



The Gazette of Meghalaya

PUBLISHED BY AUTHORITY

No. 44

Shillong, Thursday, October 30, 2025

8th Kartika, 1947 (S. E.)

Separate paging is given on this part in order that it may be filed as a separate compilation.

PART-IIA

GOVERNMENT OF MEGHALAYA

NOTIFICATIONS

The 29th September, 2025.

No.TPT.34/2025/50. - The Governor of Meghalaya is pleased to notify the "Standard Operating Procedure" (SOP) under Chief Minister's Regional Transport Scheme 2025, for implementing the Scheme in the State.

D. D. SANGMA,
Secretary to the Govt. of Meghalaya,
Transport Department.

1. Preamble

- i. Meghalaya, with its unique topography and dispersed settlements, faces persistent challenges in ensuring equitable access to essential services such as healthcare, education, governance, and markets.
- ii. A significant portion of the population resides in remote and rural areas where public transport options are either limited or entirely absent.
- iii. The existing transport infrastructure comprising private buses, autos, and maxi cabs is largely concentrated in urban and commercially viable regions, leaving vast areas underserved and disconnected from administrative and economic hubs.
- iv. Recognizing the critical need for inclusive mobility, the Government of Meghalaya has launched the Chief Minister's Regional Transport Scheme (CMRTS) – 2025.
- v. This initiative is a strategic intervention under the broader CM-ELEVATE Program, which aims to empower the youth of Meghalaya through entrepreneurship, skill development, and access to credit.
- vi. CMRTS is designed to bridge the connectivity gap between Block Headquarters (HQs) and District Headquarters (HQs), thereby facilitating daily access to vital services and opportunities for residents in remote regions.
- vii. The scheme adopts an innovative, entrepreneurship-driven model for public transport service delivery. It encourages individuals, registered entities, and recognized community organizations to operate bus services on designated routes, supported by substantial financial assistance from the State Government. This includes upfront subsidies, performance-based EMI support, and access to credit through partner banks.
- viii. By integrating transport development with local economic empowerment, CMRTS seeks to establish a reliable, inclusive, and sustainable public transport network across Meghalaya.
- ix. It not only enhances regional mobility but also fosters livelihood generation, strengthens community participation, and contributes to the broader goal of equitable development.
- x. This Standard Operating Procedure (SOP) outlines the operational framework, roles and responsibilities, implementation processes, and compliance mechanisms necessary for the effective execution of the CMRTS scheme. It serves as a guiding document for all stakeholders involved in the planning, execution, and monitoring of the scheme.

2. Definitions

In this SoP, unless the context otherwise requires

- i. "Scheme" means the Chief Minister's Regional Transport Scheme (CM-RTS), 2025 framed under the CM-ELEVATE Program.

- ii. "CM-ELEVATE Program" means the flagship program of the Government of Meghalaya aimed at promoting entrepreneurship by providing front-end subsidy and back-end support across multiple sectors including transport.
- iii. "Entrepreneur/Operator" means
 - a) an individual resident of Meghalaya; or
 - b) a registered entity such as an association, cooperative, or company recognised by the Transport Department; or
 - c) an unregistered entity such as a Village Organisation, Self-Help Group, or Traditional Institution recommended by the Block Development Officer.
- iv. "Block Headquarters" means the administrative headquarters of a Block as notified by the Government.
- v. "District Headquarters" means the administrative headquarters of a District as notified by the Government.
- vi. "Trip" means a one-way journey between Block Headquarters and District Headquarters.
- vii. "Round Trip" means one complete journey from Block Headquarters to District Headquarters and back.
- viii. "Beneficiary Contribution" means 5% of the on-road cost of the selected vehicle, payable upfront by the Entrepreneur.
- ix. "Government Contribution" means 35% of the on-road cost of the vehicle, credited as subsidy into the loan account of the Entrepreneur.
- x. "Loan Financing" means 60% of the on-road cost of the vehicle, sanctioned by Partner Banks, repayable in monthly instalments within 5 years.
- xi. "Performance-based EMI Support" means 30% subsidy on monthly EMI, released to the Entrepreneur subject to compliance with operational obligations.
- xii. "SLSC" means the State Level Screening Committee constituted by the Transport Department to scrutinise, recommend, and approve applicants under the Scheme.
- xiii. "CM-RTS Cell" means the dedicated Cell established under Meghalaya Transport Corporation (MTC) for training, monitoring, and compliance.
- xiv. "Tripartite Agreement" means the agreement executed between the Entrepreneur, the Transport Department, and the Partner Bank, binding all parties for a minimum of five years.
- xv. "Partner Bank" means any financial institution notified by the Government for extending loan financing under the Scheme.
- xvi. "Default" means failure by the Entrepreneur to comply with contractual or loan obligations, including service disruptions and repayment lapses.

- xvii. “Designated Route” means the route notified under the Scheme connecting a Block HQ to its respective District HQ.

3. Scheme Overview

- i. Recognizing the critical need for inclusive mobility, the Government of Meghalaya has launched the Chief Minister’s Regional Transport Scheme (CM-RTS) – 2025.
- ii. This initiative is a strategic intervention under the broader CM-ELEVATE Program, which aims to empower the youth of Meghalaya through entrepreneurship, skill development, and access to credit.
 - i. The scheme aims to ensure a minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm catering to office goers, students, patients visiting hospitals, and people travelling to markets.
 - ii. The Scheme emphasis on entrepreneurship driven public transport service delivery. Through this scheme, the Government provides substantial financial aid to eligible entrepreneurs who are willing to operate bus services on designated routes between Block HQ and District HQ.
 - iii. The financial support includes covering up to 50% of the total cost of the vehicle, which encompasses the total interest charged by the bank on the loan.
 - iv. Beneficiaries can choose from different types of buses up to 32 seater. The government will also give training and support to help them run the service properly.

4. Objectives of the scheme

- i. **Improve Accessibility to Essential Services:**

To ensure that residents in remote and underserved areas have reliable access to Governance, Healthcare, Education, and economic opportunities by enhancing public transport connectivity.
- ii. **Strengthen Regional Connectivity**

To establish seamless and dependable passenger transport service between Block Headquarters and District Headquarters, thereby improving intra state mobility and regional integration.

iii. **Promote inclusive Economic Growth**

Encourage inclusive economic growth by enhancing mobility, connecting markets and supporting local livelihood.

iv. **Encourage local entrepreneurship**

To empower individuals, cooperatives, and traditional institutions by promoting entrepreneurship in public transport services.

5. Scheme Details

<p>I. Scheme</p>	
<p>II. Who can apply?</p>	<ol style="list-style-type: none"> 1. Individual entrepreneurs from Meghalaya 2. Any registered entities from Meghalaya such as Bus operator associations etc. registered as well as recognized with Transport Department, Government of Meghalaya. 3. Any unregistered but recognized entities such as SHGs, Village Organizations, Traditional institutions etc. <p>Applications shall not be ordinarily considered for the following:</p> <ol style="list-style-type: none"> 1. Individuals currently employed either on a full time or contractual basis under the State or Central Government, as well as those retired and receiving a Government pension, along with their immediate family members (spouse, parents,

	<p>and unmarried sons or daughters up to 30 years of age), provided that such sons or daughters are neither dependent nor employed (full time or contractual) under the State or Central Government.</p> <ol style="list-style-type: none"> 2. Any individual whose job is concerned with politics such MLAs, MLCs, MPs etc. or seeking to hold a similar position in government 3. Registered class-1 contractors 4. Consultants who are currently engaged with State or Central Government 5. Pressure groups and organizations that are primarily political in nature.
<p>III. Selection</p>	<ol style="list-style-type: none"> 1. The verification and scrutinization of the applications will be done by a State Level Screening Committee (SLSC) headed by the Secretary, Transport Department, Government of Meghalaya. 2. Priority will be given to Entrepreneurs belonging to: <ol style="list-style-type: none"> i. 1st Priority: Individual entrepreneurs belonging to the respective Block/District for routes originating from that particular Block/District. ii. 2nd Priority: Bus operators, corporations, organizations etc belonging to the respective Block/District. iii. 3rd Priority: Non-registered organizations such as Village organizations, SHGs etc belonging to the respective Block/District.
<p>IV. Vehicle Models</p>	<ol style="list-style-type: none"> 1. The entrepreneurs may choose any vehicle from the list of empanelled vehicle models with seating capacity ranging up to 32-seater bus, however, justifications for the seating capacity along with the demand of the route need to be provided in the application form.

	2. Additionally, the evaluation committee may also guide the entrepreneurs to buy a vehicle from a different category based on the evaluation of the requirements with respect to the entrepreneur's location.
V. Training & Capacity Building	<ol style="list-style-type: none"> 1. Selected individuals must undergo a mandatory training 'CM RTS - Operator Training Program' conducted by Meghalaya Transport Corporation (MTC). 2. Applicants will be required to score the minimum marks in the test conducted by the agency under supervision of Managing Director, Meghalaya Transport Corporation (MTC) to receive the Certificate of Completion of the 'CM RTS - Operator Training Program'.
VI. Nodal Department for the CM ELEVATE Program	Planning, Investment Promotion & Sustainable Development Department
VII. Nodal Department for the scheme	Transport Department
VIII. Nodal Agency for Monitoring, Training and Capacity Building	Meghalaya Transport Corporation (MTC)
IX. Financial Aid	Government of Meghalaya
X. Partner banks for credit support	<ol style="list-style-type: none"> 1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex-Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Shillong Co-operative Urban Bank Ltd. (SCUB)

6. Nodal Agencies and Implementation framework

To ensure efficient implementation and fund disbursement, the following structure to be followed:

- i. **Commissioner of Transport, Government of Meghalaya** is designated as the **Nodal Agency** for the scheme.
- ii. A **dedicated budget head** to be created under the Commissioner of Transport for financial management of the scheme.
- iii. **Necessary funds** to be allocated by the **Finance Department** to facilitate implementation.
- iv. Funds to be routed through the **Meghalaya Basin Management Agency (MBMA)** for seamless disbursement to banks and EMI co-payment to operators.
- v. The **Meghalaya Transport Corporation (MTC)** to be notified as the **Monitoring Agency** for the scheme.
- vi. MTC will monitor adherence to the operational guidelines by entrepreneurs/operators and submit compliance reports to MBMA, based on which EMI subsidies shall be released.

7. Eligibility conditions

7.1 Eligibility

i. Individual applicants	ii. Registered entities	iii. Unregistered entities
<p>1. Individuals who are permanent residents of Meghalaya are eligible for the scheme.</p> <p>2. Eligibility criteria for Individual entrepreneurs:</p> <p>a. Must be above 18 years of age and below 58 years of age</p>	<p>1. All recognized and registered bus operators and maxi cab operators etc. based in Meghalaya can apply.</p> <p>2. Eligibility conditions:</p> <p>a. Shall have experience in operating public transport vehicles (Buses, Maxi Cabs, Taxis etc.,).</p>	<p>1. Any unregistered entity such as Village Organizations, Self-Help Groups (SHGs), Traditional communities etc. based in Meghalaya can apply.</p> <p>2. Eligibility conditions</p> <p>a. A letter of recommendation from the</p>

<p>b. Must have experience as a commercial driver</p> <p>c. Must provide valid government issued ID proof with an address which includes Aadhar Card/Voter ID/Passport/Driving license.</p> <p>d. Entrepreneurs shall not be credit defaulters from any bank</p> <p>e. Priority will be given to Individual Entrepreneur belonging to the respective Block for routes originating from that particular Block followed by the entrepreneur belonging to the corresponding District.</p> <p>f. Individuals currently employed either on a full time or contractual basis under the State or Central Government, as well as those retired and receiving a Government pension, along with their immediate family members (spouse, parents, and unmarried sons or daughters up to 30 years of age), provided that such sons</p>	<p>b. Shall not be a defaulter at any financial institution.</p> <p>c. Priority will be given to registered entities belonging to the respective Block for routes originating from that particular Block followed by the registered entities belonging to the corresponding District.</p> <p>d. Must provide an Incorporation Certificate or a registration certificate whichever is applicable</p> <p>e. Shall not be credit defaulters from any bank</p> <p>f. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.</p>	<p>Block Development Officer (BDO).</p> <p>b. Shall not be a credit defaulter at any financial institution</p> <p>c. Priority will be given to unregistered entities belonging to the respective Block for routes originating from that particular Block followed by the unregistered entities belonging to the corresponding District.</p> <p>d. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.</p>
--	---	--

<p>or daughters are neither dependent nor employed (full time or contractual) under the State or Central Government.</p> <p>i. Employees of public sector undertakings, subsidiaries of public sector undertakings and divisions of public sector undertakings etc.</p> <p>ii. Any individual whose job is concerned with politics such MLAs, MLCs, MPs etc. or seeking to hold a similar position in Government.</p> <p>iii. Registered class-1 contractors.</p> <p>iv. Consultants who are currently engaged with State or Central Government.</p>		
--	--	--

7.2 Submission requirements as proof of eligibility

Individuals	Registered entities	Unregistered entities
<p>Mandatory:</p> <p>i. A valid photo identity with address which includes</p>	<p>Mandatory:</p> <p>i. Incorporation or Registration Certificate whichever is applicable</p>	<p>Mandatory:</p> <p>i. A valid photo identity with address of the President and Secretary which</p>

<p>Aadhar Card/ Voter ID/ Passport/Driving license.</p> <p>ii. Valid driving license preferably commercial</p>	<p>ii. Valid driving license of the driver preferably commercial</p> <p>iii. A valid photo identity with address of the President and Secretary which includes Aadhar Card, Voter ID, Passport and driving license</p>	<p>includes Aadhar Card, Voter ID, Passport and driving license.</p> <p>ii. Valid driving license of the driver preferably commercial</p> <p>iii. Recommendation letter from the Block Development Officer (BDO).</p>
<p>Optional:</p> <p>i. Pan card, if available</p> <p>ii. CIBIL Score</p> <p>iii. Latest Bank account statement for minimum of 1 year, if available</p> <p>Any other document as specified by the department and the partner bank.</p>	<p>Optional:</p> <p>i. GST certificate, if available</p> <p>ii. Pan card, if available</p> <p>GST return for the year 2023-24, if available</p> <p>iii. ITR 2023-24, if available</p> <p>Trade License copy, if available</p> <p>iv. Latest bank account statement for minimum of 1 year for the organization, if available</p> <p>Any other document as specified by the department and the partner bank.</p>	<p>Optional:</p> <p>i. Pan card of the President and secretary, if available</p> <p>ii. Latest bank account statement for a minimum of 1 year President and Secretary of the organization, if available</p> <p>Any other document as specified by the department and the partner bank.</p>

8. Application Procedure

All eligible entrepreneurs interested in participating in the Chief Minister's Regional Transport Scheme (CMRTS) must complete the application process online through the CM-ELEVATE

Program Portal/Meghalayaone portal. The application must be submitted along with all required documents as specified in the scheme guidelines.

i. Step -1

Visit the official CM-ELEVATE portal at <https://www.primemeghalaya.com/cm-elevate/> or access it via <https://meghalayaone.gov.in>.

ii. Step – 2

Navigate to the “Schemes” section and select “Chief Minister’s Regional Transport Scheme (CM-RTS)” from the list.

iii. Step - 3

Carefully read the **Scheme Guidelines, Eligibility Criteria, and Terms and Conditions** to ensure compliance before proceeding.

iv. Step - 4

Click on the “Apply” button to begin the application process.

v. Step - 5

Complete the **registration process** by submitting all requested personal and organizational details.

vi. Step - 6

Fill out the **application form** accurately, upload the required documents, choose the preferred vehicle from the list by the empanelled vendors and submit the form online.

