

**Chandigarh Administration
Transport Department
Notification**

Chandigarh, dated the 24/6/25

No.2/7/212-HIII(7)-2025/9740 In exercise of the powers conferred by section 93, 95 (1) and 96 (1) read with Section 211 and Section 212 of the Motor Vehicles Act, 1988 (Central Act No. 59 of 1988) as amended from time to time read with Motor Vehicles Aggregator Guidelines, 2020 issued vide notification No S.O.4251(E) dated 26th November, 2020 by the Ministry of Road, Transport & Highways, Government of India and by superseding the "Chandigarh Administration On-Demand Transport Technology Aggregators Rules, 2017" as notified by the Chandigarh Administration, Transport Department issued vide notification bearing No. 2/7/212-H-III(7)-2017/7262, dated 06.04.2017 and Notification issued vide No. 2/7/212-H-III(7)-2022/17161, dated 17.11.2022 with regard to the Implementation of the Motor Vehicles Aggregator Guidelines, 2020 issued by the Government of India, vide their letter No. 16011/9/2019-T, dated 27.11.2020, the Administrator, Union Territory of Chandigarh hereby makes the following rules, namely :-

1. Title Extent and Commencement:-

- i) These Rules shall be called the "**Chandigarh Administration Motor Vehicles Aggregators Rules, 2025.**"
- ii) They shall be applicable to Aggregators operating in the Union Territory of Chandigarh.
- iii) They shall come into force from the date of their publication in the Notification in the Official Gazette.

2. Definitions:

- i. "The Act" means the Motor Vehicles Act 1988 (Central Act 59 of 1988) as amended from time to time.
- ii. "Aggregator", as defined in Section 1A of the Act, refers to a digital intermediary or market place for a passenger to connect with a driver for the purpose of transportation.
- iii. "App" means an electronic interface operated by the Aggregator or any third party on behalf of the Aggregator, which may be accessed either through a computer resource or a communication device.
- iv. "Appellate Authority" means the Secretary Transport, Chandigarh Administration or any other such authority as empowered by the Chandigarh Administration from time to time.
- v. "Area of Operation" shall be the Union Territory, Chandigarh.
- vi. "Computer resource" shall have the meaning ascribed to it under the Information Technology Act, 2000.
- vii. "Communication device" shall have the meaning ascribed to it under the Information Technology Act, 2000.
- viii. "Fare" means the total charges debited by the Aggregator to the Rider pursuant to the latter booking a ride through the Aggregator's App and completion of such ride.
- ix. "Fee" means the charges in respect of a License as prescribed under rule 21 of these Rules.

- x. "Form" means the form appended to these Rules.
- xi. "Induction Training Programme" shall have the meaning ascribed under Rule 6(i) of these Rules
- xii. "License" means the License issued to an Aggregator by the Licensing Authority under these Rules.
- xiii. "Licensee" means an Aggregator, who holds License issued under these Rules
- xiv. "Licensing Authority" means the Secretary, State Transport Authority or such any other authority empowered by the Chandigarh Administration from time to time.
- xv. "On-Boarding" means the integration of a vehicle and Driver with the Aggregator and operating such vehicle with the Aggregator.
- xvi. "Off-Boarding" means the segregation of an integrated vehicle from the Aggregator.
- xvii. "Rating" means an assessment of the quality of a trip availed by a Rider, on the successful completion of the trip.
- xviii. "Refresher Training Programme" means an annual training session for Drivers integrated with the Aggregator, for a period of atleast two days for cumulated 10 hours, delivered physically or virtually. The session shall include but not be limited to the course mentioned under the Induction Training Programme.
- xix. "Remedial Training Programme" means training course required to be compulsorily undertaken by Drivers, whose Rating is below 2 percentiles from amongst all Drivers, who are placed similarly in terms of the minimum duration of engagement with the Aggregator. Such duration shall be determined by the Aggregator.
- xx. "Rider" means a person, who books a journey through the Aggregator App for availing the transportation provided by a Driver, who is integrated with the Aggregator.
- xxi. "Security Deposit" means the amount that shall be payable by an Aggregator at the time of grant of License, for a License furnished as bank guarantee, unless provided otherwise.
- xxii. "Service Provider Contract" means the agreed and executed between the Aggregator and the Driver specifying the contractual rights and obligations of both parties.
- xxiii. "State" includes the Union Territory, Chandigarh.
- xxiv. "Taxi" means a motor cab having a seating capacity not exceeding 6 passengers excluding the driver with public service permit on contract.
- xxv. "Tri-city" means Chandigarh, Mohali, Panchkula.

3. Applicability:-

These Rules shall be applicable to Aggregators with On-boarding transport vehicles in the Area of Operation. The vehicles integrated by the Aggregator, shall include all motor vehicles under the Act and CNG Rickshaw, E- rickshaw, E- Bikes and Bike Taxi.

4. Application for grant or renewal or duplicate of License and matters connected therewith:

- i. Any person shall make an application for grant of License in Form I appended to these Rules, accompanied by all required documents as well as receipt of processing fees of Rs. 10000/- (Rupees Ten

Thousand only) (Non- Refundable). The fee for grant of license and security deposit as under Rules 21 and 22 of these Rules shall be received before issuance of License.

