

EPCA Report No 105**3-wheeler registration: Report filed in compliance with direction of Hon'ble Court dated 26.8.2019 and IA No 11028/2019 on behalf of DMRC****October 18, 2019**

Background

On 4.2.2019, the Hon'ble Supreme Court directed EPCA to consider the issues in the application No 176097 of Bajaj Auto Ltd of December 12, 2018 seeking that the cap on number of 3-wheeler registration, imposed by the Hon'ble Supreme Court vide its order of 16.12.1997, should be removed as these vehicles are no longer polluting.

On **28.2.2019**, EPCA submitted its report No 95 examining the improvement in fuel and emissions standards and found that the for petrol/CNG 3-wheelers, from BS I to BS VI, emission limits have been reduced by roughly 80-90 per cent. Even between BS IV to BS V, there is a 50 per cent reduction in emission limits. Given this situation and the urgent need for para-transit vehicles in the city, EPCA recommended that the cap on registration of 3-wheelers should be removed, provided these vehicles are BS VI compliant and run on petrol/CNG.

On **26.8.2019**, the transport department was permitted to file documents to support the statement as to how many vehicles are required. The cap was fixed in 2011. What steps are taken thereafter to ascertain requirement and in the affidavit it may also be mentioned objectively the overall requirement.

Hon'ble Court directed EPCA to submit a report as to how many vehicles can be permitted considering the environment aspect, in case the cap is lifted. The transport department to assist EPCA to furnish relevant details of vehicles etc.

On 23.9.2019, in IA No 110238/2019 (Applications for directions on behalf of Delhi Metro Rail Corporation Ltd), the Hon'ble Court directed, Let the opinion of EPCA be awaited.

As the two matters are related to the registration of 3-wheelers in Delhi, EPCA sought the permission of the Hon'ble Court to examine and file a combined report. This report is being filed in compliance with these directions.

EPCA has examined the following two issues:

1. What is the pollution impact of the increased number of 3-wheelers, if the cap on registration is lifted?
2. The merits of the proposal of DMRC to register and ply electric 3-wheelers in the city for last mile connectivity.

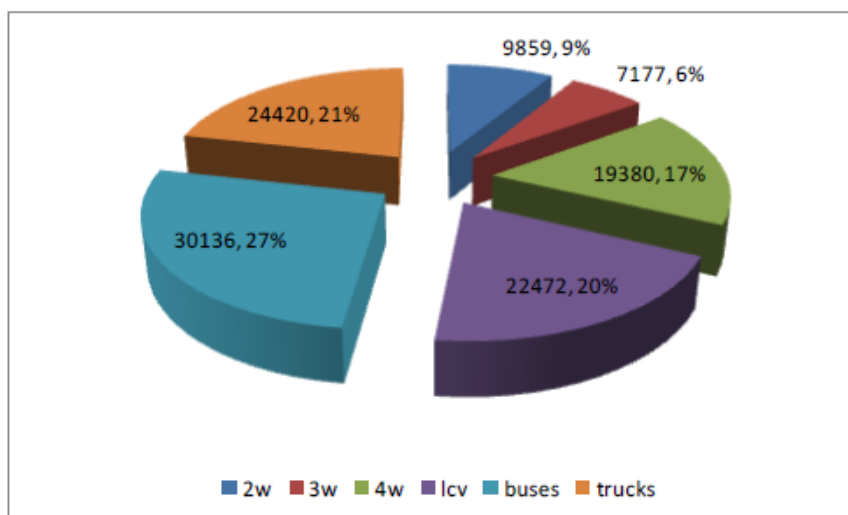
2. Pollution impact of increased 3-wheeler registration

EPCA has not received any information from the Delhi Transport Department to ascertain the requirement or the pollution potential of increased registration.

Therefore, EPCA has worked to estimate the pollution load from these vehicles. To do this, it has used the emission inventory developed by IIT-Kanpur in 2016¹ for estimating the pollution load from different sources in the city. EPCA has estimated the NO_x load from 3-wheelers because in the case of petrol/CNG this is the key pollutant.

As per 2016 IIT Kanpur study the total NO_x emission load from vehicles is 113,443 kg/day. Of this, the contribution of three wheelers is 7177 kg/day (6%).

NO_x Emission Load contribution of each vehicle type in city of Delhi (Kg/Day and %)



Source: Mukesh Sharma et al 2016 (IIT Kanpur), Comprehensive Study on Air Pollution and Green House Gases (GHGs) in Delhi, (Final Report: Air Pollution

¹Mukesh Sharma et al 2016 (IIT Kanpur), Comprehensive Study on Air Pollution and Green House Gases (GHGs) in Delhi, (Final Report: Air Pollution component), Submitted to Department of Environment, Government of National Capital Territory of Delhi and Delhi Pollution Control Committee, Delhi,

component), Submitted to Department of Environment, Government of National Capital Territory of Delhi and Delhi Pollution Control Committee, Delhi, <http://cerca.iitd.ac.in/files/reports/IITK%20study%202016.pdf>

The question before EPCA was to estimate what would be the additional load if 3-wheelers are allowed to be registered without a cap. As there is currently, no emission factor available (these factors take into account the deterioration and other factors, which would increase emissions on road), EPCA has used the emission standard to estimate the load from these vehicles. This estimation shows that additional of 10,000 to 1,00,000 new petrol/CNG BSVI 3 wheelers, will add between 1 to 14 per cent additional NOx emission load.

