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No.	Date Received	Status	Acknowledgment Date	Reference Number	Complainant	Complaint	Fee	Invoice	Hearing Date	Details of Outcome	Record of Decision Issue Date	Court Review? Yes/No	Court Review Status	Age Analysis	Complaint status	General Comments
1	20/10/2009	Resolved	2009/11/11	RC2009/10/0001	Mediterranean Shipping Company (Pty) Ltd	Request for extension in terms of Directive 2(2)	R2000 Cheque payment	PR000001								
2	03/11/2009	Active	2009/01/08	RC2009/11/0002	Panargo Shipping (Pty) Ltd	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.			11-12 November 2015	he Respondent is ordered to, in its current tariff review process, take appropriate steps to investigate a seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	None.	No	None.	11 years	Complaint on-going as report submitted is in dispute.	Hearing to be convened in regards to this matter
3	04/11/2009	Withdrawn	2009/11/11	RC2009/11/0003	FPT	FPT lease changed to reflect multi-purpose terminal status	R2000 Cheque payment	PR000002								
4	04/11/2009	Withdrawn	2009/11/11	RC2009/11/0004	FPT	Lease charges raised bt the NPA for land and fcailities in ports not consistent between different operators	R2000 Cheque payment	PR000003								
5	04/11/2009	Withdrawn	2009/11/11	RC2009/11/0005	FPT	Transnet Port Terminals development of Cape Town E-berth cold store ouatside of the requirements of the Ports Act	R2000 Cheque payment	PR000004								
6	04/11/2009	Abandoned	2009/11/11	RC2009/11/0006	Maritime Carrier Shipping GMBH & co and Galborgh Pte Ltd	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000005	No hearing was undertaken even though file indicates matter was ready to be heard.	No outcome.	None.	No.	None.		abandoned	The last correspondence received was 2011.
7	4/11/2009	Abandoned	2009/11/11	RC2009/11/0007	King & Sons A division of Grindrod Ships Agencies (Pty) Ltd	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000006	No hearing was undertaken even though file indicates matter was ready to be heard.	No outcome.	None.	No.	None.		Abandoned	Last correspondence was received on 19 April 2011.
8	05/11/2009	Abandoned	2009/11/11	RC2009/11/0008	Island View Shipping (Pty) Ltd	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000007	No hearing was undertaken even though file indicates matter was ready to be heard.	No outcome.	None.	No.	None.		Abandoned.	Last correspondence received on 13 December 2012.
9	5/11/2009	Withdrawn	2009/11/11	RC2009/11/0009	B&S international Limited		R2000 Cheque payment	PR000008								
10	05/11/2009	Abandoned	2009/11/11	RC2009/11/0010	Nippon Yusen Kaisha Line (NYK Line)	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000009	No hearing was undertaken even though file indicates matter was ready to be heard.	No outcome.	None.	No.	None.		Abandoned	Last correspondence received 19 April 2011.
11	05/11/2009	Abandoned	2009/11/11	RC2009/11/0011	Gearbulk (SA)(Pty)Ltd	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000010	No hearing was undertaken in respect of this matter.	No outcome.	None.	No.	None.		Abandoned	Last correspondence received on 20 November 2014.
12	05/11/2009	Abandoned	2009/11/11	RC2009/11/0012	MOL South Africa (Pty) Ltd	Complaint against the increased pilotage tariff that remained at the same level despite the change of the pilotage services from the helicopter to boat at the Ports of Richards Bay.	R2000 Cheque payment	PR000011							Abandoned	
13	05/11/2009	Resolved	2009/11/11	RC2009/11/0013	Columbus Stainless (Pty) Ltd		R2000 Cheque payment	PR000012								
14	5/11/2009	Abandoned	2009/11/11	RC2009/11/0014	Tall Ships (Pty) Ltd t/a LBH South Africa	The complaint is against the use of a pilotage fee in the instance where a helicopter was not used.The complainant seeks an investigation to be undertaken in the seperation of pilotage tariffs depending on the use of a helicopter,pilot boat or any other mode of transport as may be predictable in order to justify tariffs payable by users.	R2000 Cheque payment	PR000013	No hearing was undertaken in respect of this matter.	No outcome.	None.	No.	None.		Abandoned.	Last correspondence received 9 April 2011.
