

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 1827  
TO BE ANSWERED ON 13.02.2019**

**APP-BASED CAB SERVICE**

**†1827. SHRI RAJAN VICHARE:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether app-based cab services have now been permitted at Mumbai railway stations and if so, the details thereof including the terms and conditions of contract;**
- (b) the details of the estimated annual income of Railways from the permission to app-based cab;**
- (c) the details of the provision put in place to check overcharging and charging low fares from passengers by the 'app-based cabs' at railway stations ; and**
- (d) whether the Government proposes to link the 'app-based cab' service with online ticket booking service and if not, the reasons therefor?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

- (a) Yes, Madam. Indian Railways have permitted space at Mumbai Central Railway Station for parking of app-based cabs on contract basis in Western Railway of Mumbai Division. The basic terms and conditions of the contract include – allotment of demarcated area, duly well fenced and leveled by the licensee, with a booth for operation of parking stand; fixed license fee, in case of increase/decrease of area, pro rata increase/decrease in license fee; permission to park not more than 10 taxis at any given point of time;**

**permission to brand the kiosk, without additional license fee; licensee to appoint only reliable and honest staff with good moral character and police verification certificate; staff should be in adequate number, in uniform and with ID card. Operation and Management of taxi booth shall be the sole responsibility of contractor, including resolution of disputes if any.**

**(b) The estimated annual earnings for Financial Year 2018-19 of Railways from parking of app-based cab is about ₹ 20.93 crore.**

**(c) This is a parking contract and 'app-based cab' service provider has been given only space for parking of taxies at station. However, complaint books are available at every station with the station master to register any complaint.**

**(d) At present, there is no linking of 'app-based cab' service with online ticket booking service since Railway is providing parking space only on contract basis to the 'app-based cab' service providers.**

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