Transport Commissionerate
II Floor, Trans Towers, Vazhuthacaud, Thycaud
P.O
Thiruvananthapuram, Kerala -695014
tcoffice.mvd@kerala.gov.in |
www.mvd.kerala.gov.in
0471-2 33 33 17 | 91 88 91 73 00

Notification

Letter No. H2/49/2025-TC Date : 13-10-2026

Sub:- Motor Vehicles Department - **Draft Kerala State Motor Vehicles Aggregator Policy, 2026 – Invitation of Suggestions/Objections – Reg.**

The Motor Vehicles Department, Government of Kerala, hereby publishes the **Draft Kerala State Motor Vehicles Aggregator Policy, 2026**, in accordance with the Motor Vehicles Aggregator Guidelines, 2025 issued by the Ministry of Road Transport and Highways (MoRTH) under Section 93 of the Motor Vehicles Act 1988. This is intended for inviting suggestions and objections from the public, aggregators, driver associations, stakeholders and other interested persons.

Suggestions/objections are invited from all interested persons within 30 days from the date of publication of this notice on the Department's website. The submissions may be sent by email to:

Email: jtc.mvd@kerala.gov.in

The email subject shall be **"Suggestions/Objections on the Draft Kerala State Motor Vehicles Aggregator Policy, 2026"**. Submissions should clearly indicate the relevant provision of the policy and the reasons supporting the suggestion or objection.

All suggestions and objections received within the stipulated period will be examined by the Department for consideration, as appropriate.

The complete draft policy document is available as an

attachment to this notice on the official website of the Motor Vehicles Department.

K MANOJKUMAR
JOINT TRANSPORT COMMISSIONER & SECRETARY STA

To SSG Cell, Senior Superintendent for publishing in the Department Website.

Motor Vehicles Department, GoK

The Kerala State Motor Vehicles Aggregator Policy, 2026

1) Definitions

In this policy, unless the context otherwise requires: -

(i) "Act" means the Motor Vehicle Act,1988 (Central Act 59 of 1988);

(ii) "Aggregator" shall have the meaning ascribed to it under sub section (IA) of Section 2 of the Act;

(iii) "App" means a digital application developed and maintained by an aggregator;

(iv) "Application fee" means the charges in respect of an application under Clause 4 of this policy;

(v) "Apportioned Fare" means such part of the fare as is retained by the aggregator;

(vi) "Transport Commissioner" means an authority empowered to issue a licence under Section 93 of the Act;

(vii) "Contract" means the agreement between the aggregator and the driver specifying the rights and obligations of both parties for providing services to a passenger through the App of such aggregator;

(viii) "Designated Portal" means the portal established and notified by the Central Government;

(ix) "Driver Fare" means such part of the fare payable by aggregator to the driver for the services rendered to the passenger through the App in undertaking a journey, including any cost of toll(s) and parking fee(s) paid by the driver;

(x) "Dynamic pricing" means the output of the fare algorithm of the fare of the aggregator, which raises the price of a journey when demand for trips exceeds supply.

(xi) "Fare" means the total charges payable by the passenger to the driver or the aggregator, as the case may be, pursuant to the

passenger availing the transportation services on the aggregator platform through the App for a journey, including the cost of toll(s), the tax(es) and parking fee(s), as may be applicable;

(xii) "Form" means a form appended to this policy;

(xiii) "Government" means the Government of Kerala;

(xiv) "Grievance Officer" means a person appointed by the aggregator for redressal of grievance of any passenger or driver;

(xv) "Induction Training Programme" means the induction training program referred to in Clause 7 of the policy;

(xvi) "Journey" means a trip whether undertaken or not, on a specified date and time from the place of departure, to the destination, and may include the type or class of the motor vehicle being used to undertake the travel plan;

(xvii) "Licence" means the licence issued to an aggregator under Section 93 of the Act;

(xviii) "Licence Fee" means the fee payable under Clause 24 of this policy;

(xix) "On-Board" together with its grammatical variations, means the process of registering drivers and vehicles on the digital platform by the aggregator;

(xx) "Off-Board" together with its grammatical variations, means the process of de-registering the driver and vehicle on the digital platform by the aggregator;

(xxi) "Passenger" means a person who uses the app of the aggregator to undertake a journey;

(xxii) "Policy" means the Kerala Motor Vehicles Aggregator Policy, 2026;

(xxiii) "Rating" means an assessment of the quality of a journey undertaken by a passenger, based on the parameters specified by the aggregator;

(xxiv) “Refresher Training Programme and Assessment” means a training session for drivers integrated with the aggregator, for a period of at least forty-eight (48) hours and for a duration of 10 hours in one continuous session, delivered in-person and in virtual training sessions;

(xxv) “Security Deposit” means the amount that is payable by an aggregator, to be submitted along with licence fee, furnished in the form of a bank guarantee or an insurance surety bond;

(xxvi) “State” means the State of Kerala.