Table: Potential NOx emission load from new three wheelers

Number of BSVI spark ignition engine three wheelers	Estimated NOx load in kg/day	Additional % of total 3-wheeler NOx emission load*
10,000	102	+1%
20,000	204	+3%
30,000	306	+ 4%
40,000	408	+ 6%
50,000	510	+ 7%
100,000	1020	+ 14%

Source: Estimated based on assumed three wheeler additions meeting BS VI emission norm values, Vehicle-km-per-day data from MOES study, Total NOx emission load (* 7177kg/day from three wheelers as per IITK Study).

It is technically not possible to estimate what would be the increased load of additional 3-wheelers in the total pollution load of the city/ or its contribution to vehicular pollution load. This would require more information on the number and type of vehicles that will be registered and other details.

3. Registration of battery operated 3-wheelers for last mile connectivity

DMRC in its IA 110238/19 has stated the following:

1. It has incorporated on 13.4.2018 a wholly owned subsidiary company, Delhi Metro Last Mile Services Ltd.
2. Based on the discussions with the Delhi traffic police, it has decided to introduce E-3-wheelers (E-TSR) for last mile connectivity, instead of e-rickshaws.

3. The Delhi transport department has written to DMRC stating the following reasons for not granting permissions for registration and plying of the E-3 wheelers:

- a. The Hon'ble Court has fixed the limit of registration of autos in Delhi (1 lakh) and therefore, unless the Hon'ble Supreme Court grants permission for registration of additional number of autos, the request of DMRC cannot be accepted.
- b. The registration of autos is to be made as per the procedure prescribed by the Transport Department, according to which there is no provision of allotment of permits in favour of one agency in bulk and the permits are issued to individual license holder.

3.1: Examination of the issues raised by DMRC and Delhi Transport Department

EPCA convened a meeting on September October 14, 2019 to discuss the issues (see Annexure 1 for list of participants).

EPCA raised the following issues to better understand the sustainability of the DMRC proposal:

1. What would be the type-approval given to the E-3 wheelers; how would it be ensured that these E-3-wheelers are manufactured using lithium ion or better batteries so that battery pollution does not become a matter of concern.
2. What would be the system for battery management?
3. What would be system for charging of these vehicles – this is particularly because it has been brought to the attention of EPCA that the current fleet of e-rickshaws have a propensity to use illegal power
4. What would be the system of ensuring that the e-3 wheelers stick to the routes/areas assigned and maintain road-discipline
5. What would the parking space for these e-3 wheelers to avoid further congestion near metro stations

6. What would be management/ownership of these vehicles so as to ensure quality of service as well as sustainability

7. What would be the rate fixed and if shared mobility would be allowed as it would bring down the cost. The affordability of the metro system is dependent on the cost of last-mile-connectivity as commuters look at the total cost of their trip and not just the cost of the metro ticket.

EPCA also asked the Delhi Transport Department if the rule for allowing only one owner per vehicle (owner-driver) applied also to taxis in the city. The DMRC proposal involves contracts to companies, which would own the vehicles and ply them in designated areas near the metro stations.

DMRC has given EPCA details of its proposal and replied to the queries raised above (see Annexure 2).

	Issue of concern	Examination of issue
1.	Type Approval of vehicle	Will be type-approved and certified by agencies like ICAT, ARAI. Vehicle standards have been set and certification is done based on 3-wheeler standards, other than for engine specifications, which are done as per the standards set for battery performance. The Ministry of Road Transport and Highways (MoRTH) has sent EPCA the details of companies which have received type-approved E-3 wheelers (Annexure 3). The vehicle will cost Rs 3 lakh as per DMRC.
2.	Battery type	As per the type-approval specifications, E-3 wheelers will require superior battery performance, Lithium iron++. DMRC has confirmed this to EPCA and added that the E-Autos will be equipped with Li-ion or superior class of smart batteries, which would be connected to cloud server through built-in telematics system.
3.	Battery management	DMRC has informed EPCA that the operator is required through contract to account for the batter and these will be reverted back to the OEM for reuse. The batteries will be repurposed for energy storage applications and in this way their life will be extended for another 5-6 years.
4.	Battery	According to officials, the advanced E-3 wheelers are

	charging	designed to travel for 110-120 km on a single charge. The options for battery charging would be to either set up individual stations or to develop a battery swapping system. DMRC in its contracts has agreed that it will set up dedicated spaces on its land (at the stations) for battery charging. The electricity cost will be built into the contract.
5.	Maintaining quality and road discipline	DMRC has built the service requirements into the contracts, which registration by the transport department; GPS enabled vehicles; PSV badges for drivers. It has also included ways of ensuring service, through apps for booking by customers, designated routes; and e-payments including integration with DMRC through Delhi Metro Smart Card. It has also informed EPCA that it will include safety features for passengers.
5.	Enforcement of service conditions and control	On EPCA's suggestion, DMRC has agreed to operationalize a control centre for real-time monitoring of e-autos and will ensure overall supervision so that quality of service is maintained by exercising control over different operators
6.	Parking	DMRC will provide dedicated parking for E-3 wheelers at its station and also make provision in the MMI parking that it is developing in the stations for last mile connectivity.
7.	Registration of E-3 wheelers by Transport Department under taxi scheme	<p>The permit conditions for 3-wheelers (TSR) require the owner to be the operator of the vehicle; and do not permit more than 1 vehicle for each driver/owner (see Annexure 4).</p> <p>However, the Delhi Transport Department under the city taxi scheme 2015 does permit licensees to be a taxi service provider, including an aggregator of taxi (Annexure 5).</p> <p>Therefore, there is a possibility of considering the DMRC proposal, which is important for last-mile-connectivity as a scheme where DMRC through its wholly owned subsidiary company, Delhi Metro Last Mile Services Ltd is running these vehicles through agents. The control and overall supervision will vest with DMRC.</p>

8.	Fare fixation	DMRC has informed EPCA that the vehicles will operate under the fares set by the Delhi Transport Department; Rs 25 for first 1.5 km and Rs 9.50 per km subsequently (Annexure 6). Clearly, affordability of transport for last mile connectivity is crucial and so shared mobility should be also permitted.
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4. Recommendations for the consideration of the Hon'ble Court

Based on the above examination of issues, the following are the recommendations for the consideration of the Hon'ble Court.

