Transport Department
Government of NCT of Delhi
5/9 Underhill Road, Delhi 110054.

Applications are invited from prospective operators for Radio_Taxi Scheme -2006

The detailed terms & conditions of the Radio Taxi Scheme 2006 are given here below

TERMS AND CONDITIONS FOR RADIO TAXI SCHEME-2006

Grant of permits to prospective operators of radio taxi networks shall be considered under section 74 and other provisions of Motor Vehicle Act, 1988, and rule made there under. Detailed terms and conditions governing the scheme shall be as follows:

I) LICENSEE PROFILE

1. The licensee must be either a company under the Companies Act, 1956 or a society under the Societies Registration Act, 1860.
2. The licensee must be financially sound in order to run and manage the radio taxi operation in Delhi.
3. The Licensee must have experience and intimate knowledge of transport business preferably in the running of motor cabs.

II) OPERATIONAL INFRASTRUCTURE

1. The licensee must demonstrate possession of adequate parking space for all taxies and office space (minimum of 1000 sq. ft.) for accommodating the control room with radio communication and ten telephone lines.

2. Necessary infrastructure for maintenance of the vehicle should be available.

III) FLEET SIZE FOR LICENSEES

The minimum fleet size per license would be 500 (Five hundred) motor cabs, which must be achieved by the licensee within one year of the commencement of the operation.

IV) VEHICLE PROFILE

1. Every motor cab should be brand new at the time of induction.

2. The motor cab should be driven on clean fuel.
3. The vehicle should be of engine capacity of 999CC or above, JEEP type vehicle like Gypsy etc. is prohibited.

4. The vehicle must be equipped with temperature control devises such as air conditioning and heating and maintained in proper working order at all times.

5. The motor cab should be fitted with electronic fare meters on the front panel (dashboard) and maintained in a proper working order.

6. On the roof of the vehicle there should be an LCD board to display that the vehicle is a radio taxi ; the dimensions of the LCD display panel must
conform to those prescribed by the State Transport Authority from time to time.

7. The vehicle is allowed to carry advertisement in such a manner and to the extent that it doesn't become hazardous or disturbance to the safe traffic and shall be strictly in accordance with the guidelines issued by the STA in this regard from time to time.

8. The vehicle should meet emission standards as prescribed form time to time.

9. The vehicle must be fitted with GPS/GPRS based tracking devises which must be in constant communication with the Central Control unit while the vehicles is on duty.

10. The vehicle must be equipped with a mobile radio fitted in the front panel for communication between driver and the main control room of the licensee.

11. The vehicle must be equipped with the first aid box containing material to be specified in DMV rules 1993.

12. The vehicle should be replaced on completion of eight years with a brand new vehicles meeting the prevailing emission standard.

13. Photograph of driver, license particulars of driver and details of the licensee will have to be displayed on the dashboard of the vehicle.

14. The vehicle approved for commercial taxis like Ford Ikon, Opel Astra, Mitshubishi Lancer, Fiat Palio etc shall also be allowed to be registered as radio taxi, provided, they are fitted with appropriate CNG kits by approved retrofitters.

15. The color scheme of the radio taxi is white with different color strip of one foot on both of the panels of the car differentiating each licensee.

16. Licensees of radio taxis, on request, will be considered for grant of Inter State Permit under the relevant provision of Motor Vehicle Act, 1988 up to 100% of their fleet only for the National Capital Region.

17. Transport help line number should be prominently displayed inside and outside of motor cab as prescribed.

V) WORKING CONDITIONS

The licensee must adhere to the provisions of Motor Vehicle Act, 1988 and the terms and conditions prescribed by the transport department from time to time. Working hours of drivers is to be limited in accordance to the Motor Transport Workers Act, 1961.

VI) DRIVER PROFILE

1. The driver must have a driving license of the appropriate category for at least five years issued by an authority in the NCT of Delhi.

2. The driver should at least be a matriculate (namely, passed board examination of 10th or equivalent).

3. The driver shall be required to successfully pass a special driving test as and when devised/prescribed by the Govt.

4. The driver must have a valid public service badge issued in Delhi.

5. The driver must at all times be in uniform to be approved by the Govt./STA while on duty.

6. The driver must be of good character without any criminal record.

7. The radio taxi licensee shall be responsible for quality of drivers, their police verification, employer control and supervision of drivers, employee behavior etc. The employers shall also ensure that the drivers are totally safe, reliable and trustworthy.

8. If the radio taxi licensee uses or causes or allows a vehicle to be used in any manner not authorized by the permit or provisions mentioned herein, the licensee/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 LICENSE AND RENEWAL OF LICENCE

1. After scrutiny of application and inspection of the premises, LOI would be issued in favour of the applicant for purchase of a minimum two hundred number of vehicles of the prescribed category along with a temporary license valid for a period of four months.

2. The applicant shall be required to furnish a Bank Guarantee, in a format acceptable to the Transport department for an amount of Rupees Fifteen Lakh, drawn in fovour of the Secretary-Cum- commissioner (Transport), Govt. of NCT of Delhi, prior to the issue of temporary license and LOI.