Words and expressions as defined and mentioned under this policy shall have the same meaning as ascribed under the Act.

2. Applicability of the Policy

i)The policy shall apply to the aggregator operating within the State.

ii)The policy shall not be applicable to entities that limit themselves to the provision of an interoperable network to aggregators licensed by the Transport Commissioner and do not directly undertake on-boarding of drivers or motor vehicles or both.

iii)The policy shall not be applicable to entities that are engaged in the sale of tickets for travel by public service vehicles.

3. Designated Portal

The designated portal to enable single window clearance of application for licence as aggregator including receipt of appropriate application fee, license fee and security deposit will be developed by the Central Government as provided under clause 3 of the Motor Vehicles Aggregator Guidelines, 2025 issued by the Ministry of Road Transport and Highways:

Provided that, applications for license shall be processed through VAHAN portal in the module developed by the State,

temporarily, till such portal is developed and operationalized by the Central Government.

4. Application for grant of Licence

i) An application for grant of Licence shall be made on the designated portal or portal mentioned under the proviso to clause 3 of the policy, in Form I (attached as Annexure-I), to the Transport Commissioner and shall be accompanied by proof of online payment of the application fee.

ii) The aggregator shall submit a single application in respect of all categories of motor vehicles on-boarded by it.

iii) The Transport Commissioner shall issue a single licence for operating as an aggregator across the entire State.

a. The licencing Authority shall dispose the said application within a period of 90 days from the date of receipt thereof, if the licencing authority fails to grant or reject the licence within the said period without any valid and sufficient reason, the licence shall be deemed to have be granted subject to the payment of prescribed fee.
b. Upon receiving the intimation under Clause 6(ix) and being satisfied that the applicant has fulfilled all conditions for grant of a licence under this Policy, the Transport Commissioner shall, within thirty (30) days, direct the applicant to pay the licence fee and security deposit specified in Clause 24 within ten (10) days of such direction.
c. The applicant shall produce the proof of such payment before the Transport Commissioner within ten (10) days from the date of such direction.
d. On payment of the licence fee and security deposit, the Transport Commissioner shall grant a licence to the applicant in Form III (attached as Annexure-Ill), within the period of Ten (10) days from the date of production of proof of payment.
e. The licence issued by the Transport Commissioner under the policy shall be uploaded and updated by the Transport Commissioner on the designated portal.
f. If the applicant does not comply with any of the conditions for grant of licence specified under this policy, as may be determined

by the Transport Commissioner, he may reject such application with reasons to be recorded in writing after giving a hearing to the aggregator.

5. Eligibility for obtaining a Licence

i) The applicant shall be a company registered under the Companies Act, 2013 (Central Act 18 of 2013) or a limited liability partnership under the Limited Liability Partnership Act, 2008 (Central Act 6 of 2009) or a co-operative society formed by an association of drivers or motor vehicle owners and registered under the Co-operative Societies Act, 1912 (Central Act 2 of 1912) or the Kerala Co-operative Societies Act, 1969 (21 of 1969) or Central/State Government Departments.

ii) The applicant shall comply with the applicable law, including but not limited to, the Act or rules and regulations made under the Act, the Digital Personal Data Protection Act, 2023 (Central Act 22 of 2023) , the Consumer Protection Act, 2019 (Central Act 35 of 2019) and the Information Technology Act, 2000 (Central Act 21 of 2000) and intermediary guidelines issued thereunder.

iii) The applicant shall maintain a registered office within the State.

6. Preconditions for Grant of Licence

The following shall be complied with as preconditions by the licensing authority before granting the licence,

i) The aggregator shall conduct or cause to be conducted an Induction Training Programme as detailed under Clause 7 before on-boarding a driver and also for those drivers on-boarded prior to issuance of the policy.

ii) The guidelines, if any, issued by the Central Government or the State Government in respect of health or public safety shall be followed by the aggregator and the on-boarded drivers.

iii) The aggregator shall not prohibit or restrict the on-boarded drivers from operating with multiple aggregators.

iv) The aggregator shall develop a mechanism in the App for both, the driver and the passenger, to rate the quality of overall experience of a journey.

v) The aggregator should not have had its license cancelled in the past one year.

vi) The aggregator shall ensure a minimum insurance cover of 5 lakh for each passenger, as prescribed under the Motor Vehicles Aggregator Guidelines, 2025, or such higher amount as may be prescribed by the Government.

vii) The aggregator shall formulate and implement a zero-tolerance policy for use of drugs or alcohol for on-boarded drivers while they are on duty. The aggregator shall upload its policy and the procedure to report a complaint in this regard on their website and on their App.

viii) A Grievance Officer shall be appointed by the aggregator. Such officer shall be made available in registered office of the aggregator, in the State. He/She shall resolve all the grievances received and provide the details of the grievances received by it, to the Transport Commissioner through an online process. The details of the Grievance Officer i.e. the name, e-mail address, and telephone number(s) shall be made available by the aggregator on its App and website. Such communication methods shall be available 24x7.

ix) The Aggregator shall intimate the Transport Commissioner, within 30 days after the submission of application, that the above conditions are complied with.

