

TAXI SANCHALAK RULES AND REGULATIONS

Taxi Sanchalak aims to build a better-strong community of drivers, agents, taxi owners and taxi operators all across India for which we are making our platform better everyday. We are looking towards a future where everything runs in an organized way and without any frauds. To achieve the same, we are presenting certain set of rules and regulations to be followed which will make us a step closer to a better future.

As is our tagline - “It’s better together”

1) Driver side Rules & Regulations

1.1) A booking in Taxi Sanchalak application was picked up by mistake

It is requested from everyone to please read all the details like pickup location, pickup date and time, booking is all inclusive or all exclusive and any other extra requirement. We are getting requests from drivers that I mistakenly picked up the duty so please refund my amount.

In such scenarios following measures will be taken from our end -

- 1.1.1) If driver profile is new and this is a first-time mistake, we will initiate full refund.
- 1.1.2) If driver profile is not new and this is not a first-time mistake along with the it, the pickup time is at least 2 hours later, charges of upto 50% of the total amount can be deducted.

All users registered with Taxi Sanchalak a unit of TSP Technologies Pvt Ltd must abide by the above set of rule and regulations. Final decision for each booking will rest with our management team

- 1.1.3) If driver profile is not new and this is not a first-time mistake along with the same pickup time is on current basis, charges of upto 100% of the total amount can be deducted.
- 1.1.4) In all the above cases we will also connect with the agent if he/she agrees for full refund, complete refund to driver will be initiated.
- 1.1.5) In case if a driver cancels by mistake and still wants to complete the ride, we will hold the payment from our end and once the ride is completed, we will initiate same to the agent. In such cases it is requested to please connect with our helpline.

1.2) Booking is cancelled by driver end intentionally

If a driver has picked up a booking and the same is intentionally cancelled by him even upon knowing everything, the following measures will be taken from our end -

- 1.2.1) If booking pickup time is not on current basis and it is possible from agent end to arrange a new vehicle only if agent has not taken the booking from a certified company where he/she has already shared vehicle details a complete refund will be initiated from our end.
- 1.2.2) If pickup time is not on current basis and agent has taken up the booking of a certified company where he/she has already shared vehicle details an amount accounting to 50% of the total amount can be deducted.
- 1.2.3) If pickup is on current basis 100% of the total amount can be deducted from our end.

1.3) Complete payment not received after booking completion

Taxi Sanchalak will be held responsible only for the commission amount that driver and agent pay to each other through payment security feature on our application. Hence, it is requested from everyone to please follow the following set of rules in order to secure their complete payment-

- 1.3.1) Once booking is assigned to you, please ask the agent to clearly share payment plan, how much money is to be collected from agent and how much from customer.
- 1.3.2) If amount is to be collected from customer, upon pickup please confirm with customer for the same.
- 1.3.3) Please clear all dues before dropping off the customer to drop location, if in case anything looks suspicious please connect with our help and support center for the same.
- 1.3.4) Once customer is dropped off Taxi Sanchalak will not be held responsible for any loss of payment either from passenger or agent end.

2) Rules & Regulations for both Drivers & Agents

2.1) Chats and conversations -

It is requested to please use chat and call service to have a conversation related to booking purpose only. Use of foul language will not be permitted. In case if you are having any problem with a booking, please call our helpline for the same, we assure you will surely look into the matter and take appropriate action. In case it is reported that either agent or driver is using foul language. Strict action will be taken and user id will be disabled from our end.

2.2) Regarding payments in Taxi Sanchalak application -

- 2.2.1) It is requested from everyone to please use payment security feature of Taxi Sanchalak application for making any advance payments to anyone, we have introduced this feature to remove frauds that are happening in this industry from a long time. Please do not pay any advance amount to anyone in their personal mobile number or account this can lead to fraud.
- 2.2.2) It is requested from all drivers to please take complete payment before dropping of the customer, in case if there is any mis confusion or doubt regarding the same, please call us we are available 24x7.
- 2.2.3) It has come to our knowledge that in many cases drivers are picking up a booking from Taxi Sanchalak and are posting the same again in Taxi Sanchalak in order to just earn commission from the same. If we will receive any such information, user profile will be disabled with immediate effect

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2.3) **If your payment is on hold from our side -**

- 2.3.1) If a booking is on hold, our team will approach both agent and driver and will try out to find out an end solution for the same. For hold booking case a window of only 2 days will be provided after which it is mandatory for the case to be closed. In these 2 days if we will receive no response from any one of the party, complete amount will be transferred to the other party.
- 2.3.2) In case if we are unable to get a final solution for a hold booking, case will be escalated to level 2 and decision from our end will be considered as final.

