

**Government of Jammu and Kashmir  
Transport Department  
Civil Secretariat, Jammu**

**Notification  
Jammu, the 11<sup>th</sup> of May 2020**

S.O. 155. In exercise of powers conferred by section 93, sub-section (1) of section 95 and sub-section (1) of 96 of the Motor Vehicles Act, 1988 (59 of 1988) and all other enabling provisions in this behalf, the Government of Union Territory of Jammu and Kashmir to hereby publish the draft "Jammu and Kashmir Taxi Aggregator Rules, 2020" as required under sub section(1) of section 212 of the said Act for the information of all persons likely to be affected thereby; and notice is hereby given that the said draft rules shall be taken into consideration after the expiry of a period of 30 days from the date on which the copies of the Official Gazette in which this notification is published are made available to the public;

✓ Objection suggestions, if any, may be addressed to the Administrative Secretary, Transport Department, Government of Jammu & Kashmir, Room No.1/38, Civil Secretariat, Jammu or by email at [pstransportjk@gmail.com](mailto:pstransportjk@gmail.com).

The objections and suggestions which may be received from any person with respect to the said draft Rules before the expiry of the period specified above will be considered by the Government.

Sd/-

(Dr. Asgar Hassan Samoon) IAS  
Principal Secretary to Government,  
Transport Department

TR-240/MVD/2015-I

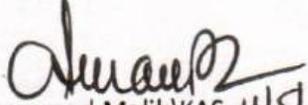
Dated: - // -05-2020

Copy to the:-

1. Joint Secretary, Government of India, Department of Road, Transport and Highways Transport Bhavan, 1 Parliamentary Street, New Delhi.
2. Principal Secretary to Hon'ble Lieutenant Governor, J&K
3. All Financial Commissioners.
4. All Principal Secretaries to Government.
5. All Commissioners/Secretaries to Government.
6. All Divisional Commissioners.
7. Managing Director, JK Road Transport Corporation.
8. Transport Commissioner, J&K Jammu.



9. Director, Motor Garages, J&K.
10. OSD to Advisor (B) to Hon'ble Lieutenant Governor, J&K.
11. Government Press, Jammu for publication in extra ordinary issue of Government Gazette.
1. Private Secretary to Chief Secretary, J&K.
2. Private Secretary to Principal Secretary to Government, Transport Department for information of Principal Secretary.
3. In-Charge Website.
4. S.O file.

  
(Raj Mohammad Malik)KAS 11/5/20  
Deputy Secretary to Government,  
Transport Department

## **“Jammu and Kashmir Taxi Aggregator Rules, 2020”**

### **1. Short title, Commencement and Application:-**

- (1) These Rules may be called the Jammu & Kashmir Taxi Aggregator Rules, 2020.
- (2) These shall come into force from the date of publication in the official Gazette.
- (3) These Rules shall apply to:
  - i) all motor cabs/auto rickshaws/M1 category vehicles to which contract carriage permits have been granted under section 74 of the Motor Vehicles Act, 1988 (59 of 1988) having local/district/All-Jammu and Kashmir jurisdiction including intrastate trips undertaken by Motor Cabs/M1 Category permit registered in Jammu and Kashmir.
  - ii) Private Car owners willing to convert their cars into commercial transport shall also be permitted to apply for such permits online and may be allowed such conversion on payment of requisite fee and compliance of stipulation for such respective permits. Any such conversion may be permitted under rules, only if the vehicle complies with latest emission norms and therefore get associated with aggregator.
- (4) The area of operation of a cab/auto-rickshaw/M1 category operating under these rules shall be the area / route for which the permit has been granted to it.
- (5) **Definitions:-** In these Rules, unless the context otherwise requires:-
  - (a) “Act” means the Motor Vehicles Act, 1988 (59 of 1988);
  - (b) “Aggregator” means a person who is an aggregator or operator or an intermediary/market place who canvasses or solicits or facilitates passengers for travel by a cab or any other public

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service vehicle as defined in the Rules and who connects the passengers/intending passengers to a driver of a taxi or any other public service vehicle through phone calls, internet, web based services or GPS/GPRS based services whether or not any fare, fee, commission, brokerage or other charges are collected for providing such services.