7. Induction Training Programme

i) The Induction Training Programme shall be of a duration of at least forty (40) hours for the drivers comprising a combination of in-person and virtual training sessions. The details of the course of this program shall be made available online by the aggregator. The course shall train the drivers:

a) to use the App of the aggregator;

b) relevant provisions of the related, MV Acts and rules, permit conditions.

c) the Motor Vehicles (Driving) Regulations, 2017;

d) first responder training for at least six (6) hours to respond to emergencies and provide assistance in case of road accidents; on careful driving, traffic rules,

motor vehicle maintenance, fuel efficient driving, conduct and behaviour;

e) on familiarisation with the routes;

f) on the terms and conditions of the agreement between the driver and the aggregator; special training on gender sensitivity and Divyangjan sensitivity and mobility needs;

g) such other training as the Transport Commissioner may require, from time to time.

h) Safety of the driver & passenger and vehicle safety features.

ii) The aggregator shall upload details of the induction training structure on the designated portal. Digital records evidencing the completion of such training shall be preserved for period of six months for verification.

8. Compliances with regard to drivers

i) For the purposes of on-boarding drivers, the aggregator shall ensure that the following conditions are complied with, namely:

a) That the driver holds a valid proof of any identity on the basis of any document listed under Rule 4 of the Central Motor Vehicle Rules, 1989 ("CMVR");

b) That the driver holds a valid driving licence for the concerned vehicle type or class within which the respective vehicle falls throughout the period of onboarding;

c) That the driver has the required experience mandated under sub- section (1) of section 7 of the Act;

d) That the driver has a valid bank account in his name;

e) That the driver has not been convicted within the past three (3) years, for any of the following offence, namely:

1) the offence of driving under the influence of drugs or alcohol, and

2) any cognizable offence under the Bharatiya Nagarik Suraksha Sanhita, 2023 or the Bharatiya Nyaya Sanhita, 2023 (as may be applicable) including fraud, sexual offences, use of a motor vehicle to commit a cognizable offence, a crime involving property damage or theft, acts of violence, acts of terror or acts constituting nuisance or danger to public;

f) That the driver undergoes a medical examination for fitness, including an eye check-up, by a hospital or medical institution identified by the aggregator;

g) That the driver undergoes a psychological analysis conducted by the aggregator to determine whether they are fit to be on-boarded;

h) That the character and antecedents of the driver are verified by the Police at least seven (7) days prior to on-boarding and the aggregator shall maintain a written record of such verification;

i) That a valid contract is executed between the aggregator and the driver, including in the language of the State, specifying the terms and conditions applicable for on-boarding and operating vehicles. The standard terms and conditions shall be made available online by the aggregator on its website.

Provided that the compliance with above conditions for the entire period shall be co-terminus with the licence held by the aggregator.

ii) For the welfare of drivers, the aggregator shall ensure compliance with the following conditions, namely:

a) Ensure a health insurance for not less than Rs. 5 Lakh for each driver on-boarded, which shall be increased each year by such percentage each driver as notified by the Central Government.

b) Ensure a term insurance for not less than Rs. 10 Lakh for each driver on-boarded, which shall be increased each year by such percentage as notified by the Central Government.

c) Provided that the provisions made under the Code on Social Security, 2020, shall prevail upon being notified and implemented in respect of the matters covered under sub-clauses (i) and (ii).

d) Conduct annual Refresher Training Programme as a combination of in-person and virtual training sessions through either in-house resources or collaboration with other institutions and maintaining the records of such refresher training.

e) Provided that the drivers whose rating falls below 5 percentile from amongst all drivers who are placed similarly in terms of the duration of engagement with the aggregator, shall compulsorily undergo Refresher Training Programme every quarter, in absence of which the driver shall not continue to provide services through the aggregator.

f) In the event a complaint is registered against the driver for violation of provisions of the MV Act, rules or these guidelines, from a passenger, it shall be acknowledged and same shall be communicated to licencing authority. An inquiry shall be conducted by the aggregator within a period of three (3) days from the day on which such complaint is made and appropriate action shall be taken. The aggregator shall inform the complainant, concerned driver and licencing authority about the outcome of the said inquiry. If the complainant or the driver is aggrieved by the findings of the inquiry report or the action taken report, he may prefer an appeal in writing before licensing authority within 30 days. The Licencing Authority may dispose the appeal within 60 days from the receipt of the appeal.

iii) The aggregator shall maintain a digital record of the following documents pertaining to the on-boarded drivers, duly authenticated from SARATHI portal and such other documents as the aggregator may deem fit, including

a) A photograph;
b) Physical copy of the Driving licence;
c) Present residential address along-with acceptable documents for proof of address as specified in CMVR;
d) Verified bank account details;
e) Names and addresses with contact information of two emergency contacts.

