

MINISTRY OF  
LAND  
TRANSPORT AND  
LIGHT RAIL

# ANNUAL REPORT

2023-2024



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



202 9157  
214 2306

# TAXI

## 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 2024. 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 2023 to 30 June 2024.



This report has been approved by the Ministry on .....18/10/2024.....

# GUIDE TO THIS REPORT

## PART I

---

Ministry of Land Transport and Light Rail:

- ✚ Vision and Mission
- ✚ Roles and Functions
- ✚ Organisational 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*

## Table of Contents

### ABOUT THIS REPORT

#### **PART I**

05 About the Ministry

07 Vision, Mission and Objectives

10 Message of the Hon Minister of Land Transport and Light Rail

12 Message of the Senior Chief Executive

14 The Ministry at a glance

15 Our Team

#### **Brief Overview of Divisions/Committee**

18 Traffic Management and Road Safety Unit

23 Motor Vehicle Insurance Arbitration Committee

30 Appeal Committee

33 National Road Safety Committee

35 National Land Transport Authority

49 National Transport Corporation

57 Bus Industry Employees Welfare Fund

70 Taxi Operators Welfare Fund

75 Metro Express Limited

#### **PART II**

#### **Major Achievements and Challenges**

82 Traffic Management and Road Safety Unit

120 National Land Transport Authority

123 National Transport Corporation

127 Metro Express Limited

#### **PART III**

#### **Financial Performance**

143 Financial Highlights

144 Statement of Revenue & Expenses

#### **PART IV**

#### **Way Forward**

157 Trends and Challenges

- SWOT analysis
- Strategic Direction

# **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 Senior Chief Executive 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 falls under the ambit of this Ministry.

The Policy directions of the Ministry emanate from the Government Programme 2020-2024 and Vision 2030 which set the stage for an unprecedented investment in the land transport sector which constitutes 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

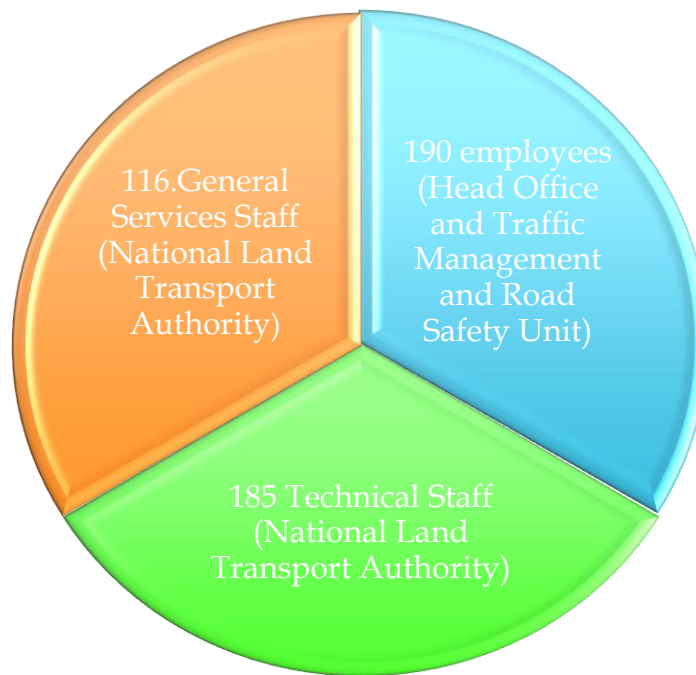
## **VISION:**

- 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



## BUDGET

MUR 3,220,000,000

## Message of the Honorable Minister



*The economic growth of a country relies significantly on its transport system which defines the seamless flow/movement of people and goods. In fact, the transport sector remains the backbone of the economy including the socio-economic fabric. In this respect, my Ministry has remained relentlessly focused towards ensuring a sustainable public transport system which promotes safety, comfort and affordability.*

*Digitalisation of the transport services has been one of the key priorities of my Ministry for the year 2023-2024. Several online platforms have been introduced recently with a view to boosting customer experience in line with Government's vision. As such, the public can now effect transactions including renewal of Motor Vehicle Licence and Public Service Vehicle Licence, reservation and purchase of Personalised Registration Marks, amongst others, from the comfort of their home on a 24/7 basis. Furthermore, the mobile application MoBis introduced by the National Transport Corporation has proved to be an innovative tool in this digital era to enable commuters to effectively plan their journey.*

*Concurrently, efforts towards Decarbonisation of the public transport sector have been pursued by my Ministry through establishing an enabling regulatory environment and providing financial incentives for public transport operators*

*to replace their diesel buses with electric ones, including the installation of solar-powered charging stations for electric vehicle. Several broadened consultations at the national and international fronts have been held in that respect. Furthermore, the Metro Express Ltd has been a crucial player towards the revamping of the Land Transport landscape with the world class and integrated green mode of transport coupled with infrastructural developments in terms of urban terminals and other commercial and social amenities.*

*Road Safety is yet another pillar entrusted to my ministerial portfolio. My Ministry in collaboration with other stakeholders have implemented numerous measures as set out in the National Road Safety Strategy to improve road safety while focusing on the three Es concept namely Engineering, Education and Enforcement. Much emphasis is being laid with regard to considering initiatives harnessing Intelligent Transport System to keep pace with international best practices. Sensitization campaigns highlighting road safety in respect of all categories of road users, including two-wheelers and pedestrians being the most vulnerable ones, have been held optimally. As regards enforcement, major road traffic offences have been increased in the context of the Road Traffic (Amendment) Act 2024 while collaboration amongst the Authorities has been strengthened.*

*All these achievements would not have been realized without the unwavering commitment and dedication of the officers of my Ministry and the contribution of all players of the transport industry.*

*I take this opportunity to put on record my appreciation for the unflinching support of the staff of my Ministry who has relentlessly supported the accomplishment of Government's vision in revamping the Transport sector.*

ALAN GANOO  
HON MINISTER

# *Message from the Senior Chief Executive*

*I am honoured to present the Annual Report on Performance for the Ministry of Land Transport and Light Rail for the Financial Year 2023/2024. This report embodies the laudable actions achieved by this Ministry and the different departments falling under its purview. It also depicts the persistent dedication of the land transport team to fulfill the objectives set by the Government to render our roads safe, user-friendly, modern and sustainable whilst mitigating the ever-growing challenges including traffic congestion.*

*The ultimate aim of this Ministry as set out in the Government Programme is to ensure a safe, reliable and modern public transport system. While vehicular fleet witnesses an annual hike of around 4%, the National Land Transport Authority, in its capacity as Regulator, uptakes the challenge to ensure strengthened enforcement across the island in respect of all vehicles, especially those licensed with a Public Service Vehicle Licence. Additionally, the Licensing Board has been consolidated with a view to ensuring speedy processing and determination of applications received in respect of the various categories of licences. Concurrently, the NLT Authority Disciplinary Committee which was set up since 2022 following the promulgation of the NLT Authority Act 2019, is assisting taking necessary actions against defaulters.*

*In line with the Government's endeavor to ensure an affordable public transport for the commuters, the Ministry has also come up with bold measures including enhanced financial assistance to the bus and light rail operators to assist them in meeting their obligations while catering for the welfare of their employees.*

*As regards Road Safety, the Traffic Management and Road Safety Unit has maintained its multi-pronged approach including legislative framework,*

*engineering, education, sensitization and enforcement in order to reduce the number of road accidents while making our roads safer for our users.*

*The Metro Express has continued with the rejuvenation of the transport infrastructures and urban development which have indeed impacted positively on the comfort and lifestyle of the travelling public.*

*As I acknowledge that there is still room for improvement to further improve our public transport system, I am reassured that the Land Transport Team will undoubtedly put in their best to accomplish the objectives of the Ministry and Government.*

*Finally, I take this opportunity to express my gratitude to the Minister for his continued support and I heartfully thank all my officers for their dedication and teamspirit.*

MRS. MOHEENEE NATHOO  
SENIOR CHIEF EXECUTIVE

# THE MINISTRY OF LAND TRANSPORT AND LIGHT RAIL AT A GLANCE



www.biewf.gov.sg



## **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 and 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 Ministry, capacity building initiatives such as training by the Civil Service College Mauritius as well as overseas training were offered to the staff.

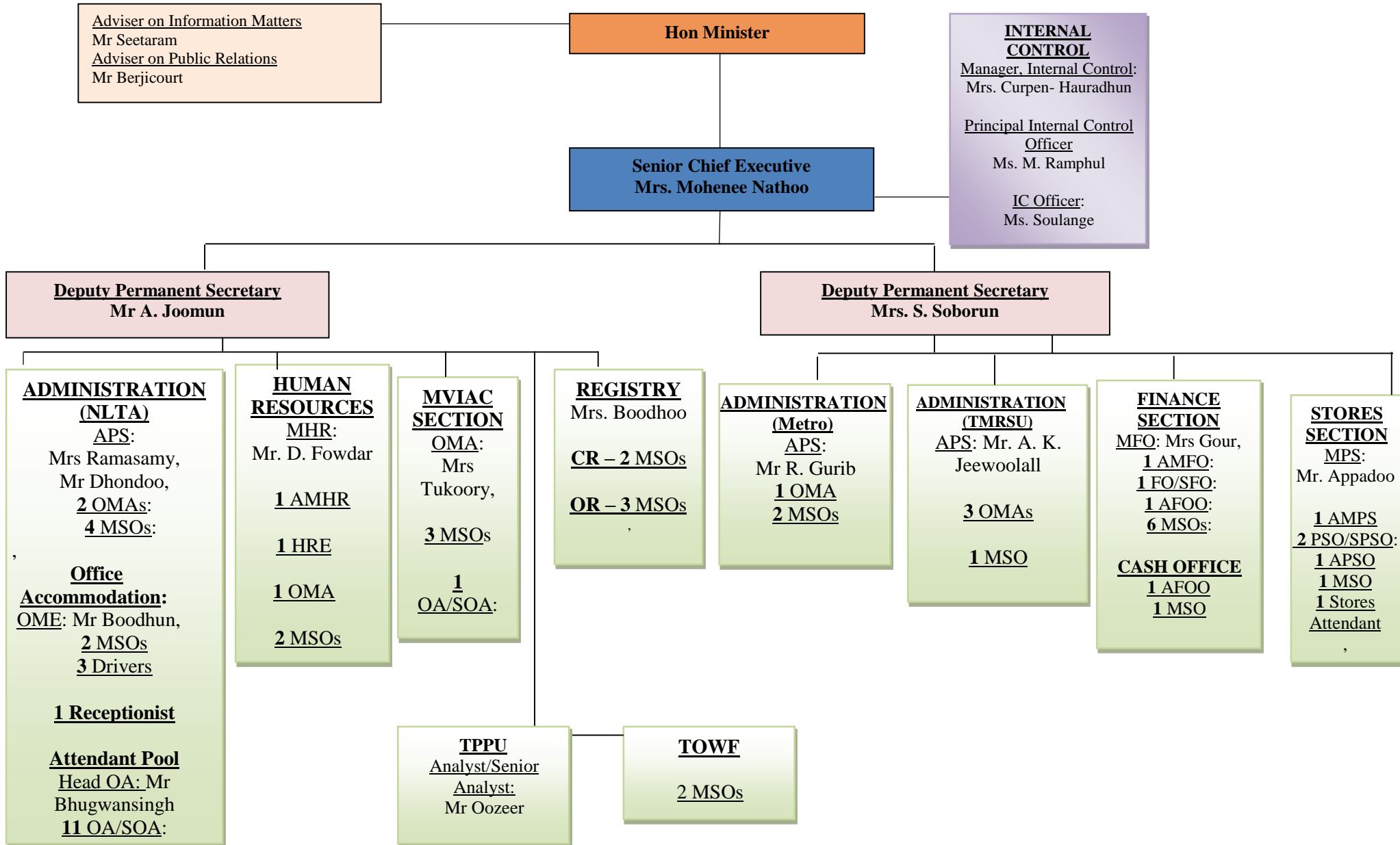
During the period under review, around 50 officers were trained in diverse fields both generic and competency-based such as Crisis Management, Project Management, Registry procedures, Court Proceedings, Training Needs Assessment, Planning and Budgeting, Certificate of Achievement in Service and Performance 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

## Ministry of Land Transport and Light Rail

### Organisation Chart as at 30 June 2024



# Traffic Management and Road Safety Unit

**TMRSU**  
Safer Roads and Mobility



**T**he Traffic Management and Road Safety Unit (TMRSU) is responsible for ensuring that the road system efficiently meets the economic needs of the country and is safe for all road users.

The organization's technical cadre is composed of about 35 engineers and technicians, dedicated to the cause of making the movements of people and goods, from a place to another, as efficient and safe as possible.

## **VISION**

- To provide a land transport system responsive to the needs and aspiration of the people and which contributes to the development of the country.

## **MISSION**

The TMRSU is committed to formulate and implement policies for safe, efficient and environmentally sustainable services in the land transport sectors and to promote road safety through Engineering, Education, Legislation and Enforcement. The TMRSU is committed to achieve a realistic and long-term target, based on analysis of national traffic crash data.

## **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

Mr. H Sungker, Deputy Director

Contact: Samlo Tower, Feillafe Street, Port Louis

Tel: 210 5419

Fax:2110075

Email: [dnathoo@govmu.org](mailto:dnathoo@govmu.org)

**STAFFING POSITION AS AT 30.06.2024: 102.**

**BUDGET:** MUR 3,220,000,000

## SERVICES PROVIDED BY THE TMRSU

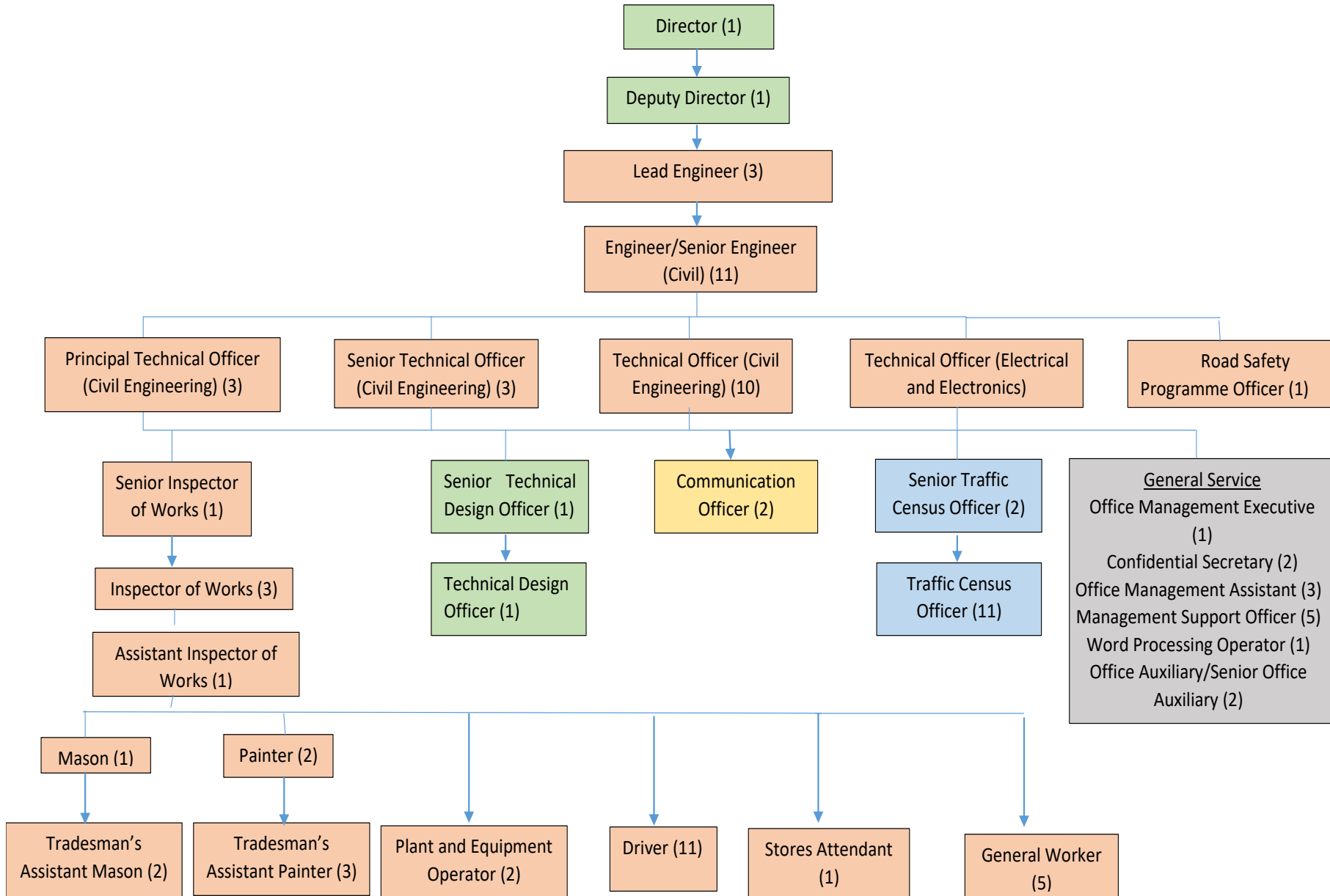
/

### MAIN SERVICES

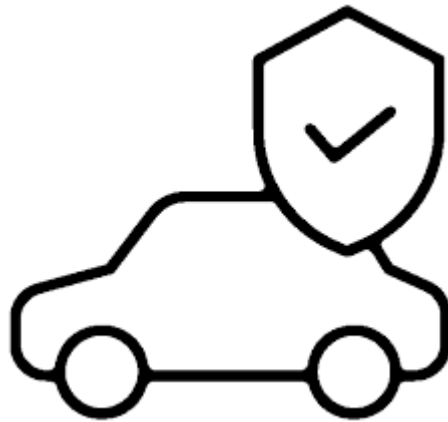
- To carry out traffic/transport modelling exercise in view of finding measures to minimize the impact of traffic congestion along major arterial roads.
- To assess the strategic justification for major transport infrastructure projects.
- To assess the impacts of infrastructure developments on the surrounding 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.
- To conduct road safety audit for new and existing road projects, traffic centres and for new traffic scheme.
- To address road safety problems based on feedbacks, complaints or hazard identifications.
- To implement road safety schemes subject to the availability of funds, physical constraints, nature of the project and clearance from relevant authorities.
- To study, design and implement accident remedial schemes in view of identifying worst road accident sites and routes.
- To impart road safety skills and culture to our younger generation through road safety education.
- To conduct major coordinated road safety campaigns to increase awareness on risks and accident causation on roads.
- To empower road users with the aim of bringing behavioural changes in their attitudes on issues such as drink-driving, speeding, use of cellular phones while driving, seat belt use, two-wheelers, pedestrian safety, etc.,
- To set up safe speed limits along classified roads.
- To ensure maintenance and updating of an accident data base.
- To ensure the production an official Road Safety Digest every year.
- To analyse and interpret accident statistics in order to identify vulnerable categories of road users, black spots, accident trends, etc., and make provision for a scientific / holistic approach to the road safety problem.

# TRAFFIC MANAGEMENT AND ROAD SAFETY UNIT

## Organisational Chart as at 30 June 2023



# MOTOR VEHICLE INSURANCE ARBITRATION COMMITTEE



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

The MVIAC comprises a Chairperson who is assisted by three Vice-Chairpersons. In accordance with section 68F (2) of the Road Traffic Act, the Chairperson and ViceChairpersons 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 2023/2024, the following number of cases were taken into consideration:

Number of cases lodged at the Secretariat	1229
Number of rulings issued by the Committees:	1023
Number of cases in processing:	1609

With a view to easing retrieval of information, tracking status of applications as well as generation of reports, a new database system has been 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 2,  
The Celicourt Building,  
Sir Celicourt Antelme Street, 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 Resigned on 21 August 2023.

## CONTACT DETAILS

Level 2, The Celicourt Building.

Sir Celicourt Antelme Street, Pout-Louis

Email:

[stukoory@govmu.org](mailto:stukoory@govmu.org)

[mvaithi@govmu.org](mailto:mvaithi@govmu.org)

[rjungle@govmu.org](mailto:rjungle@govmu.org)

[htuhobul@govmu.org](mailto:htuhobul@govmu.org)

**COMPOSITION OF THE MOTOR VEHICLE INSURANCE  
ARBITRATION COMMITTEE AS AT 30 JUNE 2024**

**FIRST DIVISION**

<b>COMPOSITION</b>	<b>DESIGNATION</b>
Mr. Didier Dodin Barrister-at-Law	<b>Chairperson</b>
Mr. Gerard Bhowon Principal Vehicle Examiner, National Land Transport Authority	<b>Member</b>
Mr. Khoshall Kant Joyram Engineer/Senior Engineer, Traffic Management and Road Safety Unit	<b>Member</b>
Tatiana Marie Jeanne (Ms.) Mechanical Engineer, Ministry of National Infrastructure and Community Development	<b>Member</b>
Mr. Herbert Madanamoothoo Principal Manager, Swan General Ltd.	<b>Member</b>
Mr. Radhakrishna Umanee Motor Surveyor	<b>Member</b>

**SECOND DIVISION**

<b>COMPOSITION</b>	<b>DESIGNATION</b>
Mr. Ashvin Luximon Barrister-at-Law	<b>Vice Chairperson</b>
Mr. Santosh Kumar Santuck Acting Transport Controller, National Land Transport Authority	<b>Member (Replaced by Mr P. Seetohul. He retired on 02 July 2024). Not attending meeting actually.</b>
Mr. Basdeosing Persand Mechanical Engineer, Airports of Mauritius Company Ltd.	<b>Member</b>
Mr. Jayaramen Parmanum <b>Lead</b> Mechanical Engineer, Ministry of National Infrastructure and Community Development	<b>Member</b>
Mr. Noor Ahmad Hariff Business Development Manager, Indian Ocean General Assurance Ltd.	<b>Member</b>
Mr. Jibran Yassir Aubeeluck Motor Surveyor	<b>Member</b>
Mr. Prakash Dave Gooljar Engineer/Senior Engineer, Traffic Management and Road Safety Unit	<b>Member</b>
7. Mr. Issoop Peerbux Consultant	<b>Member</b>

### THIRD DIVISION

COMPOSITION	DESIGNATION
Mr. Ashvin Ramdhian Barrister-at-Law	<b>Vice Chairperson</b>
Mr. Sitaram Dhalladoo Chief Road Transport Inspector National Land Transport Authority	<b>Member</b>
Mr. Jaysingh Aukhez Lead Engineer, Traffic Management and Road Safety Unit	<b>Member</b>
Mr. Imran Ally Aubeeluck <b>Lead Mechanical Engineer,</b> Ministry of National Infrastructure and Community Development	<b>Member</b>
Mr. Guilbert Rodney Landinaf Non-Motor Underwriter Four Sights Financial Planning Ltd	<b>Member</b>
Mr. Gerard Sam Soon Motor Surveyor	<b>Member</b>
Dr. Dayasingh Awootar Associate Professor	<b>Member</b>

This division is vacant.