	Issue	Examination/ findings	Recommendations for consideration of Hon'ble Court
1.	Pollution potential of removing cap on registration of 3-wheelers	EPCA has estimated the NOx load from additional registration of petrol/CNG 3-wheelers, based on IIT-Kanpur 2016 study, which had put the contribution at 6 per cent of total vehicular emissions. According to this estimate, additional 10,000 to 1,00,000 new petrol/CNG BS 6 3 wheelers will add 1 to 14 per cent additional NOx load.	<p>The Hon'ble Court may consider to raise the cap by 20,000-30,000 to begin with as BS 6 petrol/CNG 3-wheelers have reduced emission limits by 80-90 per cent from the time the cap was imposed.</p> <p>These vehicles are also needed for last mile connectivity in the city.</p> <p>May keep the matter of removal of registration cap open for later consideration, as the vehicles start plying and also older generation/diesel vehicles are replaced.</p>
2.		EPCA in its report 95 had said that BS diesel 3-wheelers should not be allowed to be registered. It has also found that there were diesel 3-	May consider directing that all diesel 3-wheelers are banned in NCR and that all currently plying diesel 3 wheelers should be converted to petrol/CNG or battery within a time-bound schedule. Diesel 3-wheelers continue to ply in cities of NCR

		wheelers operating in NCR towns, which were extremely polluting.	even with availability of CNG/petrol. These must be replaced at the earliest.
3.		EPCA in its report 95 had said that only 41,766 3-wheelers out of 95,000 registered in the city had functioning GPS/GPRS systems. Also, there were complaints of poor service conditions/lack of safety	May consider directing the Delhi Transport Department to improve the service and quality conditions of current and future fleet of 3 wheelers, including strictly enforcing GPR/GPRS fare meter.
4.	Registration of E-3 wheelers as proposed by DMRC	EPCA has discussed all elements of the DMRC proposal to introduce 15,000 E-3 wheelers for last mile connectivity in the next 2-3 years. All issues, including those regarding battery type; management (including reuse and disposal); charging; parking and supervision have been deliberated and detailed by DMRC in its proposal. EPCA is satisfied by this proposal and also notes the need for affordable and quality last mile connectivity.	May consider allowing registration of 15,000 E-3 wheelers by agencies selected and contracted by DMRC. The agencies will operate under the overall supervision of DMRC, which will also set up a central control centre for real time monitoring and ensuring quality and service. May consider allowing this registration of E-3 wheelers over and above the current cap on registration for CNG/petrol 3 wheelers

		<p>E-3 wheelers will be important for local air pollution control (local pollution is lower than CNG/petrol). But the governments need to have supportive policies to ensure that the vehicles registered are type approved and there is battery management and charging rules provided so that these vehicles do not add to the city's road and infrastructure problems.</p>	<p>May consider directing Delhi, Haryana, UP, Rajasthan state governments to formulate policies for E-3 wheelers, which would ensure all aspects, including battery management and charging infrastructure.</p> <p>Based on these policies, the Hon'ble Court may consider allowing registration of E-3 wheelers without a cap on the numbers that can be registered.</p>
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Annexure 1**List of participants who attended the EPCA meeting held on 14.10.2019**

1. Dr.Bhure Lal, Chairman, EPCA
2. Ms. Sunita Narain, DG, CSE and Member EPCA
3. Prof.Umesh Kulshrestha, Professor, Jawaharlal Nehru University and Member EPCA
4. Sh. Abhay Damle, Joint Secretary, Ministry of Road and Transport
5. Sh. Atanu Ganguli, Dy. Executive Director, SIAM
6. Sh. Rajesh Kumar, MLO, Transport Department, Govt. of NCT Delhi
7. Sh. Vikas Kumar, ED/OPS/DMRC
8. Sh. Saleem Ahmad, GM/LMC, DMRC
9. Sh. Sushil Kumar Gupta, MGR/OPS, DMRC
10. Sh. Alok Ray, Asst. Director, Society of Manufacturers Vehicles (SMEV)

INTRODUCTION OF E-AUTOS FOR LAST MILE CONNECTIVITY BY DMRC LTD.**1.0 Introduction**

DMRC is a leading MRTS in the world in terms of infrastructure developed and services provided to its customers. Though DMRC is catering to approx. 3 million passengers a day but the desired utilization is still not achieved due to lack of first mile / last mile connectivity. Despite the subject of last mile connectivity falls under the purview of State Transport Authorities, DMRC has taken into account requirements of its patrons and have ventured into this field. For the purpose, DMRC has formed a wholly owned subsidiary company 'Delhi Metro Last Mile Services Ltd.' on 13.04.2018 to tackle the issue. The prime objective behind formation of Subsidiary Company is to promote the use of public transport and to provide speedy & easy access for MRTS passengers to metro stations & to transit points / destinations.

Due to availability of limited number of feeder buses in the fleet, and related issues with the procurement & their subsequent operation, feeder buses could not be introduced by DMRC from all the metro stations. Need is therefore felt to have dedicated fleet of para-transit modes, for last mile connection, with earmarked safety & security features and defined Service Quality Parameters.

