

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3499
ANSWERED ON:19.03.2013
OVERCHARGING BY TAXI AUTO DRIVERS
Gorakhnath Shri

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has received any complaints with regard to charging of fare more than the meter billing and refusing to ferry passengers upto their destination by taxi and three-wheeler drivers in the NCT of Delhi;
- (b) if so, the details thereof and the total number of such cases reported along with the action taken against the drivers during each of the last three years and the current year, particularly at New Delhi and Old Delhi Railway Station; and
- (c) the corrective measures taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI MULLAPPALLY RAMACHANDRAN)

(a) & (b): Details of the complaints received against the Tri Seated Ricksaw (TSR) and Taxi in the Transport Department of Government of NCT of Delhi from 1.1.2010 to 28.3.2013 are as under:-

- (1) TSR:-
(i) Refusal - 24034
(ii) Overcharging - 14477
(2) Taxi:-
(i) Refusal - 196
(ii) Overcharging - 01

On the above complaints, the Transport Department has taken action against the drivers/owners under the provisions of Motor Vehicles Act 1988 & rules made thereunder.

(c): The Enforcement Wing of Transport Department regularly takes action against the TSR/Taxi for refusal/overcharging on road as well as on the written complaint or complaint received through the Help Lines of Hon'ble CM (Aap Ki Sunwai), Hon'ble LG and Transport Department.