- (c) "Licence" means a licence granted or renewed to an aggregator under these Rules.
- (d) "Licensee" means an aggregator who holds licence issued under these Rules.
- (e) "Licensing Authority" means the Transport Commissioner, J&K.
- (f) "Taxi" means a motor cab vehicle having valid permit under section 74 of the Act.
- (g) "Para" means para of these Rules.

Words and expressions used, but not defined in these Rules shall have the same meaning as are assigned to them respectively under the Motor Vehicles Act, 1988 and rules framed thereunder.

**(3). Licensing of operator/Aggregator:-**

- (1) The applicant may be company registered under the Companies Act, 2013 (Central Act 18 of 2013) or a Firm registered under the Partnership Act, 1932. However preference shall be given to a registered Company/Firm of youth of IT professionals from Jammu and Kashmir which would have been recognized as a start up instead of an individual.
- (2) No person shall act as an aggregator or engage himself in the business of Taxi Service under these Rules unless he holds a licence issued under these Rules.

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(3) Anyone who contravenes this requirement shall be liable to a penalty of Rs. 50,000/- for 1<sup>st</sup> violation and thereafter Rs.1000/- for each day of subsequent violation by the licensing authority.

(4) The Licensee shall abide by all relevant statutes as may be applicable including the Motor Vehicles Act, 1988/Labour Laws and the Information Technology Act, 2000 (as amended from time to time) and the rules made there under;

(5) The Licensee shall not own or lease any vehicle, employ any driver or represent himself as a Taxi Service Provider, unless he holds the Licence issued under Rules.

**(4). Application for grant or renewal of a license:-**

(1) Every application for grant or renewal of a License shall be filed before the Licensing Authority in the prescribed "**Form A**".

(2) The fee for application for grant or renewal of the License shall be Rs. 1,00,000/-.

(3) The application for the grant of License shall be accompanied with the following documents:-

a. Documents certifying that the applicant is registered under the provisions of relevant laws.

b. Proof of the address of the organization within Jammu and Kashmir, details of the telephone numbers, web addresses and email ID of the office in-charge of the organization in Jammu and Kashmir.

c. The applicant should be in the operation for the last minimum three years.

d. GST registration certificate and PAN details;

e. Audited financial statements of the last three financial years;

f. An undertaking to the effect that the terms and conditions of the license as granted under Jammu and Kashmir Aggregator

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Rules, 2020 alongwith all applicable provisions of Motor Vehicle Act, 1988 as amended from time to time and all applicable laws of the land will be fully complied with;

- g. An undertaking to the effect that the licensee shall maintain minimum fleet of 250 taxies/auto Rickshaws throughout the agreement.
- h. True copies of at least 50 consent letters in the nature of the agreements entered into by the applicant with the existing taxi permit holders/auto rickshaw/M1 Category permits vehicles owners to the effect that the permit holders are willing to participate in the business;
- i. Details of the telephone numbers, web address and email ID of the Managing Director of the company/partners;
- j. The applicant will have to submit a developed MIS integrated with other details of technical specifications to operate as an aggregator;
- k. Details of call centre, web portals and mobile app for operation along with the details of parking facility;
- l. The brief profile of experience in Human Resource Management, Travel Management and infrastructure to manage the vehicles and a certificate of good moral character issued by the District Magistrate concerned.

**(5).Scrutiny of Applications:-**

On receipt of applications, the Licensing Authority shall examine all the documents enclosed with the application form and satisfy itself that;

- (a) The applicant has a good moral character duly certified by the District Magistrate on verification from the police and local authorities.

