

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 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 Communiqués 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. Are the NLTA offices opened during the confinement?

No, all the NLTA offices, including Vehicle Examination Stations, are closed to the public until further notice.

4. Why are buses not available before the 15 March 2021?

To allow employees of the transport sector to obtain their Work Access Permits (WAPs).

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.*

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

*If a Motor Vehicle Licence expired at the end of February 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. On the other hand, any*

arrears between end February 2021 and 31 August 2021 will be have to be paid but without any surcharge.

12. 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.*

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. Are Petrol Service Stations operational?

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

19. 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.

20. 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.

21. 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.

22. 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.***

23. When will counters at the NLTA reopen?

The reopening date will be communicated and an alphabetical order system could be put in place.

24. Will sub-offices of NLTA at Flacq and Forest Side open when the NLTA Head Office counters resume?

A Communique will be issued to inform the Public accordingly.

25. 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.

26. 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.

27. 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.

28. Will there be a bus service in Constituencies 15,16 or 17?

No, there will be no such service during the lockdown period except during examination periods. During examination periods, bus services will be dedicated strictly to students and examination invigilators.

29. Will there be a bus service outside Constituencies 15, 16 and 17?

Yes, there will be a skeleton bus service.

Bus services have resumed as from Monday 15 March 2021 and a skeleton bus service will operate as from 0600hrs to 20 00 hrs everyday. An hourly service will be available on all major bus routes and depending on demand during the day.

On Week-Ends and Public Holidays, minimal bus services will be ensured during the morning and afternoon on an hourly basis subject to demand during the day.

In line with the Closing Down Order issued on 11 March 2021, there will be no buses serving towns and villages situated in Constituencies 15, 16 and 17. In addition, no buses will depart from any bus stations or bus stands to enter into any of these Constituencies.

Consequently, the NLTA has, as from Monday 15 March 2021, temporarily redirected buses as provided hereunder.

Buses coming from Mahebourg, L’Escalier, Carreau Acacia, St Hubert and Riviere du Poste.

Bus Route	Revised Itinerary
Route 9 – (Mahebourg to Curepipe)	Will be redirected via Rose Belle, Union Park and Grand Port Road up to Nouvelle France Police Station
Route 104 – (L’Escalier to Curepipe)	
Route 137 (Carreau Acacia to Curepipe)	
Route 87 (St Hubert to Curepipe)	
Route 62 (Riviere du Poste to Curepipe)	

Buses coming from Savanne Region

Bus Route	Revised Itinerary
Route 6/6A – (Riviere des Galets/ Chamouny to Curepipe)	Will be redirected via Rivières des Anguilles, La Flora, Pont Colville, Savanne Road up to Nouvelle France Police Station
Route 133 – (Choisy to Curepipe)	
Route 34 (Bois Cheri to Curepipe)	
Route 61 (Benares to Curepipe)	

Buses from Mahebourg, L’Escalier, Carreau Acacia, St Hubert, Riviere du Poste and those coming from the Savanne region when reaching Nouvelle France Police Station should proceed to Savanne Link Road (near Mahatma Gandhi Secondary School, Nouvelle France) for parking of buses.

National Transport Corporation (NTC) Buses – Route 3 (Port Louis to Vacoas)

Buses will be available from Port Louis via Beau-Bassin and Rose Hill up to Candos only and back.

Buses coming from the Eastern Region

Bus Route	Revised Itinerary
Route 226 – (Riviere du Rampart to Curepipe)	Will be redirected via Quartier Militaire, Valetta and Belle Rive Round About.
Route 17 – (Flacq to Curepipe)	
Route 80 (Sebastopol to Curepipe)	

Buses returning back would follow the same itinerary as detailed above.

Inspectors of the NLTA will monitor bus services and may review the service based on demand.

30. 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.

31. How can I obtain a sticker to convey NCE/PSAC students if I have a contract school bus licence?

You will have to call at the NLTA Head Office at Cassis for those residing within the green zone or at SGS Ltd, Forest Side for those residing in the red zone between Monday 29 March 2021 and Friday 02 April 2021 from 10 00 hrs to 14 00 hrs.

32. What are the documents to be produced to obtain a sticker if I am eligible?

You should produce your Public Service Vehicle Licence as well as the Permit issued to your Helper at the desk of the NLTA/SGS Ltd.

33. 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.

34. 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.