

OFFICE OF SECRETARY, STATE TRANSPORT AUTHORITY, U.T., CHANDIGARH

TERMS & CONDITIONS

According to Section, 74(2) (VIII) of the Motor Vehicle Act, 1988, Motor Cabs fall in the category of Contract Carriage.

Section 2(25) of Motor Vehicle Act, 1988 defines a Motor Cab as any Motor Vehicle constructed or adopted to carry not more than 6 passengers excluding the driver for hire or reward.

Grant of Contract Carriage Permit for these motor cabs would be as detailed U/s 74 of the Motor Vehicle Act, 1988.

Security

Each operator shall have to deposit an amount of Rs. 1.00 lac as Security in the shape of Demand Draft in favour of Secretary, State Transport Authority, U.T., Chandigarh immediately after granting permission.

OPERATOR'S PROFILE :

- (1) The operator should be either a company under the Companies Act, 1956 or a Society under the Societies Registration Act, 1860 or a Firm.
- (2) The operator should be financially sound in order to run and manage the Radio Cabs in U.T., Chandigarh.
- (3) The operator should have knowledge of transport business.

OPERATIONAL INFRASTRUCTURE

- (1) The operator should have adequate parking space available with him. (Presently space will be provided by the Administration on rental basis)
- (2) Necessary infrastructure for maintenance of the vehicle should be available.

FLEET SIZE FOR OPERATORS

- (1) The minimum fleet size per operator would be 50 motor cabs. However, Administration will block 100 Registration numbers for each operator and each operator can increase fleet size to 100 motor cabs, on willingness shown by the operator.

VEHICLE PROFILE

- (1) Every vehicle should be brand new at the time of induction.
- (2) The motor cab should be driven on fuel such as Petrol/Diesel/LPG/CNG.
- (3) The vehicle should be of 999CC and above capacity with 3 box Sedan.
- (4) All vehicles should be Air conditioned/Air heated.

- (5) The vehicle should be fitted with Electronic fare meter on the front panel.
- (6) On the roof of the vehicle there should be a board to display that the vehicle is Radio Taxi (Measurement of the box as specified by S.T.A.)
- (7) The vehicle should be equipped with GSM/CDMA/Landline Network (later on extended to Radio facility) to facilitate communication between driver and control room of the operator.
- (8) The vehicle must be equipped with First Aid Box and Fire Extinguisher.
- (9) The vehicle should meet emission standards as prescribed.
- (10) The vehicle should be replaced on completion of 5 years from the date of registration with a brand new vehicle.
- (11) Photograph of driver along with other particulars of the driver and details of the operator will have to be displayed on the dash board of the vehicle.
- (12) The vehicle will also have Electronic display unit showing the word "HIRED" or "VACANT"
- (13) Motor Cabs will be allowed advertisements 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 the road safety is not compromised.
- (14) Vehicle will be white in colour.

WORKING CONDITIONS

- (1) Motor Cabs will be available 24 hours 7 days a week.
- (2) 4 digit calling number will be provided to each operator for operating the call center which can be assessed by the customer.
- (3) Motor Cabs will be available to the General Public in three ways :
 - (i) On call by dialing the concerned telephone number.
 - (ii) By hiring the taxi from the designated location.
 - (iii) By stopping the taxi on the road.
- (4) Exclusive parking areas near all major hotels, tourist centers and important public places will be created.

DRIVER PROFIL

- (1) The driver must have a driving licence of the appropriate category for atleast 3 years issued by an authority.
- (2) The driver should be atleast a matriculate (Namely passed board examination of 10th or equivalent).
- (3) The driver must have passed successfully special driving test to be devised/prescribed by the Chandigarh Administration.
- (4) The driver must at all times be in uniform as approved by the Govt./S.T.A.
- (5) The driver must be of good character without any criminal record. (responsibility of the driver shall rest with the operator).

DURATION PERMIT AND OTHER CONDITIONS TO BE ADHERED TO BY THE HOLDER

- (1) Permit issued to a motor cab will be valid for 5 years from the date of grant of permit and after this it will be renewed for another 5 years provided the vehicle is replaced on completion of life span of the vehicle.
- (2) Permit will be issued in the name of the Company/Society.
- (3) The holder of the permit shall not shift the place of business mentioned in the permit without the prior approval of State Transport Authority.
- (4) Permit holder shall keep all the records and register maintained and Motor Cab open for inspection at all reasonable times by the S.T.A. or any other person not below the rank of Motor Vehicle Inspector as may be authorized in this behalf by the S.T.A.
- (5) Holder shall submit from time to time to S.T.A. such information and return as may be called for by it.
- (6) The holder shall maintain a complaint book with serially number pages in triplicate.
- (7) The holder shall maintain a suggestion box in the main office and branch office, if any, and forward their suggestions received with their comments expeditiously to S.T.A. once a month.
- (8) The permit granted to a company or a society is not transferable without prior permission of S.T.A.

FARE

- (1) The holder of the permit shall charge fare as fixed by the Chandigarh Administration.

INDUCTION SCHEDULE AND RATES TO BE CHARGED

- (1) Permit shall be granted to the operator once they get the 10 vehicle registered.
- (2) Registration of the vehicles/Motor Cabs will be done by S.T.A. and the following fee will be charged. (Series to be decided later on).
 1. Application fee Rs. 20/- for five years. As provided in Chandigarh M.V. Rules.
 2. Passenger Tax Rs. 100/- per seat/year excluding driver. As provided in Chandigarh Administration Notification dated 24-2-1987
 3. Permit fee Rs. 90/- for first year, Rs. 80/- for subsequent years i.e. Rs. 410/- for five years. As provided in Chandigarh M.V. Rules.

POWER OF S.T.A. TO SUSPEND OR CANCEL THE PERMITS

- (1) If any operator fails to produce minimum of 50 cabs within the period specified in the permission, his permission shall be straight away rejected and Security so deposited by him shall stand forfeited.

- (2) S.T.A. can suspend or cancel the permit if any complaint against the permit holder by any hirer is proved beyond reasonable doubt.
- (3) If any one of his employees misbehaves with the customers.
- (4) If he fails to comply with any of the terms and conditions as have been detailed in the paragraphs above.
- (5) If he fails to maintain the motor cab in compliance with the provisions of the Act and Rules.

When the permit is suspended or cancelled as above, the holder of the permit shall surrender the permit to the State Transport Authority.

APPEAL

- (1) Any person aggrieved by any order of the State Transport Authority can make within 30 days of the receipt of an order an appeal to the Secretary Transport, U.T., Chandigarh.

VOLUNTARY SURRENDER OF THE PERMIT

- (1) The holder of permit may at any time surrender the permit issued to him to the S.T.A. which granted the permit and on such surrender the State Transport Authority shall cancel the permit.
- (2) The holder of the permit before surrendering the permit shall clear all dues.

Any other condition under Section 74 of the Motor Vehicle Act 1988 and rules made thereunder shall be applicable.