<b>FOURTH DIVISION</b>	
<b>COMPOSITION</b>	<b>DESIGNATION</b>
Mr. Roobesh Ramanjooloo Barrister-at-Law Resigned on 21 August 2023. No replacement made as at date.	<b>Vice Chairperson</b>
Mr. Poorun Ramful Director (Mechanical Engineering), Ministry of National Infrastructure and Community Development	<b>Member</b>
Mr. Furbadeen Krumtally Engineer/Senior Engineer, Traffic Management and Road Safety Unit	<b>Member</b>
Mr. Aanil Kumar Singh Awotur Chief Vehicle Examiner, National Land Transport Authority	<b>Member</b>
Mr. Zaid Ameer Chairman, Dealers in Imported Vehicles Association	<b>Member</b>
Mr. Abdool Rahman Ruhomutally Managing Director, GFA Insurance Ltd.	<b>Member</b>
Mr Jean Claude Chui Chun Lam Motor Surveyor	<b>Member</b> <b>Resigned on 02.04.2023</b> <b>No Replacement was</b> <b>made.</b>

# 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 comprises 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 Calliapien, Barrister-at-Law.

No. of cases lodged with the Committee in 2023/2024 : 67

No. of cases determined by the Committee in 2023/2024 : 13

During the financial year 2023/2024, 16 meetings were held.

### **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:

*7<sup>th</sup> 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. Ommar OMARJEE

Mr. Teervassen SEENEEVASSEN

Mr. Keshav Suddul

Mr. Yogeshwar Singh Ramparsad

### **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 COMMITTEE



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 2022**

<b>Chairperson</b>
Mr. A. Jeannot (President, Prevention Routière Avan Tout)
<b>Members</b>
S. D. Gujadhur- Nowbuth, Permanent Secretary (Mrs.)
Mr. D. Nathoo, Director, TMRSU
Dr. K. Reesaul, Officer- in Charge, NLTA
Mr. M. A. Junggee, Deputy Mayor, Council of Beau Bassin- Rose Hill
Mr. C. Comrasamy, Vice Chairperson, District Council of Pamplemousses
Mr. A.C. Ramdewor, Director, Ministry of Education
Mr. M. D. Taujoo, Deputy Commissioner of Police
Dr S. Valaydon, Acting Regional Public Health Superintendent
Mr. R. Jugoo, Divisional Manager, Road Development Authority
Mr. S. Sharma, Managing Director, Rose Hill Transport Company Ltd
Mr. V. Ramkhalawon, Secretary Genreal, Insurers Association of Mauritius
P. Dunpath, Assistant Parliamentary Counsel (Ms.)
Mr. C. Jeewoonarain, Secretary, Mauritius Bus Owners Co-operative Federation Ltd.

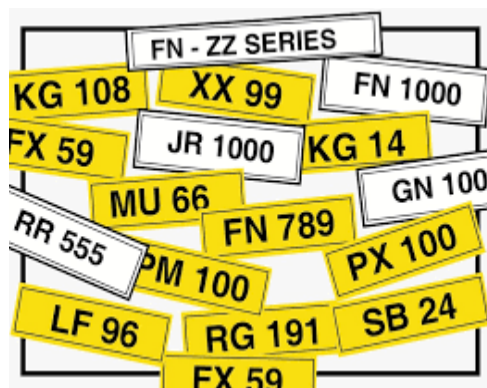
The meetings of the National Road Safety Council are conducted once monthly.

Five meetings were held during the period 01 July 2021 to 30 June 2022.

# National Land Transport Authority



APPLY FOR  
PERSONALIZED  
REGISTRATION MARK



The National Land Transport Authority (NLTA) is a public body operating under the aegis of the Ministry Land Transport and Light Rail. It is a regulatory body for Land Transport and Light Rail. It was established under the Road Traffic Act 1980 and subsequently amended under the NLTA Act No. 16 of 2019.

It comprises of:

- a) The Road Transport Division which is responsible for Land Transport matters; and
- b) The Light Rail Division which is responsible for Light Rail matters.

Under the Road Transport Division, a Licensing Board has been set up to replace the Licensing Committee (Amendment to NLTA Act). The Licensing Board is responsible for determining any application 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.

## VISION

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

## MISSION

- 1) To provide the strategic framework for the delivery of public transport services and plan for future needs of the country.
- 2) 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.
- 3) To review legislation, streamline procedures and undertake capacity building for improving efficiency and service delivery to our customers.
- 4) to oversee the operation of private Vehicle Examination Stations for ensuring compliance with approved examination requirements.
- 5) To take over new responsibilities with a view to acting as one-stop shop for matters relating to vehicle registration and licensing.

## MAIN ROLES AND FUNCTIONS

- 1) 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.
- 2) To review the legal framework and procedures relating to vehicle registration, licensing and enforcement.
- 3) To enforce the provision of the Road Traffic Act and regulations made hereunder for the provision of satisfactory transport services and better compliance with safety requirements on our roads.

- 4) To take over new responsibilities with a view to acting as one-stop-shop for matters relating to vehicle registration and licensing.
- 5) To ensure that the standards of vehicle examination are improved and maintained.
- 6) To ensure that smoke and noise emission standards are complied with for a cleaner environment.
- 7) To exercise effective and strict control on on-street parking and ensure that the overall objectives of parking control are achieved.
- 8) To computerize records on motor vehicles in order to provide more comprehensive and expeditious services to customers and for better coordination within the department and with other institutions.
- 9) To plan transport services to respond to changes in demand patterns and to cope efficiently with the challenges lying ahead.
- 10) To maintain a friendly 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.
- 11) To effect timely payment of compensation for the free travel scheme, subsidy on diesel to bus operators and issue of ID Cards for students and disabled children and adults.

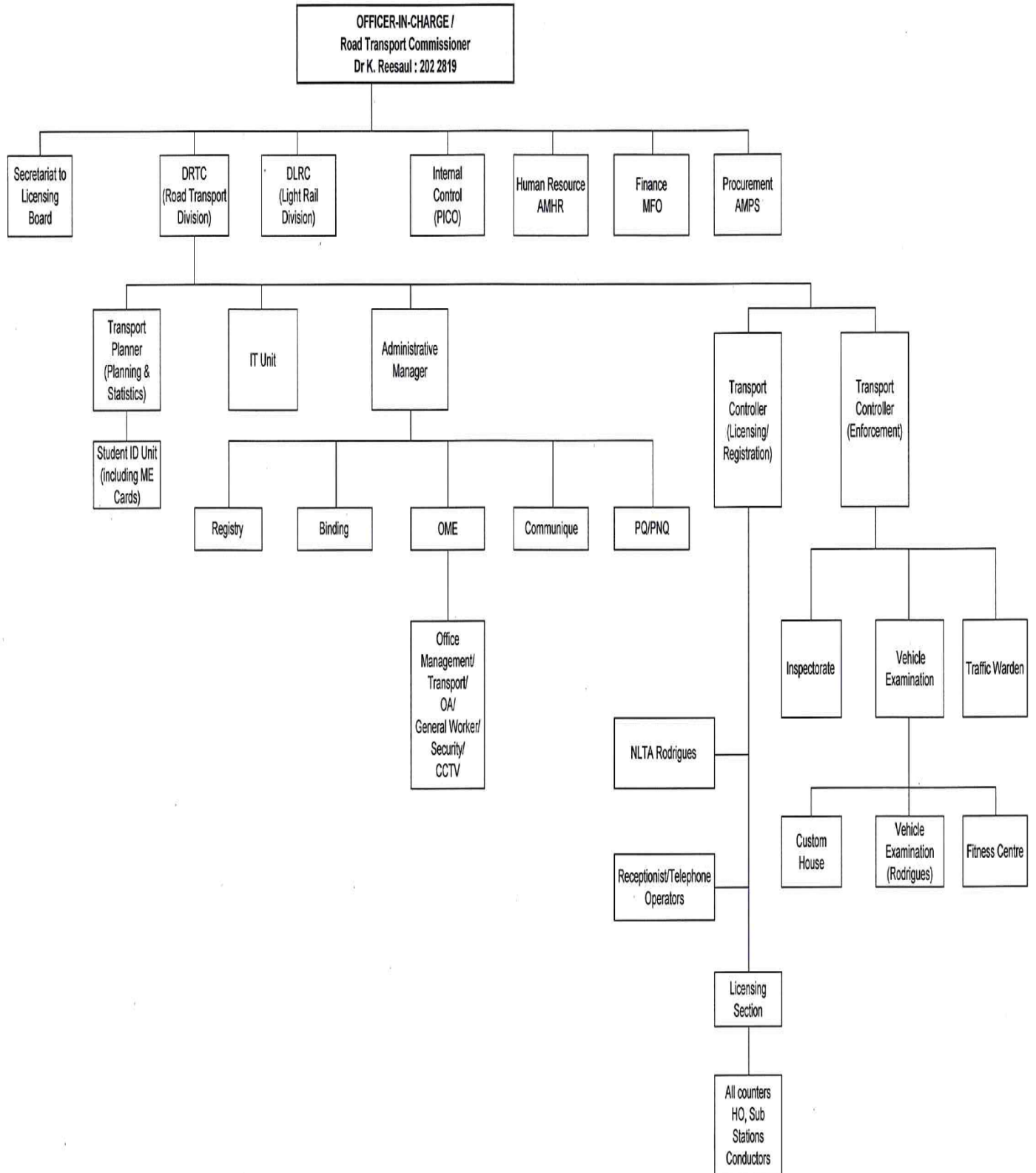
## NLTA CUSTOMER CHARTER

- ❖ 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 from Monday to Sunday from 06:00 hrs to 20:00 hrs including public holidays through our hotline services.

# ROAD TRANSPORT DIVISION

Revised Organigram - October 2023



Note: Common areas of tasks should be horizontally dealt by sections.

## **Key Officers**

Dr K Reesaul  
Officer in Charge/Road Transport Commissioner

*Supported by:*

Acting Deputy Road Transport Commissioner

Mr. S. Dhalladoo  
Acting Transport Controller

Mr. P. Seetohul  
Acting Transport Controller

Mr. A. K. Awotur  
Chief Vehicle Examiner

Mr. S. Chellemben  
Acting Administrative Manager

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

## **EMPLOYEES**

- 116 Technical Staff
- 185 General Services staff

## **BUDGET**

- MUR 2,639,600,000 billion of which Rs 32M voted for capital expenditure

## A GLIMPSE OF BUS OPERATORS IN MAURITIUS

### **BUS FLEET AS AT 30 JUNE 2024**

- National Transport Corporation  
Fleet = 565
- United Bus Service Limited  
Fleet = 303
- Triolet Bus Service Limited  
Fleet = 210
- Rose Hill Bus Transport Service limited  
Fleet = 82
- Mauritian Bus Transport  
Fleet = 33
- Bus Cooperative Societies (Individual Bus Operators)  
Fleet = 803
- Contract bus (Dedicated School)  
Fleet = 78
- Rodrigues  
Fleet = 76

**Total Bus Fleet = 2150**

### **Types of Licences issued by the NLTA**

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

## **Composition of Licensing Board**

<b>Names</b>	<b>Post Held</b>	<b>Position in Licensing Committee</b>
Mrs S. Rungasamy-Samynaden	Barrister at Law	Chairperson
Mr. I. Bhurtun	Former Deputy Road Transport Commissioner	Vice Chairperson
Mr. S. Subbarayan	Barrister at Law	Member
Mr. M. Becca	Audit Officer, Central Electricity Board	Member
Mr. R. Nuckcheddy	Former Educator	Member
Mr. L. Pompeia	Senior Lecturer	Member

## Procedures to apply Licences at the NLTA

### a) B Carrier Licence

- Applicant applies 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 Officer in Charge/Road Transport Commissioner for approval;
- Registry set up file; and
- File is referred to Licensing section to upload decision on the NLTA website and letter issued to applicant accordingly and file is being processed by the same section.

### b) A Carrier Licence

- Applicant applies 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 Officer in Charge/Road Transport Commissioner for approval; and
- File is referred to Licensing section to upload decision on the NLTA website and letter issued to applicant accordingly and file is being processed by the same section.

### c) PSV Contract Bus Licence (New application)

- Applications are open;
- 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, file is being certified by the Licensing section;
- Licensing unit refers file to the Transport Controller for validation
- Same is thereafter forwarded for recommendation by the Deputy Road Transport Commissioner;
- File is finally approved by the Officer in Charge/Road Transport Commissioner, NLTA; and
- The applicant is informed of the decision by way of letter.

**d) 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;
- File is certified by Officer in Charge, Licensing section;
- Same is validated by the Transport Controller;
- It is thereafter recommended by the Deputy Road Transport Commissioner;
- Approval obtained from the Officer in Charge/Road Transport Commissioner; and
- The applicant is informed of the decision by way of letter.

**e) 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;
- 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.

**f) Petrol Service Station Licence (Public)**

- Applications on the appropriate form established by the NLTA should be submitted to the Licensing Section along with all supporting documents. It includes submission of documents concerning additional activities, if any, such as shop outlet, car washing or others.
- An application fee of Rs300 shall apply.
- The Applicant should ensure compliance of his/her development with PPG8 and the Environmental Guidelines on filling station.
- In line with 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 inquiry. After receiving the report, Licensing Section should send the application to Secretariat and should state whether objection has been received within the prescribed delay;
  - After enquiry, if in order, application is being certified by Officer-in-Charge, Licensing;
  - File is being referred to Ag Transport Controller for validation;
  - Application recommended by Ag DRTC;
  - File referred to Officer in Charge, NLTA for approval;
  - The applicant is informed of the decision by way of letter.
- Note:** After 6 months, implementation period, a maximum of one year delay will be granted as from date of approval letter, on a case to case basis. Licence lapses after delay provided. Fresh application to be made thereafter.

**g) Petrol Service Station Licence (Private)**

- Applications on the appropriate form established by the NLTA should be submitted to the Licensing Section along with all supporting documents. It includes submission of documents concerning additional activities, if any, such as shop outlet, car washing or others
  - 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.
  - After enquiry, if in order, application is being certified by Officer-in-Charge, Licensing;
  - File is being referred to Ag Transport Controller for validation;
  - Application recommended by Ag DRTC;
  - File referred to Officer in Charge, 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.
- Note:** After 6 months, implementation period, a maximum of one year delay will be granted as from date of approval letter, on a case to case basis. Licence lapses after delay provided. Fresh application to be made thereafter

**h) 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 the 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 200 has to be paid for the licence and badge; and
- The licence is renewed yearly upon payment of the prescribed fee.

# 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 Phase 1 alignment from Rose Hill to Port Louis corridor.

In the context of the extension of the light rail network from Rose Hill to Quatre Bornes (Phase 2A), 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. Similarly, the Light Rail license was further extended for Phase 2B stretch from Quatre Bornes to Phoenix in May 2022, for Phase 2C stretch from Phoenix to Curepipe in October 2022 and for Phase 3 stretch from Rose Hill to Reduit and from Port Louis Victoria to Place d' Armes in January 2023.

Number of Light Rail Vehicles Registered with NLTA during 2022/2023: 18

Number of Light Rail Drivers Licensed by NLTA during 2022/2023: 60

## Performance of the Light Rail Division for the Year 2022/2023

The Light Rail Division has worked on the following:

<b>SN</b>	<b>Task</b>
1	Draft <i>Code of Practice</i> as mandated by <i>Section 9 of the Light Rail Act 2019</i>
2	Draft <i>Amendments to Regulations</i>
3	Draft proposals for new Regulations in relation to " <i>Opening of Light Rail For Public Carriage of Passengers and Investigation of Accident Regulations 2022</i> "
4	Report on <i>Fare Structure and a formula for Fare revision</i>
5	Draft scheme of duties for the <i>Light Rail Inspectors and Resource Executives</i>
6	Assessment of Operator's future capital requirement and management
7	To ensure audit, inspections and investigations are carried out.

1. The Light Rail Division in 2022-23 has worked the following Reports:
  - (a) Signals and Signage Regulations;
  - (b) Draft MoU between Ministry and MEL with regards to subsidy disbursement.
  
2. Three Performance Review Meetings (July 2022, Oct 2023 and March 2023) were conducted to review the performance of Metro Express Limited with respect to complaint management, travel records, key performance indicators, etc.
  
3. New Licenses to Light Rail Drivers and to the Operator of Light Rail for extension of light rail from Rose Hill Central to Mahatma Gandhi Station (Phase 3) issued.
  
4. A streamlined process of collecting student's information for student ME cards has been established in collaboration with different schools, universities and MEL. Awareness meetings on the recent changes in Regulations regarding usage of ME cards, were conducted with Ministry of Education and other bodies like MQA and HEC.
  
5. A Shuttle Bus survey was conducted online. A good amount of response was elucidated from users. Important suggestions were received from the public with respect to timings, and demands for feeder services, etc.

### **Contact Details:**

Officer-in-Charge,  
National Land Transport Authority  
M.S.I Building, Royal Road,  
Les Cassis, Port Loui



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 25<sup>th</sup> July 1979. It started its operations on 12<sup>th</sup> March 1980. The share capital of the Corporation is fully owned by the Government.

The NTC, a major player in the public transportation sector, employs 2096 persons. It currently has a fleet of 528 buses and operates on 97 routes. An average of 3000 trips is performed daily, including 337 dedicated school trips. Every day, the NTC buses convey a total of about 130,000 passengers and cover some 75,000 kilometers.

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

In October 2020, Mr Amarnath Jagganath was appointed as the new chairperson of the NTC Board of Directors. Mr A Jagganath 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.

<b>Chairperson</b>
A. Jagganath (Mr.)
<b>Member</b>
M. Nathoo (Mrs.) Senior Chief Executive, Ministry of Land Transport and Light Rail
G. K. D. Aubeeluck (Mrs.) Representative of the Prime Minister's Office
A. Ramdhany (Mr.) Representative of the Ministry of Finance and Economic Development
S. Curmoula (Mr.) Representative of Ministry of Labour, Industrial Relations, Employment and Training
P. Letchanna (Mr.) Employed Conductor, National Transport Corporation & Workers' Director
L. Guranna (Mr.) Independent Member
V. Murdymootoo (Mr.) Independent Member

## BOARD SUB-COMMITTEES

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

	Staff	Risk, Governance & Audit	Finance
Chairperson	M. Nathoo (Mrs.)	L. Guranna (Mr.)	A. Ramdhany (Mr.)
Members	G. Aubeeluck (Mrs.)	M. Nathoo (Mrs.)	M. Nathoo (Mrs.)
Members	S. Curmoula (Mr.)	A. Ramdhany (Mr.)	N. Murdymootoo (Mr.)
Members	P. Letchanna (Mr.)	S. Curmoula (Mr.)	G. Aubeeluck (Mrs.)

### 1.1 CORPORATE GOVERNANCE AND INTERNAL CONTROL

The Board of the 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.

<b>Name</b>	<b>Position</b>
<b>G. R. Ramah (Mr.)</b>	General Manager
<b>R. P. Naidoo (Dr.)</b>	Traffic Manager
<b>R. K. Hurchund (Mr.)</b>	Human Resource Manager / Ag. Corporate Secretary
<b>T. Koosool (Mr.)</b>	Officer-in-Charge, Administrative Department / Regional Manager
<b>I. Manikam (Mr.)</b>	Officer-in-Charge, Engineering Department
<b>S. Ramtohul (Mrs.)</b>	Financial Controller
<b>S. Porowtee (Mr.)</b>	Officer-in-Charge, Procurement Department / IT Manager
<b>K. Sabapathee (Mrs.)</b>	Internal Auditor
<b>S. Dajee (Mr.)</b>	Regional Manager
<b>D. Ramdin (Mr.)</b>	Regional Manager
<b>A. Khednee (Mr.)</b>	Regional Manager
<b>D. Bhangroop (Mr.)</b>	Regional Manager
<b>Shiv Kheejoo (Mr.)</b>	Traffic Planner

## ***Traffic Data for Financial Year July 2023 – June 2024***

### **FACTS & FIGURES**

**Operational Fleet:** 529 buses

**Duty Operated:** 172,098

**Trips Operated:** 1,027,712

**Tickets Sold:** 25,491,626

**Total Passengers carried:** 40,100,062

**Kilometers Operated:** 27,971,705

**Traffic revenue:** Rs 796,977,593

**Private Hire revenue:** Rs 15,642,045

**Personnel:** 2,194 employees as at end June 2024

**Legislation:** The NTC is governed by the NTC Act.

### **Depot Statistics for period July 2023 – June 2024**

<b>DEPOT</b>	<b>Remy Ollier Depot</b>	<b>Forest Side Depot</b>	<b>La Tour Koenig Depot</b>	<b>Riviere Du Rempart Depot</b>	<b>Souillac Depot</b>	<b>NTC Total</b>
<b>Fleet Strength</b>	192	101	68	70	98	529
<b>No. of routes serviced</b>	30	29	16	11	11	97
<b>Workforce</b>	667	390	306	293	378	2,194
<b>Average daily no. of trips</b>	1,134	488	388	316	490	2,816
<b>Average daily no, of passengers</b>	43,310	16,946	16,818	13,723	17,595	108,391
<b>Average daily kilometers</b>	28,195	10,905	9,190	11,517	16,827	76,635

## TRAFFIC HIGHLIGHTS



**Fleet Held** 529  
**Duty operated** 172,098  
**Trips operated** 1,027,712



**Tickets sold** 25,491,626  
**Total Passengers carried** 40,100,062



**Kilometers operated** 27,971,705

### CHAIRMAN

Mr Amarnath Jagganath

### GENERAL MANAGER

Mr. Rao Ramah

### CONTACT DETAILS

National Transport Corporation

Corporate Office, 1<sup>st</sup> Floor, NG Tower, Wall Street, Cybercity, Ebene

Tel: (230) 460 5050

Fax: 489 3926

Email: [cnt.bus@intnet.mu](mailto:cnt.bus@intnet.mu)

Head Office

Bonne Terre, Vacoas

Tel: (230) 427 5000

Fax: 426 5489

Website: [www.ntcmauritius.com](http://www.ntcmauritius.com)

# BUS Industry Employees Welfare Fund



BUS INDUSTRY  
EMPLOYEES WELFARE FUND

## THE BIEWF

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 of employees.

