



महाराष्ट्र शासन राजपत्र

असाधारण भाग चार-अ

वर्ष ११, अंक ७९(२)]

शुक्रवार, जुलै ४, २०२५/आषाढ १३, शके १९४७

[पृष्ठे ११, किंमत : रुपये १५.००

असाधारण क्रमांक २४२

प्राधिकृत प्रकाशन

महाराष्ट्र शासनाने केंद्रीय अधिनियमान्वये तयार केलेले
(भाग एक, एक-अ आणि एक-ल यामध्ये प्रसिद्ध केलेले नियम व आदेश याव्यतिरिक्त) नियम व आदेश.

HOME DEPARTMENT

Madam Cama Road, Hutatma Rajguru Chowk,
Mantralaya, Mumbai 400 032, dated the 4th July, 2025.

NOTIFICATION

MOTOR VEHICLES ACT, 1988.

No. MVR-0821/C.R. 95/Tra-2.—The following rules of the Maharashtra Bike-Taxi Rules, 2025, which the Government of Maharashtra proposes to make in exercise of the powers conferred by section 73 and 74 of the Motor Vehicles Act, 1988 (59 of 1988), in its application to the State of Maharashtra and of all other powers enabling it in this behalf, the same having been Previously Published as required by section 212 of the said Act namely :—

- 1. Short title.**— These rules may be called the Maharashtra Bike-Taxi Rules, 2025.
- 2. Definitions.**— (1) In these rules, unless the context otherwise requires,—
 - (a) “ Act ” means the Motor Vehicles Act, 1988 (59 of 1988) ;
 - (b) “ Aggregator/Service Provider ”, as defined in Section 1A of the Motor Vehicles (Amendment) Act, 2019, refers to a digital intermediary or marketplace for a rider to connect with a driver for the purpose of transportation ;
 - (c) “ App ” means an electronic interface operated by the Aggregator or any third party on behalf of the Aggregator, which shall be accessed either through a computer resource or a communication device ;
 - (d) “ Area of Operation ” means the area for which Contract Permit, which can be one or more city within the state of Maharashtra, or entire state of Maharashtra has been obtained by the Licensee from the Licensing Authority ;

(e) “ Bike Taxi ” means a motor cycles vehicle having valid permit under clause (27) of section 2 of the Act ;

(f) “ Computer resource ” shall have the meaning ascribed to it under the Information Technology Act, 2000 ;

(g) “ Communication device ” shall have the meaning ascribed to it under the Information Technology Act, 2000 ;

(h) “ Competent Authority ” means the respective Regional Transport Authority or State Transport Authority as the case may be duly authorized to issue licence under section 93 of the Motor Vehicle Act ;

(i) “ Fare ” means the total charges debited by the service provider to the rider pursuant to the latter booking a ride through the service provider’s app on completion of such ride, and it shall be to the exclusion of parking charges and GST, wherever applicable. The fare receipt shall state the base fare charge, parking fees and GST separately ;

(j) “ Fees ” mean the charges in respect of a licence as prescribed under Rule 2 of these Rules ;

(k) “ Form ” means the form appended to these rules ;

(l) “ Licence ” means the licence issued under these rules ;

(m) “ Licensee or Operator ” means a person who holds licence issued under these rules;

(n) “ Licensing Authority ” means the Regional Transport Authority or the State Transport Authority of the state of Maharashtra as the case may be ;

(o) “ On-Boarding ” means the integration of a vehicle along with the driver and also the owner in case the driver and owner are different with the service provider and operating such vehicle with the service provider;

(p) “ Off-Boarding” means the segregation of an integrated vehicle or driver or both from the service provider ;

(q) “Rating” means an assessment of the quality of a trip availed by a rider, on the successful completion of the trip ;

(r) “ Rider ” means a person who books a journey through the service provider app for availing the transportation provided by the service provider through a vehicle which is integrated with the service provider ;

*Explanation:—*For the purpose of this sub rule ‘person’ refers to an individual who has booked the ride and extends to include any other individual on whose behalf the ride is booked.

