, Rs 4M were allocated and have been used for the conduct of four research projects and for capacity building.

Status and milestones

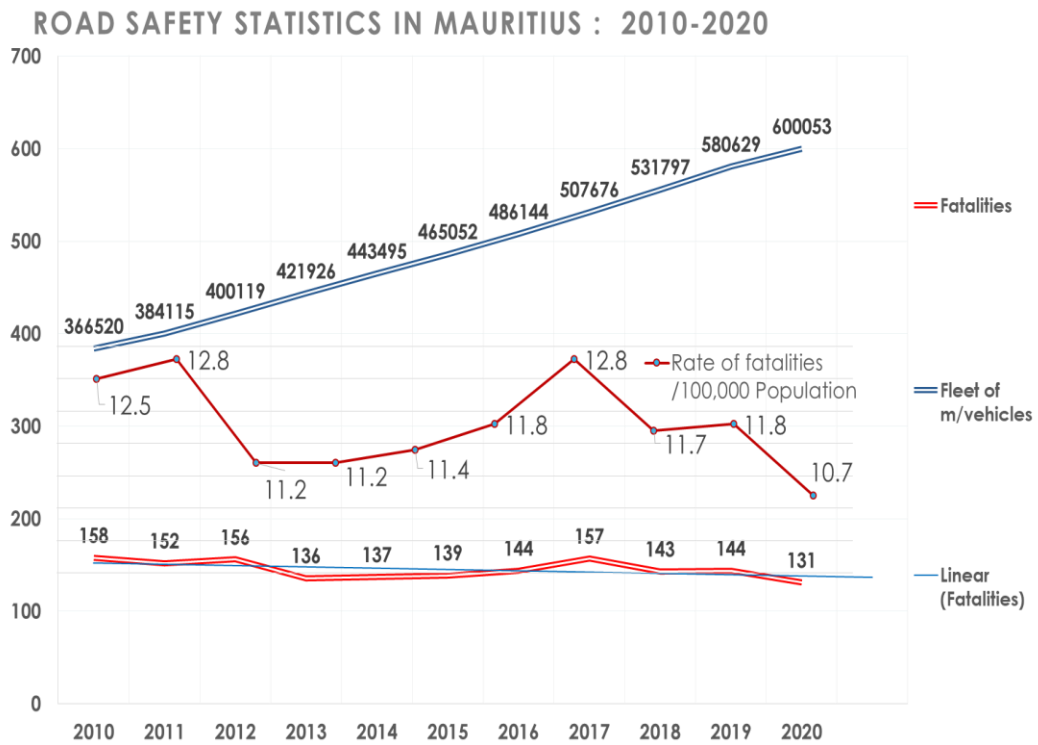
Four research projects were identified and were as follows:

- Measurement of socio-economic costs of Road Crashes in Mauritius
- Understanding of Pedestrian use of crossing facilities in Mauritius
- Understanding road users' behaviours and attitudes in Mauritius
- Investigating effect of different road lighting types on road safety

The four projects have been completed and the main findings of the report have been disseminated to the general public.

A 3-day online training for the technical staff of the TMRSU on “Using the Safe System Approach to improve road safety in Mauritius” was held in June 2021. The resource persons were Prof. N. Hayworth, Prof. B. Watson and Dr. M. King from CARRS-Q.

There are plans to continue research works on current road safety themes and to create a dedicated website for the RSO in order to publicise the research findings.



ROAD TRAFFIC DATABASE FOR MAURITIUS - ORIGIN and DESTINATION SURVEY

The TMRSU is embarking on a new project to set up a National Road Traffic Database. Consultancy Services has been invited for the establishment of a Road Traffic Database for Mauritius. The project provides consulting services for the collection of Road Traffic data for the establishment of a Road Traffic Database [RTD]. It will include the following activities:

- Traffic volume counts [TVC] along major arterial roads.
- Road vehicle Origin-Destination movements [O-D] and the formulation of O-D matrices.
- Capacity building – Training of technical staff at the Traffic Management and Road Safety Unit [TMRSU] on the design and conduct of road traffic surveys.
- Roadmap for the road traffic database – It will include all hardware and software needed for data storage and management.

Rational for the activities

The outcome of the studies will provide:

- (a) Direction for the preparation, implementation and operation of a National Traffic and Road Network Database of Mauritius.
- (b) It will support the Ministry's objective to build and operate a National Transportation Database for comprehensive management of traffic related data, and it will contribute to the development of indicators supporting the traffic policy and establishment of policy decision making system. Moreover, it will be an important tool for the TMRSU:
 - 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.
 - To provide the means for the on-going development of procedures to quantitatively test and evaluate transport initiatives and policies.

The setting up of Transport Modelling Plans will support strategic level decision making and long-term planning.

ROAD SAFETY CHARTER

The road safety situation in Mauritius, though has been stabilized during the past few years has a direct impact on the economy and causes lots of pain and suffering among the population. The death toll is on the average 145 per year taken over the past five years and the number of casualties has increased to more than 3500 yearly.

The Road Safety Charter signed in June 2017, is one of the ten strategic fields of action defined by the National Road Safety Strategy 2016-2025 for Mauritius. The Charter establishes the different actions and activities to be undertaken by both the Public and Private Organizations to achieve the national objective of reducing the number of killed and serious injury crashes.

The Charter aims at “zero accident” for all employees when commuting to and from their workplace, which implies that organizations have a duty to care for their employees and must take necessary actions to improving work related road safety.

The secondary objective is to reduce the direct and indirect costs associated with road crashes and circulation of vehicles (engine checkup, savings of fuel consumption, less wear and tear, plan journey time to avoid congestion among others).

As at date the number of signatories has reached 64 both for the Public and Private Sector. However, the National Road Safety Council (NRSC) considered that the Charter, being one of the ten pillars of the national strategy, automatically applies to all public and parastatal bodies.

A half day workshop was organized for Officers of the Administrative Cadre as well as Human Resource Cadre of Ministries/Departments at the Civil Service College Mauritius (CSCM) to sensitize and enhance their capacity for the execution of the Charter at their respective level. Same was organized for officers of the private sector by Business Mauritius.

According to statistics, work-related commuting accidents are the leading cause of death at work and two-wheelers accidents account for more than 40% of the serious injuries. In view to address this situation, a 10-hour training course (both theoretical and practical) is being offered by Advance Institute of Motoring (AIM) to users of two wheelers in order to improve their riding skills and reduce road crashes.

With the implementation of the Charter, 212 employees of the Private Sector (PKL, Bioculture, Pharmacie Nouvelle Ltd, Leal, Panagora, IBL Group, KM Orizzon, Defi Media and the National Transport Corporation) has followed the training, which started on 18 September 2019.

Since the Ministry of Public Service and Administrative Reforms will drive the project for the public sector in collaboration with the Ministry of Land Transport and Light Rail, it was agreed that Health and Safety Officers (HSOs) would be the responsible officers for the implementation of the Charter given that occupational health also includes road safety and driving is undeniably one of them. In this vein, a one-week training programme in collaboration with the CSCM and the MITD would be organized for the 40 HSOs in September 2021.

AWARENESS AND SENSITISATION CAMPAIGN ON ROAD SAFETY

The Road safety sensitization campaigns are used to achieve various aims by providing thematic information on road safety. In general, the aim of such campaigns are to change the road user's behaviour, attitude and knowledge in order to enhance road safety.

It is important to know that wrong human behaviours are one of the main causes road accidents and as well as increases the severity of an accident. As such by improving human behaviour, the number and severity of road accidents will be reduced. Road safety contents are communicated to road users in order to bring a positive change in behavior on our roads.

OBJECTIVES AND TARGET

The Road Safety Campaigns aim to achieve the following:

- increase awareness of a road safety problem or of wrong behaviours
- raise the level of information about a road safety topic or issue
- help form beliefs, especially where they are not firmly held
- make a road safety problems more salient
- stimulate interpersonal influences via social media
- generate information seeking by individuals
- reinforce existing beliefs and behaviours
- an overall reduction in road crashes

Thus, this Ministry undertook the following campaigns during the Financial year ended 30 June 2021:

- 1) Road safety campaign – “RESPE lavi lezot” consisting of Teaser & Reveal Phase, on the following media: billboard, broadcasting on Radio, Television, Facebook & Google ads (Incl.YouTube). The slogan used was ‘ *kifer bizin ariv sa?*



- 2) Award Ceremony of Road Safety Short Film Competition 2020 "Respect & Courtesy on the Road" in collaboration with Mauritius Film Development Corporation.



The short film competition highlights that, courtesy and respect for road users make, walking, riding and driving secure and more enjoyable. More importantly the roads would be safer. Safer driving, riding or walking, is all about respecting others on the road as well as the road rules. The short films outline respect and courtesy on the road, stress on Respect the law; Respect other road users; Respect others' rights to use the road; Respect lives of others (and yours) because the road is a shared place, Not yours.

The prizes were awarded as follows:

- Public Vote: 1st Prize: Cash Prize Rs 50,000 + Trophy
- Jury Vote: 1st Prize: Cash Prize of Rs 50,000 + Trophy
- 2nd Prize: Cash Prize of Rs 30,000 + Shield
- 3rd Prize: Cash Prize of Rs 20,000 + Shield
- Best Script: Cash Prize of Rs 10,000 + Shield
- Best Editor: Cash Prize of Rs 10,000 + Shield
- Best Photography: Cash Prize of Rs 10,000 + Shield
- Best Actress: Cash Prize of Rs 10,000 + Shield
- Best Actor: Cash Prize of Rs 10,000 + Shield