### 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 2024**

<b>CHAIRPERSON</b>
Mr. S. Sookun – Chairperson of BIEWF
<b>Members</b>
Mr. V. Joysuree, Acting Deputy Permanent Secretary, Ministry of Land Transport and Light Rail
Mr. S. Dhalladoo, Acting Transport Controller, National Land Transport Authority
S. B. Heetun (Mrs.), 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
G. Jean Baptiste (Mrs.), Representative of Association Travailleurs Transport Autobus
Mr. S. Choychoo, Representative of Bus Owners

**CONTRIBUTION BY 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

## CONTACT DETAILS

### *Chairperson*

Mr. S. Sookun

Telephone: (230) 433 5664

Fax: 433 5665

Email: [reg.biewf@orange.mu](mailto:reg.biewf@orange.mu)

[biewfhelvetia@yahoo.com](mailto:biewfhelvetia@yahoo.com)

### *Administrative Manager*

R. Gopal (Mrs.)

Telephone: (230) 433 5585

Fax: 433 5665

Email: [reg.biewf@orange.mu](mailto:reg.biewf@orange.mu)

[biewfhelvetia@yahoo.com](mailto:biewfhelvetia@yahoo.com)

Bus Industry Employees Welfare

FundHelvetia, Moka

Telephone: (230) 433 6681

Fax: 433 5665

Email: [reg.biewf@orange.mu](mailto:reg.biewf@orange.mu)

[biewfhelvetia@yahoo.com](mailto:biewfhelvetia@yahoo.com)

## STAFFING AT THE BIEWF AS AT JUNE 2024

- **Reena Munbodh Gopal (Mrs.)**  
Administrative Manager  
**BA in Administration**  
**Master in Public Administration**
- *Bissoo-Cowlessur Taresha (Mrs.)*  
Programme Welfare Officer  
**Bachelor of Arts**
- *Chandranee Hurdyal (Mrs.)*  
Accounting Technician  
**Membership: ACCA, MIPA**
- *Bindya Ramchurn (Mrs.)*  
Programme Welfare Assistant
- *Madhu Boodhoo (Mrs.)*  
Accounts Clerk
- *Mr Neeyamuthkhan Mahmada Khan*  
Accounts Clerk
- *Joomucksing Yogeeta (Mrs.)*  
Management Support Officer
- *Mr Cadessaib Muhammad Yassir*  
Clerk/Word Processing Operator
- *Mr Jeemon Veenaye*  
Office Attendant
- *Mr Lynan Yeganaden*  
Handyworker/Driver

## WELFARE ACTIVITIES HELD FROM JULY 2023 TO JUNE 2024

### 1. Logo Competition (Re- Branding of The Biewf)

A logo competition was launched among the children of contributing bus employees in a view to rebrand the BIEWF ahead of the celebration of the 20th anniversary existence of the organization. However, despite extension of the deadline, only one proposal was submitted, which was not retained by the Board as it did not meet the criteria set by the BIEWF.

### 2. Talent Hunt- Music Day

A Talent Hunt, open to contributing bus employees, their spouse/ child was launched by the BIEWF.

Applicants were open for two categories- singing & dancing in Junior and Senior categories.

The Board approved the winners below:

Sn	Senior Category	Winner	Employee Name	Relationship To Employee	Prize ( Rs )
1	Singing	Hurgobin Ghreesty	Hurgobin Satyajeet	Daughter	Rs 1000
2	Singing	Hurgobin Satyajeet	-	-	Rs 500
3	Dancing	Hurgobin Ghreesty	Hurgobin Satyajeet	Daughter	Rs 1000

### 3. Launching of the First Edition Of The Biewf Magazine

On the occasion of the 20th anniversary of the existence of the BIEWF, an e-magazine highlighting the main events and achievements of the BIEWF was launched during the Gala Night & cultural Show Award Giving Ceremony.

### 4. Online Contests

A series of online contests was launched on the occasion of Divali & Christmas Festivals. The contests were open for the children of contributing bus employees only. Below is the list of winners for each competition.

- (i) *Go Green Divali Rangoli Making contest*
- (ii) *DIY Christmas Tree Contest*

*Go Green Divali Rangoli Making contest winners:*

<b>SN</b>	<b>WINNER</b>	<b>EMPLOYEE NAME</b>	<b>PRIZE</b>
1	Dajee Ajna Yalina	DAJEE Shyam	Rs 3000
2	Hosanee Nusrah Beebee Fatimah	HOSANEE Abdool Hassim	Rs 2000
3	Mannick Dakshesh	MANNICK Sanjay	Rs 1000
4	Hosanee Nuzairah Beebee Hajirah	HOSANEE Abdool Hassim	Goodie Bag
5	Appiah Gavisht	APPIAH Appanah Rye	Goodie Bag
6	Hosanee Mohamad Yassin	HOSANEE Abdool Hassim	Goodie Bag
7	Seebaru Kritikaa	SEEBARU Prakash	Goodie Bag
8	Seebaru Lavishkaa	SEEBARU Prakash	Goodie Bag
9	Mannick Pradakshina	MANNICK Sanjay	Goodie Bag
10	Sookram Gireesha	SOOKRAM Devkumarsing	Goodie Bag

**DIY Christmas Tree Contest winners:**

<b>SN</b>	<b>WINNER</b>	<b>EMPLOYEE NAME</b>	<b>PRIZE</b>
1	Bissoondyal Hitesh Kumar	DOOKHITRAM BISSOONDYAL Seetul	Rs 3000
2	Hosanee Nuzairah Beebee Hajirah	HOSANEE Abdool Hassim	Rs 2000
3	Appiah Gavisht	APPIAH Appanah Rye	Rs 1000
4	Hosanee Mohamad Yassin	HOSANEE Abdool Hassim	Goodie Bag
5	Hosanee Nusrah Beebee Fatimah	HOSANEE Abdool Hassim	Goodie Bag
6	Dajee Ajna Yalina	DAJEE Shyam	Goodie Bag
7	Ramjane Azhar Khan	ACKBARKHAN RAMJANE Nausheen Banou	Goodie Bag

5. Cultural Show And Gala Night Award Ceremony To Mark The 20th Anniversary Of The Biewf

The BIEWF organized its first Cultural Show and Gala Night Award Ceremony to mark the 20th Anniversary of its creation on Friday 22nd September 2023 at the Indira Gandhi Centre for Indian Culture. Remittance of scholarship Grants for the batches 2022 & 2023 and winners of the first edition of the Domino & Petanque Tournament organised on 26 July / 28 July and 17 June 2023 respectively were awarded to the scholars & winners.

The number of the beneficiaries for the Scholarship Grant is detailed below:

SN	AWARD	STIPEND (Rs)	DURATION (YEARS)	NUMBER OF BENEFICIARIES AWARDED
1	PSAC (x25)	6000	3	11
2	NCE (x15)	8000	2	12
3	SC (x25)	10000	2	34
4	LAUREATE (x5)	20000	One-off	-
5	BEST RANKED (x5)	15000	One-off	8
6	TERTIARY (x28)	Administration Fee as specified by university or institution	Duration specified by university or institution	10

**Scholarship Grant Batch 2022 for the year 2023.**

S N	AWARD	STIPEND (Rs)	DURATION (YEARS)	NUMBER OF BENEFICIARIES AWARDED
1	PSAC (x25)	6000	3	31
2	NCE (x15)	8000	2	13
3	SC (x25)	10000	2	33
4	LAUREATE (x5)	20000	One-off	-

5	BEST RANKED (x5)	15000	One-off	5
6	TERTIARY (x28)	Administration Fee as specified by university or institution	Duration specified by university or institution	13

**Summary of Loans /Grants provided by The Biewf For Financial Year July 2023- June 2024**

SN	LOAN SCHEMES/GRANTS	LOAN AMT (RS)	INTEREST RATE	REPAY PERIOD (YRS)	MONTHLY REPAY
1.	CAR	100,000	8%	4	2750
2.	NHDC	100,000	8%	4	2750
3.	WEDDING	75,000	8%	4	2063
4.	MOTORCYCLE	75,000	8%	4	2063
5.	HOUSE RENOVATION	35,000	7%	2	1663
6.	TERTIARY EDUCATION	30,000	5%	2	1375
7.	DOMESTIC/ELECTRONIC APPLIANCES & FURNITURE	25,000	5%	2	1146
8.	EXAMINATION FEES	25,000	5%	2	1146
9.	MEDICAL	25,000	5%	2	1146
10.	LAPTOP/PC	25,000	5%	2	1146
11.	HOLIDAY/TRAVEL	25,000	5%	2	1146
12.	STUDENT	15,000	5%	1	1313
13.	RETIREMENT GRANT	Refund of contribution paid by employee + 55%			
14.	REFUND OF CONTRIBUTION ON TERMINATION OF CONTRACT	Refund of contribution paid by employee			
15.	DEATH GRANT	Rs 20,000			
16.	BENEFICIARY FUNERAL ASSISTANCE	Rs 20,000			
17.	SOCIAL AID	Rs 15,000			
18.	PARENTAL GIFT	Rs 5,000			
19.	SCHOLARSHIP	Rs 6,000 for PSAC for 3 yrs (30 scholars) Rs 8,000 for NCE for 2 yrs (20 scholars) Rs 10,000 for SC for 2 yrs (30 scholars) Rs 15,000 for BEST RANKED (5 scholars) Rs 20,000 for LAUREATES (5 scholars)			
	TERTIARY COURSE FEES	Rs 10,000 per year (28 scholars)			

*SUMMARY ON LOANS AND GRANTS AS AT 30 JUNE 2024*

<b>SN</b>	<b>LOAN/GRANTS</b>	<b>NO of Employees who benefitted</b>
1.	Motorcycle	14
2.	Marriage	28
3.	Multipurpose	308
4.	Examination fees	3
5.	Tertiary Education	1
6.	Eco	12
7.	Car	0
8.	Retirement grant	172
9.	Death grant	22
10.	Beneficiary funeral grant	12
11.	Social Aid	3
12.	Parental gift	58
13.	Scholarship	92

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

### I. Loans/Grants

As from 01 July 2022, the BIEWF has launched the following loans & grants detailed in the table below:

SN	LOAN SCHEMES/GRANTS	LOAN AMT (RS)	INT RATE	REPAY PERIOD (YR)	REMARKS
1.	<b>MOTORCYCLE</b>	<b>75,000</b>	<b>8%</b>	<b>4</b>	<b>Increase from Rs 40,000 to Rs 75,000</b>
2.	<b>WEDDING</b>	<b>50,000</b>	<b>5%</b>	<b>3</b>	<b>No Change</b>
3.	<b>EXAMINATION FEES</b>	<b>20,000</b>	<b>3%</b>	<b>2</b>	<b>No Change</b>
4.	<b>TERTIARY EDUCATION</b>	<b>30,000</b>	<b>5%</b>	<b>2</b>	<b>Increase from Rs 25,000 to Rs 30,000</b>
5.	<b>MULTIPURPOSE</b>	<b>50,000</b>	<b>7%</b>	<b>3</b>	<b>Increase from Rs 30,000 to Rs 50,000 &amp; has merged the following loans: House Renovation, Domestic/Electronic Appliances &amp; Furniture, Books/school materials, Holiday/pilgrimage, Laptop/Pc, Entrepreneurship, Medical, Special Assistance</b>
6.	<b>ECO</b>	<b>50,000</b>	<b>5%</b>	<b>3</b>	<b>New Loan</b>
7.	<b>CAR</b>	<b>100,000</b>	<b>8%</b>	<b>4</b>	<b>New Loan</b>
8.	<b>REFUND OF CONTRIBUTION</b>	<b>Refund of Contribution paid by employees + 50% bonus</b>			<b>No Change</b>
	<b>REMITTANCE OF CONTRIBUTION</b>	<b>Refund of Contribution paid by employees only</b>			<b>No Change</b>
9.	<b>DEATH GRANT</b>	<b>Beneficiary of ex-employee</b>			<b>Increase from Rs 15,000 to Rs 20,000</b>
	<b>BENEFICIARY FUNERAL ASSISTANCE</b>	<b>Beneficiary of employee</b>			<b>New Grant</b>
10.	<b>SOCIAL AID</b>	<b>Rs 10,000</b>			<b>No Change</b>
11.	<b>PARENTAL GIFT</b>	<b>Rs 5,000</b>			<b>No Change</b>
12.	<b>SCHOLARSHIP</b>	<b>Rs 6,000 for PSAC for 3 yrs Rs 8,000 for NCE for 2 yrs Rs 10,000 for SC for 2 yrs Rs 15,000 for BEST RANKED Rs 20,000 for LAUREATES</b>			<b>No Change</b>
	<b>UNIVERSITY COURSE FEES</b>	<b>Rs 10,000 per year</b>			<b>No Change</b>

### 2. List of future projects/activities over a three-year plan

<b>A EDUCATION &amp; TRAINING</b>		
1	Healthy Eating & Nutrition Workshop	Ongoing
2	Training by the National Cooperative College in 2022: Ayurvedic Massage Therapy Level 1	Ongoing
3	Diabetes Workshop in 2022	Ongoing
4	Healthy Eating & Nutrition Workshop in collaboration with Nutriwise Ltd	Ongoing
5	Smoking Cessation Programme	
6	Launching of a Nutrition Guide Booklet including recipes and practical tips in collaboration with Nutriwise Ltd	
7	Training by NCC 2023- Ayurvedic Massage Therapy Level 2	Ongoing
8	Road Safety Week – Defensive Driving Crash Course	
9	Training by NCC- Basic ICT Skills for Cooperators	Ongoing
10	Training by NCC-Marketing and Customer Care for Transportation Sector	Ongoing
11	Training by Ministry of Agriculture- Apiculture	Ongoing
12	Training by FAREI: Mushroom Production	Ongoing
13	Training by FAREI: Hydroponic Production	Ongoing
14	Seminars on issues related to hormonal disbalance, menopause, etc	Ongoing
15	Counseling Talk Sessions	Ongoing
<b>B</b>	<b><u>GAMES &amp; WELFARE ACTIVITIES</u></b>	
16	Bingo Floor Game in 2022	Ongoing
17	Domino Competition	Ongoing
18	Footfive Competition	Ongoing
19	Petanque Competition	Ongoing
20	Launching of first BIEWF Calendar by selecting 12 best photos/drawings submitted during contests.	
21	Distribution of goodie bags/ Corporate gifts	Ongoing
22	Prize Giving Ceremony for Online Contests	Ongoing
23	Family Fun Day	Ongoing
<b>C</b>	<b><u>ONLINE FACEBOOK CONTEST</u></b>	
24	Divali Festival Contest- Rangoli Making	Ongoing
25	Facebook Contest:	Ongoing

35	Scholarship Award Ceremony	Ongoing
	Christmas-Decorated Christmas Tree	
26	Facebook Contest: Eid Festival- Eid card crafting competition	Ongoing
27	Facebook Contest: Valentine’s Day Photo Contest	Ongoing
28	Facebook Contest: World Photography Day	Ongoing
29	Facebook Contest: Essay Competition	Ongoing
30	Facebook Contest: Poem Contest Mother’s & Father’s Day	Ongoing
31	Facebook Contest: Valentine’s Day Selfie Competition	Ongoing
32	Facebook Contest: Earth Day Project work	Ongoing
33	Facebook Contest: Drawing Competition Independence Day	Ongoing
34	Facebook Contest: International Women’s Day Poem Competition	Ongoing
<u>D</u>	<b><u>GRANTS</u></b>	
35	Scholarship Award Ceremony	Ongoing

# Taxi Operators Welfare Fund



# Taxi Operators Welfare Fund

The Taxi Operators Welfare Fund was set up by an Act of Parliament on 25 May 2021 and relevant sections were proclaimed for the Fund to come into operations on 11 June 2021, with a view to promote the welfare of taxi operators and of their families. The Taxi Operators Welfare Fund operates under the purview of the Ministry of Land Transport and Light Rail

## OUR VISION

To be the foremost organization dedicated to the welfare of taxi operators and their families, meeting their diverse needs with efficiency and compassion.

## OUR MISSION

The mission of the Taxi Operators Welfare Fund is to enhance the social and economic well-being of taxi operators and their families through tailored support and services.

## OUR CORE VALUES

- Integrity & Transparency
- Empathy
- Efficiency
- Collaboration
- Continuous Improvement

## 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.

## CONTRIBUTION BY MEMBERS

By Virtue of the Taxi Operators Welfare Fund Act 2021, the contribution to the Fund stands as follows:

Registration fee:	Rs 200
Monthly Contribution:	Rs 300

## **SCHEMES IN PLACE AT THE LEVEL OF THE TAXI OPERATORS WELFARE FUND AS AT 30 JUNE 2024**

### **1. Death Grant**

The Death Grant of an amount of Rs 30,000/- is payable for any compliant member of the Taxi Operators Welfare Fund who passed away. This Grant is payable to the beneficiaries of the deceased taxi operator as per the Affidavit.

### **2. Education Grant**

The Fund is confident that continued investment in education yields high dividends. For this purpose, the Fund is offering the following assistance to the benefit of its members for the education of their children: -

- (a) Grant of Rs 5,000/- upon having received up to 10 units at SC Exams.
- (b) Grant of Rs 10,000/- upon being on the list of first 500 students at HSC Exams.
- (c) Grant of Rs 20,000/- for Laureate.

### **3. Hardship Case (Natural Calamity) Grant**

The Fund is also providing assistance to its members who have been victims of natural calamities. Thus, as per our Hardship Case Schemes, any compliant member of the TOWF will benefit a substitute allowance of Rs 12,075 in case his vehicle has been damaged in a natural calamity.

### **4. Hardship Case (Medical) Grant**

Hardship Medical case for taxi operators who have undergone surgery and cannot work for more than 14 days. A daily subsistence allowance of up to Rs 12,075 per month will be provided to such taxi operator for a maximum of three months.

### **5. Hardship Case (Accident Total Loss) Grant**

Hardship Accident Total Loss case for taxi operators who have met an accident with their taxi cars and claim to be total loss. A substitute allowance of Rs 24, 150 will be granted to the taxi operator.

### **6. Hardship Loan (Natural Calamities)**

Our Hardship Loan program is designed to provide immediate financial support to taxi operators who have been affected by such events, helping you to recover and rebuild. A

preferential loan of up to Rs 50,000/- without guarantee at 3% interest rate for a duration of 5 Years.

### 7. Hardship Loan (Accident)

Hardship Accident case for taxi operators who have met an accident with their taxi cars and cannot work for more. A loan of up to Rs 50,000 will be provided to such taxi operator without Guarantee at a rebated interest rate of 3% with 3 months moratorium for a period of 5 Years.

### 8. Medical Loan

Our Medical Loan program provides financial assistance to taxi operators who need help covering medical expenses. Whether it's for routine check-ups or emergency treatments, we're here to support you. A loan of up to Rs 100,000 will be provided to the taxi operator at an interest rate of 5% with 1 Year moratorium for a duration of 6 Years.

### 9. Multi-Purpose Loan

Our Multi-Purpose Loan is designed to provide flexible financial support to taxi operators. A loan of up to Rs 100,000 at an interest rate of 6.5% for a duration of 4 Years will be provided to the taxi operator.

## OTHER SCHEMES IN THE PIPELINES

1. Preferential Loans for purchase of Taxi Car
2. Training Programs on Safe Driving

## WELFARE ACTIVITIES HELD FROM JULY 2023 TO JUNE 2024

1. Award and Recognition Ceremony
2. Training Programme for Taxi Operators -Personal Grooming and Customer Service

## SUMMARY ON LOANS AND GRANTS AS AT 30 JUNE 2024

SN	LOAN/GRANTS	NUMBER OF TAXI OPERATORS WHO BENEFITTED
1	Death Grant	33
2	Education Grant School Certificate	11
3	Education Grant Higher School Certificate	10
4	Education Loan	0
5	Hardship Case (Natural Calamity) Grant	3
6	Hardship Case (Medical) Grant	71

**COMPOSITION OF THE TAXI OPERATORS WELFARE FUND BOARD**  
as at 30 June 2024

SN	NAME	DESIGNATION
1.	Dr P. Nunnoo	Chairperson
2.	Mr A. Dhondoo (Firm) A. D. Ramasamy (Mrs.)(Alternate)	Representative of Ministry of Land Transport and Light Rail
3.	Mr L Aliphon	Representative of Ministry of Labour, Human Resource Development and Training
4	N. Gopal (Ms.)	Representative of the Ministry of Finance, Economic Planning and Development
5	Mr D. Dhunoo	Representative of the National Land Transport Authority
6	Mr W Rumjan	Representatives of taxi operators
7	Mr O. Meettoo	
8	Mr R.R. Veeranna	
9	Mr Ramasamy	

**CHAIRPERSON**

Mr P. Nunnoo

**ACTING ADMINISTRATIVE MANAGER**

Mr S. Oozeer

**CONTACT DETAILS:**

Taxi Operators Welfare Fund  
Level 7, Max City Building  
Remy Ollier 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 implemented in phases by Larsen and Toubro (India) at the cost of MUR 18.8 billion for Phase 1 and 2 (Port Louis to Curepipe), has been financed by the Government of India through a grant of MUR 9.9 billion and a Line of Credit of MUR 8.9 billion. Construction of Phase 3, from Rose Hill to Reduit through Ebene, has also been completed, at a cost of MUR 4.555 billion, also financed by the Government of India.

## 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 about 380 employees.

## THE METRO EXPRESS BOARD

<b>Chairman</b>	<b>Mr. Nayen Koomar BALLAH, GOSK</b>
<b>Board of Directors</b>	Mr. Dheerendra Kumar DABEE, GOSK
	Mr. Kreedeo BEEKHARRY
	Mr. Jean Maxy SIMONET
	Mr. Yasin Mohammud HAMUTH
	Mr. Georges CHUNG TICK KAN
	Mr Ajay RAMDHANY
	Mrs. Shakuntala Devi GUJADHUR-NOWBUTH
<b>Chief Executive Officer</b>	Dr. Das Mootanah

On 3<sup>rd</sup> of October 2019 the first phase of the project, extending from Rose Hill to Port Louis, was inaugurated jointly by Hon Pravind Kumar Jugnauth, 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 free passenger services on 22 December 2019 at 11 a.m. For an initial period of 15 days, the passengers were carried free of charge on presentation of a free ticket, valid in a given direction and for a given period of time. The promotional period ended on 10 January 2020.

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

transport sector in Mauritius, but it also brought about various opportunities for economic growth and sustainable development.

