Republic of Mauritius
Ministry of Public Infrastructure and Land Transport
(Land Transport Division)

ANNUAL REPORT 2017
About this Report

The Land Transport Division of the Ministry of Public Infrastructure and Land Transport is pleased to present its Annual Report for the financial year ended 30 June 2017. The report has been prepared according to guidelines issued by the Ministry of Finance and Economic Development. It gives an insight of the major achievements of the Ministry, for the period 01 July 2016 to 30 June 2017, through the human and financial resources put at its disposal thus demonstrating our sense of accountability and transparency. This report has been approved by the Ministry on 22 December 2017.
**GUIDE TO THIS REPORT**

**PART I: ABOUT THE MINISTRY**

**Part I** sets out the vision, mission, overview of the Ministry (Land Transport Division), its roles and functions as well as its organisational structure.

**PART II MINISTRY/ DEPARTMENT ACHIEVEMENTS & CHALLENGES**

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

**PART III FINANCIAL PERFORMANCE**

**Part III** provides the financial highlights for the previous year and an overview discussion of significant changes in financial results. It also includes statements of revenue and expenditure.

**PART IV WAY FORWARD**

**Part IV** provides a situational analysis of the environment in which the Division operates and which impacts on its service delivery. It also includes the strategic directions to realise its vision, objectives and desired outcomes. The annexures provide additional information on Departments and Statutory Bodies under the purview of the Ministry.
World class infrastructural development and connectivity have a pivotal role in the development process. They reduce market inefficiencies, drive productivity and create integrated communities and Mauritius is of no exception.

This massive investment is encouraged by key international organisations such as the IMF, the World Bank and the OECD. I must say that significant provisions, under several budgets, have been put at the disposal of my Ministry to accomplish its mission of modernisation of the country.

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

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

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

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

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

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

J.M.Simonet
Senior Chief Executive
Message from the Permanent Secretary

It gives me great pleasure to present our first Annual Report for financial Year 2016/2017. I take this opportunity to convey my deep appreciation to the staff of the Land Transport Division and stakeholders for their contribution.

I must add that I am deeply honoured by the responsibilities bestowed upon me and wish to highlight the great sense of vision and the support of the Minister and the Senior Chief Executive for bringing a new strategic direction to the Ministry. Admittedly, the financial year 2016/2017 has not been without respite and the Ministry has had to be on the forefront to respond to challenges faced by the land transport industry.

Being at the helm of the Land Transport Division also demands synergising the collective efforts of all sections and Departments. Through a collective effort, the Land Transport Division has been put on the track of progress and modernity.

This Annual Report bears a vibrant testimony to the main achievements of the Land Transport Division in the last financial year and highlights objectively the path covered by the Division and where it could possibly be heading in the near future.

I am optimistic that brighter days are ahead and that the Land Transport Division is yet to attain new heights of success.

Mrs M Nathoo
Permanent Secretary
The Ministry of Public Infrastructure and Land Transport at a glance

The Ministry of Public Infrastructure and Land Transport comprises two distinct divisions, namely the Public Infrastructure Division and the Land Transport Division, operating under the common leadership of the Minister and the Senior Chief Executive.

The Public Infrastructure Division (PID)

The PID is responsible for the implementation of Road, Bridge and Government Building Infrastructural Projects. It is administered by Mr S Ragen, Permanent Secretary, under the supervision of the Senior Chief Executive. The PID is headquartered at Levels 4, 8, 9 and 10, Moorgate House, Sir William Newton Street, Port Louis. The technical sections of the PID consist of the following:

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

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

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<thead>
<tr>
<th>Address</th>
<th>8th Floor, Blue Tower, Rue de L’Institut, Ebène</th>
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<tbody>
<tr>
<td>PABX</td>
<td>+(230) 4678600</td>
</tr>
<tr>
<td>Fax</td>
<td>+(230) 4672056</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:registry@rda.intnet.mu">registry@rda.intnet.mu</a></td>
</tr>
</tbody>
</table>
The Construction Industry Development Board, commonly known as the CIDB, is the apex body for the construction industry, established under the CIDB Act of 2008 and operates under the purview of the PID. The overriding objective of the CIDB, is to promote the development and improvement of the construction industry in Mauritius.

Chairperson: Mr G Siew (replaced by Mrs N. Daby-Seesaram in September 2017)

Executive Director: Mr R Bahadoor

Contact

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<tr>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th and 6th Floor, Mutual Aid Building II 5, Guy Rozemont Square Port Louis MAURITIUS</td>
<td>+(230) 211 7878</td>
<td>+(230) 211 0380</td>
<td><a href="mailto:cidbmauritius@intnet.mu">cidbmauritius@intnet.mu</a></td>
</tr>
</tbody>
</table>

The Land Transport Division (LTD)

The core function of the LTD, which is administered by Mrs M Nathoo, Permanent Secretary, under the supervision of the Senior Chief Executive, is to devise and implement policies for transport management and road safety whilst also acting as a regulator for the public transport industry, through the National Transport Authority, in line with the Road Traffic Act 1962, as subsequently amended.

The Traffic Management and Road Safety Unit and the National Transport Authority are the executive bodies of the LTD. The National Transport Corporation and the Bus Industry Employees Welfare Fund are the statutory bodies operating under its aegis.

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

- The National Road Safety Council - set up under section 178A of the Road Traffic Act is chaired by the Senior Chief Executive
- The Motor Vehicle Insurance Arbitration Committee - set up by virtue of Section 68F of the Road Traffic Act

The Traffic Impact Committee is a technical Standing Committee chaired by the Permanent Secretary to give clearances in relation to traffic management and road safety issues associated with development projects.
The LTD is also the designated secretariat for the Urban Transport Programme (UTP). The UTP ensures that no proposed residential/commercial development encroaches on ex-railway tracks.

Provision of Parking Bays, Reserved Parking Permits and Parking Coupons also fall under the ambit of the LTD.