9. Evaluation mechanism

10.1 Application assessment

a. Preliminary Scrutiny and Verification

- i. All applications submitted by the applicants shall undergo initial scrutiny and background verification by the **CM ELEVATE Team**. Upon completion of this stage, the applications shall be forwarded to the respective partner banks for assessment of the applicant’s **CIBIL score** and other loan eligibility parameters.

b. Shortlisting and Screening

- i. Applications that meet the eligibility criteria based on the CIBIL score, and other banking norms shall be shortlisted and forwarded to the **State Level Screening Committee (SLSC), Transport Department** for further evaluation.

c. Criteria for Shortlisting

Applications shall be shortlisted based on the verification of all requisite documents as prescribed under the scheme guidelines. The evaluation shall be conducted in two phases:

- **Phase I:** Verification of conformity to the scheme's eligibility criteria.
- **Phase II:** Assessment of loan eligibility as per banking norms, including CIBIL score.

d. Constitution of the State Level Screening Committee (SLSC)

- i. The SLSC shall be constituted as follows:
 1. Secretary to the Government of Meghalaya, Transport Department – Chairperson
 2. The Commissioner of Transport, Meghalaya - Member
 3. The Executive Director, Meghalaya Basin Management Agency (MBMA) - Member
 4. The Joint Secretary to the Government of Meghalaya, Transport Department - Member
 5. Managing Director, Meghalaya Transport Corporation – Member

The Chairperson of the State Level Screening Committee (SLSC) may nominate any other member to the Committee, as and when deemed necessary. Additionally, the Chairperson may recommend Transport Department to constitute a *District Level Committee*, if required.

The Transport Department shall issue a formal notification regarding the constitution of such Committees, as and when necessary.

e. Evaluation of the candidates by the State Level Screening Committee (SLSC)

Entrepreneur's final assessment will be done based on the following criteria

- i. Interpersonal skills of the entrepreneurs
- ii. Interest/experience on operating the public transport vehicle (Buses, Maxi Cabs, Taxis etc.,).
- iii. Entrepreneurs' ability to handle emergency situations

- iv. Their understanding of basic road safety rules as a driver
 - v. First Priority will be given to Entrepreneur belonging to the respective Block for routes originating from that particular Block.
 - vi. Second Priority will be given to Entrepreneur belonging to the respective District for routes from that particular District.
 - vii. Third Priority will be given to registered organizations such as Bus operators, corporations, organizations etc belonging to the respective Block/District.
 - viii. Fourth Priority will be given to non-registered organizations such as Village organizations, SHGs etc belonging to the respective Block/District.
 - ix. Entrepreneurs' sincerity, expertise, and knowledge of the public transport operations in the particular route including the knowledge of bus stops, passenger travel needs for accessing educational, healthcare facilities, office locations and market areas and familiarity with key stoppage points.
 - x. Entrepreneurs' willingness to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm catering to office goers, students, patients visiting hospitals, and people travelling to markets.
 - xi. Entrepreneurs' business acumen and their willingness to repay the loan on time
 - xii. Entrepreneurs' willingness to attend trainings, knowledge sessions and capacity building programs to be provided by the department
 - xiii. Current occupations of the entrepreneurs and their immediate family members
 - xiv. Pressure groups and organizations that are primarily political in nature shall not be ordinarily considered.
- f. Interview assessment by the State Level Screening Committee (SLSC)**
- i. The SLSC, chaired by the Secretary, Transport Department, Government of Meghalaya, shall conduct a detailed assessment and interview of the shortlisted applications. The Committee shall submit its recommendations to the Transport Department for final approval by the Competent Authority.
 - ii. Upon approval, the final list of selected applicants shall be transmitted to the respective banks for disbursement of financial assistance.

10. Financing Mechanism

- i. The Government of Meghalaya will provide 35% of the on-road cost of the vehicle as down payment, while the operator will be required to contribute 5% of the on-road cost. The remaining 60% will be financed through a loan, to be repaid by the operator in monthly installments over a period of 5 years.
- ii. To support operators in meeting their EMI obligations, the State Government will subsidize 30% of the EMI amount, paid directly to the operator each month on fulfilling the below conditions:
 - a. This support will be extended to operators who completes at least one round trip per day (minimum 26 trips per month) between Block HQ and District HQ, with the bus reaching the District HQ by 9.30 Am and departing by 5.30 PM. catering to office goers, students, patients visiting hospitals and people travelling to markets.
 - b. The operator must comply with the scheduled route and timing consistently, with no more than three unexcused service disruptions per month.
 - c. The operator must not tamper with GPS devise installed in the Bus.
 - d. The vehicle must be maintained in good working condition and meet safety and cleanliness standards as per the Meghalaya Transport Corporation guidelines.
 - e. Any relaxation, if required, to the prescribed conditions relating to adherence of arrival or departure timings shall be decided by the Committee constituted by the Transport Department under the Chairmanship of the Secretary, Transport Department.

11.1 Partner Banks

Entrepreneurs can choose to go with any of the mentioned bank as per their convenience.

1. Meghalaya Rural Bank (MRB)
2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB)
3. State Bank of India (SBI)
4. The Shillong Co-operative Urban Bank Ltd. (SCUB)

If the State Level Screening Committee (SLCC) considers an applicant eligible under the subsidy scheme but unable to obtain a loan from any of the designated partner banks, the Committee may recommend the applicant to avail a loan from LIFCOM, a credit-lending agency under the Meghalaya Basin Management Agency (MBMA), Government of Meghalaya.

11.2 Credit details

Loan Amount	60% on the on-road price of the vehicle
Loan term	Minimum of 5 years
Moratorium period	3 – 6 months
Annual rate of interest	Variable interest rates are applicable for partner banks.

11.3 Additional support

- i. The vehicles will be installed with GPS devices with 5 years of warranty. The cost of the GPS device will be borne by the government for one time only
- ii. The branding cost of the vehicle will be borne by the government for the first time only.

11.4 Disbursement of Vehicle to the Beneficiary

- i. The vehicle selected by the beneficiary from the list of vehicles provided by the empanelled vendors of the Transport Department shall be delivered to the beneficiary upon release of the full payment by the Bank to the concerned vendor.
- ii. After completion of the branding of the vehicle and its official launch, the vehicle shall be handed over to the beneficiary for operation on the designated route.

11. Mandatory training

- a. Upon loan approval by the partner banks and disbursement of payment to the vehicle vendors, selected individuals shall be required to undergo the mandatory 'CM RTS - Operator Training Program' conducted by the Meghalaya Transport Corporation (MTC).
- b. CM RTS - Operator Training Program will primarily cover the following areas
 - i. Route knowledge and operational familiarity
 - ii. Passenger handling and Customer Service
 - iii. Ticketing, Fare collection and reporting
 - iv. Use of technology such as GPS tracking, MIS system for reporting.
 - v. Ability to perform basic first aid in case of emergency
 - vi. Basic rules of road safety
 - vii. Basic maintenance of the vehicle and cleanliness

The selected entrepreneurs will receive a certificate of completion for the training program.

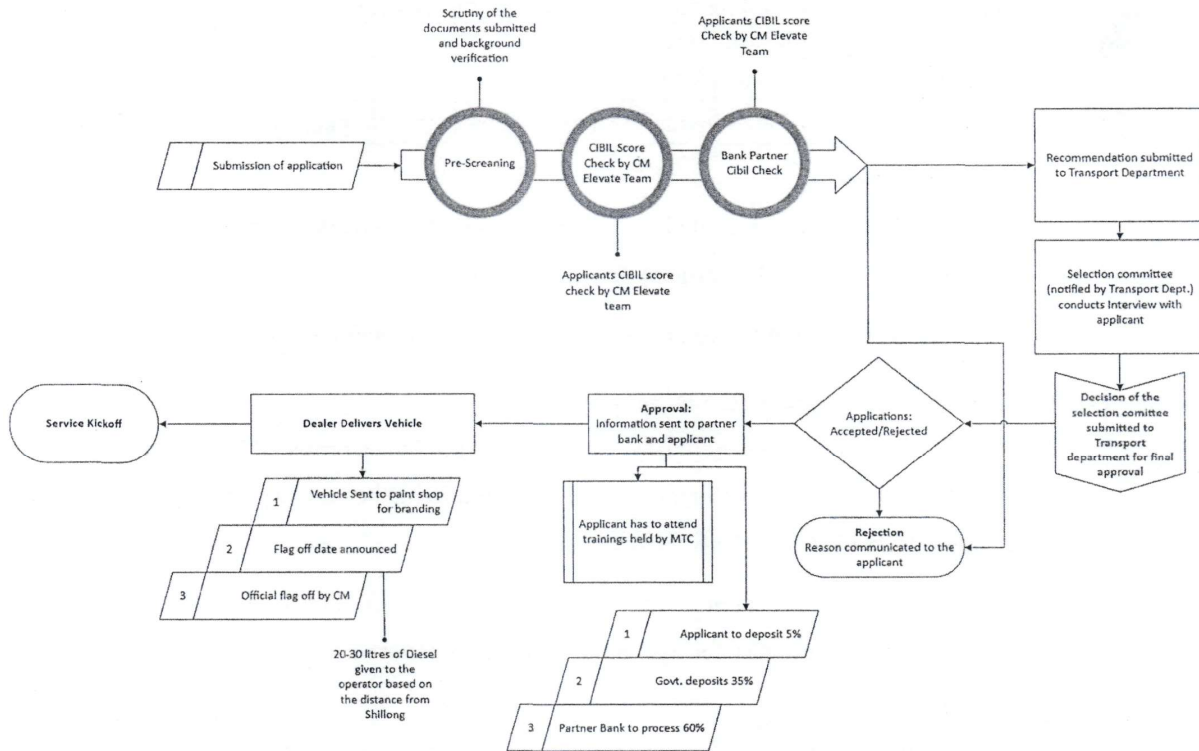


Figure 1: Application Process Flow for the Chief Minister's Regional Transport Scheme (CMRTS)

12. Phase wise Scheme Implementation

- i. The scheme will be implemented in two phases over a span of two years, with allocation of 2 buses per route connecting Block HQ to District HQ divided as one bus per route each year.

S.No	Models Under the Scheme	Subsidy by the State Government	Indicative No of Units (2 Buses per Route)
1	Upto 32-Seater Bus	50% of the Total cost of the Vehicle (incl. Interest)	Total Buses: 90 Phase I (1 Bus per Route) – 45 Buses Phase II (1 Bus per Route) – 45 Buses

13. Support and monitoring of the scheme

- i. A monitoring cell, 'CM - Regional Transport Scheme Cell (CM-RTS Cell)' will be created under Meghalaya Transport Corporation (MTC) to overlook and support the operations of the vehicles under the scheme.
- ii. The cell will
 - a. Operational Monitoring: Track daily operations of buses on designated routes (e.g., adherence to timing, frequency, punctuality, and route coverage)
 - b. Oversee GPS based monitoring for real time tracking of buses.
 - c. Ensure that operators comply with scheme norms such as fare structure, bus condition, route schedule and operators' obligations.
 - d. Grievance redressal and Feedback handling.
 - e. Act as the nodal point of contact for communication between district/ block level transport officials, operators and the Transport Department, Government of Meghalaya.
 - f. Organize training programs for the vehicle owners/drivers under the scheme
 - g. Data analysis and performance review of the operators.
- iii. The Meghalaya Transport Corporation (MTC) shall develop a centralized dashboard to monitor the operations of buses under the CMRTS scheme. This dashboard will include features such as GPS tracking, ticketing data, and other operational metrics.
- iv. MTC shall be responsible for submitting a monthly adherence report to the Meghalaya Basin Management Agency (MBMA), which will serve as the basis for the release of EMI subsidies to the operators.

