National Gambling Board
South Africa
a member of the dtic group

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MEDIA STATEMENT

FOR IMMEDIATE RELEASE

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THE NATIONAL GAMBLING BOARD MARKS NATIONAL RESPONSIBLE GAMBLING MONTH, CALLS FOR GREATER PLAYER PROTECTION AND PUBLIC AWARENESS

The National Gambling Board (NGB) marks National Responsible Gambling Month this November by calling on all South Africans who choose to gamble to do so responsibly and remain mindful of the financial and social consequences associated with gambling.

The latest industry statistics for the 2025/26 financial year reflect the scale of gambling activity in South Africa, with total gambling turnover reaching R1.8 trillion and Gross Gambling Revenue (GGR) amounting to approximately R84.5 billion. Betting accounted for 74% of national GGR, generating R62.2 billion and recording growth of 19.6% compared with the previous financial year.

These trends reinforce the importance of public education, consumer protection and access to responsible gambling support services. In fulfilling its national regulatory mandate, the NGB promotes responsible gambling, supports compliance with national gambling legislation and works with relevant authorities to address illegal gambling.

Acting Chief Executive Officer of the NGB, Mr Lungile Dukwana, emphasises the importance of protecting the public.

“The continued development of the gambling industry must be accompanied by a collective commitment to safeguarding the wellbeing of South Africans. Provincial Licensing Authorities must ensure that gambling operators comply with section 15 of the National Gambling Act,

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particularly its prohibition on advertising that targets or attracts minors. Protecting vulnerable groups and addressing gambling-related harm require a shared commitment from regulators, operators and society," says Mr Dukwana.

Central to the NGB's responsible gambling efforts is the National Responsible Gambling Programme (NRGP), implemented by the South African Responsible Gambling Foundation (SARGF). The programme addresses gambling-related harm through public education, research, counselling and treatment services, including assistance for affected families.

The NGB complements these interventions through broad-based public education initiatives undertaken in collaboration with Provincial Licensing Authorities (PLAs), government departments, educational institutions and other stakeholders. These initiatives raise awareness of responsible gambling practices, the consequences of excessive gambling and the risks associated with illegal gambling.

These NGB's efforts to promote responsible gambling are further supported by its Memorandum of Understanding with NGB's with the South African Responsible Gambling Foundation (SARGF), the National Student Financial Aid Scheme (NSFAS) and the National Credit Regulator (NCR), which contribute to responsible gambling awareness, student wellbeing and financial literacy. Recognising the influence of advertising on consumer gambling behaviour, the NGB has also entered into a Memorandum of Understanding (MoU) with the Advertising Regulatory Board (ARB) to strengthen cooperation and information sharing in addressing gambling advertising concerns and promoting compliance with applicable advertising requirements. Members of the public experiencing gambling-related difficulties can access free and confidential counselling and treatment referrals through the NRGP's 24-hour toll-free helpline on 0800 006 008 or WhatsApp on 076 675 0710.

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The NGB's efforts to protect the public also extend to combating illegal gambling. In terms of section 66 of the National Gambling Act, the NGB works with Provincial Licensing Authorities (PLAs) and law enforcement agencies to address unlawful gambling activities, including through coordinated enforcement operations undertaken at the request of provincial authorities or as directed by the National Gambling Policy Council.

Through joint enforcement operations with Provincial Licensing Authorities (PLAs) and law enforcement agencies, the NGB continues to support efforts to combat illegal gambling across the country. During the first six months of the 2026/27 financial year, the NGB participated in joint inspections and operations with PLAs and law enforcement agencies in KwaZulu-Natal, Gauteng, Limpopo and the Northern Cape, targeted suspected unlawful gambling activities. In KwaZulu-Natal, operations resulted in the confiscation of seven illegal gambling machines and the registration of four criminal cases. In Limpopo, operations conducted in Modimolle and Lephalale resulted in thirteen arrests and the seizure of R10 853.10 in cash from illegal gambling proceeds. Further operations in the Northern Cape and Gauteng resulted in arrests, confiscations and criminal cases.

The NGB also identifies and monitors suspected illegal online gambling websites through ongoing monitoring activities and information received, including complaints. During the same six-month period, it identified forty-three websites suspected of offering unlawful gambling services. Where potentially unlawful online gambling websites are identified, the NGB pursues appropriate interventions, including cease-and-desist notices and referrals requesting restrictions on access to illegal gambling content.

Addressing illegal online gambling requires cooperation from Internet Service Providers (ISPs), digital platforms and other relevant institutions. The NGB welcomes the cooperation received from some ISPs and encourages greater participation from others in responding to

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requests to restrict access to identified illegal gambling websites. Strengthened cooperation across the sector will contribute to ongoing efforts to combat illegal online gambling and protect the public. The NGB is also exploring technological solutions to strengthen the monitoring, reporting and restriction of illegal gambling websites.

Mr Dukwana also stresses the need for accountability among licensing authorities and gambling operators.

“Illegal gambling exposes the public to activities that operate outside the safeguards established by law. We will continue working with Provincial Licensing Authorities and law enforcement agencies to address unlawful operations. We also call on PLAs, as the relevant licensing authorities, to ensure that non-compliance by licensed operators is addressed through appropriate regulatory action. Operators must uphold responsible gambling practices and put effective player protection measures in place,” says Mr Dukwana.

The NGB encourages members of the public to verify that gambling operators are appropriately licensed through its Verified Gambling Operators Web-Portal. Suspected illegal gambling activities, including unlicensed gambling premises and unlawful online gambling platforms, can be reported to the relevant PLA or the NGB on 010 003 3475 or via email at info@ngb.org.za.

ENDS

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ABOUT THE NATIONAL GAMBLING BOARD

The National Gambling Board (NGB), an agency of the Department of Trade, Industry and Competition (the 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