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- (b) The applicant shall not own or lease any vehicle, employ any driver or represent himself as a taxi service provider, unless he holds the licence issued under the Rules;
- (c) The financial resources of the applicant are sufficient for continuing his operation under the Rules;
- (d) The applicant has experience in human resource management, travel management and infrastructure to manage the vehicles;
- (e) The applicant is a partnership firm, or a company, registered under the relevant statutes;
- (f) The Applicant is an Income Tax payee and shall furnish a copy of the Returns for the last three years and Income Tax Clearance certificate as proof thereof. Tax clearance certificate of the Jammu and Kashmir Commercial Taxes Department shall also be furnished;
- (g) The applicant has a registered office in the proposed area of operation and details of its headquarters including telephone number, email ID and details of office in charge shall be provided at the time of application;
- (h) The application is accompanied by true copies of consent letters in the nature of agreements entered into by the applicant with the existing taxi permit holders/M1 Category permit holder/auto rickshaws owners to the effect that the permit holders are willing to participate in the Aggregator business.

**(6). Grant of letter of Intent:-**

On satisfying itself that the applicant is fulfilling the above requirements, the Licensing Authority shall issue a Letter of Intent to the Applicant Company or firm directing for compliance with the following conditions within a period of three months:

- (a) The applicant shall furnish Security Deposit by way of a CDR or a Bank Guarantee of Rs. 5,00,000/- (Five lacs only) with validity of Five and Half years drawn in favour of the Transport Commissioner, Jammu and Kashmir.

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- (b) The taxis/auto-rickshaws/M1 category permit vehicles operating under the Rules shall be fitted with Vehicle Tracking Device/GPS/GPRS devices along with webcam and prescribed Emergency Buttons enabling communication with the central control centre of the Licence holder with live tracking and facility to record excess speed driving.
- (c) The licensee shall either maintain an authorized call centre or web portal or App, the details of which shall be provided to the concerned licensing authority and such other authority as may be notified.
- (d) The licensee shall maintain a 24x7 control room with adequate manpower.
- (e) The applicant shall produce true copies of remaining 200 consent letters so as to complete the minimum of 250 (50+200) consent letters in the nature of agreements entered into by the applicant with the existing taxi permit holders/private taxi owners / auto rickshaw permit holders.

**(7).Grant of license:-**

On satisfying itself that the applicant has complied with the requirements under these Rules, the Licensing Authority shall grant the licence in the prescribed **Form B**. However, the Licensing Authority retains the right to accept or reject any application.

**(8).Duration and renewal of license:-**

- (1) A licence granted under these Rules shall be effective from the date of issuance or renewal thereof for a period of five years;
- (2) The license granted under these Rules may be renewed for a period of five years subject to the satisfactory performance of the Licensee as per terms and conditions of these Rules, on an application at any time after completion of four and half years but not less than three months before the expiry of the license.

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- (3) If any of the conditions prescribed under these Rules for grant or renewal of license are not complied with by the applicant, the licensing authority reserves the right to accept/reject such application after giving the applicant a reasonable opportunity of being heard.
- (4) The following documents shall be attached with License renewal application:-

- (a) Original copy of the granted license;
- (b) Details of the permit of the taxi/auto rickshaw engaged by the licensee during the valid license period;
- (c) Details of the passengers who availed the services of the aggregator during the valid License period.
- (d) Details of complaints and their redressal under the Licensee during the valid License period;
- (e) Audited report of last three years of financial statements;
- (f) Details of any proceeding during the valid license period;

- (5) Prior to renewal of license, the licensing authority can conduct an enquiry as deem appropriate.

(i) **Suspension or Cancellation of License:-**

- (1) The licensing authority may, after giving an opportunity of being heard to the licensee, suspend or cancel the licence, if:-
- (a) the licensee has failed to comply with any of the terms and conditions prescribed under these Rules; or
  - (b) An employee of licensee or driver of vehicle attached to the licensee is guilty of any misbehaviour of misconduct with any passenger; or,

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(c) A complaint against the licensee by any passenger has been proved beyond reasonable doubt.