9. Compliances with regard to vehicles

1) An aggregator shall ensure that the motor vehicles attached with on- boarded drivers comply with the following conditions:

a) Have a valid registration;
b) Possess a valid Certificate of Fitness and Permit, if applicable under the Act, rules made thereunder or notification, for the entire duration of the motor vehicle's onboarding with the aggregator.
c) Display the registration mark as specified in the CMVR
d) Have a valid third-party insurance policy;
e) Have a valid pollution-under-control certificate required under the Central Motor Vehicles Rules, 1989.
f) Such emission norms as may be specified by the State Government for the State or any urban area in the State, as the case may be;
g) City specific fuel norms, if any;
h) Have paid the applicable motor vehicle taxes and other dues
i) Does not have any unpaid challans related to offences and contraventions under the Act imposed on the motor vehicle;
j) Display a copy of driver's licence and the motor vehicle permit (if applicable) inside the motor vehicle (except motorcycles). The said display shall be on the back side of the front seat next to the driver in such manner as shall be clearly visible to the passengers in the motor vehicle;

k) Are fitted with a functional Vehicle Location Tracking Device or System, compliant with AIS 140, along-with a panic button, as mandated under Rule 125H of the CMVR, if applicable and connected to the control room of the aggregator with the electronic feed from vehicle location tracking device available at Sureksha Mitra Control Room of the State Government.

l) Have disabled child lock mechanism (except for three-wheelers, motorcycles and buses) as per applicable law;

m) Have enabled manual override for the central locking system (except for three-wheeled vehicles, motor cycles, buses, as per applicable law);

n) Have a fire extinguisher of suitable capacity placed inside the motor vehicle (except for motor cycles);

o) Have a first-aid kit placed inside the motor vehicle.

2) An aggregator shall not onboard vehicles which have been registered for more than a period of eight years from the date of initial registration of the vehicle and shall ensure that all vehicles onboarded by it should not have exceeded eight years since the date of initial registration of the vehicle.

3) An aggregator shall verify and maintain the following documents and records of all motor vehicles on-boarded by it and shall authenticate this data on a real-time basis on the VAHAN portal:

a) Certificate of Registration;

b) Certificate of Fitness as per the Act;

c) Chassis and engine numbers;

d) Third-party insurance policy;

e) Pollution under control certificate; and

f) The number of pending e-challans prior to on-boarding and their clearance before on-boarding.

10. Validity of Licence, its renewal and change of address.

i) A licence shall be valid for a period of five (5) years from the date of its issue.

ii) The aggregator shall apply for renewal of the licence at least one month before the date of expiry of its validity, in Form II (attached as Annexure-II), along with the prescribed fee, through the designated portal or on the portal specified in the proviso to clause 3 of the policy, as the case may be.

iii) The Transport Commissioner may renew the licence for a further period of five years, subject to the applicant's compliance with the provisions of this policy and all other applicable laws. For the purpose of renewal, the Transport Commissioner shall examine:

a) The aggregator's records of compliance with these guidelines, and

b) The punitive actions taken against the aggregator in the State.

iv) For change of address to be effected in the Aggregator Licence the Aggregator shall make a request to the Transport Commissioner with proof along with fees as specified in Clause 24.

11. Compliance with regard to Website, App and technology

i) The aggregator shall develop and maintain a website disclosing details of its ownership, registered address, fare structure, contact information for customer services, e-mail address, services offered by it and other relevant details.

ii) The App shall be developed in a manner that it is compliant with the applicable law.

iii) The App shall be accessible in English, Hindi and Malayalam.

iv) The vulnerabilities and the cyber safety of the App of the aggregator shall be certified by a cyber security firm recognised and empaneled by CERT-In.

v) The data, including but not limited to, the details of journey, details of passengers and the fare, shall be generated on the App of the aggregator and stored as per the applicable law, including the Digital Personal Data Protection Act, 2023.This shall be available to Transport Commissioner on demand.

vi) The proportion of the share of the fare and incentives provided to the driver, particulars of the driver fare and apportioned fare and other information as may be notified by the State Government, shall be ensured by the aggregator through up-to-date disclosures on its website and in the App.

vii) The App shall include a feature enabling the passengers to share their live location and status of the journey till the journey is completed whereafter the live location sharing feature shall be unavailable.

