



Availability of Bharat Taxi in Purvanchal Areas of UP

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Bharat Taxi is a cooperative-led digital App mobility platform operated by Sahakar Taxi Cooperative Limited (STCL), a multistate cooperative society, registered under the MSCS Act 2002. Bharat Taxi is providing its services in the cities of Delhi-NCR, Gujarat and Maharashtra. At present, it has not been officially launched in Uttar Pradesh especially in Purvanchal.

The Government has not incurred any expenditure on the development, promotion, maintenance, or operation of Bharat Taxi. Sahakar Taxi Cooperative Limited (STCL) funds the development promotion, maintenance and operation of Bharat Taxi through its own capital.

The performance of the Bharat Taxi Application is reviewed periodically by Sahakar Taxi Cooperative Limited (STCL). The review covers key operational and service-related parameters, including customer experience, grievances received, fare competitiveness, platform performance, and the effectiveness of technology systems. The Application is also benchmarked against prevailing practices in the taxi aggregation sector to identify areas for improvement.

Based on the findings of such reviews and feedback received from users, appropriate corrective measures are undertaken, wherever required. These include strengthening the technology platform, addressing software-related issues, enhancing platform features, reviewing fare-related aspects, and improving service delivery. Regular technical and operational monitoring is also carried out to support the reliable and efficient functioning of the platform.

This information was given by Union Home Minister and Minister of Cooperation, Shri Amit Shah in a written reply in Lok Sabha.

AK/AP

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