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

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

The Metro Express project is being undertaken along the busiest corridor, from Curepipe to Port Louis and Rose Hill to Reduit. The project consists of 29.4 km length of track system, 20 stations from Curepipe to Port Louis and 2 additional stations from Rose Hill to Reduit with 6 major multi-modal interchanges (Immigration square 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 (Phase 1, Phase 2 and Phase 3), 29.4 km long, has been 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: Rose Hill to Quatre Bornes (Operational as from June 2021)
3. Phase 2b: Quatre-Bornes to Phoenix (Operational as from May 2022).
4. Phase 2c: Phoenix to Curepipe (Operational as from October 2022)
5. Phase 3: Rose Hill to Reduit and Port Louis Victoria to Place d'Armes (Operational as from January 2023)

## **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. ME cards are widely used in the country as debit and credit cards and this system is contactless. Passengers can purchase 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

Days	Curepipe to Port Louis		Rose Hill to Redit	
	Operating Hours	Frequency	Operating Hours	Frequency
<b>Mondays</b>	06:00 to 19:00	10 - 15 minutes	06:00 to 19:00	10 - 15 minutes
<b>Tuesdays</b>				
<b>Wednesdays</b>				
<b>Thursdays</b>				
<b>Fridays</b>	06:00 to 19:00	10 - 15 minutes		20 - 25 minutes
<b>Saturdays</b>	19:00 to 20:00	30 minutes		
<b>Sundays</b>	06:00 to 19:00	15 -20 minutes		
<b>Public Holidays</b>				

### CHAIRMAN

Mr. Nayen Koomar BALLAH, GOSK

### CHIEF EXECUTIVE OFFICER

Dr Das Mootanah

### ADDRESS

Metro Express Ltd

3<sup>rd</sup> level, Sicom Tower, Wall Street, Ebene.

Tel: 460 0460

Fax: 4686221

Email: [registry@metroexpressltd.org](mailto:registry@metroexpressltd.org)

Website: <https://mauritiusmetroexpress.mu>

# **PART II**

**MINISTRY/DEPARTMENT ACHIEVEMENTS**

**&**

**CHALLENGES**

## TRANSPORT MASTERPLAN

There is an absence of a well-articulated strategic orientation to the land transport sector which impedes the devising of a unified and integrated inter-modal transport system hinging on novel technology. The formulation of a Transport Masterplan, would provide a framework to better conceiving land transport solutions on a long-term approach in order to shape a vibrant and modern transport system that is responsive to the needs of the citizens of Mauritius. The Transport Masterplan would also cater for the light rail strategy including the extension of its alignment and interfacing with other modes of transport.

### TRAFFIC MANAGEMENT AND ROAD SAFETY UNIT

#### Major Achievements

##### **AWARENESS AND SENSITISATION CAMPAIGN ON ROAD SAFETY**

---

Road Safety sensitisation campaigns are used to achieve various aims by providing thematic information on road safety. In general, the aim of such campaigns is to change 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 of road accidents and as well as it 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 behaviour 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 problem more salient
- stimulate interpersonal influences via social media
- generate information seeking by individuals
- reinforce existing beliefs and behaviours

- an overall reduction in road crashes

This Ministry has undertaken the following campaigns in 2023-2024:

- Road safety campaign – “2 Wheelers” billboard campaign in collaboration with Trait d’Union Ltée on 55 billboards across the island with the slogan – “NA PA FER YOYO LOR MOTO - To extra frazil lor motosiklet” and Respe “kifer bizin ariv sa?”



### Billboard Campaign “NA PA FER YOYO LOR MOTO”



### Billboard Campaign “kifer bizin ariv sa?”

- Commemoration of World Day of Remembrance for Road Traffic Victims

The theme advocated by United Nation this year is “JUSTICE” with the slogan “Remember, Support and Act”.

To commemorate this Day, the Ministry of Land Transport and Light Rail, in collaboration with several stakeholders, have organized a series of activities as follows:

- A Mass at Chapelle St Luc, Residence Kennedy, Quatre Bornes on 18 November 2023



- Mgr Jean Michaël Durhône officiated mass to honour Road Traffic Victims held at the Chapel of St Luc



- On Sunday 19 November 2023, a Motorcycle Road Show from the Plaza Municipal Hall in Rose-Hill to the parking of Tribeca Mall in Ebène.



- Launching of the Total Loss Campaign to sensitise Drivers on road accidents at Tribeca Mall on 19 November 2023.



- Total Loss Campaign with the slogan “Bon sofer pa tap ek PIETON” broadcasting on Radio, Television, Billboards, Bus Shelters, Facebook & Google ads (Incl. YouTube) to raise awareness of pedestrian safety in a practical way and change drivers' habits.



- Launching of Road Safety Application for Grade 4 Students by Total Energies at Belle Vue Gas Station and distribution of helmets on Monday 20 November 2023 to promote good road safety practices; raise road safety awareness for all Road Users (pedestrian, cyclist, riders and drivers).





- A Youth Rally was held from Plaisance Mall to Gandhi Square in Rose Belle to pay tribute to road accident victims on Wednesday 22 November 2023.



- The Youth Rally was the fourth activity organised to pay tribute to victims of road accidents and to sensitise the population on road safety.



- The Youth Rally was followed by a wreath-laying ceremony at a stele at Gandhi Square in Rose Belle in memory of road accident victims.



- To pay tribute to road accident victims a training on defensive driving was organised in collaboration with the MITD for Taxi Operators on Thursday 23 November 2023 at Plaza in Rose Hill.



- The White Ribbon Day, a gesture of solidarity was held on Friday 24 November 2023 where the public was encouraged to wear a white ribbon symbolizing solidarity and paying tribute to road traffic victims, drawing a close to a week of poignant remembrance and proactive safety promotion.



- “Nou tou piéton” Campaign was carried out in February and March 2024 on Radio, Television, Billboards, Bus Shelters, Facebook & Google ads (Incl. YouTube). The aim of the campaign was to raise awareness of older pedestrians in order to reduce the number of accidents among this age group.

## CONTINUUM OF ROAD SAFETY EDUCATION

---

### BACKGROUND

Road traffic injuries constitute a major public health problem.

The safety of road users is a major priority for this Government.

In this respect, in 2015, a National Road Safety Strategy Plan 2016-2025 has been developed and adopted by the Government.

The Ministry of Land Transport and Light Rail, through the National Road Safety Strategy 2016-2025, is reinforcing its commitment to significantly reducing mortality and morbidity resulting from road accidents.

On the 18th May 2016, the implementation of the Continuum of Road Safety Education in all level of schooling from grade 1 to 13, was validated by the National Road Safety Commission, chaired by the Prime Minister

Road Safety Education forms part of one of the strategies that will assist in the reduction of road crashes

### KEY ELEMENTS IN THE PREVENTION OF ROAD ACCIDENTS

Road accidents can be prevented in three main ways and education plays a crucial role in this endeavour as shown below.

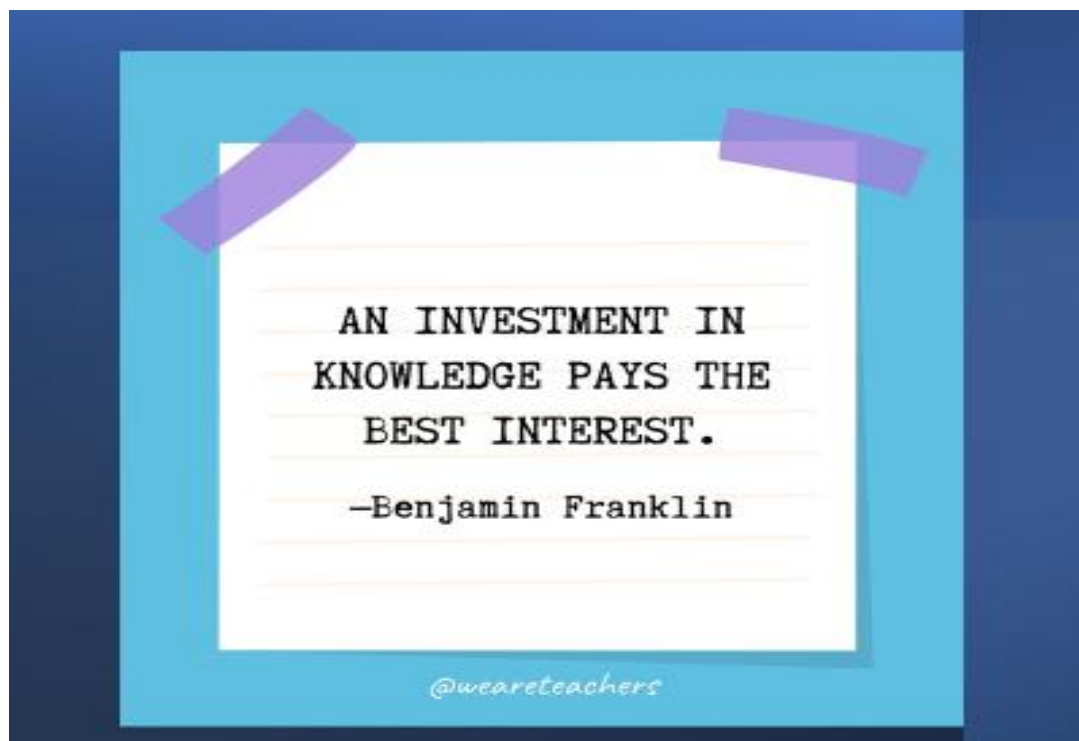


Road safety problems arise because people are constantly moving about in their physical environment under complex conditions and with human vulnerabilities. Engineering measures and planning improvements, such as traffic signals, pedestrian's crossings, junction layouts and speed control

humps are law enforcement mechanisms that help reduce road accidents. In addition, education plays a pivotal role in preparing road users by developing requisite skills and understanding, and providing real world experiences that enable them to make safe and responsible choices. Thus, apart from good engineering and law enforcement, it is a priority to have a longer-term strategy to ensure road safety, and this is through Road Safety Education.

### **National Project - Continuum of Road Safety Education**

This is a **National Project** which involves the collaboration of numerous stakeholders, the Ministry of Education, Tertiary Education, Science and Technology (MOE), the Mauritius Police Force - Traffic Branch (MPF) and the Mauritius Institute of Education (MIE).



Following its validation by the Honourable Prime Minister in 2017, Road Safety Education has been declared a priority area in view of its vital significance.

Phase 1- RSE has thus been introduced as a separate and compulsory subject in the Primary School Curriculum for Grade 1 to 6

Phase 2- The introduction of RSE at secondary level, Grade 7- 13.

*“Road Safety Education is one of the strategies that will assist in the reduction of road crashes. Realizing the vulnerability of the children on our roads and the fact that today’s children will be tomorrow’s riders and drivers, it is deemed urgent to inculcate them with road safety values since the beginning itself”*

Hon. Alan GANOO  
Minister of Land Transport and Light Rail,

### **Continuum of Road Safety Education in Primary Schools**

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.

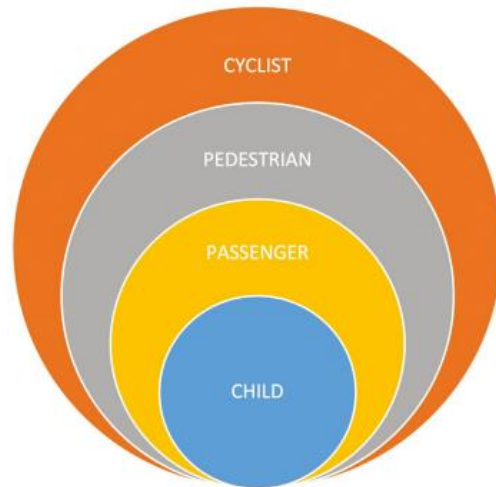
Thus, related theoretical and practical training has been provided to the non-core Educators in the government and SeDEC primary schools to enable them to impart the knowledge of road safety to their pupils.

Road Safety Education is a complex multidisciplinary undertaking leading to the:

1. Promotion of knowledge and understanding of traffic rules and situations;
2. Development of practical skills to interact effectively with the road system; and
3. Enhanced consideration to risk awareness, personal safety and the safety of other road users.

## Importance of Continuum of Road Safety Education for Children

Every day, children and young people are interacting with the road traffic system either as a passenger, pedestrian or a cyclist.



They are extremely vulnerable road users, impulsive, have limited attention span, often absorbed in play, easily distracted, their vision is restricted because of their lack of height, and they do not have the knowledge and skills to operate safely in traffic environments.

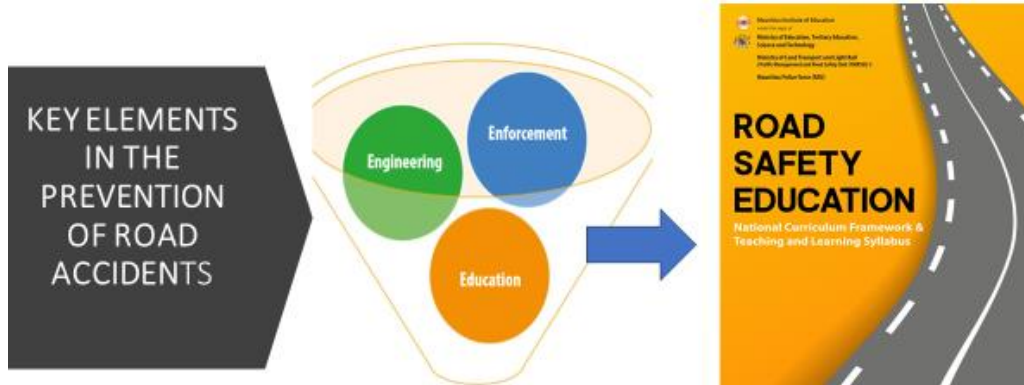
As road users, they need to develop road safety knowledge, and doing so in the school context will certainly highlight how serious road safety is.

## Road Safety Education in All Primary Schools – Compulsory



The objective of Road Safety Education is to empower learners with **Knowledge, Skills, Attitudes and Values** for safe use of the road as a

- **Pedestrian**
- **Cyclist**
- **Passenger.**



The MIE was assigned with the responsibility of producing curriculum materials for Road Safety Education. Thus, the MIE in collaboration with TMRSU and Traffic Branch from the Mauritius Police Force have worked on the writing up of the National Curriculum Framework, Teaching and Learning Syllabus (NCF & TLS) for Continuum of Road Safety Education for primary school. The NCF & TLS for Continuum of Road Safety Education was presented by the MIE to the Ministry of Education and the Ministry of Land Transport and Light Rails where it was approved.

### **Teaching and Learning Syllabus**

- Provides direction and focus for the effective implementation of Road Safety Education (RSE) in the classroom.
- Details out the different components and topics to be taught, and the competencies to be developed at each level.
- Includes the assessment and evaluation component.

Thus, the NCF & TLS set the goals and aim of Road Safety Education.

### **Goals of RSE are to:**

- Develop learner's competencies to be responsible and safe road users; and
- Encourage learners to take steps to improve road safety in their community.

Road Safety Education is a complex multidisciplinary undertaking leading to the:

1. Promotion of knowledge and understanding of traffic rules and situations;

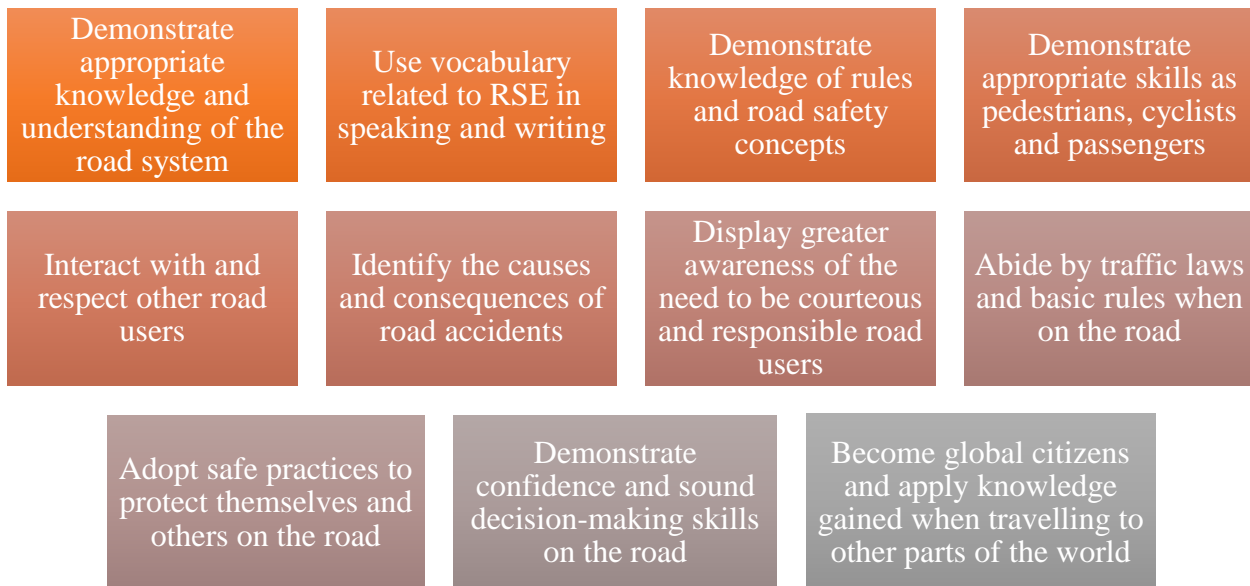
2. Development of practical skills to interact effectively with the road system; and
3. Enhanced consideration to risk awareness, personal safety and the safety of other road users.

**Aim of RSE:**

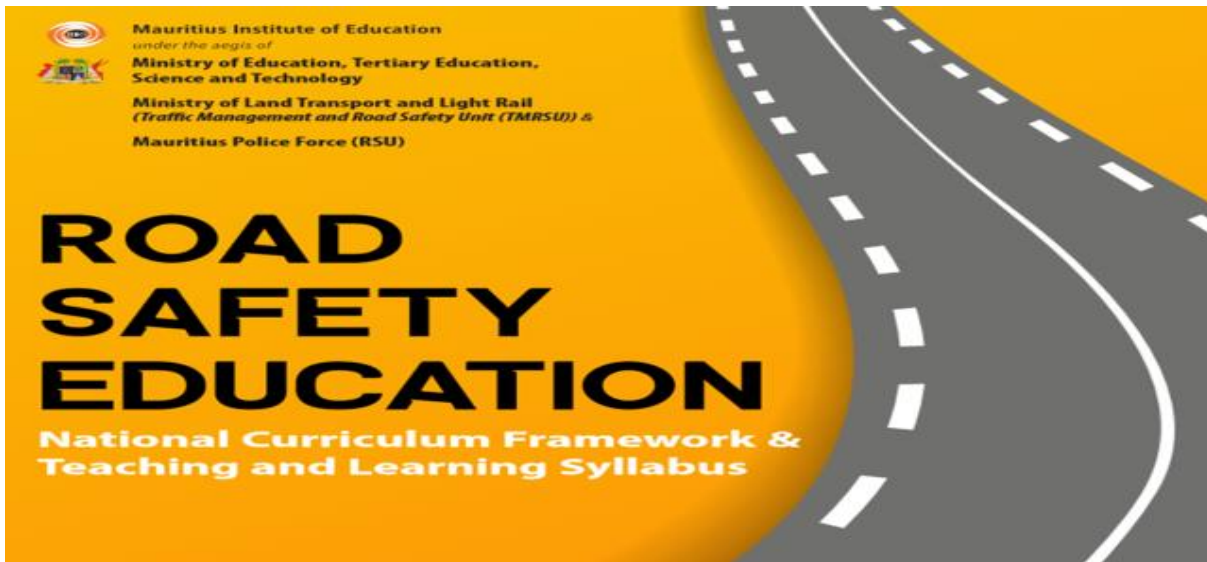
The aim of RSE is to reduce the risk of trauma from injury and death due to road accidents and to lay the foundations for safe road use. RSE helps pupils become safer road users by developing:

- their knowledge and understanding of the road environment
  - their decision-making and behavioral skills on the road
  - their knowledge and understanding of traffic rules
  - their knowledge and understanding of the causes and consequences of accidents
  - their ability to be responsible road users as passengers, pedestrians, and cyclists
  - a responsible attitude towards their own safety and that of others
  - on-the-road values such as courtesy and respect
- Expected Learning Outcomes for RSE

By the end of Grade 6, pupils will be able to:



Thus, the NCF & TLS for Continuum of Road Safety Education is now accessible to the public on the website of the MIE on the following link: [http://web.mie.ac.mu/wp-content/uploads/2024/03/Final-ROAD-SAFETY-NCF\\_TLS.pdf](http://web.mie.ac.mu/wp-content/uploads/2024/03/Final-ROAD-SAFETY-NCF_TLS.pdf)



Thereafter, the MIE in collaboration with TMRSU and Traffic Branch from the Mauritius Police Force have been working on the development of the curriculum materials for Continuum of Road Safety Education for grade 1 to grade 6. The Curriculum Development include Teacher's Book, Pupil's Book for Students and Evaluation grid from Grade 1 to 6 for Continuum of Road Safety Education.

Effective RSE is founded on a pedagogical approach that makes learning interesting, relevant, authentic and enjoyable.

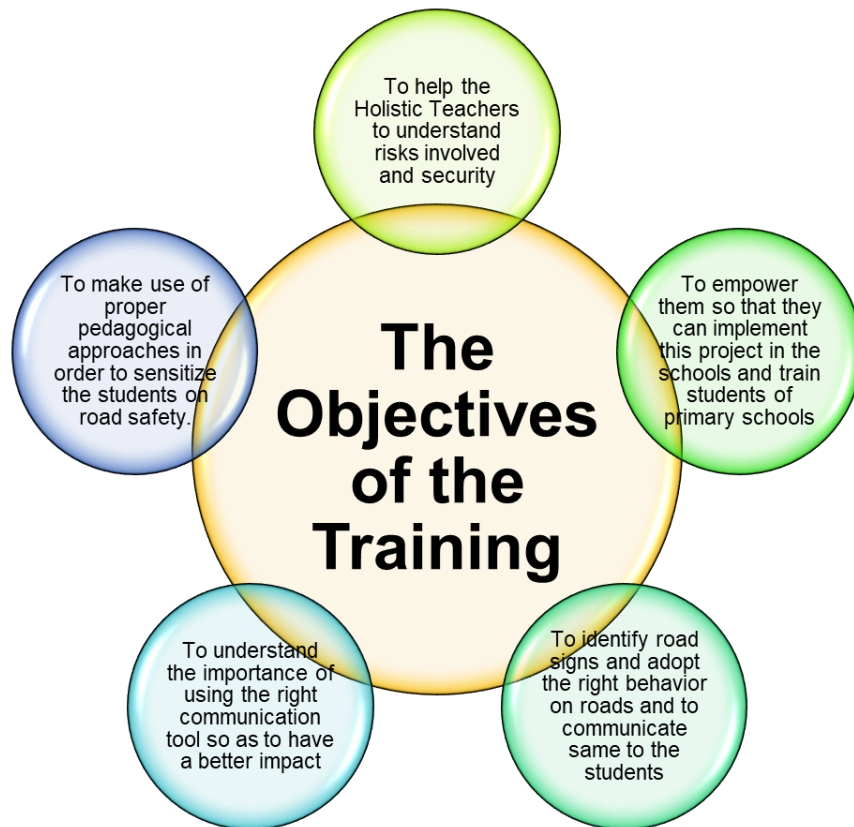


## THE PRACTICAL COMPONENT – BICYCLE

### Training on Practical Part of Continuum of Road Safety Education



Police Officers and Officers from TMRSU have delivered training on the practical part of the Continuum of Road Safety Education to all Primary School Educators in non-core subjects and all the Health and Physical Instructors.