- (2) Officer of and above the rank of Assistant Regional Transport Officer will have the right to visit the business place of the operator and carry out an enquiry, if necessary.
- (3) The Licensing Authority shall have the right to forfeit the amount of security deposit, in whole or part, in the event the operator fails to observe any one or more conditions of the Rules.
- (4) When the licence is suspended or cancelled, the holder of the licence shall surrender the license to the Licensing Authority.
- (5) The Licensee may at any time surrender the license by prior intimation of three months and on such surrender, the Licensing Authority shall cancel the licence. The holder of the licence shall clear all dues before surrendering the licence, failing which the licence shall be deemed to be cancelled and the Security Deposit shall be forfeited.
- (6) On such surrendering or cancellation of the licence, the permit holders attached to such licensee will be permitted to operate the taxi/auto rickshaw/M1 category permit vehicles attached to another licensee or on their own.

**(10). Fare:-**

- (1) The fare charged by the cabs plying under these Rules shall not at any time exceed the fare fixed by the Transport Commissioner, J&K. The Licensee shall be at liberty to charge less than the notified fare.
- (2) No charges other than the applicable fare shall be charged from the passenger.
- (3) The Transport Commissioner, may, however, allow additional charges liveable over and above the normal fare in case of waiting charges/night hours (11.00 PM to 5.00 AM).

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- (4) No passenger shall be charged for dead mileage and the fare shall be charged only from the point of boarding to the point of alighting.
- (5) 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 the driver and passenger.

**(11).Vehicle Profile:-**

- (1) The licensee shall ensure that every taxi has all valid documents including Registration Certificate, Fitness Certificate, Insurance, Route permit and all taxes paid clearance certificate and shall comply with all relevant provisions of Motor Vehicles Act, 1988 as amended from time to time.
- (2) The vehicles covered under these Rules shall not be older than 15 years of age at any point of time.
- (3) Vehicles operating under All India Tourist Permits shall not be allowed to operate under these Rules. However, Transport Commissioner may consider application for cancellation of the All India permit of the motor cab and issuance of All Jammu and Kashmir permit making it eligible for operation under the Rules.
- (4) Any vehicle operating under these Rules shall meet the prescribed emission standards and shall always carry a valid Pollution Under Control (PUC) Certificate.
- (5) Each vehicle operating under these Rules shall have fitted in vehicle and separately in mobile application of the driver of the vehicle; the webcam and prescribed GPS/GPRS based tracking device, displaying therein conspicuously the path travelled and total distance covered. The device shall be in

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constant communication with the control room of the licensee while the cab is on hire.

- (6) Any vehicle operating under these Rules shall be equipped with a mobile App technology already enabled with Google App, web or application platform based two way communication system of the licensee.
- (7) Any vehicle operating under these Rules shall be equipped with articles of first aid box.
- (8) Helpline numbers of RTO, Police and women Help Line shall be prominently displayed inside the vehicle.
- (9) No tainted glass or curtains or films shall be affixed on the vehicle.
- (10) A feedback register easily accessible to the passenger shall be kept in the vehicle.
- (11) Prominent Colour coding of cabs/taxis be ensured so that the cab and Aggregator are easily identified.
- (12) Cab must carry fuel sticker on both sides

**(12).Arrangements For Services:-**

- (1) The licensee shall adhere to the provisions of the Motor Vehicles Act, 1988 and the rules framed there under and the terms and conditions as may be specified by the Licensing Authority from time to time for operations under these Rules.
- (2) The licensee shall maintain 24x7 control room with adequate manpower.
- (3) The licensee's internet enabled application platform or digital based application platform, to be accessed by the passenger, shall, inter-alia, mandatorily display the following information for the passenger:
  - (a) The name and photo of the driver;
  - (b) Badge number, license number and his mobile number;

