The Radio Taxi scheme 2006 is hereby modified as under with immediate effect, namely:-

I. LICENSEE'S PROFILE

1. The licensee will be a radio taxi service provider including an aggregator of radio taxis.
2. The license will be granted to 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 Motor Vehicles Act, 1988 and the Information Technology Act, 2000 (as amended from time to time).

II. OPERATIONAL INFRASTRUCTURE

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 including telephone number, e-mail ID shall be provided by the licence to the transport department.
3. The Licensee shall either maintain a call center or operate through an authorised call center or web portal; details of which shall be provided to the department.
4. The licensee shall maintain a minimum fleet of 200 radio 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.
III. VEHICLE PROFILE

1. Licensee shall ensure that every Radio Taxi has a valid fitness certificate issued from the Transport Department, is driven on clean fuel and has an engine capacity of 750 CC or 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 Radio 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. A LCD display panel visible from both front and rear should be installed on the roof of the Radio Taxi to indicate that the vehicle is a Radio 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.

4. The Radio Taxi is allowed to carry advertisement in accordance with the guidelines issued by the STA from time to time.

5. The Radio Taxi should meet emission standards as prescribed from time to time at all times.

6. Radio 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 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.

7. The Radio Taxi shall be equipped with a mobile radio, Web or mobile based two way communication system.


9. The Radio Taxi should be replaced on completion of eight years with a brand new taxi meeting the prevailing emission standards, either by purchase or through an agreement with individual taxi permit holders.

10. 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.
11. The permit issued by the transport authority shall be displayed at a prominent place in the Radio Taxi.

12. The colour of the Radio Taxi shall be white, with a coloured strip on both sides of the taxi prominently displaying the name of the licensee.

13. Transport help line number No.42400400 along with Police help line No.1095 shall be prominently displayed inside and outside the Radio Taxi.

14. No tinted glass or curtains or films shall be affixed on the taxi.

15. A feedback register easily accessible to the passenger shall be kept in the Radio Taxi.

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 Radio Taxi services.

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 licensee shall provide the Radio Taxi services round the clock.

6. The Radio 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 or digital platform to be accessed by the passenger shall display the following information for the passenger:
   a. The photo of the Radio Taxi driver;
   b. Name, badge number, license number and mobile number of the driver
   c. A photo of the Radio Taxi with registration number
   d. The applicable fare.

8. The licensee shall ensure the facility of a panic button in the Radio 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.

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.

V. DRIVER’S PROFILE

1. The driver shall have a valid commercial driving license to drive a Radio 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 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.
5. The driver shall be of good moral character without any criminal record.
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 Radio Taxi to be used in any manner not authorized by the permit or provisions mentioned herein, the Licensee and 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 program 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 program 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 Radio Taxi.
VI. GRANT, DURATION AND RENEWAL OF LICENCE

1. The application for license shall be accompanied with a license fee of Rs.25000/- (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.

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.

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 years but not less than three months before the expiry of the license. A renewed/fresh bank guarantee of Rupees Fifteen Lakhs with validity of five & half years shall be payable for each renewal license fee of Rupees Twenty Five thousand shall be paid.

VII. FARE

1. The Licensee shall not charge fare in excess of the fare prescribed by the department from time to time.

2. Fare system as approved by the Transport Department shall be displayed inside the Radio 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.

VIII. INDUCTION SCHEDULE

1. The licensee shall comply with the Induction schedule for Radio Taxi as given below –
   i) 50 Radio Taxi within one month of grant of license;
   ii) 100 radio taxi within three months of grant of license.
   iii) 200 Radio Taxi within 6 months of grant of license;

2. 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
Radio Taxis at all times after the induction period failing which licensee 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,
   b. The licensee has failed to maintain the Radio 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. MISCELLANEOUS

1. The holder of a license 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 Radio 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.

3. Any further continuation of permit/license of the existing licensees under the Radio Taxi Scheme, 2006 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 radio taxi licence 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, suits, 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.

[Signature]
Deputy Commissioner (Transport)
Auto Rickshaw & Taxi Unit,
Burari
Government of NCT of Delhi
### ANNEXURE-A

**Integrated GPS/GPRS capable vehicle tracking unit (VTU) with printer, display panel and fare meter**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>SPECIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Features</strong></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>GPS or GLONASS or both (Location, speed, heading, timestamp) data polling and sending frequency capability of less than or equal to 10 sec.</td>
</tr>
<tr>
<td>2.</td>
<td>Location on demand on GPRS/SMS.</td>
</tr>
<tr>
<td>3.</td>
<td>Memory to store min 40000 positional log.</td>
</tr>
<tr>
<td>5.</td>
<td>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.</td>
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</table>

**GPS Module Specification**

<table>
<thead>
<tr>
<th>S.NO</th>
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<tbody>
<tr>
<td>1.</td>
<td>Parallel GPS or GLONASS or both receiver module with 32 (minimum) acquisition channels &amp; 18 minimum tracking channel</td>
</tr>
<tr>
<td>2.</td>
<td>Acquisition sensitivity: better than (-)165 dBm</td>
</tr>
<tr>
<td>3.</td>
<td>Tracking sensitivity better than (-)160 dBm</td>
</tr>
<tr>
<td>4.</td>
<td>Accuracy of Less than 8m Positional Accuracy 2DRMS,(on ground) or 2.5 m CEP</td>
</tr>
<tr>
<td>5.</td>
<td>Hot start &lt;5s</td>
</tr>
<tr>
<td>6.</td>
<td>Warm start : &lt; 20s</td>
</tr>
<tr>
<td>7.</td>
<td>Cold start 40 s</td>
</tr>
<tr>
<td>8.</td>
<td>Outputs as per NMEA 0183</td>
</tr>
<tr>
<td>9.</td>
<td>WGS-84 compliant</td>
</tr>
<tr>
<td>10.</td>
<td>Network server based real-time A-GPS</td>
</tr>
</tbody>
</table>

**GPRS**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>SPECIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>In - Built Quad-band GPRS module/Modem</td>
</tr>
<tr>
<td>2.</td>
<td>Multi Slot GPRS</td>
</tr>
<tr>
<td>3.</td>
<td>GPRS class 10 or Above</td>
</tr>
<tr>
<td>4.</td>
<td>Should support all – SMS, Voice, Data, GPRS, TCP/IP</td>
</tr>
</tbody>
</table>

**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

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
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.
APPLICATION FOR GRANT OF LICENSE UNDER THE RADIO TAXI SCHEME -2006

To,
Dy. Commissioner (ARU)
Transport Department
Burari
Delhi-110084.

I/We the undersigned is authorized representative/proprietor of the company and wish to

1. Full Name: ________________________________________
2. Name of Father: ________________________________________
3. Address of Registered Office: ________________________________________
   (Attach proof) ________________________________________
   ________________________________________
4. TIN/TAN No.: ________________________________________
5. PAN No.: ________________________________________
6. Type of Company: ________________________________________
7. Registration Number: ________________________________________
8. Number of vehicles with details of each attached (as per requirement of the Scheme).

I/We hereby declare that the above statements are true and agree that I/We shall abide
by the conditions of license as notified vide No. DC/TU/TPT/804/2014/1721 dated
29.12.2014. I/We also agree that in the event of any of the statements made above or
information furnished being found false, the permit granted to me shall be liable for
cancellation without any notice.

Dated: ________________

Signature of the applicant