The Delhi Metro is contributing tremendously on the environment front by becoming the first ever railway project in the world to claim carbon credits. DMRC has also been certified by the United Nations (UN) as the first Metro Rail and Rail based system in the world to get carbon Credits for reducing Green House gas emissions. In line with this aspect, DMRC has taken a lead by facilitating operators to provide battery operated last mile connectivity services from the metro stations be it e-rickshaws, e-bikes, e-scooters, etc.

2.0 Background

DMRC first introduced e-rickshaw services, on pilot basis, during Oct-2015. Subsequently, based on open tender process, 2 Operators were selected to provide dedicated e-rickshaw services. The services were first introduced from NCR regions of Gurgaon, Faridabad and Ghaziabad.

For introducing the services in Delhi region, the matter was taken up with Transport Department, GNCTD, by DMRC and after sustained efforts, Transport Department, GNCTD agreed to register the fleet of e-rickshaws in DMRC's authorized Operator name. E-rickshaw services are presently operational from 15 metro stations in Delhi/NCR. In the Delhi region, the services are available from 7 metro stations viz.

- Dwarka Sector-21 (along with battery charging hub; 69 SQM area)
- Dwarka Sector-09
- Dwarka Sector-10 (along with battery charging hub; 1,340 SQM area)
- Dwarka Sector-11
- Dwarka Sector-12
- Uttam Nagar East (along with battery charging hub; 2,875 SQM area)
- Rajouri Garden (along with battery charging hub; 310 SQM area)

For the purpose DMRC has facilitated the operator by way of the following: -

- DMRC has provided land for stabling, parking and battery charging of e-rickshaws within its premises.
- Dedicated spaces, wherever available, provided at stations to operator for pick-up & drop-off of passengers. Signage also permitted to operator at the pick-up & drop-off point for the convenience of passengers.
- MOUs executed by DMRC with leading PSUs to provide, install & commission battery chargers, if required by operator. One of the PSUs has provided the battery chargers on free of cost basis and are maintaining the same on no cost basis.
- Power Distribution companies have been requested for provision of electricity connection to the operator for setting up the battery charging infrastructure by the operator in the DMRC's owned land.
- Payment integration with Delhi Metro Smart Card is also underway.

The operator on its part is required to follow all the agreed terms of the open tender / Letter of Acceptance which includes the following: -

i) About e-rickshaw

- Approved model of e-rickshaw.
- In-built GPS tracking system.
- Equipped with First Aid box & Fire Extinguisher.
- Fully compliant with the Government's Make in India campaign.
- Covered passenger cabin & a full front windscreen for driver & passenger safety & comfort.
- E-rickshaws to be registered and have valid fitness certificate.

ii) Service Quality Parameters

- Drivers have valid driving license.
- Police verified drivers.
- Drivers wear prescribed uniform provided by the Operator.
- Time of operation is 10 min prior & post departure of first & last train.
- Display of helpline numbers on e-rickshaws including Operator's helpline number for real time complaint handling.
- A dedicated Manager for the project for day to day management of activities.
- Availability of comprehensive insurance including vehicle, driver, passengers and third party.
- Pre-defined fares are charged or as fixed by STA, if any.
- Operator's Smart-phone App has facility of sending one click SOS message in cases of an emergency.

For breach of terms or unsatisfactory performance or violations, DMRC may withdraw the permissions granted to the operator.

Operator is managing the operation of e-rickshaw from the hubs created at the metro stations and from their centralized control room at Gurgaon wherein live tracking e-rickshaws (through GPS), customer care helpline, etc. is done.

3.0 Issue at hand

DMRC operator is running 800+ fleet of e-rickshaw which serves around 90,000 passengers a day. The services are quite popular among the metro commuters and demands are being received from them to introduce e-rickshaw services from other metro stations as well. DMRC intends to replicate the services from majority of the metro stations but for the prohibition order of GNCTD [Notification dated 11.12.2014] whereby plying & idle parking of e-rickshaws is prohibited on 236 roads. Almost all the metro stations are either situated on the prohibited roads or the e-rickshaw route has to encounter the prohibited road for cross-over movement in order to serve the passengers.

The matter on the prohibited roads for e-rickshaw movement was simultaneously taken up with the Transport Department, GNCTD and the Delhi Traffic Police. The details are as under: -

- Vide letter dated 15.01.2019, DMRC requested Spl. Commissioner of Police/Traffic/Delhi for concessions on the movement of DMRC authorized e-rickshaws viz. permission to cross-over relevant negative list roads, limited & short distance movement on earmarked negative list roads during specified time of day, etc. [Annexure-A]

DCP/Traffic vide letter dated 18.03.2019, referring meeting that was held by the Hon'ble LG, reverted that above permissions to e-rickshaws cannot be granted and instead asked DMRC to introduce e-autos for last mile connectivity since there aren't any restriction on their plying. [Annexure-B]

- Vide letter dated 15.01.2019, DMRC requested Principal Secretary-cum-Commissioner/Transport/GNCTD to grant registration and issuance of permit, if required, to the fleet of e-autos of DMRC authorized operator. [Annexure-C]

GNCTD vide letter dated 03.05.2019 [Annexure-D] reverted that: -

- i) Hon'ble Supreme Court has fixed the limit of registration of autos in Delhi up to 1 Lakh only and as such the request of DMRC cannot be accepted.
- ii) The registration of autos is to be made as per the procedure prescribed by the Transport Department, GNCTD, according to which there is no provision of allotment of permits in favor of any one agency in bulk and the permits are issued to individual license holder only.