Thus, the practical part of the RSE educate children about road safety and traffic discipline in real life situation. This project features miniature road signs, pedestrian crossing, mobile traffic playground and other road traffic infrastructure to provide a simulated road environment to enhance children’s awareness of road safety, where children can safely act as pedestrians, and cyclists.

## Practical Sessions – Bicycle in Schools



## Digitization of Road Safety Curriculum Materials: Production of Videos and an Interactive Pupil's Activity Book



Digitizing the curriculum is felt as a natural and vital follow up:

- This initiative will enable the continuity of learning in relation to Road Safety Education in case of any crisis that may arise.
- The materials will be accessible to the population on the website of the MIE and the link would be highlighted on the websites of this Ministry and the Ministry of Education
- The digital materials may fill in the gap where private schools are concerned as they can use the material for the dissemination of Road Safety Education in their schools.

### ACCIDENT BLACKSPOT INVESTIGATION

The treatment of crash locations is a methodical step by step process. Crash investigation relies on a proven crash record for a site, and aims to reduce the crash frequency and severity at that site.

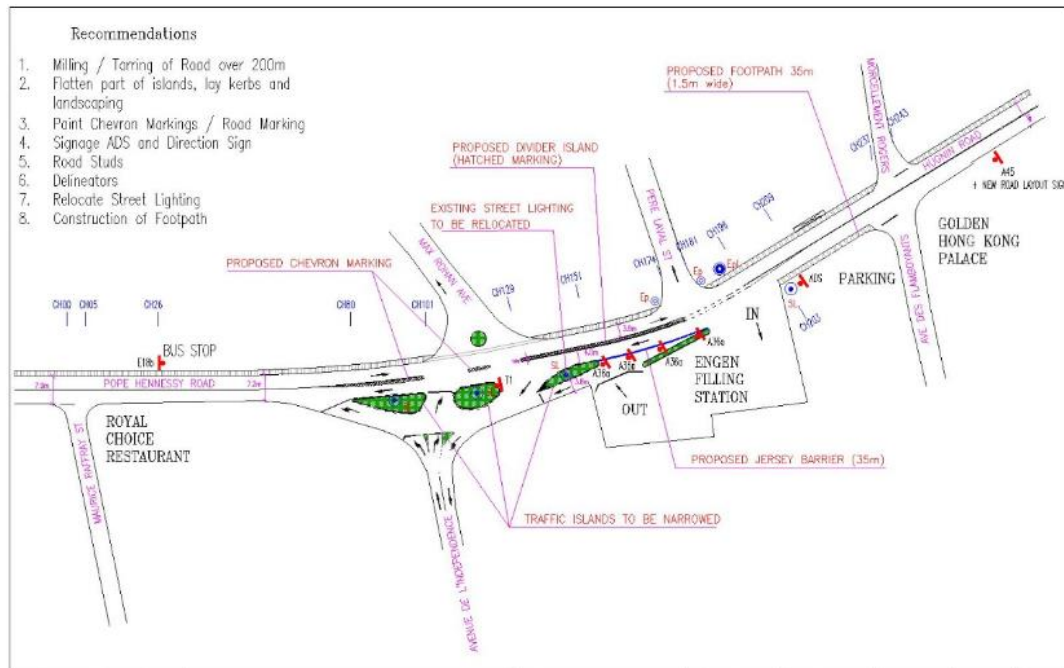
The steps involved are as follows:

- **Identification:** Decide on crash location criteria/list all crash locations
- **Diagnosis:** Obtain site crash data/analyse data [collision diagram, factor grid]
- **Countermeasures:** Assess likely causes/propose countermeasures
- **Funding:** Establish cost
- **Implementation:** Implement countermeasures
- **Evaluation:** Monitor/evaluate

The role and responsibilities of the TMRSU is to align its resources to be able to achieve the target set in the Ministry's Road Safety Strategy. Moreover, the TMRSU has been mandated to treat at least four blackspots on a yearly basis depending on availability of funds.



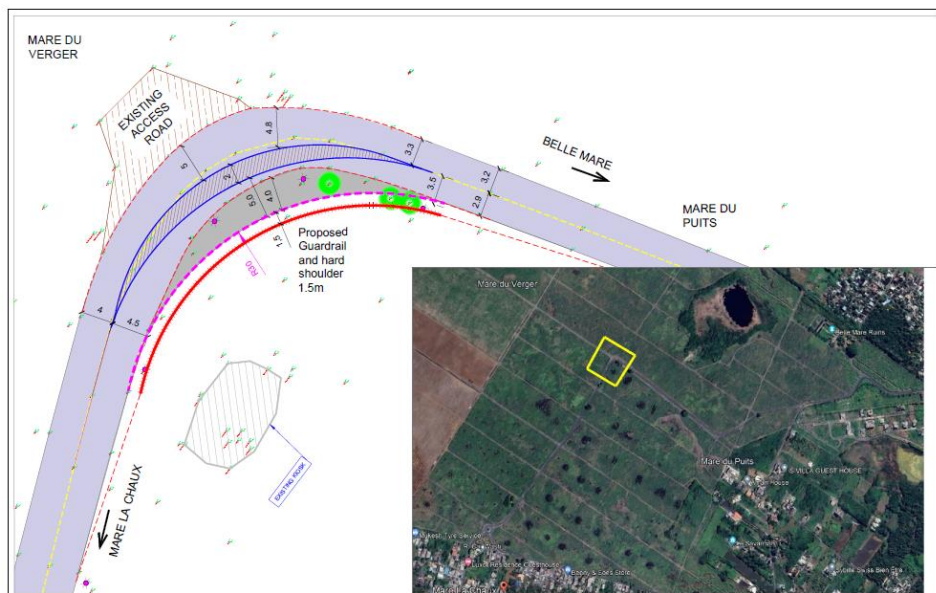
## Remedial Measures to Treat the Blackspot at Bramsthan



## Remedial Measures to Treat the Blackspot at Rose Hill



## Hazardous Bend at Mare La Chau



## ROAD SAFETY INSPECTION

A Road Safety Inspection (RSI) is a systematic field study, conducted by road safety expert(s), of an existing road or section of road to identify any hazards, faults and deficiencies that may lead to serious accidents. Following the principle “Prevention is better than cure” the RSI makes it possible to evaluate existing road traffic facilities and to improve the road safety performance.

To be effective, treatments must be identified and implemented as a result of the Road Safety Inspection.

The Road Safety Inspection process is systematic and not just focused on a particular black spot identified by road crash data. It is comprehensive, with extensive preliminary work, on site appraisal including a checklist and analysis of the problems and formulation of countermeasures. The aim of a Road Safety Inspection is to identify any features that may lead to future road crashes, so that remedial treatment may be implemented before crashes occur.

To keep pace with international good practice in Road Safety Engineering, a Road Safety Inspection (RSI), is actually being carried out on hazardous roads in Mauritius. The findings and recommendations of the RSIs will be implemented in phases with a view to reducing road trauma.

The TMRSU has prepared and adopted a strategic action plan to carry out Road Safety Inspections of existing roads to improve the safety performance of roads all over the island.

The priority interventions will include the following amongst others:

- Harmonize all traffic signs and launch a programme to replace all non-standard signs on all classified roads to enhance road safety;
- To reduce the potential or actual number of crashes at road intersections;
- To reduce the potential or actual number of head on collisions;
- To reduce the potential or actual number of crashes for the vulnerable road users;
- To reduce the potential or actual number of crashes involving road side hazards.

The TMRSU is aiming at upgrading the road features along all existing classified roads with a view to achieve a 3-star road or better for all road users as recommended by **Target 4** of the **Global Road Safety Performance**.



Global Road Safety Performance – Target 4

Road Safety Inspections have already been carried out along the following roads:

- Port Louis - Central Flacq road [A2] over a stretch of 6 Km.
- Brisée Verdière-Saint Julien-Constance Road [B23] over a stretch of 6.5 km
- Argy Road [B60] over a stretch of 1.6 km
- Quatre Cocos Road [B61] over a stretch of 1.4 km

Measures which have already been implemented along these roads include the following:

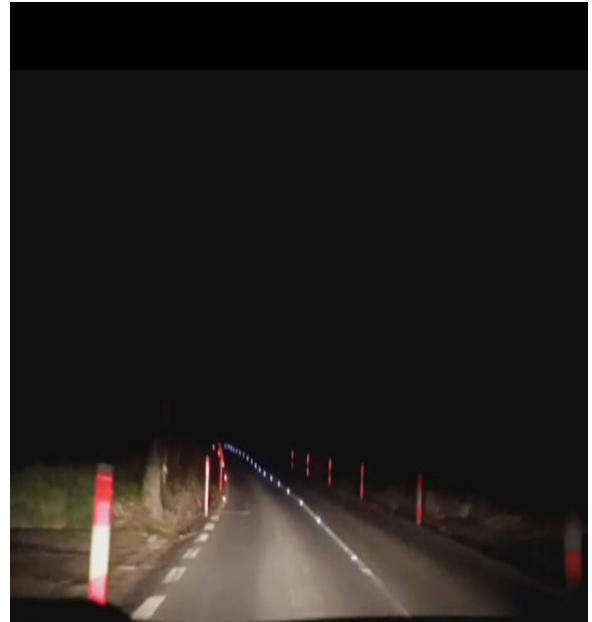
- Setting up of low speed zones of 40km/h along built-up areas and construction of traffic calming measures;
- Upgrading of all traffic signs;
- Improvement of curve delineation;
- Improvement of traffic lane delineation with raised pavement markers;
- Provision of pelican crossings to ensure safety of crossing pedestrians.



**Improvement of Roadside Delineation**



**Improvement of Traffic Lane Delineation**



### Upgrading of Traffic Signs



## **ROAD SAFETY AUDITS**

---

A Road Safety Audit is a formal examination of a future road, in which an independent, qualified team reports on the project's crash potential and safety performance. Road Safety Audit has the greatest potential for improving safety and is most cost-effective when it is applied to a road before construction. In August 2021, Cabinet agreed to the carrying out of Road Safety Audits at the stage of completion of preliminary and detailed designs, in addition to the pre-opening safety audit of new road schemes. Consequently, a Road Safety Standard has been prepared that defines what a RSA is, which schemes are to be audited, at which stages they are to be audited, and the roles and responsibilities of the various parties involved.

In the past months, several road projects initiated by the Road Development Authority (RDA) have been road safety audited by an independent, qualified team of professionals from the Traffic Management and Road Safety Unit (TMRSU) and the RDA. These projects include the following:

- Bois Cherie Bypass
- La Vigie-La Brasserie Beau Songes Road – Phase 2
- Interchange at Quay D, Port Louis along Motorway M2
- Flic en Flac Bypass from Xavier to Pierrefonds
- A1-M1 at Soreze and Chebel
- New road from Deux Freres to Bel Air [B28]
- Hermitage Bypass
- Grade Separated Junction at Verdun
- Verdun Bypass
- Realignment of part of Savanne Road [A9] from Tyack to Beau Climat
- Pont Bruniquel at Baie du Tombeau
- Interchange at Terre Rouge along Motorway M2
- La Vigie-La Brasserie Road – Phase 1
- Upgrading of Roussel Bridge at GRNW
- Access road for NSLD at Goodlands

Road Safety Auditing is now an established practice at the levels of these two organizations. The TMRSU is aiming at upgrading the road features along all newly built classified roads with a view to achieve a 3-star road or better for all road users as recommended by **Target 3** of the **Global Road Safety Performance**.



**TARGET 3 2030**

Target 3: By 2030, all new roads achieve technical standards for all road users that take into account road safety, or meet a three star rating or better.

**Global Road Safety Performance – Target 3**



## CONSTRUCTION OF TRAFFIC CENTRES/ MINI BUS TERMINAL

---

To  
TM  
all



safe embarkation and alighting of bus passengers, the traffic centres and mini bus terminals at strategic locations

### Project details:

- Brief Description of Project: The surface area of the traffic centre is 6619 m<sup>2</sup>. It consists of 10 bus bays, 10 bus shelters, together with raised footpath, street lighting, 400 m of handrail and a green space.
- Design and Supervision: TMRSU
- Contractor: Transinvest Construction Ltd.
- Project Value [incl. VAT] = Rs 22.5 M
- Project duration: 3 months
- Commencement date: June 2023
- Completion date: September 2023

- **Mini Bus Terminal at Camp Diablos**



**Project details:**

- Brief Description of Project: The mini bus terminal consists of 2 boarding and alighting platforms, 4 bus shelters, 2 bus lay bys, together with raised footpath, street lighting and a green space.
- Design and Supervision: TMRSU
- Contractor: Transinvest Construction Ltd.
- Project Value [incl. VAT] = Rs 10.4 M
- Project duration: 2 months
- Commencement date: April 2024

- Completion date: June 2024

## **BELISHA BEACON LIGHTS**

---

The  
and  
Wa  
Bai  
am  
haz



ssings to improve night visibility of pedestrians  
have been completed at Tamarin near London  
near Football Ground, Richelieu near Cemetery,  
near Hospital, University of Mauritius, Reduit  
ha Beacon Lights at zebra crossing sites along

**Belisha Beacon Lights along A1 Road at Beau Bassin**

## **ACTIVE TRANSPORTATION**

---

The TMRSU is leading the way 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.

From 2019 to 2021, the TMRSU worked with a Consultant on developing design standards for the integration of cycling as a means of commuting for Mauritius. The document proposed 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. The scope also includes reviewing and suggesting changes to current laws, regulations, and policies to facilitate the integration of cycling in the transportation system, recommending 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. The Consultant also designed four (4) Cycling Network Plans:

- Rose Hill
- Vacoas
- Grand Baie
- Flacq

Subsequently, the TMRSU prepared the bidding documents to find a Contractor to construct the Phase 1 of the Rose-Hill Cycle Network. Once the pilot project of Rose Hill Phase 1 completed, TMRSU will work on the implementation of Phase 1 for Vacoas, Grand Baie and Flacq in the coming years.



## Cycle Lane and Traffic Calming Measure

### WORKS IMPLEMENTED IN THE DISTRICT OF PAMPLEMOUSSES/RIVIERE DU REMPART [ZONE 1]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Goodlands (SSS Jugdambi)	Construction of bus layby/holding area together with masonry retaining wall, footpath and drains	8,369,453.00
2	Along Forbach (B42) Road	Construction of footpath, drain, retaining wall and supply and fixing of handrail and supply and fixing of bus shelters	9,952,750.90
3	Le Goulet Road at Baie Du Tombeau	Supply and Fixing of 825 Nos. Solar road studs	2,142,960.60
4	Riche Terre (B23)	Setting up of a raised pedestrian crossing together with footpath and drain	653,772.70
5	Along St Francois (B13) Road	Construction of footpath, drain and raised table	4,141,205.20
6	Along Plaines des Roches (B122) Road	Setting up of raised table	1,600,430.85
7	At Creve Coeur	Construction of a pair of bus laybys with bus shelters, footpath and drain	5,688,346.20
<b>Total Amount [Rs]</b>			<b>32,548,919.45</b>

### WORKS IMPLEMENTED IN THE DISTRICT OF MOKA [ZONE 1]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Along Quartier Militaire Road (B6) near Belle Rive Roundabout	Supply & Fixing of Bus Shelters in Moka District	1,080,126.00
2	Along Moka - Camp de Masque - Flacq Road (A7), near Medi Clinic, Quartier Militaire	Construction of raised table, Footpath, handrails and Bus shelter	1,359,214.33
3	Along Montagne Ory Road (B46) near AMB, Moka	Construction of raised table + Installation of Belisha lights	173,084.78
4	Along Ripailles - La Nicoliere Road B49 at Nouvelle Decouverte near Social Welfare Centre	Construction of raised table	85,971.93
5	Along Camp Thorel Road (B53) near Teelokee shop, Camp Thorel	Construction of raised table	88,674.43

6	Along Ripailles - La Nicoliere Road (B49) near Morc. frangipanes at L'Avenir	Construction of raised table	144,890.34
7	Along Dubreuil Branch Road B108 at Dubreuil	Construction of raised table	167,717.84
8	Along Moka - Camp de Masque - Flacq Road (A7) near Courtier Auto at Providence	Construction of raised table	131,886.60
9	Along Moka - Camp De Masque - Flacq Road (A7) at Alma	Construction of raised table	140,940.55
10	Along Quartier Militaire Road (B6), Quartier Militaire near S.I.G SSS	Construction of raised table	107,739.25
11	Along Higginson Road (B24) near Tipik Fusion Snack at St Julien D'Hotman	Construction of raised table	160,216.28
12	Reduit	Enlargement of access road for FAREI	2,428,254.90
<b>Total Amount [Rs]</b>			<b>6,068,717.21</b>

#### WORKS IMPLEMENTED IN THE DISTRICT OF FLACQ [ZONE 1]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Near NHDC at Camp de Masque	Civil works for traffic lights including footpath, handrails and bus shelter	1,597,170.60
2	Near Bon Accueil Kovil	Civil works for traffic lights	551,564.15
3	Morcellement Colombes at Camp Garreau	Civil works for traffic lights including footpath and handrails	1,109,196.85
4	Near Mayflower at Belvedere	Fixing of Belisha Beacon Lamp	92,041.40
5	Near St. Julien Govt. School	Fixing of Belisha Beacon Lamp	116,468.55
6	L'Aventure	Construction of bus layby	1,637,993.76
7	Camp de Masque to Bonne Mere	Provision of road studs	1,538,010.00
8	Junction B23/24 to Unite junction	Provision of road studs	1,153,507.50
9	Bramsthan	Provision of road studs	448,586.25
10	Along B60 at Argy	Provision of road studs and raised table	613,133.37
11	Along Brisee Verdiere St Julien Constance Road B23	Raised table and provision of road studs	746,746.75
12	Along Port Louis Central Flacq Road [A2]	Raised table and provision of road studs	958,851.60
13	Quatre Cocos road B61	Provision of road studs	615,204.00
14	Junction Trou D'Eau Douce Palmar/ B28 Road	Civil works for traffic lights and handrails	916,370.60
15	Argy	Civil works for traffic lights	290,631.45
16	Grand Bas Fond at Bon Accueil	Civil works for traffic lights	685,592.05
17	St. Julien	Civil works for traffic lights	264,217.79
18	Camp Garreau at Flacq	Lowering of footpath, provision of platform and removal of handrails	68,983.90

19	Argy B60	Provision of road studs	999,706.50
20	Along Brisee Verviere Saint Julien Constance Road B23	Provision of road studs	2,909,402.25
21	Along Port Louis Central Flacq Road A2	Raised table and provision of road studs	3,111,043.25
22	Along Argy Road B60 near football ground	Raised table	191,808.50
23	Olivia	Raised table	1,609,536.55
24	Lallmatie	Raised table	125,591.50
25	Bel Etang	Provision of road studs	2,127,580.50
26	At GRSE	Provision of road studs	2,178,847.50
27	Lallmatie	Footpath, absorption pits, raised platform and bus shelter	1,086,308.11
28	Constance	Construction of Bus Terminal	25,832,427.69
29	Ecroignard	Raised table	235,518.85
30	La Queen	Provision of handrail	324,068.85
31	Camp de Masque	Layby, footpath and bus shelter	6,325,000.00
32	Along A2 Road	Provision of road studs	3,268,271.25
33	Along B23 Road	Provision of road studs	3,383,622.00
34	Constance Traffic Centre	Provision of footpath, fencing and landscaping	14,156,377.64
35	Along B23 road	Construction of footpath, handrails and street lighting	17,277,466.83
36	Constance Traffic Centre	Provision of traffic signs	536,760.78
37	Bois D'Oiseaux	Footpath with absorption drains and bus shelter	2,333,984.80
38	Near Mayflower College	Civil works for pelican crossing	344,173.15
39	Near Mare La Chaux Covt. School	Provision of raised table and bus shelter	1,572,322.55
40	Petite Retraite	Raised table	77,751.50
41	Petite Retraite	Raised table	77,751.50
42	Belle Mare near Mandir	Raised junction and handrails	1,595,234.00
43	Belle Mare near Tourism Office	Speed table	65,506.30
44	Camp de Masque	Raised pedestrian crossing	52,049.00
<b>Total Amount [Rs]</b>			<b>67,113,003.87</b>

**WORKS IMPLEMENTED IN THE DISTRICT OF PORT LOUIS [ZONE 2]**

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Along Pailles Junction Road, near Tabagie De Luxe, Pailles	New Pelican Crossing	389,095.60
2	At D'Entrecasteaux, Port Louis	Raised Table	278,664.55

3	Along Gorah Issac Street, Plaine Verte	Construction of Flat Top raised Table	192,165.00
4	Near Fondation Georges Charles along B31 Road at Pointe aux Sables	Construction of Flat Top raised pedestrian Zebra Crossing with Belisha	709,990.45
5	At Junction Batterie Casse Street & St Famille Street at Cite Briquetterie, St Croix	Construction of a raised table	1,374,516.80
6	Near Masjid Shaikh Abdul Quadir Mosque, along Bernandin De St Pierre Street, Vallee Des Pretres	Construction of Flat Top raised pedestrian zebra crossing with Belisha	431,396.05
7	Near Draupadi Ammen Kovil, along Bernandin De St Pierre Street, Vallee Des Pretres	Construction of Flat Top raised pedestrian Zebra Crossing with Belisha	428,256.55
8	Along Bait Ul Noor Street, Vallee Ds Pretres	Construction of Raised Table with pedestrian crossing	222,065.00
9	Along Motorway M2	Traffic measures following Footbridge accident at Roche Bois	6,146,239.40
10	Along Gungah Lane Port Louis	Emergency Works	605,309.40
<b>Total Amount [Rs]</b>			<b>10,777,698.80</b>