3. On grant of temporary license, the Operator shall get the minimum two hundred vehicles prescribed in the temporary license registered, and establish a Control Room fully equipped with a Radio network and GPS/GPRS tracking system within a period of four months of the issue of LOI.

4. In the event that a holder of a temporary license fails to fulfill these conditions in four months, a further extension of two months may be considered to be granted to such holder of a temporary license on his making an application giving reasons for delay. The

application must be accompanied with a penalty of Rs.25000/- (Rupees twenty five thousand) to be paid through Demand Drat drawn in favour of Secretary-Cum-Commissioner (Transport) Govt. of NCT of Delhi.

5. In the event that a holder of temporary license fails to register comply with the above stipulations within the prescribed period as applicable, his temporary license shall automatically stand cancelled and the performance guarantee of Rupees Fifteen Lakh shall be forfeited.

6. Alternatively, on completion/ compliance of all conditions prescribed in the temporary license, the Operator shall be issued a regular license valid for a period of five years.

7. The license initially granted for a period of five years shall be renewable for a further period of five years subject to the satisfactory performance of the license holder as per terms and conditions of the scheme, the desirability of the scheme and any other condition prescribed by STA. The applicant may submit an application for renewal of license at any time after completion of four years but not less than three months before the expiry of the license with a renewed/fresh bank guarantee of Rupees Fifteen Lakhs.

8. On receipt of the application for renewal of license, an inspection of the business premises of the licensee shall be carried out, and performance of the licensee shall be evaluated as per the terms and conditions of the scheme. The Competent Authority shall keep the complaints received against the licensee in view at the time of granting renewal of license.

9. Plying of Motor cabs by a licensee in the absence of a valid license shall not be permitted under any circumstance.

VIII) GENERAL CONDITIONS TO BE ADHERED BY THE HOLDER OF THE LICENSE

1. The holder of a license shall

a) Not shift the principle place of business mentioned in the license without the prior approval, in writing of the licensing authority.

b) Keep the premises and all the records & register maintained and motor cabs open for inspection at all reasonable times by the licensing authority or by any person not below the rank of Motor Vehicle Inspector as may be authorized in this behalf by the Licensing Authority.

c) Submit from time to time to the Licensing Authority such information and return as may be called for.

d) display at a prominent place in its main office the license issued in original and certified copies there have attested by the Licensing Authority.

e) maintain a compliant book with serially numbered pages in triplicate in all its motor vehicles covered under this license and as well as at principle place of Business and other branch offices ;

f) dispatch the duplicate copy of the complaint book any of the Licensing Authority by registered post expeditiously and in any case not later than seven days ; and

g) 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 Licensing Authority once a month.

2. The license shall not be transferred without the prior written permission of the Licensing authority.

IX) FARE

Fare charged by the Operator shall be as prescribed, from time to time, by the Government of National Capital Territory of Delhi for the metered radio cabs. At present, the metered fare prescribed is Rs. 15/- (Rupees fifteen) per km. The licencee may, however, charge less than Rs. 15/- (Rupees Fifteen) per KM. During 11 PM to 5AM, night charges @ 25% over the normal applicable fare of Ra.15/-per Km. would be chargeable by the operator subject to any further changes made in the fare structure by the Govt.

X) INDUCTION SCHEDULE

1. An applicant must submit an induction schedule in respect of not less than five hundred vehicles at the time of making an initial application for grant of temporary license or LOI. The department may approve the schedule with or without modification, or may require the applicant to submit a modified induction schedule, prior to the issue of temporary license.

2. The licensee shall submit a compliance report of each stage of the approved schedule to the department.

3. The failure by the licensee to induct the motor cabs as per the schedule is liable to result in cancellation of the license and as well as forfeiture of bank guarantee.

XI) POWER OF LICENSING AUTHORITY TO SUSPEND OR CANCEL THE LICENSE.

If the licensing Authority after giving the Licensee an opportunity being heard; is of the opinion that

1. A licensee has failed to comply with any of the terms and conditions as detailed herein, or,

2. A licensee has failed to maintain the motor cab in compliance with the provisions of the Motor Vehicles Act and or Rules framed there-under, or

3. An employee of licensee is guilty misbehavior with customers or

4. A complaint against the licensee by any hirer has been proved beyond reasonable doubt,

The licensing Authority may suspend the license for a specified period or cancel the license.

Where the licensing Authority 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 in the Para above, the Licensing Authority may instead of canceling or suspending the license as the case may be recover from the holder of a license the set fine.

When the license is suspended or cancelled as per paragraph 1 above, the holder of the license shall surrender the license to the Licensing Authority.

XII) APPEAL

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.

XIII) PROCEDURE FOR APPEAL

1.An appeal shall be preferred in duplicate in the form of 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 Govt.

2.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 appropriate order.

MISCELLENOUS

XIV) The present scheme supersedes as all the previous schemes on the subject. The department reserves the right to change any or all of the above terms and conditions in public interest.

XV) All pending applications and any further continuation of permit/license of the existing licensees shall be governed by the terms and conditions contained herein above.

XVI) A Licensee may at any time surrender the license issued to him of the Licensing Authority, and on such surrender the Licensing Authority shall cancel the license. The holder of the license shall clear all dues before surrendering the license and seeking release of Bank Guarantee