Accordingly, DMRC had to file an Application before the Hon'ble Supreme Court with a prayer for removal of cap of 1 Lakh autos in Delhi and also for directions to the Transport Department, GNCTD, for registration of e-autos of DMRC's authorized operators, in bulk, and also issuance of permits, if required.

4.0 DMRC'S PLAN FOR E-AUTO SERVICES BY DMRC'S AUTHORIZED OPERATOR(S)

4.1 Manufacturer (OEM) and Certified Model of e-autos

- e-autos of reputed manufacturers like Mahindra, Kinetic, etc. would be inducted by the Operator(s).
- E-autos of other reputed manufacturers, available at the time of procurement, will also be inducted if they offer better comfort and have other safety features & facilities.
- e-autos would be GPS enabled.
- Only those models of e-autos would be inducted which are certified / type approved by authorized testing agencies viz. iCAT, ARAI, etc.
- Operator(s) would have to abide by all the statutory provisions and directions applicable from time to time.
- Maximum speed in the range of 45-55 KMPH depending on the make & model.

4.2 Procurement, registration and permits for e-autos and PSV badges for Drivers

- Cost of an e-auto at the present is about Rs.3 Lakhs (all inclusive).
- E-autos would be procured and to be registered by Transport Department, GNCTD, in the name of DMRC's authorized Operator who would own the fleet.
- Permits, if any required, shall be issued by Transport Department, GNCTD, in the name of DMRC's authorized operator.
- E-auto Driving License and PSV Badge to be issued to the Drivers by Transport Department, GNCTD.

4.3 Smart Battery for e-autos and their use

- E-autos to be equipped with Li-ion or superior class of smart batteries.
- Smart Batteries are intelligent with onboard battery management system. These are always connected to cloud server through a built-in telematics system. During their lifetime, the usable capacity of these batteries will drop from 100% to 80-75% over its 4-6 years of cycle life.
- These batteries would be properly accounted for by the Operator and will be reverted back to the OEM for further after-use.
- Subsequently, the batteries will be repurposed for energy storage applications such as grid stabilization, home inverters, energy backup for telecom towers, fuel pumps, corporate offices. Therein, the batteries will be used for another 5-6 years to meet energy storage application requirements.

4.4 Stabling & parking of e-autos and Battery charging hubs with infrastructure

- Dedicated spaces will be identified within DMRC's land, in line with existing arrangements with authorized e-rickshaws, for stabling, parking and installation of battery charging infrastructure.
- DMRC will give exclusive queuing rights to the operator for pick-up and drop-off of passengers within DMRC's area of jurisdiction.
- Existing MMI system would also be utilized for DMRC authorized e-autos.
- Electricity, based on requirement by the operator, will be provided on concessional rates as notified by DERC / Power Distribution Companies or the operator will be facilitated in arranging power connection from the Distribution companies.

- If required by the operator, DMRC will facilitate in arranging battery chargers from leading PSUs who are in the business of battery chargers.
- If required by the operator, DMRC may also provide support in taking up electrical work at the site.
- As is done presently, the hubs will be kept under CCTV surveillance by the Operator for monitoring movement of men, material, e-autos & their O&M.

4.5 Management of Depots / Hubs by the Operator

- Hub managers and staff will be deployed by the Operator to manage associated activities.
- Duties include registration of Drivers, which involves check of Aadhar Card, License and other verifications as stipulated by authorities from time to time.
- Overall functioning of the hub, its Operations & repairs, etc., live tracking of vehicles and management of drivers will be done.
- Overall supervision of the Hub, operational within DMRC's land, may be exercised by DMRC.

4.6 Booking of e-autos, Mobile App and payment of fares

- Likewise as is done in case of e-rickshaws at the present, a user would be able to request e-auto through Operator's smart phone app.
- Some routes have also been identified by Urban Mass Transit Company (UMTC) wherein last mile connectivity through such vehicles can be provided.
- App would also have facility of e-payment for added convenience.
- Fares for ride shall be as notified by Transport Department, GNCTD, from time to time.
- We may request Transport Department, GNCTD, to notify special fare for shared rides, if deemed fit.

4.7 Safety features for passengers

- SOS feature is there in the mobile app for emergency. Therein a user can send swipe for SOS which will send a message to Operator's support team.
- Users can call 24x7 Operator's helpline or Police Control Room from the App itself. Operator's helpline number would be pasted on each e-auto.
- Integration of Operator's mobile App with Himmat Plus App of Delhi Police can be done.
- Live tracking of e-autos would be done through Operator's Control Centre. DMRC would also operationalize a Control Centre in its own premises for monitoring the e-autos.
- Geo-fence radius of e-autos would be set at 6 KMS from the hub which would help in keeping the vehicle in close proximity for resolving any issue immediately. This would also ensure that DMRC's authorized e-auto would be serving first & last mile connection purpose.
- For cases of rash driving report, emergency, etc, operator has the control to immobilize / mobilize e-auto from anywhere at any time through the dashboard.
- Different type of alerts based on their severity would be tracked on real time basis viz. over-speeding, dwelling, low battery, etc.

- It will also be ensured that only those e-auto would be running who have fitness certificate issued by the Transport Department, GNCTD.
- Availability of Fire extinguisher and first aid box in each e-auto would be ensured by the Operator.
- Operator will be made accountable for accidents / claims / liabilities arising out of operation of e-auto services.

DMRC's Control

- DMRC would operationalize a Control Centre in its own premises for real time monitoring the e-autos run by the Operator.
- Daily / weekly reports would be requisitioned from the Operator on the running of e-autos, passengers served, complaints handled, etc.
- Operator would be asked to offer payment integration with DMRC through Delhi Metro Smart Card (Common Mobility Card).
- DMRC will facilitate the operator in obtaining associated clearances from concerned authorities.