#### WORKS IMPLEMENTED IN BEAU BASIN/ROSE HILL [ZONE 2]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Avenue Coombes, Trefles, Rose Hill	One Way Traffic Scheme	49,450.00
2	Mare Gravier, Beau Bassin	Fixing of Speed Limit Signs 30 km/hr and 40 km/hr	258,750.00
3	Coombes Avenue, Trefles	Raised Speed Table	71,300.00
4	Palmiers Avenue, Beau Bassin	Raised Speed Table	89,700.00
5	Along A1 Road, Beau Bassin, near Martindale Road	Fixing of Belisha Beacon Lamp	258,750.00
6	Along A1 Road, Beau Bassin, near Spitfire Bakery	Fixing of Belisha Beacon Lamp	247,250.00
7	Along A1 Road, Beau Bassin, near Vinayak Mandir	Fixing of Belisha Beacon Lamp	247,250.00
8	Berthaud Avenue, Rose Hill	Raised Speed Table	220,800.00
9	Pope Henessy Avenue	Raised Speed Table	132,250.00
10	Along Various Streets in Rose Hill and Beau Bassin	No Parking signs and speed limit signs	402,500.00
<b>Total Amount [Rs]</b>			<b>1,978,000.00</b>

**WORKS IMPLEMENTED IN QUATRE BORNES [ZONE 2]**

<b>S/N</b>	<b>Location</b>	<b>Description</b>	<b>Expenditure Incurred [VAT Incl.] Rs</b>
1	Along Port Louis-St. Jean Road (A1) near Eden College - Girls at Belle Rose	Installation of Belisha Beacon Lights	221,115.10
2	Along Palma Road (B2), near Junction with La Ferme Avenue and Gaby Lane at Palma	Installation of Belisha Beacon Lights	253,527.85
3	Along Port Louis-St. Jean Road (A1) near Eglise St Jean at St Jean	Installation of Belisha Beacon Lights	280,057.20
4	Along Sir Celicourt Antelme Ave from junction Stanley Ave and Farquhar Ave, Quatre Bornes	Construction of Footpath	707,927.44
5	Along Bernardin de St Pierre at Quatre Bornes	Construction of Footpath	511,941.13
6	Along Ligne Berthaud - Rémy Ollier Road (B73) near Junction with Ave Chaumiere at Quatre Bornes	Construction of Raised Tables and associated Drainage Works	1,353,331.16
7	Along Bassin Road, near NHDC Bassin, Quatre Bornes	Construction Raised Table and Footpath	245,712.45
8	Along Palma Road (B2) near Boutique Jean/Palma SSS at Palma	Conversion of a sub-standard hump into a Raised Table	408,861.80
9	Along Sir Celicourt Antelme Ave, near Junction with Farquhar Ave at Quatre Bornes	Conversion of an existing hump into a Raised Table	992,958.99
10	Along Sir Celicourt Antelme Ave at Quatre Bornes	Conversion of a sub-standard hump into a Raised Table	
11	Along Boundary Road (B75) near Winners Boundary	Conversion of a sub-standard hump into a Raised Table	
12	Along Ave des Talipots, Sodnac, Quatre Bornes	Construction of a Raised Table	
13	Along Gopal Ave near Kovil/Mandiram at Quatre Bornes	Construction of a Raised Table	

14	Along Western Boundary Road (Ave Vella Murugan), Quatre Bornes	Construction of Raised Table	
15	Along Petit Camp Branch Road at Trianon	Conversion of a sub-standard hump into a Raised Table	
16	Along Motorway M1 and M3	Painting of Jersey Barriers & Fixing of Delineators	1,968,075.50
<b>Total Amount [Rs]</b>			<b>6,943,508.62</b>

**WORKS IMPLEMENTED IN UPPER PLAINES WILHEMS [CUREPIPE] [ZONE 2]**

<b>S/N</b>	<b>Location</b>	<b>Description</b>	<b>Expenditure Incurred [VAT Incl.] Rs</b>
1	Frederick Bonnefin Street Forest Side, Curepipe	Construction of Footpath and drain	1,469,656.30
2	Frederick Bonnefin Street Forest Side, Curepipe.	Construction of Footpath and drain	3,403,218.92
3	Quartier Militaire Rd at Din Muhammadi Masjid, Wooton.	Signalized Pedestrian Crossing	267,939.65
4	Frederick Bonnefin Street Forest Side, Curepipe.	Construction of Footpath and drain	2,583,655.44
5	Forest Side along A10 near KFC.	Belisha Beacon Blinking Light for Zebra Crossing	198,524.50
6	Along A10 Road at Curepipe Road near St Helene Church	Fixing of belisha Beacon Lamps	133,106.75
7	Along Chemin Berthaud at Robinson Casernes	Construction of Footpath and Raised Table	425,000.00
8	Along La Brasserie Road Forest Side Curepipe	Raised Table	300,000.00
9	Along La Brasserie Road Forest Side Curepipe	Bus Shelter Type 1, Footpath and Handrail at La Brasserie near Agriculture Resources.	750,000.00
10	Along A10 Road at Eau Coulee Curepipe Near Adventist Church	Fixing of belisha Beacon Lamps	200,000.00
11	Along A10 Road at Eau Coulee Curepipe Near St Esprit RCA School	Fixing of belisha Beacon Lamps	175,000.00
<b>Total Amount [Rs]</b>			<b>9,906,101.56</b>

**WORKS IMPLEMENTED IN UPPER PLAINES WILHEMS [VACOAS] [ZONE 2]**

<b>S/N</b>	<b>Location</b>	<b>Description</b>	<b>Expenditure Incurred</b>
------------	-----------------	--------------------	-----------------------------

			<b>[VAT Incl.] Rs</b>
1	Angus Road, Vacoas	One Way Traffic Scheme	47,090.20
2	Along B.70 Road near CNT at Bonne Terre, Vacoas	Installation of Belisha Beacon Lights	250,743.70
3	Along B.70 Road near KHR Supermarket Bonne Terre, Vacoas	Installation of Belisha Beacon Lights	191,383.00
<b>Total Amount [Rs]</b>			<b>489,216.90</b>

**WORKS IMPLEMENTED IN THE DISTRICT OF BLACK RIVER [ZONE 3]**

<b>S/N</b>	<b>Location</b>	<b>Description</b>	<b>Expenditure Incurred [VAT Incl.] Rs</b>
1	Flic En Flac near Ruisseau Palmyre.	construction of bus layby, bus shelters, footpath and handrails	3,905,463.25
2	Albion near MCB and Church.	Provision of trench work for traffic light and construction of footpath including provision handrails	5,363,918.21
3	Along B9 at Le Morne	Supply and installation of road studs and delineators	2,200,059.25
4	Albion from MCB to Albion Bridge	Provision of footpath, drain, handrails and retaining wall	5,107,355.16
5	Along Black River Road A3 at Tamarin near London Spar	Provision of handrail	968,323.00
6	Along Jacarandas/Black Rock Road, Tamarin	Proposed setting up of Raised Table	2,826,070.06
7	Flic en flac near zub express.	Proposed setting up bus layby	2,650,088.75
8	Beaux Songes.	Proposed upgrade of bus layby and placing of bus shelters	2,782,688.35
9	Along Albion approach road B105	Supply and installation of road studs and delineators	3,561,866.25
10	From Grande Riviere Noire to Petite Riviere Noire along the Black River Savanne Coast Road B9	Supply and fix of light emitting road studs	4,284,806.85
11	From Gros Cailloux to Canot rom Gros Cailloux to Canot	Implementation of traffic calming measures including raised table, light emitting road studs and rumble strips	8,411,724.45
12	At Cascavelle junction	Civil works for repairs of traffic light including trench work, concrete bases and pull boxes.	4,738,978.65

13	In Black River District at Petite Riviere and Bambous	Placing of belisha beacon	1,418,154.30
14	Near Chamarel School	Construction of alighting platform, footpath and bus shelter	3,050,548.65
15	At Cascavelle Junction with Palma road	Relocation of Traffic signal equipment including footpath and handrails and bus shelter.	2,264,517.90
16	At Tamarin near London Way and Richelieu near cemetery	Placing of belisha beacon	104,184.25
<b>Total Amount [Rs]</b>			<b>53,638,747.33</b>

### WORKS IMPLEMENTED IN THE DISTRICT OF GRAND PORT [ZONE 3]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	Plein Bois (B28)	2 Raised Speed Tables	1,058,942.13
2	Beau Vallon (A12)	1 Raised Speed Table	272,141.75
3	Nouvelle France Link Road	Fixing of Belisha Beacon Lamps	460,000.00
4	Nouvelle France Link Road	Fixing of 1 bus shelter(type3)	1,033,544.10
5	Rose Belle	Fixing of Belisha Beacon Lamps	322,000.00
6	Ville Noire [B28]	Fixing of Belisha Beacon Lamps	138,000.00
7	Ferney [B28]	Fixing of Belisha Beacon Lamps	184,000.00
8	16eme Mille	Fixing of 1 bus shelter (type1)	540,063.00
9	16eme Mille	Removal 2 old shelters	72,785.80
10	16eme Mille	Fixing of 1 bus shelter (type1)	540,063.00
11	Plein Bois [B8]	Fixing of 1 bus shelter(type4)	367,956.30
12	Midlands-Bananes(B86)	2 Raised Speed Tables Fixing of raised pavement markers (700 studs)	793,500.00
13	Riv. Des Creoles(B28)	Fixing of raised pavement markers (340 studs)	218,500.00
14	Motorway M1 (Airport to Wooton)	Supply and fixing of retroreflectorised delineators on guardrails, cleaning of reflectors of guardrails and painting of Jersey barriers	8,626,334.00
<b>Total Amount [Rs]</b>			<b>14,627,830.08</b>

### WORKS IMPLEMENTED IN THE DISTRICT OF SAVANNE [ZONE 3]

S/N	Location	Description	Expenditure Incurred [VAT Incl.] Rs
1	At Suriname near Market	Construction of footpath and associated works including handrails and bus shelter	1,949,598.45

2	Along Lady Barkly Street Souillac near primary school	Construction of speed calming measures, footpath, handrails and other associated works	3,080,387.70
3	Near Grand Bois Govt School and SBM along Grand Bassin Road B88.	Construction of Bus Layby, bus shelters, footpath, drain and handrails	4,713,477.86
4	At Chemin Grenier from Engen Filling station to St Felix	Provision of road studs	1,965,982.50
5	From Bel Ombre to Riviere des Galets along Black River Savanne Coast Road B9	Provision of road studs	3,522,622.50
6	At Riviere des Galets along the Black River Savanne Coast Road B9	Construction of Bus Layby, bus shelters, footpath, drain and handrails	4,668,733.66
7	Baie du Cap near school	Construction of parking spaces, footpath, drain, absorption pit for road safety improvement	6,047,443.75
8	At Riambel near Public beach and cemetery	Proposed construction of footpath, pedestrian crossing and belisha beacon	4,503,930.35
9	At Riviere Du Poste	Traffic Calming Measures including raised table, handrails footpath, light emitting road studs and drain	6,017,059.90
10	At Camp Diable and Riche Bois	Traffic Calming Measures including raised table, handrails footpath, and drain	2,924,769.49
11	At Martiniere Suriname	Traffic Calming Measures	1,481,681.85
12	At Ganga Talao	Traffic calming measures and pedestrian crossing	1,596,279.93
13	Along the Grand Bassin Road B88 from Petrin to Grand Bassin and along the Petrin Chamouny Road B102	Provision of light emitting road studs	5,267,287.50
14	At Camp Diable near Amma Tookay	Proposed construction of mini bus terminal	10,066,001.98
<b>Total Amount [Rs]</b>			<b>57,805,257.42</b>

# NATIONAL LAND TRANSPORT AUTHORITY

## MAJOR ACHIEVEMENTS

### **Online Motor Vehicle Licence (Phase 2)**

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 project has been completed and launched on a pilot basis since 01 August 2024. The system is under maintenance agreement with the supplier to cater for any technical issues related to the software. The system will be on a warranty period as from (Year 1) for the next financial year (2024-2025).

With the increase in demands and loads of transactions being processed at the NLTA, provision will need to be made for any enhancement to be made both at software and hardware levels.

### **Online First Registration of New/Second Hand Vehicle**

The Online First Registration for Motor Dealers is a platform which enables motor dealers to conduct the first registration process for new and second-hand motor vehicles. The system also provides motor dealers the facility to print horsepower online via the platform.

The project has been released to Motor Dealers in September 2023 and the system is fully operational. Currently, the system is under warranty period for (Year 1) with the supplier and same is being fine-tuned to clear bugs and other anomalies which are being encountered. Once the warranty period is over, the system will be under maintenance agreement with the supplier to ensure a smooth operation of the Online First Registration system. The platform is being improved as and when required to cater for additional requirements.

### **IPS Project- Links with the BOM Payment Gateway System**

The Instant Payment System (IPS) is a project from the Bank of Mauritius and the Treasury Office. The NLTA has been one of the pilot members for the project for the integration with the new Payment gateway system of the Bank of Mauritius for the MVL Online and the Personalized Registration Mark systems. The objective of the project is to enable members of the public to make use of additional mode of payments such as Juice, My.T money, Blink and others. The system has been released since March 2023 and is fully operational for the above indicated systems.

### **Other Achievements**

- Crackdown operations and enforcement are being carried out also by the NLTA enforcement team jointly with the ERS-Transport squad Police. Number of crackdown operations carried out from July 2023 to June 2024 is 227.

### **Statistics concerning Public Service Vehicle Licence (PSVL)**

#### **No. of application granted from July 2023 to 16 June 2024 (New)**

a) **Contract Car:** Processed/Grant = 447

b) **Contract Bus:** Processed/Grant = 13

c) **Taxi:** = Processed = 98  
Grant = 62  
Reject = 36

d) **Petrol Service Station:** Processed/Grant = 2

e) **A Carriers Licence:** Grant = 328

f) **B Carriers Licence:** Grant = 1958

**NB:** 97 applications for additional contract car and 10 contract bus have been granted from 17 January 2024 to 30 June 2024.

**Audit Committee Composition**

Chairperson: Ag DRTC/TP Mrs D.Harnaran

Members: Ag Administrative Manager Mr S.Chellemben and Ag TC Mr Dhunnoo and the latter was replaced later on by Ag TC Mr Seetohul

Secretary: OMA, Miss F. Muslun

**GENDER CLASSIFICATION (NLTA)**

<b>Staff in Post (April 2024)</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Top Management (Salary $\geq$ Rs 100,000)	1	0	1
Middle Management (Rs 40,000 $\leq$ Salary < Rs 100,000)	63	7	70
Support (Salary < Rs 40,000)	91	139	230
<b>Overall</b>	<b>155</b>	<b>146</b>	<b>301</b>

# NTC

# ACHIEVEMENTS

## Engineering Department

1. Outsourcing maintenance and servicing of 62 Yutong buses to Service Provider.
2. Procurement of 20 Ashok Leyland buses of 33 seaters.
3. Purchase of additional tools such as lifting jack of 30 tons and axle stands to carry out removal of gearbox and engine.

## IT Department

### **July 2024 - Passenger Information System (MoBis)**

Launched in July 2024, MoBis makes navigating with the NTC buses simple, ensuring the travel experience of passengers is hassle-free. MoBis offers passengers a user-friendly interface to select their desired source and destination bus stop. Upon doing so, the application provides a real-time list of CNT buses scheduled to pass at the chosen bus stops, along with their expected arrival times. The "Track Bus" feature enables passengers to monitor the current location of the buses as they travel from one bus stop to another. Additionally, the app presents information on seating capacity and availability, allowing passengers to plan their journeys accordingly. Furthermore, MoBis provides a convenient option for users to select any location within Mauritius on the map. The app then displays the nearest bus stops to that location, facilitating the process of finding suitable CNT buses for the passengers' travel needs.

The Human Resources (HR) Department of the National Transport Corporation (NTC) highlights key achievements in recruitment, staff development, promotions, and training programs undertaken during the period under review that is from 1 July 2023 to 30 June 2024.

During the reporting period, the NTC successfully filled several key positions across various

departments, contributing to the overall efficiency and operational capacity of the Corporation. The following positions were recruited:

- **Drivers:** 92
- **Conductors:** 132
- **Workshop Staff (Electricians, Mechanics, Coach Repairers):** 35
- **Chargehand:** 3
- **Financial Operations Officers:** 3
- **Technical Mechanical Officers:** 3
- **Traffic Planner:** 1

These recruitments have significantly bolstered the workforce, improving service delivery and enhancing operational capabilities in line with NTC's strategic objectives.

Moreover, In recognition of performance, experience, and contribution to the Corporation, a number of employees were promoted during the period. These promotions were awarded across various levels, ensuring the continued motivation and career progression of our staff. The following promotions were made:

- Traffic Officer
- Traffic Supervisor
- Workshop Supervisor
- Senior Data Input Clerk
- Senior Cashier
- Senior Storekeeper

These promotions reflect the Corporation's commitment to rewarding excellence and dedication within its workforce.

The HR Department organized a series of training and development programs aimed at enhancing the skills and knowledge of our employees. These programs were designed to address both current and emerging needs, ensuring the Corporation remains compliant with new regulations and adapts to evolving industry practices. Key training programs included: *Road Safety & Defensive Driving; Public Procurement Office – Amendments to Public Procurement Legal Framework; Training on Occupational Safety & Health (Amendment) Act 2022; Training of Traffic Officers; Workshop on Health & Wellness; Capacity Building on Climate Change.*

As part of its ongoing commitment to employee development and capacity building, the National Transport Corporation (NTC) initiated discussions with Polytechnics Mauritius Ltd for the signing of a Memorandum of Understanding (MOU) to provide specialized training

programs for NTC employees. This collaboration represents a strategic effort to enhance the skills and knowledge base of the workforce in key areas relevant to the Corporation's operations. NTC is currently in the final stages of negotiations with Polytechnics Mauritius Ltd, with the MOU expected to be signed in the coming months. Once signed, the training programs will be rolled out in phases, starting with priority areas such as vehicle maintenance and traffic management. The HR Department will work closely with Polytechnics Mauritius Ltd to ensure that the programs are tailored to the specific needs of NTC and aligned with the Corporation's strategic objectives.

A significant achievement in employee relations during the period was the signing of an interim agreement between NTC management and the employee union. This agreement represented a major step towards improving the working conditions and ensuring fair treatment across the Corporation.

The agreement standardized working conditions across different departments, ensuring consistency in shift schedules, leave entitlements, and working hours. This harmonization helped reduce discrepancies and improve the work-life balance for employees, contributing to a more equitable workplace. In recognition of the rising cost of living and the need to retain a motivated workforce, a salary increase was approved as part of the interim agreement. This adjustment benefited all employees, providing them with increased financial stability and enhancing overall job satisfaction.

During the reporting period, the National Transport Corporation (NTC) implemented a range of welfare activities and well-being programs designed to enhance the quality of life for its employees and promote a healthy, productive workforce. These initiatives were aimed at addressing the physical, emotional, and financial needs of the employees, reflecting NTC's commitment to supporting the overall well-being of its staff.

The Corporation also implemented a variety of well-being programs aimed at improving both the mental and physical health of employees. A series of health workshops focused on stress management, healthy eating, fitness, and preventive care were conducted. These workshops provided employees with practical strategies for maintaining a healthy lifestyle and improving their overall well-being. Free health screenings were offered to employees, allowing them to monitor key health indicators such as blood pressure, cholesterol levels, and blood sugar levels. The screenings helped identify potential health issues early on, enabling employees to seek timely medical intervention if necessary. In alignment with the Occupational Safety & Health (Amendment) Act 2022, NTC conducted training sessions to ensure employees were aware of workplace hazards and the necessary safety protocols.

The HR Department has made significant strides during the period under review in terms of recruitment, staff development, and training. These achievements reflect our ongoing commitment to building a skilled and motivated workforce that supports the Corporation's mission of delivering efficient and safe transport services. The welfare and well-being of employees remain a top priority for the National Transport Corporation. The initiatives and programs outlined in this report reflect NTC's commitment to fostering a supportive and

healthy work environment. The interim agreement with the employee union and the approved salary increase represent significant steps towards improving working conditions and employee satisfaction. As we move forward, NTC remains dedicated to further strengthening employee well-being initiatives and fostering a work environment where staff feel valued, supported, and empowered to contribute to the Corporation's success.

# METRO EXPRESS LIMITED

## ACHIEVEMENT

### PROJECT IMPLEMENTATION

The Phase 1, Phase 2 and Phase 3 of the Metro Express project from Port Louis to Curepipe and Rose Hill to Reduit, consisting of 29.5 km of tracks, 22 stations, systems (integrated traffic lights, ETS, Communications, etc.), Depot, delivery of LRVs, have been completed in a record timeline amidst several challenges such as the COVID-19 pandemic.

### COMPLEXITY OF IMPLEMENTATION OF METRO EXPRESS PROJECT

The Metro Express Ltd 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 2c;
- Construction of Phase 3
- Integration of Phase 2 and Phase 3
- Phase 2c, Phase 3 operation readiness; and
- Capacity building.

MEL has adopted a system thinking approach to Project Management and through this approach, the different phases are being 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 provided 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 revolutionising 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 gives 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 planted 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 Ebène 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 as 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 Ebène recreational park spans over some eight acres and consists 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; 2 petanque courts; an esplanade with water features and open amphitheatre which can accommodate up to 350 persons; a picnic area; and some 62 000 plants, including exotic and endemic plants. The park has recently installed solar panels on the lavatory building, which contribute to covering more than 82% of the park's electrical needs.

Since the removal of COVID restrictions, the park has hosted numerous family events, including the Food & Family Festival, Halloween events, Christmas Market events, and a recurring outdoor cinema session. To promote the government's vision and commitment to improving the well-being of the populace, the park is providing free yoga sessions and other paid sports activities, such as Zumba and Pound Fit, as a trial to nearby residents. In addition, the park will host several events in the coming months, including a dog show in September, birthday parties, and end-of-year

celebrations for local businesses. As a result, the park has become a communication hub that promotes sustainable development in the region. These event initiatives will assist in establishing a new dynamic in Beau Bassin-Rose Hill and Ebène for family-oriented and corporate activities, which are limited in the region.

The Ebène Recreational Park is not only a place for sports activities but as well as a place for leisure activities whereby numerous events are organised to achieve positive sustainable revenue which is helping to boost both the economic and financial aspects of Mauritius. The park has been working toward a main goal to make the park financially sustainable and at the same time developing its brand visibility towards the public and companies.

## **EMBELLISHMENT PROJECT**

In view of enhancing the existing light rail corridor with environmentally and socially appealing features, embellishment works are being carried out by Metro Express Ltd from Rose Hill to Port Louis in the first instance. The project aims at beautifying the light rail corridor, improving the urban setup and landscape, increasing sustainable development, achieving community engagement, promoting inclusiveness, and maximising commercial opportunities for SMEs and local residents. Landscaping works consisting of about 70,000 plants and including trees, palms, endemic trees, shrubs, groundcovers and ornamental plants, are being carried out on a total area of approximately 90,000 m<sup>2</sup> along the alignment. Four social parks with playground equipment and gym equipment have been implemented at Rose Hill, Barkly, Bell Village and La Butte. Eight commercial containers have been installed in total at Rose Hill, Barkly, Bell Village and La Butte to promote SME's activities. Artworks have been carried out the walls and piers at Rose Hill, Coromandel, Signal Mountain and La Butte showcasing the talents of local artists. Once fully implemented, this project will contribute significantly to enhance the livelihood and lifestyle of the inhabitants in the vicinity of the Metro Express project alignment.