Annexures**Annexure 1: Application Form-Individual**

S.N.	Questions	Answers
1.	Name	
2.	Mobile Number	
3.	Email Id	
4.	Age	
5.	Gender	
6.	Address	
7.	Marital Status	1) Single 2) Married 3) Divorced 4) Widow 5) Widower
a.	If married, what is the current occupation of your spouse?	1) Employee - Government 2) Privately employed 3) Part time employed 4) Business owner 5) Farmer 6) Unemployed
8.	What is your Current occupation	1) Employee - Government 2) Privately employed 3) Part time employed 4) Business owner 5) Farmer

S.N.	Questions	Answers
		6) Unemployed
9.	Are you involved in Public Transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) Yes 2) No
a.	Is working in the Public Transport (Bus, Maxi Cab, Taxi etc.,) your current livelihood?	1) Yes 2) No
b.	Select the type of your engagement with the Public Transport sector	1) Entrepreneur (full time engagement) 2) Employed under an agency/entrepreneur 3) Part time engagement
c.	If yes, please select the number of years	1) 1-3 years 2) 4- 6 years 3) > 6 years
d.	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
10.	Please justify, why do you want to apply for the scheme?	(maximum of 50 words)
11.	Kindly provide your vehicle preference under the Scheme	(Select Bus)
12.	Kindly provide your vehicle model preference	(Select Bus Model)
13.	How many trips can you make in a month with the vehicle?	1) 1-10 2) 11-20 3) 21-30 4) >30

S.N.	Questions	Answers
14.	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	(Select Route)
15.	Proposed timings of the Bus operations	
16.	What are the tentative Stoppage points? (Mention name of the locations)	
17.	How much would you charge the passengers per trip in a day?	
18.	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
19.	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer (DTO) 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions

S.N.	Questions	Answers
		6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
20.	What would you do if your Bus operations business fails to make any profit? (Multiple choice)	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle 4) I am confident of the success with my experience 5) I will seek suggestions from the local bus operator association. 6) I will seek suggestions from Meghalaya Transport Corporation (MTC) 7) I do not know
21.	Are you a beneficiary under the first phase of the Scheme?	1) Yes 2) No
22.	Do you have a commercial driving license?	1) Yes 2) No
a.	How many years of experience do you have as a commercial passenger vehicle driver? (As an employee or as a driver-cum-owner)	1) 1-3 years 2) 4- 6 years 3) > 6 years
23.	Who will be the driver of the vehicle in case you are one of the selected beneficiaries?	1) Self (Owner) 2) Will hire a driver on salary
a.	Languages spoken by you if you are the driver (based on the selection of driver)	1) English 2) Hindi 3) Khasi 4) Garo 3) Pnar

S.N.	Questions	Answers
b.	Languages spoken by your driver (based on the selection of driver)	1) English 2) Hindi 3) Khasi 4) Garo 4) Pnar
c.	Driving license of the driver of the Vehicle? (Based on the selection of the driver)	“UPLOAD LINK”
24.	Do you have a parking space at home?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	“UPLOAD LINK”
25.	Do you have a bank account?	1) Yes 2) No
26.	If yes, kindly upload latest Bank Statement of minimum one year	“UPLOAD LINK”
27.	Are you a defaulter of any bank loan?	1) Yes 2) No
28.	Kindly upload your Pan Card (optional)	“UPLOAD LINK”
29.	Kindly upload any of the following officially valid documents (OVDs)	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
30.	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	1. Yes 2. No
31.	If yes, what is your preferred bank for credit for the scheme?	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB)

S.N.	Questions	Answers
		3. State Bank of India (SBI) 4. HDFC Bank 5. Northeast Small Finance Bank 6. The Shillong Co-operative Urban Bank Ltd.
32.	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	1. Yes 2. No

Annexure 2: Application form – Registered Entity

S.N.	Questions	Answers
1)	Name of the organization	
2)	Type of organization	1) Bus/ Maxi Cab Operator 2) Corporative Society 3) Society 4) Others
3)	Type of firm (Operator)	1) Sole Proprietorship 2) Partnership 3) Limited Liability Partnership 4) Company 5) Cooperation 6) Any other _____
4)	Name of the Owner (s)/Society President	
5)	Mobile number	
6)	Proof of registration	Upload link
7)	Email id	
8)	How many vehicles does your agency own?	1) 0 2) 1 3) 2 4) 3 5) >3
9)	Are you beneficiary under the first phase of the Scheme?	1) Yes 2) No
10)	How many drivers are currently employed under your organization? (Kindly mention)	1) Permanent _____ 2) Temporary _____
11)	Do you have a driver for the vehicle?	1) Yes

S.N.	Questions	Answers
		2) No
a.	Commercial Driving license of the driver for the vehicle	“UPLOAD LINK”
b.	How many years of experience does your driver have as a commercial passenger vehicle driver?	1) 1-3 years 2) 4- 6 years 3) > 6 years
c.	What are the languages the driver can speak?	1) English 2) Hindi 3) Khasi 4) Garo 5) Pnar 6) Any other
12)	How many years of experience does the driver of the vehicle have in the Public Transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) 1-3 years 2) 4- 6 years 3) > 6 years
13)	Number of years of experience of your organization in the Public Transport sector	1) 1-3 years 2) 4- 6 years 3) > 6 years
14)	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
15)	Please justify, why do you want to apply for the vehicle scheme?	(maximum of 50 words)
16)	Kindly provide your vehicle preference under the Scheme	(Select Bus)
17)	Kindly provide your vehicle model preference	(Select Bus Model)
18)	How much would you charge the passenger per trip in a day?	
19)	How many trips can you make in a month with the Bus?	1) 1-10

S.N.	Questions	Answers
		2) 11-20 3) 21-30 4) >30
20)	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	1) (Select Route)
21)	Proposed timings of the Bus operations	
22)	What are the tentative Stoppage points? (Mention name of the locations)	
23)	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
24)	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions 6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
25)	What would you do if your Bus operations business fails to make any profit?	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle

S.N.	Questions	Answers
		4) I am confident of the success with my experience 5) I will seek suggestions from the Bus operator associations 6) I will seek suggestions from Meghalaya Transport Corporation (MTC) 7) I do not know
26)	Do you have a parking space at your office for the vehicles?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	“UPLOAD LINK”
27)	Do you have a bank account?	1) Yes 2) No
a.	If yes, kindly upload latest Bank Statement of minimum one year	“UPLOAD LINK”
b.	Are you a defaulter of any bank loan?	1) Yes 2) No
28)	Kindly upload Pan Card of the organization (Optional)	“UPLOAD LINK”
29)	Kindly upload of the following officially valid documents (OVDs) of the <ul style="list-style-type: none"> • Owner/ Co-owner of the Bus operator • President of the Bus operator agency Whichever is applicable	1. Voter ID 2. Aadhar 3. Passport 4. Driving license
30)	Kindly upload of the following officially valid documents (OVDs) of the Secretary	1. Voter ID 2. Aadhar

S.N.	Questions	Answers
		3. Passport 4. Driving license
31)	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	1. Yes 2. No
32)	If yes, what is your preferred bank for credit for the scheme?	1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Indian Bank
33)	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	1. Yes 2. No

Annexure 3: Application form – Un-registered Entity

S.N.	Questions	Answers
1.	Name of the organization	
2.	Type of organization	1) Village organization 2) Self-Help Group 3) Dorbar Shnong 4) Traditional community 5) Any other
a.	If any other, kindly mention	
3.	Name of the Organization's President	1) 0 2) 1 3) 2 4) 3 5) >3
4.	Name of the Organization's Secretary	

S.N.	Questions	Answers
5.	Mobile number of the organization	
6.	Email id, if available	
7.	Would you like to register your organization with Transport Department?	1) Yes 2) No
8.	How many vehicles does your agency own?	1) 0 2) 1 3) 2 4) 3 5) >3
9.	How many members are there in your organization?	1) <10 2) 10-15 3) >15
10.	Are you beneficiary under the first phase of the Scheme?	1) Yes 2) No
11.	Do you have a driver for the scheme in your organization?	1) Yes 2) No
a.	Commercial Driving license of the driver for the scheme	“UPLOAD LINK”
b.	How many years of experience does your driver have as a commercial passenger vehicle driver?	1) 1-3 years 2) 4- 6 years 3) > 6 years
c.	What are the languages the vehicle driver speaks?	1) English 2) Hindi 3) Khasi 4) Garo 5) Pnar 6) Any other _____

S.N.	Questions	Answers
d.	How many years of experience does the driver of the vehicle have in the public transport sector? (Operating Bus, Maxi Cab, Taxi etc.,)	1) 1-3 years 2) 4- 6 years 3) > 6 years
12.	Number of years of experience of your organization in the Public Transport sector	1) 1-3 years 2) 4- 6 years 3) > 6 years
13.	Kindly tell us about your experience in the Public Transport sector.	(maximum of 50 words)
14.	Please justify, why do you want to apply for the vehicle scheme?	(maximum of 50 words)
15.	Kindly provide your vehicle preference under the Scheme	1) Mini Bus 2) Midi Bus
16.	Kindly provide your vehicle model preference	1)
17.	How much would you charge the passengers per trip in a day?	
18.	How many trips can you make in a month with the Bus?	1) 1-10 2) 11-20 3) 21-30 4) >30
19.	Which route you are willing to operate? (Preference will be given to beneficiaries from the respective Blocks)	1) (Select Route)
20.	Proposed timings of the Bus operations	
21.	What are the tentative Stoppage points? (Mention name of the locations)	

S.N.	Questions	Answers
22.	Are you willing to operate minimum one round trip per day between Block HQs to District HQs with the bus reaching the District HQ by 9.30 am and departing by 5.30 pm.	1) Yes 2) No
23.	What would you do if your Bus is involved in an emergency with passengers onboard? (Multiple choice)	1) Will report local police 2) Will contact District Transport Officer 3) Will provide passengers all necessary support 4) Will seek support from the locals from the area 5) Will leave the passengers to find their own solutions 6) Will reassure the passengers of finding necessary help and assistance 7) Emergency will never occur with my vehicle
24.	What would you do if your Bus operations business fails to make any profit? (Multiple choice)	1) Will inform the Transport Department 2) Will use the vehicle for personal use 3) Will sell off the vehicle 4) I am confident of the success with my experience 5) I will seek suggestions from the Bus operator associations 6) I will seek suggestions from Meghalaya Transport Corporation. 7) I do not know
25.	Do you have a parking space at your office for the vehicles?	1) Yes 2) No
a.	If Yes, kindly upload a photo of the parking space.	“UPLOAD LINK”
26.	Do you have a bank account?	1) Yes 2) No
a.	If yes, latest Bank Statement of minimum one year	“UPLOAD LINK”
b.	Are you a defaulter of any bank loan?	1) Yes

S.N.	Questions	Answers
		2) No
27.	Latest Bank Statement of the President, if available	“UPLOAD LINK”
28.	Latest Bank Statement of the Secretary, if available	“UPLOAD LINK”
29.	Pan Card of the President (Optional)	“UPLOAD LINK”
30.	Pan Card of the Secretary (Optional)	“UPLOAD LINK”
31.	Kindly upload of the following officially valid documents (OVDs) of the President	<ol style="list-style-type: none"> 1. Voter ID 2. Aadhar 3. Passport 4. Driving license
32.	Kindly upload of the following officially valid documents (OVDs) of the Secretary	<ol style="list-style-type: none"> 1. Voter ID 2. Aadhar 3. Passport 4. Driving license
33.	Since it is a bank linked scheme, would you like to apply loan from the bank as required for the scheme?	<ol style="list-style-type: none"> 1. Yes 2. No
34.	If yes, what is your preferred bank for credit for the scheme?	<ol style="list-style-type: none"> 1. Meghalaya Rural Bank (MRB) 2. The Meghalaya Co-Operative Apex Bank Ltd (MCAB) 3. State Bank of India (SBI) 4. The Indian Bank
35.	Would you agree to sign a tripartite agreement for 10 years with Transport Department and your preferred bank?	<ol style="list-style-type: none"> 1. Yes 2. No

Annexure 4: Tentative Routes

S.No	Block HQ	Route	Distance
			KM
	Tura - WGH		
1	Selsella	Tura - Selsella	55.2
2	Dadenggre	Tura - Dadenggre	29.3
3	Tikrikilla	Tura - Tikrikilla	92.9
4	Gambegre	Tura - Gambegre	32.3
5	Batabari	Tura - Batabari	60.7
6	Dalu	Tura - Dalu	49.1
7	Rongram	Tura - Rongram	14.8
8	Demdema	Tura - Demdema	67.7
	Williamnagar - EGH		
9	Dambo Rongjeng	Williamnagar - Dambo Rongjeng	37.2
10	Songsak	Williamnagar - Songsak	27.6
11	Samanda	Williamnagar - Samanda	22.4
	Baghmara - SGI		
12	Chokpot	Baghmara - Chokpot	55.9
13	Rongara	Baghmara - Rongara	34.5
14	Siju	Baghmara - Siju	31.7
15	Gasuapara	Baghmara - Gasuapara	49
	Ampati - SWGH		
16	Zikzak	Ampati - Zikzak	12
17	Purakhasia	Ampati - Zikzak - Mahendraganj - Purakhasia	54.8
18	Damalgre	Ampati - Damalgre	34.9
	Resubelpara - NGH		
19	Kharkutta	Resubelpara - Kharkutta	49.9
20	Adokgre	Resubelpara - Adokgre	67.2
21	Bajengdoba	Resubelpara - Bajengdoba	16.4
	Shillong - EKH		
22	Mawsynram	Shillong - Mawsynram	62.8
23	Shella Bholaganj	Shillong - Khatarshnong Laitkroh - Sohra - Shella Bholaganj	58.7
24	Pynursla	Shillong - Pynursla	59.8
25	Mawryngkneng	Shillong - Mawryngkneng	34
26	Mawphlang	Shillong - Mawphlang	25.8
27	Mawkynrew	Shillong - Mawkynrew	35.1

28	Khatarshnong Laitkroh	Shillong - Khatarshnong Laitkroh	31.4
29	Sohiong	Shillong - Sohiong	29.8
	Nongstoin - WKH		
30	Mawshynrut	Nongstoin – Mawshynrut	43.9
31	Rambrai	Nongstoin – Rambrai	20.8
32	Shallang	Nongstoin – Shallang	77.6
33	Ri - Muliang	Nongstoin – Ri Muliang	48
	Mawkyrwat - SWKH		
34	Ranikor	Mawkyrwat - Ranikor	47.3
	Nongpoh - Ri Bhoi		
35	Jirang	Nongpoh - Umling - Jirang	70.8
36	Umsning	Nongpoh – Umsning	21.4
37	Umling	Nongpoh - Umling	20.4
38	Bhoirybong	Nongpoh - Bhoirybong	49.8
	Jowai - WJH		
39	Laskein	Jowai - Laskein	30.8
40	Amalrem	Jowai - Amalrem	27.7
41	Namdong	Jowai - Namdong	43.7
42	Thadlaskein	Jowai - Thadlaskein	18.6
	Khliehriat – EJI		
43	Saipung	Khliehriat - Saipung	45.4
44	Lumshnong	Khliehriat - Lumshnong	27.1
	Mairang - EWKH		
45	Mawthadraishan	Mairang – Mawthadraishan - Nongstoin	22.2

Annexure 5: Indicative list of Vehicles

S.N.	Vehicle models	Ex-Showroom Price (Rs)	Vehicle Type & transmission
1.	MiTR Bus 23+D STD (2x2), 8 Mtrs, Push back, AC	32,16,162	23 Seater, AC Bus
2.	MiTR Bus 23+D STD (2x2), 8 Mtrs, Push back, Non-AC	26,75,562	23 Seater, Non-AC Bus
3.	MiTR Bus 27+D STD (2x2), 7 Mtrs, AC	32,21,568	27 Seater, AC Bus
4.	MiTR Bus 27+D STD (2x2), 7 Mtrs, Non-AC	26,80,968	27 Seater, Non-AC Bus
5.	MiTR Bus 31+D STD (2x2), 8 Mtrs, AC	33,35,094	31 Seater, AC Bus
6.	MiTR Bus 31+D STD (2x2), 8 Mtrs, Non-AC	27,94,494	31 Seater, Non-AC Bus
7.	Force Traveller T1 BSVI 3350 WB (13+D) AC	17,65,366	13 seater, AC Bus
8.	Force Traveller T1 BSVI 3350 (14+D) Non-AC	16,69,175	14 seater, Non-AC Bus
9.	Force Traveller T1 BSVI 3700 (17+D) Non-AC	16,52,718	17 seater, Non-AC Bus
10.	Force Traveller T2 BSVI 4020 (25+D) Non-AC	18,95,448	25 seater, Non-AC Bus
11.	Winger Deluxe FL 3200 FR 13S AC	18,56,485	13 Seater, AC Bus
12.	Winger Deluxe FL 3200 FR 13S Non-AC	16,95,801	13 Seater, Non-AC Bus
13.	Winger Deluxe FL 3488 HR 15S AC	19,96,160	15 Seater, AC Bus
14.	Star Bus Prime 24+D LP412/36 Non-AC	26,82,794	24 Seater, Non-AC Bus

Disclaimer:

1. Ex-showroom prices may vary based on the decisions of the manufacturers
2. Ex-showroom prices do not include other components of on-road cost of the vehicle such as registration, insurance etc.