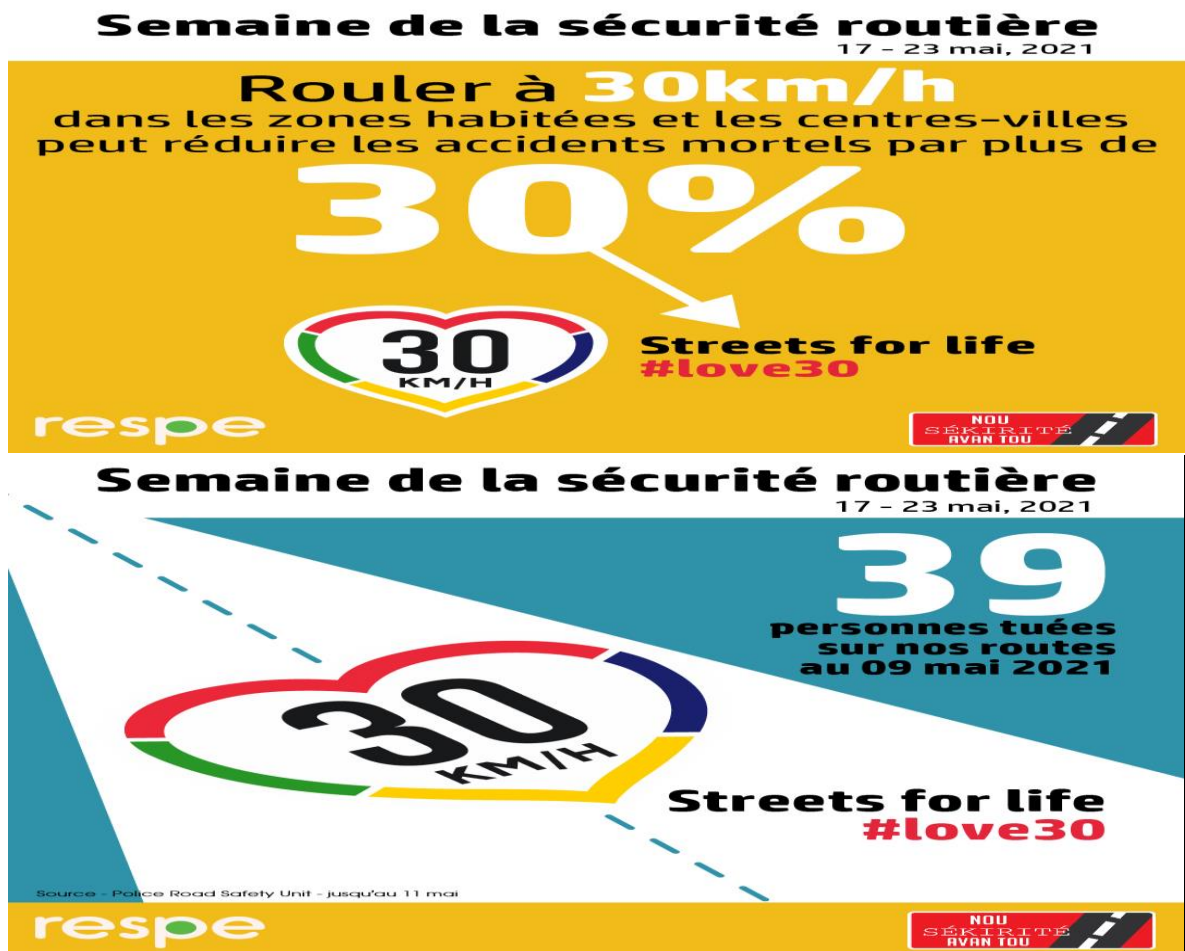
First Prize Winner



- 3) Road safety campaign – LRV Level Crossing Safety Campaign - billboard, broadcasting on Radio, Television, Facebook & Google ads (Incl. YouTube)



- 4) United Nations Road Safety Week – 17 to 21 May 2021 – Quiz competition on social media



Félicitations à tous les gagnants. Votre T-shirt griffé "respe" vous sera envoyé par la poste

- 5) National Drawing Contest on Road Safety for primary school students - Theme "Street for Life" was launched on May 2020. All the drawings of the children were published on Facebook page of Radio One where the public could vote for the best paintings via like and share. All people were encouraged to promote road safety by like and share the pictures on the Facebook page of Radio One. The 12 best paintings were awarded with the following prize:

1st prize – Rs10,000

2nd prize – Rs7, 000

3rd prize – Rs5,000

4th prize to 12 prize – Rs3,000



First prize winner's drawing





6) The World Day of Remembrance for Road Traffic Victims – 15 November 2020 – in collaboration with Bramha Kumaris

7) Road Safety Week Mauritius– 16 – 21 November 2020

Road Safety Week 		REMEMBER SUPPORT ACT 
16 - 21 November 2020		
Event	Organizations involved	
Sunday 15 November 2020 World Remembrance Day		
08 00 hrs 'Mass' organised by Mr Alain Jeannot, President, PRAT at Ste Croix Church World Remembrance Day organised by Brahma Kumari World Spiritual University at Wooton 10 00 hrs The Honorable Minister to officially announce the Road Safety Week at the function Message of the Hon. Minister will be projected on the MBCTV after 'Le Grand Journal' of 19 30 hours		
Monday 16 November 2020 Road Safety Day at Petite Riviere Govt School		
09 30 hrs Talk on road safety by Holistic Teachers Bicycle Circuit Demonstration by TMRSU Exhibition of posters Projection of road safety campaigns Prize Giving by Hon Minister for the Drawing Competition	Petite Riviere Govt School TMRSU	
Tuesday 17 November 2020 Talks		
A plateau will be organised by MBC during peak time	TMRSU Police Fire services	
Wednesday 18 November 2020 Pacific March from Champ de Mars to Le Jardin de la Compagnie		
11 30 hrs Champ de Mars Welcome Address by Mr. S. Jewon Le Jardin de la Compagnie Welcome Address by Mrs S. Ramsurrun Speech by Minister of Public Service, Administrative and Institutional Reforms Slam by Miss Coralie Calou Speech by Minister, Hon. Alan Ganoo Minute of silence Launching of White Balloons	Ministry of Land Transport and Light Rail in collaboration with the Ministry of Public Service, Administrative and Institutional Reforms	
Thursday 19 November 2020 Road Safety Day at Bambous 'A' Govt School		
09 30 hrs Programme at Bambous 'A' Govt School Bicycle Circuit Demonstration	TMRSU Police	
Friday 20 November 2020 Road Safety Programme at Ecole des Sourds, Beau Bassin		
09 15 hrs Programme at Ecole des Sourds Bicycle Circuit Demonstration	TMRSU Police	
15 00 hrs to 18 00 hrs Programme at Flacq Coeur de Ville Demonstration on two wheelers by AIM Demonstration by Mauritius Fire and Rescue Services on how to remove a helmet from an injured person Roller Simulator Car	TMRSU Police Fire services	
Saturday 21 November 2020 Event Organised by Total Mauritius Ltd at Petrol Station Belle Vue		
11 00 hrs Intervention by Hon. Minister Alan Ganoo		



Ministère des Transports terrestres et du Métro léger

respe



- Road Safety Day in 3 primary govt schools and Ecole des Sourds
- Pacify March
- Programme at Flacq Coeur de Ville - Super U Shopping Centre;
- Event Organised by Total Petrol Station at Belle Vue;
- Talk on Radio and Television

Pacify March



The TMR SU will continue to work on the design, production and implementation of at least three mass media campaigns targeting the whole population on major road safety themes. These targeted awareness measures would make use of traditional media (TV, Radio, billboards) as well as social media (YouTube, WhatsApp, Facebook).

CONSULTANCY FOR IMPLEMENTATION OF CYCLE NETWORKS IN MAURITIUS.

The Government has announced in the Government Programme 2020-2024 that a National Cycling Policy Framework will be developed.

Cycling used to be a popular means of transport in Mauritius some decades ago but nowadays, cycling is becoming less and less popular. With the ever increasing motorized traffic and no dedicated cycling lanes, cycling on the busy roads is perceived as being a dangerous activity.

Cycling is most suitable for travelling short distances on fairly flat roads as compared to mopeds and motorcycles for travelling long distances. Moreover, these vehicles have become more affordable and this encouraged people to ditch their bicycles.

The Government of Mauritius is committed to make cycling as popular as it was in the past, by promoting cycling as a transportation option to get to work, school, or for fitness and recreation. This will benefit citizens of Mauritius in many ways.

Cycling is an eco-friendlier mode of moving from one place to another compared with other transportation modes that use fossil fuels. The health benefits with cycling are also obvious. When cycling is incorporated into daily lives, this can have significant positive health impacts such as reducing the risk of cardiovascular disease, diabetes, cancer, hypertension and depression. On the social front, cycling brings people together. It is not only a group activity but it builds strong families and communities by generating a common goal.

The Government of Mauritius, through the Ministry of Land Transport and Light Rail, seeks to develop a comprehensive strategy for developing bicycle infrastructure in the island, taking into account its geographical characteristics, climatic conditions, land use planning, existing and planned road infrastructure and where applicable, the Metro Express. It shall detail the safe and continuous on-street and off-street cycling infrastructure needed, the initiatives needed to achieve greater use of cycling, and the measures to promote a culture of safety amongst both cyclists and drivers.

Mauritius is learning from the success stories of foreign countries and cities in creating cycle networks. The Netherlands has built about 140,000 kms of cycle paths around the country. It

is to be noted that there are 23 million bicycles in the Netherlands for a population of 17 million inhabitants and the factors which contribute to the popularity of cycling are bike-friendly infrastructure, public policy, planning, environmental sustainability and cycling culture.

Another inspiration is the city of Paris which has built around 370 kms of cycling network with bike routes created to help people enjoy the city. Paris also has capitalized, like many other cities, on the economic potential of these infrastructure by allowing payable public bicycle sharing systems such as Velib which is encouraging people to leave the car behind and use bicycles.

Also, the city of London is witnessing cycling as the fastest-growing mode of transport over public transport, walking and private transport. It is creating a network of “quietways” which are cycle routes with low traffic volumes connecting residential areas and parks. This is an option in the long term for Mauritius.

Other countries and cities such as Japan, Toronto, Montreal, China and Singapore will also be used as templates for developing the comprehensive cycling strategy for Mauritius.

In 2019, the Ministry of Land Transport and Light Rail awarded a Consultancy Contract to Megadesign Consulting Engineers Ltd which partnered with a Dutch consulting firm Royal Haskoning.

The scope of the consultancy was as follows: -

- To develop design standards for the integration of cycling as a means of commuting for Mauritius in line with the land use planning and road development plans and, where applicable, with the Light Rail - Metro Express project. The document shall fully propose the long-term planning for developing a bicycle infrastructure in the island, with emphasis on designating cycling networks, fostering a safe environment for cycling, and promoting bicycling as a sustainable transportation option.
 - Review and suggest changes to current laws, regulations, and policies to facilitate the integration of cycling in the transportation system.
 - Recommend ways of educating road users including pedestrians, cyclists and motorists to safely share the road space with emphasis on right-of-way policies and signing plans.

- Provide detailed design of a complete Cycling Network Plan, for implementation in four specific towns/villages, for a start, namely in Grand Baie, Flacq, Rose-Hill (through Ebene till University of Mauritius) and Vacoas.

The consultancy contract was successfully completed in May 2021 for a contract value of MUR 13.48M incl. VAT.

The deliverables which were submitted by the consultant are as follows: -

- Cycle Design Manual and Guidelines
- Design of the cycle network for Rose-Hill
- Design of the cycle network for Grand-Baie
- Design of the cycle network for Vacoas
- Design of the cycle network for Flacq.

ROAD SAFETY ENGINEERING MEASURES

It has been observed that many road crashes occur due to out of control vehicles running off the road and hitting off-road objects or due to inefficient road drainage system, or mixed traffic and inappropriate speeding etc. Our Road infrastructure need improvements to cater for the prevailing hazardous locations and also to cater for more forgiving roadsides.

The problems can be tackled if appropriate actions are taken and by adopting a scientific approach towards finding solutions. Engineering measures to improve the road infrastructure are among the most effective measures to reduce severity of crashes and to safely guide road users

The objectives of these projects are to provide Safer road environment and to reduce road casualties.

