

**TRANSPORT DEPARTMENT
GOVERNMENT OF HARYANA
30 BAYS BUILDING, 2ND FLOOR,
SECTOR 17B, CHANDIGARH.**

Applications are invited from prospective operators for grant of contract carriage permits for Radio Cabs in Gurgaon, Faridabad and Panchkula.

TERMS AND CONDITIONS FOR GRANT OF PERMIT

Grant of contract carriage permit to prospective operators of Radio Cabs shall be considered under Section 74 of Motor Vehicles Act, 1988 and Rules made there under. The permits will be granted in three categories i.e. (i) Economy Cabs, (ii) Luxury Cabs and (iii) Super Luxury Cabs. The terms and conditions shall be as under:-

(I) DEFINITIONS: Unless the context otherwise requires:-

1. "Act" means the Motor Vehicles Act, 1988 (59 of 1988).
2. "Form" means a form appended with the terms and conditions.
3. "Operator" means the Company/Society/Firm obtaining permits for plying the cabs.
4. "Rules" means the rules made under Motor Vehicles Act, 1988.

(II) AREA OF OPERATION:

Contract carriage permits will be granted to ply Radio Cabs in Faridabad, Gurgaon and Panchkula. The area of operation of the Cabs will comprise of an area lying within 50 kilometers on all sides of the concerned district headquarters falling in the State of Haryana.

(III) OPERATOR'S PROFILE

- 1) The applicant should be either a company under the Companies Act, 1956 or a society under the Societies Registration Act, 1860 or a firm.
- 2) The applicant should be financially sound in order to run and manage the Radio Cabs.
- 3) The applicant should have knowledge of transport business and particularly in the running of motor cabs.

(IV) OPERATIONAL INFRASTRUCTURE

- 1) The applicant should have adequate parking space available with him. The parking space can be arranged by the operator through the local bodies/or any other source and he will be exclusively responsible for it.
- 2) Necessary infrastructure for maintenance of the vehicles and to accommodate the control room and at least 5 telephone lines should be available with the applicant.
- 3) Fully functional GPS/GPRS device for tracking the vehicles, conforming to nationally acceptable standard shall be installed on the cabs by the operator. The system may be required to be linked to the office of Secretary, RTA concerned also.
- 4) The minimum fleet size per operator shall be 5 motor cabs for Panchkula & 20 cabs for Gurgaon & Faridabad. The fleet can be expanded by obtaining permits in future as per the policy of the Government from time to time.
- 5) Motor cabs shall be available 24 hours 7 days a week.
- 6) Unique number shall be provided by each operator for operating the call center which can be accessed by the customers.
- 7) Motor cabs shall be available to the general public in three ways:-
 - ii) On call by dialing a pre published landline/mobile toll free telephone number.
 - iii) By hiring the taxi from the designated locations.
 - iv) By stopping the taxi on the road.

In case the operator wishes to introduce the facility of booking through online service, the same can also be done.

(V) VEHICLE PROFILE

- 1) Every vehicle should be brand new at the time of grant of permit.
- 2) The motor cab should meet the emission standards as prescribed for various towns by the authorities from time to time.
- 3) The vehicle should be of the type and should have the engine displacement/capacity as under:-
 - a) Economy cabs- Cars/Vans of 750 cc and above with a seating capacity of 4+1.
 - b) Luxury cabs- 3 Box AC and air heated sedan cars of 1100 cc and above with a seating capacity of 4+1.
 - c) Super luxury cabs- 3 Box AC and air heated sedan cars of 1700 cc and above with a seating capacity of 4+1.
- 4) All vehicles should be maintained in proper working order at all times.
- 5) The vehicle should be fitted with electronic taxi fare meter with printing facility, duly certified by the Legal Metrology Department, Haryana, on the front panel (dashboard) and maintained in proper working order.
- 6) The vehicle should display a board on the top indicating that it is a Radio Cab, which should be one ft. from the front wind screen and 1½ ft. in width and one ft. in height. The shape of the board shall be as prescribed by State Transport Authority from time to time.
- 7) The vehicle should be equipped with a mobile radio fitted in the front panel for communication between the driver and the control room of the operator.
- 8) The vehicle shall be fitted with GPS/GPRS based tracking devices which must be in constant communication with the Central Control Unit while the vehicle is on duty. The system may be required to be linked to the office of Secretary, RTA concerned also.
- 9) The vehicle must be equipped with First-Aid Box and Fire-extinguisher as per Rules.
- 10) The vehicle should be replaced on completion of 5 years with a brand new vehicle meeting with prevailing emission standards.
- 11) Photograph of the driver alongwith other particulars of the driver and details of the operator shall be displayed on the dash board of the vehicle.
- 12) Motor cabs can be allowed advertisements only on the sides of the vehicle in such a manner that they do not disturb anyone driving on the road and are only visible to the people standing on the road side to ensure that road safety is not compromised and court directions in this regard are also complied with. This shall however be subject to their obtaining necessary permission from the concerned local authorities as per the applicable laws, after payment of the prescribed fee, tax etc.
- 13) Transport help line number shall be prominently displayed inside and outside of the motor cab as prescribed.
- 14) The operator shall maintain a 24 hours inquiry and complaint counter accessible by communication facility like telephone, e-mail etc. and keep record of receipt of complaints and the action taken thereon, in a register. The register shall be produced before the Secretary, Regional Transport Authority concerned or any other officer of the Transport Department for inspection whenever demanded.
- 15) The operator shall display the maximum fare fixed by the Government in the vehicle.
- 16) All other statutory provisions as provided for in various statutes including the Motor Vehicles Act, 1988, Motor Transport Workers Act, 1961, Industrial Disputes Act, 1947, Payment of Wages Act, 1936 and Minimum Wages Act, 1948 etc. and rules made there under shall be binding.