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

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

Our executive bodies

- Traffic Management and Road Safety
- National Transport Authority

Our Statutory Bodies

- National Transport Corporation
- Bus Industry Employees Labour Welfare Fund

Budget

MUR 568,5m (excluding the National Transport Authority)

Our People

180 employees (excluding the National Transport Authority)

OUR VISION

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

OUR MISSION

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

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

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

**Pragmatism**
We strategise according to the realities on ground.

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

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

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

**Responsiveness**
We are attentive to the needs of our customers

**Equity**
We follow principles of fairness and equity.
The LTD comprises the general administration and the technical unit which is the Traffic Management and Road Safety Unit (TMRSU). The administration is headed by the Senior Chief Executive who is assisted by the Permanent Secretary, two Deputy Permanent Secretaries (Mrs I. Ruchaia-Pudaruth and Mrs R. Utim-Auckbaraullee) and three Assistant Permanent Secretaries (Mrs S. Soborun, Mrs A. Ramasamy and Mr A. Dhondoo). Mr R. H. Cochowonth, Manager, Financial Operations, Mr B. Tory, Manager Procurement and Supply and Mrs P. Seechurn, Acting Assistant Manager, Human Resources together with officers in the General Services Cadre provide the necessary support and assistance.

A Communication Cell, headed by a Principal Information Officer (Mr P. Goburdhone) who is assisted by interns enlisted under the Service to Mauritius Programme, has been set to coordinate contact with the media on all matters relating to the Ministry.

Dr J. Lallchand, Senior Adviser on Project Monitoring, provides guidance on the execution of major projects.

A Road Safety Coordinator (on contract) provides guidance on road safety policies.

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

During financial year 2016/17, the Ministry completed the data upload for the Human Resource Management System (HRMIS) being piloted by the Ministry of Civil Service and Administrative Reforms. The system is basically an intersection of human resources and information technology which would allow HR activities and processes to occur electronically. Once it would be put on live mode, the HRMIS would relieve the HR administrator from non-strategic and mundane tasks and would contribute towards the overall efficiency of the organisation.

In the course of the Financial Year 2016/2017, officers of the LTD participated in training programmes run by the Civil Service College and a few of them had the opportunity to attend workshops/seminars held overseas on the issue of road safety.
The TMRSU, which was set up in 2001, is headed by the Director (Civil Engineering). He is supported by a Deputy Director (Civil Engineering) and officers of the Civil Engineering, Technical as well as staff from the General Services cadres.

**VISION**

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

**MISSION**

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

**MAIN OBJECTIVES**

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

**LEGISLATIVE FRAMEWORK**

The Road Traffic Act

**HEAD OF UNIT**

Mr S Jewon, Director
Supported by Mr D. Nathoo, Deputy Director

**Contact:** Samlo Tower
Feillafe Street
Port Louis
Tel: 2105419
Fax: 211 0075
Email: sjewon@govmu.org
Services Provided by the TMRSU

Traffic Management

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

- collection and analysis of road crash data,
- treatment of hazardous road segments,
- implementation of traffic calming measures, installation and maintenance of speed enforcement cameras,
- road safety assessment of classified Roads and remedial measures,
- five-stage Road Safety Audits along new road projects,
- review of road safety legislation,
- implementation of traffic schemes,
- road safety education in schools and colleges,
- sensitisation campaigns, and
- setting standards for driving instructors and driving schools.
The Motor Vehicle Insurance Arbitration Committee (MVIAC) was established by virtue of Section 68F of the Road Traffic Act to determine disputes arising between two insurers or between a policy holder and an insurer in respect to their respective liabilities or in connection with the amount of compensation to be paid following road accidents not involving bodily injuries and where disputes cannot be resolved amicably between parties.

For the purpose of determining applications, the MVIAC sits in Four Divisions and operates like a quasi-judicial body.

574 applications were determined in Financial Year 2016/2017.

**Chairperson**

Mr. J Panglose (until January 2017)

Replaced by Mr. D. Dodin in July 2017

**Vice Chairpersons**

Mr. S.K. Auchoybur
Mr. Z. Nazurally
Mr. V.S. Rampootab

Contact: Level 10,
Air Mauritius Centre
Tel: 202 9155
Email: mviac.secretariat@gmail.com
Established by virtue of section 73 of the Road Traffic Act, the National Transport Authority (NTA) is a department operating under the aegis of the LTD. Its main responsibilities are the registration of motor vehicles and their licensing, the regulation and control of road transport in Mauritius including Rodrigues and other islands.

The responsibility for the administration of the Authority rests with the Road Transport Commissioner. The Authority consists of a Chairman appointed by the Minister and 10 other members and is responsible to hear and decide on –

- applications for licences for the transport of goods and passengers;
- applications for licences for petrol service station; and
- disciplinary proceedings instituted against transport operators, drivers and conductors of public service vehicles for offences committed under the Act and Regulations made thereunder.

CHAIRMAN

Mr G. Gunnoo

RESPONSIBLE OFFICER

Dr K Reesaul
Road Transport Commissioner

Supported by:
Mr N A Khadun
Deputy Road Transport Commissioner
Mr A K Appajala
Deputy Road Transport Commissioner

Contact: MSI Building, Les Cassis
Tel: 202 2800
Fax: 212 9386
Email: nta@intnet.mu

Employees: 96 Technical Staff
136 General Services staff

Budget: MUR1.5billion
To establish the Authority as a steadfast regulator for the land transport industry while being responsive to the evolving needs of its customers.

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

Main Roles and Functions - The main roles and functions of the Authority are to:

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

ROAD TRANSPORT COMMISSIONER

DEPUTY ROAD TRANSPORT COMMISSIONER

TRANSPORT CONTROLLER

LICENSING SECTION

REGISTRATION SECTION

CHIEF VEHICLE EXAMINER

VEHICLE EXAMINATION CENTRE

DEPUTY ROAD TRANSPORT COMMISSIONER

FREE TRAVEL SCHEME

TRANSPORT CONTROLLER ENFORCEMENT

INSPECTORATE

TRAFFIC WARDEN

SECRETARIAT

ADMINISTRATION

FINANCE

HUMAN RESOURCE

REGISTRY

PROCUREMENT

PLANNING AND STATISTICS

INFORMATION TECHNOLOGY

INTERNAL AUDITOR

WORD PROCESSING OPERATOR

TRANSPORT CONTROLLER

FREE TRAVEL SCHEME

ADMINISTRATION

FINANCE

HUMAN RESOURCE

REGISTRY

PROCUREMENT

PLANNING AND STATISTICS

INFORMATION TECHNOLOGY

INTERNAL AUDITOR
We are committed to providing the highest levels of services to our Customers.

We shall ensure that our staff are honest, friendly and courteous and treat all our customers as valued customers.

We undertake to act professionally at all times and to provide quality services to match customers' expectations.

We shall continuously enhance our services and aim at getting things done right first time every time.

We shall interact with our customers to identify possible shortcomings in services and to provide innovative and timely solutions.

We promise that suggestions and complaints made will be given due consideration for improving our services.

We shall provide accurate and exhaustive information on all our services.