Works undertaken by the TMRSU in the following districts are summarized in the Tables below:

- District of Pamplemousses
- District of Riviere du Rempart
- District of Plaines Wilhems
- District of Grand Port
- District of Savanne
- District of Port Louis
- District of Moka/Flacq
- District of Black Rive

District of Pamplemousses

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Entrance of Valton from Valton Roundabout (M3) along B34 Road	Supply and fix of Speed Limit Sign, C14 (60km/h)	6,743.60
3	District of Pamplemousses (Creve Coeur, Congomah, Balaclava, D'Epiney)	Supply and fix of LED road studs	5,676,561.00
4	Arsenal, Calebasses, Plaines des Papayes, Morcellement St Andre	Construction of Bus shelters	825,336.60
5	Fond du Sac	Conversion of Hump into Flat Top humped pedestrian crossing + Fixing of associated traffic signs + Conversion of FWL and centreline into Hazard markings and painting of SLOW Markings and Yellow lines	200,635.81
6	Along Macadam Road, Baie du Tombeau	Supply and fix of Traffic Signs	103,627.28
7	Trou aux Biches, from the traffic lights near Trou aux Biches Police Station to Neo Nemorin Government School	Supply and fixing of speed zone signs	103,462.22
8	Along Forbach Road and Triolet Fond du Sac Link Road	Supply and fix of Traffic Signs (No Entry above 12T)	26,974.40
9	Terre Rouge, along Subash Chandra Bose Street	Supply and fix of 2 Nos Traffic Signs (40km/h - 450mm) and Painting of 4 Nos SLOW Markings	16,425.11

District of Riviere Du Rempart

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Piton near ex Cite CHA along B17 Road	Painting of pedestrian crossing and fixing of associated traffic signs, Conversion of centreline marking into full white lines and zig zag marking	87,130.76
2	Roche Noires Waterfront, near Church, along B15 Road	Painting of pedestrian crossing and fixing of associated traffic signs, Conversion of hazard marking into full white lines and zig zag marking and Conversion of edge marking into zig zag markin	84,743.83
3	La Paix, Piton	Supply of No right turn sign, C11b (600mm)	3,491.40
4	District of Riviere du Rempart	Supply and fix of LED road studs	9,262,836.00
5	Riv du Rempart & Poudre D'Or	Construction of Bus shelters	1,034,083.45
6	Roche Terre (B14 Road)	Treatment of Black Spot at Roche Terre	2,074,689.70
7	Forbach Roundabout near Espace Maison	Installation of guardrail at Forbach roundabout	183,827.50
8	In District of Riv du Rempart	Supply and fixing of 3 Nos. bus stop signs	4,775.18
9	Riverside Riviere du Rempart	Civil Works regarding installation of pelican crossing at Riviere du Rempart, near Riverside Shopping Centre	529,474.95
10	Reunion Maurel Road, Petit raffray	Supply and fix of Speed Limit Sign, C14 (40km/h)	25,185.00
11	Roche Terre, Junction B14 Road and Reservoir Road	Road safety measures at Roche Terre near Reservoir Road Terre	769,324.70
12	Petit Raffray, from the traffic lights at Trois Bras to Goodlands SSS	Supply and fixing of speed zone signs	103,462.22

13	Roche Noires & Haute Rive	Supply and fix of 2 nos Speed Limit Sign, C14 (40km/h) - 600mm	13,487.20
14	Along B16 Road, near UBP Poudre D'Or	Supply and fix of 3 nos Speed Limit Sign, C14 (60km/h) - 600mm	20,230.80
15	Grand Baie near Super U (Sebs Kitchen)	Painting of pedestrian crossing and associated road markings + Fixing of associated traffic signs + Lowering of Footpath	100,395.70
16	Bain Boeuf near Public Beach	Painting of pedestrian crossing and associated road markings + Fixing of associated traffic signs + Provision of Concrete platform	98,540.34
18	Pyndia Lane, Pereybere	Construction of drain and footpath	5,342,890.80
20	Cap Malheureux	Construction of Bus shelters (Type 1)	566,193.67
21	Amitie, Opposite Amitie Govt School	Construction of alighting and boarding platform and bus shelters	283,096.83

District of Lower Plains Wilhems

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Quatre Bornes	Parking areas in St Jean, Quatre Bornes (3 sites)	2,500,000.00
2	Beau Bassin	Raised Speed Table at Pope Henessy Street, near Metro line	329,719.42
3	Rose Hill	various roads in Rose Hill (approximate Total length of 3 kms)	588,124.03
4	Candos, Quatre Bornes	Supply and fixing of Handrail Type 2 (50 m)	315,400.00
5	Junction Palma Road/Seeneevassen St, Quatre Bornes	New Traffic lights	770,945.50
6	Madras Street, Camp Levieux, Rose Hill	Raised Speed Table	222,752.36
7	Antoine Chavrimootoo Street,Residence Barkly	Raised speed Table	145,250.86
8	Nyerere Street, Ebene	Road Marking (Yellow lines)	63,196.00
9	Place Margeot, Rose Hill	Modifications of Road Marking and new configuration	877,833.20
10	Duperre Street, Quatre Bornes	Construction of Footpath and Absorption Drain	1,420,685.76

11	St Jean Street, Quatre Bornes	Construction of Parking areas Thodda & Chung	2,066,347.64
12	Coriolis Junction, Belle Rose	Provision of bus layby + Drain	1,000,000.00

District of Upper Plains Wilhems

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Hugginson Road, Curepipe	Supply and Fix Road Sign and Road Marking	50,000.00
2	Forest Side, Curepipe	Supply and Fix Road Sign and Road Marking	23,257.60
3	Curepipe	Upgrading of Le Clezio Roundabout	345,000.00
4	Le Clezio Street, Curepipe	Construction of Footpath	850,000.00
5	Upper Plains Willems	Supply of Traffic Signs	700,000.00
6	Wooton	Supply and place Bus Shelter Type 2 (1 No)	390,000.00

District of Grand Port

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Plaine Magnien at France Boyer SSS	Pedestrian Crossing	130,000.00
2	Bois D'Oiseaux Street Mahebourg	Supply and Fix Road Marking, Traffic Signs and Road Studs at Bois D'oiseaux	225,000.00
3	Beau Vallon Mahebourg A12	Construction of 10m of footpath, Painting of 4Nos of Pedestrian Crossings with fixing of associated Traffic Signs	410,000.00
4	Old Grand Port and Riviere Des Creoles	Painting of 2 Pedestrian Crossings with associated traffic signs	125,000.00
5	Union Park A10 Road	Painting of 2 Pedestrian Crossings with associated traffic signs	125,000.00
6	From Midland to Nouvelle France Motorway M1. Levelling of Hard Shoulder, Supply and Fix Kerbs, Guardrails Road Studs and Road Markings	Maintenance of HardShoulder	10,739,012.81
7	Grand Bel Air Along Deux Bras Cent Gaulettes Road	Construction of 2 Bus Layby	2,000,000.00
8	St Martin, Riviere De Creoles and Grand Sable Village	Supply and Fix Bus Shelters Type II	1,200,000.00
9	B'ois D;oiseau, Rose Belle	Construction of Footpath	1,650,000.00

10	Anse Jonchee	Supply and Place 2 Nos Bus Shelter Type 2	760,000.00
11	Union Park near Imdaadul Muslimeen	Traffic Lights	400,000.00
12	Rose Belle Near Plaisance Mall	Traffic Lights	400,000.00
13	Union Park, Rose Belle	Construction of Layby and Bus Shelter	1,900,000.00
14	Grand Port	Supply of Traffic Signs	375,000.00

District of Savanne

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Near Moraja Street Bois Cheri	Supply and Fix Road Marking	128,000.00
2	Bois Cheri Main Road	Construction of footpath and drains	3,200,000.00
3	Souillac along LadyBarly and Church street	Construction of footpath and drains	3,000,000.00
4	Britania to Tyack along Savanne Main Road	Supply and Fix Guardrail	3,836,400.00
5	Bois Cheri Main Road	Civil Works for Traffic Light	400,000.00
6	Chemin Grenier Near St Felix Road	Raised Table, Footpath	900,000.00
7	Chemin Grenier Near KEATS College	Raised Table, Footpath	350,000.00
8	St Aubin to Souillac	Supply and Fix Light Emitting (1050 Nos)	2,200,000.00
9	Chamouny Road B102 & Chemin Grenier B10 Road	Supply and Fix Light Emitting (1050 Nos)	2,200,000.00
10	Chemin Grenier (Near Church)	Traffic Lights	416,222.85

11	Chemin Grenier, Near Kovil	Traffic Lights	400,000.00
12	Chemin Grenier (Near RCA School)	Traffic Lights	400,000.00
13	St Felix	Supply and Fix Rumble Strips	50,000.00
14	Chemin Grenier	Construction Of Footpath	350,000.00
15	Saint Aubin	Installation of Traffic Lights	1,000,000.00
16	Batimares	Supply and Fix Handrail (Type 2)	900,000.00
17	Junction school Lane with Main Road, Camp Diable	Supply and Fix Handrail (Type 1) & Construction of Footpath	85,000
18	La Baraque Road near Post Office	Painting of Pedestrian Crossing & Supply and Fix Traffic Sign	76,000.00
19	Riviere Du Poste	Painting of Pedestrian Crossing & Supply and Fix Traffic Sign	76,000.00
20	Britania	Relocation and Fixing of existing Pelican Crossing	400,000.00
21	La Flora	Traffic Light	950,000.00
22	Grand Bassin	Road Marking and Traffic Signs at Petrin Parking	830,000.00

23	Britania	Construction Of Footpath	2,600,000.00
24	Chemin Grenier	Construction of Concrete Footpath and Bus layby	1,300,000.00
25	Bois Cheri	Construction of Footpath and Supply and Fix Handrail (Type2)	340,000.00
26	Petrin to Chamouny	Supply and Fix Light Emittting Road Stud	3,200,000.00

District of Port Louis

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Port Louis	Construction of Footpath and Traffic lights	
2	Port Louis	Extension Retaining Wall near Traffic Centre	
3	Port Louis	Supply and Fix of 2 Nos Bus Shelter Type 1	
4	Port Louis	Road Marking and Traffic Signs	
5	Around Mauritius	Maintenance of Paid Parking (Traffic Signs & Road Markings)	
6	Port Louis	Construction of 2Nos. Raised Table	
7	Port Louis	Supply and Fix of Metal Grating	
8	Port Louis	Construction of Footpath and Drain	
9	Port Louis	Setting up of Traffic Light	

District of Moka

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Nouvelle Decouverte	Provision of Road Studs along B96 Pont Bon Dieu Road	266,409.00
2	Nouvelle Decouverte	Provision of Bus Shelter Type 1 at Nouvelle Decouverte after school along Bus Laybys in 2 Opposite directions	550,224.40
3	St Julien D'Hotman	Provision of Road Studs along B24 From Unite Branch Road to St Julien D'Hotman Bypass	532,818.00
4	Nouvelle Decouverte	Provision of road studs along Pont Bon Dieu Road to end of Salazie (Chainage 4000 to 4400)	81,972.00
5	Nouvelle Decouverte	Provision of road studs along Pont Bon Dieu Road to end of Salazie (Chainage 5300 to 6400)	840,213.00
6	Moka	Provision of handrails Type 2 near MSB and AMB	174,800.00
7	Melrose	Provision of Bus Shelter Type 1 near Football Ground Melrose	275,112.20
8	Belle Rive	Civil Works for CEB connection on signalised pedestrian Crossing at Belle Rive	421,621.05

