

**Transport Department
Government of Haryana,
30 Bays Building, IInd Floor, Sector-17/C, Chandigarh.**

No. 46977/AT-2/ST-III

Dated: 9.8.2016

NCR MOTOR CAB (TAXI) SCHEME-2016

In supersession of the Radio Cab scheme 2006, the new scheme shall henceforth be named as "**NCR MOTOR CAB (TAXI) SCHEME 2016**" and shall be deemed to have been framed under sections 74 & 76 of the Motor Vehicles Act 1988. Licenses to operate under the said scheme shall be granted under section 74 & 76 of the Motor Vehicle Act, 1988.

I. AREA OF OPERATION:

All the districts falling under the NCR area.

II. LICENSEE'S PROFILE:

1. The license will be granted to an individual/Firm/Society/company including IT-based aggregator registered under Haryana Societies Registration, Act 2012 in case of Firms & Societies and the Companies Act, 2013 in case of a company formed to provide private transport services.
2. The licensee will be a Motor Cab (Taxi) operator.
3. The licensee will abide by all relevant statutes as may be applicable including the MV Act, 1988, Rules made under there and the IT Act, 2000 (as amended from time to time) and the rules made there under.

III. OPERATIONAL INFRASTRUCTURE:

(A) INDIVIDUAL CATEGORY

- (1) The licensee under the individual category shall:
 - (i) Ensure adequate parking facility for the vehicle.
 - (ii) Ensure that the GPS/GPRS device is fitted in the vehicle.
- (2) The individual category licensee can also attach his vehicle with a group category licensee, having valid license under section 93 & 96 of the Motor Vehicles Act, 1988 and rules made thereunder, through an agreement with the group category licensee.
- (3) In case the individual licensee attaches his vehicle with the group category licensee he/she shall ensure that the GPS/GPRS device is connected with the control room of the licensee while the Motor Cab (Taxi) is on hire.

(B) GROUP CATEGORY

1. The licensee shall ensure availability of adequate parking space for all Motor Cabs (Taxis).

2. The Licensee shall have a registered office in Haryana and details of its office address including telephone number, e-mail ID and details of office in-charge shall be provided by the licensee to the transport department at the time of application.
3. The Licensee shall either maintain a call centre or operate through an aggregator through his authorized call centre or web portal or mobile App; details of which shall be provided to the department.
4. The licensee shall maintain a minimum fleet of 5 Motor Cabs (Taxis) either owned by him or through an agreement with individual Motor Cab (Taxi) permit holders.
5. The licensee, other than an individual licensee, shall maintain a web portal containing all details of its ownership, registered address, services offered, fare structure, insurance liabilities, control room number, name and contact details of a duly appointed grievance redressal officer.
6. The licensee shall ensure adequate mechanism for receiving customer's feedback and grievances.
7. The licensee shall ensure stipulated mechanism for protecting the rights of women employees as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

IV. VEHICLE PROFILE:

1. Licensee shall ensure that every Motor Cab (Taxi) is a motor cab having a valid fitness certificate issued from the Transport Department, and CNG/LPG (Compressed Natural Gas/Liquefied Petroleum Gas) driven or battery operated and has an engine capacity of 600 CC and above with seating capacity not exceeding 6 (six) passengers excluding driver. Open type or non-hard top vehicles shall not be allowed.
2. The licensee shall ensure that each Motor Cab (Taxi) is air-conditioned, in proper working order and is fitted with working electronic digital fare meter on the front panel (dashboard).
3. The Motor Cab (Taxi) should meet emission standards as prescribed from time to time.
4. Motor Cab (Taxi) shall be fitted with GPS and GPRS based tracking device, printer, and a display panel showing the path traversed and total distance covered. In case of group category the device shall be in constant communication with the central control room of the licensee while the Motor Cab (Taxi) is on hire. In case of closure of the said GPS, the reason thereof is to be recorded by the licensee along with the duration of such closure. The minimum specification of the devices are prescribed at **ANNEXURE-A**, and may be changed from time to time.
5. The Motor Cab (Taxi) shall be insured comprehensively as prescribed from time to time under applicable Laws of India.
6. Every Motor Cab (Taxi) shall have a valid contract carriage permit issued by the State Transport Authority under section 74 of the MV Act, to operate as a Motor Cab (Taxi). The permit issued by the transport authority shall be displayed at a prominent place in the Motor Cab (Taxi).
7. The colour of the Motor Cab (Taxi) shall be white, with a blue coloured strip on both sides of the Motor Cab (Taxi) prominently displaying the name of the licensee.