- ii. A License granted under these Rules shall be valid for a period of five (5) years from the date of its Issuance, subsequent to which it shall be renewed by the Licensing Authority on an application for renewal made by the Aggregator in Form II appended to these rules, which shall be made not less than one month before the date of its expiry. For the purposes of such renewal, the Licensing Authority shall examine the Aggregator's records of compliance with these Rules and the suspensions against such Aggregator. On the satisfaction of the Licensing Authority the License shall be renewed for further five years.
- iii. The list of Licenses issued by the Licensing Authority under these Rules shall be uploaded and updated by the Office of State Transport Authority (STA) on the website of Transport Department U.T. Chandigarh.
- iv. If any of the conditions for grant of License specified under these Rules is not complied with by the applicant, the Licensing Authority shall reject such application after giving an opportunity of being heard.
- v. On being satisfied that the applicant has complied with all the conditions specified for grant/renewal of a License under these Rules, the Licensing Authority shall issue a License to the applicant in Form III appended to these Rules.
- vi. A License issued under these Rules shall be transferred on a joint application being made by the transferor and transferee subject to compliance with these Rules.
- vii. Where the License is lost or destroyed, an application for issuance of a duplicate License shall be made in Form IV appended to these Rules along with the prescribed fee as prescribed in Rule 21 of these Rules. A duplicate License so issued shall be marked "Duplicate" in red-ink.

5. Eligibility of an Aggregator:

- i. The applicant shall be a company registered under the Companies Act 1956 or 2013 or a Co-operative society registered under the Co-operative Societies Act, 1912 formed by an association of drivers or motor vehicle owners or such other association or a limited liability partnership under the Limited Liability Partnership Act, 2008.
- ii. The applicant shall have an operative registered office in India and sub office in Union Territory, Chandigarh.
- iii. The applicant shall comply with all the applicable provisions prescribed under the Act and the Information Technology Act, 2000, including intermediary Rules.
- iv. No Govt. dues should be pending against the applicant. In case any Govt. dues are found to be pending neither the license will be granted nor license will be renewed.
- v. The applicant shall not integrate any driver or represent himself as an Aggregator unless he holds a valid License issued by the Licensing Authority under these Rules.

6. Conditions for grant of License for Aggregator: -

An applicant desirous of securing a License shall comply with the following conditions:

- i. Arrangement of a driving test facility with a simulator to test the driving ability of the concerned Driver with respect to the vehicle to be On boarded or outsource it to an authorized third party, and a set-up for conducting Induction Training Programme. Documentary proof shall be submitted for the same.

Explanation: Induction Training Programme refers to a compulsory (5) five-days training programme for cumulated thirty (30) hours conducted by the Aggregator prior to the commencement of On-boarding of vehicle. Cost for such training shall be borne by the Aggregator, either independently or by liaising with a professional institution for providing course compliant with National Skills Qualifications Framework (NSQF). The broad details of the course shall be made available online for information of citizens. The course shall include but not be limited to apprising, educating and training the Drivers:

- a) to efficiently use the Aggregator app;
 - b) on the provisions under the Motor Vehicles Act, 1988 and Rules made there under;
 - c) on road safety and first responder training for six (6) hours out of the total thirty (30) hours mentioned above;
 - d) on careful driving;
 - e) on motor vehicle maintenance;
 - f) on maintenance of health and hygiene;
 - g) on fuel efficient driving;
 - h) on familiarization with the routes in the Area of Operation;
 - i) on the terms and conditions of the contract between the driver and the aggregator;
 - j) on gender sensitization and safety of women and girl child.
 - k) training programme on sensitization towards people with disabilities, their specific needs and the nature of assistance they may require during provision of services.
- ii. The Aggregator shall be responsible to ensure that drivers who have been integrated with the Aggregator prior to the implementation of these Rules undergo the Induction Training Programme as mentioned above.
 - iii. The Aggregator shall be required to commence its business operations within 6 months from the grant of the License, in the absence of which the License shall be cancelled.
 - iv. The Guidelines/Instructions issued by the Ministry of Health / World Health Organization / or any concerned authority / organization in the interest of public health and safety especially in regard to COVID-19 or other such pandemic for precautionary steps like sanitization of motor vehicles and appropriate social distancing etc. are to be complied with. Further that these Rules are to be adhered in cases of ride- pooling in taxis also.

7. Chandigarh Administration, to facilitate Implementation of Electric/Alternative fuel (such as bio-ethanol) two-wheeler taxis:

The Ministry of Road Transport & Highways (MoRTH) vide notification **S.O. No. 5333(E) dated 18th October, 2018** has exempted the electric vehicles and vehicles running on Ethanol or Methanol from the requirements of Permit. The Chandigarh Administration, to facilitate operations of such vehicles subject to commercial insurance of the vehicle by the Aggregator Company and fulfillment of any other formalities registered for the purpose, the policy framed, orders/guidelines issued to facilitate such vehicles by Chandigarh Administration shall be complied with in letter and spirit.