District of Flacq

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Flacq District	New Chevron signs and replacement of existing chevron signs in the District of Flacq	194,956.05
2	St Julien Village	Provision of Road Studs along B24 Road From Traffic Lights St Julien Village to Unite Branch Road	993,910.50
3	Trou D'Eau Douce	Provision of Road Studs along B59 from New Market Place to Sept Croisee Roundabout	768,487.50
4	Isidorose	Provision of Road Studs along B59 from Isidorose Roundabout to Argy	604,543.50
5	Central Flacq	Provision of Handrails Type 2 Near Flacq Police Station	218,500.00
6	Camp De Masque	Provision of Type 2 handrails along A7 near Camp De Masque near Kovil	218,500.00
7	Bois D'Oiseau	Provision of Handrails Type 2 along A2 road at Bois D'Oiseau near IVTB	174,800.00
8	Brisee Verdier	Replacement of Handrails with Type 2 at Brisee Verdier near Mosque	138,793.50
9	Brisee Verdier	Replacement of handrails with Type 2 at Brisee Verdier near School	115,661.25
10	Riche Fond Flacq	Provision of Bus Shelter Type 1 at Riche Fond near Kovil	275,112.20
11	Riche Fond	Provision of Bus Shelter Type 1 at Riche Fond Union Flacq	275,112.20
12	Flacq District	New Chevron signs and replacement of existing chevron signs in the District of Flacq	1,966,851.90

13	Trou D'Eau Douce	Provision of Bus Shelter Type 3 Near Sept Croisee Roundabout	1,238,004.90
14	Bon Accueil	Provision of Bus Shleter Type 2 at Bon Accueil SSS	378,279.85
15	Kewal Nagar	Provision of Bus shelter Type 1 Kewal Nagar Opposite SSR Garden	275,112.20
16	Olivia	Provision of Bus shelter Type 1 at Olivia	275,112.20
17	St Julien Village	Hand rail Type 2 St Julien Village near Khadaroo House	218,500.00
18	Bon Accueil	Replacement of Handrail with Type 2 at Bon Accueil near Football Ground	346,983.75
19	L'Aventure	Closure of exsiting layby at Junnction, Temporary relocation of Bus Stop with temporary bus shelter at North L'Aventure Junction	1,412,390.49
20	Beau Champ	Provision of New Pelican crossing along Flacq-Mahebourg Road B 28 near Hanuman Lokhama Shakti Aalayam , Beau Champ	468,825.10
21	Camp De Masque	Provision of pelican crossing facility along A7 Road near Osman Peerun Govt School Camp De Masque	446,681.85

District of Black River

S/N	Location	Description	Expenditure incurred [Rs] (VAT Incl)
1	Tamarin	Road safety measures including traffic signs and road marking	63,000
2	Tamarin	Road safety measures and setting up of pedestrian crossing near CEB	65,000
3	La Preneuse	Setting up of pedestrian crossing	65,000
4	La Preneuse	Setting up of Traffic light for pedestrian crossing including handrails	1,240,000
5	Cotteau Raffin	Setting up of pedestrian crossing including footpath	900,000
6	Petite Riviere Noire	Construction of bus lay-bys including bus shelter	1,850,000
7	Beau Songes	Setting up of signalized pedestrian crossing including footpath	1,125,000
8	Cascavelle Village	Setting up of road safety measures including speed calming devices, footpath, drains, traffic sign and road marking.	17,100,000
9	Cascavelle branch road	Traffic and road safety measures including footpath, drains, handrails and enlargement of road for bus routes	9,500,000
10	Tamarin beach area	Traffic and road safety measures	200,000
11	Bambous	Setting up of pedestrian crossing including footpath, handrails and bus shelters	2,000,000
12	La Jetee Rd Grand Riviere Noire	Setting up of speed table for improvement of road safety	250,000
13	Xavier Village, Le Morne	Provision of bus shelter at Xavier Village, Le Morne	1,450,000

	Brabant and Le Morne	Brabant and Le Morne including road markings	
14	Bambous near Dragon Store	Construction of footpath, handrail and pedestrian crossing and upgrading of bus layby	1,445,000
15	Le Morne	Construction of footpath, handrails, traffic sign and road markings for the setting up of pedestrian crossing near Tabagie Brabant	1,050,000
16	Le Morne	Construction of footpath, drains and handrails near Le Morne Government road for road safety improvement	3,105,000
17	Le Morne	Construction of footpath, drain bus layby including bus shelter near La Prairie	1,285,000
18	Bambous	Construction of speed calming devices such as raised table along Geoffroy Road near school	2,450,000
19	Case Noyale	Road safety measures such as footpath and handrails	1,615,000
20	Flic en Flac	Setting up of signalized pedestrian crossing including footpath.	
21	La Goulette, Case Noyale and Petite Riviere Noire	Setting up of bus shelters	900,000

BUS SHELTERS

There are 104 bus shelters which have been constructed by the Traffic Management and Road Safety Unit as detailed hereunder: -

Items	Place	Location	District	Type 1	Type 2	Type 3
1	Nouvelle Decouverte	Layby near Football Ground	Moka			1
2	L'Avenir Saint Pierre	Near Res Les Frangipanes	Moka		1	
3	L'Avenir Saint Pierre	Near Morc Mount View	Moka		1	
4	L'Avenir Saint Pierre	Layby near Govt School	Moka			1
5	Baie Du Cap	Traffic Centre	Savanne		1	1
6	Baie Du Cap	Traffic Centre			1	
7	Vacoas	Layby Opp Maurice Cure	Vacoas			1
8	Riche Mare	Opposite Mosque	Flacq		1	
9	Bramsthan	Toward Isodore	Flacq		1	
10	Quatre Soeurs	Near Waterfront	Flacq			1
11	Grand Sables	Opposite Village Hall	Savanne		2	
12	Port Louis Nicolay Street	Opposite CEB Station	Port Louis			2
13	Port Louis, Pamplemousses Street	Layby towards Vallee Des Pretres	Port Louis			1
14	Henrietta	Henrietta Road	Vacoas		2	
15	Plaine Magnien	Near Round About	Savanne			2
16	Souillac	Opposite SBM ATM	Savanne		1	
17	Beau Champs Bel Ombre	frederick Lodge	Savanne		1	
18	Cotteau Raffin La Gaulette	Opp Atelier Inam	Black River		1	
19	La Gaulette	Opp Police Station	Black River			1
20	St Esprit	Layby Riviere Noire	Black River			1
21	Riviere Noire	Opp Balise Marina	Black River		1	
22	Tamarin	Near Big Willys	Black River		1	
23	Pointes Aux Sables	Layby	Port Louis			1
24	Trou Aux Biches	Near Lady Sushil Recreation Centre	Riv Du Rempart		1	
25	Trou Aux Biches	Near Police station	Riv Du Rempart		1	

Items	Place	Location	District	Type 1	Type 2	Type 3
26	Trou Aux Biches	Near Veranda			1	
27	Mont Choisy	Along Public Beach	Riv Du Rempart			3
28	Pointes Aux Canoniers	Near Holiday Inn	Riv Du Rempart		1	
29	Cap Malheureux	Near Govt School	Riv Du Rempart			1
30	Riviere Du Rempart	SSS Ramsoondur Prayag	Riv Du Rempart		2	
31	Khoyratty	layby Near Round About	Pamplemousses			1
32	Terre Rouge	Near Telecom	Pamplemousses		2	1
33	Terre Rouge	Near Telecom	Pamplemousses			1
34	Cascavelle	Middlesex Univertsity	Black River			1
35	Quratie Militaire	Near Football Stadium	Moka			1
36	Pointe Aux Sables Traffic Centre	Traffic Centre				3
37	Woolmar Traffic Centre	Traffic Centre			3	
38	Morc Les Multipliants			1		
39	Case Noyale			1		
40	LA Gaulette Police Station			1		
41	Petite Riviere Noire				1	
42	Pointe Aux Sables			2		
43	Ripailles			2		
44	Phoenix Road nr Cancer Hospital				2	
45	Arsenal near Mauras			1		
46	Calbasse near Droopnath Ramphul			1		
47	Plaines des Papayes near Ramprakash Govt school			1		
48	Riviere Du Rempart				2	
49	Poudre D'Or			1		
50	Anse Joncee				2	
51	Riviere Cere road near kovil			1		
52	Riviere Cere road			1		

Items	Place	Location	District	Type 1	Type 2	Type 3
53	Union Park Rose Belle				1	
54	Beau songes				1	
55	Tamarin					1
56	Chemin Grenier				1	
57	Saint Martin / Riviere des Creoles				1	1
58	Wooton				1	
59	Trou D'Eau Douce 002					2
60	Bon Accueil 003				1	
61	Kewal Nagar 004			1		
62	Olivia 005			1		
63	Melrose nr football ground			1		
64	Le Morne Brabant				1	
65	Xavier, Le Morne Brabant, Dilo Pouri					1
66	L'Aventure			1		
67	Cap Malheureux			2		
68	St Francois			1		
69	L'Amitie			1		
70	Morc. St Andre			1		
71	Le Morne Entrance Baie du Cap					1
72	Le Morne				1	
73	Geoffrey Bambous				2	
74	Chemin Grenier Chinese shop				1	
75	Riche Lieu				1	
76	Congomah				1	
77	Poudre d'Or Traffic Centre				3	
78	Surinam				2	

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CONTINUUM OF ROAD SAFETY EDUCATION

The development of new perspectives for delivering Road Safety Education is one of the ten strategic fields of action defined by the National Road Safety Strategy 2016-2025. The Continuum of Road Safety Education is an ongoing process that extends across different phases of schooling. Since most accidents are attributed to inappropriate human behaviour and responses, road safety education takes into account individual behavioural aspect. It is a pillar in traffic safety work, delivering basic survival techniques, as well as building and changing attitudes towards safe and socially responsible behaviour. It is an instrument of self-protection offered to the future generation.

This Ministry in collaboration with the Ministry of Education has embarked into the setting up of the first phase of this project in all primary schools from grade 1 to 6, in Mauritius. The Ministry of Education has allocated 25 minutes per grade on a weekly basis for the teaching of road safety education as a compulsory subject in primary school curriculum. In this context, this Ministry in collaboration with the Civil Service College Mauritius, the Ministry of Education and the Mauritius Institute of Education have been providing theoretical training to 853 officers directly related to the implementation of the project in schools.

The training programs provide pedagogical resources and professional development to all those who are involved throughout. The teaching and learning in primary school focus on the children as being passenger, pedestrian and cyclist. Within each of these areas there are several units that provide students with learning opportunities to develop their understandings, skills, attitudes and values in a road safety context.

The overall objective of the Continuum of Road Safety Education highlights that, by the end of grade 6 the students would have the following skills:

- Know and will obey the traffic laws.
- Aware that there are penalties for not obeying the traffic laws.
- There are traffic signs that cyclists, as well as other traffic, must obey.

- I will be a safe cyclist.
- I don't want to be a road accident statistic.
- Ability change their unsafe behaviour on the road.
- Ability to recognise and respond safely to a traffic hazard.
- Will be model safe road user behaviour.
- Ability to weigh up the consequences before taking a risk.
- Ability to influence local road issues.

The theoretical part of the training was offered by trainers from Prevention Routiere de l'Ocean Indien from Reunion island, which is allied with Association Prévention Routière de la France. The training started on November 2018 and lasted till December 2019.



The practical part of the Continuum of Road Safety Education Project in primary schools focus in grade 5 and 6, on the students as being cyclist. The objectives of the Training on Practical part of Continuum of Road Safety Education Project are: to train a total 540 officers (530 Holistic

Educators and 10 Helpers) on Road Safety in practical perspectives; help the Holistic Educators to understand risks involved and security on road in conformity to real situation; understand that as bicycle riders, they are subject to the same road rules as other vehicles and must obey the laws on traffic signals and street signs; identify road signs and adopt the right behavior on roads and to communicate same to students; use of proper pedagogical approaches in order to sensitize the students on road safety in real situation.