viii) The App shall include special features which make it accessible for Divyangjans.

ix) The App shall display a clear and high-resolution picture of the driver on- boarded on the App of the aggregator.

x) The aggregator shall formulate and implement a zero-tolerance policy for use of drugs or alcohol for on-boarded drivers while they are on duty. The aggregator shall upload its policy and the procedure to report a complaint in this regard on their website and on their App. The aggregator shall immediately and forthwith temporarily Off-Board the driver upon receipt of a complaint alleging violation of its zero-tolerance policy pending inquiry. The suspension shall continue during the period of investigation by the aggregator.

xi) The contact information of the driver undertaking journey shall be available to the passenger, through the App, for at least seven (7) days from the end of the journey.

xii) The aggregator shall establish a control room within the State with necessary infrastructure with 24x7 operations and ensure that all the motor vehicles onboarded maintain an uninterrupted contact with the control room. The control room shall monitor the movements of motor vehicles and the on-boarded drivers.

xiii) The aggregator shall establish a call centre with an active telephone number and e-mail address, displayed clearly on its website and on the App, which shall be operational 24x7, providing assistance in English, Hindi and Malayalam. These call centers shall be responsible for:

a. Ensuring redressal of the passenger grievances.
b. Enabling the passenger and/or the driver or any other person to contact the call centre regarding issues related to the journey or the on-boarded driver etc.

xiv) The aggregator shall cooperate with lawfully authorised authorities investigating an accident or incident involving a motor vehicle or driver on-boarded by the aggregator.

xv) The aggregator shall maintain detailed records of all onboarded vehicles, drivers along with their licence numbers, police clearance certificate, details of training imparted, complaints received reports, and action-taken reports. The aggregator shall also provide the Transport Commissioner with a facility to log in and access the aforesaid data at any time.

xvi) Voluntary tipping for the Driver:

a) The App may provide a feature for passengers to give a voluntary tip to the driver, however, such feature shall only be visible after the completion of the journey, and should not be available at the time of booking, before the commencement of the journey or during the journey.

b) The entire tip amount shall be credited to the driver without any deduction by the aggregator.

c) No tipping feature or mechanism shall be provided in the App that is misleading, manipulative, or otherwise in violation of the Consumer Protection Act, 2019 and the rules and regulations made thereunder.

xvii) The App shall include a feature for the purposes of clause 12, wherein a passenger may choose, where available, a driver of the same gender, including an option for female passengers to select female driver for undertaking a journey.

12. Compliances to ensure safety of passengers

The aggregator shall ensure the following

i) The Vehicle Location and Tracking Devices installed in motor vehicles, as applicable, functions properly and the feed is received by it as well as linked to "Sureksha Mitra" control room of the State Government.

a) *Explanation.* For the purposes of the policy, Vehicle Location Tracking Devices shall include the in-App location tracking for all motor vehicles, including motorcycles and three-wheelers.

ii) The driver follows the route indicated in the App through an in-built mechanism and in case of any deviation, the App shall signal the control room, which shall then connect with the driver and the passenger immediately.

iii) That the safety of the passengers especially children, women and divyangjan passengers and compliance with the applicable law is ensured.

iv) That a mechanism is provided on the App to verify whether the identity of the driver undertaking a journey is same as the one registered and verified by Police during the on-boarding process.

V) That regular checks by personnel authorized by the aggregator of motor vehicles on-boarded are conducted.

VI) that a passenger is be able to choose, where available, a driver of the same gender, including an option for female passengers to select female drivers by way of a feature stipulated in clause 11.

13. Non-discrimination policy to be followed by the aggregator

The aggregator shall treat the motor vehicles owned by drivers on-boarded or any third-party providing motor vehicles to such on-boarded drivers, at parity with the motor vehicles owned by it.

14. Regulation of Fare

i) The base fare for two-wheeler vehicles is fixed at Rs.10/- per kilometer and multiples thereof, until further orders are issued by the Government in this regard. This order shall supersede all previous Government Orders issued in this matter. For all other categories of vehicles, the fares shall continue to be governed by the existing Government Orders in force.

ii) The fare notified by the Government under sub-section (1) of section 67 of the Motor Vehicles Act, 1988 shall be the base fare chargeable to passengers availing services from the aggregator.

iii) The aggregator shall be permitted to charge a minimum of 50% lower than the base fare and a maximum dynamic pricing of 2 times the base fare notified by the State Government.

iv) The driver onboarded with the motor vehicle under the aggregator shall receive atleast 90% of the Driver Fare being the portion of the Fare attributable to the driver for the services rendered, including applicable tolls and parking charges, except as provided in sub-clause (vi)of this clause. The aggregator shall be entitled to receive only the platform fee, as determined between the aggregator and driver.

v) The settlement of payments between the driver and the Aggregator shall be made on a daily, weekly, or fortnightly basis, as mutually agreed upon between the aggregator and the driver, and in no case shall settlement be delayed beyond the period stipulated in such agreement.

vi) Notwithstanding sub-clause iii) of this clause, in the case of the Government or any Government Department registered as an Aggregator, the apportionment ratio of the fare shall be as per the agreement executed between such Government entity and the driver.