(s) “ Security Deposit ” means the amount that shall be payable by an service provider applying for a license for continued operation and services in compliance to the conditions laid down by the Regional Transport/Competent Authority and shall be in the form of bank guarantee, unless provided otherwise ;

(t) “ Service Provider Contract ” means the contract agreed and executed between the aggregator, and the vehicle owner/driver and if the driver is not the owner with both and which specifies the contractual rights and obligations of all parties;

(u) “ State ” means a state of Maharashtra ;

(2) Words and expressions used in these Rules and not defined herein shall have the same meanings as are respectively assigned to them in the Act and the rules made thereunder.

3. Licensing of operator.— (1) No Person whether individual, partnership firm registered under the Indian Partnership Act, 1932 (9 of 1932) or a company registered under the Companies Act, 2013 (18 of 2013), shall engage in the business of operating a Bike-Taxi agency, unless it obtains a licence from the concerned licensing authority.

(2) Any person who obtains a licence under these rules shall be deemed to be an Aggregator under section 93 of the Act.

(3) Any licence under these rules shall be only for Bike-Taxi.

4. Application for grant and renewal of Licence.— (1) An application for the grant and renewal of a licence under these rules shall be made by any person in **Form I** to the concerned licensing authority, and shall be accompanied with application fees of Rupees 1,00,000/- (Rs. One Lakh rupees) and security deposit of Rupees 5,00,000/- (Rs. Five Lakhs rupees) and the following documents, namely :—

(i) Details of the branch offices located in the State;

(ii) Certificate of Incorporation under the Companies Act, 2013 (16 of 2013) or registration under the Maharashtra Shops and Establishments (Regulation of Employment and Conditions of Service) Act, 2017 (Mah. LXI of 2017) or Udyam Aadhar ;

(iii) Memorandum of Association and Articles of Association ;

(iv) Valid Goods and Services Tax registration certificate ;

(v) Valid Permanent Account Number.

(2) The licensing authority, after being satisfied that the applicant fulfils all the conditions of the rules, may issue the licence under rule 2 in **Form II**.

(3) The licence fees shall be paid separately for the principal place of business and for each branch office or establishment referred in the application.

(4) The application for renewal shall be made 90 days before the expiry of the licence.

(5) In case of refusal to grant the licence, the licensing authority, after giving the applicant an opportunity of hearing, shall pass an order after recording the reasons of refusing the licence.

5. Period of validity of Licence.— The licence shall be valid for 5 years from the date of issue of licence or date of renewal of licence.

6. Conditions governing the licence.— (1) The applicant shall have minimum 50 Electric Bike-Taxis in ownership, or agreement with such persons possessing it, to undertake commencement of such services.

(2) Such Bike-Taxi shall be duly registered within the State of Maharashtra and all the tax payable under the Act and rules made thereunder shall be duly paid.

(3) The Bike-Taxi shall be required to obtain fitness certificate as per provisions of section 56 of the Act.

(4) The Bike-Taxi shall be duly insured under the provisions of the Act.

(5) The Bike-Taxi shall be used as a “ Contract Carriage ” under the Act.

(6) Contract Carriage Permit (if applicable) for the specified area, for which the applicant has applied, shall be issued by the Deputy/Regional Transport Office of the state having the corresponding jurisdiction.

(7) Permits (if applicable) may be applied in the name of registered owner of the vehicle or in the name of the Licensee.

(8) The Licensee shall abide by all the conditions of the licence issued to it.

(9) Adequate facility for garage or parking of all such Bike-Taxis along with provision for their reasonable maintenance and battery charging shall be a pre-condition.

(10) The licensee shall have a registered or branch office in the area of its operation and details of its headquarters, telephone number, e-mail ID and office in-charge shall be provided at the time of application by the licensee to the concerned licensing authority.

(11) The licensee shall either maintain a call centre or operate as an aggregator through an authorized call centre or web portal or APP, details of which shall be provided to the concerned licensing authority.

(12) The licensee shall maintain a web portal containing all details of its ownership, registered address, services offered, fare structure, insurance liabilities, control room number, name and contact details of a duly appointed grievance redressal officer.

(13) The licensee shall ensure adequate mechanism for receiving customers' feedback and grievances.

(14) The licensee shall ensure mechanism for protecting the rights of women employees as stipulated under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (14 of 2013).

(15) The licensee shall maintain a 24 x 7 control room with adequate manpower.