The 6th October, 2025.

No.TPT.8/2020/453. - In pursuance of the direction of the Ministry of Road Transport & Highways *vide* letter No.RT-16011/7/2020-T, dated 22nd February, 2021 the Governor of Meghalaya is pleased to notify the Vehicle Location Tracking System (AIS-140) in the State for smooth implementation of the VLT system and all enlisted VLT device manufacturers/Vehicle OEM dealers/Authorized dealers/RFCs are hereby directed to follow Standard Operating Procedure (SOP) enclosed herewith for VLT Device (AIS-140) Fitment and Tagging in the State of Meghalaya.

SANJAY GOYAL,
Commissioner & Secretary to the Govt. of Meghalaya,
Transport Department.

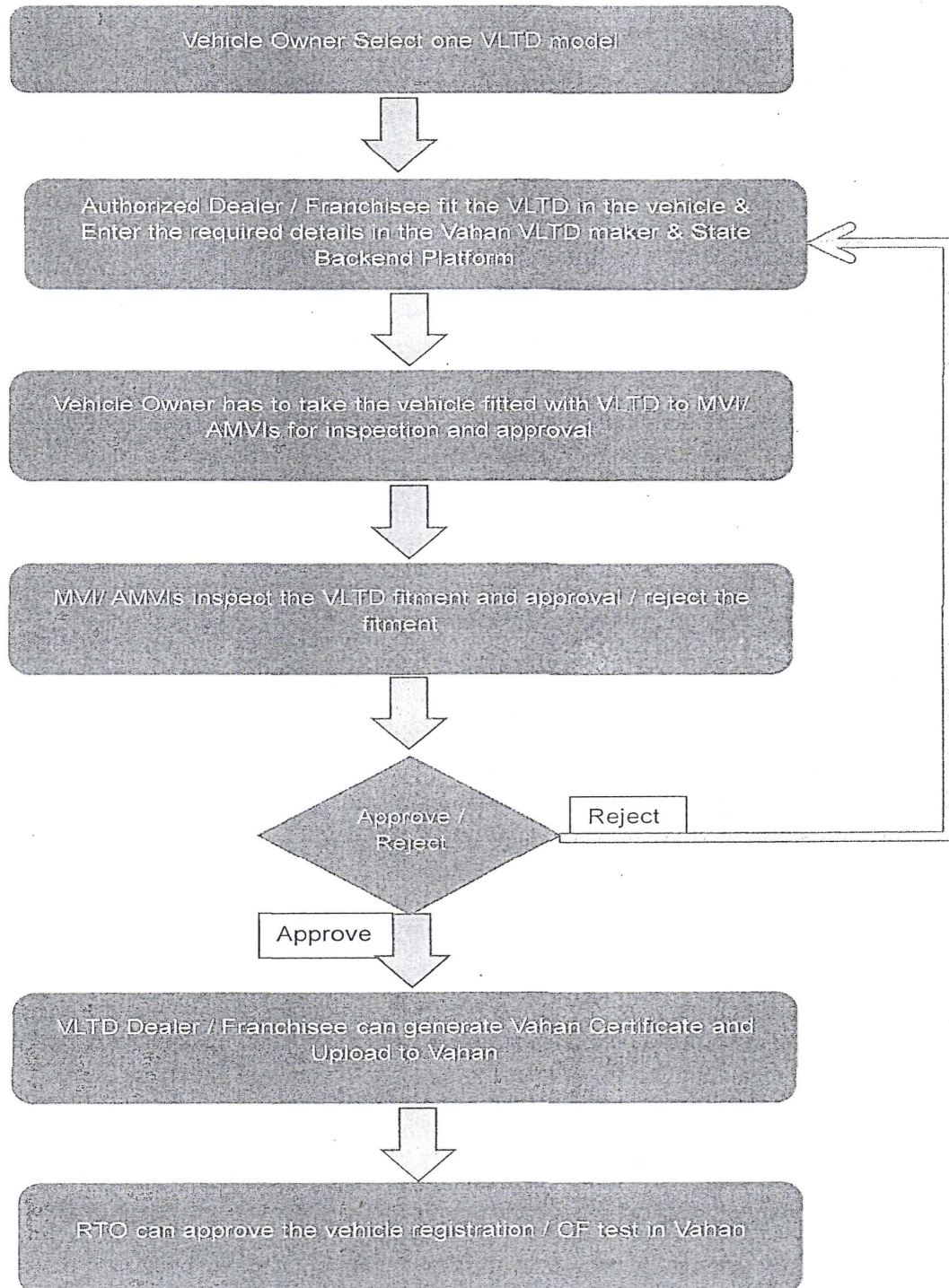
Standard Operating Procedure (SOP)
For
VLTD Fitment & Tagging

1. About the system

Government of India has mandated Vehicle tracking system and panic button in all transport vehicles. AIS140 is the standard recommended by Ministry of Road Transport & Highway (MoRTH) for vehicle tracking device in India. Department of Transport, Meghalaya has decided to implement AIS140 based Vehicle tracking system in all public transport vehicles. Department has entrusted C-DAC, a government of India agency under Ministry of Electronics and Information Technology (MeitY) for the implementation of the project. C-DAC has developed the Software application to monitor all vehicles fitted with tracking device. A Monitoring & Control Centre (MCC) has been setup at Transport Commissioner Office, Shillong for monitoring vehicles across Meghalaya.

Department of Transport has shortlisted various manufacturers & models of AIS140 certified Vehicle Location Tracking (VLT) devices. Vehicle owner can choose from any of the approved VLTD vendors and models. It is the sole responsibility of vehicle owner to deal with the matter related to quality, price, warranty and service agreement with the VLTD manufacturer/Dealer.

2. Steps Involved in VLTD Fitment & Tagging



3. SOP for VLT Vendors/Manufacturers

1. The device should be certified for AIS140 compliance by any of the testing agency mentioned in AIS140. This Type Approval Certificate (TAC) of the certified VLTD model need to be uploaded to NIC's VAHAN/VLTD Maker portal.
2. Once TAC is uploaded in VAHAN, login credentials for VAHAN will be provided for the vendor/manufacture.
3. Manufacturer can login to VAHAN and upload VLTD inventory details.
4. Vendors should arrange registered agencies/franchisees for fitment and servicing of VLTD in vehicles.
5. Vendors should have a supervisory control over franchisee's operations and should ensure quality service to customers.
6. Department of Transport, Meghalaya & C-DAC shall communicate with device Vendors / Manufacturers only.
7. State backend application login credentials for vendors will be provided by the Department of Transport, Meghalaya admin.
8. Using the credentials, vendor can login to the State backend application and can add franchisees / Dealers.

4. SOP for Dealers / Franchisees

1. Franchisee will get the login credentials of State backend application from the corresponding manufacturers/vendors.
2. First, Link vehicle details with IMEI number in VAHAN.
3. Dealer / Franchisee can login to the State backend application and tag the VLTD & vehicle.
4. Enter the IMEI number & required details in the State backend application.
5. Save the details by clicking the save button.
6. Verify the owner mobile number through OTP and update the status to Installed.
7. Fitment of VLTD in the vehicle must be inspected and approved by MVI / AMVIs.
8. After Approval, download VAHAN certificate and Upload activation details to VAHAN.

Franchisees should have the following facilities

1. An office in the State with proper GST registration and GST number.
2. Qualified & well-trained technicians to fit the VLT device in vehicles.
3. A minimum of one person with computer & internet knowledge for fitting and tagging device with State backend application.
4. A minimum of one computer with internet connectivity & printer for printing the installation certificate.
5. A customer support centre with an active telephone number. This number should be given to customer to call for support when required.

6. Proper GST bill and agreed warranty assurance should be provided to vehicle owners.

5. Fitment of VLT device & Panic Buttons in Vehicle

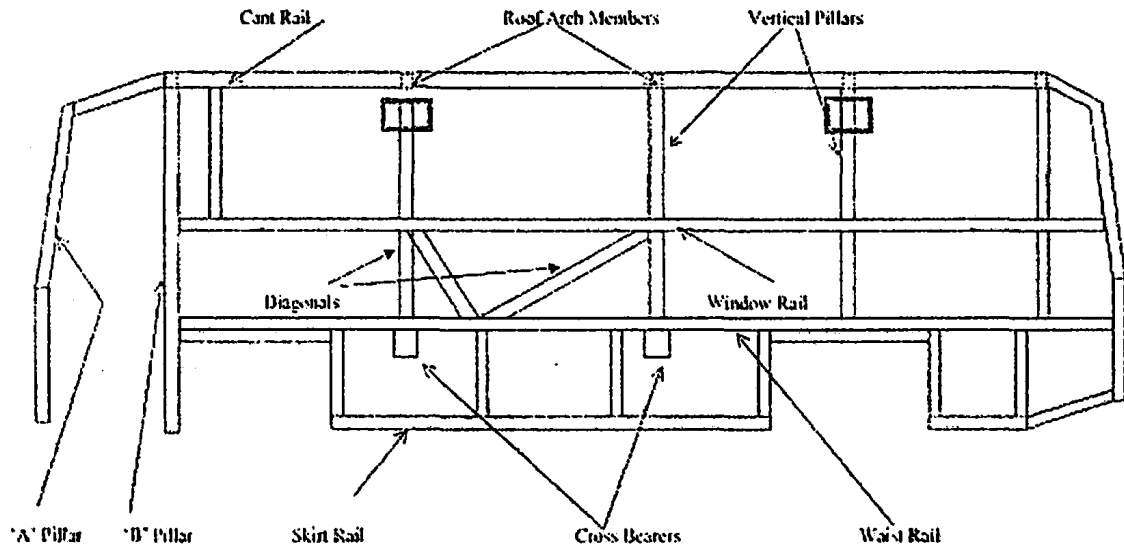
1. Position of VLTD fitment inside the vehicle

- 1.1. Physical mounting of VLT device in vehicle should be as per AIS140 section 5.3. It is mentioned as 'The VLT system shall be mounted in a suitable location such a way that it is not easily accessible /exposed to passengers'.
- 1.2. VLT device may be fitted over the dashboard for heavy vehicles and in a suitable location in light vehicles.
- 1.3. Any kind of metal cover or shielding **should be avoided** over VLTD.
- 1.4. The IMEI Number of VLT device should be clearly indicated above the device in such a way that it can be easily identified.

2. Fitment of Panic Buttons inside the vehicles

- 2.1. Emergency button(s) shall be fitted in such a way that every passenger including driver shall be able to access the Emergency button(s).
- 2.2. Passenger Car shall have at least one emergency buttons on each passenger row easily accessible by each of the passenger.
- 2.3. There shall also be one dedicated emergency button for the driver.
- 2.4. Passenger Transport bus shall have emergency buttons at locations easily visible & accessible to all the passengers such as every 2 meters on both the sides on passenger seating area.
- 2.5. For seats reserved for ladies there shall be a dedicated panic button for each row. It shall be permissible to have a single emergency button for two successive ladies' rows on both sides of the vehicle provided each lady passenger in either row is able to reach and operate the emergency button.
- 2.6. In case of passenger transport bus which has a glass window covered between two pillars having pitch 2meter or more, the emergency buttons shall be provided on each pillar.
- 2.7. National Permit Trucks and other commercial vehicles shall have one dedicated emergency button for the driver. The panic button must be fitted near to driver seat and should be easily accessible to driver.

Figure1: Panic Button position in vertical pillars



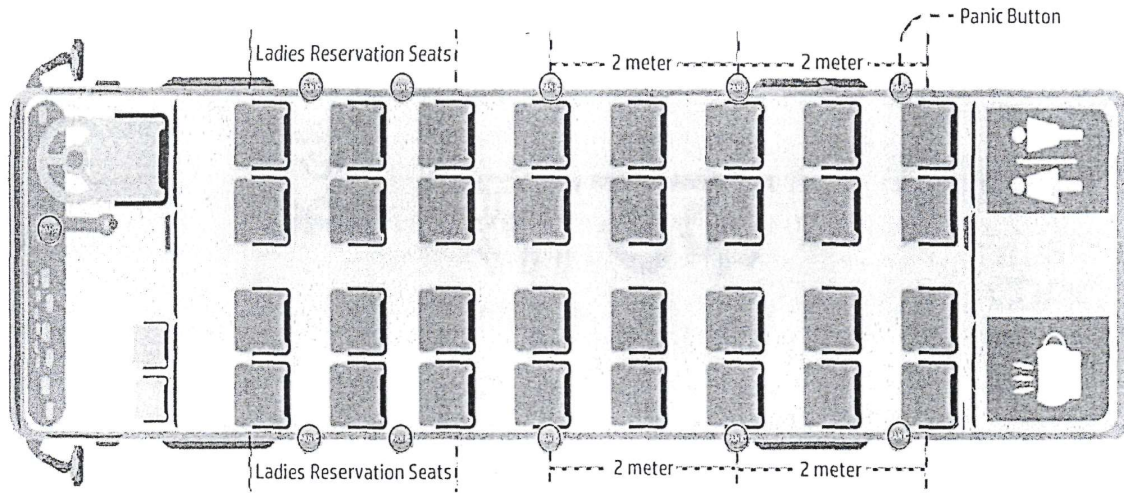


Figure2: Indicative Panic Button positions for Bus

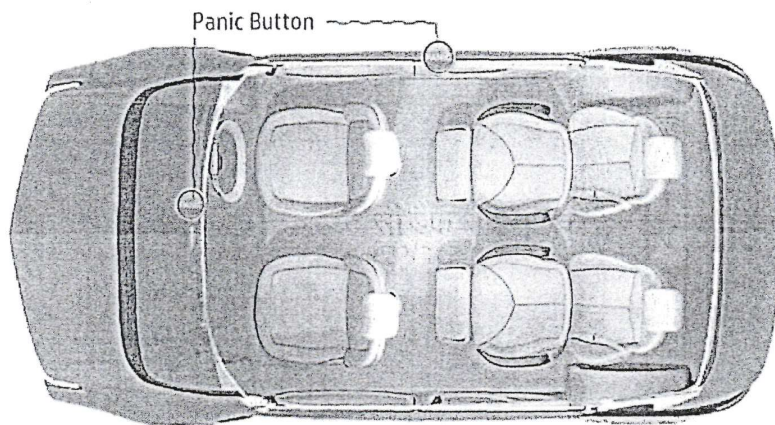


Figure3: Indicative Panic Button positions for car

3. Wiring of VLT and Panic buttons

- 3.1. VLT devices and panic buttons should be properly wired in the vehicle.
- 3.2. Wires to panic buttons and hooter/buzzer should be provided with proper shielding or outer covering.
- 3.3. No wires should be exposed or seen hanging.
- 3.4. Wires should be properly coupled and should be fireproof.
- 3.5. All safety precautions should be taken in fitment of VLT devices and panic buttons.

