



## RTLC Office Opening Hours

Monday to Friday – 09:30 to 12:30 and 13:30 to 16:30 (except for Public Holidays).

## Replacement Ply for Hire or Private Hire Plates / Discs

As Ply for Hire and Private Hire plates are vehicle specific, it is necessary to obtain a replacement plate each time a vehicle is replaced. A replacement plate / disc will only be issued at the public counter of the RTLC office on production of the following;

- The original plate to be replaced.
- Valid "Certificate of Approval" (test certificate from the Vehicle Testing Centre) for the replacement vehicle.
- Confirmation that the meter has been tested by the PPV Inspector, or failing that, confirmation that arrangements have been made for the meter to be tested before the vehicle is used to carry passengers.
- The appropriate fee if a new plate is required for the vehicle.

## Emergency Procedures – Outside Office Hours

Should a vehicle need to be taken out of service outside normal RTLC office hours the following procedure must be followed;

Before transferring a plate operators **must** either send an email to [rtlc@gov.im](mailto:rtlc@gov.im) or leave a message on the voicemail of 651564 containing the following information;

- Written details of the Operator name.
- Operator registration number and district served.
- The registration number of the vehicle being replaced and why it is being taken out of service.
- The registration number and details of the replacement vehicle.

If the replacement vehicle is on loan from another Operator, the lending Operator must give written permission and return the plate they hold for the vehicle to the RTLC office during office hours. The plate will be returned when they resume operation of the vehicle.

Operators should also contact the PPV Inspector on 431378, and inform him of the same information.

Forms to record the information are available from the RTLC office or website if required.

The Operator **must** then bring the original plate and necessary documents to the RTLC office before 14:00 on the next day that the RTLC office is open so that a replacement plate may be issued.

It is the responsibility of the Operator requesting the change to ensure compliance with this procedure.

Please note that if a vehicle is replaced outside of office hours you **must** ensure that both insurance cover and test certificate are valid from the time that the replacement vehicle is brought into service.