7. Power of licensing authority to suspend or cancel licence.— (1) If licensing authority, after giving the licensee an opportunity to be heard, is of the opinion that,—

(a) a licensee has failed to comply with any of terms and conditions as detailed in these rules ; or

(b) the licensee has failed to maintain the Bike-Taxi in compliance with the provisions of the Act and rules made thereunder, may suspend the licence for a specified period or cancel the licence.

(2) Every licensee whose licence has been cancelled shall be permitted to apply for another licence to the licensing authority after a period of six months from the date of cancellation.

(3) When the licence is suspended or cancelled under sub-rule (1), the holder of the licence shall surrender the licence to the licensing authority and discontinue the service in the State of Maharashtra.

8. Appeal.— (1) The licensee aggrieved by any order passed by the licensing authority may, within thirty days of receipt of the order, appeal to the State Transport Appellate Tribunal.

(2) 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 Rupees 5000/- (Rs. Five Thousands only) fee and the certified copy of the order passed by the licensing authority.

9. Forfeiting of security deposit.— If the holder of a licence fails to comply with the terms and conditions as mentioned under these rules or any employee of licensee is guilty of any misbehaviour or misconduct with any passenger travelling, then the licensing authority may suspend or revoke the licence and forfeit the security deposit or part thereof, considering the seriousness of the non-compliance.

10. Voluntary surrender of licence.—(1) The holder of a licence may at any time surrender the licence issued by the licensing authority and on such surrender the licensing authority shall cancel the licence. The holder of the licence before surrendering the licence shall clear all the dues if any, under these rules.

(2) The licensing authority may upon cancellation of licence under sub-rule (1) return the Security Deposit after any deduction as it deems fit.

11. Adherence to local governing bodies laws.—(1) The concerned local authority or Regional Transport Authority may decide, from time to time, about the routes which may be included or excluded from the operation of the Bike-Taxi. The licensee shall be required to adhere to the same.

(2) Details of all such registered Bike-Taxis shall be shared with local administration including the concerned Regional Transport Authority, along with driver's details.

(3) Use of Bike-Taxi shall be as per the traffic laws and the Bike-Taxi shall not ride or park on footpath.

(4) No advertisement shall be displayed the Bike-Taxi in a manner that it becomes hazardous or a disturbance to the safety of traffic and must be strictly in accordance with the guidelines issued by the Maharashtra Motor Vehicles Department, in this regard from time to time.

(5) For conspicuity- Bike-Taxis shall be painted in yellow colour and the words "Bike- Taxi" shall be painted in reflective colour prominently on the two sides of the vehicle in such a way that the Height of a letter, Thickness of letter and Space between letters shall not be less than 30mm, 5mm and 5mm respectively.

(6) The dangerous or hazardous goods as specified in rule 137 of the Central Motor Vehicles Rules, 1989 or any other goods may be specified from time to time shall not be carried in the Bike-Taxi.

12. Operational conditions related to Bike-Taxi service by licensee.—(1) The driver shall have a valid commercial driving licence to drive a Bike-Taxi in accordance with section 3 of the Act and a valid Public Service Vehicle Badge issued by the licensing authority in accordance with rule 4 of the Maharashtra Motor Vehicles Rules, 1989.

(2) The driver shall have adequate knowledge of the roads and routes the area of operation so that passengers are not inconvenienced.

(3) The driver shall not be less than twenty years of age and not more than fifty years of age.

(4) The aggregator/service provider may provide uniform for the drivers of the Bike-Taxi.

(5) The driver shall be of good moral character without any criminal record. Any person who has been convicted within the past seven years of driving under the influence of drugs or alcohol, or has been convicted at any time for any cognizable offence under the Bhartiya Nagarik Suraksha Sanhita, 2023 (46 of 2023), including fraud, sexual offences, use of a motor vehicle to commit a cognizable offence, a crime involving property dispute and a or theft, acts of violence or acts of terror shall not be engaged by the licensee.

(6) The licensee shall be responsible for quality of drivers their police verification, and their conduct with passengers. The licensee shall also ensure that the drivers are safe, reliable and trustworthy. Police verification shall be done at the time of induction and at the time of renewal of driving licence.

(7) Information regarding ownership of vehicles and the profile of drivers including their verification by the Police shall be ensured by the licensee and shall be provided to the licensing authority.

(8) If the licensee uses or causes or allows a vehicle to be used in any manner not authorized by the permit or provisions mentioned herein, the licensee and the driver shall be jointly and severally responsible for any injury, harm, offence or crime committed by any person, including the driver.

