

STATE TRANSPORT AUTHORITY

Office: Near Govt. Press, Madhya Marg Sector 18-A Chandigarh 160018

Email sta18-chd@nic.in Phone 0172-2700159

No. STA/Aggregator License/2026/81/1511-12 Dated Chandigarh the 08-09-2026

ORDER

Whereas, M/s Uber India Systems Private Limited Level 13 Platinum Techno Park, Plot No. 17/18, Sector 30A, Vashi Navi, Mumbai Thane 400705 India and Local Address as provided Top Floor Back Portion of SCO 63, above Canara Bank, Sector 47C, Chandigarh 160047, was granted an Aggregator License vide No. 04/STA/AL/2024 dated 27.02.2024 under the "Motor Vehicle Aggregator Guidelines 2020" adopted by Chandigarh Administration vide Notification No. 2/7/212-H-III(7)-2022/17161 dated 17.11.2022, which is deemed to have been issued under the "Chandigarh Administration Motor Vehicles Aggregators Rules, 2025", notified by the Chandigarh Administration vide No. 2/7/212-HIII(7)-2025/9740 dated 24.06.2025.

And whereas, numerous complaints have been received from the cab-drivers, specifically alleging that the Aggregator Company has not complied with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" including provisions relating to health insurance, term insurance, training of Drivers, fare structure etc.

And whereas, the Aggregator Company was requested vide letter and email dated 08.07.2025, followed by a reminder dated 14.08.2025, to comply with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" (notified on 24.06.2025) and to submit a compliance report in this regard within 15 days. The reply was received in this office on 22.07.2025 through email and was duly examined. Upon examination, it was found that the reply was not in consonance with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" and was not satisfactory. Accordingly, a committee was constituted by this office on 19.08.2025 to examine compliance with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" and to suggest necessary action in case of any violation of the provisions thereof.

And whereas, meanwhile, a meeting with the Aggregator Company was also held under the Chairmanship of Worthy Secretary Transport on 03.09.2025, wherein the representative of the Aggregator Company was directed to submit a compliance report regarding the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025". No reply was received from your office. The Committee visited the local office of the Company on 24.09.2025 and submitted its inspection report on 26.09.2025. As per the report, the provisions of the "Chandigarh Administration Motor Vehicle Aggregators, Rules 2025" had not been complied with by the Company. In pursuance of the report of the Committee, a Show Cause Notice was issued to the Aggregator Company on 10.10.2025 in exercise of the powers conferred under Rule 17 of the "Chandigarh Administration Motor Vehicle Aggregators, Rules 2025", directing it to submit a reply to the Show Cause Notice, along with supporting documents, if any, within 15 days from the date of issuance of the notice.

And whereas, the reply to the Show Cause Notice was submitted by the Company on 13.10.2025 and 25.10.2025 and again found that the reply submitted was not in accordance with the provisions of the "Chandigarh Administration Motor Vehicle Aggregators, Rules 2025".

And whereas, further, in the meeting under the Chairmanship of Secretary State Transport Authority, UT Chandigarh on 08.01.2026 and 07.05.2026, the company was directed to comply with the provisions of aforesaid Rules, inter-alia health insurance, term insurance, training of drivers, implementation of fare rates notified on 07.07.2025, etc. and to submit the

compliance report in this regard within 15 days. However, no reply was received from the Company.

And whereas, the Committee has again visited the local address provided by your Company on three occasions, i.e., on 01.05.2026, 08.05.2026 and 19.05.2026, and reported that the office found closed/locked which also constitutes a violation of the provisions of the "Chandigarh Administration Motor Vehicle Aggregators, Rules 2025". In addition to the above, letter sent through Speed Post vide this office Endst. No. STA/Aggr.License/2026/807 dated 04.05.2026, addressed to the local address provided by your company, i.e. M/s Uber India Systems Private Limited, Top Floor Back Portion of SCO 63, above Canara Bank, Sector 47-C, Chandigarh, was received back in this office with the postal remark dated 13.05.2026 "UN-CLAIMED." The return of the said communication with the aforesaid remark further substantiates that the local office of your company at Chandigarh is either non-functional or not operational at the address furnished by your company.