15. Cancellation of Rides

i) On cancellation of a booking by a driver after accepting a journey on the App, a penalty of 10% of the fare not exceeding Rs. 100, shall be imposed where such cancellation is made without a reason identified as valid by the aggregator and duly and specifically mentioned on its website and App.

ii) On cancellation of a booking by passenger after booking a journey on the App, a fee of 10% of the fare not exceeding Rs. 100, shall be collected, when such cancellation is made without a valid reason and duly and specifically mentioned on the website and App of the Aggregator. Such fare amount shall be divided

between the driver and the aggregator in the same proportion as stated under Clause 14 of this policy.

16. Penalty

The penalty, if any, as provided under clause 15 above, imposed on the driver or the aggregator, shall be deducted from the respective share specified under clause 14 of the driver or the aggregator.

17. Fleet Management by aggregators

If the aggregator increases its fleet, at least 1% of the additional vehicles shall be electric or powered by an alternative fuel other than fossil fuels.

18. Inclusion of Divyangjan Fleet

The aggregator may provide an adequate number of Divyangjan friendly motor vehicles required in the State.

19. Ride pooling

i) Aggregators may provide pooling facilities to drivers and passengers travelling along the same route or a maximum of 4 kms detour with varied stoppages from one point to another under a virtual contract through the App with the prior permission of the passengers.
ii) Female passengers seeking to avail ride pooling shall also be provided the option to pool with other female passengers.
iii) The pooling facilities shall be available within 4 kms of detour from the route assigned to be undertaken for a destination specified by the first Rider in such vehicle.
iv) Total Gross fare for the ride, shall be distributed among the riders proportional to the distance travelled as per the algorithm designed by the aggregator in the app.
v) Non Transport Motor Cycles shall not be included in the fleet of aggrgators.

20. Suspension of aggregator Licence.

i) The licence granted to an aggregator may be suspended by the Transport Commissioner, for reasons to be recorded in writing, either on its own motion or on receipt of a complaint against the aggregator, after an inquiry conducted by the Transport Commissioner.

ii) Before passing an order of suspension, the Transport Commissioner shall issue a notice to the aggregator specifying the alleged violation and shall provide the aggregator an opportunity of being heard within ten (10) days from the date of receipt of such notice.

iii) The following shall, inter alia, constitute grounds for suspension of the licence:

a) failure of the aggregator to ensure the safety of passengers and/or drivers, including —
   1) five or more genuine complaints received from passengers, upon verification and finding that such complaints are genuine; or
   2) ten or more genuine complaints received from drivers, upon verification and finding that such complaints are genuine.

b) frequent instances of improper or unjustified fares charged to passengers, unjustified imposition of dynamic pricing, imposition of unsubstantiated charges on drivers.

c) failure of the aggregator to comply with the obligations contained in the contract executed with the drivers.

d) failure of the aggregator to comply with any provision of this Policy, the Act or the rules made thereunder

e) jeopardizing the safety of passengers and/or the well-being of drivers;

f) violation of safety standards by the aggregator resulting in a road accident;

g) financial irregularities of such nature or severity as revealed through an audit of the accounts of the aggregator.

h) failure to ensure that any vehicle or driver onboarded by the aggregator possesses a valid Certificate of Fitness, insurance, Pollution Under Control Certificate, permit,

wherever applicable, or driving licence, as required under the Act and the rules made thereunder; and

i) any other violation or circumstance which, having regard to the nature and gravity thereof, the Transport Commissioner considers sufficient to warrant suspension of the licence.

iv) The period of suspension of a licence shall ordinarily not exceed three (3) months:

v) where the Transport Commissioner is of the opinion that, having regard to the nature and gravity of the violation, suspension of the licence is not expedient or necessary, he/she may, for reasons to be recorded in writing, impose a penalty instead of suspension.

vi) The penalty imposed under sub-clause v) shall not be less than Rupees One Lakh and shall not exceed Rupees One Crore, depending upon the nature, gravity and frequency of the violation.

vii) In the case of a first and second instance of violation of any provision of this Policy or any guideline issued by the Government of Kerala, the Transport Commissioner shall impose a penalty of not less than Rupees One Lakh and may direct the aggregator to rectify the violation within such period as may be specified in the order.