8. Compliances with regard to Drivers:

1) The Aggregator shall ensure compliance with the following conditions, relevant to Drivers, prior to On-boarding of such Drivers:

- a) The Driver should hold a valid proof of Identity issued by Govt. or Govt. authorised agencies like Aadhaar Card, PAN Card/Passport etc.
- b) The Driver shall be holder of a valid driving License to drive the relevant vehicle (as applicable) and a badge (as applicable).
- c) The Driver shall have a minimum driving experience of 2 years. In case of the driving experience being less than 2 years, the Driver shall undertake a driver training facilitated by the Aggregator for a period of 15 days prior to On-boarding. This shall be in addition to the Induction Training Programme.
- d) The Driver of the vehicle shall not have been convicted within the past 3 years, for the offence of driving under the influence of drugs or alcohol, or any cognizable offence under the Bhartiya Nagrik Suraksha Sanhita, 2023 or the Bhartiya Nyaya Sanhita, 2023 as is applicable in U.T. of Chandigarh including fraud, sexual offences, use of a motor vehicle to commit a cognizable offence, a crime involving property damage or theft, acts of violence, or acts of terror.
- e) The Driver shall undergo a complete medical examination, including eye check-up, by a hospital or medical institution prescribed by the Aggregator. Costs for such medical check-up shall be borne by the Aggregator.
- f) Complete police verification of the identity of the Driver and his antecedents with a written record of such verification prior to fifteen days of On-boarding. For facilitation of the same, the police authorities shall be provided access to the Aggregator's Application Programming Interface (API) by the Aggregator. Subsequent to such verification, the police authorities shall grant certificate of good moral character without any criminal record, to the Driver.
- g) Execution of a valid enforceable Service Provider Contract with the relevant Driver in English and the language understood by the Driver, specifying all necessary terms and conditions applicable for On-boarding of vehicle and operating vehicles therein.

- 2) The Aggregator shall ensure compliance with the following conditions, relevant to Drivers prior to On boarding, during operations:
- a) Ensuring a health insurance for each Driver integrated with the Aggregator for an amount not less than Rs. 6 Lakhs with base year 2024-25 and increased by 5% each year.
 - b) Ensuring a term insurance for each Driver Integrated with the Aggregator for an amount not less than Rs. 10 Lakhs with base year 2024-25 and increased by 5% each year.
 - c) Conducting Refresher Training Programme once a year. Record of such training sessions shall be documented and preserved for at least three years. The Aggregator may be permitted to collaborate and partner with any specialized institution, as deemed fit by the Aggregator, for providing such training.
 - d) Ensuring that the Driver shall not be logged in for an Aggregate beyond twelve (12) hours on a calendar day. A mandatory break of ten (10) hours for the Driver shall be imposed subsequent to a login extending twelve (12) hours.
 - e) The Aggregators to develop a mechanism on their respective App to ensure that Drivers engaged with more than one Aggregator do not drive beyond a cumulative period of 12 hours either on their or another Aggregators App so as to safeguard the Driver, passenger as well as road users.
 - f) Maintaining and examining updated copies of the following records pertaining to the Drivers of vehicles (pursuant to due verification with the originals), regularly on the portal of SARATHI;
 - g) A photograph of the Driver;
 - h) Driving License;
 - i) Present residential address along with proof;
 - j) RBI compliant Know Your Customer/Client (KYC) bank account details;
 - k) Self-attested copies of Aadhaar card or PAN card.
 - l) Contact details and addresses of two members from the Driver's family.
 - m) Enabling the Drivers to operate with multiple Aggregators, provided each of them comply with the requirements and Driver training programmes relevant to each Aggregator.
 - n) Ensuring that on termination or end of the Service Provider Contract with a Driver, all equipment or brand stickers belonging to the Aggregator is removed and identity card or authorization issued to the Driver by the Aggregator is confiscated.
 - o) Implementing a mechanism in the App for rating of Driver by corresponding Rider with respect to a ride availed on the App, Indicative of the Rider's experience of the ride and Driver's etiquette. The same shall be applicable to the Driver's rating for a Rider.
 - p) Further, Drivers with ratings below two (2) percentiles shall be required mandatorily to undertake the Remedial Training Programme until the completion of which such Driver shall be Off-boarded.

9. Compliances with regard to vehicles:

Aggregator prior to On-boarding cabs shall ensure that only Contract Carriage Permit Taxies bearing Registration Number of Chandigarh be pressed into "Web Taxi Service". However, the Taxies registered with other States carrying "All India Tourist Permit" shall also be eligible for "Web Taxi Service" in the Union Territory of Chandigarh by paying the requisite fee (payable by Taxi Owner only) under "All India Tourist Permit Vehicles (Authorization or Permit) Rules, 2021" fixed by the Central Govt. from time to time. As regard bike taxi registered in Mohali and Panchkula shall be allowed to be plied in U.T., Chandigarh subject to the necessary permission of the State Transport Authority U.T., Chandigarh.