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- (c) A photo of the vehicle with registration number;
- (c) The distance travelled and the applicable fare.
- (4) The smart-phone based App shall have all the security features with up-to-date technology and shall have security audit conducted by the government approved security agencies.
- (5) The App must have the inbuilt feature to ensure that the driver of a cab operating under these Rules does not know the destination of the customer until the customer boards and reveals the code number generated for the ride.
- (6) The Driver shall also be not in a position to determine the fare. This is to be determined by the App in consonance with the fare structure approved by Transport Commissioner, J&K.
- (7) The App shall have enabling provision for providing fair opportunities to each vehicle attached with the Licensee as far as possible and as long as the waiting time for the customer is not unreasonably compromised.
- (8) The Licensee shall display the Fare list and provide fare rate estimator to the customer and shall have cancellation provision. The database for reasons of cancellation and analysis thereof shall be shared with the Transport Commissioner, J&K on periodic basis.
- (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. However, such bills may also be sent through email or any other electronic means. Copy of the bills may also be maintained either electronically or in physical form by the licensee for a period of three months or such longer period as may be prescribed.

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- (10) The licensee shall develop and include a feature in its mobile application that provides the passenger a facility to share their real time location with up to 5 people within their safety network and to contact local police in case of an emergency.
- (11) The passenger must have the option to show their grievances or difficulties faced during the travel via the web or through the Mobile App or service telephone number. The licensee is liable to resolve the grievances and shall inform the passenger within fifteen days.

**(13).Drivers Profile:-**

- (1) The driver shall have a valid commercial driving license to drive a Taxi and a valid public Service Vehicle Badge issued by the Licensing Authority.
- (2) The driver shall have adequate knowledge of the roads and routes of the area of operation so that the passengers are not inconvenienced.
- (3) The driver on duty shall be in uniform as approved by the Licensing Authority or as per company design.
- (4) The driver shall be of good moral character and without any criminal record.
- (5) 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 safe, reliable and trustworthy. Police verification shall be done at the time of induction and at the time of renewal of driving licence.
- (6) Information regarding ownership of vehicles and the profile of drivers including their verification by the police shall be ensured by the licensee and shall be provided to the Licensing Authority as well as Traffic Police. Police verification report carrying photograph of Driver of the cab

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shall be displayed on front screen of the vehicle for checking by the enforcement agencies.

- (7) If the Licensee uses or causes or allows a vehicle to be used in any manner not authorized by the permit or provisions mentioned herein, the Licensee and the driver shall be jointly and severally responsible for any injury, harm, offence or crime committed by any person, including the driver.
- (8) The driver shall always behave in a polite and courteous manner with the passenger.
- (9) The licensee shall conduct structured refresher training programmes at least once in a calendar year for its drivers including but not limited to safe driving skills, gender sensitization, passenger etiquette, etc. Such training programmes should be duly documented by the licensee. The driver shall not be allowed to work beyond maximum number of hours as stipulated under Motor Transport Workers Act, 1961.
- (10) The licensee shall ensure that the driver undergoes quarterly health check up for ensuring his fitness to drive the vehicle including sight test.
- (11) The driver will not pick up passenger by street hailing.
- (12) The driver shall be the resident of Jammu and Kashmir for a minimum period of 02 years. He shall be a holder of Know Your Client (KYC) compliance, bank account in accordance with norms prescribed by the Reserve Bank of India.
- (13) Person convicted for the offence of driving under the influence of drugs or alcohol or any cognizable offence under the Indian Penal Code (IPC) including fraud, sexual offence, use of a Motor vehicle to commit a cognizable offence, a crime involving property damage or theft, acts of violence or act of terror etc. shall not be engaged as driver.

