

**Bolt driver assaulted in Phoenix Plaza: Duma says in KZN there should be no no-go zone for e-hailing drivers, and their assault or murder will not be tolerated**

Media and Public Statement by the MEC for Transport and Human Settlements, Siboniso Duma.

14 February 2026

Inkosi Mhlabunzima Maphumulo House: We have been contacted by the chairperson of the KZN e-hailing Council informing us about the assault of their member, a Bolt driver in Phoenix.

We have been informed that Bolt drivers are currently at the Phoenix Police Station.

The victim was allegedly attacked by three individuals after dropping off a passenger outside Phoenix Plaza.

In addition, he was allegedly held at ransom at the offices of a local taxi association, with members and their chairperson allegedly demanding R5000 for the return of his car, which they confiscated.

We condemn this attack, extortion, and any form of intimidation against Bolt drivers and any player in the e-hailing industry.

I have assigned officials from the Department to be closer to this matter and to work with the police to prevent any bloodletting.

In particular, the department's Public Regulatory Entity (PRE) has in the past worked with eThekweni Metro, KZN e-hailing Council, KZN South African National Taxi Council, and SAPS to resolve a similar conflict involving Bolt drivers and the Clermont KwaDabeka Taxi Association.

We have a winning formula, which we must use so that we do not see the repeat of the KwaDabeka conflict.

In particular, we must collectively work toward preventing the recurrence of ugly scenes that played out outside Maponya Mall last year.

In KZN there should be no no-go zone for e-hailing drivers, and their assault or murders will not be tolerated.

I have mandated a dedicated team from the department to ensure the following: -

1. Harmonizing relations and ensuring co-existence between e-hailing drivers and taxi operators in Phoenix;
2. Discussing and ensuring adoption of long-lasting solutions as part of ushering peace and stability within the public transport sector in Phoenix;
3. Traffic enforcement of law and order as part of strengthening the transport system and ensuring its safety;

4. Updating all stakeholders about the implementation of e-hailing regulations contained in the amended National Land Transport Act that recognizes Bolt and other e-hailing platforms as part of the public transport system.

Finally, yesterday in a meeting with senior management of both the Department of Transport and the Department of Human Settlements, it was agreed that an integrated approach will be used to ensure stability in the public transport sector.

In this regard, an E-hailing Summit involving key role-players is being planned.

Ends

Issued by the MEC for Transport and Human Settlements, Siboniso Duma.

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