The following compliances with regard to a vehicle shall be ensured by an Aggregator as a pre-requisite for the purposes of integration with Aggregator:

- i. Valid registration of the vehicle;
- ii. Valid permit, as may be applicable;
- iii. Valid fitness certificate as obtained under the Act;
- iv. Requisite placement of the registration mark displayed in English and the figures in Arabic numerals displayed in such form and manner as specified in the Rules;
- v. Valid third-party insurance;
- vi. Valid Pollution Under Control (PUC) certificate;
- vii. Compliance with emission norms of BS IV or above for motor cab and BS III or above for other vehicles;
- viii. Compliance with city specific fuel norms;
- ix. Updated payment of applicable taxes and other dues;
- x. Clearance of pending e-challans applicable to the vehicle prior to integration of such vehicle;
- xi. Fitment of a Automotive Industry Standard (AIS)-140 Certified Vehicle Location Tracking Device and Emergency Alert System with panic buttons relevant for a Public Service vehicle, as specified by the Ministry of Road Transport & Highways, which shall be connected to the control room of the Aggregator;
- xii. Placement of a fire extinguisher;
- xiii. Disabled child lock mechanism;
- xiv. Enabled manual override for the central locking system;
- xv. Display inside the vehicle, except motor cycles, containing vehicle permit (as applicable) and copy of the Driver's driving License. The display shall be placed on the side of the passenger seat next to the Driver in such manner as shall be clearly visible to the passengers in the concerned vehicle.
- xvi. During operations, the Aggregator shall maintain and examine digital records of all vehicles integrated with the Aggregator that shall be updated on a real time basis by the Aggregator on <https://vahan.nic.in/nrservices/>. Maintaining updated copies of the following records pertaining to the Driver's vehicle (pursuant to due verification with the originals), regularly:
 - a) Certificate of Registration;
 - b) Certificate of Fitness;

- c) Permit of the vehicle;
- d) Chassis and engine numbers; and
- e) Commercial Insurance policy covering third party risks as prescribed in the Act.
- f) Pollution under control certificate.
- g) Clearance of pending e-challans within a period of 2 months from the issuance of such e-challans.

10. Compliances with regard to the Aggregator's App and Website:

- i. The App shall be formulated in a manner that is compliant with the applicable law.
- ii. The App shall be accessible in English and Hindi as the primary languages, for the Rider. Additionally, the App shall be accessible in such language that is understandable by the Driver.
- iii. Ensuring that the in-app vulnerabilities are revealed to Indian Computer Emergency Response Team formed under the aegis of the Ministry of Electronics and Information Technology. Safety of the App shall be certified by a recognized cyber security firm.
- iv. The Aggregator shall comply with the prevailing Govt. of India guidelines as applicable for data privacy and storage. This data shall be made available to the State Govt. as per due process of law.
- v. Ensuring that the details of daily trips operated by each vehicle, details of passengers commuting in each vehicle, origin and destination of each journey undertaken and the fare collected, shall be undertaken by a Driver and Rider shall be accessible on the App for a period of three (3) months from the date of such trip.
- vi. Ensuring transparency in its operations, including but not limited to, functioning of the App algorithm, proportion of fare payable to the Driver, incentives given to the Drivers, charges received from the Driver and such other information as may be notified by the Chandigarh Administration by making disclosures on the Aggregator's Website and App and updating such disclosures, as per requirement.
- vii. Inclusion of a feature enabling the Rider to share the live location and status of his/her ride after the ride booked through the App has commenced.
- viii. Ensuring that the picture of each Driver integrated with the Aggregator is clearly visible on the App.
- ix. Presence of the Website comprising details of the ownership, registered address, fare structure, services offered, consumer services telephone number and email address and such other details as may be needed.
- x. Implementing a zero-tolerance policy on the use of drugs or alcohol applicable to any Driver. The Aggregator shall provide notice of the zero-tolerance policy on its website, as well as the procedure to report a complaint about a Driver when a passenger reasonably suspects that the Driver is under the influence of drugs or alcohol during the course of the ride. The Aggregator shall immediately Off board such Driver upon receipt of a passenger's complaint alleging violation of the zero-tolerance policy. The suspension shall continue during the period of investigation by the Aggregator.

- xi. Establishing a control room with 24x7 operations and ensuring that all the vehicles, on direction of the Aggregator, maintain uninterrupted contact with the control room. The control room shall be in a position to monitor the movements of all the vehicles on the directions of the Aggregator.
- xii. Establishing call centres with valid telephone number and operational email address displayed clearly on the App with 24x7 operations wherein assistance shall be provided to the Rider and/or the Driver in English and Hindi as the primary languages, for both the Driver and the Rider. These call centres shall be responsible for the following:
 - a) To enable the Rider and/or Driver to contact the Aggregator's call centre in relation to issues concerning the ride, while the ride is in progress or after the completion of the ride for a period of 3 months as specified under sub-rule (iv) above, by inclusion of a call feature on the App. The Aggregator shall also provide for the assigned Driver's direct contact number, to be available to the Rider and accessible for a period of 24 hours from when the ride was availed.
 - b) To ensure timely and effective redressal of the Riders' grievances on receipt of any complaint concerning the ride/ the Driver/ the condition of the vehicle. Rider concerns pertaining to a ride and the Driver may be reported not beyond a period of 24 hours from when the ride was availed.

