

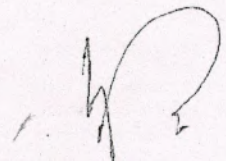
OFFICE OF THE DEPUTY COMMISSIONER
TRANSPORT DEPARTMENT: GOVT. OF NCT OF DELHI
TAXI UNIT BURARI : DELHI - 110 084
(website: <http://www.delhi.gov.in>)

F.No.MLO (TU)/Tpt/2015/131/1023

Dated: 26/08/2015

PUBLIC NOTICE

In pursuance of the circulation of the STA Board Meeting minutes vide No.F.10(108)/STA/Tpt./2013/PF/278 dated 19.8.2015, 'City Taxi Scheme, 2015' as approved by the STA Board is uploaded on the official website of the department- <http://transport.delhi.gov.in>. Those desirous of availing the facilities may apply to the Deputy Commissioner (ARU & Taxi Unit) Transport Department, Burari, Delhi-110084.



(S. Roy Biswas)
Dy. Commr. (ARU & TU)

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Transport Department
Government of NCT of Delhi
5/9, Under Hill Road, Delhi-110054.

F.No.MLO (TU)/Tpt/2015/131/1022

Dated: 26/08/2015

CITY TAXI SCHEME-2015

The Radio Taxi scheme 2006(modified) & Economy Radio Taxi scheme 2010 is hereby merged as under with immediate effect. The new scheme shall henceforth be named as "CITY TAXI SCHEME 2015" and shall be deemed to be framed under section 93, 95 & 96 of the Motors Vehicles Act 1988. Licenses to operate under the said scheme shall be granted under section 93& 96 of the Motor Vehicle Act, 1988.


I. LICENSEE'S PROFILE

1. The licensee will be a taxi service provider including an aggregator of taxis.
2. The license will be granted to an individual or a firm or a company registered under the Companies Act, 1956 mandated to provide public transport services.
3. The licensee will abide by all relevant statutes as may be applicable including the MV Act, 1988 and the IT Act, 2000 (as amended from time to time) and the rules made thereunder.

II. 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 fitted in the vehicle shall be in constant communication with the central control room of the transport department while the taxi is on hire.
- (2) The individual category licensee can also attach his/her vehicle with a group category licensee 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 taxi is on hire.
- (4) Existing Economy Radio Taxi permit holder shall migrate to this scheme subject to their existing vehicles complying with the modified norms.


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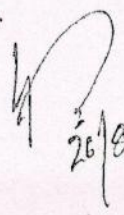
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(B) GROUP CATEGORY

1. The licensee shall ensure availability of adequate parking space for all taxis.
2. The Licensee shall have a registered office in Delhi/New Delhi and details of its headquarter and Delhi office including telephone number, e-mail ID and details of office in-charge shall be provided by the licence to the transport department at the time of application.
3. The Licensee shall either maintain a call centre or operate as an aggregator through an authorized call centre or web portal or App; details of which shall be provided to the department
4. The licensee shall maintain a minimum fleet of 200 taxis either owned or through an agreement with individual taxi permit holders.
5. The 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.

III. VEHICLE PROFILE

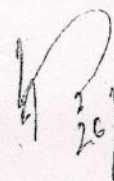
1. Licensee shall ensure that every Taxi is a motor cab which has a valid fitness certificate issued from the Transport Department, is driven on clean fuel and has an engine capacity of 600 CC and above with seating capacity not exceeding 7 (seven) inclusive of driver. Open type or non-hard top vehicles are not allowed.
2. The licensee shall ensure that each Taxi is equipped with temperature control device in proper working order and is fitted with working electronic digital fare meter on the front panel (dashboard).
3. The Taxi should be driven on clean fuel i.e CNG, LPG. The Taxi should meet emission standards as prescribed from time to time by the Transport Department.
4. Taxi shall be fitted with GPS and GPRS based tracking device, printer, and a display panel showing the path traversed and total distance covered. The device shall be in constant communication with the Central Control room of the transport department in case of individuals. In case of group category the device shall be in constant communication with the central control room of the licensee while the 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.