The training session on the practical part was provided by trainers from Reunion island, was interrupted on March 2020 due to Covid 19 pandemic. TMRSU in collaboration with the MIE and Traffic Branch from the Mauritius Police Force have worked on the content of the training program and a new training framework have been designed accordingly, during the year 2021.

NATIONAL LAND TRANSPORT AUTHORITY

MAJOR ACHIEVEMENTS

Bus Modernisation Scheme

The Bus Modernization Scheme was introduced in 2014 with a view to encouraging bus fleet replacement in line with the Ministry's vision to modernize the public transport sector. Bus operators holding a Road Service License 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 to whether the bus purchased complies with the regulations and is effected subject to terms and conditions governing the scheme and the licensee are required to sign an undertaking for compliance.

Bus operators availing themselves of the incentives of the Scheme are eligible for a subsidy ranging between Rs0.7 million and Rs1.3 million, depending on the type of bus purchased and VAT exemption. The Scheme exceptionally provides for the purchase of high floor buses by operators based in Rodrigues where semi low floor buses cannot operate due to the topography of the island.

As at 30 June 2021, an amount of Rs383.6M has been disbursed for the replacement of 383 buses in Mauritius including 9 buses in Rodrigues and 2 electric buses. For the financial year 2020/2021, an amount of Rs 19M was disbursed for the replacement of 19 buses.

The Scheme was revisited in February 2021 in order to provide a subsidy allocation of up to Rs5, 000 per bus for the installation of CCTV Cameras in public buses in order to enhance the safety of bus crews and of passengers 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.

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

The type of buses qualifying for the subsidy under the revised scheme and the amount 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</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.

As at 30 June 2021, 123 modern bus shelters have been constructed (out of which one was constructed from July 2020 to 30 June 2021) through private sponsorship at no cost to the Government. 53 modern bus shelters have already been allocated but not yet constructed. The list of bus shelters is at Annex C

Decentralization of Counter Services

Vehicle growth is keeping an ascending trend over the years and has reached 600,000 vehicles as at April 2021. Consequently, the number of transactions has increased considerably resulting in lengthy waiting time for customers at the NLTA Head Office, Cassis.

In order to reduce the queuing at the NLTA office at Cassis, a decentralization process was effected with effect from February 2017 and the above mentioned services were extended to SGS Ltd, Forest Side and Autocheck Ltd, Plaine Lauzun. In the same vein, in June 2018, a sub office was opened at the Customer Service Center, Central Flacq to cater for the above facilities.

With a view of decentralization and making services available as near to service users, the NLTA and Mauritius Post Ltd have agreed for the payment of Road Tax in respect of all motor vehicles and trailers except for Road Service License, concessionary rate, Petrol Station Licenses and surcharge on road tax at any post office in Mauritius and subject to production of all relevant documents. This service is already operational.

In addition to that, as from November 2018, a platform is available on the NLTA website enabling user to effect their payment of MVL online. Since 2018 to date 2477 transactions have been performed on this platform.

However, it has been observed that since the lifting of the sanitary curfew, the number of people attending the NLTA counters has significantly increased on a daily basis at the NLTA, Cassis.

The average number of transactions handled at the counters on a daily basis is as follows:

- Registration of new vehicles – 73
- MVL/Transfer of ownership/Certificat de Gage – 715
- Conductors – 70
- PSV Contract Car – 85
- Application A/B Carriers' Licence - 77

It is to be highlighted that most of the operations at the NLTA concern payment of MVL and transfer of ownership of motor vehicles which account for around 715 transactions daily.

As regards to transfer of ownership, the process is time consuming for customers as:

- A certificat de gage has to be issued in respect of the owner of the vehicle upon sale. It certifies whether or not the vehicle is burdened with a lien;
- The purchaser to call at the Registrar-General (RG) for registration of the deeds of sale;
- After taxation of the deed of sales by the RG and having taken an insurance cover for the vehicle, the purchaser to effect the transfer of ownership of the vehicle at the NLTA counters with relevant documents and payment of the prescribed fees.

In light of the above, it was proposed that a one stop shop will be set up to streamline the above procedures and the two organizations i.e. the NLTA and the Registrar-General be sheltered under one roof. Several discussions have been held with the different stakeholders concerned since 2016 with regards to this project, however it was not materialized.

Finally, upon discussion with the Prime Minister's Office, an office was allocated on the ground floor, Emmanuel Anquetil building, Port Louis. Same was re-accommodated in order to set up six counters. The opening of the new office would be effective as from 01 July 2021. This will help to lessen the hardship of customers as all transactions concerning the registration and transfer of ownership of motor vehicles will be carried out in one single roof without having to proceed to different offices at different locations. Other advantages are:

- 1) It will reduce the pressure on the cash offices of the NLTA counters at Cassis;
- 2) The Cash Office will be more accessible to the public and services like insurance, transport and parking will be more readily available

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 of 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, ensured that minimal bus services were provided during the Temporary Restrictions of Movement Period so that passengers could attend to medical treatment or for availing of basic necessities and in order for employees involved in the essential services could proceed to work.

Concurrently, with a view to ensuring safe conveyance of commuters during the sanitary curfew, Regulations, namely the Road Traffic (Covid-19 Sanitary Measures) Regulations 2021 and the Light Rail (Covid-19 Sanitary Measures) Regulations 2021 were promulgated for transport operators to ensure strict adherence to sanitary protocols and to put in place safe distancing arrangement while providing transport facilities.

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. Moreover, in the context of the SC/HSC examinations which were scheduled during the COVID-19 period, the Ministry and the NLTA ensured that bus services were made available to students sitting for the above examinations including those residing in localities found in the then red zones.

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.

Moreover, the delay for renewal of licences was extended up to 31 August 2021 so that licensees and owners of motor vehicles are granted with an additional delay for the renewal of their licences without incurring any surcharge.

Likewise, the delay to implement Public Service Vehicle Licences was extended to 31 August 2021 so as to provide licensees with a further delay to renew their licences.

On the other hand, the contract bus licence of operators involved in the conveyance of tourists were temporarily varied upon application so as to allow them to carry employees.

In addition, the implementation age in respect of contract cars and contract buses were extended in order to ease the implementation of licences.

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

- Renewals of all Public Service Vehicle Licences and Road Service Licences have been extended up to 31 August 2021.
- Implementation of Contract Car and Contract bus Licences have been extended up to 31 August 2021.
- The implementation age of contract buses has been reviewed in respect of those conveying employees and school children up to 10 years and for those conveying tourists up to 4 years.
- Renewals of licences for Petrol Service Stations have been extended up to 31 August 2021 subject to a valid Fire Services Certificate.
- Vehicle owners whose Motor Vehicle Licences expired at the end of February 2021, March and April 2021, have been granted an extension to renew their MVL up to 31 August 2021.

- Where the Certificate of Fitness of a vehicle has lapsed or will lapse during the temporary restrictions of movement period, the vehicle was allowed on the road only in exceptional circumstances, that is, in case of a person holding a valid work permit access delivered by the Commissioner of Police, a medical emergency, or where a person has to purchase essential food items or necessities, subject to the vehicle having a valid insurance cover.

Other Achievements

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

NTC ACHIEVEMENTS...

IMPORTANT EVENTS IN 2020/2021

Launching of new NTC website

In November 2020, in the context of its re-branding exercise, a new NTC website (www.buscnt.mu) was officially launched in November 2020 by the Honourable Alan Ganoo, Minister of Land Transport & Light rail. The objectives of re-designing a new website, were to render it faster, easier to navigate, and more user-friendly and most importantly to foster improved communication with the public and giving passengers the opportunity to make comments concerning the service of the NTC.

Termination of office lease agreement with NG Tower Ltd at Ebene

In 2017, the NTC entered into a contractual agreement for the lease of two lots of office space for a period of two years with NG Tower Ltd. The leasing agreement was renewed for one more year in 2019 and for two months in 2020 to terminate on 31st December 2020.

The early termination of office refurbishing works at Bonne Terre allowed management to relocate the Corporate Office of the NTC from Ebene to Bonne Terre in November 2020. Reduction of outflows in terms of rent paid amounts to Rs 156,158.73 (excluding VAT and related costs) per month as from January 2021.

Weekend de solidarité

In order to support women entrepreneurs engaged in micro-business and in financial difficulties due to the COVID-19 pandemic, the NTC organized a weekend de solidarité on Saturday 19 December and Sunday 20 December 2020 at Bonne Terre Head Office. A covered space with individual stalls to expose and sell locally made products were made available to women entrepreneurs free of charge. Cost of this initiative was mostly funded

by donations received from our trading partners. This event was largely covered by the national media.

Launching of 16-seater micro buses

The NTC procured 4 (16-seater) micro buses in May 2021 to operate during off peak hours on routes: 87 (St. Hubert to Curepipe), 137 (Carreau Accacia to Rose Belle), 14 (Curepipe to Midlands) and 34 (Bois Cheri to Curepipe). The rationale to deploy these mini buses on these routes was to reduce operating cost during off peak hours due to low ridership. Launching ceremony of the micro buses was made at Rose Belle Traffic Center on Wednesday 21st July 2021 and M. Seeruttun and the Honourables Mrs N. Ramyeed, T. Jutton and K. Doolub. The NTC has received positive responses from the press and the public for this initiative with request to extend this service on other routes as well.

STATUS ON IMPLEMENTATION OF BUDGET MEASURES

Para in Budget Speech including Annex	Budget Measure	Status
C25	The Road Traffic Act will be amended to enable Holders of a B Carrier Licence to lease their vehicles including the carriage of goods	Draft Regulations have been amended and submitted to the Ministry for vetting by State Law Office

STATUS ON IMPLEMENTATION OF KEY ACTIONS

SN	Key Action	Key Performance Indicator	Target 2019/2020	Status as at 30.06.20	Remarks
1.	Fees for Hotline Services- Setting up of an Hotline Customer Service Center	To address to issues or complaints in connection with NLTA operations		The Procurement section is working on the EOI prior to launching of bidding exercise	
2.	E-Licensing Phase 2 MVL Or	To provide for online renewal of motor vehicle licence for other types of vehicles (taxi, contract car, contract bus, Road Service Licences, A and B Carrier licences		The specification is being worked out by CIB	
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	May-21	Optioneering Exercise underway in order to assess best implementation pathway for the Project	Actions will be initiated as soon as all implications of the Project are assessed.
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 Mr A. Joomun, Deputy Permanent Secretary was set up in order to aptly disseminate best practices to mitigate risks of corruption. Risk Assessments were also carried out across various sections of the Ministry to identify and remedy potential areas of concerns.

