

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.

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11. Is social distancing mandatory in buses, taxis, at bus stops, at bus shelters or bus stations and at taxi stands?
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19. Does purchase of personalized registration mark be effected at the NLTA office instead of online?
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21. I have not purchased the car yet, can I purchase the personalized registration mark first?
22. After I have purchase the personalized registration mark, when will it be eligible for use?
23. Is personalized registration mark starting with 'A' to 'FL' available?
24. Will alphabetical order be maintained after Third phased lifting of Lockdown as from 01 July 2021?
25. I have applied for an 'A' or 'B' carriers licence. How will I be informed of the outcome of the application?
26. What happened in case my application for 'A' or 'B' carriers licence has been rejected?

27. I have been granted a variation of my PSV Contract bus licence from tourist to employees and same expired on 30 June 2021. Will there be any extension?
28. How should I proceed for such extension?

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. 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.

4. 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.

5. 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.*

6. 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.*

7. 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) on or before 31 August 2021.

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

Applications for transfer of licences is being considered.

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

Hearings have been resumed since 29 June 2021. You will receive your convocation letter in due course.

10. 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.

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

Following the second phase of resumption of economic activities effective as from 01 May 2021, physical distancing requirements onboard public transport vehicles is no longer applicable as from 01 May 2021. However, face Masks should be properly worn by all.

12. Are Petrol Service Stations operational?

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

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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.

22. 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.

23. 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.

24. Will alphabetical order be maintained after Third phased lifting of Lockdown as from 01 July 2021?

Yes. The alphabetical order is being maintained until further notice in all the NLTA cash offices including Emmanuel Anquetil Building (EAB) sub office which will start its operation as from 01 July 2021.

It will not apply for the three fitness centers of Autocheck Ltd, SGS Ltd and EVES Laventure.

25. I have applied for an 'A' or 'B' carriers licence. How will I be informed of the outcome of the application?

The decision will be uploaded on the website of the NLTA at nlta.govmu.org. You should verify the unique reference number provided at the time of application on the NLTA website whether it has been uploaded. If yes and it has been approved, you shall call at the office of the NLTA, Cassis for implementation of the licence.

26. What happened in case my application for 'A' or 'B' carriers licence has been rejected?

Those applicants, whose reference numbers have not been approved as posted on the NLTA website, may call at the office of the NLTA, Cassis for clarification so as to re-apply, as may be the case.

27. I have been granted a variation of my PSV Contract bus licence from tourist to employees and same expired on 30 June 2021. Will there be any extension?

Licencees of PSVL Contract bus (Tourist) who have made a variation of their licences to the category of employees up to 30 June 2021, will upon request as from 04 August 2021, be granted a further extension up to 31 December 2021.

28. How should I proceed for such extension?

You should call at the Head Office of the NLTA at Cassis as from Wednesday, 04 August 2021 during working hours and produce your National Identity Cards, present licences and a letter to request for such extensions.