

CITIZEN'S / CUSTOMER'S CHARTER

National Transport Authority Mission and Vision

The National Transport Authority (NTA) is a department operating under the aegis of the Ministry of Public Infrastructure and Land Transport. It was established under the Road Traffic Act in 1980 and has, as main responsibility, the registration of motor vehicles and their licensing, the regulation and control of road transport in Mauritius including Rodrigues and other islands falling under its jurisdiction.

The responsibility for the administration of the NTA rests with the Road Transport Commissioner.

The NTA also has a Board constituted under section 73 of the Road Traffic Act. The Board 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, passengers and contract vehicles;
- disciplinary proceedings instituted against transport operators, drivers and conductors of public service vehicles for offences committed under the Act and regulations made thereunder.

Our Vision

To establish the NTA 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.

Our Mission

- To provide the strategic framework for the delivery of public transport services and plan for future needs of the country.
- To regulate and control the transport of goods and passengers with a view to ascertaining that the public benefits from adequate, safe, affordable and reliable transport services.
- To review legislation, streamline procedures and undertake capacity building for improving efficiency and service delivery to our customers.

Our Objectives

- To ensure the implementation of government policies in respect of vehicle registration, licensing, parking control, vehicle examination and road transport services.
- To review the legal framework and procedures relating to vehicle registration, licensing and enforcement.

- To enforce the provisions of the Road Traffic Act and regulations made thereunder for the provision of satisfactory transport services and better compliance with safety requirements on our roads.
- To take over new responsibilities with a view to acting as one-stop shop for matters relating to vehicle registration and licensing.
- To improve the standards of vehicle examination.
- To ensure that smoke and noise emission standards are complied with for a cleaner environment.
- To exercise effective and strict control on on-street parking to ensure that the overall objectives of parking control are achieved.
- 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.
- To plan transport services to respond to changes in demand patterns and to cope efficiently with the challenges lying ahead.
- 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.
- 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.

Services

The NTA, as a service-oriented department is responsible for

- ❖ registration and transfer of ownership of motor vehicle;
- ❖ licensing of public service vehicles and goods vehicles as well as petrol service station;
- ❖ collection of road tax and other licence fees;
- ❖ examination of motor vehicles as to their roadworthiness;
- ❖ licensing of bus conductors;
- ❖ enforcement of road transport legislation and monitoring the level of service of public transport;
- ❖ enforcement of parking regulations;
- ❖ keeping statistics relating to motor vehicles;
- ❖ planning of new transport services;
- ❖ compensation for the free travel scheme;
- ❖ payment of subsidy on diesel; and
- ❖ issue of ID Card for students, disabled children and adults.

CUSTOMER SERVICES CHARTER

- We are committed to providing the highest levels of service to our Customers.
- We will 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 your expectations.
- We will continuously enhance our services and aim at getting things done right first time every time.
- We will interact with you to identify possible shortcomings and to provide innovative and timely solutions.
- We promise that your suggestions and complaints will be given due consideration in reviewing/improving our standards of service.
- We will provide clear, complete and accurate information on all our services.
- We will provide clear directional signs to guide you towards the services each counter/office offers.
- We will ensure that our offices and reception areas are kept clean, tidy and environmentally friendly.
- We are on hand to answer enquiries from Monday to Friday between 09h00 and 16h00.

NATIONAL TRANSPORT AUTHORITY

M.S.I. Building, Royal Road, Les Cassis, Port Louis

E-mail : nta@intnet.mu – Web Address : nta.govmu.org

PABX	202 2800
Toll Free	800 1555
Road Transport Commissioner (Thro' C.S)	202 2819
Fax	212 9386
Deputy Road Transport Commissioner (Thro' C.S)	202 2809 202 2817
Fax	213 1402
Transport Planner	202 2841
Chief Vehicle Examiner (NTA Vehicle Examination Centres)	202 2827
Manager, Financial Operations	202 2837
Secretary to the Board of the National Transport Authority	202 2823
Administrative Manager	202 2852
Assistant Transport Planner	202 2833
Senior Systems Analyst	210 9608
Office Management Executive	202 2846
Assistant Manager, Human Resource	202 2834
Human Resource Section	202 2832
Procurement & Supply Office.....	202 2801
Conductors Section	202 2840
Computer Room	202 2839
Financial Operations Section	202 2804
Identity Card Unit	202 2807
Fax	211 8115
Licensing	202 2802
Planning	202 2830
Fax:	202 2844
Registration	202 2803

Registry	202 2824
Statistics	202 2831
Principal Traffic Warden	202 2835
Traffic Wardens	202 2845
Inspectorate	
Fax	212 9399
Transport Controller	
Licensing & Registration Sections	202 2822
Inspectorate, Warden, Rodrigues, Examination of Vehicles	202-2813
Chief Road Transport Inspector	
Black River, Grand Port, Plaines Wilhems (Lower & Upper), Port Louis (South), Savanne	202 2825
Flacq, Moka, Pamplemousses, Port Louis (North), Rivière du Rempart	202 2820
Principal Road Transport Inspector	
Black River, Lower Plaines Wilhems, Port Louis (South)	202 2806
Grand Port, Savanne, Upper Plaines Wilhems	202 2818
Pamplemousses, Port Louis (North), Rivière du Rempart	202 2851
Flacq, Moka	202 2810
Rodrigues	831 2095
Office hours	- 08h45 to 16h00
Cash Office hours	- 09h00 to 15h00