

**GOVERNMENT OF INDIA
MINISTRY OF COOPERATION**

**LOK SABHA
UNSTARRED QUESTION NO. 1392
TO BE ANSWERED ON 28th JULY, 2026**

Availability of Bharat Taxi in Purvanchal Areas of UP

1392. Shri Rajeev Rai:

Will the Minister of COOPERATION (सहकारिता मंत्री) be pleased to state:

- (a) whether the facility of Bharat Taxi is available in the State of Uttar Pradesh especially in Purvanchal, if so, the details thereof;
- (b) the details of the total expenditure incurred by the Government on the development, promotion, maintenance and operation of Bharat Taxi, along with the source of funding; and
- (c) whether the Government has assessed the performance of the Bharat Taxi platform since its launch, including complaints received, customer satisfaction, fare competitiveness etc. and compared its performance with private taxi aggregators and if so, the details and the corrective measures taken thereon?

ANSWER

**THE MINISTER OF COOPERATION
(सहकारिता मंत्री) (SHRI AMIT SHAH)**

(a) Bharat Taxi is a cooperative-led digital App mobility platform operated by Sahakar Taxi Cooperative Limited (STCL), a multistate cooperative society, registered under the MSCS Act 2002. Bharat Taxi is providing its services in the cities of Delhi-NCR, Gujarat and Maharashtra. At present, it has not been officially launched in Uttar Pradesh especially in Purvanchal.

(b) The Government has not incurred any expenditure on the development, promotion, maintenance, or operation of Bharat Taxi. Sahakar Taxi Cooperative Limited (STCL) funds the development promotion, maintenance and operation of Bharat Taxi through its own capital.

(c) The performance of the Bharat Taxi Application is reviewed periodically by Sahakar Taxi Cooperative Limited (STCL). The review covers key operational and service-related parameters,

including customer experience, grievances received, fare competitiveness, platform performance, and the effectiveness of technology systems. The Application is also benchmarked against prevailing practices in the taxi aggregation sector to identify areas for improvement.

Based on the findings of such reviews and feedback received from users, appropriate corrective measures are undertaken, wherever required. These include strengthening the technology platform, addressing software-related issues, enhancing platform features, reviewing fare-related aspects, and improving service delivery. Regular technical and operational monitoring is also carried out to support the reliable and efficient functioning of the platform.