(9) The driver shall always behave in a polite and courteous manner with the passenger.

(10) The licensee shall endeavour to hire as many women drivers as may be feasible. Women drivers may be encouraged.

(11) The licensee shall conduct structured refresher training programmes for its drivers including but not limited to safe driving skills, gender sensitization, passenger etiquette etc.

(12) The licensee shall ensure that the driver shall undertake safety trainings every three months. Such training programmes should be duly documented by the licensee.

(13) The licensee shall ensure that the driver undergoes an annual health check-up for ensuring his fitness to drive the vehicle.

(14) The driver shall not pickup passenger by street hailing.

(15) The licensee shall ensure that driver shall not work for more than eight hours in a day.

(16) The licensee shall ensure that the personal contact number of women driver shall not be shared to the passenger.

13. Operational conditions related to the trip.—(1) Carrying of passenger below twelve years of age as hirers shall not be allowed.

(2) More than one pillion rider shall not be allowed.

(3) Carriage of personal effects by the hirer shall be allowed on a limited basis, like a normal size backpack or handheld briefcase, etc., of reasonable weight.

(4) Goods liable to make the Bike-Taxi insanitary shall not be carried in the vehicle.

(5) The distance between the origin and the destination of a trip shall not be more than 15 Kilometres.

(6) Journeys preferred by any hirer shall be offered on a direct and shortest and fastest route basis.

(7) Crash helmets for riders as per permissible specifications shall be required to be provided by the licensee for each ride. The helmets shall be cleaned and hygienic and shall be of yellow colour.

(8) The distance of the journey travelled by the hirer shall be measured on the basis of GPS tracking as shown both in the Customer App and Driver App fitted in the Bike-Taxi.

(9) Daily log for each Bike-Taxi (manual or digital) shall be kept and made available for scrutiny by the Law Enforcing Authority.

(10) In case of adverse climatic conditions, heavy rain, Strom, etc., the licensee shall be required to suspend the services for the duration as required as per ground conditions.

(11) Bike-Taxi service providers shall provide facility in their app for female passengers to opt for a female driver and vice versa ensuring enhanced safety.

14. Safety and security.— (1) Various measures on safety and security of the passenger as may be enumerated, from time to time, by the Transport Department shall be complied with by the licensee.

(2) GPS tracking of the driver and the vehicle along with the rider shall be put in place along with backend command and control structure for real time monitoring by the licensee. Links/ feeds shall be shared with administrative/police authorities, as may be required by local administration.

(3) When the booking call is made by the customer and the Bike-Taxi is allocated by the operator, the Phone number of the operator, call centre, compliant redressal helpline number and details of the authorized officer for grievance redressal, driver's name, address, mobile number shall be sent on the customer's mobile.

(4) Emergency or Urgent helpline facility shall be provided by the licensee to the hirer to send distress signal to the licensee, local administration, police authorities and personal emergency contacts of the hirer.

(5) The speed of Bike-Taxis shall not exceed sixty kilometre per hour.

(6) There shall be separator between driver and passenger.

(7) Service provider shall provide protective cover in rainy season for passenger.

15. General conditions to be observed by the passenger.— While travelling or riding in the Bike-Taxi, the passenger or rider,—

(a) shall not smoke and drink;

(b) shall behave in civil and orderly manner towards driver ;

(c) shall not wilfully or negligently damage the Bike-Taxi or any of its fittings ;

(d) shall not cause a driver to drive the vehicle in contravention of the provisions of the notified speed limits.

16. Additional conditions.— The licensing authority having regard to local requirements of a particular city and district may specify any conditions with a view to achieve following objectives of developing effective and sustainable para transit, namely :—

(i) Bike-Taxi shall be integrated with public transport through route rationalization to enhance connectivity and efficiency.

(ii) A percentage of Bike-Taxi services shall be provided in cities where no meaningful public transport exists to ensure mobility for all citizens.

(iii) Efforts should be made to cover all cities in Maharashtra with a population above one lakh, starting with larger cities and expanding to smaller ones.

(iv) Each city may have specific regulations, including pricing and a cap on the number of Bike-Taxis allowed to operate to manage traffic and service quality as approved by the respective Regional Transport Authority.