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5. The Taxi shall be suitably insured commercially as prescribed from time to time under applicable Laws of India.
6. Every 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 Taxi. The permit issued by the transport authority shall be displayed at a prominent place in the Taxi.
7. The colour of the Taxi shall be white, with a coloured strip on both sides of the 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 Taxi to indicate that the vehicle is a 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 Taxi is allowed to carry advertisement in accordance with the guidelines issued by the STA from time to time.
10. The Taxi may be equipped with a mobile radio, Web or application platform based two way communication system of the licensee.
11. Taxi shall be equipped with a first aid box containing materials specified in DMVR rules, 1993.
12. Taxi should be replaced on completion of eight years with a new Taxi or by conversion of existing one, either by purchase or through an agreement with individual taxi permit holders.
13. The details containing the photograph of the driver, license number, PSV Badge number and registration mark of the vehicle etc. shall be displayed prominently inside the taxi, so that the same is directly visible to the passenger.
14. Transport help line number No.42400400 along with Police help line No.1095 shall be prominently displayed inside and outside the Taxi.
15. No tinted glass or curtains or films shall be affixed on the taxi.
16. A feedback register easily accessible to the passenger shall be kept in the Taxi
17. The permit of the vehicle can be transferred in accordance with section 82 of the Motor Vehicles Act 1988 and fulfilling the terms and conditions of permit transfer as prescribed by the Transport Department.
18. The existing permit holders of other taxi schemes can also apply for permits under the City Taxi Scheme provided their vehicles meet all the requirements of the scheme and is not more than 4 years old at the time of induction. However, this clause shall not apply to the vehicles registered under the Radio Taxi Scheme, 2006/modified scheme and Economy Radio Taxi Scheme, 2010 which shall be converted to new scheme.
19. The owner shall be free to convert the taxi to private category vehicle as per provisions of Act/Rules governing the same from time to time.

IV. ARRANGEMENTS FOR SERVICES


1. The licensee shall adhere to the provisions of Motor Vehicle Act, 1988 and rules framed thereunder and the terms and conditions prescribed by the Transport department from time to time for providing the Taxi services


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5. The driver shall be of good moral character without any criminal record. Any person who has been convicted within the past seven years of driving under the influence of drug or alcohol, also has been convicted at any time for any cognizable offence under the Criminal Code of Procedure 1973 including fraud, sexual offences, use of a motor vehicle to commit a cognizable offence, a crime involving property dispute and / or theft, acts of violence or acts of terror must not be engaged by the licensee.
6. 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.
7. Information regarding ownership of taxis 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 Delhi Traffic Police.
8. If the Licensee uses or causes or allows a 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.
9. The driver shall always behave in a polite and courteous manner with the passenger.
10. The licensee shall endeavor to hire as many women drivers as may be feasible.
11. The licensee shall conduct structured refresher training programmes for its drivers including but not limited to safe driving skills, gender sensitization, passenger etiquette etc.
12. The licensee shall ensure that the driver shall undertake such refresher trainings at least once in a calendar year. Such training programmes should be duly documented by the licensee.
13. The licensee shall ensure that the driver undergoes an annual health checkup for ensuring his fitness to drive the Taxi.

VI. GRANT, DURATION AND RENEWAL OF LICENCE

1. The application for license shall be accompanied with a processing fee of Rs.25,000/- (Rupees twenty five thousand) in the form of a Demand Draft drawn in favour of Commissioner (Transport), Govt. of NCT of Delhi and payable at Delhi. In case of individual licensees the processing fee shall be @Rs.5000/- (payable in cash at counter).
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 Fifteen Lakh, with validity period of five & half years, drawn in favour of the Commissioner (Transport), Govt. of NCT of Delhi. No bank guarantee will 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

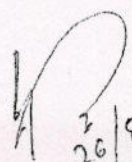

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2. Working hours of drivers is to be limited in accordance to the Motor Transport Workers Act, 1961.
3. The licensee may seek passengers through telephone calls, mobile or web based applications or through hailing on road.
4. The licensee shall not charge for dead mileage and shall charge the fare from the point of boarding by the passenger.
5. The group licensee shall provide the Taxi services round the clock.
6. The 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 internet enabled application Platform or digital based application platform, to be accessed by the passenger, shall display the following information for the passenger:
 - a. The photo of the Taxi driver;
 - b. Name, badge number, license number and mobile number of the driver
 - c. A photo of the Taxi with registration number
 - d. The applicable fare.
8. The licensee shall ensure the facility of a panic button in the Taxi so that in case of any distress, the signal is transmitted to the control centre of the licensee and therefrom, to the nearest Police Station / Police Control Room, as also a hooter to raise alarm in case of mishap.
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 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 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.

V. DRIVER'S PROFILE

1. The driver shall have a valid commercial driving license to drive a Taxi and shall at least be Middle School Pass (namely 8th standard or equivalent).
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 Delhi/New Delhi/NCR so that the passengers are not inconvenienced.
4. The driver on duty shall be in uniform as approved by the department or as per company's design (In case of group category).

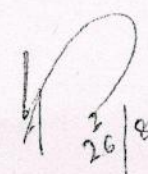

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- b. The licensee has failed to maintain the Taxi in compliance with the provisions of the Motor Vehicles Act and or Rules framed thereunder; or,
 - c. An employee of licensee is guilty of any misbehavior or misconduct with any customer; or,
 - d. 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.
2. Where the Licensing Authority is of the opinion that having regard to the circumstances of the case it would be necessary to cancel or suspend the license, and if the holder of the license agrees to pay a fine that may be imposed by the Licensing Authority, then notwithstanding anything contained hereinabove, the Licensing Authority may instead of suspending or canceling the license as the case may be, recover from the holder of the license the said fine.
 3. When the license is suspended or cancelled, the holder of the license shall surrender the license to the Licensing Authority.

