

## **National Conference: Safer and Convenient Taxi Operations in India**

March 27-28, 2017

Experts attending the Two day National code of Conduct for Taxi and Public transport have stressed on the need of use of extensive technology and empowering passengers as best solution for safe, secure and accessible public transport especially for women passenger safety in the capital.

'Making installing of dash board camera's in public transport , disabling of child locks in back seats of cabs, panic button at back seat, use of voice enabled APPs, mechanical training to drivers, through knowledge of topography of area ,clean well maintained vehicles and provision of portable ramp for disabled were some of the recommendations made by experts attending the Two day conference on 'Safer and Convenient Taxi Operations in India' organised by Institute of Road Traffic Education (IRTE), in partnership with Ministry of Road Transport & Highways, Government of India which concluded here today.

"The Code of Conduct is a must for to set minimum taxi industry protocol and standards of customer service. These are service standards that can be improved upon by licensed operators, drivers and communications networks as they seek to differentiate themselves from other competitors in the commercial passenger vehicle industry. Taxi service industry in country like India is expected to maintain high standards and provide a high quality of service to the hirer .The impression visitors from India and abroad often can be influenced by the quality of service received from the driver of a commercial passenger vehicle." Said Mr Trevor Wedge ,former Chief, Driver standards Agency , United Kingdom (UK) while speaking on the occasion.

"The code for taxi and TSR drivers should stress more on their unruly predatory behaviour; most of them misbehave with passengers and park cabs in bus lanes. Th new Motor Vehicle Act on anvil help taming of these public transport drivers in a big way "said Ms Garima Bhatnagar, Joint CP Traffic, Delhi Police, while speaking on the occasion

"Taxi drivers are expected to be professional in their approach to the industry and to drive safely and defensively in all weather and traffic conditions. Clean and presentable driver and vehicle, Good knowledge of local routes, major and tourist destinations. It is in the interest of owners and operators to provide

professional training for all drivers to ensure a high quality of service is provided to all customers. "Said Dr Rohit Baluja, Director, IRTE speaking on the occasion.

"The drivers should be given trauma care training as part of Driving License, so that he can help the victims at time of an accident . The cab should have an inbuilt system, the route to be taken by the cab driver is displayed so that passenger who does not know the topography of the place knows in advance " said Mr K K Kapila ,Chairman, International Road Federation while speaking on the occasion.

"Eminent experts attending the two day deliberations discussed Codes of Practice for Taxi Operation, Codes of Practice for Taxi Driver Training & Licensing, Safer Vehicles- Comfort Cabins And Making Taxis Safe and Convenient for Passengers: women and children, differently abled and elderly. These codes will be hand over to Ministry of Road Transport and Highways" said Mr Baluja.

Eminent Speakers at the Two day conference will included Mr. Sanjay Beniwal, IPS, Special Commissioner of Police- Women Safety, Airport and Modernisation, Delhi, Chair: , Mr. Trevor Wedge, Former Chief, Driver Standards Agency, UK, MS Garima Bhatnagar, Jt Cp, Traffic , Delhi Police.