Provided that the complaint registered with the grievance redressal centre is criminal in nature, then the limitation period for filing such complaint shall be extended beyond the specified limit of 24 hours up to a maximum of 72 hours. In such scenario, the concerned Driver shall be Off-boarded from the Aggregator till such issue is not resolved.

Provided further that, in case of complaints against the Driver concerning violation of the provisions under the Act, the Driver shall be Off-boarded for a period of 2 days, from the day on which the complaint has been made.

- xiii. Extending utmost cooperation with investigating authorities in relation to any untoward accident or incident involving jeopardizing a Rider's safety, which may have arisen due to action or inaction of the Driver on an assigned trip.
- xiv. Ensure that city taxis, if seeking to integrate with the Aggregator, are permitted such integration. Provided these taxis are compliant to be integrated with the Aggregator as specified under Rule 8 of these Rules.

11. Compliances to Ensure Safety:

- i. Ensuring appropriate functioning of the Global Positioning System (GPS) installed in the vehicle and provide efficient resolution for any issues that may develop in its functioning. The aggregator shall ensure for installation of Vehicle Location Tracking Devices & Emergency Alert System in vehicles registered in other States also for the safety of passengers as per MoRTH guidelines.

- ii. Ensuring that the Driver plies the vehicle on the route assigned on the App and in non-compliance of the same, developing a mechanism wherein the app device indicates the fault to the Driver and the control room of the Aggregator immediately communicates with the Driver with regard to the same;
- iii. Ensuring safety of women employees and Drivers by introducing mechanisms to protect their rights, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- iv. Enforcing a mechanism on the App to ensure that the identity of the Driver undertaking a trip is same as the one enlisted with the Aggregator requiring verification every time a trip is accepted.
- v. Ensuring regular spot checks of vehicles Integrated with the Aggregator by personnel authorized by such Aggregator.

12. Ride Pooling:

- i. Aggregators may provide pooling facilities to Riders whose details and KYC are available who shall be travelling along the same route but with varied stoppages from one point to another under a virtual contract through the App.
- ii. Female passengers seeking to avail ride pooling shall also be provided the option to pool only with other female passengers.
- iii. The pooling facilities shall be available within certain kms. of detour from the route assigned to be undertaken for a destination specified by the first Rider in such vehicle.
- iv. Chandigarh Administration, may, by way of notification, relax the above mentioned detour specifications in order to provide accessibility in urban agglomerations and areas beyond the limits of municipal corporations.

13. Non-discrimination policy to be followed by the Aggregator:

The Aggregator shall ensure that vehicles actually owned by the Aggregator are treated at parity with those vehicles which are not Aggregator owned, once such vehicles are integrated with the Aggregator.

14. Regulation of fares:

- i. The taxi fare shall be notified by the Chandigarh Administration from time to time.
- ii. The minimum fare chargeable to customers availing Aggregator services shall be, for a minimum of 3 kilometres to compensate for dead mileage and distance travelled and fuel utilized for picking up the customers.
- iii. The Aggregator shall not be permitted to charge more than the taxi fare fixed by the Chandigarh Administration from time to time. However, the Aggregator can charge a fare upto 20% lower than the taxi fare fixed by the Chandigarh Administration under the Intimation to the office of State Transport Authority, U.T Chandigarh.
- iv. The Driver of a vehicle integrated with the Aggregator shall receive at least 80% of the fare applicable on each ride and the remaining charges for each ride shall be received by the Aggregator. The Chandigarh Administration may by way of notification direct 2% over and above the fare towards the State Exchequer for amenities and programmes related

for Aggregator operated vehicles, which have been helpful in reducing traffic congestion to a great extent and subsequently reducing pollution. These amenities and programmes may include but not be limited to, state sponsored drive welfare programmes, road safety awareness workshops and activities, pollution control programme, allotment of parking spaces in certain proportion of large parking areas for vehicles integrated with an aggregator, electric charging infrastructure for electric vehicles and related matters. Any other taxes viz GST or otherwise imposed by the Central / State Govt. shall be borne by the Aggregator.

- v. No passenger shall be charged for dead mileage (except when the distance for availing the ride is less than 3 Kms. as mentioned under Rule 14(ii) here in above) and the fare shall be charged only from the point of boarding to the point of alighting.

15. Cancellation of Rides:

- (i) On cancellation of a booking by a Driver, subsequent to accepting a ride on the App, a penalty of 10% of the total fare not exceeding Rs. 100, shall be imposed, when such cancellation is made without such valid reason that shall be stipulated by the Aggregator on its Website and on the App.
- (ii) On cancellation of a booking by a Rider, subsequent to booking a ride on the App, a penalty of 10% of the total fare not exceeding Rs. 100, shall be imposed, when such cancellation is made without such valid reason that shall be stipulated by the Aggregator on its Website and on the App. The said amount shall be divided between the Driver and the Aggregator in the same proportion as per Rule 14(iv) hereinabove.