Overall supervision of the services will be exercised by DMRC so as to ensure desired results.



1E-Auto



2 Dwarka Sector 10 Charging Hub



3 Uttam Nagar East charging hub



दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

(भारत सरकार एवं दिल्ली सरकार का संयुक्त उपक्रम)
(A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT. OF DELHI)

No.DMRC/Operations/TVVPL/2018/23

Dated, the 15th Jan 2019

Shri Taj Hassan, IPS

Special Commissioner of Police/Traffic
5th Floor, Police Headquarters,
MSO Building, IP Estate,
New Delhi-110002.

Sub: - Operationalization of Electric Rickshaws for DMRC's Last Mile Connectivity Project in Delhi and Assistance Required from Delhi Police on Providing Relevant Exemptions on Notified Negative List Road

Sir,

This letter is further to the meeting held today at Metro Bhawan between your kindself, Jt. CP/Traffic, other Traffic Police Officers, DMRC Officers and representatives of DMRC's official last-mile connectivity partner, (M/s Treasure Vase Ventures Pvt Ltd., brand name 'SmartE').

Delhi Metro has tasked SmartE to provide e-rickshaw services across Delhi Metro Stations in Delhi-NCR and in turn Smart-E has submitted their plans to cover major metro stations by June-2020. As discussed in the meeting, in order to address the important challenge of safe, economical and eco-friendly last-mile connectivity service, following points are submitted for kind consideration at your end: -

1. Permission to cross-over relevant Negative List Roads, in order to serve DMRC customers in a better way.
2. Permission for limited and short-distance movement on negative list roads, wherever ingress / egress on non-negative list roads not possible without this movement
3. Permission for specified Time of Day Movement on ear-marked negative list road as vehicles needs to move to and fro Charging Stations installed at the Metro Stations. Specific timings could be 7:00 - 8:00 am and 8:00 - 10:00 pm.
4. Deputing a Single Point of Contact (SPOC) for respective Traffic Circle for better on-ground co-ordination.

Also attached for your reference is the timeline-based roll-out plan across the city in the months to come.

The above could be offered or notified on a case-by-case basis in line with the deployment plan.

We look forward to your consent and necessary amendment to the existing notification on negative list for E-rickshaw operations.

Thanking you,

Yours sincerely,

Vikas Kumar
(Vikas Kumar)
Executive Director/Operation

16/01/19

(मेट्रो भवन, फायर ब्रिगेड लेन, बाराखम्बा रोड, नई दिल्ली-110001)
Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001

(19) (25)

OFFICE OF THE DY. COMMISSIONER OF POLICE; TRAFFIC (HQ) DELHI.
DELHI TRAFFIC POLICE HQ, DEV PRAKASH SHASTRI MARG, PUSA, NEW DELHI.

No. 3278

/TE (D-II)/Traffic, dated at New Delhi, the 18/03/2019.

To

Sh. Vikas Kumar, ⁴⁰²
Executive Director/Operations 1913
Delhi Metro Rail Corporation,
Metro Bhawan, Fire Brigade Lane,
Barakhamba Road, New Delhi - 110001

Subject:- Operationalization of Electric Rickshaws for DMRC's Last Mile Connectivity Project in Delhi and assistance required from Delhi Police on providing relevant exemptions on notified negative list roads.

Sir,

Please refer to your office letter No. DMRC/Operations/TVVPL/2018/23 dated 15.01.2019 and subsequent visit at Metro Bhawan where a presentation on the concept of operations of Electric Rickshaws by DMRC at metro stations for enhancing the last mile connectivity in Delhi was made by M/s Treasure Vase Ventures Pvt. Ltd., on the subject. Thereafter, a meeting was also held by the Hon'ble L.G., Delhi on the proposed proposal of DMRC in which it was suggested by Delhi Traffic Police that instead of introducing E-Rickshaws at metro stations (since their plying is restricted on 236 roads of NCT of Delhi which has been notified by Transport Department, GNCT of Delhi u/s 115 Motor Vehicles, Act, 1988), the introduction of E-TSRs can be considered for last mile connectivity option since there are no restrictions on their plying.

It is, therefore, requested that the issue of operations of E-Rickshaws at metro stations as last mile connectivity option may be relooked into as per the discussions held in the meeting of the Hon'ble L.G., Delhi

Yours faithfully,


18.3.19
DY. COMMISSIONER OF POLICE,
TRAFFIC (HQ) DELHI.

No.

/TE (D-II)/Traffic, dated at New Delhi, the

/03/2019.

Copy forwarded to SOs to Spl CP/Traffic, Jt CP/Traffic for information of the officers.



दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

(भारत सरकार एवं दिल्ली सरकार का संयुक्त उपक्रम)
(A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT OF DELHI)

No.DMRC/Operations/TVVPL/2018/24

Dated, the 15th Jan 2019

Shri Rajeev Verma
Principal Secretary-cum-Commissioner/Transport
5/9, Underhill Road,
Delhi-110054.

Sub: - Registration, and issuance of permit if required, of electric-auto of DMRC Authorized Operator (M/s Treasure Vase Ventures Pvt. Ltd.)

Sir,

In order to strengthen last mile connectivity from metro stations, DMRC has registered, on 13.04.2018, a wholly owned Subsidiary Company 'Delhi Metro Last Mile Services Ltd.'

In line with objectives of the Subsidiary Company, DMRC has entered into an agreement with M/s Treasure Vase Ventures Pvt. Ltd. (brand 'Smart-E') for provision of e-rickshaw services to & from metro stations. The Operator has been tasked with procurement, operation & maintenance of e-rickshaws for related services from Delhi Metro stations in Delhi / NCR. However, the biggest impediment in the replication of e-rickshaw services from all the Delhi Metro stations is Prohibition Order of GNCTD (notification dated 11.12.2014).