We shall provide all required assistance to guide our customers towards the services they require.

We shall ensure that our offices and reception areas are kept clean, tidy and environmentally friendly.

We are available to answer any queries at all times during working hours from Monday to Friday.
**A GLIMPSE AT BUS OPERATORS IN MAURITIUS …**

**Bus Fleet– As at 30 June 2017**

<table>
<thead>
<tr>
<th>Company</th>
<th>Fleet</th>
</tr>
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<tbody>
<tr>
<td>National Transport Corporation</td>
<td>556</td>
</tr>
<tr>
<td>United Bus Service Limited</td>
<td>336</td>
</tr>
<tr>
<td>Triolet Bus Service Limited</td>
<td>204</td>
</tr>
<tr>
<td>Rose Hill Bus Transport Services Limited</td>
<td>100</td>
</tr>
<tr>
<td>Mauritain Bus Transport</td>
<td>31</td>
</tr>
<tr>
<td>Bus Cooperative Societies (Individual Bus Operators)</td>
<td>804</td>
</tr>
</tbody>
</table>

**TOTAL:** 2031

**Current employment level:** ≈ 6,000 employees
The National Transport Corporation (NTC) was set up under National Transport Corporation Act 1979 to operate the public transport services in Mauritius. From modest beginning after taking over the assets of the ex-Vacoas Transport Co. Ltd, NTC has grown into a major transport institution.

**Fleet**

- 556 buses

**Personnel**

- 2260 employees

**Average Annual Earnings**

- MUR 1 billion +

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**Chairman**

Mr A Gokhool

**General Manager**

Mr H Lochee

**Contact:** National Transport Corporation  
Bonne-Terre, Vacoas, Mauritius  
Tel: (230) 427 5000  
Fax: 426 5489  
Email: cnt.bus@intnet.mu
The Bus Industry Employees Welfare Fund was set under the Bus Industry Employees Welfare Fund Act 2002 with the main objective to promote welfare of the employees of the bus industry and their families.

The Fund provides soft loans, grants and plan welfare activities in favour of its members.

**Roles and Functions**

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

**Key Values**

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

- Integrity
- Social Justice
- Quality
- Fairness
- Excellence

**Chairman of the Board**
Mr V Auchoybur

**Administrative Head**
Mrs R Gopal

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

**Budget:** MUR12m
(January 2016 to June 2017)
In June 2016, the Minister and the Senior Chief Executive fielded a mission to France to discuss and establish contact with the French Authorities in matters concerning, amongst others, road infrastructure and road safety.

In August 2016, the LTD retained the services of PricewaterHouse Coopers (India) Pvt Limited (PwC) to carry out a Study on the Re-engineering of the Public Transport Industry in Mauritius. The scope of the study was to conduct a comprehensive analysis on issues and challenges faced by the public transport industry in Mauritius and to assess Government spending into the industry. The Study was co-financed by the Government of Mauritius and the Agence Francaise de Développement. The scope of the study was to conduct a comprehensive analysis on issues and challenges faced by the public transport industry in Mauritius and to assess Government spending into the industry.

A workshop was organised by the PwC in collaboration with the LTD on 18 January 2017 in view of the finalisation of its report. The initial preliminary findings of the study and possible solutions to the stakeholders were presented to key stakeholders and feedback was solicited from them. In its Final Report submitted in May 2017, the Consultant highlighted the need for structural and technological reforms to be brought to the industry and to review the administration of the subsidy schemes. In June 2017, Government was apprised of the recommendations and of the way forward.

In September 2016, Professor Narelle Haworth, professor Andry Rakotonirainy and Dr Ashim Debnath from the Centre for Accident Research and Road Safety Queensland (CARRS-Q) fielded a mission to Mauritius to discuss the issue of road safety in Mauritius and the setting up of a Road Safety Laboratory.

In October 2016, the Minister and the Senior Chief Executive fielded a high-level Regional Road Safety Workshop in Côte d’Ivoire where top management and decision makers of road authorities, road safety authorities and Development Partners throughout the continent were brought together in order to embed and operationalise the following three road safety manuals

- Road Safety Audit Manual for new roads and schemes;
- Proactive Approaches Manual for existing roads; and
- Reactive Approaches Manual for existing roads.
In February 2017, a delegation from the Ministry comprising the Road Safety Coordinator and also the Deputy Director, Solid Waste Management Division of the Ministry of Social Security, Reform Institutions and Environment and Sustainable Development, fielded a mission to Reunion Island in view of the proposed setting up of a scrap yard for wrecks of vehicles declared “total loss” in Mauritius. The project proposal has been studied by the Ministry and a roadmap is being elaborated.

The “Premières Assises de la Securité Routière” was organised by this Ministry in June 2017. It was attended by some 150 delegates from various walks of life and was graced by the presence of the President of the Republic of Mauritius, H.E Dr (Mrs) Amina Gurib-Fakim and Mr Jean Todt, Special Envoy of the Secretary General of the UN for Road Safety.

The main purpose of the Assises was to undertake a first assessment of the implementation of the measures of the National Road Safety Strategy which was adopted in May 2016 wherein 10 strategic fields of action were defined with the overriding objective to achieve a 50% reduction in the number of ‘killed and serious injury" crashes by the year 2025.

Some 26 organisations, both from the public and private sectors, signed the Road Safety Charter with the aim of implementing the ‘Plan de Prevention du Risque Routier’ in their respective firms. This Charter constitutes a well thought plan to reduce the risk of their personnel being involved in road crashes and reduce both direct and indirect costs to the firms.
# Key Performance Areas and Key Performance Indicators 2016/2017

<table>
<thead>
<tr>
<th>Sn.</th>
<th>Key Action</th>
<th>Key Performance Indicator</th>
<th>Target</th>
<th>Achievement</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Implementation of the National Road Safety Strategy 2025 including road safety audits.</td>
<td>National Road Safety Observatory set up.</td>
<td>Dec-16</td>
<td>Procurement of a Road Crash Data Management System at a final stage.</td>
<td>Arrangements are underway for the recruitment of key personnel.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of officers trained on crash investigations</td>
<td>20</td>
<td>30 officers trained. Road Safety Audit undertaken on 400 kms of hazardous roads.</td>
<td>Road Crash Investigating Teams set up.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Road hazards identified and remedial measures implemented</td>
<td>100%</td>
<td>25% of remedial measures implemented on the identified Road Hazards.</td>
<td>Remedial measures targeted for completion by May 2018.</td>
</tr>
</tbody>
</table>
Corporate Integrity being high on the agenda of the LTD, the Anti-Corruption Committee of the LTD has been reconstituted and revived at the Ministry. Accordingly, at the LTD, it is ensured that areas of responsibilities are well-defined and senior officers make it a point to adhere to established procedures and to ascertain that there is no procedural impropriety in any decision-making process. The LTD also launched the process of endorsing an Anti-Corruption Policy as a symbolic gesture to pledge for a corrupt-free organisation.