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, phase 1 was delivered 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 both air and 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 Sensitization Campaigns

MEL is conducting their communication 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 REPORT**

Audit Report

Issues (Report Ref)	DOA Comments	Proposed Measures	Unit/Agencies Responsible	Status of Actions taken/Implementation Date
NAO/CG/PI/ NTA/151/4	<p><u>Delays in reviewing payment methodology proposed by consultant</u></p> <p>The budget estimates for financial year 2019-2020 provided a sum of Rs 1.5M for acquisition of IT equipment (servers) for CBTS. However, this sum was not spent at all. As of October 2020, the CBTS has not yet been developed</p>	<p>The Procurement Methodology is still under consideration and once the implementation pathway is finalized, necessary actions would be initiated.</p> <p>A decision from Government is awaited to proceed with the project.</p>	MLT&LR	Optioneering Exercise being undertaken to identify most suitable implementation pathway.
NAO/CG/PI/ NNTA/151/4	<p><u>Terms and conditions of Agreement with Bus Companies and Cooperative Societies still not reviewed since 2011</u></p> <p>It was also highlighted that the advice given by the State Law Office (SLO) not to make payment if services were not provided on a school day due to, for instance, inclement</p>	<p>The draft report of the Technical Committee has already been submitted to the Ministry.</p> <p>Subsequently, at a meeting held on 02 March 2021 at the Ministry, in the presence of representatives of the NLTA, it was agreed to</p>	MLT&LR	<p>A letter has already been issued to MOFEPD for the three subsidies (FTS, BCRA & CPI) be paid to bus operators through a consolidated fund with a view to enhance transparency and accountability.</p> <p>A working session with the TPPU has been held with regards to the above</p>

	<p>weather conditions. The agreement signed with the bus operators has still not been amended to include such clause.</p> <p>The above matters warrant a review of terms and conditions of contract agreement regarding payment of free travel subsidy.</p>	<p>maintain the current formula for the payment of the Free Travel pending the introduction of the Cashless Ticketing System, as recommended by the Technical Committee. However, with regard to the recommendation for the creation of a consolidated fund to comprise all financial supports to operators with a view to enhance accountability, the advice/no-objection of the MOFED is being sought. Furthermore, the proposal of having a policy unit at the NLTA to look into, inter-alia, the returns submitted by operators is being finetuned by the NLTA to ensure that same is appropriately staffed.</p> <p>Once the recommendations are finalized, the approval of Government would be sought prior to initiating meetings with other stakeholders for its implementation.</p>		<p>proposals. Proposals relating to the setting up of a monitoring unit at the NLTA has been worked out by the Transport Planner and submitted to the HR section (NLTA). A working session was held on 4 May 2021 with representatives of NLTA & TPPU. The draft MoU was amended and upon the approval of the Permanent Secretary, same would be relayed to the State Law Office for vetting.</p>
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		<p>As regards the existing Agreement with operators, proposals are being worked out to review same to include, amongst others, the clause relating to days when service is not provided due to specific circumstances, e.g. inclement weather. Consequently, the Ministry would initiate discussions with bus operators prior to finalization of the revised Agreement.</p> <p>As regards the impact of Light Rail Transport on bus companies, an assessment report is underway following which a Technical Committee will submit its findings and proposals. A report has been prepared and submitted to the Ministry for consideration</p>		
NAO/CG/PI/ NNLTA/151/ 4	<p><u>Inadequate Control over payment to Bus Operators in Rodrigues</u></p> <p>According to information available at the NLTA, the licences of some 70 buses</p>	<p>The possibility to have a budget for free travel in respect of operators in Rodrigues included under the RRA Budget is being envisaged.</p>	Ag TC (S) AMHR	<p>The possibility to have a budget for free travel in respect of operators in Rodrigues under the RRA budget is not being considered following</p>

	<p>had already expired during financial years 2015-16 to 2018-19. No information was available as to whether motor vehicle licences (road tax) were paid by the respective bus operators. The risk exists of payment being made by the NLTA Head Office to bus operators in Rodrigues who are not operating.</p> <p>Updated information concerning licences renewals and payment of road tax should be available at the NLTA to support validity of payment of subsidy.</p>	<p>The non-availability of motor vehicle licences details was not being updated on system by the NLTA Cash Offices, Rodrigues as officers were of General Service grade who were regularly reshuffled. It has been proposed that officers in the grade of Licensing and Registration Officers (LROs') be recruited by the NLTA to work at the counters of the NLTA Cash Office in Rodrigues.</p>		<p>recommendation of Road Transport Commissioner to maintain accountability.</p> <p>As regards the recruitment of LRO/SLRO to work at the NLTA Office, Rodrigues, the Ministry of Public Service, Administrative and Institutional Reforms will be approached to have the scheme of service for the post of LRO/SLRO amended so that officers recruited in this post may proceed to Rodrigues on a tour of service.</p> <p>The selection exercise of LRO/SLRO is under process.</p> <p>The IT system at the NLTA in Mauritius and Rodrigues is now linked and real time information are easily and instantly being obtained.</p>
<p>NAO/CG/PI/ NTA/151/4</p>	<p><u>Non Compliance with Road Traffic Regulations as regard to submission of Appropriate Returns</u></p> <p>No returns were submitted by cooperative societies</p>	<p>Detailed statistics regarding ridership are submitted by operators, that is, bus companies and individual operators. However, the</p>	<p>TP</p>	<p>A Committee will be set up by the Transport Planner to work out the proposed amendments to Schedule of Regulations concerning ridership</p>

	<p>while only two out five bus companies submitted all the required information.</p>	<p>Cooperative Societies only submit information relating to the days buses have operated. Thus, the NLTA is looking into the possibility to amend the Schedule of the Regulations to cater for the submission of more detailed (categorized) ridership information in terms of paid and free passengers which includes old aged persons and students.</p>		<p>information in terms of paid and free passengers.</p> <p>The proposed amendments to Schedule of Regulations is being worked out.</p>
<p>NAO/CG/PI/ NTA/152/6</p>	<p><u>Passenger Information System – Project</u> <u>Objective not yet attained</u> a) In September 2020, NAO carried out site visits in the presence of NLTA officers at 24 of 34 bus shelters where digital boards were installed under PIS. The digital boards were displaying bus arrival time as per the NLTA timetable uploaded on the system instead of real time information on bus arrival at the bus shelters. According to reports submitted by Road Transport Inspectors, real time information was not</p>	<p>The attention of bus operators has been drawn several times in respect of input of data. The contractor has agreed to supply bus operators with tablets of assignment screen for input of data under the same contract without additional costs.</p>	<p>Ag TC (R)</p>	<p>Tablets will be delivered to the NLTA shortly by the supplier and same will be handed over to Stand Regulators.</p>

	being displayed at the bus shelters due to the fact that the Stand Regulators were not 'assigning buses', thus hampering the effective operation of the PIS.			
NAO/CG/PI/ NTA/140/15 2/6	b) Various items of equipment were provided to bus companies for implementation of this project. An assignment screen equipped with a sim card was installed in the cabin of bus operators at five bus stations. 280 buses were equipped with GPS devices. No agreement were seen to have been signed between the bus companies and the NLTA regarding the responsibilities of each party regarding damages or theft of these items of equipment.	A draft Memorandum of Understanding (MoU) highlighting the responsibilities of each stakeholder has already been submitted to the Ministry of Land Transport and Light Rail. Same has been relayed to the SLO since September 2020 for legal vetting.	MLT&LR	Amendments received from SLO on 23.03.2021 is being made to the document, following which it will be processed in file.
NAO/CG/PI/ NTA/152/6	c) This project was commissioned on 12 September 2019. According to the agreement signed, maintenance for the first year was free of charge. As of November 2020, no contract for the	It is to be noted that the implementation phase of the project did not include maintenance. However, in line with the advice obtained from the Ministry of Technology, Communication and Innovation, the services	Ag TC (R)	The NLTA has taken cognizance of the PIS system put in place by Rose Hill Transport Ltd and Mauritius Bus Transport (MBT) Ltd. The possibility of using the existing hardwares/system to

	<p>maintenance of the PIS was entered into.</p>	<p>of the Contractor/Contractors would be sought as and when required for the maintenance phase.</p>		<p>develop its own PIS will be looked into by the NLTA based on the systems operational at RHT and MBT.</p> <p>However, according to information received, MBT Ltd has not yet conveyed its approval from Smartlogic Ltd for sharing its PIS</p>
<p>NAO/CG/PI/NTA/152/6</p>	<p><u>Motor Vehicle Licences – Slow Operation of online Payment System</u></p> <p>NAO is of view that the backlog should be cleared at the earliest to ensure that project objectives are being attained.</p>	<p>A meeting was held on 19 January 2021 in the presence of the CEO of the MPL and his team to discuss a way forward on the issue of backlog. An agreement in principle has been reached for both the MPL and the Ministry to share the costs involved in the connectivity of the two IT systems subject to the agreement of the CIB on the amount quoted.</p>	<p>O/C, IT</p>	<p>The views of CIB on the proposal submitted by SIL has been obtained and relayed to MPL and NLTA for necessary action at their end.</p> <p>A meeting was held at the Accountant-General Office on 05.05.2021 and it was agreed that the new payment system proposed by the BoM will cater for online payment via Mobile (Juice, MyT Money, SBM, ABSA, etc) and via E-Banking (direct account transfer).</p>
<p>NAO/CG/PI/NTA/153/48</p>	<p><u>Non-compliance with Financial Instructions regarding Cash Surveys</u></p> <p>An important element of control is to ensure that cash as reflected in the</p>	<p>In view of the high influx of customers calling at the NLTA on a daily basis and also the twice daily interruption of counter activities for banking</p>	<p>MFO</p>	<p>A survey team has been set up to carry out periodical surprise surveys and reports will be submitted for action. Surprise checks to be</p>

	<p>records of Ministries/Departments are actually on hand with the respective officers concerned. This is achieved through both scheduled and surprise cash surveys. Financial Instructions by the MOFED require Accounting Officers to carry out regular departmental surveys on cash in the custody of cashiers. There is no evidence of any such surveys carried out at the NLTA since many years.</p>	<p>purposes, it is not practical to carry out cash surveys. Nevertheless, the Finance Section at the NLTA undertakes such surveys regularly with a higher frequency at sub-offices.</p>		<p>carried out in strict competence as laid out in the FMM, extract of which is at center of file. A first surprise cash survey was conducted on 22 April 2021 at Flacq cash office, where no discrepancy was noted. Subsequently two cash surveys were conducted at the NLTA main office, Cassis in June 2021.</p>
<p>NAO/CG/PI/NTA/153/48</p>	<p><u>Lapses in the Internal Control System over issues of Electronic Receipts</u></p> <p>NAO is of view that there was inadequate control over generation of electronic receipts, as supported by the following:</p> <ul style="list-style-type: none"> • No exception report was generated by the NLTA on a regular basis regarding “no-payment transactions; • Receipts relating to “no-payment transactions” were not printed, as opposed to cancelled 	<p>According to established procedures at the NLTA, there is an adequate system of checks and balances in the issue of zero-payment receipts. With regard to reports on “no payment transactions” the IT Unit is arranging for the regular generation of reports pertaining to these transactions. These reports would accordingly be relayed to the Examination Unit for records.</p>	<p>MFO</p>	<p>The MFO was requested to report on whether a team has been set up to look into the daily transactions and to generate a report for “no payment transaction” and it was confirmed that same has been done.</p> <p>Access has been provided to the team members in order to print the report.</p> <p>The System Analyst was officially requested to provide for a <u>view only screen</u> to two officers of</p>