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**(14). Duplicate Licence:-**

- (1) Where a Licence holder has lost/destroyed the Licence to run the operation, he/she shall report to the Licensing Authority immediately and shall apply for the Duplicate Licence along with the fee prescribed and the following documents:
  - (a) Copy of FIR.
  - (b) Copy of Newspaper containing the Public Notice.
- (2) The Licensing Authority may seek other information as deemed proper before issuance of the Duplicate License.
- (3) A duplicate license issued shall be marked **DUPLICATE** in red ink with details of date of issue under the signature of the Licensing Authority.
- (4) The fee for issuance of duplicate License shall be Rs. 10,000/-.

**15. Change of Address:-**

The license holder shall not shift the principal place of business without prior permission and approval of the Licensing Authority. The fee for noting change of address of the licensee shall be Rs. 10,000/-

**16. General conditions to be observed by the licensee: -**

- (1) The holder of the license shall ensure that at any point of time no vehicle operates under these Rules without entering into an agreement with aggregator.
- (2) The holder of the license shall display the words "**Call Taxi**"/**Call Rickshaw**" prominently on the hood of the vehicle which shall have illumination facility during night to

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be visible from both front and rear along with brand name of the operator.

- (3) There shall be compulsorily the facility of a panic button so that in case of any distress the signal is transmitted to the control centre of the Licensee and also to the nearest Police Station/Police Control Room and also a hooter to raise alarm in case of any emergency.
- (4) Keep the vehicle equipped with First Aid Box and a fire extinguisher. Parking space for all the vehicles under the operation shall be ensured by the Licensee.
- (5) Display on the vehicles a common telephone number as to enable the passengers to communicate with the Call Centre.
- (6) Fix an information panel of appropriate dimensions on the dash board displaying particulars such as the vehicle registration number registered owner's name, the driver's name, his photograph, the driving licence number and the contact number. These details shall also be made available on the App and the invoices issued to the customers.
- (7) Always keep the vehicles well maintained.
- (8) Ensure that an LCD panel is fixed inside the meter for display of topography of the location of the vehicle.
- (9) Ensure that all taxis under these Rules are painted as per the colour Rules, if any, approved by the Transport Commissioner or logo of aggregator.
- (10) 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.
- (11) The licensee shall ensure adequate mechanism for receiving customer's feedback and grievances.
- (12) The licensee shall ensure mechanism for protecting the rights of women employees as stipulated under the Sexual

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Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 (14 of 2013) as amended from time to time.

- (13) The permit and the vehicle thereon attached to any licensee under these Rules shall be freely allowed to be transferred to any other licensee under these Rules as long as it is in conformity with other provisions of these Rules.
- (14) The Licensee shall maintain records in digital/manual form of all the taxis at his control indicating on day to day basis the trips operated by each vehicle and details of passengers who travelled in the vehicle, origin and destination of the journey and the fare collected. He shall keep the premises and all the records and registers maintained open for inspection at all reasonable times by the Licensing Authority or officers authorized by him.
- (15) The licensee shall submit, from time to time to the Transport Commissioner, J&K, such information and return as may be called for.
- (16) The Licensee shall give access to its MIS to the Transport Commissioner or the officers authorized by him.
- (17) The licensee shall display the License at a prominent place in his/her office.
- (18) The Licensee shall undertake to indemnify and protect the Licensing Authority and the Government from and against all actions, suites proceedings losses, costs, damages, charges, claims and demands of nay nature and description brought against the Licensing Authority and Government by reason of any act or omission of the licensee, his agents or employees, during the validity of the licence or in guarding of the same.
- (19) The jurisdiction for settlement of any disputes between the Licensee and the Government through Courts under these Rules shall be the headquarters of the Licensing Authority.

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(20) The licensee shall provide an address within the area of operation in the jurisdiction of the licensing Authority along with the details of the person in-charge of the affairs.

(21) The Licensee shall neither shift his place of business nor any of his branches as mentioned in the licence or open a new branch without the written permission of a licensing authority.

