OFFICE OF THE ADDITIONAL COMMISSIONER OF POLICE
TRAFFIC: DELHI.

No. 495 /PRO Br. /PHQ, dated, Delhi the 06.06.2013

To

The Editor,
Hindustan Times,
Hindustan Times House 18-20,
Kasturba Gandhi Marg,
New Delhi-110001.

Subject:- **News item titled "Traffic Police must get pre-paid charges right" that appeared in the Hindustan Times dated 02.06.2013.**

Sir,

Kindly refer to the news item titled "Traffic Police must get pre-paid charges right" that appeared in the Hindustan Times dated 02.06.2010. The main contention of the correspondent is that the calculation of distance for working out a pre-paid taxi and TSR fare is inaccurate and the use of the Google maps and global positioning system is not being made, and as a result the customers are being charged exorbitantly. The correspondent has also quoted an incident wherein a passenger had paid Rs. 405/- for travelling in a pre-paid non-AC taxi to his house in Palam Vihar from T3, IGI Airport .

In this context, it is informed that the distance of the destination point is determined on the basis of Google map as well as physical verification. Under the pre-paid scheme, the city has been divided into various zones based on the distance of destination (in km) from the originating point i.e. the pre-paid booth from where the TSR/Taxi is hired. At present, each zone has a range of 03 kms. The pre-paid fare of non-AC taxi from the IGI Airport to Palam Vihar, Gurgaon falls in Zone-W (17 to 20 kms.) Thus, the fare calculation is as follows:

- Basic fare 291 (Rs. 25 for 1st Km + Rs. 266 for 19 Km @ Rs. 14 per km

- Twenty percent incentive for other state is given to taxis (Rs.58)
- Rs. 10 service charge for running service.
- Rs. 45 MCD toll tax is also included in the fare.
- Total fare comes to Rs. 404 rounded off to Rs. 405.

Radio Taxis running from the IGI Airport, charge Rs. 20 per km + Rs. 80 as service charge. Toll tax has to be paid by the passengers. Fare for Radio taxi from the IGI Airport to Palam Vihar is approximately Rs. 440 whereas a non-AC taxi running from the pre-paid booth, charges Rs. 405 for the same destination. It is a fact that for short distances, the fare of non-AC taxi is only marginally less than a Radio Taxi. However, as the distance increases, so does the difference in their fares. Pre-paid taxis are, therefore, cheaper for long distances.

In the last column of the news item, one passenger has quoted a bad experience with the Radio Taxi service when the booked taxi failed to arrive, thus he missed his flight. It is submitted that Radio Taxis do not operate under the Delhi Traffic Police pre-paid service and are operated by the private operators.

The pre-paid Taxi/TSR fare system is purely optional for passengers. The rates have recently been increased by the Transport Department, GNCT of Delhi. To ensure safe journey of the passengers, the antecedents of all drivers operating through the pre-paid service at T-3 IGI Airport, have been got verified and bio-metric cards have been issued to them.

It is, therefore, requested that based on the above, this rejoinder may be published in your esteemed newspaper stating the factual position for the knowledge of the public. It is also submitted that the correspondent may be advised to seek the official position before doing a story so that correct facts are portrayed to the readers.

Yours faithfully,

(RAJAN BHAGAT)
PUBLIC RELATIONS OFFICER
DELHI POLICE