(VI) DRIVER PROFILE

- 1) The driver must have a driving licence of the appropriate category for at least 3 years issued by competent authority and should be able to read and write English, with at least middle pass.
- 2) The driver must at all times be in uniform as approved by the STA.

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- 3) The driver must be of good moral character without any criminal record. The operator shall get the verification of antecedents of the driver done from the Police and submit a copy to the Secretary, RTA concerned.
 - 4) Suitable behavioral training shall be provided to the drivers by the operator at his own cost from any Government/Semi Government/any institution approved by the Government.
 - 5) The radio cab operator shall be responsible for quality of drivers, employer control and supervision of drivers, employee behaviour etc. The operator shall also ensure that the drivers are totally safe, reliable and trustworthy. In case of any untoward incident crime, the driver, staff and Radio Cab operator shall be held liable.
 - 6) If the radio cab operator uses or causes or allows a vehicle to be used in any manner not authorized by the permit or provisions mentioned herein, the operator/driver shall be jointly and severally responsible for any offence or crime which has been committed by a person, including driver, using the said vehicle.

(VII) ISSUE, DURATION OF PERMITS AND RENEWAL OF PERMITS

- 1) After scrutiny of application and inspection of the premises, Letter of Intent (LOI) would be issued in favour of the applicant by State Transport Authority for purchase of a minimum five number of vehicles of the prescribed category.
- 2) On receipt of the LOI, operator shall get a minimum of five vehicles in case of Panchkula and twenty vehicles in case of Gurgaon and Faridabad, registered and establish a control room fully equipped with a radio network and GPS/GPRS based vehicle tracking system within a period of four months of the issue of LOI.
- 3) In the event of failure to fulfill the above conditions in four months, a further extension of two months may be granted on an application, giving reasons for delay.
- 4) In the event of an applicant failing to comply with the above stipulations within the prescribed period as applicable, the LOI shall automatically stand lapsed.
- 5) On completion/compliance of all conditions prescribed in the LOI, the operator shall be issued permits as per the prescribed procedure for a period of five years or for duration as prescribed in the Motor Vehicles Act, 1988 and rules made there under, from time to time.
- 6) The permit may be renewed subject to satisfactory performance of the operator as per the prescribed procedure for a period of five years or for durations as prescribed in the Motor Vehicles Act and rules made there under from time to time.
- 7) Permit will be issued in the name of the company/society/ firm.
- 8) The permit will be issued for operation in an area comprising of 50 kilometers on all sides from the concerned district headquarters. The operator in Faridabad and Gurgaon can operate in NCR area of NCT Delhi, Rajasthan and Uttar Pradesh as per the provisions of Reciprocal Common Transport Agreement among the Governments, subject to countersignatures by the concerned State after fulfilling such requirements as prescribed by such State. The operator in Panchkula can operate in Chandigarh and/or Mohali subject to the transport agreements, if any, signed with these States/UT from time to time and subject to the countersignatures by these States/UT. There is no agreement with Government of Punjab and Administration of UT Chandigarh at present.
The vehicle shall not in any case be used in the area outside the permitted area.
- 9) The maximum number of passengers allowed in the vehicle shall be four excluding the driver.
- 10) Good quality of standards of comfort and cleanliness shall be maintained in the vehicles.
- 11) Except in the circumstances of exceptional nature, the plying of the vehicle or carrying of the passengers shall not be refused.

