

# TfL private hire licensing system 'not fit for purpose'



**Private hire drivers have been hit by fresh issues with TfL's licencing system, resulting in loss of earnings and significant stress.**

GMB Union – which has the largest private hire union membership in the country – has received reports of members in Uber successfully uploading their private hire vehicle (PHV) licencing documents, only to find their PHV licence is flagged as invalid a matter of hours later.

Members trying to apply for or renew licences have also reported repeated requests from TfL to upload documents they have already submitted.



These issues follow a recent problem with the system that saw long delays for processing licence renewals.

GMB has written to Seb Dance, Deputy Mayor of London for transport, and Andy Lord, the Commissioner of TfL, requesting urgent action.

**Steve Garelick, GMB Regional Organiser, said:**

“Our members are extremely upset by this situation.

“These persistent system failures are directly impacting their ability to work and earn a living.

“As it stands, the system is currently not fit for purpose.

“We are urging TfL to resolve these ongoing problems and prevent further hardship for our members.”

---

### Press office

07958 156846

[press.office@gmb.org.uk](mailto:press.office@gmb.org.uk)

### Member requiring help?

[Click to contact your local GMB Region](#)

[info@gmb.org.uk](mailto:info@gmb.org.uk)