8. A LCD display panel visible from both front and rear should be installed on the roof of the Motor Cab (Taxi) to indicate that the vehicle is a Motor Cab (Taxi) and whether it is available (green indicator) or occupied (red indicator). The dimensions of the LCD display panel shall conform to those prescribed by the State Transport Authority from time to time.
9. The Motor Cab (Taxi) is allowed to carry advertisement in accordance with the guidelines issued by the STA from time to time.
10. The Motor Cab (Taxi) may be equipped with a mobile radio two way communication system of the licensee.
11. Motor Cab (Taxi) shall be equipped with a first aid box containing items as specified in HMVR rules, 1993.
12. No motor cab (Taxi) of more than eight years age shall be allowed to ply.
13. The details containing the photograph of the driver, license number, PSV (Private Service Vehicle) Badge number and registration mark of the vehicle etc. shall be displayed prominently inside the Motor Cab (Taxi), so that the same is directly visible to the passenger.
14. Toll free women helpline No. 1091, Traffic Police helpline No. 1073, Police helpline No.100 & Ambulance helpline No.102 shall be prominently displayed inside and outside the Motor Cab (Taxi).
15. No tinted glass or curtains or films shall be affixed on the Motor Cab (Taxi).
16. A feedback register easily accessible to the passenger shall be kept in the Motor Cab (Taxi)

V. ARRANGEMENTS FOR SERVICES:

1. The licensee shall adhere to the provisions of Motor Vehicles Act, 1988 and rules framed thereunder and the terms and conditions prescribed by the Transport department from time to time for providing the Motor Cab (Taxi) services.
2. Working hours of drivers are to be fixed in accordance with the Motor Transport Workers Act, 1961.
3. The licensee may seek passengers through telephone calls, mobile or web based applications or through hailing on road.
4. The licensee shall not charge for dead mileage and shall charge the fare from the point of boarding by the passenger.
5. The group licensee shall provide the Motor Cab (Taxi) services round the clock,
6. The Motor Cab (Taxi) is permitted to ply within the geographical limits of the NCR subject to counter signature from the Transport Department of the State concerned.
7. The licensee's web portal, to be accessed by the passenger, shall display the following information for the passenger:
 - a. The photo of the Motor Cab (Taxi) driver;
 - b. Name, PSV (Private Service Vehicle) badge number, license number and mobile number of the driver
 - c. A photo of the Motor Cab (Taxi) with registration number
 - d. The applicable fare.
 - e. Address of Regd. Office/branch offices of the licensee.

8. The licensee shall ensure the facility of a panic button in the Motor Cab (Taxi) so that in case of any distress, the signal is transmitted to the control centre of the licensee and there from to the nearest Police Station/Police Control Room, as also a hooter to raise alarm in case of any emergency.
9. The licensee shall ensure that at the end of every journey, a bill is generated and handed over to the passenger showing the distance travelled, unit rate, along with taxes. Copy of the same should also be maintained either electronically or in physical form by the licensee for a period of three months.
10. The licensee in case of group/aggregator shall develop and include a feature in its mobile application that provides the rider facility to share their location with up to 5 people within their safety network.
11. The licensee in case of group/aggregator shall develop and include a feature in its mobile application that gives the rider facility to contact local police in case of an emergency.
12. The rider must have the option to submit their grievances on difficulties faced during the travel via the web or through the mobile app or service telephone number. The licensee is liable to resolve the grievance and inform the rider within a reasonable time.