	<p>receipts, thus resulting in an absence of audit trail. These receipts were also not reported in the Cash Books;</p> <ul style="list-style-type: none"> • There was no evidence that the ‘missing’ receipts were counter-checked against the list of institutions/government bodies exempted from payment of fees to ensure that the missing receipts were genuine and related to “no-payment transactions”. <p>In the absence of any monitoring being done, there is the risk that fees due to the NLTA may be reported as “no-payment transactions” resulting in fees not being collected.</p>	<p>As regards recording of “no payment transactions” in cash books, the MFO has already been requested to arrange for an internal memorandum to be addressed to the Officer in Charge, Registration & Licensing to ensure the recording of the said transactions in cash books.</p> <p>Furthermore, receipts are not issued in respect of “no payment transactions” as they do not involve payment. However, records of all these transactions are kept at the Examination Unit as detailed above in line with existing procedures.</p>		<p>the Finance Section (AMFO and one AFO at Examination Section). The supplier has already developed the report. Validation and testing has already been effected by the Finance section. The report can be generated as from 10 May 2021 and two users have been identified from the Finance section.</p>
<p>NAO/CG/PI/NTA/153/48</p>	<p><u>Absence of rotation of Cashiers</u></p> <p>Out of 28 MSOs’ who were assigned cashier’s duties at the counters of the NLTA, 12 officers have been acting as cashier at the NLTA for the last 10 to 18 years.</p> <p>NLTA should arrange for rotation of duties among its officers so as to</p>	<p>Approval has been obtained from the Secretary to Cabinet and Head of the Civil Service for the recruitment of 14 LROs/SLROs to carry out, inter-alia, cashier’s duties.</p> <p>The PSC is presently conducting a selection exercise for the filling of vacancies in that grade.</p>	<p>AMHR</p>	<p>It was reported that recruitment exercise is ongoing for 14 LRO/SLRO.</p>

	<p>improve its internal control system and to eliminate the risks associated with the handling of cash.</p>			
<p>NAO/CG/PI/ NTA/153/48</p>	<p><u>Delay in deposit of funds by a Company acting as Collecting Agent</u></p> <p>During the financial year 2019-2020, an amount of some Rs 1.1 billion were remitted to the NLTA by its collecting agent. Examination of collections made by the collecting agent in May and June 2020 revealed that funds were deposited to the account of NLTA with 4 to 9 days delay. This is not in line with agreement signed with the collecting agent which stipulates that funds would be credited to the account of NLTA within two working days from date of collection. Financial Instructions require that monies collected should be banked as promptly as possible.</p>	<p>This shortcoming has already been communicated to the CEO of the Mauritius Post Ltd. In fact, the MPL which acts as the NLTA's collecting agent has been requested to strictly adhere to the provisions of clauses relating to remittances as stipulated in the Agreement signed between the NLTA and the MPL.</p>	<p>MFO</p>	<p>Following letter issued by to MPL on 07 May 2021, the latter has informed that delay in the settlement in remittance of collection of MVL was mainly due to lockdown in May and June 2020. Appropriate action has been taken by their Finance section to remit funds.</p>

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 6-1, under its control.

The Vote sub-heads are as hereunder:

- Sub Head 6-101: General
- Sub-Head 6-102: Traffic Management and Road Safety
- Sub-Head 6-103: 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 Expenditure

TOTAL EXPENDITURE FY 2020/21

Name of Ministry: Ministry of Land Transport and Light Rail	
Expenditure	Rs
Recurrent	563,129,020
Capital	153,250,955

SUMMARY STATEMENT OF EXPENDITURE BY ECONOMIC CATEGORIES

Details of Expenditure	Rs
Allowance to Minister	2,400,000
Compensation of Employees	75,046,452
Goods and Services	107,752,568
Grants	210,000
Social Benefits	20,000
Other Expenses	380,100,000
Acquisition of Non-Financial assets	153,250,955
Acquisition of Financial assets	0
	718,779,975

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.

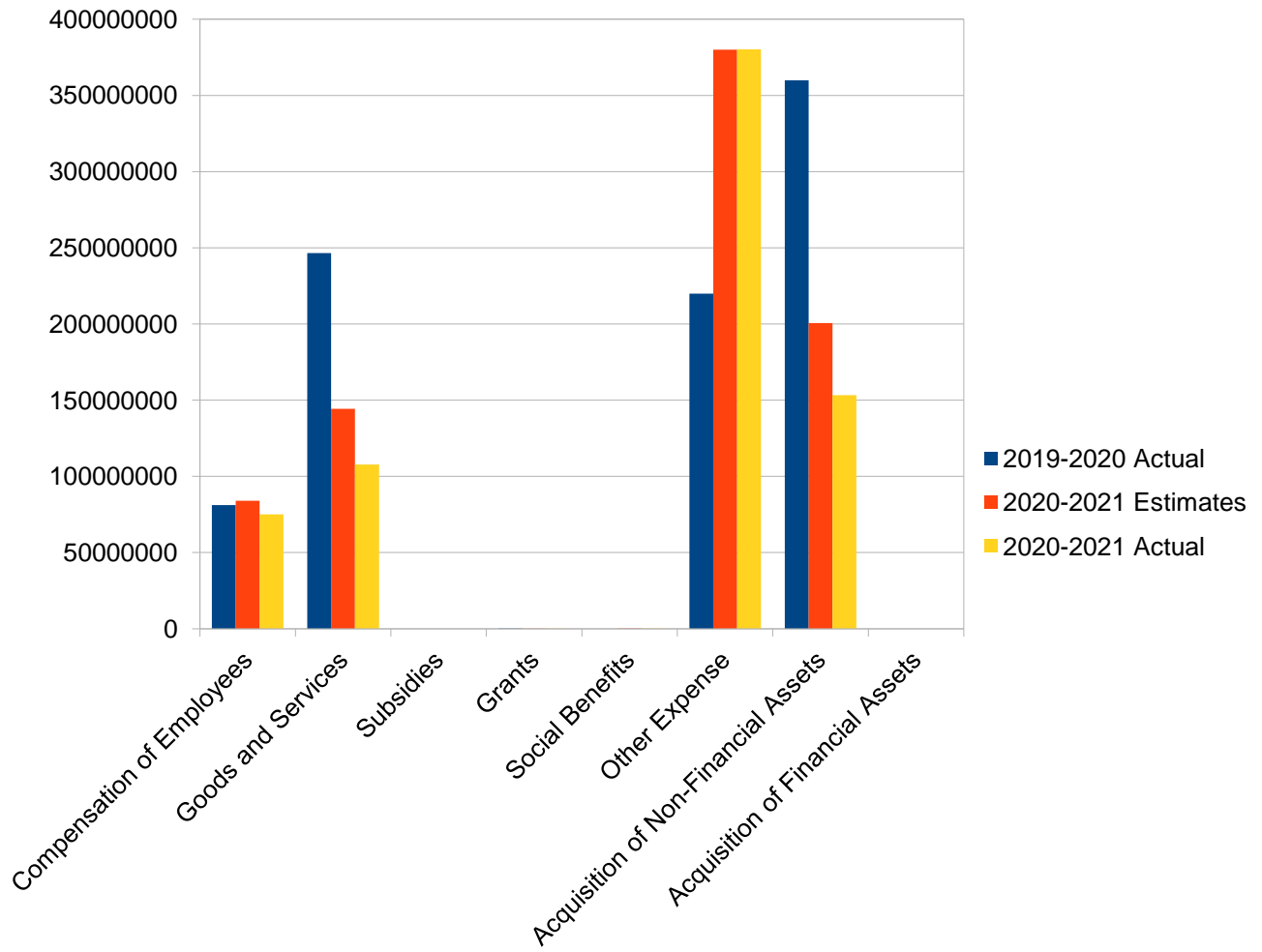
REVENUE	Rs
Property Income	0
Sales of Goods and Services	45,278,550
Fines, Penalties and Forfeits	0
Miscellaneous Revenues	3,955,707
Total Revenue from Property Income, Use Fees and other sources	49,234,257

GENDER CLASSIFICATION

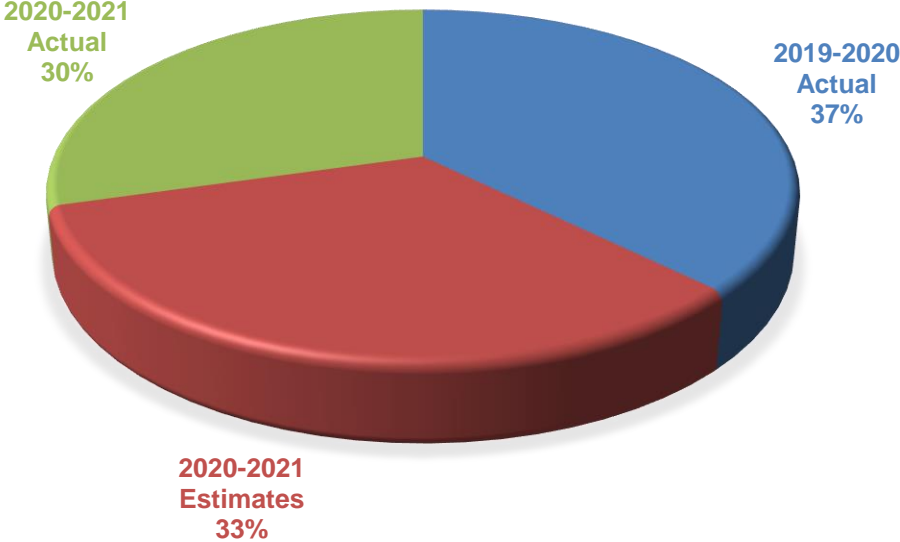
Categories	Women	Men
Top Management (Salary \geq Rs 100,000)	1	1
Middle Management (Rs 40,000 \leq Salary < Rs 100,000)	5	18
Support & Others (salary < Rs40, 000)	51	73
Overall	57	92