4. Hooter/buzzer

- 4.1. Hooter/buzzer for emergency condition and over speed alert should be loud enough to be audible to passengers and nearby people outside the vehicle.
- 4.2. It should be placed in a convenient position inaccessible by passengers.

5. Notice to Passengers & Public

- 5.1. Proper indication to passengers and public should be given in the vehicle. Stickers indicating the fitment of Vehicle Tracking Device (Fitted with AIS140 Vehicle Tracking Systems Panic Buttons) may be placed at front and back side of the vehicle.
- 5.2. Information regarding the panic button should be provided to passengers. Messages indicating the use of Panic button should be placed inside the vehicle.eg: 'Press in case of Emergency Only, Misuse will result in penalty'.

6. SOP for MVI / AMVI

- 5.3. After fitment of the VLTD and panic button in the vehicle, the vehicle has to be inspected by MVI/ AMVIs for the proper fitment of VLTD and panic buttons.
- 5.4. The MVI/AMVIs shall be given a mobile app with which they can check the fitment of VLTD and panic button.
- 5.5. The major points to be verified by MVI/AMVIs are (as per section 5 of this document)
 - 5.5.1. Physical fitment of VLTD and panic buttons.
 - 5.5.1.1. Mounting of VLTD as per the guidelines.
 - 5.5.1.2. Number of panic buttons.
 - 5.5.1.3. Fitment of panic buttons as per the guidelines.
 - 5.5.1.4. Wiring and connections.
 - 5.5.1.5. LED indications of panic buttons.
 - 5.5.2. Functional check of VLTD & panic buttons.
 - 5.5.2.1. MVI/AMVIs must enter the vehicle number in the mobile app and verify the location of the vehicle shown in the app with the vehicle actual location.
 - 5.5.2.2. Verify the data update time in the app.

- 5.5.2.3. Press panic buttons and check alert is received in the app. **This emergency alerts generated before approval will not be forwarded to ERSS.**
- 5.5.2.4. Any alerts like over speed, Tilt etc. can be generated and verified by MVI/ AMVI if required.
- 5.5.2.5. If fitment and functionality of the device is found satisfactory then MVI / AMVI can approve the VLTD, If any issues are found then reject the VLTD.
- 5.5.2.6. If the VLTD is approved, Dealer / Vehicle owner can generate the certificate and upload the same to Vahan.

7. SOP for RTOs

- 5.6. RTOs can approve the vehicle registration of CF in Vahan.
- 5.7. VLTD check should not be skipped in Vahan.

8. SOP for Vehicle Owners

Fitment of Device

- Owner/Customer has to approach the franchisee of any of the approved Vendor.
- Vehicle Owner is free to choose any approved vendor and device.
- Vehicle Owner may have to give the KYC details, RC book and mobile number to the franchisee
- Technician of the franchisee will fit the device in the vehicle and will enter various details like IMEI number, Registration number etc. to VAHAN & Motor Vehicles Department's web application.
- After successful fitment and completion of data entry the owner has to go to the RTO office with vehicle for inspection by MVI /AMVI.
- MVI /AMVI officials will inspect the vehicle to verify the fitment of device and panic buttons. If found satisfactory MVD will approve it, else they may reject the device. In case of rejection owner has to approach the franchisee to rectify or replace the device.

Operation of Device

- Once the device is approved the Monitoring & Control Centre (MCC) will continuously monitor your vehicle.
- The device generates various alerts and is monitored at the control room.
- The device should not be removed from the vehicle and should be continuously powered.
- The device and the panic buttons should be maintained in working condition without any failure.
- Tampered or non-functional device may attract penalty.
- Most of the device has LED indications of its working status.
- If the device found to be faulty or the vehicle need some maintenance which require disconnection of the device, then it has to be immediately conveyed to the franchisee, franchisee will register complaint in the application. This will avoid unnecessary alerts like Panic wire cut, Tilt, Main power removal etc.

Operation of Panic Buttons

- Panic buttons are important part of AIS140 implementation. These buttons are placed for the safety of passengers and drivers.
- In case of any emergency, the passenger or driver can press the panic button to inform the control room about the emergency.
- All panic buttons have a continuous glowing LED to indicate that the button is working. On pressing of the button, the LED will start blinking and the hooter will start making sound. The device will also send SMS about the emergency condition to control room as well as owner.
- If any repair or maintenance is required for which panic button needs to be removed, then immediately inform franchisee and ask them to register a complaint entry.

Subscription renewal

- Vehicle owner should renew the subscription of the device every year before the test for certificate of fitness.
- The vehicle owner should get a renewal certificate from the vendor stating that the subscription has been renewed.

Checklist for VLTD Fitment Approval**Vehicle Registration No:****VLTD IMEI No: Inspection date:**

Sl. No.	Items to Verify	Status (✓ / x)	Remarks
1.	Moulding of VLTD		
2.	Number of Panic Buttons		
3.	Fitment of Panic Buttons		
4.	Wiring and connections		
5.	Location Verification in mobile app		
6.	Data Update Time in mobile app		
7.	Panic Alert Check		
8.	Other alerts (Optional)		
9.	Messages / Stickers about panic buttons inside vehicle (Optional)		

Inspected By

Name:

Status: Approved / Reject

Designation:

Signature:

Office Seal

The 6th October, 2025.

No.TPT.8/2020/454. - In pursuance of the direction of the Ministry of Road Transport & Highways *vide* letter No.S.O.5453 (E), dated 25th October, 2018 the Governor of Meghalaya is pleased to notify the Standard Operating Procedure (SOP) for Emergency Alerts Management in AIS 140 Vehicle Tracking System in the State of Meghalaya.

SANJAY GOYAL,
Commissioner & Secretary to the Govt. of Meghalaya,
Transport Department.

SOP for Emergency Alerts Management in AIS 140 Vehicle Tracking System

1. Introduction

Ministry of Road Transport & Highways, Government of India had issued G.S.R. 1095 (E) notification dated November 28th 2016. As per this notification Central Motor Vehicles Rules, 1989 was amended with a rule "125 H Provision of vehicle location tracking device and emergency button". The vehicle location tracking device and emergency button referred to in sub-rule (1) shall be fitted in all public transport vehicles, in accordance with AIS-140. The rule came in force on 1st April, 2018. To re-enforce the objective, the S.O 5453(E), dated October 25th, 2018 was published by MoRTH to implement the Vehicle Location Tracking Device & Emergency Button in public service vehicles.

Based on this Transport department of every state has to implement the vehicle tracking system & panic buttons in all public transport vehicles as per AIS 140 standard.

2. Vehicle Tracking System as per AIS140 standard

Vehicle tracking system as per AIS 140 standard has 4 major components

1. Vehicle Location Tracking Device (VLTD)

- a. This is a device fitted inside the vehicle probably near the dashboard of the vehicle. This device has a GNSS receiver, which receives location data (Latitude & Longitude) from GPS & IRNSS satellites.
- b. The device has a Mobile communication module with embedded SIM cards (e-SIM). This sims are not detachable from the device and has dual profiles (two mobile connections).
- c. This device has an internal battery, if somebody removes the main power of the device, which is the vehicle battery, the device will switch to its internal battery and start sending data to the backend servers for a minimum period of 4 hours.
- d. This device send the location data and other relevant information like speed and alerts to the backend cloud through the mobile connection.

2. Panic Buttons

- a. Panic buttons are fitted inside the vehicle for passenger safety.
- b. There is dedicated panic button for driver and multiple panic buttons for passengers.

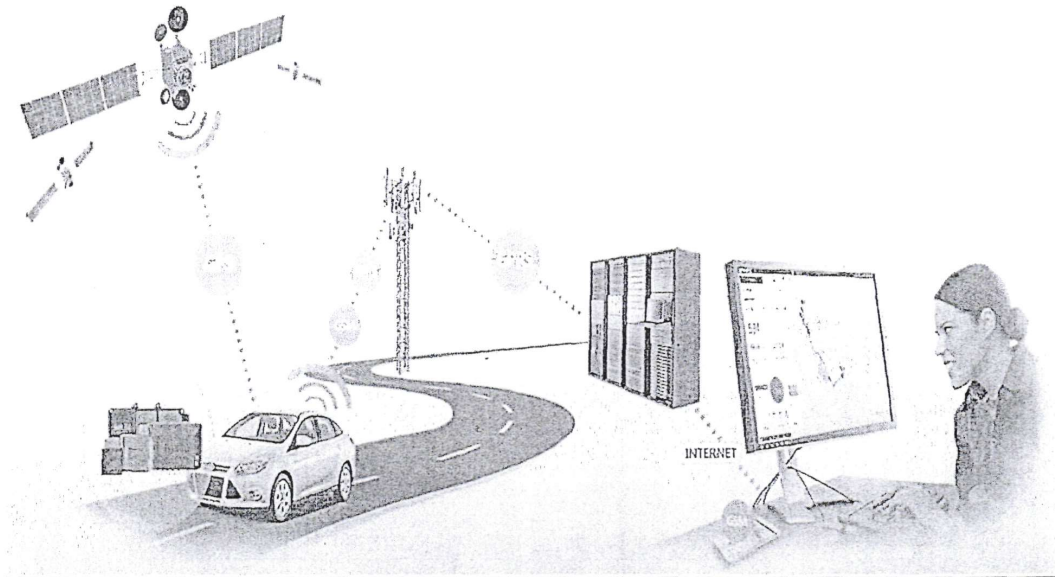
- c. The number of panic buttons for the passengers is decided based on the seating capacity of the vehicle.
- d. If panic buttons are pressed, the VLTD will send emergency alert to the backend Monitoring center & to ERSS.

3. Vehicle Tracking Backend system & servers

The vehicle tracking backend system consists of the vehicle tracking application which receives the data and alerts from all the devices. The application also consist Map and data processing system. It also consists of all the server & cloud resources required for processing and storing data. In this project the cloud is provided by NIC.

4. Monitoring & Control Center (MCC)

Monitoring & Control Center consist of Control center operators, large displays, computers and other required infrastructures for monitoring and management of the system. Most of the alerts generated by the devices are managed at MCC.



3. Alerts Management

The main object of this activity is to improve the utilization of the system by improving the passenger and road safety by providing possible aid during emergency situation.

Based on the type of the alerts the total alerts are categorized into Critical alerts and non-critical alerts

Critical Alerts other than Emergency/Panic Button Press are:

- a. Over Speed
- b. Tilt
- c. Impact
- d. Main power Removal

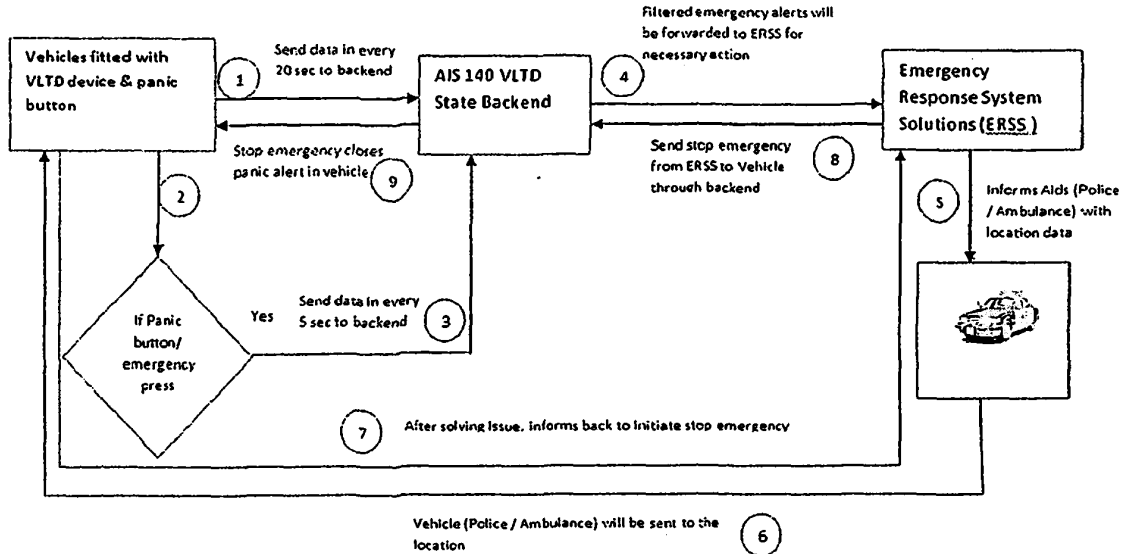
e. Panic button wire Cut

Critical alerts are more priority alerts and require actions to be taken from MCC/Help Desk. Emergency/Panic Button Press is the only critical alert that is handled by external system (ERSS/NERS). All the other critical alerts are handled by AIS140 VLTS Backend Application.

