

# NATIONAL LAND TRANSPORT AUTHORITY

## COVID-19 EXCEPTIONAL MEASURES

### *FREQUENTLY ASKED QUESTIONS (FAQs)*

These FAQs are being provided in order to clear any confusion as far as possible.

For any additional clarification, you may send an email to [nta@govmu.org](mailto:nta@govmu.org) and the

FAQs will be revised accordingly, as appropriate, for public information.

A separate FAQ will be issued, in due course, for regions forming part of Constituencies 15,16 and 17.

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**1. On which sources of information should I rely for transport issues?**

*Members of the Public should rely on the Government Information Services (GIS) and other Communiques as released by the NLTA in the Press, MBC or audio channels which are official and reliable source of information.*

**2. Are the measures permanent?**

*No, they are exceptional measures in view of the present COVID-19 sanitary situation. These measures may be revised depending on the evolution of the situation.*

**3. As from what time will buses start operating on 15 March 2021?**

*A skeleton bus service will be in place as from 06 00 hrs to 20 00 hrs everyday. An hourly bus service will be available on all major bus routes and depending on demand during the day.*

**4. Will there be bus services during Week-Ends and public holidays?**

*Yes, a minimal service will be ensured during the morning and afternoon on an hourly basis subject to demand during the day.*

**5. I am a bus conductor and my conductor's licence is expiring. What should I do?**

*You should contact the NLTA as soon as possible through your employer. The employer has the contact details of the NLTA Inspectors in order to initiate necessary actions.*

**6. How will bus operation be enforced?**

*The NLTA is the only Regulatory body providing time tables to bus operators. Inspectors of the NLTA will be deployed to monitor and ensure that bus operations are provided as per the approved schedules.*

**7. Are taxis in operation?**

*Yes, taxis will provide service to the public subject to the taxi driver having a Work Access Permit and being duly registered with the NLTA if he is not the licensee.*

**8. What will happen if my licence expires during the lockdown?**

- a) The renewal of all Public Service Vehicle Licences (PSVLs) (i.e Contract cars, Contract buses, Taxis) has been extended up to 31 August 2021. There will be no surcharges or cancellation of PSVLs.*
- b) The renewal of Carrier's Licences has also been extended up to 31 August 2021.*
- c) Road Service Licences have also been extended up to 31 August 2021, except for buses which have attained their maximum age of 18 years.*

**9. What happens if my Motor Vehicle Licence (MVL) expires during the lockdown?**

*If a Motor Vehicle Licence has expired at the end of February 2021, March 2021 and April 2021, there will be no surcharge if the owner of the vehicle renews it by 31*

August 2021. However, you should ensure that the vehicle has a **valid** insurance cover.

**10. What if I did not renew my MVL by end of 31 August 2021?**

*If you do not intend or is not able to renew your MVL by end of 31 August 2021, you should inform this office by mail ([nta@govmu.org](mailto:nta@govmu.org)) on or before 31 August 2021.*

**11. What happens if the Certificate of Fitness of my vehicle has expired during the lockdown?**

*Strictly within the lockdown period, vehicles without a Certificate of Fitness may be used on the road **PROVIDED THAT** they have a valid Insurance Cover. It is, however, strongly recommended that, as far as possible, a vehicle without a Certificate of Fitness not be used within the lockdown period.*

**12. I applied for a transfer of licence for either my taxi or my contract bus. Will it be processed?**

*Applications for transfer of licences will not be entertained during the lockdown period. Applicants will be contacted after the situation becomes normal again.*

**13. I applied for a contract bus/car licence. When will I be called for a hearing?**

*Hearings have been temporarily stopped in order to comply with sanitary protocols.  
You will receive your convocation letter as soon as the situation becomes normal again.*

**14. I have been granted a contract car/bus licence. I must implement it within 6 months. Is this provision maintained?**

*a) You can implement your licence not later than 31 August 2021, if your 6 months' delay is to expire.*

*b) If you have been granted a licence this month, (i.e March 2021), you would still have your 6 months' delay to respect.*

**15. Is social distancing mandatory in buses, taxis, at bus stops, at bus shelters or bus stations and at taxi stands?**

*Yes, they are mandatory and may be subject to sanctions if not observed. Face Masks should also be properly worn by all.*

**16. I am a contract car or contract bus licensee. Why I am not allowed to use my licenced vehicle?**

*We are currently under a lockdown and should you wish to use your vehicle for business purposes, you should contact the police for an accessibility permit. The NLTA only grants you a licence with conditions attached and the NLTA enforces those conditions.*

**17. Are Petrol Service Stations operational?**

*Yes, from 06 00 hrs to 18 00 hrs everyday.*

**18. What happens if my Petrol Service Station Licence expires during the lockdown period?**

*You may operate provided that your Fire Service Certificate is valid. You may renew your licence by 31 August 2021 without surcharge. Only arrears, as applicable, will apply.*

**19. What happens if I reserved a personalised registration mark online and the reservation is expiring now?**

*Your reservation will be extended up to 31 August 2021.*

**20. What happens if I purchase a personalised registration mark online and the delay to implement the mark after 5 days cannot be met?**

*You should safeguard the printed receipt and produce same to the NLTA upon reopening of offices.*

**21. Can I still renew my Motor Vehicle Licence (MVL) online?**

*If you renewed your MVL online previously, you will be able to do so this time again provided you have a valid insurance.*



## **22. Do I have to get a WAP to operate my taxi?**

No, you do not need a WAP.