(v) The name and details of the service provider shall be affixed on the exterior of the Bike-Taxi for easy identification.

(vi) Dedicated Bike-Taxi stands, pick-up, and drop-off points shall be delineated by service provider to organize service operations.

17. Fare.— The licensee shall not charge a fare more than the maximum fare as specified by the Regional Transport Authority or the State Transport Authority, from time to time. The fare to be charged shall be informed beforehand to the hirer, including on the mobile app (if any) before the ride begins.

18. Penal Provisions.—All the penal provisions for traffic rule violations shall also be applicable to the bike taxis in order to ensure compliance and safety.

19. Liability for Violations.—Taxi permit holders/drivers shall be liable for action on their permit and license as prescribed in the Motor Vehicle Act and rules.

20. Insurance Coverage.—Service providers must have insurance coverage of minimum Rs.2,00,000/- in accidental death for driver and passenger.

21. Compliance with regard to the service provider's App and Website.—The aggregator / service provider shall submit an annual Compliance Report in such a manner, format and by such date as may be prescribed. The Compliance Report shall be certified by such an authority as maybe specified by the Licensing Authority.

22. Power of licencing authority to Off-boarding driver or vehicle.—Off-boarding of Driver by the Licensing Authority, In case of driver / vehicle related complaint reported by a rider to the transport authority or licensing authority, licensing authority or transport authority not below the rank of Assistant Regional Transport Officer, after giving an opportunity to the driver to present their case, may direct service provider to Off-board the driver from the app or may directly Off-board the driver / vehicle from the app.

23. Issue of duplicate license.—

(i) If at any time the license is lost or destroyed, the holder shall report to the police station in the jurisdiction of which the loss or destruction has occurred and intimate the fact in writing to the licensing authority and apply in writing to the said licensing authority for a duplicate license/supplementary license accompanied by the fees as specified.

(ii) On receipt of an application along with the specified fee in sub-clause (i), the licensing authority may issue a duplicate license clearly marked "Duplicate".

(iii) If after the issue of a duplicate license the original is traced, the same shall be surrendered forthwith to the Licensing authority.

24. Additional Conditions.—The State Government may at any time attach additional conditions to be followed by the licensee and may also direct the licensee to furnish such information as directed by it from time to time. Also, Licensee/Service provider shall ensure that the data generated on the App is stored or utilized in compliance with the Digital Personal Data Protection Act, 2023.

FORM I**Application for grant of Bike-Taxi***(See rule 4(1))*

To,
The Licensing Authority,

_____.

I, the undersigned hereby apply for grant of a License for operation as Bike-Taxi operator under the Maharashtra Bike Taxi Rules, 2025.

1.	Name of the applicant in full	
2.	Address of the main 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	1. 2. 3.
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.	4-5 Page proposal describing the firm, services, offered and steps taken to ensure compliance to the requirement of the Rules	<attach separate document>
10.	Details of returns filed in the last three years. Enclose copies of financial statements of last three years.	
11.	Area of Operations	
12.	Details of Licence (if applicable) : a. Licence Number b. No. of suspensions, if any, and details thereof	
13.	Details of fee paid	
14.	Details of Security Deposit by way of Bank Guarantee in favour of Competent Authority	

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 Maharashtra Bike Taxi Rules, 2025, I accept and agree to abide by the same and the statues and rules mentioned herein.

Place:

Date:

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

FORM II**Licence for a Bike Taxi Service Provider***(See rule 4 (2))*

Mr./Mrs./M/s [-----] is hereby licensed to operate Bike-Taxi under the Maharashtra Bike Taxi Rules, 2025.

This Licence is valid subject to terms and conditions of the said Rules, and minimum fleet required under contract carriage permit by the Licensee.

1.	Name of the Licensee	
2.	Address of the main office	
3.	Addresses of the branches	
4.	Mobile and Telephone number, website address and email id	
5.	Number of Bike Taxis	< As per the list enclosed >
6.	Details of fee paid (Fees shall be paid for each branch in addition to principal place of business)	
7.	Details of bank guarantee	

The Licensee shall observe all the conditions contained in the Maharashtra Bike-Taxi Rules, 2025.

Place :

Date :

Signature of the Competent Authority.

By order and in the name of the Governor of Maharashtra,

RAJENDRA HOLKAR,
Joint Secretary to Government.