



National Gambling Board
South Africa
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FOR IMMEDIATE RELEASE

NATIONAL GAMBLING BOARD MEDIA RESPONSE TO CLARIFY VERIFIED GAMBLING OPERATORS WEB PORTAL

Pretoria, 11 May 2026

The National Gambling Board (“NGB”) notes the recent commentary regarding the NGB Verified Gambling Operators Web Portal currently available on the NGB website and wishes to reiterate the purpose and importance of this initiative in protecting members of the public against illegal gambling activities in South Africa.

The Verified Gambling Operators portal was introduced as part of the NGB’s ongoing efforts to strengthen consumer protection, enhance transparency within the gambling sector, and support collaborative regulatory oversight across all provinces. The Verified Gambling Operators portal is intended to provide the public with information relating to operators and premises licensed by the relevant Provincial Licensing Authorities (“PLAs”) in terms of the applicable provincial gambling legislation and the National Gambling Act, 2004 (“NGA”). The register is compiled from information submitted by the nine PLAs, which are the statutory authorities responsible for the issuing, administration, suspension and closure of gambling licences within their respective jurisdictions.

The intention of the platform remains unchanged: **to provide members of the public with a centralised and accessible reference point to assist them in identifying gambling operators that are licensed within the South African regulatory framework.** The platform further supports broader efforts to combat illegal gambling, including illegal online and offshore gambling activities that continue to pose significant risks to consumers and the economy.

Regarding the references to entries reflecting the word “CLOSED”, it is important to clarify that this does not necessarily mean that unlawful gambling activity is taking place, nor does it mean that the register is providing incorrect assurances to the public. In the Limited Payout Machine (“LPM”) industry, a site may be reflected as closed for a variety of operational and administrative reasons, including but not limited to:

- temporary renovations;
- the premises owner or operator temporarily ceasing trading activities;
- non-payment of applicable fees;
- disputes between site operators and route operators; or
- other operational circumstances communicated to the relevant PLA.



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Accordingly, it is incorrect to assume that the mere appearance of the word “CLOSED” indicates regulatory failure or that the premises are unlawfully operating gambling activities. Unless there is evidence that gambling operations continue unlawfully at such premises, the conclusion that the register’s assurances are “false” is speculative and unsupported.

The commentary further refers to online gambling and the “Remote Gambling Bill B11-2024” as though the absence of online operators on the register is a consequence of that Bill. This is an incorrect assertion as gambling regulation in South Africa is governed by Acts of Parliament and applicable provincial legislation, and not by proposed bills that have not been enacted into law. At present, the applicable national legislation remains the National Gambling Act, 2004 together with the respective provincial gambling statutes. Additionally, the assertion that the register contains “zero online gambling operators” is similarly inaccurate. The register includes licensed bookmakers authorised by the relevant provincial authorities to offer online sports betting within the existing legislative framework.

As the first initiative of its kind in South Africa, the Verified Gambling Operators portal represents an important step towards improving transparency, information accessibility, and cooperative governance within the gambling regulatory environment. The NGB welcomes the fact that stakeholders are actively interacting with the portal and contributing observations that contribute towards strengthening regulatory systems and improving public-facing tools. The NGB continuously engages with PLAs to improve data quality, consistency and reporting processes in support of effective consumer protection and regulatory oversight.

Acting Chief Executive Officer, Mr Lungile Dukwana reiterate that “members of the public are encouraged to continue verifying gambling operators through the platform and to report any suspicious or potentially illegal gambling activities to the NGB or the relevant Provincial Licensing Authority. The platform is not intended to promote gambling, but rather to protect consumers from unlicensed and unlawful gambling operations by improving access to regulatory information.”

The NGB remains committed to working collaboratively with the PLAs and other stakeholders to strengthen regulatory oversight, improve data management systems, and enhance public confidence in South Africa’s regulated gambling industry.



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ABOUT THE NATIONAL GAMBLING BOARD

The National Gambling Board (NGB), an agency of the Department of Trade, Industry and Competition (dtic), was established in terms of the National Gambling Act, Act No 33 of 1996 which was repealed on 01 November 2004 by the National Gambling Act, 2004, (Act No 7 of 2004) ('the Act'). The Act makes provision for the oversight of matters relating to casinos, bingo, betting and wagering and Limited Payout Machines (LPMs), and promotes uniform norms and standards in relation to gambling throughout South Africa.

The strength of the NGB is informed by multiple decades of regulating a gambling industry which was fragmented with low credibility from the pre-1994 era. Its performance outcome is an effectively regulated and continuously supervised gambling industry, which is a significant economic sector that upholds national and internationally recognised standards of compliance and consequently national and international industry reputation.

The NGB is a regulator with concurrent competencies with the provincial gambling regulators. Its work is to ensure harmonisation and consistency with the National Gambling Act and its statutes. The NGB provides a stable environment within which the gambling industry can grow its operations for the benefit of all.

Additionally, the NGB prioritises broad-based public education around illegal gambling and responsible gambling in the best interest of the South African public, balancing a capable state, with the economic growth of the industry and social cohesion.

Vision

To position South Africa as the pre-eminent jurisdiction with an exemplary and effectively regulated gambling industry.

Mission

Lead the regulation of the gambling industry in the fulfilment of the National Gambling Act, 2004, through an effectively regulated and supervised gambling industry that upholds domestic, continental and internationally recognised standards of compliance.

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