- 12) The holder of the permit shall not shift the place of business mentioned in the permit without the prior approval in writing of the RTA which granted the permit.
- 13) Permit holder shall keep the premises and all the records and registers maintained and motor cab open for inspection at all reasonable times by the RTA or by any person not below the rank of Motor Vehicle Inspector as may be authorized in this behalf by the RTA.
- 14) The operator shall submit, from time to time, to the RTA such information and returns as may be called for by it.
- 15) The holder shall maintain a complaint book with serially number pages in triplicate and a copy of the complaint shall be dispatched by registered post to the RTA expeditiously and in any case not later than 3 days from the date of its receipt.
- 16) The holder shall maintain a suggestion box in the main office and branch office, if any, and forward their suggestions received with their comments, if any, to the RTA, once a month.
- 17) The permit granted to a company or a society is not transferable without prior written permission of the RTA.
- 18) The operator shall be exclusively responsible for safety of the passengers, his employees and the road users.
- 19) The operator shall comply with the conditions mentioned in Section 84 of the M.V. Act, 1988.
- 20) The Transport Authority may, after giving notice of not less than one month, vary the conditions of the permit or attach to the permit further conditions.

(VIII) FARE

The holder of the permit shall charge fare as per the directions issued by the State Govt. from time to time. The operator will be free to charge fare less than the maximum rates fixed by the Government.

(IX) TAXES/FEES etc.

The taxes and fees as prescribed under various Acts/Rules shall be charged from the operator for registration of vehicles, grant of permits, use of vehicles, carrying passenger etc.

(X) POWER OF RTA TO SUSPEND OR CANCEL THE PERMITS

The Transport Authority which granted a permit may cancel the permit or may suspend it for such period as it thinks fit –

- 1) on receipt of complaint against the permit holder by any passenger proved beyond reasonable doubt, or
- 2) if any one of his employees misbehaves with the customers, or
- 3) if he fails to comply with any of the terms and conditions as have been detailed in the paragraphs above or in Sections 74 and 84 of the Motor Vehicles Act, 1988, or
- 4) if he fails to maintain the motor cab in compliance with the provisions of the M.V. Act and Rules, or
- 5) due to the reasons mentioned in Section 86 of the M.V. Act, 1988

Provided that no permit shall be suspended or cancelled unless an opportunity has been given to the holder of the permit to furnish his explanation. The reasons shall be given to the operator in writing for the action taken by the Transport Authority.

When the permit is suspended or cancelled as per paragraph 1 above, the holder of the permit shall surrender the permit to the Regional Transport Authority.

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(XI) APPEALS

The operator will have the remedy of filing appeal before the competent authority under Section 89 of Motor Vehicles Act, 1988.

(XII) VOLUNTARY SURRENDER OF THE PERMIT

- 1) The holder of permit may at any time surrender the permit issued to him to the Authority which granted the permit and on such surrender the Authority shall cancel the permit.
- 2) The holder of the permit before surrendering the permit shall clear all dues.
- 3) Any other condition under Section 74 of the Motor Vehicles Act, 1988 and rules made there under shall be applicable.

(XIII) COLOUR SCHEME OF THE RADIO TAXI

The colour scheme of the radio cabs will be as specified by the Transport Commissioner from time to time.

**Chairman,
State Transport Authority,
Haryana, Chandigarh.
Tel.No.0172-2784359 (O)**

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APPLICATION FOR GRANT OF CONTRAT CARRIAGE PERMITS FOR RADIO CABS

To

The State Transport Authority,
Haryana, Chandigarh.

I, the undersigned, duly authorized by _____ is interested to ply contract carriage radio cabs in the city of _____ as per the terms and conditions of the Scheme.

1. Name of the applicant Company/Firm/Society: _____
2. Address of the applicant : _____
3. Telephone Number: _____
4. No. of vehicles for which permits are required: _____
5. Type of Cab for which permits are required: (Economy/Luxury/Super Luxury)
6. The applicant is financially sound to run and manage the cabs and has knowledge of transport business and plying of motor cabs.
7. I am conversant with the terms and conditions of the radio cab scheme published by the department and will fulfill all the terms and conditions and any other terms and conditions imposed by the authorities.
8. I hereby declare that to the best of my knowledge and belief the particulars given above are correct and true.
9. I would abide by the terms and conditions of the permit and would comply with the provisions of the Motor Vehicles Act, 1988 and rules made there under. An affidavit duly attested is enclosed to this effect.

Signature of Applicant

Place :

Date: