

**GOVERNMENT OF INDIA
MINISTRY OF COOPERATION**

**LOK SABHA
STARRED QUESTION NO. 223
TO BE ANSWERED ON 4th AUGUST, 2026**

Bharat Taxi

***223. Shri Kishori Lal:**

Will the Minister of COOPERATION (सहकारिता मंत्री) be pleased to state:

- (a) whether the Government has launched Bharat Taxi, a cooperative-based ride-hailing platform, to provide an alternative to private app-based taxi aggregators;
- (b) if so, the details of its objectives, organisational structure and the role of cooperative societies in its implementation;
- (c) the number of drivers, taxis, auto-rickshaws and bike taxi operators registered under Bharat Taxi, State/UT-wise;
- (d) the amount of financial assistance, equity support or other incentives provided by the Government for establishing and expanding the platform;
- (e) whether the Government has prepared any roadmap for expanding Bharat Taxi to all major cities and integrating it with airports, railway stations, metro systems and other public transport networks and if so, the details thereof; and
- (f) the measures taken by the Government to ensure passenger safety, digital security, transparent fare determination and grievance redressal under the Bharat Taxi platform?

ANSWER

**THE MINISTER OF COOPERATION
सहकारिता मंत्री (SHRI AMIT SHAH)**

- (a) to (f): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (F) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 223 FOR REPLY ON 4TH AUGUST, 2026 ASKED BY SHRI KISHORI LAL REGARDING BHARAT TAXI.

(a) Bharat Taxi, country's first cooperative-led ride-hailing platform, operated by Sahakar Taxi Cooperative Limited (STCL) has been launched. The objective of Bharat Taxi is not to replace any private app-based taxi aggregators, rather, it aims to provide an alternative driver-centric and people-centric mobility platform based on the cooperative model wherein drivers are associated as members and stakeholders to promote their economic and social well-being, while providing consumers with safe, reliable and affordable transportation services.

(b) The principal objectives of Bharat Taxi are to provide reliable, affordable and transparent mobility services, promote employment and self-employment opportunities for Sarathis(drivers), strengthen their economic welfare and develop a technology-driven mobility ecosystem based on cooperative principles.

Bharat Taxi is operated by Sahakar Taxi Cooperative Limited (STCL), a Multi-State Cooperative Society registered under the Multi-State Cooperative Societies Act, 2002. The registered Head Office of the Society is located in New Delhi. The governance and management structure of the Society comprises the Chairman, Vice-Chairman, Chief Executive Officer (CEO), Chief Operating Officer (COO), Departmental Heads, Regional Offices and city-level operational teams, which collectively oversee policy implementation, operational management and service delivery across the platform.

The Society is governed in accordance with the provisions of the Multi-State Cooperative Societies Act, 2002 and its registered bye-laws. The platform is supported by eight leading national cooperative institutions, namely NCDC, IFFCO, AMUL (GCMMF), KRIBHCO, NAFED, NABARD, NDDDB and NCEL. These institutions support the implementation of the cooperative model through institutional cooperation, outreach and member mobilisation.

(c) As on 28.07.2026, a total of 8.27 lakh Sarathis (drivers) have been registered on the platform. The details of enabled drivers are as under:

State	Cab	Auto	Bike	Total Sarathis
Delhi- NCR	1,35,554	37,850	87,641	2,61,045
Gujarat	32,192	49,764	22,207	1,04,163
Uttar Pradesh	7,687	6,181	7,753	21,621
Chandigarh	7,810	982	1,903	10,695

Maharashtra	53,139	23,329	7,864	84,332
Rajasthan	7,749	5,265	7,585	20,599

(d) No financial assistance, equity support or incentive has been provided by the Government for establishing or expanding the Bharat Taxi platform. The platform is being operated by Sahakar Taxi Cooperative Limited (STCL) under the cooperative framework.

(e) The rollout of services of Bharat Taxi in other cities and States is taken by Sahakar Taxi Cooperative Limited (STCL) subject to operational requirements and necessary approvals. Expansion is undertaken based on factors such as operational preparedness, availability of Sarathis, completion of statutory requirements, and coordination with the concerned State Governments, cooperative institutions, and other stakeholders. The expansion strategy includes partnerships with airports, railway stations, metro systems and other public transport facilities, wherever feasible, to facilitate seamless last-mile connectivity through appropriate arrangements with the concerned authorities.

(f) Passenger safety is supported through verification of Sarathis and vehicles prior to onboarding, maintenance of trip records and coordination with the concerned authorities, wherever required. The platform provides safety features such as an SOS facility and enables passengers to share journey details with family members or other trusted contacts. Institutional arrangements are also established with Police Departments in various States to strengthen passenger safety and facilitate coordination during emergencies. Customer data is stored in encrypted form in accordance with the provisions of the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000. Fare determination is based on a transparent framework developed after considering the views of the concerned State Transport Authorities, representatives of Sarathis and other stakeholders. Any revision in fares is undertaken after taking into account operational costs, local transport conditions and stakeholder consultations, thereby ensuring appropriate representation of Sarathis in the fare determination process.

A structured grievance redressal mechanism has been established through the Call Centre, Customer Support Team and Grievance Redressal Team for receiving and resolving grievances of both passengers and Sarathis in accordance with the prescribed procedures.