16. Aggregation of non-transport vehicles by Aggregators:

Four wheelers and two wheelers (non-transport) shall be prohibited under these rules. The companies who have already been granted aggregator License under Motor Vehicles Aggregator Guidelines, 2020 implemented in letter and spirit and notified by the Chandigarh Administration on 17.11.2022 would be deemed to have been granted license under the said Chandigarh Motor Vehicles Aggregator Rules 2025 and shall be bound to fulfill the terms and conditions of the Chandigarh Administration Motor Vehicles Aggregator Rules, 2025.

17. Suspension of Aggregator License:

- i. Suo moto or on a complaint made to the Licensing Authority, subsequent to providing the Aggregator with an opportunity of being heard within fifteen (15) days from date of such complaint or Suo moto action, the License shall be suspended for a period, by way of a reasoned order in writing, which shall not be less than 10 days and which shall not exceed 6 months at a time ("Suspension Order") if :-
- a) there exists a systemic failure by the Aggregator to ensure safety of the Rider and/or the Driver and the same may be evidenced by an analysis of quarterly Ratings with regard to the relevant parameter;
- b) there exists repetitive instances of financial Inconsistencies with regard to the fares charged to Riders, non-compliance with the

- proportionate division of fares between the Drivers and the Aggregator, unsubstantiated imposition of charges on the Drivers, all of which may be determined by Ratings and/or examination of the financial records pertaining to the Aggregator's operations, in compliance with powers granted to the Chandigarh Administration under Rule 20(i);
- c) the Aggregator fails to comply with the contractual obligations towards the Drivers;
 - d) the Aggregator fails to comply with any of the requirements or conditions of these Rules amounting to minor, moderate or gross offences, as may be determined by the Licensing Authority. The following parameters shall be considered by the Licensing Authority while categorising the offences of non-compliance with these Rules:
 - e) effect on health and safety of Riders and/or Drivers which may have been averted by complying with these Rules;
 - f) number of deaths or severe injuries to Riders and/or Drivers caused due to violation of safety standards by the Aggregator;
 - g) effect on Driver welfare and livelihood due to violation of contractual obligations;
 - h) severity of financial swindling;
 - i) and such other parameters as the Licensing Authority, may deem fit and appropriate.

PROVIDED that where the License of Aggregator is liable to be suspended and the Licensing Authority is of the opinion that having regard to the circumstances of the case it would not be necessary or expedient to suspend the License, the Aggregator shall pay a sum upto Rs.1.00,000/- (Rupees One Lakh only) as decided by the Chandigarh Administration. This is notwithstanding the fine imposed against the Aggregator under Section 193 (2) of the Act.


- ii. On completion of period specified in the Suspension Order, the Aggregator shall by way of an undertaking in writing acknowledge the reasons for suspension as specified in the Suspension Order and undertake that the same stands rectified and will be therefrom complied with. Subsequent to this, the Licensing Authority shall pass an order acknowledging the satisfaction of the Suspension Order and receipt of the undertaking and grant the Aggregator temporary permission to continue operations for a period which shall not be less than 2 months but not more than 6 months ("Probationary Period") while still withholding the Aggregator's License.
- iii. During the Probationary Period, the Aggregator shall continue operations and rectify the reasons causing the former suspension while ensuring compliance with these Rules in its entirety. Subsequent to the expiry of the Probationary Period, the Licensing Authority shall examine the operations of the Aggregator to ensure compliance with these Rules and rectification of the issues causing the former suspension.
- iv. If the Licensing Authority stands satisfied pursuant to the examination at the end of the Probationary Period, the Licensing Authority shall issue a No Objection Certificate (NOC) to the Aggregator and return

- the License, subsequent to which the Aggregator shall continue operations. If unsatisfied, a second Probationary Period of seven (7) days shall be granted for implementing the requisite rectifications.
- v. If satisfied, a NOC shall be granted to the Aggregator subsequent to investigation after the expiry of seven (7) days and the License shall be returned. If the requisite rectifications remain unsatisfied, the Licensing Authority shall within fifteen (15) days, after giving an opportunity of being heard to the Aggregator, suspend the License for a period which shall not be less than forty-five days and not more than three months, specifying the reasons for continued suspension by way of a written order ("Continuing Suspension Order"). On receipt of a Continuing Suspension Order, the same procedure shall be followed as specified in this Rules 17(ii), 17(iii) and 17(iv) above.
 - vi. Without prejudice to an order of suspension passed by the Licensing Authority, the security provided by way of bank guarantee shall also be forfeited in part, depending upon the extent of the violation. It may be noted that if the security is forfeited, the same shall only be returned on the Aggregator receiving the License again and not during either of the Probationary Period.
 - vii. Where a License is suspended, the Aggregator shall immediately stop all operations under the License till the time such suspension is revoked.

18. Cancellation of Aggregator License:

- i. A show cause notice shall be issued to the Aggregator for cancellation of the Aggregator's License, if the Aggregator:-
 - a) has received more than three (3) suspensions within one financial year; or
 - b) has failed to receive its License and NOC pursuant to a second examination of the Continuing Suspension Order; or
 - c) is responsible for the commission of a gross offence as categorized by the Chandigarh Administration, under Rules 17(i)(d) of these Rules.
- ii. The Licensing Authority shall within two (2) days of issuing the show cause notice provide an opportunity of hearing to the Aggregator and thereafter cancel the License.
- iii. Where a License is cancelled, the Aggregator shall immediately stop all operations under the License.
- iv. Without prejudice to an order of cancellation passed by the Licensing Authority, the security provided by way of bank guarantee shall be forfeited in full.
- v. The Aggregator may, at any time, voluntarily surrender the License for cancellation. On such surrender of the License, the security by way of bank guarantee if any shall be returned to the Aggregator after the payment of outstanding dues if any.