X. 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 Appellate Tribunal.
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 as may be specified by the Government.
3. The State Transport Appellate Tribunal may, after giving an opportunity of hearing to the parties and after such enquiry as it may be deem fit pass an appropriate order.

XI. MISCELLENOUS

1. The holder of a license under the group category shall -
 - a. Not shift the registered office in Delhi / New Delhi mentioned in the license without the prior intimation to the Commissioner of Transport.
 - b. Keep the premises and all the records and registers maintained and Taxi open for inspection at all times by the Transport Department.
 - c. Submit from time to time to the department such information and return as may be called for.
 - d. Display the License at a prominent place in its office.
 - e. Maintain a serially numbered feedback report in all its Radio Taxi.
2. The license shall not be transferred without prior written permission of the Licensing Authority.


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license. A renewed/fresh bank guarantee of Rupees Fifteen Lakhs with validity of five & half years shall be payable for each renewal processing fee of Rupees Twenty Five thousand shall also be paid at the time of renewal.

VII. 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 taxi.
3. The licensee shall display the fare rate and provide a fare rate estimator on the website, internet enabled application or digital platform 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.

VIII. INDUCTION SCHEDULE

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 licensee shall comply with the Induction schedule for Taxi as given below –
 - i) 50 Taxi within one month of grant of license;
 - ii) 100 taxi within three months of grant of license.
 - iii) 200 Taxi within 6 months of grant of license. Failure to adhere with the time line will entail a penalty fee @ Rs.25,000/- per month for a period of additional six months and thereafter, the Department will be free to revoke the license and forfeit the bank guarantee of Rs.15,00,000/- (Rupees Fifteen lakhs) only;
 - iv) Maximum number of vehicles per licensee is fixed at 2500 vehicles.
3. The licensee shall submit a compliance report of induction within 7 days of the prescribed time. The Licensee shall also ensure maintenance of minimum fleet of 200 Taxis at all times after the induction period failing which license will be liable for cancellation alongwith forfeiture of bank guarantee.

IX. SUSPENSION / CANCELLATION OF THE LICENSE

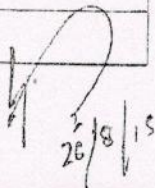
1. If the Licensing Authority after giving the licensee an opportunity of being heard, is of the opinion that -
 - a. The licensee has failed to comply with any of the terms and conditions as detailed herein above; or,

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ANNEXURE-AIntegrated GPS/GPRS capable vehicle tracking unit (VTU) with printer, display panel and fare meter

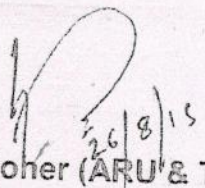
S.NO	SPECIFICATIONS
	General Features
1.	GPS or GLONASS or both (Location, speed, heading, timestamp) data polling and sending frequency capability of less than or equal to 10 sec.
2.	Location on demand on GPRS/SMS.
3.	Memory to store min 40000 positional log.
4.	Configurable backup SMS facility in case 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 2.5 m CEP
5.	Hot start <5s
6.	Warm start : < 20s
7.	Cold start 40 s
8.	Outputs as per NMEA 0183
9.	WGS-84 compliant
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



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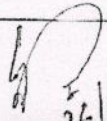
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3. Any further continuation of permit/license of the existing licensees under the Radio Taxi Scheme, 2006 and Economy Radio Taxi Scheme 2010 shall be governed by the terms and conditions contained herein above.
4. The Licensee may at any time surrender 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 taxi license shall be deemed to be cancelled and the bank guarantee shall be forfeited.
5. The licensee shall comply with all applicable insurance requirements as may be applicable under the law.
6. The licensee shall undertake to indemnify and protect the Transport Department from and against all actions, suites, 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.
7. The jurisdiction for settlement of any disputes through Courts under this scheme shall be at Delhi.
8. The department reserves the right to change any or all of the above terms and conditions in public interest.


Deputy Commissioner (ARU & TU)
Transport Department
Government of NCT of Delhi

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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 x 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


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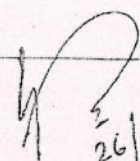
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	Power Characteristics
1.	Input voltage range 8 – 32 volts
2.	Battery backup of minimum of 4 hours with active mode of operation i.e. when vehicle is plying on a trip.
	Environmental Variables
1.	Temperature range ; -25° C to 85° C(without LCD), -20° 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 heat 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 x 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

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	<p>g) Navigator to display the projected route between "pick-up and drop point" and show the LU of VTU, indicating vehicle current position.</p> <p>h) capability to expand the map (increase the zoom level of map display)</p>
10.	<p>Switches/Buttons Mechanism</p> <p>(i) Trip Start (Mandatory & integrated with the meter start)</p> <p>(ii) Trip End (Mandatory & integrated with the end of meter)</p> <p>(iii)Waiting (Visual Display)</p> <p>(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.</p> <p>(v) Print button to get the bill printed.</p>


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