4. SOP for Emergency/Panic Button Press

4.1 Emergency/Panic Button Press Alert

1. VLTD device along with panic button is mandated in all public transport vehicles as per CMVR 125H.
2. VLTD device fitted in public transport vehicles will send data every 20 sec to AIS 140 VLTD State Backend.
3. AIS 140 VLTD State Backend is integrated with ERSS for quick response in case of emergency/panic button press.
4. In case of an emergency press inside a vehicle, the device starts sending data in every 5 sec to State backend.
5. Filtered emergency alerts will be forwarded to ERSS for necessary action.
6. ERSS/Police Department will identify the nearest aid vehicle (Police/ Ambulance/Fire & Rescue) and send this vehicle to the location (from where emergency alert raised) to attend the situation.
7. When the needed assistance/help is assured, the emergency state of the VLTD will be stopped by sending stop emergency command to the device from ERSS through State Backend.
8. The main attraction is that the emergency state of a vehicle due to panic button press can be switched off from the control room/backend only.



4.2 SOP for Emergency/Panic Button Press

On successful tagging of a vehicle with the state backend, the vehicle owner will get User credentials to login to AIS140 Backend. The details of the vehicle & vehicle owner like vehicle type, owner name, mobile number, address etc. are fetched from VAHAN at the time of tagging. There is a feature provided to vehicle owners to add their crew/driver details (e.g. name, mobile number etc. of driver and other staffs) through the application.

*If the state transport department makes it mandatory to add & update crew/ Driver details by the vehicle owner then vehicle owner will have to update crew details and the same will be displayed in Control Room View. Otherwise only owner details will be available.

Minimum response time (First call to Driver/owner) for an Emergency/Panic Button Press should be less than 5 minutes. Total time taken for closing emergency alert including ERSS response should be less than 20 minutes.

When an emergency alert is raised by a vehicle the backend application has 2 options to forward to ERSS.

1. Direct Forward
 - In this option all emergency alerts will be directly forwarded to Police/ERSS system. There will not be any filtering or verification of alerts. ERSS systems have to take the responsibility for identifying the genuine alert and providing support.
2. Filter & Forward
 - In this option the alert will first land on the monitoring center. Then the monitoring center operator will try to filter-out genuine alerts either by making calls to the crew or vehicle owner or by analyzing various other alerts & state of the vehicle.

Whenever there is an Emergency button press, follow the mentioned steps.

1. An alarm sound will be played in the application when a new emergency alert is raised.
2. The emergency alerts will be available in the Control Room View as a separate list.
3. From this list click on the vehicle to locate the vehicle in the map.

Now continue the steps as per use cases given below.

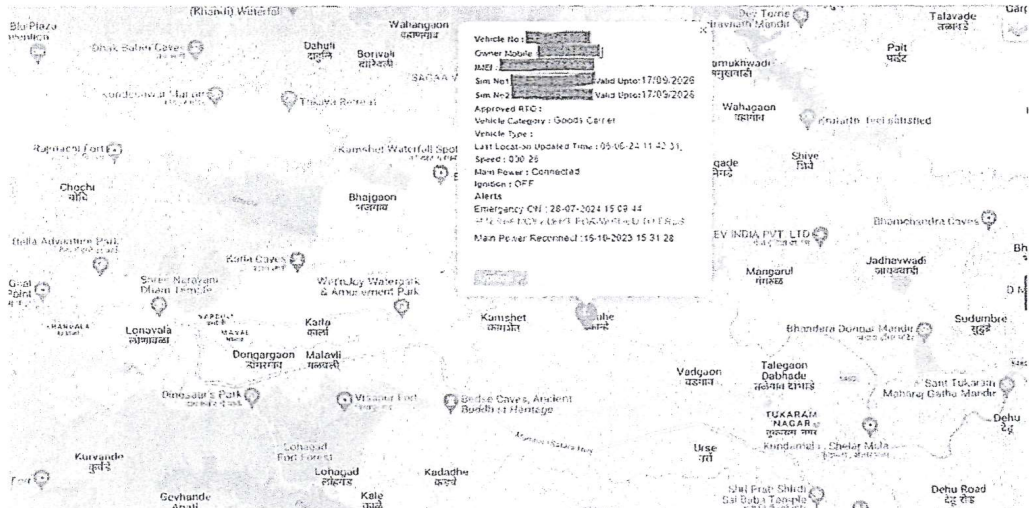
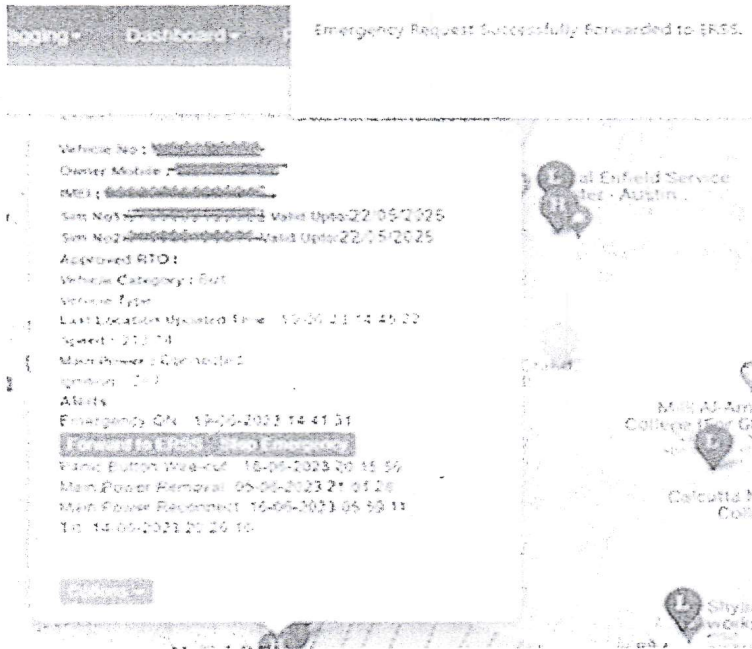
Use Case 1:

Crew/Driver Details is Available / Crew Details has been added by Owner

1. In the popup above the vehicle marker Crew details (of Driver/Helper) as entered by owner will be available.
2. Call Driver/Helper
 - a. If driver/helper is not responding
 - i. Repeat the call.
 - ii. Even after calling 2 times, there is no response then the alert shall be forwarded to ERSS team for further handling. Hence click the Forward to Police/ERSS button to forward the alert to Police ERSS.

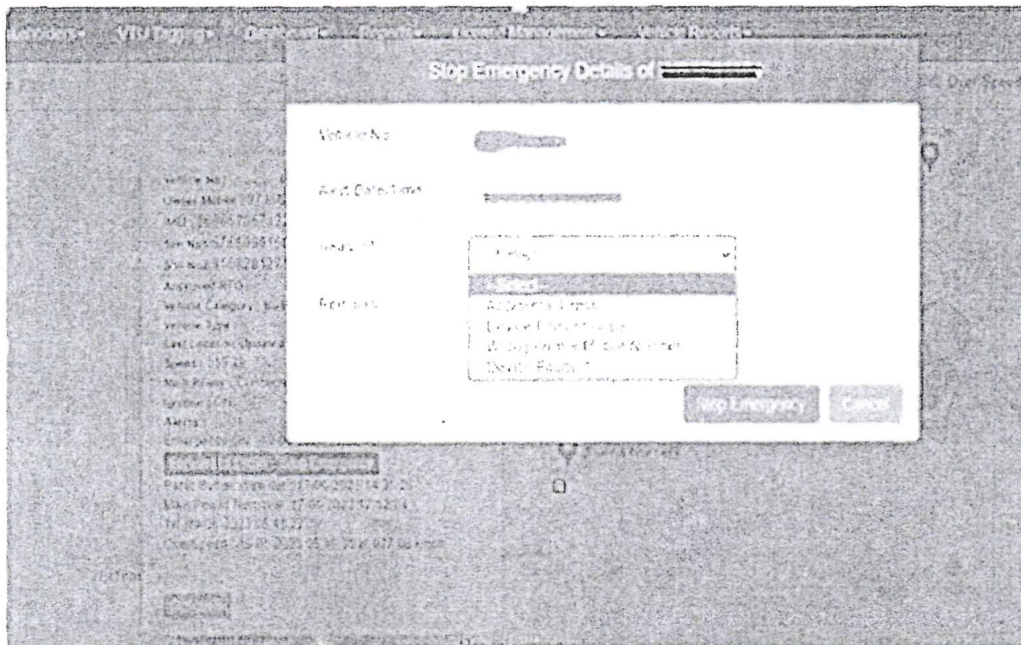
iii. Wait for 'Emergency Request Successfully Forwarded to ERSS' message as shown in figure given below

iv. The status will be updated as EMERGENCY ALERT FORWARDED TO ERSS.

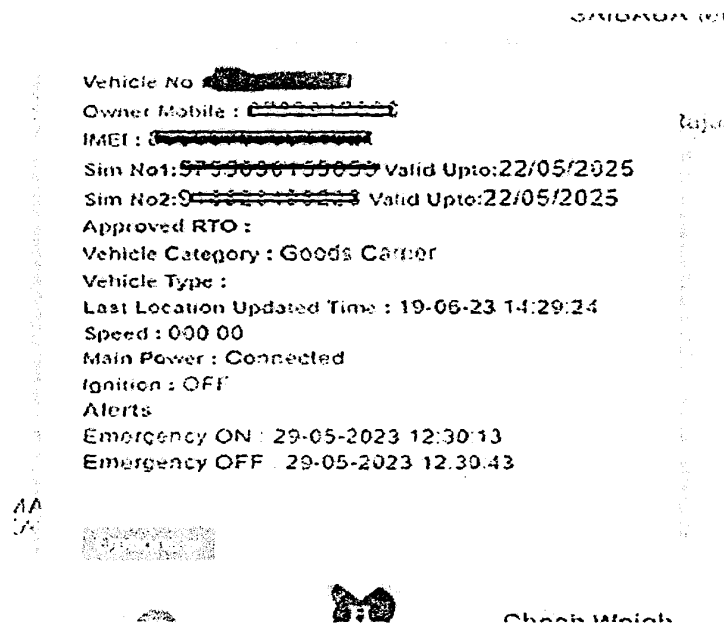


- b. If Driver/Helper attended the call
 - 1. Enquire and confirm the alert

- II. If the alert is found to be genuine
 - i. Click the **Forward to ERSS** button to forward the alert to ERSS.
 - ii. Wait for 'Emergency Request Successfully Forwarded to ERSS' message as shown in figure given below.
 - iii. The status will be updated as **EMERGENCY ALERT FORWARDED TO ERSS**.
- III. If the alert is due to device fitment issue, accidental press or some other fault of device then.
 - i. Click on **Stop Emergency button** available on the popup above vehicle marker,
 - ii. A screen/window will be displayed as shown below.
 - iii. Reason for stopping emergency has to be selected and remarks if any shall be entered.
 - iv. Click on **Stop Emergency** to close the alert.



- v. The status will be updated as STOP EMERGENCY TO VLTD:
INITIATED BY CTRL ROOM.
- vi. Once the stop emergency is forwarded to VLTD the status will be updated as STOP EMERGENCY TO VLTD: SEND BY CTRL ROOM.
- vii. Once the stop emergency is received and processed by VLTD an Emergency OFF alert will be send back as shown in figure below.



Use Case 2:

Owner Details is Available / Crew Details has not been added by Owner

1. In the popup above the vehicle marker Owner Mobile will be available.
2. Call Owner
 - a. If Owner attended the call
 - a. Enquire and confirm the alert
 - b. If the alert is found to be genuine
 - i. Click the **Forward to ERSS** button to forward the alert to ERSS.
 - ii. Wait for 'Emergency Request Successfully Forwarded to ERSS' message as shown in figure given below
 - iii. The status will be updated as **EMERGENCY ALERT FORWARDED TO ERSS**
 - c. If the alert is due to device fitment issue, accidental press or some other fault of device then
 - i. Click on **Stop Emergency** button available on the popup above vehicle marker.
 - ii. A screen/window will be displayed as shown below.
 - iii. Reason for stopping emergency has to be selected and remarks if any shall be entered.
 - iv. Click on **Stop Emergency** to close the alert.
 - b. If owner is not responding
 - I. Repeat the call.

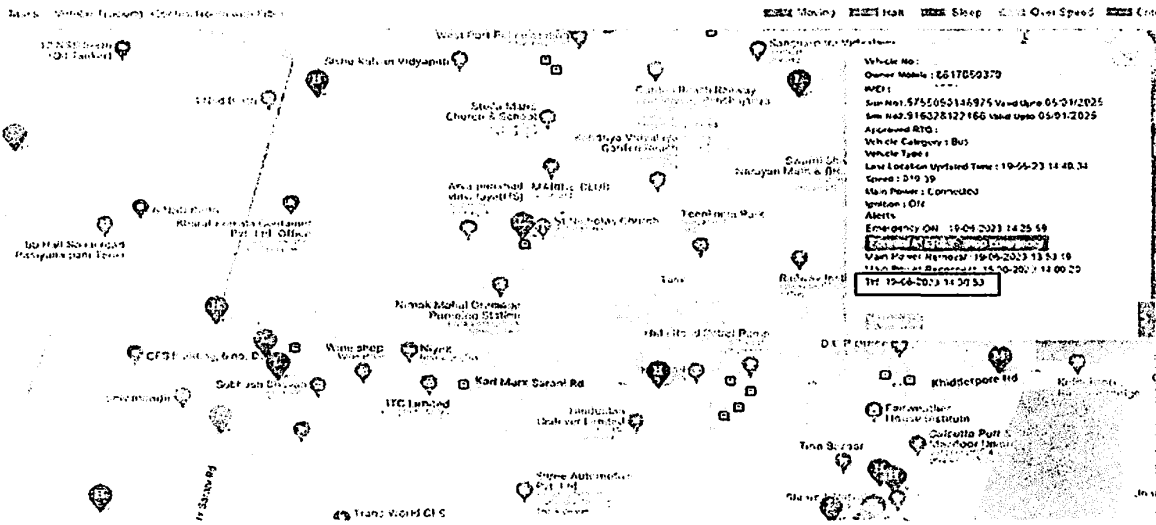
- II. Even after calling 2 times there is no response then the alert has to be forwarded to ERSS for further handling. Hence click the Forward to ERSS button to forward the alert to ERSS.
- III. Wait for 'Emergency Request Successfully Forwarded to ERSS' message as shown in figure given below
- IV. The status will be updated as EMERGENCY ALERT FORWARDED TO ERSS

Use Case 3:

If Emergency/Panic Button Press happened along with other Critical alerts

If Emergency Button Press happened along with critical alerts like Tilt

As shown below then forward the alert to Police ERSS by Clicking Forward to ERSS button. In this instance, manual verification via phone is not required.