19. Appeal:

- 
- i. The Aggregator aggrieved by any order passed by the Licensing Authority shall, within 30 days of receipt of the order, appeal to the Secretary Transport, Chandigarh Administration or such other Agency as may be notified by the Chandigarh Administration.

- ii. An appeal shall be in the form of a memorandum in duplicate setting forth the grounds for the appeal and shall be accompanied by the requisite fee and the certified copy of the order passed by the Licensing Authority.

20. Powers and Responsibilities of the Chandigarh Administration:

- i. The Licensing Authority is empowered to call for such information and documents from the Aggregator, as deemed fit to ensure compliance by the Aggregator with these Rules pursuant to prior written notice. This shall also include the power to investigate about the Drivers who have been Off boarded at more than one instance;
- ii. The Licensing Authority / Chandigarh Administration or authorized by Licensing Authority shall have the power to conduct search and investigation of the Aggregator's premises, as specified in Form I of these Rules, for the effective implementation of these Rules;
- iii. The access to the VAHAN and SARATHI portal operated by the Ministry of Road Transport and Highways, Government of India to enable the Aggregator to update the details of vehicles and Drivers integrated with the app may be provided to the extent as allowed by the Ministry of Road Transport and Highways, Government of India.
- iv. The Licensing Authority/Chandigarh Administration shall ensure complete confidentiality and secrecy of the documents and information obtained from the Aggregator under Rules 20(i) above and any such other information which it may call for.

21.Fee for Aggregator:

Sr. No.	Particulars	Amount in Rupees
1.	Grant of License	5,00,000
2.	Renewal of License	5,000
3.	Issue of duplicate License	5,000
4.	Change of address of the Licensee	5,000

22. Security Deposit for Aggregator:

S. No.	Particulars	Amount in Rs.
1.	Upto 100 buses or 1000 other Transport motor vehicles	1,00,000
2.	Upto 1000 buses or 10000 other Transport motor vehicles	2,50,000
3.	More than 1000 buses or 10000 other Transport motor vehicles	5,00,000

Note:- The fee under rule 21 for renewal of license, issue of duplicate license and change of address of license (At Sr. No. 2 to 4) shall be charged with application, which is not refundable)

23.Savings: Nothing in these rules shall affect the proceedings, act, action, which has already been initiated under the Chandigarh Administration On-Demand Transportation Technology Aggregator Rules, 2017 and Motor Vehicles Aggregator Guidelines, 2020 issued by Government of India, Ministry of Road Transport and Highways, New Delhi vide their letter No. 16011/9/2019-T, dated 27/11/2020 implemented in Union Territory of Chandigarh with immediate effect vide notification No.2/7/212/-H-III (7)-2022/17161, dated 17/11/2022.



FORM I

[See Rule 4(i)]

Application for the Grant of License for Aggregator under the Chandigarh
Administration Motor Vehicles Aggregator Rules, 2025

To,

The Secretary,
State Transport Authority,
U.T., Chandigarh

I, the undersigned, hereby apply for grant of a License for operation as
an Aggregator under the Chandigarh Administration Motor Vehicles
Aggregators Rules, 2025.

1.	Name in full	
2.	Address of the main office and Sub Office	
3.	Number of branches and addresses, if any	
4.	a) If a registered company, enclose a copy of certificate of Incorporation / registration along with a copy of memorandum of association. b) If a firm, enclose a copy of certificate of registration of the firm.	
5.	Name and contact details of Key Managerial Personnel or Authorized Signatory	
6.	Telephone number, website address and Email ID	
7.	Number of (type of vehicle) proposed to be operated. (Enclose a separate list containing vehicle numbers and permit particulars of each vehicle)	
8.	Details of GPS/ GPRS facility	
9.	Details of other infrastructure	
10.	Details of returns filed in the last three years. Enclose copies of financial statements of last three years	
11.	Details of processing fee (Non-Refundable) paid	
12.	Regarding no Govt. dues are pending, an affidavit of Rs. 100/- duly attested by Notary Public is to be attached.	

I hereby declare that the information given above and other
documents enclosed herewith are true to the best of my knowledge. I
understand that if any information is found to be incorrect at any point of
time, the License granted to me is liable to be cancelled, besides initiating
other legal action/actions against me. I have gone through the Chandigarh
Administration Motor Vehicles Aggregators Rules, 2025, I accept and agree
to abide by the same and the reference statutes and rules mentioned herein.

Place: Signature of the Applicant/ Authorized Signatory
Date: (along with company seal, as applicable)

FORM II

[See Rule 4(ii)]

Application for the Renewal of License for aggregator under the Chandigarh Administration Motor Vehicles Aggregator Rules, 2025

To,

The Secretary,
State Transport Authority,
U.T., Chandigarh

I, the undersigned, hereby apply for the renewal of License for operation as Aggregator under the Chandigarh Administration Motor Vehicles Aggregator Rules, 2025.