(22) The licensee shall provide a list of drivers, their license number, the vehicle registration numbers and the chasis and engine number and the permit details of the taxis operated by him to the Transport commissioner, J&K/traffic police on quarterly basis alongwith details of other staff engaged by him.

(23) The Licensee shall maintain the copies of following updated records relating to the drivers after verification with the originals:-

- a) A photograph of the driver.
- b) Driving licence
- c) Present house address with proof of residential address.
- d) RBI compliance, KYC, Bank Account details, self attested copies of EPIC card, PAN card and AADHAR card.
- e) Contact details and address of two family members.

(24) The Licensee shall maintain the copies of updated record related to the vehicles roped in by the aggregator after verification with originals:-

- a) Certificate of Registration,
- b) Certificate of fitness
- c) Permit of the vehicle

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- d) Chassis and engine number
  - e) Commercial insurance policy covering at least third party risk as prescribed in the Act.
  - f) Pollution under control Certificate (PUC).
- (25) The Licensee shall implement zero tolerance policy on the use of drugs and alcohol applicable to any driver, provide notice of zero tolerance policy on its website as well as procedure to report a complaint about a driver when a passenger reasonably suspects that the driver was under the influence of drugs or alcohol during the course of drive. The Licensee shall immediately de-active or suspend such driver's access to the platform upon a receipt of a passenger's complaint alleging violation of the zero tolerance policy. The suspension shall last or continue during the period of investigation by the Licensee.
- (26) The Licensee shall ensure that antecedents of every driver of a taxi is verified by the police authorities before the driver is allowed to use the Licensee's platform.
- (27) The Licensee shall ensure that the vehicles entered in his licence do not operate independently or accept booking directly.
- (28) The Licensee shall ensure that all the taxis at his command; maintain un-interrupted contact with the control room. The control room shall be in a position to monitor the movement of all the vehicles at his command.

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- (29) On termination or end of agreement with permit holder, the licensee shall ensure to remove all the equipments or brand stickers, and confiscate the identity card or authorization issued to the driver.
- (30) The Licensee shall maintain a web portal containing all details regarding owners of the vehicle, services offered, fare structure, insurance facility, control room number, and name and details of duly appointed grievance redressal office.
- (31) The Licensee shall publish beforehand its policy on taxi fare, registration of taxis and drivers will on its platform or App sharing of fares with taxi owners and / or drivers, safety of passengers, grievance redressal mechanism for passengers etc.
- (32) The Licensee shall maintain all the records at least for one year and can be disposed off by seeking due permission from Licensing Authority. However, the records, where any dispute is involved shall be preserved by the licensee till they are resolved.
- (33) The licensee shall inform the jurisdictional police immediately under intimation to the licensing authority if any untoward incident occurs during the course of a ride.
- (34) The licensee shall ensure quarterly medical check up of Drivers particularly vision Test.
- (35) The licensing authority may, after notice of not less than thirty days to the licensee, vary any conditions or may add fresh conditions.

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**17. Appeal:-**

- (1) The licensee aggrieved by any order of the Licensing Authority may within thirty days of the receipt of the order, make 1<sup>st</sup> Appeal before Administrative Secretary, Transport Department who shall dispose off the appeal within a period of 02 months.
- (2) 2<sup>nd</sup> Appeal before the Minister Incharge Transport can be filed within a period of 30 days from the date of issuance of the order of 1<sup>st</sup> Appellate Authority who shall dispose off the matter within 02 months. The decision thereon shall be final and binding.

**18. Fees:-**

The fee in respect of Licensee shall be as under:-

<b>S No.</b>	<b>Purpose</b>	<b>Amount</b>
I	Grant/Renewal of Licence	Rs. 1,00,000/-
II	Issuance of duplicate licence	Rs. 10,000/-
III	For noting change of address of the licensee or the permission to open a new branch office.	Rs. 10,000/-
IV	Transfer of Licence to next legal heir in case of death of individual licensee/death of partner	Rs. 5,000/-

**19. Removal of Difficulties:-**

If any difficulty arises in giving effect to the provisions of these rules , the Government may, by order, publish in the Official Gazette make

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such provisions, not inconsistent with the provisions of these rules, as appear to it to be necessary or expedient for removing the difficulty.