*Taxi drivers shall have to produce their Public Service Vehicle (Taxi) Licence (PSVL) or Full-Time Driver's Licence or Part Time Driver's Licence, as applicable, to an Enforcement Officer, on demand. The PSVL (Taxi) Licence or Full-Time Driver's Licence or Part Time Driver's Licence will serve as a WAP for the taxis. Taxi operators should also strictly adhere to sanitary protocols.*

*In line with the Closing Down Order applicable in Constituencies 15,16 and 17, taxi operators having their base of operation in these Constituencies will be authorised to operate only within Constituencies 15,16 and 17 and will not be allowed to operate outside these Constituencies. However, these taxi operators will be allowed to proceed outside these Constituencies **ONLY** in the following exceptional circumstances:*

- 1. in case of a medical emergency or to convey a person to the hospital for his appointment. The person proceeding to a medical institution for appointment should, on demand, produce documentary evidence to an Enforcement Officer; and*
- 2. to convey students sitting for an examination in an Examination Centre situated outside Constituencies 15,16 and 17. The student should, on demand, produce his Timetable and Student Identity Card to an Enforcement Officer.*

*Likewise, taxi operators having their base of operation outside Constituencies 15,16 and 17 will not be allowed to enter into these Constituencies except in case of a medical emergency, that is, to convey passengers to a medical institution found in these Constituencies or to convey students sitting for an examination in an Examination Center found within these Constituencies. The student should, on*

*demand, produce his Timetable and Student Identity Card to an Enforcement Officer.*

**23. What will happen if I do not have a Valid Student Identity Card or I have lost it when I need to attend examinations during the closing down order (lockdown)?**

*Arrangements regarding Student Identity Card (SIC) for free travel of students shall be as follows:*

*(a) students attending examinations should produce their respective examination timetable and their SIC in their possession upon request from an enforcement officer; and*

*(b) in case a student has lost his/her SIC, he/she shall produce his/her examination timetable only.*

*The validity of SICs which has already expired or will expire on 30 April 2021, has been extended up to 31 October 2021. Students will, thus, be able to use the SIC in their possession.*

**24. How will I get my Student Identity Card if not yet received?**

*You will only get it after the lockdown.*

*A student who has already applied for a SIC at the NLTA is requested to call his/her educational institution for the collection of his/her SIC.*

*A student who wishes to apply for a SIC should contact his/her institution for necessary procedures to be initiated.*

**25. Will there be a dedicated school services for students attending the NCE/PSAC examinations?**

*Yes. Operators of contract school buses have been, exceptionally, allowed to operate during the period of examinations subject to observance of strict sanitary protocol.*

**26. When will the NLTA counters resume their operations? Will it be in alphabetical order as for supermarkets/hypermarkets?**

*The NLTA counters at its Head office, Cassis and sub offices at Sub-Offices at Flacq, Plaine Lauzun and Forest Side will resume operation as from 01 April 2021 until further notice.*

*The counters will operate strictly as follows: - A to F – Monday and Thursday; G to N – Tuesday and Friday; and O to Z – Wednesday and Saturday from 08 45 hrs to 15 00 hrs on weekdays and from 08 45 hrs to 12 00 hrs on Saturdays.*

**27. Will Vehicle Examination Stations be in operation for fitness of vehicles?**

*Vehicle Examination Stations at Autocheck Ltd, SGS Ltd, Eastern Vehicle Examination Stations located at Plaine Lauzun, Forest Side and Laventure respectively will undertake examination of motor vehicles as from 01 April 2021 until further notice as per the same alphabetical order as for NLTA counters.*

*However, examination of vehicles within red zone will have to be effected strictly at SGS Ltd, Forest Side. Examination of vehicles in green zones shall be effected at Autocheck Ltd and EVES Laventure.*

**28. If the Lockdown Order is extended, please advise if my vehicle could be used for medical emergencies or to go to the supermarket during days I am allowed to circulate?**

*Yes, provided your MVL has not expired. However in case your MVL has expired during the months of February to April 2021, an extension for payment of the road tax has been provided up to 31 August 2021 and no surcharge will be applicable during that period. Hence you will be allowed to circulate provided your vehicle has a valid insurance cover.*

**29. Does purchase of personalized registration mark be effected at the NLTA office instead of online?**

*Purchase of personalized registration mark comprising a combination of letters from FN to ZZ followed by four numeric figures from 1 to 1000 is available on the online platform of the NLTA.*

**30. If I purchase the personalized registration mark online, is there any way to pay for it except with MasterCard?**

*Payment can be effected with credit card only.*

**31. I have not purchased the car yet, can I purchase the personalized registration mark first?**

*No. Only reservation of the personalized registration mark can be effected against payment of Rs 2000. The reservation period is valid for one year only and shall not be transferable.*

**32. After I have purchase the personalized registration mark, when will it be eligible for use?**

*Upon purchase of the personalized registration mark, you are required to call at the NLTA sub office, Autocheck Ltd, Plaine Lauzun for collection of the horse power after five working days. You should bring along the horse power, receipt of payment and National Identity Card.*

**33. Is personalized registration mark starting with 'A' to 'FL' available?**

*You should apply for a specific registration mark starting with letters 'A' or 'FL' followed by numeric figures from 1 to 3000 on a prescribe form available on the website of the NLTA or at the reception desk of the NLTA, Cassis.*