1.	Name in full	
2.	Address of the main office and Sub Office	
3.	Number of branches and addresses, if any	
4.	a) If a registered company, enclose a copy of certificate of incorporation / registration along with a copy of memorandum of association. b) If a firm, enclose a copy of certificate of registration of the firm.	
5.	Name and contact details of Key Managerial Personnel or Authorized Signatory	
6.	Telephone number, website address and Email ID	
7.	Number of (type of vehicle) proposed to be operated. (Enclose a separate list containing vehicle numbers and permit particulars of each vehicles)	
8.	Details of GPS/ VLTD facility	
9.	Details of other Infrastructure	
10.	Details of returns filed in the last three years. Enclose copies of financial statements of last three years	
11.	Details of License: a) License Number b) No. of Suspensions, if any, and details thereof	
12.	Details of processing fee paid	
13.	Regarding no Govt. dues are pending, an affidavit of Rs. 100/- duly attested by Notary Public is to be attached.	

I hereby declare that the information given above and other documents enclosed herewith are true to the best of my knowledge. I understand that if any Information is found to be incorrect at any point of time, the License granted to me is liable to be cancelled, besides initiating other legal action/actions against me. I have gone through the Chandigarh Administration Motor Vehicles Aggregators Rules, 2025, I accept and agree to abide by the same and the reference statues and rules mentioned herein.

Place:

Signature of the Applicant/ Authorized Signatory

Date:

(along with company seal, as applicable)

FORM III

[See Rule 4(v)]

License for an Aggregator

Mr./Mrs./M/s [] is hereby licensed to operate as an Aggregator under the Motor Vehicles Act, 1988 in compliance with directions stipulated under the Chandigarh Administration Motor Vehicles Aggregators Rules, 2025.

1.	Name of the Aggregator (in full)	
2.	Address of the main office and Sub Office	
3.	Addresses of the branches, details of key managerial i.e. Director or authorized person with In Tri-city.	
4.	Telephone number, website address and email id	
5.	Number of Auto Rickshaw / e-Rickshaw / Motor Cab / Motor Cycle or Bus (as per the list enclosed by the Aggregator in Form I/II, as may be applicable)	
6.	Particulars of the manner in which the Aggregator shall function	
7.	Details of processing fee paid	
8.	Details of fees paid for Aggregator License	
9.	Details of Security Deposit by way of Bank Guarantee in favour of Competent Authority	
10.	License validity	

The Licensee shall abide by all the terms & conditions contained in the Chandigarh Administration Motor Vehicles Aggregators Rules, 2025.

Place:

Signature of the Competent Authority

Date:



FORM IV

[See Rule 4(vii)]

Application for the issue of Duplicate License

To,

The Secretary,
State Transport Authority,
U.T., Chandigarh

Sir/Madam,

The License issued to [Name of the Licensee] under Rule 4(v) of the Chandigarh Administration Motor Vehicles Aggregator Rules, 2025 bearing No. [] has been lost/destroyed/completely written off/soiled/torn/mutilated in the following circumstances.

[]

I/We hereby declare that to the best of my/our knowledge the License has not been suspended or cancelled under the provisions of the Act or rules made there under and the circumstances explained above are true.

I/We do hereby apply for the issue of a duplicate License.

If my lost license is found at later stage, I will be bound to deposit the same in this office.

The written off/soiled/torn/mutilated Certificate of registration is enclosed/
Copy of the FIR filed against the loss of the License is enclosed.

Detail of duplicate License fee paid:

Place: Signature of the Applicant/ Authorized Signatory


Date: (along with company seal, as applicable)

Dated Chandigarh,
the, 07th May, 2025

Diprava Lakra, IAS,
Secretary Transport,
Chandigarh Administration
Dated: 24/6/25

Endst. No.2/7/212-H-III(7)-2025/ 9741

A copy is forwarded to the Controller, Printing and Stationery, U.T., Chandigarh for publication of above notification in the extraordinary Gazette of the Chandigarh Administration and send 20 copies thereof to this Administration for official purpose.


Joint Secretary Transport,
for Secretary Transport,
Chandigarh Administration

Endst. No.2/7/212-H-III(7)-2025/9742

Dated: 24/6/25

A copy is forwarded to the Director Public Relations, U.T., Chandigarh for giving wide publicity in the leading newspapers.



Joint Secretary Transport,
for Secretary Transport,
Chandigarh Administration

Endst. No.2/7/212-H-III(7)-2025/9743

Dated: 24/1/25

A copy is forwarded to the following for information and necessary action :

- (i) Director General of Police, U.T., Chandigarh
- (ii) Deputy Commissioner, U.T., Chandigarh
- (iii) Senior Superintendent of Police (Traffic), U.T., Chandigarh
- (iv) Secretary, State Transport Authority, U.T., Chandigarh
- (v) Registering & Licensing Authority, U.T., Chandigarh



Joint Secretary Transport,
for Secretary Transport,
Chandigarh Administration