VI. DRIVER'S PROFILE:

1. The driver shall have a valid commercial/transport driving license to drive a Motor Cab (Taxi).
2. The driver shall have a valid Public Service Vehicle Badge issued by the Transport Department.
3. The driver shall have adequate knowledge of the roads and routes of NCR area so that the passengers are not inconvenienced.
4. The driver on duty shall be in uniform as per company's design (In case of group category).
5. The Licensee shall be responsible for quality of drivers, their police verification, and their conduct with passengers. The Licensee shall also ensure that the drivers are totally safe, reliable and trustworthy.
6. Information regarding ownership of Motor Cab (Taxi) and profile of drivers including their verification by the Police shall be ensured by the licensee and shall be provided to the Transport Department as well as State Traffic Police.
7. If the Licensee uses or causes or allows a Motor Cab (Taxi) to be used in any manner not authorized by the permit or provisions mentioned herein, the Licensee and the driver shall be jointly and severally responsible for any injury, harm, offence or crime committed by any person, including the driver.
8. The Licensee shall conduct structured refresher training programmes for its drivers including safe driving skills, gender sensitization, passenger etiquette etc.



9. The licensee shall ensure that the driver shall undertake such refresher training at least once in a calendar year. Such training programmes should be duly documented by the licensee.
10. The licensee shall ensure that the driver undergoes an annual health checkup for ensuring his fitness to drive the Motor Cab (Taxi).

VII. GRANT, DURATION AND RENEWAL OF LICENCE:

1. The application for group category license shall be accompanied with a processing fee of Rs.10,000/- (Rupees ten thousand) in the form of a Demand Draft drawn in favour of Transport Commissioner, Haryana and payable at Chandigarh. In case of an individual licensee the processing fee shall be @ Rs.2000/- (Rupees two thousand) payable in cash at counter or by Demand Draft. The application shall be submitted to the concerned Secretary, Regional Transport Authority.
2. After scrutiny of application and upon being found eligible, license will be granted for a period of five years upon furnishing a Bank Guarantee of Rupees ten Lakhs for group category, with a validity period of five & half years, drawn in favour of the Transport Commissioner, Haryana. No bank guarantee shall be required in case of individual licensees.
3. The license shall be renewable for a further period of five years at a time, subject to the satisfactory performance of the Licensee as per terms and conditions of the scheme. The applicant may submit an application for renewal of license at any time after completion of four and half years but not less than three months before the expiry of the license. A renewed/fresh bank guarantee of Rupees ten Lakhs with validity of five & half years shall be payable for each renewal processing fee of Rs.5000/- (Rupees Five thousand) for group category shall also be paid at the time of renewal. In case of an individual licensee the processing fee shall be @ Rs.1000/- (Rupees one thousand) payable in cash at counter or by Demand Draft.

VIII. FARE:

1. The Licensee shall charge fare as prescribed by the transport department from time to time
2. Fare structure as approved by the Transport Department shall be displayed inside the Motor Cab (Taxi) ,
3. The licensee shall display the fare rate and provide a fare rate estimator on the website, or mobile app used by the licensee to connect driver and passenger.
4. The licensee can charge Waiting Charges, Flag down charges, Night Charges as approved by the Transport Department.

IX. FLEET SIZE:

1. In case of individual licensee, the license shall be granted subject to ownership of the vehicle in the name of the applicant.

2. In case of group category, the fleet size of Motor Cab (Taxi) shall be as given below:-

- i) Minimum 5 Motor Cabs (Taxis) at the time of grant of license;
- ii) Maximum 250 Motor Cabs (Taxis) per license.