A Customer Charter has been devised for the benefit of stakeholders in December 2016. The LTD has been collaborating efforts with the Prime Minister’s Office and was linked to the Online Citizens Portal, since June 2017. The Portal, being an interactive instrument, allows officials of the Ministry to respond in a more effective manner to queries and grievances of members of the public.

Reckoning with the fact that a safe and conducive work environment is of utmost necessity to uphold the performance and comfort of its staff, the LTD has revived its Occupational Safety and Health Committee and has contributed to the drafting of an OSH Policy for the Ministry. On this count, the LTD takes pride in that fruitful initiatives have been taken to address occupational safety and health issues.

During the last Financial Year, officers of the Ministry have participated in training relating to e-Procurement and Asset Management.

The Reform and the Gender Cells have also been revived.
The National Road Safety Strategy

The Road Safety Strategic Plan established by the Ministry and the National Road Safety Commission aims at providing one of the safest road traffic system in this region of the world.

Main Targets set

- to reduce the number of fatal and serious injury crashes by 50% by 2025.
- to bring down road crash fatality rate per 100,000 population from 12 to 6.

The achievement of the targets rests on the three Es of road safety namely Engineering, Enforcement and Education.

The National Road Safety Council set up under the Road Traffic Act is chaired by the Senior Chief Executive of the Ministry coordinates the activities of all departments and agencies involved in road safety namely: the Road Development Authority, the Traffic Management and Road Safety Unit, the Traffic Police Branch, insurance companies, car dealers, and Health and Education Ministries, among others and advises the Minister on the introduction of appropriate road safety measures. During the course of Financial Year 2016/2017, the NRSC met on 10 occasions. The National Road Safety Commission, set up by Cabinet in May 2016 under the chairpersonship of the Prime Minister, oversees and adopts the road safety strategies. The first meeting was held in May 2016 and the second meeting under the chairpersonship of the Minister Mentor was held in June 2017 during the visit of Mr Jean Todt, UN Special Envoy on Road Safety.
Core Achievements: Financial Year 2016/2017

- a multi-disciplinary Road Crash Investigation Team (RCIT) has been assembled with 30 persons who successfully followed a five-day course delivered by Experts from Reunion Island;
- endorsement of Road Safety Charter by 30+ public and private organisations as a commitment to the Road Risk Prevention Plan (RRPP);
- 24 driving instructors for motorcyclists and 15 auto/motor cycle driving test examiners from Police Department trained;
- a Traffic Enforcement Squad comprising some 40 trained police riders has been put in place to strengthen road traffic enforcement across the country;
- amendment of the Road Traffic Act to provide for stricter penalties for driving under the influence of alcohol and dangerous driving;
- training dispensed to 27 medical officers by an expert from France with regards to medical fitness to drive;
- construction and upgrading of footpaths over a length of 1,764m;
- maintenance of 56 Speed Cameras;
- maintenance of 270 traffic lights;
- installation of 3,260m handrails for pedestrians;
- rehabilitation of hard shoulders and road side hazard management;
- installation of road crash barriers (Guardrails -857m and New Jersey barriers - 2,017m);
- installation of other road safety devices such as traffic calming devices, traffic signs, road studs (6000), delineators, road markings, pedestrian crossings, bus laybys etc.;
- Road Safety Audit of 400 kms Hazardous roads and training of 26 Road Safety Auditors;
- two road safety campaigns; and
MAJOR ACHIEVEMENTS...

- Privatisation of Vehicle Examination Stations in November 2016
  - SGS Limited (Forest Side)
  - Autocheck (Plaine Lauzun)
  - Eastern (Laventure)

- Decentralisation of “NTA Services” at SGS Limited and Eastern

- Stringent enforcement of the Road Traffic (Control of Contract Car and Contract Bus Operation) Regulations

- Allocation of Vehicle Identification Number (VIN) to vehicles having original chassis number not available or defaced and engine changed/engine number/plate defaced or illegible.

- Intensive crackdown exercises to curb down illegal transport operations.

- Setting up of a Control Room at the NTA Headquarters for better supervision of Vehicle Examination Stations.

- Streamlining of procedures for processing of applications for contract car/bus licenses.

- 4,693 licenses have been granted by the Authority for contract car/bus and 8 licenses have been granted in relation to Petrol service stations.

- 93 smart bus shelters have been constructed across the island through sponsorship by private promoters.

- The pilot implementation of the smart card project by Rose Hill Bus Transport Services launched on 17 June 2017, upon authorisation by the NTA.

- Subsidy allocation to the tune of Rs73m has been provided to bus operators under the Build Mauritius Fund for the renewal of their aging fleet with semi low floor buses, as part of the Bus Modernisation Scheme; and

- A Queuing System at the NTA Headquarters has been introduced whereby the public are served through a ticketing system at counters.
• Decentralisation of “NTA services” at Autocheck; and

• live connectivity among vehicle examination stations, the post offices, the police, the Mauritius Revenue Authority, the Financial Intelligence Unit, etc. through the Info Highway Facility of the Ministry of Information and Communication Technology.

Ongoing projects

• **Procurement of CCTV for reinforcement of the Control Room**
  - To consolidate the regulatory function of the Authority vis-a-vis the private Vehicle Examination Stations.

• **Review of the Bus Modernisation Scheme**
  - The 2017/2018 budget makes provision for Rs100m under the vote of the Authority to cater for subsidy allocations to bus operators in regard to the Bus Modernisation Scheme. The scheme is being reviewed to encourage also the acquisition of hybrid, electric and double-decked buses by operators.

• **Amendment to the Road Traffic (Construction and Use of Vehicles) Regulations 2010**
  - The current Regulations provide that all new buses to be procured to be used as public service vehicle license buses shall be semi low floor buses. The Regulations are being reviewed to enable the acquisition of high-floor buses by operators along specific routes.

• **Review of Guidelines for Petrol Service License**
  - Fresh guidelines are being prepared for the benefit of applicants.
As per the budget estimates, the LTD has only 1 Vote, namely VOTE 9-2, under its control.