viii) Where an aggregator commits three or more instances of violation of this Policy or any guideline issued by the Government of Kerala, the Transport Commissioner shall, after issuing a show-cause notice and providing an opportunity of hearing, suspend the licence for a period not exceeding three (3) months, having regard to the nature and gravity of the violations.

ix) where a licence is suspended under this clause, the aggregator shall immediately cease all operations under the licence during the period of suspension and shall not undertake any activity requiring a licence under this Policy until the suspension is revoked or the period of suspension expires.

x) where the aggregator rectifies the violation for which the licence was suspended, to the satisfaction of the Transport

Commissioner, the Transport Commissioner may, for reasons to be recorded in writing, revoke the suspension before the expiry of the period of suspension.

xi) upon revocation of the suspension under sub-clause (x), the aggregator may resume operations, subject to continued compliance with the conditions of the licence, this Policy, the Act and the rules made thereunder.

xii) where, after revocation of suspension or restoration of the licence, the aggregator commits a further violation, the Transport Commissioner may initiate further proceedings in accordance with this Policy, including proceedings for cancellation of the licence under Clause 21.

21. Cancellation and Surrender of aggregator Licence

i) Grounds for Cancellation

The Transport Commissioner may, by order in writing, cancel the Licence granted to an aggregator on any of the following grounds, namely: —

a) where the Licence of the aggregator has had its Licence suspended within a period of three financial years and the aggregator commits any further violation under Clause 20 warranting suspension of the Licence;

b) where the aggregator has committed, or caused to be committed, any violation of the provisions of this Policy or the applicable law which, by reason of its nature or gravity, is such as to endanger the safety or security of passengers or drivers;

c) where the aggregator has failed to comply with the conditions of the Licence or the provisions of this Policy, despite having been afforded reasonable opportunity to rectify such non-compliance;

d) where the aggregator has failed to comply with an order, direction or condition imposed by the Transport Commissioner under this Policy; or

e) on such other grounds as may be prescribed by the Central Government or the State Government from time to time.

ii) Show-Cause Notice and Hearing

Before cancelling a Licence under this Clause, the Transport Commissioner shall issue a written notice to the aggregator specifying the grounds on which the cancellation of the Licence is proposed and calling upon the aggregator to show cause, within ten (10) days from the date of receipt of such notice, as to why the Licence should not be cancelled.

The Transport Commissioner shall, after considering the explanation submitted by the aggregator, provide the aggregator a reasonable opportunity of being heard before passing an order of cancellation.

iii) Order of Cancellation

After considering the reply submitted by the aggregator, the materials available on record, and the submissions made at the hearing, the Transport Commissioner shall, by a reasoned order in writing, either—

(a) cancel the Licence; or

(b) drop the proceedings where the grounds for cancellation are not established.

The order passed under this Clause shall be communicated to the aggregator and, where applicable, the cancellation of the Licence shall be brought to the notice of the Central Government and the concerned State Governments or authorities.

iv) Consequences of Cancellation

Where a Licence is cancelled, the aggregator shall, with effect from the date specified in the cancellation order, immediately cease all operations under the Licence and shall not undertake any activity as an aggregator under this Policy unless and until a fresh Licence is granted in accordance with law.

v) Forfeiture of Security Deposit

Upon cancellation of the Licence on account of any violation or non-compliance attributable to the aggregator, the Security Deposit furnished by the aggregator shall stand forfeited, without prejudice to any other penalty, liability or action that may be imposed or initiated under this Policy or any other applicable law.

vi) Voluntary Surrender of Licence

An aggregator may, at any time during the validity of the Licence, voluntarily surrender the Licence by submitting an application to the Transport Commissioner.

Upon acceptance of such surrender, the aggregator shall cease all operations under the Licence from the date specified by the Transport Commissioner.

The Security Deposit furnished by the aggregator shall, upon such surrender, be released or returned after adjustment of any outstanding dues, liabilities or amounts lawfully recoverable from the aggregator.

vii) Continuing Compliance

The conditions and obligations imposed on the aggregator under this Policy and the terms of the Licence shall be complied with throughout the validity of the Licence. Failure to comply with any such condition or obligation shall constitute a violation of this Policy and shall attract appropriate action under Clause 20 or this Clause, as applicable.

22. Appeal

i) The aggregator aggrieved by any order of suspension or cancellation passed by the Transport Commissioner may, within thirty (30) days of receipt of such order, appeal to the Transport Secretary for hearing appeal against the impugned order.

ii) An appeal shall be in the form of a memorandum, disclosing the grounds for appeal and shall be accompanied by a fee of Rs.50,000 (furnished in the form of DD in favour of Transport Secretary) and the copy of the order passed by the Transport Commissioner.

iii) The appellate authority shall provide an opportunity of hearing to the aggregator and decide the appeal within a period of 60 days from the date of filing the appeal.

iv) While deciding the appeal, appellate authority shall pass such orders as it deems fit.