For facilitation of the metro commuters, DMRC would allow the Operator to operate electric-auto services from certain metro stations from where running of e-rickshaws are prohibited.

It is therefore requested to facilitate DMRC authorized operator (M/s Treasure Vase Ventures Pvt. Ltd.) in registration, and issuance of permit if required, of their fleet of electric-autos.

Thanking you,

Yours sincerely,



Vikas Kumar
(Vikas Kumar)
Executive Director/Operations

(मेट्रो भवन, फायर ब्रिगेड लेन, बाराखम्बा रोड, नई दिल्ली-110001)

Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001

(21)
27

**TRANSPORT DEPARTMENT
GOVERNMENT OF NCT OF DELHI
AR & TAXI UNIT, BURARI: DELHI-110084**

F.No.MLO(ARU & TU)/TPT/2019/ 2129

Dated: 3.5.2019

To

Sh. Vikas Kumar (Executive Director/Operation)
Delhi Metro Rail Corporation Ltd.
Metro Bhawan, Fire Brigade Lane,
Barakhamba Road, New Delhi 110001

Sub: Registration and issuance of permit if required, of electric-auto of DMRC authorized operator (M/s Treasure Vase Ventures Pvt. Ltd.)

Kindly refer to your letter dated 15/01/2019 regarding request to facilitate DMRC authorized operator (M/s Treasure Vase Ventures Pvt. Ltd.) in registration and issuance of permit if required, of their fleet of electric-autos.

The following is hereby informed

1. In NCT of Delhi, the registration of Passenger TSRs and issuance of their permits is regulated as per the orders of Hon'ble Supreme Court in the matter of MC Mehta Vs. Union of India in W.P. (C) No. 13029/1985.
2. The Hon'ble Supreme Court vide its judgement dated 16/12/1997, had freed the number of TSRs.
3. Later, the Hon'ble Supreme Court vide its order 333 in IA 316 in WP(C) 13029/1985 & in connected IAs increased the cap on issue of permits to Three-Seater Auto Rickshaw (TSR) in the NCT of Delhi from 55,000 to 1 lakh. The State Transport Authority Delhi has prescribed permit conditions for Auto Rickshaws vide No.F.DC(ARU)/Tpt/2011-12/1149-56 dated 08/08/2012. The applicant has to comply the conditions imposed for issuance of TSR permit.
4. The Govt. of Delhi prescribed the following procedure for allotment of 10,000 New TSR permits
 - i. Online applications were invited from the eligible applicants having Aadhar Card, Driving license of TSR and Badge.
 - ii. The New TSR permits were allotted as per seniority of the driving license.
 - iii. The applicant shouldn't possess any other TSR or Transport vehicle with permit and never been allotted a TSR permit originally by the Transport Department.



In view of the above, it is to inform you that your request for registration and issuance of permits for E-Autos cannot be considered for the following two reasons:-

- i. The Hon'ble Supreme Court has fixed the limit of registration of autos in Delhi upto one lac only and therefore unless the Hon'ble Supreme Court grants permission for registration of additional number of autos, the request of DMRC cannot be accepted.
- ii. The registration of autos is to be made as per the procedure prescribed by the Transport Department, Government of Delhi, according to which there is no provision of allotment of permits in favour of any one agency in bulk and the permits are issued to individual licence holder only as per the position explained.

You may take necessary action accordingly

Yours Sincerely


(S.S. Chauhan)

Dy. Commissioner (ARU & TU)

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
AUTO RICKSHAW UNIT: TRANSPORT DEPARTMENT
BURARI, DELHI-110084**

F. DC (ARU)/Tpt/2011-12/1149-56

Dated: 08-08-2012

PERMIT CONDITION

In the pursuant Hon'ble Supreme Court's order 333 in IA 316 in WP(C) 13029/1985 & in connected IAs increased the cap on issue of permits to Three-Seater Auto Rickshaw (TSR) in the NCT of Delhi from 55,000 to 1 lakh, considering the request of the department, GNCT, of Delhi and keeping in view of the increase in population in and around Delhi, the permit condition framed are as under:-

- 1 The applicant should purchase a new Auto Rickshaw (TSR) which should conform to mass emission standard of Bharat Stage-III and the same should also be from the list of Models approved by the Transport Department, GNCT of Delhi.
- 2 The owner of TSR should possess a valid TSR driving license and a Public Service Badge issued by the Transport Department of NCT of Delhi.
- 3 The applicant should not possess any other TSR or Transport vehicle with permits.
- 4 The Auto Rickshaw permit would not be transferable for 5 years, except in case of death of permit holder as prescribed in section 82 of MV Act, 1988 and Rules framed there-under. Thereafter the transfer to a person belonging to the same category can be considered. In case of legal heir of the deceased permit holder is minor OR not having valid driving license & PSV badge can hire a driver having valid Driving License and badge issued by Transport Department, Delhi.
5. Hire-purchase lease, Hypothecation deed shall be allowed for Nationalized Bank, Scheduled Banks and Non-Banking Financial Companies duly approved by RBI or any other competent authority notified by the Central Government.
- 6 The Electronic Fare Meter fitted in TSR should be GPS/GPRS integrated and duly approved, tested and sealed by the Controller, Weights & Measures Department, GNCT of Delhi. The Electronic Fare Meter manufactures/suppliers shall ensure that GPS/GPRS device integrated with Electronic fare meter is duly certified by Delhi Integrated Multi-Modal Transit System Ltd. (DIMTS), 1st Floor, Maharana Pratap, ISBT Building, Kashmere Gate, Delhi-110006 (web:www.dimts.in)
- 7 The permit holder shall charge fare from the passengers as approved by the Govt. as specified from time-to-time and a copy of fare table to be supplied by the Permit Issuing Authority shall be exhibited in the vehicle behind driver seat. The Electronic Fare Meter enabled with GPS/GPRS shall be kept in proper working condition.