The 29th September, 2025.

No.TPT.31/2025/15. - The Governor of Meghalaya is pleased to notify the "**Meghalaya Rent a Motor Cycle Operational Rules, 2025**" as per detailed enclosures attached herewith. The rules will come into effect from the date of notification in the Official Gazette.

D. D. SANGMA,

Secretary to the Govt. of Meghalaya,
Transport Department.

The 29th September, 2025.

No.TPT.31/2025/15. - In exercise of the powers conferred under Sections 73, 74, 80, 81, 82, 83, 84, 85, 86, 93, 98, and 102 of the Motor Vehicles Act, 1988 (Central Act No. 59 of 1988) as amended, and in pursuance of the directions issued by the Government of India *vide* S.O. 375 (E), dated 12th May, 1997, published in the Gazette of India, Extra., Pt. II, Sec. 3(ii), dated 12th May, 1997; relating to the regulation of Motor Cycle Rental Services;

And whereas the Government of Meghalaya considers it necessary and expedient to frame appropriate rules for the licensing and regulation of Motor Cycle Rental Services within the State;

Now, therefore, for the purpose of regulating the commercial and operational activities of Rental Motor Cycles and Rental Operators, the Governor of Meghalaya is hereby pleased to notify the **Meghalaya Rent a Motor Cycle Operational Rules, 2025**. These rules shall come into force with effect from the date of publication in the Official Gazette.

MEGHALAYA RENT A MOTOR CYCLE OPERATIONAL RULES - 2025

1. **APPLICATION.** - It shall apply to motor cycles to which permits have been issued under sub-section (1) of section 74 of the Motor Vehicles Act, 1988 [and the battery operated motor cycles and motor cycle driven on methanol and ethanol exempted from the provisions of section 66 of the Act] and operating under a licence granted in terms of paragraph 6.
2. **DEFINITIONS.** - In this Rules unless the context otherwise requires:
 - (i) "Act" means Motor Vehicles Act, 1988 (59 of 1988).
 - (ii) "Form" means a form appended to this Meghalaya Rent a Motor Cycle Operational Rules 2025;
 - (iii) "Licence" means a licence granted or renewed under paragraph 6 to engage in the business of renting of motor cycles to persons desiring to drive the motor cycle themselves for their own use;
 - (iv) "Licensing authority" means the State Transport Authority constituted under sub-section (1) of section 68 of the Act; (v) "Operator" means the holder of permit issued under sub-section (1) of section 74 of the Act in respect of not less than 5 (Five) motor cycles;
3. **Licensing of operator.** - No person shall engage himself in the business of renting a motor cycle under this rule without a licence;

4. **Application for grant or renewal of licence.** - An application for the grant or renewal of a licence under paragraph 6 shall be made in Form 1 to the licensing authority having jurisdiction in the area in which he resides or has his principal place of business and shall be accompanied by a **fee of Rs. 2000/- (Rupees Two thousand)**.
5. **Scrutiny of application.** - A licensing authority shall, before granting or renewing licence, take into consideration the following, namely, -
- (i) That the applicant has a good moral character and has intimate knowledge of passenger transport business;
 - (ii) That the applicant has necessary facilities for the housing, maintenance and repair of his vehicles, sanitary block and reception room;
 - (iii) That the financial resources of the applicant are sufficient to provide for the continued maintenance of motor cycles and for the efficient management of the establishment;
 - (iv) That the applicant **maintains not less than 5 motor cycles** duly covered by permits issued under sub-section (1) of section 74 of the Act, with comprehensive insurance, fitness certificates, motor vehicles tax paid up to date.
6. **Grant of licence.** - The licensing authority may, on receipt of an application under paragraph 4 and after satisfying himself that the applicant has complied with the requirements of paragraph 5, grant or renew the licence in Form 2:
- Provided that no application for licence shall be refused by the licensing authority unless the applicant is given an opportunity of being heard and reasons for such refusal are given in writing by the licensing authority.
7. **Duration of licence.** - A licence granted or renewed under paragraph 6 shall be valid for a period of five years from the date of grant or renewal.
8. **General conditions to be observed by the holder of the licence.** - The holder of the licence shall, -
- (i) Maintain a register with a separate page for each vehicle containing the particulars specified in Form 3 and where a motor cycle is hired by a foreign national, shall maintain a register in Form 4; The licensee shall maintain all registers, records, and forms prescribed under these rules either in physical format or through secure digital mechanisms. The use of digital platforms for record maintenance, data entry, and submission of returns is encouraged and deemed valid for all regulatory and inspection purposes, subject to accessibility by the Licensing Authority.
 - (ii) Not shift the principal place of business mentioned in the licence without the prior approval in writing of the licensing authority which granted the licence.
 - (iii) Keep the premises and all the records and register maintained and the motor cycle open for inspection at all reasonable times by the licensing authority or by any person not below the rank of motor vehicle inspector as may be authorized in this behalf by the licensing authority;
 - (iv) Submit from time to time, to the licensing authority such information and return may be called for by it;
 - (v) Display at prominent place in its main office and its branch office, the licence issued in original and certified copies thereof, attested by the licensing authority;

- (vi) Maintain in their main office and branch offices at a conspicuous place a "Complaint Book" in the Form 5 with serially numbered pages in triplicate. The licence shall dispatch the duplicate copy of complaint, if any, to the licensing authority by registered post expeditiously and in any case not later than 3 days; (vii) Maintain a suggestion box in the main office and branch offices and forward their suggestions received with their comments, if any, to the licensing authority once a month, (v) That the licensee shall provide ISI-marked helmets for both rider and pillion for each motor cycle proposed to be rented.
- (vi) Display emergency contact numbers and grievance redressal information on each motor cycle and at the rental premises.
- (vii) Where the hirer is a foreign national or tourist, the licensee shall provide a brief orientation on local traffic rules and safety practices.

9. Collection of hire charges. - The holder of a licence shall collect the hire charges from a foreign national or non-resident Indian only in foreign exchange and shall hold for the purpose a licence to transact in foreign exchange.

Provided further that the licensee shall offer the option to all hirers, including domestic users, to make payments through digital modes such as Unified Payments Interface (UPI), debit or credit cards, mobile wallets, net banking, or any other electronic payment method approved by the Reserve Bank of India, in addition to cash payments.

10. Duties and responsibilities of the hirer of motor cycle. -

- (1) It shall be the duty of every hirer to keep the holder of the licence, informed of his movements from time to time.
- (2) If an individual or company has hired the vehicle, as a leader of the tourist party, it shall be the duty of such leader of the party to keep the holder of the licence informed of the movements of each vehicle, from time to time.

11. Power of licensing authority to suspend or cancel the licence. -

- (1) The licensing authority shall, on being satisfied after giving the holder of the licence, an opportunity of being heard, that he has-
 - (i) Failed to comply with the provisions of paragraph 8 or 9; or
 - (ii) Failed to maintain the motor cycle in compliance with the provisions of the Act and Rules; or
 - (iii) Anyone of his employees has misbehaved with the customers; or
 - (iv) Any complaint against the licensee by any hirer has been proved beyond reasonable doubt, Suspend the licence for specified period or cancel the licence.
- (2) Where the licence is liable to be cancelled or suspended and the licensing authority is of opinion that having regard to the circumstances of the case, it would not be necessary or expedient to cancel or suspend the licence; if the holder of the licence agrees to pay the fine that he may be imposed by the licensing authority; then notwithstanding anything contained in clause (1) the licensing authority may, instead of cancelling or suspending the licence, as the case may be, recover from the holder of the licence, the said fine.

- (3) For the purpose of recovery of the sum of money agreed upon, the State Government may, by notification in the Official Gazette, specify the amount recoverable for each day of suspension of the licence and specify the time within which the sum of money agreed upon is payable, failing which the orders passed under clause (1) shall be implemented.
- (4) When the licence is suspended or cancelled under clause (1), the holder of the licence shall surrender the licence to the licensing authority.
- 12. Appeals** - Any person aggrieved by any order of the licensing authority under paragraph 6 or paragraph 11, may within thirty days of the receipt of the order, appeal to the State Transport Appellate Tribunal.
- 13. Procedure for appeal -**
- (1) An appeal under rule 12 shall be preferred in duplicate in the form of a memorandum setting forth the ground of objection, to the order of the licensing authority and shall be accompanied by a fee as may be specified by the State Government, by notification in the Official Gazette.
- (2) The State Transport Appellate Tribunal may after giving an opportunity to the parties to be heard and after such enquiry as it may deem necessary, pass appropriate orders.
- (3) The State Transport Appellate Tribunal shall dispose of an appeal under Paragraph 12 within a period of ninety days from the date on which such appeal is filed;
- 14. Voluntary surrender of the licence** - The holder of a licence may at anytime surrender the licence issued to him by the licensing authority which granted the licence on such surrender the licensing authority shall cancel the licence. The holder of the licence before surrender the licence shall clear the dues referred to in clause (2) of paragraph 11.

D. D. SANGMA,
Secretary to the Govt. of Meghalaya,
Transport Department.

FORM 1

[See paragraph 4]

APPLICATION FOR GRANT OR RENEWAL OF LICENSING FOR RENTING MOTOR
CYCLES

To
The State Transport Authority
Meghalaya

I, the undersigned, hereby apply for a licence for renting motor cycles in the State of Meghalaya.

1. Full Name
 - Son/Wife/Daughter of
 2. (a) Full Address
 - (b) Phone No.
 - (c) Email
 3. Age
 4. PAN/GSTIN
 5. (a) Experience in management of transport business
 - (b) Number of motor cycles held with valid permits
 6. Particulars of licence, if already held
 7. (a) Place where the applicant has his main office with detailed address
 - (b) Place where the applicant has his branch office with detailed address
 - (c) The number of motor cycles to be stationed in each branch office
 8. Nature and extent of financial resources of the applicant
 9. Particulars of motor cycles owned along with details of registration mark
 -
 10. Full description of the place where the business is to be carried on -
 - (a) Location, open area, covered area
 - (b) Any other particulars
 11. I am conversant with the conditions for carrying the business for renting of motor cycles.
 12. I hereby declare that to the best of my knowledge and belief the particulars given above are correct and true.
- The prescribed fee of rupees two thousand is paid by*

Place :

Signature of applicant

Date :

*(Here indicate mode of payment)

FORM 2

[See paragraph 6]

LICENCE OF RENTING MOTOR CYCLE

- 1. Name of the Operator
- 2. Son/Wife/Daughter of
- 3. Full Address of the place of business
- 4. Registration mark of motor cycles authorized for renting

Main Office	
Branch Office	

Is licensed to rent motor cycle.

This licence is issued on and is valid upto

State Transport Authority
Meghalaya

RENEWAL

Renewed from to

State Transport Authority
Meghalaya

FORM 3

[see paragraph 8(i)]

REGISTER TO BE MAINTAINED BY RENT A MOTOR CYCLE LICENSEE

Sl. No.	Name of hirer	Full Address	Phone No.	Motor driving licence No.
1	2	3	4	5

Issue by (Authority)	Class of vehicle	Date of issue	Date of expiry	Date and time of hire
6	7	8	9	10

Date and time of returning vehicle	Motor vehicle used for total kilometers	Signature of hirer	Remarks
11	12	13	14

Purpose of Hire	Helmet issued (Yes/No)	Vehicle No.	
15	16	17	

FROM 4

[Sec paragraph 8(i)]

**REGISTER TO BE MAINTAINED BY RENT A MOTOR CYCLE LICENSEE IN CASE
WHERE THE MOTOR CYCLE HIRED TO A FOREIGNER**

Sl. No.	Name of hirer	Full Address	Phone No. if any	Motor driving licence No.	Issued by (Authority)
1	2	3	4	5	6

Class of vehicle	Date of issue	Date of expiry	Passport No.	Issued by the authority and State/Nation	Date of issue of passport
7	8	9	10	11	12

Date of expiry	Date of birth as per passport	Driving permit No. if any	Date of issue of driving permit	Class of vehicle authorized to drive	Date and time of hire
13	14	15	16	17	18

Date and time of returning vehicle	Motor vehicle used for total Kms.	Signature of hirer	Remarks
19	20	21	22

Purpose of Hire	Helmet issued (Yes/No)	Vehicle No.	
23	24	25	

FORM 5

[See paragraph 8(vi)]

COMPLAINT BOOK

(With pages serially numbered in triplicate)

- 1. Name of complainant
- 2. Full address
- 3. The name and address of the holder of the licence for rent a motor cycle
- 4. Licence number, and the authority which issued the licence
- 5. The date and time of hiring the vehicle and date of time when the vehicle was returned.
- 6. Vehicle Number
- Complaint in brief

Date:

Signature

Place:

- 1. The licensing authority by registered post (Duplicate copy)
- 2. The complainant (Triplicate copy)
-

The 29th September, 2025.

No.TPT.132/2018/26. - The Governor of Meghalaya is pleased to notify the "**Meghalaya Rent a Motor Cab Operational Rules, 2025**" as per detailed enclosures attached herewith. The rules will come into effect from the date of notification in the Official Gazette.

D. D. SANGMA,

Secretary to the Govt. of Meghalaya,
Transport Department.

The 29th September, 2025.

No.TPT.132/2018/26. - In exercise of the powers conferred under Sections 73, 74, 80, 81, 82, 83, 84, 85, 86, 93, 98, and 102 of the Motor Vehicles Act, 1988 (Central Act No. 59 of 1988) as amended, and in pursuance of the directions issued by the Government of India *vide* S.O. 437(E), dated the 12th June, 1989, published in the Gazette of India, Extraordinary, Part II, Section 3(ii), relating to the regulation of Motor Cab Rental Services;

And whereas the Government of Meghalaya considers it necessary and expedient to frame appropriate rules for the licensing and regulation of Motor Cab Rental Services within the State;

Now, therefore, for the purpose of regulating the commercial and operational activities of Rental Motor Cabs and Rental Operators, the Governor of Meghalaya is hereby pleased to notify the Meghalaya Rent a Motor Cab Operational Rules, 2025. These rules shall come into force with effect from the date of publication in the Official Gazette.