The Vote sub-heads are as hereunder:

**Sub Head 9-201:** General  
**Sub-Head 9-202:** Traffic Management and Road Safety  
**Sub-Head 9-203:** National Transport Authority

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

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

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

<table>
<thead>
<tr>
<th></th>
<th>GENERAL (09-201)</th>
<th>2015/16 (ACTUAL)</th>
<th>2016/17 (ESTIMATES)</th>
<th>2016/17 (ACTUAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation of Employees</td>
<td></td>
<td>22,000,000</td>
<td>30,700,000</td>
<td>24,500,000</td>
</tr>
<tr>
<td>Goods and Services</td>
<td></td>
<td>14,300,000</td>
<td>37,400,000</td>
<td>36,200,000</td>
</tr>
<tr>
<td>Grants</td>
<td></td>
<td>200,000</td>
<td>100,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Other Expenses</td>
<td></td>
<td>100,000</td>
<td>100,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Acquisition of Non-Financial Assets</td>
<td></td>
<td>800,000</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>37,400,000</td>
<td>68,300,000</td>
<td>60,900,000</td>
</tr>
</tbody>
</table>
Figures 1 and 2 depict the General Budget for the LTD for the last two financial years (excluding Sub-Head 9-203 (NTA))
Broadly, there has been no marked difference in the budgetary allocation to the LTD over Financial Years 2015/2016 and 2016/2017. The increase registered in “Compensation of Employees” is explained by the implementation of the Pay Research Bureau Report 2016.
## Compensation Table

<table>
<thead>
<tr>
<th></th>
<th>2015/16 (ACTUAL)</th>
<th>2016/17 (ESTIMATES)</th>
<th>2016/17 (ACTUAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation of Employees</td>
<td>36,800,000</td>
<td>47,600,000</td>
<td>41,800,000</td>
</tr>
<tr>
<td>Goods and Services</td>
<td>28,100,000</td>
<td>139,800,000</td>
<td>78,500,000</td>
</tr>
<tr>
<td>Grants</td>
<td>7,300,000</td>
<td>11,600,000</td>
<td>11,600,000</td>
</tr>
<tr>
<td>Acquisition of Non-Financial Assets</td>
<td>56,500,000</td>
<td>301,100,000</td>
<td>168,100,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>128,700,000</strong></td>
<td><strong>500,100,000</strong></td>
<td><strong>300,000,000</strong></td>
</tr>
</tbody>
</table>

### Pie Chart

**TMRSU - 2015/2016 (ACTUAL)**

- Compensation of Employees
- Goods and Services
- Grants
- Acquisition of Non-Financial Assets

---

(09-202)
Table 1 shows the revenue collected by the LTD in two Financial Years.

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>2015/16 (ACTUAL)</th>
<th>2016/17 (ESTIMATES)</th>
<th>2016/17 (ACTUAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of Goods and Services</td>
<td>41,800,000</td>
<td>45,000,000</td>
<td>40,800,000</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>3,600,000</td>
<td>3,200,000</td>
<td>3,800,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>45,400,000</strong></td>
<td><strong>48,200,000</strong></td>
<td><strong>44,600,000</strong></td>
</tr>
</tbody>
</table>

**Revenue Collected by the LTD in Financial Years 2015/2016 and 2016/2017**

- **2015/16 (ACTUAL):** 41,800,000
- **2016/17 (ACTUAL):** 40,800,000
- **2016/17 (ACTUAL):** 3,800,000
Table 2 highlights the revenue collected by the NTA in Financial Years 2015/2016 and 2016/2017

<table>
<thead>
<tr>
<th>REVENUE (MILLION)</th>
<th>ACTUAL 2015/16 (000)</th>
<th>ESTIMATES 2016/17 (000)</th>
<th>ACTUAL 2016/17 (000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Property Income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MVL</td>
<td>1,429,551</td>
<td>1,525,000</td>
<td>1,463,201</td>
</tr>
<tr>
<td>2 Sales of Goods &amp; Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exam Fees</td>
<td>120,318</td>
<td>46,000</td>
<td>65,241</td>
</tr>
<tr>
<td>Reg &amp; Trs</td>
<td>116,095</td>
<td>127,000</td>
<td>135,235</td>
</tr>
<tr>
<td>ID Cards</td>
<td>14,547</td>
<td>17,400</td>
<td>14,191</td>
</tr>
<tr>
<td>Total Sales of Goods &amp; Services</td>
<td>250,960</td>
<td>190,400</td>
<td>214,667</td>
</tr>
<tr>
<td>3 Fines, Penalties and forfeits</td>
<td>14,065</td>
<td>16,500</td>
<td>11,362</td>
</tr>
<tr>
<td>Penalty Fees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Miscellaneous Revenues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>42,942</td>
<td>56,200</td>
<td>46,388</td>
</tr>
<tr>
<td>Total Revenue from Property Income, User fees and other sources</td>
<td>1,737,518</td>
<td>1,788,100</td>
<td>1,735,618</td>
</tr>
</tbody>
</table>

See Annex “A”
Table 3 highlights the expenditure incurred by the NTA in Financial Years 2015/2016 and 2016/2017

<table>
<thead>
<tr>
<th>Head/Sub-Head of Expenditure</th>
<th>2015-2016 Actual (RsMillion)</th>
<th>2016-2017 Estimates (RsMillion)</th>
<th>2016-2017 Actual (RsMillion)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation of Employees</td>
<td>111.95</td>
<td>136.33</td>
<td>117.74</td>
</tr>
<tr>
<td>Goods and Services</td>
<td>40.56</td>
<td>75.36</td>
<td>69.98</td>
</tr>
<tr>
<td>Subsidies</td>
<td>1251.02</td>
<td>1256.0</td>
<td>1245.46</td>
</tr>
<tr>
<td>Grants</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Social Benefits</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other Expense</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Acquisition of Non-Financial Assets</td>
<td>11.18</td>
<td>17.0</td>
<td>11.13</td>
</tr>
<tr>
<td>Acquisition of Financial Assets</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,414.71</td>
<td>1,484.7</td>
<td>1,444.31</td>
</tr>
</tbody>
</table>
The bar chart depicts Revenue Collected by the NTA in Financial Years 2015/2016 and 2016/2017.
The bar chart depicts Revenue Collected by the NTA in Financial Years 2015/2016 and 2016/2017.
Table 1 demonstrates the SWOT analysis of the TMRSU