**20. Repeal and Savings: -**

The operation of Radio Taxi Scheme, 2012 is hereby repealed. Save as otherwise, the Government in Transport Department shall be competent to add any class of vehicles under the purview of these Rules and amend any of the provisions of these Rules as per requirement of the time in future.

**By order of the Lieutenant Governor.**

Sd/-  
(Asgar Hassan Samoon)IAS  
Principal Secretary to Government,  
Transport Department

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**FORM-A**  
**Application for issue/renewal of Aggregator License**  
**Under J&K Transport Aggregator Rules,2020**

To

The Transport Authority,  
J&K

We, the undersigned Firm/Company, hereby apply for issue/renewal of licence Under J&K Transport Aggregator Rules, 2020.

1. Full Particulars of Firm/company  
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2. Office Address.....
3. Registration No. Of Firm/Company .....
4. Registration details under relevant IT Act.  
.....
5. Telephone No. & Fax No.....
6. Email ID.....
7. Name & Contact details of the office In-charge.....
8. Web Portal details
9. Control room No. & manpower details
10. Name & contact details of grievance redressal officer
11. Area for which license is required
12. Number of taxis intended to be attached and parking facility details.
13. Whether the mobile app is ready Yes/No
14. Details of structured refresher training program for drivers.
15. Details of payment of application processing fee of Rs. 1,00,000/-.
16. Details of security deposit.
17. List of taxis/ Auto rickshaw/M1 permit vehicles attached as Annexure A with consent Agreements.
18. List of drivers attached as Annexure B.
19. Character Certificate.
20. Proof of adequate financial resources.

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21. Proof of experience in Human Resource Management, travel Management and Infrastructure to manage the vehicle.
22. Income tax returns & Income Tax clearance certificate.
23. Tax clearance certificate for commercial Taxes Department
24. Any other detail/document.

I hereby, undertake that all the provisions prescribed in the J&K Transport Aggregator Rules, 2020 shall be strictly followed. I am aware that on breach of any provision made under the Motor Vehicles Act, 1988 or Rules made there under as amended from time to time. I am liable for penal action and / or my licence may be suspended /revoked. We hereby declare that to the best of our knowledge and belief, the particulars given above are correct and true.

Place:-

Date:-

Signature of Applicant

de

FORM-B  
Form of License  
J&K Transport Aggregator Rules, 2020

The license is granted/renewed to the Firm/Company containing the details listed below subject to the conditions attached.

License Number: .....

1. Name of the Company:.....
2. Place of the Business with full postal Address.  
.....  
.....  
.....
3. Telephone Numbers  
i) Office.....  
ii) Mobile.....  
iii) Fax.....  
iv) Email ID.....
- 4) Number of taxis attached (Details of vehicles are enclosed).
- 5) Particulars of Parking Places.....
- 6) Garage Facilities (particulars of locations/areas are enclosed.....
- 7) Area for which licence is granted.
- 8) Validity of the licence
- 9) Details of payment of application processing fee of Rs. 1,00,000/-
- 10) Details of security deposit.

Place:-

Date:-



Transport Commissioner,  
J&K.

### Annexure A

S. No.	Category 3- Wheeler / 4- Wheeler	Registration No.	Name of registered Owner	Make and Model	Month and year of manufacture	Fuel	Engine capacity (CC)	Seating capacity	Type of permit and jurisdictions	Permit No. And validity	Fitness validity	Tax validity	Insurance Validity

### Annexure B

S.No.	Drivers name and Address	Licence No.	Licensing Authority	Validity	Class of Vehicle	PSV badge Yes/No.

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