X. SUSPENSION/CANCELLATION OF THE LICENSE:

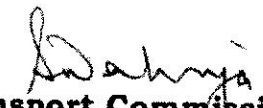
1. If the Licensing Authority after giving the licensee an opportunity of being heard, is of the opinion that -
 - a. The licensee has failed to comply with any of the terms and conditions as detailed herein above; or,
 - b. The licensee has failed to maintain the Motor Cab (Taxi) in compliance with the provisions of the Motor Vehicles Act and or Rules framed thereunder; or,
 - c. An employee of licensee is guilty of any misbehavior or misconduct with any customer; or,
 - d. A complaint against the licensee by any customer has been proved beyond reasonable doubt; the licensing Authority may suspend the license for a specified period or cancel the license as per the provisions of the Motor Vehicles Act, 1988.
2. Where the Licensing Authority is of the opinion that having regard to the circumstances of the case it is necessary to cancel or suspend the license, and if the holder of the license agrees to pay a fine, it shall be Rs.5000/- (Rupees five thousand) for group category and Rs.1000/- (Rupees one thousand) in case of an individual category licensee, for the first offence. A fine of Rs.10000/- (Rupees ten thousand) & Rs.2000/- (Rupees two thousand) for group category and an individual respectively should be imposed for the second offence. For the subsequent offence notwithstanding anything contained hereinabove, the Licensing Authority may suspend or cancel the license after giving opportunity of being heard to the licensee.
3. When the license is suspended or cancelled, the holder of the license shall surrender the license to the Licensing Authority.

XI. APPEAL:

1. Any person aggrieved by any order of the Licensing Authority may within thirty days of the receipt of the order, make an appeal to the State Transport Authority.
2. An appeal shall be preferred in duplicate in the form of a memorandum setting forth the grounds of objections to the order of the Licensing Authority and shall be accompanied by fee of Rs.500/- (Rupees five hundred).
3. The State Transport Authority may, after giving an opportunity of hearing to the parties and after such enquiry as it may be deem fit pass an appropriate order.

XII. MISCELLENOUS:

1. The holder of a license under the group category shall:-
 - a. Not shift the registered office outside Haryana mentioned in the license without the prior intimation to the State Transport Authority.
 - b. Keep the premises and all the records and registers maintained and Motor Cab (Taxi) open for inspection at all times by the Transport Department.
 - c. Submit from time to time to the department such information and returns as may be called for.
 - d. Display the License at a prominent place in its office.
 - e. Maintain a serially numbered feedback report of all its Motor Cabs (Taxis).
2. The license shall not be transferred without the prior written permission of the Licensing Authority.
3. The Licensee may at any time surrender the license and on such surrender the Licensing Authority shall cancel the license. The holder of the license shall clear all dues before surrendering the license, failing which Motor Cab (Taxi) license shall be deemed to be cancelled and the bank guarantee shall be forfeited.
4. The licensee shall comply with all applicable insurance requirements as may be applicable under the law,
5. The licensee shall undertake to indemnify and protect the Transport Department from and against all actions, suits, court proceedings, losses, costs, damages, charges, claims and demands of any nature and description brought against or recovered from Transport Department by reasons of any act or omission of the licensee, his agents or employees or, during the validity of the license or in the guarding of the same.
6. The jurisdiction for settlement of any disputes through Courts under this scheme shall be at Chandigarh, Haryana.
7. The department reserves the right to change any or all of the above terms and conditions in public interest.
8. Any other terms & conditions of the permit, not covered above, shall be applicable as per the provisions of the Motor Vehicles Act, 1988 and Rules made thereunder.