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dedicated and skilled staff resources</td>
<td>• Reliance on other public bodies</td>
</tr>
<tr>
<td>• Excellent working relationships with stakeholders</td>
<td>• Financial constraints</td>
</tr>
<tr>
<td>• Strong support from the Management</td>
<td>• Shortage of qualified technical staff</td>
</tr>
<tr>
<td>• Creativity and innovation</td>
<td>• Lack of appropriate equipment</td>
</tr>
<tr>
<td>• Increasing investment in new technologies</td>
<td>• Knowledge gap</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>• With efficient and automated enforcement and traffic control system traffic fluidity and road safety will improve.</td>
<td>• Lack of commitment from stakeholders</td>
</tr>
<tr>
<td>• An improved economic situation will favour the rejuvenation of the vehicular fleet.</td>
<td>• With increasing economic development, mobility and traffic demand will increase rapidly.</td>
</tr>
<tr>
<td>• The country is ready to adopt international standards insofar as traffic management is concerned.</td>
<td>• Budget constraints will impact on quality of maintenance.</td>
</tr>
<tr>
<td>• The setting up of the National Road Safety Observatory will provide the necessary data for informed decision- taking.</td>
<td>• Limited scope for staff training will hinge on their ability to cope with forthcoming development in transport Sector.</td>
</tr>
<tr>
<td>• Possibility to tap regional/international support.</td>
<td>• Inadequate Human Resources for proper maintenance of Road furniture (Traffic &amp; road safety).</td>
</tr>
</tbody>
</table>
The SWOT analysis reveals the following:

- there are high public expectations for safer and less congested roads;
- technological changes entail financial implications and the financial constraints could result in technological lag;
- there is an acute need for continuous training and professional development in the field of traffic engineering to keep abreast with latest developments occurring at international level for implementation locally;
- expertise is required in specific fields (like Traffic Modelling and Speed Cameras); and
- it is imperative to sustain top management support and enlist the full collaboration of stakeholders to realise the objectives of the TMRSU.
SCOPE ANALYSIS

The Authority has worked out a SCOPE Analysis as follows:
<table>
<thead>
<tr>
<th>SCOPE Component</th>
<th>Situational Analysis</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Situation – conditions that have a relevant and material impact on planning decisions with regards to internal and external environmental factors.</td>
<td>The Authority is highly dependent on its human resource capacity in order to fulfill the daily transactions (amounting to some 1500 numbers) which are carried out at its counters. With the successful decentralisation of all services at the 3 Vehicle Examination Stations, the counter officers have been deployed from the head office to those private stations. The public has, as such, been relieved from the long-hour snarls at the counters. Despite the decentralisation process, there is a major flux of members of the public at the counters of the NTA headquarters at the end of each month.</td>
<td>Because of a shortage of counter officers, the daily number of different transactions becomes very difficult to manage. The NTA has implemented a queuing system which works successfully during off-peak periods but cannot be operated during peak periods (end of months).</td>
</tr>
<tr>
<td>SCOPE Component</td>
<td>Situational Analysis</td>
<td>Outcome</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Core competencies – assets of the NTA that provide the basis for the provision and realisation of value to customers and are critical to the creation of competitive advantage.</td>
<td>The privatisation of Vehicle Examination Stations scattered in three different regions of the island. Updated vehicle owner database and its connectivity with all fitness centres which allow for instant retrieval of information. A Control Room has been implemented at the NTA so that image capture of all fitness centres is made possible. NTA is working on 2 projects namely online payment of MVL and the cashless bus ticketing system.</td>
<td>Public satisfaction has been registered on account of a major reduction in waiting time at the private Vehicle Examination Stations. With the online payment of MVL, customers will benefit in terms of time and cost. This project is in process and will be operational on a pilot basis by end March 2018. The cashless system will be implemented to enhance the travelling experience of commuters on multi-modal means. Additional CCTV will be installed at the Control Room and private Vehicle Examination Stations to ensure closer supervision and monitoring of customer service.</td>
</tr>
<tr>
<td>SCOPE Component</td>
<td>Situational Analysis</td>
<td>Outcome</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------</td>
<td>---------</td>
</tr>
</tbody>
</table>
| **Obstacles** – threats that could jeopardise the realisation of future projects. | One of the major obstacles at the Authority is the shortage of counter officers in the grade of General Service requiring a technical solution.  
There is currently a lack of control mechanism to assess the effectiveness of Government spending into the bus transport industry.  
A shortfall in revenue is being deplored by bus companies owing to the existence of illegal operators in the industry.  
Public transport service does not meet an adequate level of service being solicited by commuters. | High pressure on existing counter officers impacts on daily counter services resulting in daily public complaints and outcries.  
Over reliance on Government subsidies.  
Crackdown operations have had to be intensified jointly by the NTA officials and the Police. |
| **Prospects** – opportunities that exist internally and externally at the NTA which could possibility increase Government revenue whilst also boosting customer satisfaction. | The Land Transport Study sheds light on the major requirements of the Authority to live up to its mission and to effectively respond to new challenges.  
The NTA brings in revenue to the Consolidated Fund through enforcement of paid parking, allocation of personalised vehicle registration marks, fines and penalties.  
With drastic changes occurring in the public transport industry, the Authority is being called upon to reengineer its operational and regulatory functions. | With a depleted number of paid parking, the Traffic Wardens have been attributed additional responsibilities.  
Vehicle Registration Marks are being extended to respond to public demands  
The online payment of MVL will constitute a major leap in public service.  
The implementation of the smart ticketing/cashless system will prompt the review of the mechanism for subsidy allocation to bus companies under the Free Travel Scheme. |
<table>
<thead>
<tr>
<th>SCOPE Component</th>
<th>Situational Analysis</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expectations - predictions of the internal and external conditions that are likely to materially influence, in a positive or adverse manner, the delivery of plans to meet the identified prospects</td>
<td>With the online payment of MVL, customers will benefit in terms of time and cost. This project is in process and will be operational on a pilot basis by end March 2018. The cashless system will be implemented to enhance the travelling experience of commuters on multi-modal means.</td>
<td>The online payment of MVL will constitute a major milestone. The implementation of the cashless system nationwide and the review of the Free Travel Scheme will constitute the landmarks for the Authority.</td>
</tr>
</tbody>
</table>
Major Upcoming Projects (Traffic Management and Road Safety Unit)

Research and Development
Traffic management and road safety have become complex issues. It is estimated that the number of road accidents and traffic congestion is costing the Government about 3.5-4.0 billion a year.

The ‘National Road Safety Observatory and Road Crash Data Management Section will be set up for monitoring and for constant analysis of interventions, actions, and outcomes for effective decision making.

