

**MINUTES OF MEETING OF OLA UBER AND AUTO RICKSHAW
ASSOCIATION CONDUCTED ON 04.10.2023**

Thiru. Boopathi – CITU

- Minimum fare to be included in aggregator licence.
- In case of civil and criminal complaints no action was taken on Ola / Uber but action is taken on the owners or drivers. Ola and Uber shall also be fixed with joint responsibility.

Thiru. Jazhir Hussain – Urimai Kural

- Specific parking slot shall be arranged by Ola and Uber at their own cost. Ola refused to do it (Airport/Central).
- Ola has no registered office in Chennai.
- Customer care considers driver's cab are very poor and are the worst in Ola.
- Ola is blacklisting certain vehicles unilaterally and refuses to lift it.
- Very often Ola and Uber auto are exceeding the permit distance of 30kms. In such cases action should also be taken against Ola and Uber who are booking the trip, in addition to taking action against driver / Owner.
- Ola and Uber are enrolling own board vehicles.
- Ola and Uber are enrolling drivers who are not having badges to run the commercial vehicles.
- Hidden fares in Ola and Uber shall be eliminated.
- Ola and Uber do not have any legal grievances or redressal cell.
- Ola and Uber are also running own board bikes. It should be banned.

- Fast Track is collecting an exhibited amount of Rs. 250/- for the cancellation of trip.
- Monthly Tripartite meeting shall be arranged by Transport Commissioner with Ola / Uber / Fast Track, Drivers and Owners along with the officials.

Thiru. Manivannan – ADLSA

- Ola and Uber are insisting for 11th trip which is very challenging for the drivers to complete.
- There should be uniform colour code for Two-wheeler Taxi.

Thiru. Selva Kumar – Agni Siragukal

- If a trip is cancelled, immediately within 500 meters after entering the OTP, drivers are forced to increase 132. The customers are reluctant to pay that amount. In such cases, neither the customer nor the driver or owner could be able to contact ola back office.
- Ola and Uber are fixing Taxi rates lesser than the Auto fare, thereby killing the livelihood of the Auto Drivers.
- Ola is insisting for mini category fare even if a sedan is booked.

Thiru. Delhibabu – Sigaram

- Fast Track is very often booking the trip on credit basis.
- All labour laws and acts shall be applicable to Ola, Uber and Fast Track.
- Night fare shall be prescribed for taxi's .

- The fare that is displayed to the customer and drivers in Ola and Uber are mutually not visible to the customer as well as drivers. Such hidden charges shall be eliminated.

Thiru. Ramakrishnan – Vazh Urimai

- In Ola, Uber and Fast Track sometimes the pickup distance is 4km or so. Hence this extra distance becomes a burden for the driver and owners.
- Insurance should be insisted for 2 wheeler running as Taxi.

Thiru. P.R. Samy – Anaithu Vahana Ottunargal Sangam

- Taxi cab shall be developed by Government of Tamil Nadu.
- Call Taxi fare should be re-fixed.
- Ban Ola and Uber app in Tamil Nadu.
- Ban 2 wheeler Taxi.
- Very often dropping places is not displayed in these apps.

Thiru. Vetrivel – Urimai Karangal

- Ola, Uber and Fast Track are charging variable fare which are not transparent and serious sort of exploitation is happening through such hidden fares.
- Initially Ola was paying TDS and it was properly intimated to the vehicle Owner / drivers. But now no intimation is given on TDS. This lifts to exploitation. It is high lightened to Income Tax Department and GST Department to cross check.

- Ola has brought in an app for goods transport also. In such cases, they are fixing advertisement boards in this vehicles and insisting owners to give Rs. 5000/-
- Ola and Uber are charging very high rates for premium category customers and all this charges are highly hidden.

Thiru. Aslam Khan – Urimai Kural

- Private Vehicles are operating as tourist vehicles. This can be checked with various app's like Olx, Zoom, Onroads, Blabla etc.,
- RTO's and MVI's shall take stern action against such unauthorised operators.

Transport and Road safety commissioner,
Chennai-05.