## **DEPOT**

The maintenance workshop at the depot of the Light Rail system is equipped with solar water heaters. The depot also has a waste oil tank through which all used oil is disposed of as per the relevant norms of the Ministry of Environment, Solid Waste Management and Climate Change

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 organisations 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% renewable and sustainable sources. As such, MEL is envisaging the setting up of a solar farm in the long run to capitalise 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 for Phase 1 – 22 December 2019
15. Start of full Commercial Service for Phase 1– 10 January 2020
16. Event for 2 millionth passenger – 3 October 2020
17. Start of full Commercial Service for Phase 2a – 20 June 2021

18. Event for 5 millionth passenger – 28 Oct 2021
19. Start of full Commercial Service for Phase 2b – 8 May 2022
20. Start of full Commercial Service for Phase 2c – 10 October 2022
21. Start of full Commercial Service for phase 3 – 22 January 2023

Since its incorporation, as an organisation, MEL has grown steadily with about 350 employees. Due to Covid-19, MEL has ensured sanitary measures are in place at the stations and in the LRVs to ensure safety.

## **COMMUNICATION AND SENSITIZATION CAMPAIGNS**

Since the launch of the Metro operations, MEL has conducted extensive communication campaigns to get the public accustomed and familiarised with this new mode of transport. With the collaboration of the Ministry of Land Transport and Light Rail and the Traffic Management Road Safety Unit, several communication campaigns on road safety, passenger's behaviours when using the Metro, rail-road crossings, amongst many others were successfully implemented and are still ongoing. These campaigns are done through different communication platforms, such as on radios, TV, mainstream media, social medias, such as Facebook and LinkedIn, etc.

MEL team is actively participating to different Radio Awareness and Sensitisation Programmes to continuously inform the general public on the metro alignment, its traffic signs, interfaces with the road, traffic regulations, safety at the intersections and do's and don'ts on Metro Express platforms. Several videos have also been published on MEL social media platforms, on the national broadcasting services and even on the digital screens of Metro stations. Moreover, regular safety and security related announcements are made onboard the LRVs and on Metro Stations.

Additionally, more than 50,000 leaflets, addressing key issues such as safety and security, how to use MEL infrastructure, MECards, Roads Signages etc., have been distributed to the public, through schools, parastatal bodies, municipalities, and other stakeholders in different concerned regions. The communication efforts and sensitization campaigns shall continue to further engage with the public in regard to the compliance with safety rules and regulations. Metro Express Ltd together with all stakeholders and relevant authorities is committed to deliver constant efforts to offer to its passengers the highest level of safety and consistency based on international standards and practices.

## 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><b><u>Delays in reviewing payment methodology proposed by consultant</u></b></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 finalised, necessary actions would be initiated.</p> <p>A decision from Government is awaited to proceed with the project.</p>	MLT&LR	<p>Optioneering Exercise being undertaken to identify most suitable implementation pathway.</p>
NAO/CG/PI/ NNTA/151/4	<p><b><u>Terms and conditions of Agreement with Bus Companies and Cooperative Societies still not reviewed since 2011</u></b></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 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>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 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</p>	MLT&LR	<p>A letter has already been issued to MOFEPD for the three subsidies (FTS, BCRA &amp; 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 proposals. Proposals relating</p>

		<p>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 finalised, the approval of Government would be sought prior to initiating meetings with other stakeholders for its implementation.</p> <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>	<p>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).</p> <p>A working session was held on 4 May 2021 with representatives of NLTA &amp; 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>
--	--	--	--

<p>NAO/CG/PI/ NNLTA/151/ 4</p>	<p><b><u>Inadequate Control over payment to Bus Operators in Rodrigues</u></b></p> <p>According to information available at the NLTA, the licences of some 70 buses 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 renewal of licences and payment of road tax should be available at the NLTA to support validity of payment of subsidy.</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> <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>Ag TC (S) AMHR</p>	<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 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>
--	--	---	---------------------------	--

				The IT system at the NLTA in Mauritius and Rodrigues is now linked and real time information are easily and instantly being obtained.
NAO/CG/PI/ NTA/151/4	<p><b><u>Non Compliance with Road Traffic Regulations as regard to submission of Appropriate Returns</u></b></p> <p>No returns were submitted by cooperative societies while only two out of five bus companies submitted all the required information.</p>	Detailed statistics regarding ridership are submitted by operators, that is, bus companies and individual operators. However, the 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 (categorised) ridership information in terms of paid and free passengers which includes old aged persons and students.	TP	<p>A Committee will be set up by the Transport Planner to work out the proposed amendments to Schedule of Regulations concerning ridership information in terms of paid and free passengers.</p> <p>The proposed amendments to Schedule of Regulations is being worked out.</p>
NAO/CG/PI/ NTA/152/6	<p><b><u>Passenger Information System – Project Objective not yet attained</u></b></p> <p>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</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.	Ag TC (R)	Tablets will be delivered to the NLTA shortly by the supplier and same will be handed over to Stand Regulators.

	<p>bus shelters. According to reports submitted by Road Transport Inspectors, real time information was not 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.</p>			
<p>NAO/CG/PI/ NTA/140/15 2/6</p>	<p>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.</p>	<p>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.</p>	<p>MLT&amp;LR</p>	<p>Amendments received from SLO on 23.03.2021 is being made to the document, following which it will be processed in file.</p>
<p>NAO/CG/PI/ NTA/152/6</p>	<p>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 maintenance of the PIS was entered into.</p>	<p>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 of the Contractor/Contractors would be sought as and when required for the maintenance phase.</p>	<p>Ag TC (R)</p>	<p>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 develop its own PIS will be looked into by the NLTA based on the systems operational at RHT and MBT.</p>

				However, according to information received, MBT Ltd has not yet conveyed its approval from Smartlogic Ltd for sharing its PIS
NAO/CG/PI/ NTA/152/6	<p><b><u>Motor Vehicle Licences – Slow Operation of online Payment System</u></b></p> <p>NAO is of view that the backlog should be cleared at the earliest to ensure that project objectives are being attained.</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.	O/C, IT	<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>
NAO/CG/PI/ NTA/153/48	<p><b><u>Non-compliance with Financial Instructions regarding Cash Surveys</u></b></p> <p>An important element of control is to ensure that cash as reflected in the records of Ministries/Departments are actually on hand with the</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 purposes, it is not practical to carry out cash surveys. Nevertheless, the Finance	MFO	A survey team has been set up to carry out periodical surprise surveys and reports will be submitted for action. Surprise

	<p>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>Section at the NLTA undertakes such surveys regularly with a higher frequency at sub-offices.</p>		<p>checks to be carried out in strict compliance as laid out in the FMM. 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><b><u>Lapses in the Internal Control System over issues of Electronic Receipts</u></b></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"> <li>• No exception report was generated by the NLTA on a regular basis regarding “no-payment transactions;</li> <li>• Receipts relating to “no-payment transactions” were not printed, as opposed to cancelled receipts, thus resulting in an absence of audit trail. These receipts were also not reported in the Cash Books;</li> <li>• There was no evidence that the ‘missing’ receipts were counter-checked against the list of institutions/government</li> </ul>	<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>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 &amp; Licensing to ensure the recording of the said transactions in cash books.</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. The System Analyst was officially requested to provide for a <u>view only screen</u> to two officers of the Finance Section (AMFO and one AFO at Examination Section).</p>

	<p>bodies exempted from payment of fees to ensure that the missing receipts were genuine and related to “no-payment transactions”.</p> <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>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 supplier has already developed the report. Validation and testing have 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><b><u>Absence of rotation of Cashiers</u></b></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 improve its internal control system and to eliminate the risks associated with the handling of cash.</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 LROs/SLROs.</p>
<p>NAO/CG/PI/ NTA/153/48</p>	<p><b><u>Delay in deposit of funds by a Company acting as Collecting Agent</u></b></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</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 to MPL on 07 May 2021, the latter has informed that delay in the settlement of remittance of collection of MVL was mainly due to lockdown in May and June 2020. Appropriate action has been taken by their</p>

	<p>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>Finance section to remit funds.</p>
--	--	--	--	--

# Part III

## Financial Performance

## FINANCIAL HIGHLIGHTS

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

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 2023/24

<b>Name of Ministry:</b> Ministry of Land Transport and Light Rail	
<b>Expenditure</b>	Rs
<b>Recurrent</b>	2,860,000,000
<b>Capital</b>	360,000,000

## SUMMARY STATEMENT OF EXPENDITURE BY ECONOMIC CATEGORIES

Economic Category	2022/23 - Actual (Rs M) (a)	2023-2024 Estimates After Virement (Rs M) (b)	2023 – 2024 Actual (Rs M) (c)	Increase / Decrease between Actuals (c – a)	2023 – 2024 Variance from Estimates and Actual (Rs M) (b – c)
Allowance to Minister	2,400,000	2,400,000	2,400,000	0	0
Compensation to Employees	96,142,590	104,781,000	104,103,162	7,960,572	677838
Goods and Services	146,946,969	156,886,990	150,387,497	3,440,528	6,499,493
Grants	230,454	365,000	359,047	128,593	5,953
Social Benefits	10,000	20,000	10,000	0	10,000
Other Expenses	50,000	60,000	50,000	0	10,000
Acquisition of Non-financial Assets	178,837,701	339,141,410	296,909,983	118,072,282	42,231,427

## STATEMENT OF REVENUE

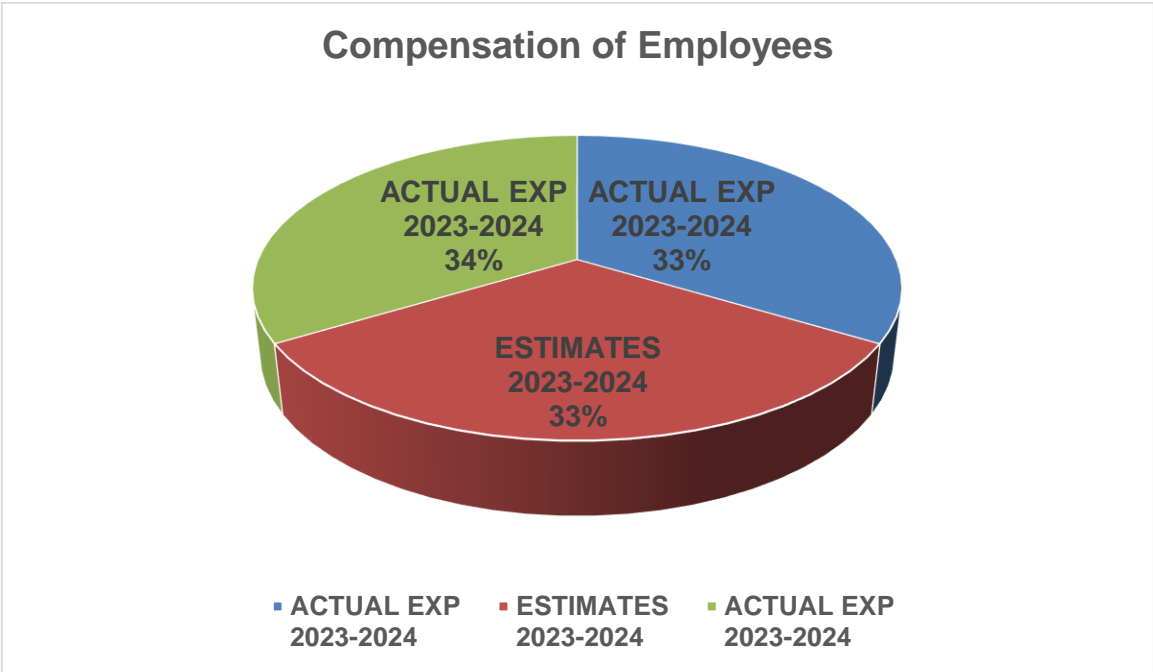
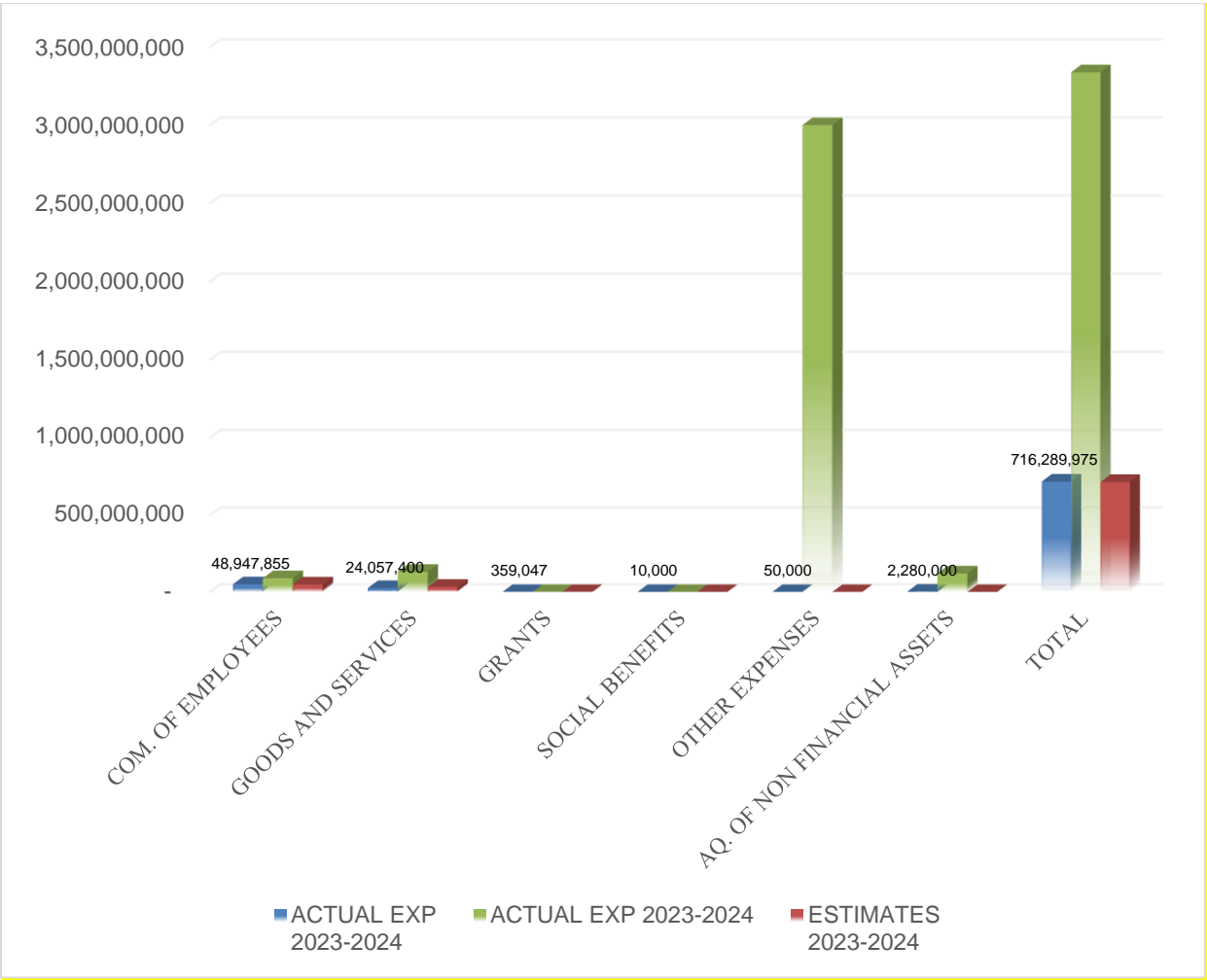
000)

Economic Category	2023/24 Actual (Rs M) (a)	2023-2024 Estimates After Virement (Rs) (b)	2023-2024 Actual (RSM) (c)	Increase/ Decrease Between Actual (c-a)	2023-2024 Variance from Estimates and Actual (Rs M) (b-c)
Sales of goods and services	53,000,000	53,000,000	50,673,400	-2,326,600	2,326,600
Miscellaneous Revenue	70,000,000	70,000,000	4,044,000	-65,956,000	65,956,000
Total Revenue	123,000,000	123,000,000	54,717,400	-68,282,600	68,282,600

## GENDER CLASSIFICATION

Categories	Women	Men
Top Management (Salary $\geq$ Rs 100,000)	1	0
Middle Management (Rs 40,000 $\leq$ Salary < Rs 100,000)	10	5
Support & Others (salary < Rs40, 000)	55	18
Overall	66	23

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



## STATEMENTS OF REVENUE AND EXPENDITURE

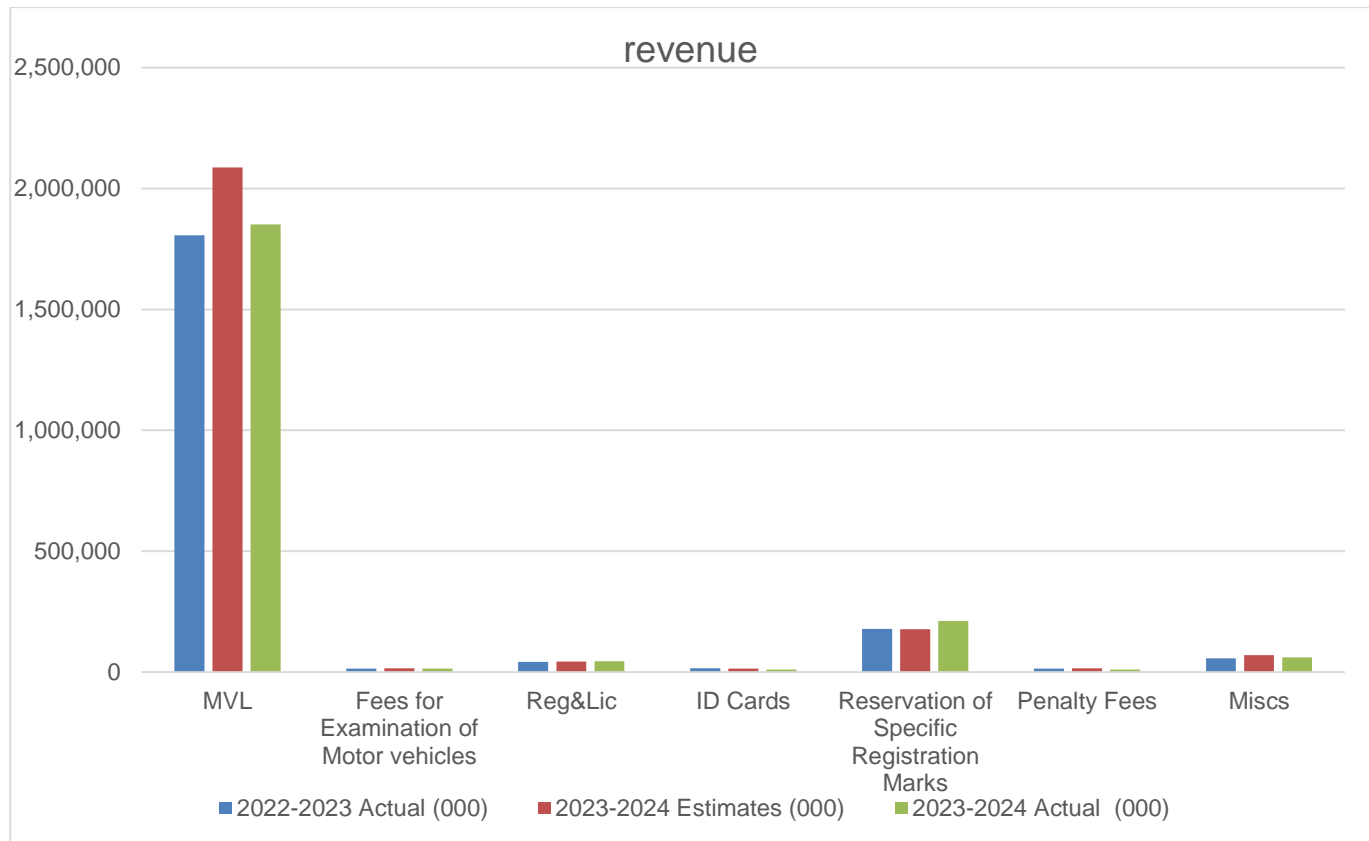
National Land Transport Authority

# FINANCIAL PERFORMANCE

### Statement of Revenue

REVENUE (MILLION)		Statement of Revenue		
		2022-2023 Actual (000)	2023-2024 Estimates (000)	2023-2024 Actual (000)
<b>1</b>	<b>Property Income</b>			
	MVL	1,806,570	2,087,000	1,851,305
<b>2</b>	<b>Fees for Examination of Motor vehicles</b>	14,703	16,400	14,161
<b>3</b>	<b>Sales of Goods &amp; Services</b>			
	Reg & Lic	42,217	43,900	44,848
	ID Cards	15,450	15,300	11,162
	Reservation of Specific Registration Marks	179,314	178,000	212,010
	<b>Total Sales of Goods &amp; Services</b>	<b>236,981</b>	<b>237,200</b>	<b>268,020</b>
<b>4</b>	<b>Fines, Penalties and forfeits</b>			
	Penalty Fees	14,310	16,000	10,120
<b>5</b>	<b>Miscellaneous Revenues</b>			
	Miscs	56,878	70,000	60,627
	<b>Total Revenue from Property Income, User fees and other sources</b>	<b>2,129,442</b>	<b>2,426,600</b>	<b>2,204,233</b>

