

Standard Requirements for Taxi Service Applications

Preamble

This Standard is published by the **Ministry of Transport and Civil Aviation** pursuant to the obligations set forth under **Taxi Regulation R-132/2022, Clause 35(b)**, which requires the Ministry to issue and maintain standard requirements for taxi service applications.

Accordingly, this Standard establishes the **mandatory functional and operational requirements** that must be met by all taxi service applications intended for private hire taxi operations within the Maldives.

Any entity seeking to develop, deploy, or operate a taxi service application shall ensure full compliance with the requirements set out herein.

1. Customer Requirements

1.1 Registration and Profile

- 1.1.1 The customer shall be able to register using a phone number or email.
- 1.1.2 The customer shall be able to add and store an emergency contact.

1.2 Booking and Trip Management

- 1.2.1 The customer shall be able to book a taxi.
- 1.2.2 The customer shall receive vehicle and driver details immediately upon confirmation of a trip.
- 1.2.3 The customer shall be able to view both the estimated travel time and the actual trip duration.
- 1.2.4 The customer shall be able to request additional stops or modify the drop-off point during the journey.
- 1.2.5 The customer shall be able to track the taxi in real time, including its location, route, and estimated arrival time.
- 1.2.6 The customer shall receive system notifications prior to the commencement of the journey and upon its completion.
- 1.2.7 The customer shall be able to cancel a trip, subject to applicable cancellation policies.

1.3 Safety and Service Feedback

- 1.3.1. The customer shall be able to provide a rating for the driver at the end of the trip.
- 1.3.2. The customer shall be able to report incidents related to the driver through the application.

1.4 Additional Services

- 1.4.1 The customer shall be able to select pick-up and drop-off points.
- 1.4.2 The customer shall be able to provide details regarding luggage or items requiring trunk space.
- 1.4.3 For passenger vehicles, the customer shall be able to view the number of available seats.
- 1.4.4 The customer shall be able to request and receive an electronic receipt (e-receipt).

2. Driver Requirements

2.1 Registration and Verification

- 2.1.1 The driver shall possess a smart device capable of running the application.
- 2.1.2 The driver shall be able to display their Ministry-issued profile for registration and verification purposes.

2.2 Trip Operations

- 2.2.1 The driver shall be able to access details of daily duties and earnings.
- 2.2.2 The driver shall be able to view pick-up and drop-off points prior to confirming a ride.
- 2.2.3 The driver shall be able to cancel a trip, when necessary, subject to established rules.

3. Taxi Center (Application Owner) Requirements

3.1 Financial and Taxation

- 3.1.1 The center shall be able to collect applicable taxes where required.
- 3.1.2 The center shall be able to define and monitor the minimum fare rate.
- 3.1.3 The center shall be able to facilitate multiple payment methods, including cash, card, and online transactions.

3.2 Monitoring and Oversight

- 3.2.1 The center shall be able to monitor the distance and kilometers traveled by each driver.
- 3.2.2 The center shall be able to oversee vehicles currently on duty.
- 3.2.3 The center shall be able to view drivers and vehicles that are off duty.
- 3.2.4 The center shall be able to view the routes and locations of trips in progress.
- 3.2.5 The center shall be able to classify vehicles by type or category.

3.3 Records and Reporting

- 3.3.1 The center shall be able to maintain monthly travel records.
- 3.3.2 The center shall be able to view the total number of registered cars and drivers.
- 3.3.3 The center shall be able to access records of registered vehicles not currently in service.
- 3.3.4 The center shall be able to track customer requests and the level of service provided daily.
- 3.3.5 The center shall be able to generate monthly trip statistics.

3.4 Service Quality and Safety

- 3.4.1 The center shall be able to measure service quality through defined indicators (e.g., percentage performance metrics).
- 3.4.2 The center shall be able to receive alerts when a customer triggers an emergency contact notification.

4. Ministry of Transport and Civil Aviation Requirements

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4.1 Monitoring and Oversight

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4.1.1 The Ministry shall be able to view trip distances (in kilometers) and associated details.

4.1.2 The Ministry shall be able to monitor drivers and vehicles that are off duty.

4.1.3 The Ministry shall be able to receive alerts when a customer triggers an emergency contact notification.

4.1.4 The Ministry shall be able to view vehicle classifications.

4.1.5 The Ministry shall be able to monitor all data via a centralized dashboard.

4.2 Records and Data Access

4.2.1 The Ministry shall be able to access monthly travel records.

4.2.2 The Ministry shall be able to access six-month travel histories of drivers and vehicles.

4.2.3 The Ministry shall be able to view the minimum fare rate applicable to trips.

4.2.4 The Ministry shall be able to access the total number of registered cars and drivers.

4.2.5 The Ministry shall be able to review records of registered vehicles not in service.

4.2.6 The Ministry shall be able to access daily customer request data and service volume reports.

4.3 Policy and Regulatory Control

4.3.1 The Ministry shall be able to regulate fare policies through meter-based charging mechanisms.

5. Enforcement and Compliance

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5.1 All taxi service applications must incorporate these requirements in full prior to being granted operational approval.

5.2 Any entity intending to launch or operate a taxi service application shall **obtain prior written approval from the Ministry of Transport and Civil Aviation** before commencing operations.

5.3 The Ministry of Transport and Civil Aviation reserves the right to audit, review, and test taxi applications at any time to ensure compliance.

5.4 Any application found to be non-compliant may be subject to suspension, revocation of approval, or other regulatory measures as provided under Taxi Regulation R-132/2022.