MEGHALAYA RENT A MOTOR CAB OPERATIONAL RULES - 2025

- 1. APPLICATION** - It shall apply to all motor cabs to which tourist permits have been issued under sub-section (9) of section 88 of the Motor Vehicles Act, 1988 [and the battery-operated motor cabs and motor cabs driven on methanol and ethanol exempted from the provisions of section 66 of the Act] and operating under a licence granted in terms of para 6.
- 2. DEFINITIONS** - (1) In these rules, unless the context otherwise requires-
 - (i) "Act" means the Motor Vehicles Act, 1988 (Central Act, No. 59 of 1988) as amended;
 - (ii) "Rules" means the Central Motor Vehicle Rules (1989) as amended.
 - (iii) "Form" means of Form appended to Meghalaya Rent a Motor Cab Operational Rules 2025;
 - (iv) "Licence" means a licence granted or renewed under paragraph 6 to engage in the business of renting of motor cabs to persons desiring to drive the cabs for their own use;
 - (v) "Licensing authority" means the State Transport Authority constituted under sub-section (1) of section 68 of the Act;
 - (vi) "operator" means the holder of a permit issued under sub-section (9) of section 88 of the Act in respect of having not less than 3 (three) motor cabs.

- 3. Licensing of operator:-** No person shall engage himself in the business of renting a motor cab under these rules without licence.
- 4. Application for grant or renewal of licence:-**
- (1) An application for the grant or renewal of a licence under paragraph 6 shall be made in Form 1 to the licensing authority having jurisdiction in the area in which he resides or has his principal place of business (hereinafter referred to as main office) and shall be accompanied by a fee of ₹ 10,000/- (Rupees ten thousand).
 - (2) Where the applicant has, besides the main office, branch office within the jurisdiction of the licensing authority referred to in clause (1), the application shall indicate such place with the number of motor cabs proposed to be stationed at each such place.
 - (3) Where the applicant has branch offices outside the jurisdiction of the licensing authority, the application shall be made to the licensing authority in whose jurisdiction the branch office is situated, in Form 2 accompanied by a fee of ₹ 2000/- (Rupees two thousand) in respect of each such branch offices.
- 5. Scrutiny of application. —** A licensing authority shall, before granting or renewing a licence take into consideration the following namely: —
- (i) That applicant has a good moral character and has intimate knowledge of passenger transport business;
 - (ii) That the main office or the branch office of the applicant is either owned by the applicant or is taken on lease by him or is hired his name and it has adequate space for reception room, administrative section, clock room with locker facilities, sanitary blocks, and adequate parking space for the motor cabs;
 - (iii) That the applicant has necessary facilities for the housing, maintenance and repair of his vehicles;
 - (iv) That the applicant has at least one telephone/mobile phone which is accessible throughout day and night;
 - (v) That the financial resources of the applicant are sufficient to provide for the continued maintenance of motor cabs and for the efficient management of the establishment;
 - (vi) That the applicant maintains not less than 3 (three) motor cabs duly covered by permits issued under sub-section (9) of section 88 of the Act, with comprehensive insurance, fitness certificate, motor vehicles tax paid up to date.

Provided that in the case of licence for a branch office situated in a place outside the jurisdiction of the licensing authority, it shall be sufficient, if such branch office maintains not less than 3 (three) motor cabs.
 - (vii) That each motor cab proposed to be operated under the licence shall be equipped with a functional Vehicle Location Tracking Device (VLTD) device and panic buttons, integrated with the monitoring system of the Transport Department.

6. Grant of licence:-

The licensing authority may, on receipt of an application under paragraph 4 and after satisfying himself that the applicant has complied with the requirements of paragraph 5, grant or renew the licence in Form 3 or, as the case may be, in Form 4:

Provided that no application for a licence shall be refused by the licensing authority unless the applicant is given an opportunity of being heard and reasons for such refusal are given in writing by the licensing authority.

7. Duration of licence:-

A licence granted or renewed under paragraph 6 shall be valid for a period of five years from the date of grant or renewal:

Provided that in the case of the licence in respect of branch offices referred to under clause (3) of paragraph 4, the validity of such licence shall be restricted to the validity of the licence granted in respect of main office.

8. General conditions to be observed by the holder of the licence:-

The holder of a licence shall,

- (i) Maintain a register with a separate page for such vehicle containing the particulars specified, in Form 5 and where a motor cab is hired by a foreign national shall maintain a register in Form 6; The use of digital platforms for record maintenance, data entry, and submission of returns is encouraged and deemed valid for all regulatory and inspection purposes, subject to accessibility by the Licensing Authority,
- (ii) Not shift the principal place of business mentioned in the licence without the prior approval in writing of the Licensing Authority which granted the licence;
- (iii) Keep the premises and all the records and register maintained, and the motor cabs open for inspection at all reasonable times by the licensing authority or by any person not below the rank of motor vehicle inspector as may be authorized in this behalf by the Licensing Authority;
- (iv) Submit from time to time, to the Licensing Authority such information and return as may be called for by it;
- (v) Display at a prominent place in its main office and its branch offices, the licence issued in original and certified copies thereof, attested by its Licensing Authority;
- (vi) Maintain in their main office and branch offices at a conspicuous place a "Complaint Book" in the Form 7 with serially numbered pages in triplicate. The licensees shall dispatch the duplicate copy of complaint if any, to the licensing authority by registered post expeditiously and in any case not later than 3 days;
- (vii) Maintain a suggestion box in the main office and branch offices and forward their suggestions received with their comments, if any, to the licensing authority, once a month;
- (viii) Where he is having a foreign collaboration with the approval of the Government, this fact should be displayed in the office premises, with the specific approval of Department of Tourism of the Central Government.

- (ix) Display prominently inside each motor cab the contact details of the licensing authority, local emergency services, and a helpline, and the licensee/staff(s) are capable of basic emergency response procedures.

9. Collection of hire charges:-

The holder of a licence shall collect the hire charges from a foreign national or a non-resident Indian only in foreign exchange and shall hold for the purpose a licence to transact in foreign exchange.

Provided further that the licensee shall offer the option to all hirers, including domestic users, to make payments through digital modes such as Unified Payments Interface (UPI), debit or credit cards, mobile wallets, net banking, or any other electronic payment method approved by the Reserve Bank of India, in addition to cash payments.

10. Duties and responsibilities of hirers of motor cabs:-

- (1) It shall be the duty of every hirer, to keep the holder of the licence, informed of his movements from time to time.
- (2) If an individual or company has hired the vehicles as a leader of the tourist party, it shall be the duty of such leader of the party to keep the holder of the licence informed of the movement of each vehicle, from time to time.
- (3) If a hirer so desires, he may engage a person possessing a valid driving licence to drive the vehicle so hired during the period of the hire agreement.

11. Power of licensing authority to suspend or cancel the licence:-

- (1) If the Licensing Authority is satisfied after giving the holder of the licence, an opportunity of being heard, that he has —
 - (a) Failed to comply with the provisions of paragraph 8 or 9 of this policy; or
 - (b) Failed to maintain the motor cab in compliance with the provisions of the Act and rules; or
 - (c) Any one of his employees has misbehaved with the customers; or
 - (d) Any complaint against the licensee by any hirer has been proved beyond reasonable doubt; (i) suspend the licence for a specified period, or (ii) cancel the licence.
- (2) Where the licence is liable to be cancelled or suspended and the licensing authority is of opinion that having regard to the circumstances of the case, it would not be necessary or expedient to cancel or suspend the licence, if the holder of the licence agrees to pay the fine that may be imposed by the Licensing Authority, then notwithstanding anything contained in clause (1) the Licensing Authority may instead of cancelling or suspending the licence, as the case may be, recover from the holder of the licence, the said fine.
- (3) For the purpose of recovery of the sum of money agreed upon, the State Government may, by notification in the Official Gazette, specify the amount recoverable for each day of suspension and the amount recoverable in lieu of cancellation of the licence and specify the time within which the sum of money agreed upon is payable failing which the order passed under clause (1) shall be implemented.
- (4) When the licence is suspended or cancelled under clause (1), the holder of the licence shall surrender the licence to the Licensing Authority.

12. Appeal:-

Any person aggrieved by any order of the Licensing Authority under paragraph 6 or paragraph 11, may within 30 days of the receipt of the order, appeal to the State Transport Appellate Tribunal.

13. Procedure for appeal:-

- (1) An appeal under Rule 12 shall be preferred in duplicate in the form of a memorandum setting forth the ground of objections to the order of the Licensing Authority and shall be accompanied by a fee as may be specified by the State Government, by notification, in the Official Gazette.
- (2) The State Transport Appellate Tribunal may after giving an opportunity to the parties to be heard and after such enquiry as it may deem necessary, pass appropriate orders.

14. Voluntary surrender of the licence:-

The holder of a licence may at any time surrender the licence issued to him to his Licensing Authority which granted the licence and, on such surrender, the Licensing Authority shall cancel the licence. The holder of the licence before surrendering the licence shall clear the dues referred to in clause (2) of paragraph 11.

D. D. SANGMA,
Secretary to the Govt. of Meghalaya,
Transport Department.

FORM 1
[See paragraph 4(1)]

**APPLICATION FOR GRANT OR RENEWAL OF LICENCE FOR RENTING MOTOR CABS IN
RESPECT OF MAIN OFFICE**

To
The State Transport Authority
Meghalaya

I, the undersigned, hereby apply for a licence for renting Motor Cabs in the State of Meghalaya.

1. Full Name Son/Wife/Daughter of	
2. Full Address Phone No. Email	
3. Age	
4. PAN / GSTIN	
5. A. Experience in management of transport business B. Number of Motor cabs held with valid permits	
6. Particulars of licence, if already held	
7. A. Place where the applicant has his main office with detailed address and GPS coordinates. B. Place where the applicant has his branch office with detailed address and GPS coordinates. C. Name of Branch (s) The number of motor cabs to be stationed in each branch office.	
8. Nature and extent of financial resources of the applicant.	
9. Particulars of motor cabs owned along with details of registration mark.	
10. Full description of the place where the business is to be carried on – (a) Location, open area, covered area. (b) Any other particulars.	

I am conversant with the conditions for carrying the business for renting of motor cabs.

I hereby declare that to the best of my knowledge and belief the particulars given above are correct and true.

The prescribed fee of Rs.10000/- (Rupees Ten thousand) is paid by*.....

Signature of applicant

Place:

Date:

(*Here indicate mode of payment).

FORM 2**[See paragraph 4 (3)]****APPLICATION FOR GRANT OR RENEWAL OF LICENSE FOR RENTING OF MOTOR CABS IN RESPECT OF BRANCH OFFICE, IN ANOTHER STATE**

To
The State Transport Authority
Meghalaya

I, the undersigned, hereby apply for a licence for renting motor cabs in a branch office in the State of

.....

1. Full Name
- Son/Wife/Daughter of
2. (a) Full Address (Branch office)
- (b) Telephone/Mobile No
- (c) Email.....
3. Age
4. PAN / GSTIN.....
5. (a) Experience in management of transport business.....
- (b) Number of motor cabs held with valid permits in the proposed Branch Office.....
6. Particulars of Licence, held for Main Office.....
- (a) Authority which granted the licence.....
- (b) Date of issue.....
- (c) Date of expiry.....
7. Place where the applicant has his main office with detailed address
8. Nature and extent of financial resources of the applicant.
9. Particulars of motor cabs owned along with details of permits, registration number etc.
10. Full description of the branch office where the business is to be carried on
- (a) Location, Open area, Covered areas.
- (b) Any other particulars
11. I hereby declare that to the best of my knowledge and belief the particulars given above are correct and true.

The prescribed fee of Rs.2000/- (Rupees Two thousand) is paid by*

Signature of applicant

Place:

Date:

(*Here indicate mode of payment).

FORM 3**[See paragraph 6]****Licence for Renting Motor Cabs—Main Office**

1. Name of the Operator
2. Son/Wife/ Daughter of
3. Full Address of the place of business:
4. Registration mark of motor cabs authorized for renting

Main Office	
Branch Office	

Is licenced to rent motor cab.

This licence is issued on and is valid up to

**State Transport Authority
Meghalaya**

RENEWAL

Renewed from.....to.....

**State Transport Authority
Meghalaya**

FORM 4

[See paragraph 6]

Licence for Renting Motor Cabs—Branch Office

Name of the operator:

Son/wife/daughter of

Full address of the Branch Office.....

Address where the Main Office is situated.....

Licence number and the Authority which issued the licence with its date of expiry.....

Registration mark of motor cabs authorized for renting in the Branch Office licenced to rent motor cabs.

The licence is issued on.....and is valid up to.....

**State Transport Authority
Meghalaya**

Renewal

Renewed from.....to.....

**State Transport Authority
Meghalaya**

FORM 5**[See paragraph 8]****Register to be maintained by Rent a Motor Cab Licensee**

Sl. No.	Name of Hirer	Full Address	Telephone/Mobile No.	Motor Driving Licence No.
1	2	3	4	5

Issued by (Authority)	Class of vehicle	Date of issue	Date of Expiry	Date and Time of Hire
6	7	8	9	10

Date and Time of returning vehicle	Motor vehicle used for total kilometres	Signature of Hirer	Remarks
11	12	13	14

Purpose of Hire	Vehicle Make/Model	Vehicle Registration No.	
15	16	17	

FORM 6**[See paragraph 8(i)]****Register to be maintained by Rent a Motor Cab Licensee in case where the motor cab is hired to a foreigner**

Sl. No.	Name of Hirer	Full Address	Telephone/Mobile No. if any	Motor Driving Licence No.	Issued by (Authority)	Class of vehicle
1	2	3	4	5	6	7

Date of issue	Date of Expiry	Passport No.	Issued by Authority and State/Nation	Date of issue of passport	Date of Expiry	Date of birth as per passport
8	9	10	11	12	13	14

Driving permit No. if any	Date of issue of Driving permit	Class of vehicle Authorized to drive	Date and Time of Hire	Date and time of returning vehicle	Motor vehicle used for total kms.	Signature of Hirer	Remarks
15	16	17	18	19	20	21	22

Purpose of Hire	Vehicle Make/Model	Vehicle Registration No.
23	24	25

FORM 7

[See paragraph 8(vi)]

Complaint Book

(with pages serially numbered in triplicate)

- 1. Name of the complainant:
- 2. Full address:
- 3. The name and address of the holder of the licence for 'Rent a Cab'.
- 4. Licence number, and the authority which issued the licence
- 5. The date and time of hiring the vehicle and date and time when the vehicle was returned
- 6. Vehicle number

Complaint in brief:

Date:

Place:

Signature

- 1. The State Transport Authority by Registered Post(Duplicate copy)
- 2. The complainant.....(Triplicate copy)