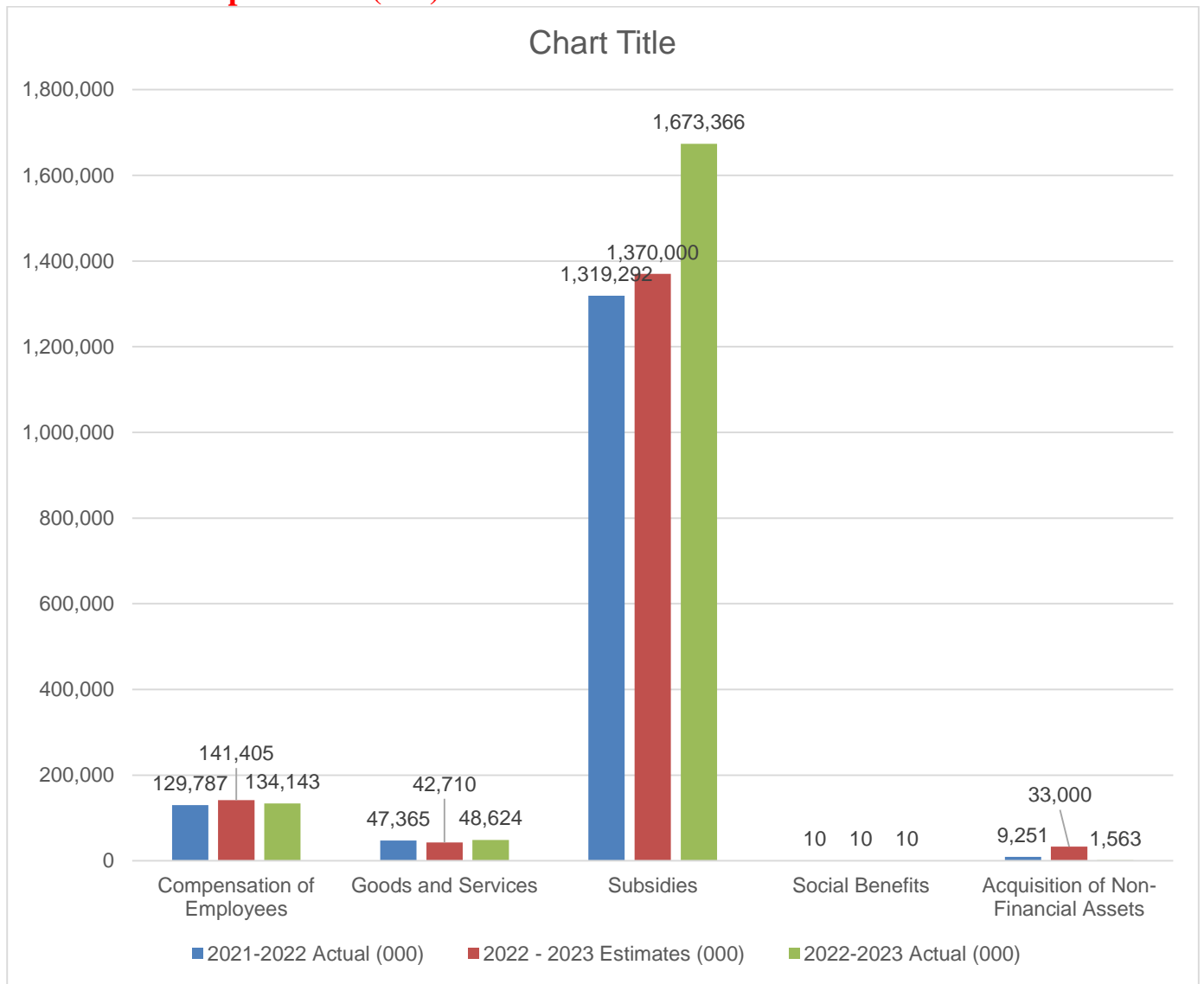
## Statement of Revenue (000) Annex A



## Statement of Expenditure

Statement of Expenditure			
Head/Sub-Head of Expenditure (Rs Million)	2022-2023 Actual (000)	2023 - 2024 Estimates (000)	2023-2024 Actual (000)
Compensation of Employees	134,143	149,180	133,419
Goods and Services	49,624	43,410	56,775
Subsidies	1,373,366	2,415,000	2,132,637
Social Benefits	10	10	0
Acquisition of Non-Financial Assets	1,563	32,000	2831
<b>Total</b>	<b>1,558,706</b>	<b>2,639,600</b>	<b>2,325,662</b>

## Statement of Expenditure (000)



# 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.

### WELFARE ACTIVITIES, SCHEMES AND LOANS OF THE BIEWF AS AT 30 JUNE 2024

#### Loans

##### Soft Loan Schemes for employees of the bus industry

The BIEWF has established twelve 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, a loan of up to a maximum of **Rs 75,000** repayable over a period of four years at an interest rate of only 8% per annum is provided to workers for the purchase of an autocycle/motorcycle.

##### Marriage Loan Scheme

The Marriage loan scheme provides for a soft loan of **Rs 75,000** refundable in 36 monthly instalments at an interest rate of 8 % yearly and being granted for the marriage of employees of the bus industry or their children.

##### Payment of Examination Fees Loan Scheme

A loan for payment of examination fees loan of a maximum amount of **Rs 25,000** 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. 5% 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.

### Tertiary Loan Scheme

A loan of Rs **30,000** repayable in 24 monthly instalments at an interest rate of 5% per annum is provided to an employee or his/her ward who is enrolled for a diploma/degree course at an approved institution.

### Car Loan Scheme

A loan scheme of Rs **100,000** repayable over a period of four years at an interest rate of only 8% per annum is provided to workers for the purchase of a car.

### Domestic Appliances/Furniture/Electronic Appliances loan scheme

Under this scheme, bus industry employees are given exclusive facilities of a loan of up to Rs **25,000** 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.

### NHDC Loan Scheme

A new loan scheme of Rs **100,000** repayable over a period of four years at an interest rate of only 8% per annum is provided to workers for the purchase of a housing unit by the NHDC.

### PC/Laptops loan scheme

A loan of Rs **25,000**, repayable in 24 monthly instalments at an interest rate of 5% per annum is provided for the purchase of a computer or laptop to an employee or his/her ward.

### 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.

### Holiday loan scheme

A new loan scheme of Rs 25,000 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.

### House Construction and Renovation loan scheme

A loan of Rs 35,000, repayable in 24 monthly instalments at an interest rate of 7% 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.

### Student loan scheme

A loan of Rs 15,000 repayable in 24 monthly instalments at an interest rate of 5% per annum is provided for the purchase of books, school materials for children of employees of bus industry attending secondary colleges or any approved tertiary institution.

### Welfare Schemes

The BIEWF has seven welfare schemes

#### Death Grant

An in-kind and one-off aid of Rs20,000 provided to the family of the deceased employee of the bus industry.

Beneficiary Funeral Assistance

An aid of Rs20,000 provided to the employee of \_\_\_\_\_ the bus industry only in event of death of spouse or child.

#### 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 (+55% interest)
2. Refund of contribution on termination of contract

#### **4. BIEWF Social Assistance**

This grant aims at providing a one-off assistance Rs15,000 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.

#### **5. 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.

#### **6. 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.

#### **7. BIEWF Scholarship Award**

An ongoing scheme of the BIEWF, the Scholarship Award grant is a grant allocated to scholars of various categories such as PSAC, NCE, SC, HSC, Laureates, Best Ranked and Tertiary Courses. The award is allocated on a quota basis and is paid over 2 - 4 years depending on duration of course.

# **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 organised 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;"><b>Strengths</b></p> <ul style="list-style-type: none"><li>• Decentralization of NLTA services</li><li>• Ease of exchange of data with government institutions (Information Highway)</li><li>• Setting up of a one-stop shop for registration and licensing of vehicles</li><li>• Dedicated staff</li><li>• Creativity and innovation</li><li>• Strong collaboration with other institutions (MRA, ICAC, FIU, etc.)</li></ul>	<p style="text-align: center;"><b>Weaknesses</b></p> <ul style="list-style-type: none"><li>• Frequent transfer of trained personnel</li><li>• Demand for provision of on-spot services</li><li>• Growth in vehicle ownership</li><li>• Red tapism</li><li>• Scanty use of Point of Sale System</li></ul>
<p style="text-align: center;"><b>Opportunities</b></p> <ul style="list-style-type: none"><li>• Digitilization of NLTA services online</li><li>• Re-engineering of payment of compensation/ subsidies</li><li>• Use of latest technology for enforcement needs (barcode readers/ camera at Vehicle Examination Stations and bus stations)</li><li>• Automated Fare Collection System</li><li>• Multi-modal public transport</li></ul>	<p style="text-align: center;"><b>Threats</b></p> <ul style="list-style-type: none"><li>• High corruption risks</li><li>• Slow introduction and adoption of digital services</li></ul>

# Strategic Direction

## 1. Upgrading of the NLTA Integrated Legacy System

The actual NLTA system is more than 8 years old and it runs currently on Oracle version 8.1.7. This version of Oracle is out of support from Oracle itself and also new patch updates, bug and security fixes are not available for this version.

Furthermore, the current system can be installed on Windows 7 (32 bits) which is also an outdated version of windows and which is no more supported by Microsoft. It is, therefore, imperative that an upgrading of the NLTA system be effected and that many of the old computers which run an old unsupported version of Windows be replaced by new ones.

With the increasing number of new vehicles being registered at the NLTA, the response time of the system may be impacted. The current NLTA system is being accessed by some 80 users which includes the NLTA counters at Cassis, sub offices at Forest Side, Flacq, Emmanuel Anquetil and Rodrigues. There are other institutions connected to the system via Info highway for data sharing. The performance of the current system is unstable due to the above.

The new system will enhance service delivery and reduce frequent freezing of the actual system.

The Technical Specification has already been submitted to the Ministry of Land Transport by the Central Informatics Bureau for the preparation of the tender document since 28 March 2024. The Ministry is looking into funding for the implementation of the project.

## SWOT ANALYSIS -TMRSU

<p style="text-align: center;"><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>• Dedicated Staff</li> <li>• Partnership with other authorities and stakeholders</li> <li>• Creativity and Innovation</li> <li>• Strong support from the parent Ministry</li> <li>• Growing investment in new technologies</li> </ul>	<p style="text-align: center;"><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>• Dependent on other sectors for the realisation of traffic and road safety goals</li> <li>• Lack of human resources for proper maintenance of road furniture (traffic and road safety)</li> <li>• Lack of trained technical staff in the field of traffic and road safety engineering</li> <li>• Limited resources to cope with the growing demand from the public</li> <li>• Lack of appropriate software and hardware</li> <li>• Limited funding for staff training and development</li> <li>• Unproductive time spent in meetings not related to traffic and safety</li> <li>• Indulging and putting disproportionate efforts on matters not falling under the mandate of TMRSU &amp; lack of portfolio management</li> <li>• Lack of motivation of technical staff</li> <li>• No strategic plan for traffic management and no road traffic database</li> <li>• Disorganised communication among technical staff</li> </ul>
<p style="text-align: center;"><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>• New technology for enforcement and intelligent traffic control the situation can improve quite rapidly</li> <li>• Collaborative opportunities among stakeholders</li> <li>• Strong political support</li> <li>• New web-based system for traffic and road safety data capture and analysis</li> <li>• International and regional cooperation programme</li> <li>• Inter-sectoral platform for road safety initiatives, coordination and monitoring</li> <li>• Technical assistance from experienced and advanced countries</li> <li>• Data linkage and data sharing with other stakeholders</li> </ul>	<p style="text-align: center;"><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• Organisational conflicts and overlapping of responsibilities</li> <li>• Effect of increasing economic development, mobility demand and road crashes</li> <li>• Budget constraints and unavailability of technology on the market</li> <li>• Limited opportunities for training of personnel to cope with forthcoming development in transport sector.</li> <li>• Core businesses of other road safety stakeholders and road safety targets priority</li> <li>• Lack of human resources for proper maintenance of road furniture (traffic &amp; road safety)</li> <li>• Human behaviours and attitudes on roads</li> <li>• Vandalism, wear and tear of road infrastructure and road furniture</li> <li>• Risk of being absorbed by another organisation</li> <li>• Change in Government Policy</li> </ul>

# 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 duly undertake 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, Deputy Director, 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 1<sup>st</sup> 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 minimisation 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 actual NLTA system is more than 8 years old and it runs currently on Oracle version 8.1.7. This version of Oracle is out of support from Oracle itself and also new patch updates, bug and security fixes are not available for this version.

Furthermore, the current system can be installed on Windows 7 (32 bits) which is also an outdated version of windows and which is no more supported by Microsoft. It is, therefore, imperative that an upgrading of the NLTA system be effected and that many of the old computers which run an old unsupported version of Windows be replaced by new ones.

With the increasing number of new vehicles being registered at the NLTA, the response time of the system may be impacted. The current NLTA system is being accessed by some 80 users which includes the NLTA counters at Cassis, sub offices at Forest Side, Flacq, Emmanuel Anquetil and Rodrigues. There are other institutions connected to the system via Info Highway for data sharing. The performance of the current system is unstable due to the above.

The new system will enhance service delivery and reduce frequent freezing of the actual system.

The Request for Proposal for this project has been transmitted to the Central Informatics Bureau for technical specifications.

- **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 personalised registration marks.

The Customer Service Hotline Center will be outsourced to an outsourcing agency. Their 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 Bus Ticketing System (CBTS)**

The NLTA originally initiated the project CBTS in 2016. It was thereafter recommended by the Consultant, appointed by the Ministry of Public Infrastructure and Land Transport, in its report submitted in September 2017. An integrated ticketing service for Metro and buses with smart cards was to be developed with the result that payment would reflect the actual number of passengers travelling.

- **Online First Registration of New and Second-Hand Vehicle**

Dealers of motor vehicles will be able to issue registration books and this will save time to new and second owners of vehicles on first registration of vehicles.

- **Inter-connectivity with Registrar General Department (RGD)**

The project will consist of the removal of 'certificate de gage' online for the public. Once the certificate de gage is issued online, the data will be provided to the RGD where they will use the document to process the deed of sale.

- **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 2023 to June 2024 at the three Vehicle Examination Stations

Station	Site Situation	Total	Daily Average	Total	
Forest  Side     Working Days: 222	Total No. of Vehicles Examined	64778	No. of Vehicles Examined	217	
	Total No. of Vehicles Passed	55429	No. of Vehicles Passed	186	
	Total No. of Vehicles Failed	9349	No. of Vehicles Failed	31	
	Total No. of Vehicles not Attended	0	No. of Vehicles not Attended	0	
	Total No. of New Vehicles	131	No. of New Vehicles	0	
	Total No. of Imported Vehicles	928	No. of Imported Vehicles	3	
	<b>Outdoor Examination</b>		<b>Outdoor Examination</b>		
	New Motorcycles	1203	New Motorcycles	4	
	Others New	2079	Others New	7	
	Others Imported	2768	Others Imported	9	
	<b>Station</b>	<b>Site Situation</b>		<b>Daily Average</b>	
	Plaine  Lauzun	Total No. of Vehicles Examined	153007	No. of Vehicles Examined	513
Total No. of Vehicles Passed		129515	No. of Vehicles Passed	435	
Total No. of Vehicles Failed		23492	No. of Vehicles Failed	79	
Working Days: 222	Total No. of Vehicles not Attended	0	No. of Vehicles not Attended	0	
	Total No. of New Vehicles	2277	No. of New Vehicles	8	
	Total No. of Imported Vehicles	2975	No. of Imported Vehicles	10	
	<b>Outdoor Examination</b>		<b>Outdoor Examination</b>		
	New Motorcycles	3318	New Motorcycles	11	
	Others New	12192	Others New	41	
	Others Imported	2506	Others Imported	8	
<b>Station</b>	<b>Site Situation</b>		<b>Daily Average</b>		
Laventure	Total No. of Vehicles Examined	72176	No. of Vehicles Examined	242	

	Total No. of Vehicles Passed	<b>64173</b>	No. of Vehicles Passed	<b>215</b>
Working Days: 222	Total No. of Vehicles Failed	<b>8003</b>	No. of Vehicles Failed	<b>27</b>
	Total No. of Vehicles not Attended	<b>0</b>	No. of Vehicles not Attended	<b>0</b>
	Total No. of New Vehicles	<b>161</b>	No. of New Vehicles	<b>1</b>
	Total No. of Imported Vehicles	<b>1380</b>	No. of Imported Vehicles	<b>5</b>
	<b>Outdoor Examination</b>		<b>Outdoor Examination</b>	
	New Motorcycles	<b>24</b>	New Motorcycles	<b>0</b>
	Others New	<b>0</b>	Others New	<b>0</b>
	Others Imported	<b>0</b>	Others Imported	<b>0</b>

#### Number of Vehicles to Examined - JULY 2023 MARCH 2024

Station	GV	Buses	Others *	Total	Passed	Failed	% Failed
<b>SGS</b>	5025	892	58848	<b>64765</b>	55424	9341	<b>14</b>
<b>Autocheck</b>	25789	4003	123215	<b>153007</b>	129515	23492	<b>15</b>
<b>EVES</b>	9554	2340	60271	<b>72165</b>	64173	8003	<b>11</b>

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

**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**

<b>YEAR 2023</b>							
<b>STUDENT IDENTITY CARD (SIC)</b>							<b>DID</b>
	<b>Secondary</b>		<b>Post secondary</b>		<b>Tertiary</b>		<b>Disabled</b>
<b>MONTH</b>							<b>Social Security</b>
July		438		56		511	300
August		1126		226		1257	257
September		1313		335		4362	315
October		1487		240		1516	243
November		5077		137		1021	405
December		18657		274		2809	220
<b>Total</b>							
<b>YEAR 2024</b>							
	<b>Secondary</b>		<b>Post secondary</b>		<b>Tertiary</b>		<b>Disabled</b>
<b>MONTH</b>							<b>Social Security</b>
January		13045		112		1364	277
February		15560		119		998	430
March		15453		570		1588	315
April		3334		296		821	380
May		3278		2491		2409	430
June		2727		1718		1193	1063
<b>Total</b>		<b>53397</b>		<b>5306</b>		<b>8373</b>	<b>3530</b>

**Report**  
**Return of Contraventions by Zones – Inspectorate Section**  
**JULY 2023 TO MARCH 2024**

ZONES	JUL 23	AUG 23	SEP 23	OCT 23	NOV 23	DEC 23	JAN 24	FEB 24	MAR 24	APRIL 24	MAY 24	JUN 24
B/RIVER	63	46	38	15	6	13	16	16	20	7	9	15
U/P WILHEMS	75	71	60	36	9	18	9	3	14	9	16	3
L/P WILHEMS	58	71	46	58	24	34	45	31	36	29	43	29
PORT LOUIS (S)	95	96	86	88	30	26	44	36	36	76	56	48
MOKA	61	78	92	57	43	24	42	84	61	66	59	40
FLACQ	59	61	50	34	27	3	8	33	23	28	31	4
PAMPLEMOUSSES	68	83	19	10	4	29	15	5	10	22	20	6
PORT LOUIS (N)	61	73	109	88	77	49	51	56	40	65	82	55
R/D REMPART	81	85	71	42	17	16	49	60	33	46	58	62
SAVANNE	60	48	30	43	13	12	10	0	0	0	10	12
GRAND PORT	123	99	101	43	6	5	9	16	12	26	14	20
<b>TOTAL</b>	<b>804</b>	<b>811</b>	<b>702</b>	<b>514</b>	<b>256</b>	<b>229</b>	<b>298</b>	<b>340</b>	<b>285</b>	<b>374</b>	<b>398</b>	<b>294</b>

<b>MONTHLY RETURN OF NUMBER OF CONTRAVENTIONS IN PARKING ZONES</b>	
<b>JULY 2023 TO MARCH 2024</b>	
<b>TRAFFIC WARDEN SECTION</b>	
<b>MONTH</b>	<b>NUMBER OF CONTRAVENTIONS</b>
JULY	1291
AUGUST	1343
SEPTEMBER	1322
OCTOBER	1304
NOVEMBER	1045
DECEMBER	936
JANUARY	1136
FEBRUARY	1251
MARCH	1232
APRIL	1244
MAY	1478
JUNE	1810
<b>TOTAL</b>	<b>15392</b>

### Vehicles registered – July 2023 to June 2024

Type of vehicles	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
<b>Car</b>	303,332	305,224	307,035	308,825	310,459	311,914	313,359	315,265	317,137	318,884	320,968	322,983
<b>Dual purpose vehicle</b>	47,697	47,694	47,688	47,683	47,681	47,673	47,670	47,668	47,661	47,652	47,648	47,639
<b>Double cab pickup <sup>1</sup></b>	11,452	11,631	11,820	11,973	12,139	12,279	12,406	12,566	12,716	12,861	13,040	13,273
<b>Heavy motor car</b>	1,414	1,419	1,425	1,439	1,435	1,425	1,430	1,434	1,435	1,435	1,434	1,437
<b>Motor cycle</b>	114,790	115,225	115,542	115,912	116,309	116,786	117,298	117,727	118,183	118,544	119,062	119,476
<b>Auto cycle</b>	125,301	125,405	125,508	125,609	125,717	125,822	125,956	126,091	126,206	126,309	126,425	126,510
<b>Lorry and truck</b>	18,265	18,327	18,398	18,452	18,526	18,618	18,690	18,787	18,882	18,957	19,091	19,181
<b>Van</b>	30,890	30,921	30,973	31,015	31,034	31,079	31,105	31,141	31,172	31,174	31,239	31,351
<b>Bus</b>	3,221	3,223	3,224	3,225	3,225	3,225	3,227	3,229	3,230	3,230	3,231	3,259
<b>Tractor and dumper</b>	3,635	3,649	3,657	3,651	3,665	3,670	3,683	3,687	3,690	3,697	3,716	3,724
<b>Prime mover</b>	1,208	1,208	1,211	1,212	1,216	1,218	1,225	1,221	1,227	1,229	1,226	1,233
<b>Trailer</b>	2,277	2,277	2,277	2,277	2,277	2,277	2,277	2,277	2,277	2,277	2,277	2,277
<b>Road roller</b>	110	110	110	110	110	110	110	110	110	110	110	110
<b>Other</b>	345	345	345	345	345	345	345	345	345	345	345	345
<b>TOTAL</b>	<b>663,937</b>	<b>666,658</b>	<b>669,213</b>	<b>671,720</b>	<b>674,138</b>	<b>676,441</b>	<b>678,781</b>	<b>681,548</b>	<b>684,271</b>	<b>686,704</b>	<b>689,812</b>	<b>692,798</b>

<sup>1</sup> New category of vehicle defined in Road Traffic Act as amended by Act No. 27 of 2012. Prior to the amendment, double cab pickup was included in 'Dual purpose vehicle'

## **LIST OF ABBREVIATIONS**

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

<b>PIS</b>	Passenger Information System
<b>GPS</b>	Global Positioning System
<b>PRM</b>	Personalised Registration Mark
<b>MVL</b>	Motor Vehicle Licences
<b>PSVL</b>	Public Service Vehicle Licence
<b>ERS</b>	Emergency Response Service
<b>NRB</b>	National Remuneration Board
<b>L&amp;T</b>	Larsen & Toubro
<b>SCE</b>	Singapore Cooperation Enterprise
<b>LRT</b>	Light Rail Transit
<b>MPL</b>	Mauritius Post Ltd
<b>CBTS</b>	Cashless Bus Ticketing System
<b>ANFEN</b>	Adolescent Non-Formal Education Network