And whereas, numerous complaints have been received from different Transport Unions and Welfare Associations on 24.08.2026, 27.08.2026, 01.09.2026, 03.09.2026, and latest complaint received on 07.09.2026 have been received from Chandigarh Cab Driver Union regarding the non implementation of the fare rates notified by the Chandigarh Administration by Aggregator Company. The issue regarding the subscription model applied by Aggregator Company has been brought to the notice of this office. It has further been apprised by the Union that cab operators/drivers who have attached their cab with your Company being directed to purchase the subscription, which is clear violation of the "Chandigarh Administration Motor Vehicle Aggregators, Rules 2025".

And whereas, a letter was also issued vide this office Memo. No. STA/Aggregator License/2026/73/1052 dated 17.06.2026, whereby the Company was once again directed to comply with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" and submit a compliance report.

And whereas, the reply received through email on 02.07.2026 with compliance report, photographs, certificates, screenshots and old reports/submission dated 22.07.2025, 13.10.2025, 25.10.2025, 08.01.2026. The said compliance report was considered by the Committee constituted for the purpose, which observed that the Company had not complied with most of the provisions of the Rules. It was observed that the Company had failed to comply with the fare structure notified by the Chandigarh Administration on 07.07.2025.



And whereas, as the company has informed that all trips of Uber are insured to cover drivers for accident, disability, hospitalization and death, but the Company failed to provide documents related to health insurance and term insurance coverage of the drivers, as required under the Rules. Moreover, it is pertinent to mention that, instead the submitting a specific reply regarding compliance with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025", the Company submitted a lengthy and irrelevant response on several points, which failed to address the specific requirements and did not provide a reply regarding most of the provisions of the Rules.

And whereas, during various meetings which were held on numerous occasions, the latest being held on 26.08.2026, 01.09.2026 with the representatives of the Aggregator Company, the said representatives assured the undersigned that the Company was in the process of implementing the prescribed rates and other provisions of the Aggregator Rules, 2025. However, despite such assurances, the Company has failed to implement the notified fare rates and comply with the provisions of the Aggregator Rules, 2025. Again, the Members of Transport Unions have met Undersigned on 03.09.2026 and have submitted the record of fares being charged by Aggregator companies which depicts that subscription/recharge model is

being followed by company. It has also been noticed that your company is overcharging the fare which is not permissible. As per "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" under rule 14 (iii) the aggregator company shall not be permitted to charge more than the taxi fare fixed by the Chandigarh Administration from time to time. However, the aggregator can charge a fare upto 20% lower than the taxi fare fixed by the Chandigarh Administration under the intimation of the office of State Transport Authority, U.T., Chandigarh.

And whereas, the Company is bound to comply with the provisions of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025" in letter and spirit: however, it has wilfully failed to comply with the provisions of the aforesaid Rules despite sufficient opportunities having been afforded and considerable time having elapsed.

And whereas, the Company had further been requested to provide the list of attached vehicles in the prescribed format vide this office Memo. No. STA/0074/Audit/2026/1141 dated 06.07.2026, and the same was also communicated through email. Operation of non-commercial vehicles is not allowed in Chandigarh Administration but as per list provided of attached vehicles, non-commercial vehicles found attached with the company which is clear violation of the "Chandigarh Administration Motor Vehicles Aggregators Rules, 2025", however, it has wilfully failed to comply with the provisions of the aforesaid Rules despite sufficient opportunities having been afforded and considerable time having elapsed.

Now, therefore, after due consideration of the facts detailed above and in exercise the powers conferred under Rule 17 of the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025", I, **Nitish Singla, PCS, Secretary, State Transport Authority, U.T., Chandigarh, being the Licensing Authority, hereby suspend the license** granted to your Company under the "Motor Vehicles Aggregator Guidelines, 2020", deemed to have been issued under the "Chandigarh Administration Motor Vehicles Aggregators, Rules 2025", notified by the Chandigarh Administration vide No. 2/7/212-HIII(7)-2025/9740 dated 24.06.2025, with immediate effect for a period of six (6) months.


Nitish Singla, PCS
Secretary
State Transport Authority,
U.T., Chandigarh

M/s Uber India Systems Private Limited
Level 13 Platinum Techno Park,
Plot No. 17/18, Sector 30A, Vashi Navi,
Mumbai Thane 400705 India
vupman@ext.uber.com
india-legal@uber.com
grievanceredressaloffice@uber.com
support@uber.com

M/s Uber India Systems Private Limited
Top Floor Back Portion of SCO 63,
above Canara Bank,
Sector 47C, Chandigarh 160047