15	05/11/2009	Resolved	2009/11/11	RC2009/11/0015	Brunner Mond SA (Pty) Ltd .		R2000 Cheque payment	PR000014							Resolved	
16	25/11/2009	Abandoned	21/07/10	RC2009/11/0016	Algoa Bay Yacht Club PE	Rental dispute	R2000 Cheque payment	PR000021							Abandoned	
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1	01/04/2010	Resolved	04/01/2010	RC2010/04/0017	Siyakhuphuka Investement		PR0000015	R2000 Cheque Payment				yes	ongoing			
2	12/05/2010	Withdrawn	18/05/2010	RC2010/05/0018	South Afriican Petroleum Industry		PR0000017	R2000 Cheque Payment								
3	23/06/2010	Resolved	23/06/10	RC2010/06/0019	Columbus Stainless Steel		PR0000019	R2000 Cheque Payment								
4	15/07/2010	Resolved	15/07/2010	RC2010/07/0020	GMSA (Pty) Ltd General Motors South Africa		PR000020	R2000 Cheque Payment								
5	14/09/2010	Withdrawn	15/09/2010	RC2010/08/0021	Optimum Coal Terminal		PR0000022	R2000 Cheque Payment								
6	15/09/2010	Resolved	15/09/2010	RC2010/09/0022	Ballyhoo Restaurent		PR0000023	R2000 Cheque Payment							Resolved	
7	07/10/2010	Withdrawn	10/07/2010	RC2010/10/0023	South Africa Association of Ship Operations		PR0000024	R2000 Cheque Payment							withdrawn	
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1	4/1/2011	Abandoned	2011/11/01	RC2011/12/0024	Mossel Bay Indigenous Fisherman		R2000 Payment	PR0000025							abandoned	
2	25/01/2011	Abandoned	14/03/2011	RC2011/01/0025	Neville Beling		Pensioner								abandoned	
3	26/03/2011	Resolved		RC2011/03/0026	Ceva Logistics South Africa (Pty) Ltd		R2000 Cheque Payment	PR0000026							resolved	
4	30/06/2011	Resolved		RC2011/06/0027	Columbus Stainless Steel		R2000 Cheque Payment	PR0000027							resolved	
5	28/08/2011	Withdrawn	2011/01/08	RC2011/06/0028	Northern Ocean Marine		R2000 Cheque Payment	PR0000028							withdrawn	
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1	18/01/2012	Abandoned		RC2012/01/0029	Palabora Mining Company Limited	Cargo dues	PR0000030	R2000 Cheque Payment							abandoned	
2	03/05/2012	Resolved	2012/07/05	RC2012/05/0030	Kuhne & Nagel (Pty) Ltd	Cargo dues	PR000033	R2000 Cash payment							resolved	
3	19/10/2012	Abandoned	19/10/2012	RC2012/10/0031	Eugene Henry Van Niekerk	The tendering of Quay by TNPA	PR00037	R2000 payment							abandoned	
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1	13/10/2014	Active	15/10/2014	RC2014/10/0032	Trade Ocean Shipping (Pty) Ltd	TPT Pricing/ Authority's S11(1)(h)								6 years 2 months	Pending	
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1	04/06/2015	Abandoned	2015/04/06	RC2015/06/0033	Robin Shipping SA	The master of the vessel did not request any additional tugs, and there was no mention of extra costs due to the master by NPA	No fee attached	PR000							abandoned	
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1	10/02/2017	Abandoned	23/02/2014	RC2017/02/0034	Mossel Bay Yacht and Boat Club	The Complainant leased property in the port of Mossel bay, the lease subsequently expired. The premises were put out to tender and the tender was awarded to the third respondent (Mossel Bay Waterfront (Pty) Ltd. The applicant was then requested to vacate the premises. The applicant then sought to have the decision of the tender award reviewed, the main argument given was that the third respondent did not comply with the requirements and terms and conditions as set out by the tender invitation. The complaint was stayed pending a review of the High Court.	RC2017/02/0034	R2000 EFT	No hearing was undertaken in repsect of this matter.	The High Court found that the applicant had failed to support the allegation that there had been a failure to comply with the tender bid requirements and the matter was dismissed with costs. The matter was considered in the Supreme Court of Appeal and application for leave was dismissed with costs on the grounds that there are no reasonable prospects of success ad there is no other compelling reason why an appeal should be heard					abandoned	.
2	07/10/2017	Abandoned	07/10/2017	RC2017/10/0035	Algoa Bay (Interim Relief)	The complaint is in relation to a lease dispute that was resolved by the High Court on 23 August 2017.The complainant lodged this complaint seeking an order that it remain in the premises.				Ports Regulator does not have jurisdiction to overrule a judgement of the High Court.		No			abandoned	
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1	22/02/2018	Resolved	23/02/2018	RC2018/0036	Avedia Energy (Pty) Ltd	Avedia energy complaining against the NPA in terms of section 30,46 and 47,in regards to the alleged failure of the authority to perform its statutory functions.		R 2 000 EFT	1-5 September 2020	Complaint and appeal combined. Order granted in favour of the Avedia granting the Complainnt permission to temporarily offload quayside for a period of six months pending the interconnection	16-Sep-20	No	No		Resolved	
2	10/12/2018	Active		RC2018/12/0011	Atlantic Stevedoring	Complaint of failure to process stevedoring application.								2 years	pending	Complianant to confirm whether wishes to proceed with complaint
3	13/12/2018	Active	20/12/2018	RC2018/12/0018	PetroSA	Award of a lease to a third party. Grounds of complaint is that lease was unfairly awarded								2 years	pending	Complianant to confirm whether wishes to proceed with complaint
4	Feb-18	Resolved		RC2018/02/036	Avedia Energy (Pty) Ltd	Complaint against refusal by NPA to offload LPG			1-5 September 2020		16-Sep-20	yes	ongoing		On review	
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1	05/06/2019	Active	07/06/2019	RC2019/06/0019	Southern Energy Trading	compliant regarding denying access to the port		R3000 eft						1 year 6 months	pending	Complainant to confirm whether they wish to proceed with complaint
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1	13/07/2020	Resolved		RC 2020/07/0013	NOOA Petroleum	Objection by the NPA to Complainant's subsidiary company's NERSA license to build and operate a fuile storage facility at Abrose park			Investigation conducted	Matter does not fall within the jurisdiction of the Ports Regulator					Resolved	
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