NATIONAL PUBLIC SERVICE TRUST
(Public Welfare • Justice • Development)
(A Social Institution established under Central Act No. 2 of 1882)
Establishment No. – 212/IV/2026
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Ref. No. NPST/128/2026 Dated - 24.10.2026

1- The Secretary (Transport)
Government of Uttarakhand,
Secretariat, Dehradun – 248001
Email: ramanravinath@ias.nic.in ; secy-trpt-ua@nic.in

2- The Director General of Police
Uttarakhand, Dehradun – 248001
Email: dgc-police-ua@nic.in

3- The Transport Commissioner
Uttarakhand, Dehradun – 248001
Email: tc-trans-uk@nic.in

Subject: Representation seeking formulation and statewide enforcement of a comprehensive Standard Operating Procedure (SOP) and mandatory passenger-safety safeguards for Rapido, Uber, Ola and other app-based transport services across Uttarakhand, in view of the incident reported at Dehradun on 21.10.2026, to prevent recurrence of intimidation, unlawful restraint, coercive fare demands and threats to passenger safety.

Sir,

National Public Service Trust is a public-interest organisation working for the protection of constitutional rights, public safety, good governance and administrative accountability. The Trust is constrained to address the present representation concerning the safety and dignity of citizens using app-based passenger transport services throughout Uttarakhand, particularly in light of the serious incident reported at Dehradun on 21.10.2026, resulting in registration of FIR No. 177/2026 dated 22.10.2026 at P.S.-Dalanwala, District-Dehradun.

The aforesaid FIR records allegations that a woman judicial officer, while travelling in a Rapido-booked vehicle, was subjected to demands for additional fare, abusive conduct, intimidation, threats and unlawful restraint by the driver. Although the allegations remain subject to investigation, the reported incident raises serious concerns regarding driver verification, passenger protection, emergency assistance and regulatory supervision of app-based transport services. Such circumstances warrant preventive intervention rather than limiting the administrative response to criminal proceedings arising from an individual incident.

Significantly, the present issue does not arise merely because the complainant is a judicial officer. Rapido, Uber, Ola and similar platforms are routinely used by judicial officers, government officials, advocates, students, working professionals, women, senior citizens, tourists and ordinary citizens. The safety of a passenger cannot depend upon official designation, professional standing or social status. Every individual is equally entitled to safe, dignified and intimidation-free transportation under Articles 14, 19(1)(d) and 21 of the Constitution of India. The incident must therefore be examined from the broader perspective of preventing similar occurrences against any passenger throughout Uttarakhand.

Equally important is that app-based transport platforms have become an integral part of everyday public mobility. Indiscriminate prohibition or blacklisting of these services would neither constitute an effective preventive solution nor address deficiencies in passenger protection. The appropriate response must instead ensure their continued operation under enforceable safety standards, transparent accountability and effective governmental supervision. The Motor Vehicles Act, 1988, particularly Section 93, and the applicable Motor Vehicle Aggregator Guidelines, 2025, provide a regulatory framework whose effective implementation and enforcement require appropriate consideration by the competent authorities.

Therefore, in view of the aforesaid facts and circumstances, National Public Service Trust, in the larger public interest, calls upon the competent authorities to formulate, notify and enforce a comprehensive Statewide Standard Operating Procedure (SOP) applicable to Rapido, Uber, Ola and all similarly situated app-based passenger transport services operating in Uttarakhand, incorporating mandatory driver identity and antecedent verification, periodic re-verification, GPS-based journey tracking, emergency location-sharing and functional panic-button facilities, prompt police assistance, round-the-clock passenger grievance redressal, strict prevention of coercive additional fare demands, unauthorised route deviations, intimidation, abusive conduct, forced

ride cancellation and unlawful restraint, mandatory driver sensitisation, preservation of electronic journey records, defined accountability of transport aggregators, periodic safety inspections, appropriate statutory action against violations and a permanent interdepartmental monitoring mechanism, together with a time-bound implementation schedule and communication of an Action Taken Report to the Trust.

The matter concerns neither the individual status of the complainant nor interference with the pending criminal investigation. It concerns the larger constitutional obligation to protect the life, liberty, dignity and security of every passenger using commercial transport services. Preventive safeguards cannot reasonably await another incident involving an ordinary citizen, a public servant or any other passenger before effective regulatory action is undertaken.

National Public Service Trust therefore expects immediate, statewide and demonstrable action upon this representation to ensure safe, accountable and accessible app-based transportation throughout Uttarakhand.

Regards,
Krishnakant
(Chairman)

Enclosed (copy of): as above