23. Powers of the Competent Authority

The Transport Commissioner or any person authorized by the Transport Commissioner shall be empowered to call for any information, documents or records from the aggregator, as it deems fit to ensure compliance by the aggregator with this policy, through a written notice. The information sought shall also include the power to conduct an inquiry into the aggregator.

24. Security Deposit

The Security Deposit shall be determined based on the class of vehicles operated by the Aggregator, as follows:

1)	Two-wheeler fleet -	Rs.10 lakh
2)	Three-wheeler fleet -	Rs.10 lakh
3)	LMV fleet -	Rs.30 lakh
4)	Bus fleet -	Rs.50 lakh

where an Aggregator operates vehicles belonging to more than one class, the applicable Security Deposit for each vehicle class shall be payable cumulatively.

25. Licence fee

The licence fee payable by the aggregator shall be as follows:

1	Application Fee For Licence	Rs 1,00,000/-
2	Grant of Licence to aggregator	Rs 5,00,000/-
3	Renewal of Licence	Rs 25,000/-
4	For noting change of address of the licence	Rs 25,000/-

Annexure-1

FORM 1

[see Clause 4. i]

Application for the Grant of Licence for Aggregator under the Motor Vehicles Aggregator Guidelines, 2025

To

The [Designation],

[Name of State] Transport Commissioner,

[Name of State]

I, the undersigned hereby apply for grant of a Licence for operation as an Aggregator under the Motor Vehicles Aggregator Guidelines, 2025 in the State of [Name of State].

1.	Full name	
2.	Address of the head office	
3.	Number of branch offices and addresses thereof, 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	1. 2.
6.	Telephone number, website address and E-mail address	
7.	Number of (type of vehicle) proposed to be operated. (Enclose a separate list containing vehicle numbers and permit particulars of each vehicle, as applicable)	
	Details of GPS/ GPRS facility	
9.	Details of other infrastructure	
10.	Details of location of servers where data is proposed to be stored	
11.	Details of returns filed in the last three financial years. (Enclose copies of financial statements of last three years)	
12.	Details of application fee paid	Rs.
13.	Details of Security Deposit	

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 Licence granted to me is

liable to be cancelled, besides initiating other legal action/actions against me. I have gone through the provisions of the Motor Vehicles Aggregator Guidelines, 2025, I accept and agree to abide by the same and the reference statues and rules mentioned herein.

Place:

Date:

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

Annexure-II

FORM II

[See Clause 10.ii]

Application for the Renewal of Licence for Aggregator under the Motor Vehicles Aggregator Guidelines, 2025

To,

The [Designation],

[Name of State] Transport Commissioner,

[Name of State]

I, the undersigned hereby apply for grant of a Licence for operation as an Aggregator under the Motor Vehicles Aggregator Guidelines, 2025 in the State of [Name of State].

1.	Full name	
2.	Address of the main office	
3.	Number of branch offices and addresses thereof, if any	
4.	a. If a registered company, enclose a copy b. of certificate of incorporation / registration along with a copy of memorandum of association. c. 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	1. 2.
	Telephone number, website address and email address	
7.	Number of (type of vehicle) proposed to be operated. (Enclose a separate list containing vehicle numbers and permit particulars of each vehicle)	
	Details of GPS/ GPRS facility	
9.	Details of other infrastructure	
10.	Details of location of servers where data is proposed to be stored	
11.	Details of returns filed in the last three years. (Enclose copies of financial statements of last three years)	
12.	Details of Licence: a. Licence Number b. No. of suspensions, if any, and details thereof	
13.	Details of fee paid	Rs.
14.	Details of Security Deposit	

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 Licence granted to me is liable to be cancelled, besides initiating other legal action/actions against me. I have gone through the provisions of the Motor Vehicles Aggregator Guidelines, 2025, I accept and agree to abide by the same and the reference statues and rules mentioned herein.

Place:

Date:

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

Annexure-III

FORM III

[see *Clause 4.iii.d]*

Licence for an Aggregator
under the Motor Vehicles Aggregator Guidelines, 2025

[_____] is hereby licenced to operate as an Aggregator under the Motor Vehicles Act, 1988 in compliance with directions stipulated under the Motor Vehicles Aggregator Guidelines, 2025.

1.) Full name of the Aggregator	
2.) Address of the main office	
3.) Number of branch offices and addresses thereof, if any	
4.) Telephone number, website address and email address	
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 ofthe manner in which the Aggregator shall function	
7.) Details of application fee paid	
8.) Details of Security Deposit	

The Licencee shall observe all the conditions contained in the Motor Vehicles Aggregator Guidelines, 2025.

Place:

Date:

Signature of the Transport Commissioner