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

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



COMPENSATION OF EMPLOYEES



STATEMENTS OF REVENUE AND EXPENDITURE

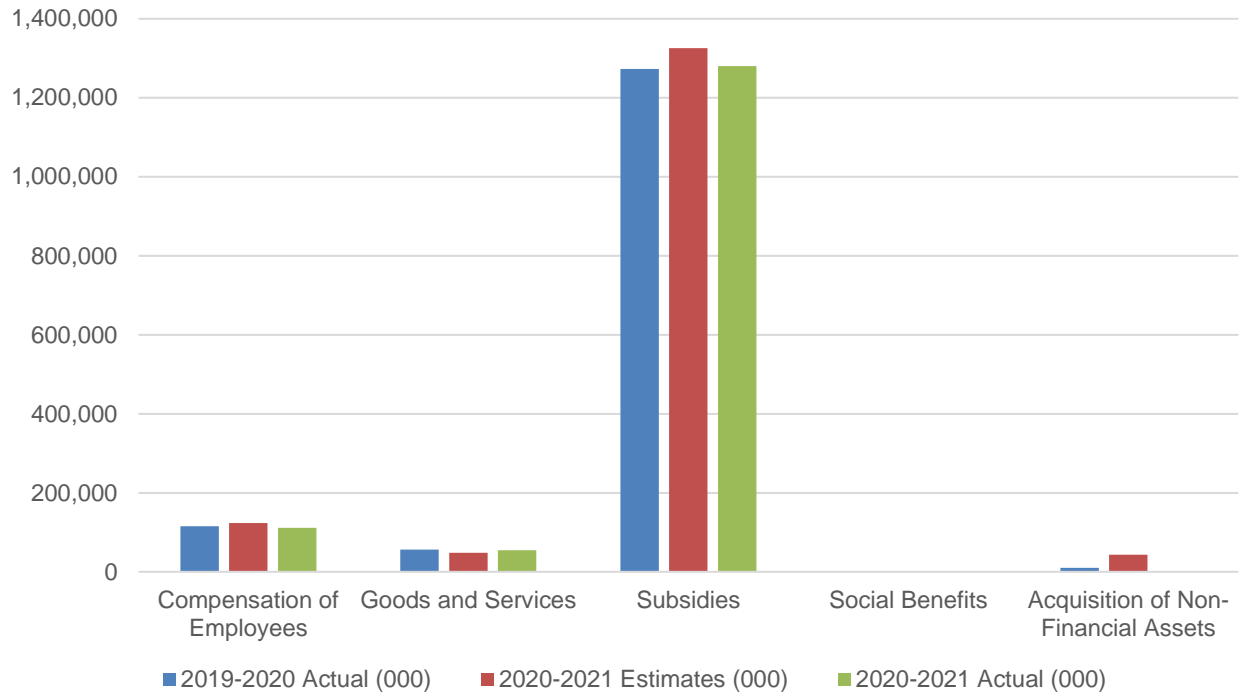
National Land Transport Authority

STATEMENTS OF REVENUE AND EXPENDITURE

Statement of Expenditure

Statement of Expenditure			
Head/Sub-Head of Expenditure (Rs Million)	2019-2020 Actual (000)	2020-2021 Estimates (000)	2020-2021 Actual (000)
Compensation of Employees	115,061	123,550	111,109
Goods and Services	56,211	48,040	54,228
Subsidies	1,273,371	1,326,000	1,280,412
Social Benefits	0	10	10
Acquisition of Non-Financial Assets	10,268	43,400	2,037
Total	1,454,911	1,541,000	1,447,796

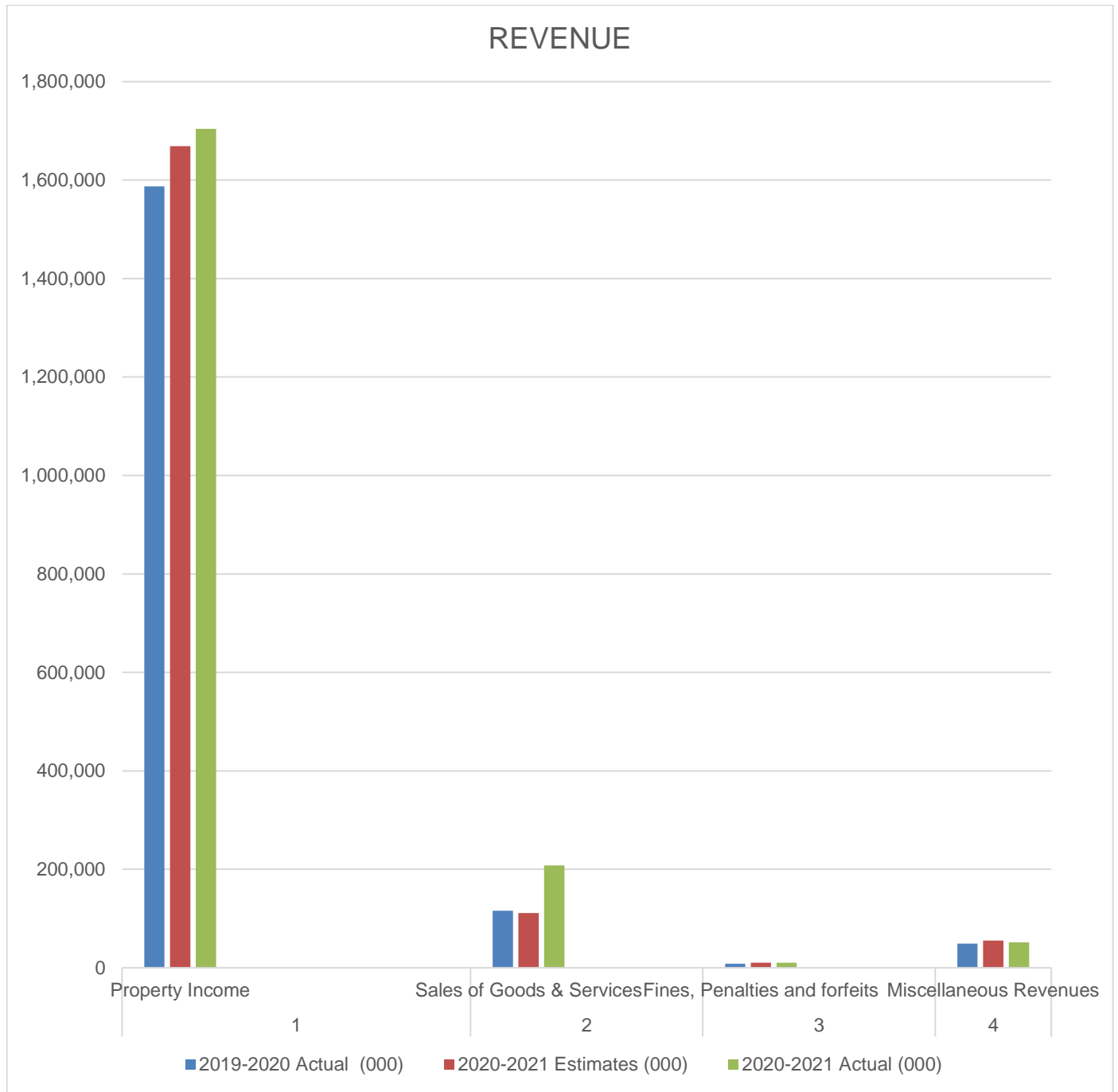
Expenditure



Statement of Revenue

Statement of Revenue				
REVENUE (MILLION)		2019-2020 Actual	2020-2021 Estimates	2020-2021 Actual
		(000)	(000)	(000)
1	Property Income			
	MVL	1,587,056	1,669,000	1,704,330
2	Sales of Goods & Services			
	Reg&Trs	37,966	42,000	44,710
	ID Cards	7,971	14,000	8,824
	Reservation of Specific Registration Marks	70,042	55,000	154,488
	Total Sales of Goods & Services	115,979	111,000	208,022
3	Fines, Penalties and forfeits			
	Penalty Fees	7,939	10,000	10,440
4	Miscellaneous Revenues			
	Miscs	49,307	55,000	51,782
	Total Revenue from Property Income, User fees and other sources	1,760,281	1,845,000	1,974,574

Statement of Revenue (000)



GENDER CLASSIFICATION (NLTA)

Staff in Post (October 2021)	Male	Female
Top Management (Salary \geq Rs 100,000)	1	-
Middle Management (Rs 40,000 \leq Salary < Rs 100,000)	30	9
Support (Salary < Rs40, 000)	111	92
Overall	142	101

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

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.

A simple SWOT analysis has been used 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?

Trends and Challenges

SWOT ANALYSIS -NLTA

<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none">• 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	<p style="text-align: center;">Weaknesses</p> <ul style="list-style-type: none">• 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
<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none">• Digitilization of NLTA services online• Re-engineering of payment of compensation/ subsidies• 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• Provision of a Customer Hotline Services• Setting up of a one-stop shop for registration and licensing of vehicles	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none">• High corruption risks• Slow introduction and adoption of digital services

SWOT ANALYSIS -TMRSU

<p style="text-align: center;"><u>STRENGTHS</u></p> <ul style="list-style-type: none"> • Dedicated Staff • Partnership with other authorities and stakeholders • Creativity and Innovation • Strong support from the parent Ministry • Growing investment in new technologies 	<p style="text-align: center;"><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • 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
<p style="text-align: center;"><u>OPPORTUNITIES</u></p> <ul style="list-style-type: none"> • 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 	<p style="text-align: center;"><u>THREATS</u></p> <ul style="list-style-type: none"> • 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

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 optimize 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 Mr. M.A. Joomun, 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 by the NLTA and Police**

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 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.

The specification is being worked out by the CIB and in a letter dated 18 May 2021 addressed to the latter, their views is being sought as to whether this project may be considered as an enhancement to the current system.

▪ **Upgrading of the NLTA Integrated Legacy System**

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

▪ **Customer Service Hotline Center**

The NLTA intends to set up a Customer Service Hotline Center to address issues or complaints in connection with NLTA operations. It will enable access to information pertaining to the procedures at the NLTA Counters, Fitness Centers operations of buses, payment of MVL online, reservation and purchase of personalized registration marks.

The Customer Service Hotline Center will be outsourced to an outsourcing agency. Its agents will be required to undergo a proper training in order to attend effectively to queries from the public. They will be available through a hotline number on a 24/7 basis and they will be linked to the NLTA.

Any query of general nature and complaints will be addressed by the Customer Service Hotline Center. FAQs' and procedures at the NLTA will have to be drafted and provided to the Hotline Center to enable them to provide information to the public.

- **Cashless Ticketing System**

The Mauritius Cashless Bus Ticketing System is expected to be an Automated Fare Collection System and a ticketing system interfacing with the Electronic Ticketing System of the Metro Express to enable commuters to travel on board buses and the light rail system seamlessly.

- **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.

- **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 2020 to June 2021 at the three Vehicle Examination Stations

ANNEX A**Summary of Report of Vehicle Examination: JULY 2020 To JUNE
2021**

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

ANNEX B**Number of Vehicles to be Examined - JUL 2020JUN 2021**

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 2021)**

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

ANNEX D

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
	20	20	20	20	20	20	21	21	21	21	21	21	21
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 2020 TO JUNE 2021

ZONES	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21	APR 21	MAY 21	JUN 21	JUL 2020 to JUN 2021
B/RIVER	63	56	60	51	32	16	30	53	17	L O C K D O W N -	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	C O V I D 1 9	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 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21	APR 21	MAY 21	JUN 21	JUL 2020 to JUN 2021
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

ANNEX F

NUMBER OF CONDUCTORS AS AT JUNE 2021		
	MALE	FEMALE
JULY 2010	14	8
AUGUST 2020	22	2
SEPTEMBER 2020	15	7
OCTOBER 2020	16	3
NOVEMBER 2020	15	2
DECEMBER 2020	12	0
JANUARY 2021	20	5
FEBRUARY 2021	20	4
MARCH 2021	21	3
APRIL 2021	0	0
MAY 2021	2	1
JUNE 2021	39	2
TOTAL	<u>196</u>	<u>37</u>

ANNEX G

MONTHLY RETURN OF NUMBER OF CONTRAVENTIONS IN PARKING ZONES	
JULY 2020 TO JUNE 2021	
TRAFFIC WARDEN SECTION	
MONTH	NUMBER OF CONTRAVENTIONS
JULY 2020	1478
AUGUST 2020	1502
SEPTEMBER 2020	970
OCTOBER 2020	1023
NOVEMBER 2020	1213
DECEMBER 2020	858
JANUARY 2021	1281
FEBRUARY 2021	1014
MARCH 2021	857
APRIL 2021	-
MAY 2021	-
JUNE 2021	796
TOTAL JULY 2020 – JUNE 2021	<u>10992</u>

ANNEX H

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	Optioneering exercise underway
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
BIWF	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