Historic internal democracy in KZN SANTACO: Duma hails 246 taxi associations for avoiding conflict that could have destabilized the public transport system

Media and Public Statement by the MEC for Transport and Human Settlements, Siboniso Duma.

28 October 2025

Inkosi Mhlabunzima Maphumulo House: Today we had a historic meeting with the newly elected leadership of the KwaZulu-Natal South Africa National Taxi Council.

We have congratulated the leadership and more than 246 taxi associations for their exemplary conduct.

The recent peaceful elective conference was nothing more than a display of a maturing democracy within this 24-year-old organization.

SANTACO is the pillar of the public transport system.

Any conflict or bloodletting associated with the conference would have embarrassed the whole province and created instability in the public transport sector.

We don't take for granted such a successful elective conference within the context of understanding differences associated with any election.

We wish to highlight key takeaways from today's meeting:

- We responded to a request from KZN SANTACO to appoint a dedicated official to champion the development of the taxi industry. For instance, defensive driving to ensure road safety and the overall development of the taxi drivers and taxi operators will be on top of the agenda moving forward.
- 2. SANTACO will have a meeting/workshop with executives from 16 regions. In this meeting a programme of action will be developed to guide the next four years of the term of office of the new leadership.
- 3. The KZN Department of Transport and KZN SANTACO will work together in the interest of the people of KwaZulu-Natal but each organization will retain its independence. Where there are differences, these will be managed through monthly meetings.
- 4. Both parties agreed to strengthen the Public Regulatory Entity's capacity in eThekwini Region in particular for the handling and processing of new applications for operating licences. Currently, there are 112 associations served by the office.
- 5. An undertaking was made to improve the digital system for the lodging and processing of applications for the operating licenses in order to reduce the waiting time and long queues. The Department is already migrating from hard copy (paper-based operating licenses) to digital operating licenses. This will enable operators to lodge applications remotely.
- 6. An E-Hailing Summit will be held next month involving the National Department of Transport, the KZN Department of Transport, municipalities, KZN SANTACO and all stakeholders in the e-hailing sector.
- 7. A provincial event will be held to introduce the newly elected leadership. The event will be attended by national and provincial leaders as well as key stakeholders. It will be hosted jointly by the KZN Department of Transport and KZN SANTACO.

Ends.

Enquiries