**Transport Commissioner,
Haryana, Chandigarh.**

Integrated GPS/GPRS capable Vehicle Tracking Unit (VTU) with printer, display panel and fare meter

SPECIFICATIONS	
S.No.	General Features
1.	GPS or GLONASS or both (location, speed, heading, timestamp) data polling and sending frequency capability of less than or equal to 10 sec.
2.	Location on demand on GPRS/SMS.
3.	Memory to store min 40000 positional log.
4.	Configurable backup SMS facility in case of GPRS failure
5.	Capability to send serving and adjacent cell ID as well as network measurement report (NMR) i.e. neighboring cell ids so that location can be ascertained using Cell Id, if GPS fix is lost.
	GPS Module Specification
1.	Parallel GPS or GLONASS or both receiver module with 32 (minimum) acquisition channels & 18 minimum tracking channel.
2.	Acquisition sensitivity: better than -165 dBm
3.	Tracking sensitivity better than -160 dBm
4.	Accuracy of Less than 8m Positional Accuracy 2DRMS,(on ground) or 2.5m CEP
5.	Hot start <5s
6.	Warm start: <20s
7.	Cold start 40s
8.	Outputs as per NMEA 0183
9.	WGS-84 complaint
10.	Network server based real-time A-GPS
	GPRS
1.	In-Built Quad-band GPRS module/Modem
2.	Multi Slot GPRS
3.	GPRS class 10 or above
4.	Should support all – SMS, Voice, Data, GPRS, TCP/IP
	Power Characteristics
1.	Input voltage range 8 – 32 volts
2.	Battery backup of minimum of 4 hours with active mode of operation i.e. when vehicle is plying on a trip.
	Environmental Variables
1.	Temperature range; -25°C to 85°C (without LCD), -20°C to 70°C (with LCD)
2.	Humidity level: 5% to 95% non-condensing
3.	Dust, temperature, vibration and water splash resistant
4.	IP 65 rated or equivalent. With head resistant, vibration proof, tamper proof (printer assembly can be excluded as it has a slit to push the paper out)
5.	Automotive grade unit with components and manufacturing process as required for automotive use
	Antennae
1.	Should have internal GPRS antenna
2.	Should have internal GPS antenna
	Port/Sensors (External I/O)
1.	Transmit Line, Receive Line
a.	2 × USB Ports
2.	I/O (minimum 4 I/O ports as explained below)
a.	2 Digital input, 1 Analog Input
3.	Emergency Button I/O
4.	Debugging Port (1)
	Geo-Fencing
1.	Facility to update route Geo-fence in the device over the air (Device can store the route between a start and end point and can compare the actual path traversed, with the route stored. This can be used to generate an alert if vehicle deviates from the route stored)
2.	VTU should be capable of generating a visual & audible alert, in case vehicle deviate more than allowed deviation from route loaded on device before trip start.

	Other Features
1.	Emergency button
2.	Processor: minimum 32 bit, minimum 400MHz or above
3.	Device should be capable of sending a packet to 2 different IP's simultaneously.
4.	Status LED's to indicate Power, GPS and GPRS status.
5.	Over the Air Download of firmware as well as configuration parameters.
6.	Remote administration & firmware update over the air.
7.	Integration with Fare Meter for Cab.
8.	Printer (i) Font : 12×24 (ii) Print Width : 2 Inch minimum (iii) Print Speed : 60mm/sec (iv) Print : English, Alphanumeric characters (v) Resolution : 8 dots/mm (vi) Print receipt should have the following fields as mentioned below: a) Vehicle Number b) Start Time c) End Time d) Trip details e) Trip Distance f) Waiting Time g) Night Time flag/Charge h) Any other information, which can be provided from back end
9.	Display a) Viewing area 7.0" diagonal b) Aspect Ratio 4:3 c) VGA 640x480 Resolution d) Colour TFT Double Replaceable CCFL Display e) Display clearly viewable with 400 cd/m2 f) Ambient Light Sensor with 32 Steps Automatic Regulation g) Navigator to display the projected route between "pick-up and drop point" and show the LU of VTU, indicating vehicle current position. h) capability to expand the map (increase the zoom level of map display)
10.	Switches/Buttons Mechanism (i) Trip Start (Mandatory & integrated with the meter start) (ii) Trip End (Mandatory & integrated with the end of meter) (iii) Waiting (Visual Display) (iv) Emergency button to trigger the panic alert message: It should be activated if pressed for more than or equal to a specified duration & must be configurable. (v) Print button to get the bill printed.