A new Road Crash Data Management Software is being procured to help enhance the quality of crash data and to produce better analysis and research.

A Road Traffic Modelling Unit is being set up with the assistance of Korean expertise for enhanced road traffic management.

The Speed Camera system
An audit of the existing speed camera system will be undertaken to gauge the effectiveness of the speed cameras with regard to the National Road Safety Strategy.

Setting up an effective Communication Strategy
A communication strategy is being implemented to disseminate road safety information to road users with a view to raising awareness on road hazards, road crashes and their consequences; changing human behaviour through coordinated publicity and enforcement campaigns; and inculcating a culture of sharing the road space among road users. Two Communication Officers have been recruited for this purpose.

Strengthening of the Road Traffic Legislation
The Road Traffic Laws will be made more stringent to provide for stricter penalties in case of driving under the influence of some specific drugs and other noxious substances.

New perspectives for delivering Road Safety Education
A continuum of the Road Safety Education Programme from pre-primary up to tertiary levels will be introduced with the Ministry of Education and Human Resources, Tertiary Education and Scientific Research.

Re-engineering the Driving Licensing Scheme
The Driver Licensing Scheme will be reviewed to provide for a new structure and delivery of a national standard training course for all categories of drivers including riders of auto/motorcycles; and setting standards for driving schools for all types of vehicles including heavy vehicles. In the same vein, moto écoles will be set up.

Modernisation of Infrastructure
Construction of Traffic Centres at Ebène; Pointe aux Sables and Piton.
Implementation of the Bus Reengineering Strategy in the context of the Metro Express

- A redistribution and realignment of routes based on traffic analysis would be carried out for a smooth integration of the Metro Express with the existing transport system.
- Feeder services would be introduced and operators would be requested to foster the creation of new services including last mile connectivity.

To enhance the Regulatory Role of the NTA

- As part of the recommendations of the PwC Report, the Authority is being called upon to be reengineered to respond adequately to emerging developments occurring in the land transport landscape with the enlistment of experts.

Implementation of Smartcard System

- The current mode of payment of bus fares needs to be realigned with contemporary practice in force in other countries. The Smart Card Ticketing System would eventually set the stage for a more accurate administration of Free Travel Scheme whilst also easing the modal shift of commuters from bus to train and vice versa.

Regrouping of Individual Operators

- Individual operators would be encouraged to regroup themselves into Federations so as to adopt a professional stance in the conduct of their businesses and to enable them to have a structured approach to their day to day operations.

Making our Smart Bus Shelters Smarter

- As at 30 June 2017, bus stops have been equipped with smart shelters across the island by sponsors. Some 45 additional locations have already been identified by the Authority where smart bus shelters would be required. The smart bus shelters would be equipped with electronic platforms displaying bus routes and schedules. The state-of-the-art amenities would act as information systems for the travelling public. Besides, with the implementation of Urban Terminals in the main towns, the life of commuters would be greatly enhanced.

Online Payment of Road Tax

- In its endeavour to become more customer-centric, the Authority will implement the online payment of road tax by the close of the financial year.
• **Review of the Free Travel Scheme**
  - The current formula in determining compensation paid to bus operators under the FTS is based on normative values garnered as far back as 2005 and is linked to the number of licences held by operators and does not take into consideration actual ridership rates.
  - On the basis of the recommendation of the PwC, the Authority will come up with an efficient, transparent and cost effective administration of subsidy schemes including the Free Travel Scheme. The formula would incorporate updated normative values and would entail the adoption of a Claim Based Subsidy Administration system based on ridership.

• **Introduction of Barcodes on Registration Plates**
  - The project will be geared towards enhancing law enforcement by the Police.
Towards the restructure of the TMRSU...

The LTD, when formulating strategies for the land transport sector, takes special care to align itself with Government’s Vision in respect to the modernisation of the land transport landscape in Mauritius and goes to great lengths in that none of its policies prove to be incoherent.

To adapt and effectively respond to new challenges, the TMRSU will have to undergo a restructuration phase. This demands a rethinking of the current organisational structure and calls for a reinforcement of the institutional capacity of the TMRSU.

For that purpose, the TMSRU will proceed with the creation of new Sections namely, Traffic Research Planning/Modelling, Road Safety Observatory, Road Safety Education and Road Maintenance and foster an integrated approach aimed at improving service delivery and for systemic planning of traffic management issues. In the longer term, the TMRSU will be called upon to shoulder entire responsibility for the software part of the road infrastructure leaving the RDA with the task of planning, construction and maintenance of the hardware relating to the national road network.

Towards the Modernisation of the Public Transport System...

As regards the public transport system, the Metro Express would not constitute just another infrastructure investment, but will be a game changer in a wider development perspective of the land transport industry in Mauritius. Whereas the Government is geared to make an unprecedented investment in the expansion of the national road network over the next few years, commuters could find solace only if they are rid of the acute problem of traffic jam on a daily basis. The Ministry’s mission for a vibrant public transport system goes along with a modern road infrastructural network together with a rejuvenated bus fleet to provide for safe, comfortable and reliable journeys for commuters. The rejuvenation of the bus fleet would help towards the modal shift in transport, from private cars to public transport, and ensure also that the Metro Express project blends harmoniously with the bus fleet and the bus services.

With the coming into operation of the rail system, the NTA would be called upon to implement a Bus Reengineering Strategy in the most effective and efficient manner. The implementation of the Strategy which would involve, amongst others, the re-routing of buses, introduction of feeder systems and last mile connectivity services, would be necessary to address the shortfall in revenue being apprehended by the bus companies concerned and to prevent job loss in the bus industry. The strategy is also aimed at the seamless integration of the rail and bus systems.