8. The permit shall pay GPS/GPRS service charges at the rate and manner prescribed by STA.

9 The number of passengers shall not exceed 3 adults excluding driver

10 The permit holder/driver shall not refuse to ply to any place within the NCT of Delhi.

11. The driver wear the uniform in Grey colour as prescribed by the State Transport Authority (STA), Delhi. He/She shall display the Public Service Vehicle Badge on uniform on his/her left side of the chest.

12 The vehicle shall display the Helpline 42-400-400 of the Transport Department should be behind driver's seat. The name and address of the permit holder should be painted or affixed on the exterior of the body

13 The vehicle shall be kept neat and clean at all times during the operation.

14 The vehicle must be equipped with the First Aid Box and Fire Fighting equipment as specified in Rules 66 of Delhi Motor Rules 1993 In respect of the Fire Fighting equipment should be fitted inside the TSR near driver's seat.

15 The driver's identification/particulars along with his/her photograph to be displayed conspicuously inside the vehicle.

16 The permit holder should adhere to the permit conditions of Auto Rickshaw, failing which he/she shall be liable for the suspension/cancellation of the permit.

The aforesaid permit conditions for issue of permits for new Auto Rickshaw shall come into force after 30 (thirty) days from the publication of the public notice in newspapers.

This issues with the prior approval of competent authority

S/d
DY. COMMISSIONER

Auto Rickshaw Unit, Burari

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)

108/c

**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.

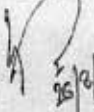
I. LICENSEE'S PROFILE

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.


26/08/15

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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 licensee 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.

26/8/15

104/c

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

26/8/15

109/c

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).

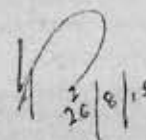
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2. Working hours of drivers is to be limited in accordance to the Motor Transport Workers Act, 1961.
3. The licensee may seek passengers through telephone calls, mobile or web based applications or through hailing on road.
4. The licensee shall not 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).



26/8/15

102/c

- 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. MISCELLANEOUS

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

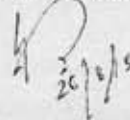
1. The Licensee shall charge fare as prescribed by the transport department from time to time.
2. Fare structure as approved by the Transport Department shall be displayed inside the taxi.
3. The licensee shall display the fare rate and provide a fare rate estimator on the website, Internet enabled application 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-A

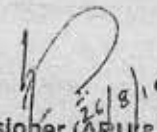
Integrated GPS/GPRS capable vehicle tracking unit (VTU) with printer, display panel and fare meter

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

26/6/15

101/c

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

98/4

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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26/8/15

79/2

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

25/8/15

97/c

	<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>

26/9/15

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
TRANSPORT DEPARTMENT,
5/9 UNDER HILL ROAD, DELHI-110054**

No. 23(488)/Tpt/ARU/2010/452/1042

Dated 12/06/2019

CERTIFICATE

Notification No. 23(488)/Tpt/ARU/2010/452/1042 dated 12-06-2019 in English and Hindi version (PDF and MS Word file) has been emailed to gadegazette.delhi@gov.in from tptstf@gmail.com.

The notification has been issued with the approval of Hon'ble Minister of Transport, GNCTD, being the Competent Authority.


(Rajesh Kumar)
MLO (ARU)
Tel 9818440888

**TO BE PUBLISHED IN GAZZETE-PART-IV EXTRAORDINARY
TRANSPORT DEPARTMENT, 5/9 UNDER HILL ROAD, DELHI-110054**

NOTIFICATION

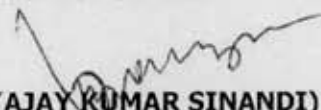
Dated 12 June 2019

F.No. 23 (488)/Tpt/ARU/2010/452/1042 -In suppression of earlier notifications in this behalf and in exercise of the powers conferred by clause (i) of sub-section (1) of section 67 of the Motor Vehicles Act, 1988 (59 of 1988) and having regard to clause (d) of the said sub section (1), following directions are hereby issued to the State Transport Authority Delhi, namely: -

The fares chargeable by the operators of Auto Rickshaws in the National Capital Territory of Delhi, shall be as follows: -

- | | |
|---|--|
| a. Fare (including Rupees 0.50 charges for Global Positioning System(GPS)/ General Packet Radio Service (GPRS)/ Control Room) | Rs. 25/- for first fall of 1.5 Km (upon downing the meter) and thereafter Rs. 9.50 per km for every additional kilometre. |
| b. Night Charges | 25% of the fare (11.00 P.M. to 5.00 A.M) |
| c. Waiting Charges | Waiting charges at the rate of Rs. 0.75 per minute shall be applicable for every minute (no limit of minimum 15 minutes as earlier when the vehicle is stationary or stuck in traffic or moving extremely slow (less than 1 km covered in 10 minutes). |
| d. Luggage Charges | Rs.7.50 shall be charged as extra Luggage charges whereas the driver/ operator shall not chare any extra amount for a shopping bag or a small attaché/suitcase. |

This issues with the approval of Minister of Transport, Government of NCT of Delhi.


(AJAY KUMAR SINANDI)
Dy. Commissioner (ARU)
Dated 12 June 2019