3) **Rules & Regulations for Agents**

3.1) **Regarding clicking upon end booking button before booking end time -**

We are receiving multiple complaints regarding the issue that agents are clicking upon end booking button just after pickup is done in order to receive commission earlier. It is advised to all the agents to please click upon end booking button only upon booking completion. Not doing the same will lead to the status of payment going to hold from our end. In such case agent will receive the amount from our end once passenger is dropped off and 24hrs are completed.

3.2) Booking is assigned to driver but customer details were not shared by the agent or agent phone is not reachable/switched off.

It is a request to all agents to please provide valid customer contact details as soon as possible, once the booking is assigned. In case, if driver is unable to contact the customer before pickup, following steps will be taken under the mentioned scenarios-

- 3.2.1) If there is a time of more than 24hrs before pickup, a time window uptill 4 hours before pickup will be provided to the agent to provide valid passenger contact details. If the agent is unable to do so we will consider the booking as null and we will refund the commission amount back to driver.
- 3.2.2) If booking is 10 to 12 days after driver allotment customer details must be shared 24hrs prior to the trip. If the agent is unable to do so we will consider the booking as null and we will refund the commission amount back to driver.
- 3.2.3) If the pickup is within 24 hrs after bookings assigned, a time window of 2.5hrs before pickup will be provided to the agent to share valid passenger contact details. If the agent is unable to do so, we will consider the booking as null and we will refund the commission amount back to driver.
- 3.2.4) If the pickup is within 2.5hrs after booking has been assigned, agent will have to provide valid passenger contact details as soon as possible. If agent is unable to do so booking will be considered as null and we will refund the commission amount back to diver along with the same point (3.3) will also be taken into consideration.

3.2.5) If booking is of a third party where agent is unable to share contact information agent must convey to driver about the same and make everything clear.

3.2.6) If wrong details have been shared or agent contact number is switched off or not reachable all the above points will be applicable along with the mentioned time frame.

3.3) Booking is assigned to driver but upon reaching at pickup location or on the way to pick-up location ride gets cancelled by agent.

It is a request to all the agents associated with Taxi Sanchalak to please ask for commission only if the booking is confirmed, everyday many agents are assigning the booking and cancelling the same if not confirmed from customer end. In future we will certainly take strict action if this situation is found out repeating again and again.

3.3.1) If booking has been assigned to driver and driver has started his journey to pick-up the passenger or have reached the pickup location and agent at such moment cancels the ride. In such scenario agent is liable to pay per km charges to driver calculated as round trip "garage to garage".

The following per km charges will be applicable in such scenario -

Hatchback - 9rs per km

Sedan - 12rs per km

Ertiga/Carens/SUV - 15rs per km

Innova/Innova Crysta - 18rs per km

3.4) If the booking is provided by agent to driver and there is an extra running that was not mentioned while assigning the booking

3.4.1) It is advised to all the agents that for one way or round trip only the things mentioned in the application while assigning the booking along with pickup and drop location will be considered any extra running or extra sightseeing that was not prior mentioned in Taxi Sanchalak application while assigning the booking will be considered extra. Agent or the customer will be held liable to pay per km extra amount as mentioned below -

Hatchback - 9rs per km

Sedan - 12rs per km

Ertiga/Carens/SUV - 15rs per km

Innova/Innova Crsya - 18rs per km

In case if extra running comes under certain rules of the location/government/union, charges will be applicable based upon the same.

3.5) Wrong details posted by agent

- 3.5.1) It is requested from all agents to double check all details while posting a booking. All things like - location, luggage, pet, any extra requirement should be mentioned correctly. In case we receive a complain regarding wrong details the booking will be considered void and any action that will be taken will be taken in favour of driver.