Teamed with the above, it would be necessary for Government to develop an Integrated Smart Ticketing Solution for the Metro Express and buses based on contactless smart cards on a nationwide basis. The integrated fare structure would encourage operators to provide passengers with a broader array of services whilst also dissuading members of the public from availing of the services of illegal operators who are currently undermining the industry.
The modernisation of the land transport sector would perhaps remain incomplete without the integration of state-of-the-art technologies in administering the transport system. In the medium or long term, the NTA would have to consider the design of an Integrated Bus Management System (IBMS) which includes the digitisation of bus routes. The IBMS would allow the Authority, in its capacity of Regulator, to monitor the movement of buses and track their locations. The IBMS would concurrently foster the creation of a Passenger Information System including the design of mobile applications for dissemination of information and provision of real time information to passengers. The Ministry will, in addition, remain fully committed and focused into revamping the land transport. This would warrant the reengineering of the regulatory functions of the Authority to meet with the various challenges lying ahead.
# COMPOSITION OF THE MOTOR VEHICLE INSURANCE ARBITRATION COMMITTEE

<table>
<thead>
<tr>
<th>Statutory Bodies/ Government Owned Companies</th>
<th>Designation</th>
<th>Composition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Committee</td>
<td>Chairperson</td>
<td>Mr. Didier Dodin</td>
</tr>
<tr>
<td></td>
<td>Members</td>
<td>Mr. A. Khadun, (NTA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. S. Jewon, (TMRSU)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ms. T. Marie Jeanne, (MPI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. J.Y. Violette, (Rep of Insurance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. R. Umanee, (Motor Surveyor)</td>
</tr>
<tr>
<td>2nd Committee</td>
<td>Vice Chairperson</td>
<td>Me. S. K. Aumooybur</td>
</tr>
<tr>
<td></td>
<td>Members</td>
<td>Mr. A. Khadun, (NTA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. B. Persand, (Mechanical Engineer)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. J. Parmanum, (MPI, Engineer)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. N.A Hariff, (Rep of Insurance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. G. Sam Soon, (Motor Surveyor)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. P.D. Gooljar (TMRSU)</td>
</tr>
<tr>
<td>3rd Committee</td>
<td>Vice Chairperson</td>
<td>Me. Z. Nazurally</td>
</tr>
<tr>
<td></td>
<td>Members</td>
<td>Mr. A.K. Appajala, (NTA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. D Nathoo (TMRSU)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. S. Chunnoo, (MPI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. G. R. Landinaf, (Rep of Insurance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. A.A. Ibrahim, (Motor Surveyor)</td>
</tr>
<tr>
<td>4th Committee</td>
<td>Vice Chairperson</td>
<td>Me. V.S. Rampootab</td>
</tr>
<tr>
<td></td>
<td>Members</td>
<td>Mr. A.K. Appajala, (NTA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. Z. Ameer, (Chairman Dealers in Imported Vehicles Association- DIVA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. P. Ramful, (MPI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. A. Ruhomutally, (Rep of Insurance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. J.C. Chui Chun Lam, (Motor Surveyor)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mr. F. Krumtally (TMRSU)</td>
</tr>
</tbody>
</table>
CONTRIBUTION

For the purpose of the BIEWF Act, every bus operator and every employee, other than a retired employee, make a monthly contribution to the Fund according to the rates prescribed in the first schedule.

First Schedule

Rate of contribution by bus operators and employees of the bus industry

<table>
<thead>
<tr>
<th>Bus operator</th>
<th>50 rupees monthly in respect of each employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>25 rupees monthly</td>
</tr>
</tbody>
</table>

SOFT LOAN SCHEMES

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

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Loan Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase of Motorcycle/Autocycle loan Scheme</td>
<td>Rs 30,000</td>
</tr>
<tr>
<td>Marriage loan scheme</td>
<td>Rs 17,000</td>
</tr>
<tr>
<td>Domestic Appliances/furniture loan Scheme</td>
<td>Rs 10,000</td>
</tr>
<tr>
<td>Payment of Exam Fees</td>
<td>Rs 15,000</td>
</tr>
<tr>
<td>Purchase of Spectacles</td>
<td>Rs 5,000</td>
</tr>
<tr>
<td>Purchase of Books, school materials and laptops</td>
<td>Rs 10,000</td>
</tr>
<tr>
<td>Medical loan scheme</td>
<td>Rs 10,000</td>
</tr>
<tr>
<td>Tertiary Education loan scheme</td>
<td>Rs 10,000</td>
</tr>
<tr>
<td>House Construction and Renovation</td>
<td>Rs 15,000</td>
</tr>
</tbody>
</table>
Free Travel Cards issued to secondary school students, post-secondary students, tertiary students and the Adolescent Non Formal Education Network School (ANFEN)

<table>
<thead>
<tr>
<th>Type of card</th>
<th>July-16</th>
<th>Aug-16</th>
<th>Sep-16</th>
<th>Oct-16</th>
<th>Nov-16</th>
<th>Dec-16</th>
<th>Jan-17</th>
<th>Feb-17</th>
<th>Mar-17</th>
<th>April-17</th>
<th>May-17</th>
<th>June-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>STUDENT IDENTITY CARDS</td>
<td>6835</td>
<td>4586</td>
<td>1797</td>
<td>1365</td>
<td>677</td>
<td>336</td>
<td>48854</td>
<td>17713</td>
<td>28330</td>
<td>12460</td>
<td>8605</td>
<td>5244</td>
</tr>
<tr>
<td>SOCIAL SECURITY CARDS</td>
<td>471</td>
<td>1365</td>
<td>864</td>
<td>939</td>
<td>658</td>
<td>572</td>
<td>626</td>
<td>757</td>
<td>1242</td>
<td>909</td>
<td>707</td>
<td>1383</td>
</tr>
<tr>
<td>Total</td>
<td>7306</td>
<td>5951</td>
<td>2661</td>
<td>2304</td>
<td>1335</td>
<td>908</td>
<td>49480</td>
<td>18470</td>
<td>29572</td>
<td>13369</td>
<td>9312</td>
<td>6627</td>
</tr>
</tbody>
</table>

NUMBER OF STUDENT IDENTITY CARDS
Number of Vehicles Examined during the months of November 2016 to June 2017

<table>
<thead>
<tr>
<th>Station</th>
<th>GV</th>
<th>Buses</th>
<th>Others *</th>
<th>Total</th>
<th>Passed</th>
<th>Failed</th>
<th>% Failed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autocheck</td>
<td>6914</td>
<td>1237</td>
<td>38090</td>
<td>46241</td>
<td>42439</td>
<td>3802</td>
<td>8.2</td>
</tr>
<tr>
<td>SGS</td>
<td>6428</td>
<td>1138</td>
<td>34245</td>
<td>39009</td>
<td>33584</td>
<td>5425</td>
<td>13.9</td>
</tr>
<tr>
<td>EVES</td>
<td>7780</td>
<td>1634</td>
<td>28954</td>
<td>38368</td>
<td>32570</td>
<td>5798</td>
<td>15.1</td>
</tr>
</tbody>
</table>

*Others* : including car/contract car, taxi, motorcycles.
EDITORIAL TEAM

Editing, Concept and Designs

Mrs R Utim-Auckbaraullee
Deputy Permanent Secretary
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Assistant Permanent Secretary

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Mrs A D Ramasamy
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