







Participant Handbook

Sector **Automotive**

Sub-Sector Road Transportation

Occupation **Driving**

Reference ID: ASC/Q9714, Version 1.0,

NSQF Level 4



Chauffeur/Taxi Driver

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If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi Prime Minister of India







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COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

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AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

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SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: <u>'Chauffeur/ Taxi Driver'</u> QP No. <u>'ASC/Q 9714 NSQF Level 4'</u>

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*Valid up to the next review date of the Qualification Pack or the 'Valid up to' date mentioned above (whichever is earlier) Authorised Signatory

(Automotive Skills Development Council)

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About this Book —

Indian Auto Industry is one of the largest in the world. The industry is expected to contribute 10% to India's GDP as per Automotive Mission Plan 2016-26 and create 65 million additional jobs. This sector has massive potential for jobs throughout the country. In line with the rapid technological advancement in this field, there are exciting prospects for a fulfilling career in this industry.

This book is designed to enable a candidate to acquire skills that are required for employment. The content of this book is completely aligned to the National Occupation Standards QP/NOS and conform to the National Skills Qualification Framework (NSQF).

The Qualification pack of a Chauffeur/Taxi driver, Level 4 includes the following NOS's which have all been covered across the units:

Assess and ensure road worthiness of the vehicle (ASC/N9703)

Coordinate with control room and reach to the customer pickup point (ASC/N9706)

Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver (ASC/N9707)

Coordinate schedule and complete the assigned activities (ASC/N9719)

Drop the customer safely using the quickest route for chauffeur (ASC/N9720)

Work effectively in a team (ASC/N0002)

Practice HSE and security related guidelines (ASC/N0012)

Key Learning Objectives for the specific NOS mark the beginning of the unit/s for that NOS. The symbols used in this book are described below.

Happy learning!!

Symbols Used



Key Learning Outcomes



Steps



Time



Tips



Notes



Unit Objectives



Summary



Exercise



Activity

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The book on New Employability Skills is available at the following location: https://eskillindia.org/Home/handbook/ NewEmployability







































1. Introduction

Unit 1.1 - Introduction to Automobiles

Unit 1.2 - Classification of Automobiles

Unit 1.3 - Invention of Automobiles

Unit 1.4 - Job Role of Chauffeur/Taxi Driver



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Explain what is an automobile
- 2. Describe the evolution of automobiles
- 3. Explain the scope of automotive industry in India
- 4. Explain the taxi business in India
- 5. Classify automobiles based on different criteria
- 6. Describe role and responsibilities of a chauffeur/taxi driver

UNIT 1.1: Introduction To Automobile

– Unit Objectives 💇



At the end of this unit, you will be able to:

- 1. Explain what is an automobile
- 2. Describe the evolution in automobiles

1.1.1 What is an Automobile? ————

A wheeled vehicle that is powered by a motor is called an automobile. Automobiles replaced the traditional animal powered transport such as horse drawn carriages. Automobiles are used to transport people and goods from one location to another.

The first car built with an internal combustion engine is the Benz Patent-Motor Wagen in the year 1885. This car ran on petrol.



Fig 1.1.1 The Benz Patent-Motor wagen

Evolution in Automobiles

Automobiles went through a process of evolution from the very beginning. This is shown in the set of images below which show the early efforts of people trying to build an automobile, to the current day automobile.



A chariot driven by the wind

1769



The first vehicle driven by steam power First steam carriage

1893



Three – wheeled phaeton

1911



The first electric self-starter car

1928

1801



Synchro-mesh transmission vehicle

1940



Sealed beam headlamps became standard: and automatic transmission was mass produced

1949



New high-compression engines were introduced, and bodies acquired bigger areas of glass

1960



Toyota Corolla

1983



Maruti 800

1998



Tata Indica

2017



Hyundai Ioniq Electric

Table 1.1.2 Progress of Automobiles

Different Names for Automobiles

Automobiles are known by different names like:

- Ϋ́Car
- Ÿ Motor Vehicle
- Ÿ Motor Car
- Ÿ Auto Rickshaw
- Ÿ Motor Wagon
- Ÿ Bus
- Ÿ Truck

UNIT 1.2: Classification Of Automobiles

- Unit Objectives



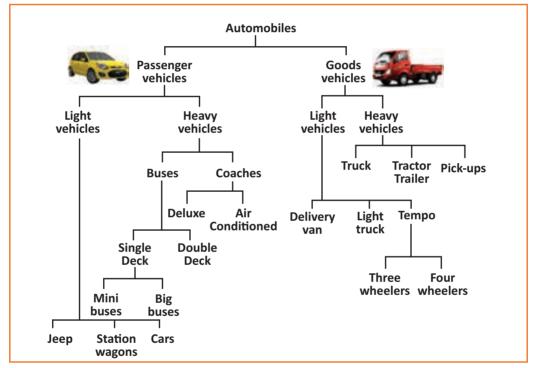
At the end of this unit, you will be able to:

Ÿ Classify automobiles according to their use and other conditions

1.2.1 Broad Classification of Automobiles

Automobiles can be widely classified into two categories – passenger vehicles and goods vehicles. While passenger vehicles are used to transport people, goods and materials of various kinds.

The chart below shows different types of automobiles.



Flow chart 1.2.1 Classification of vehicles According to what it carries

1.2.2 Other Classifications of Automobile

Automobiles can also be classified in various ways as given below:

1. Automobile Fuel Used

Vehicles can be grouped according to the fuel used and are mentioned below:

- a. Petrol vehicle Station wagons
- b. Diesel vehicle Trucks, Buses
- c. Electric Vehicle Electric Car,
- d. CNG vehicle Cars, Trucks and Buses

2. Automobile Seating Capacity

Vehicles can be classified based on the number of people it can carry. Vehicles grouped according to capacity are given below:

- a. HTV (Heavy Transport Vehicles) Trucks, Buses, Dumpers etc.
- b. LTV (Light Transport Vehicles) Pick up, Station wagon
- c. LMV (Light Motor Vehicles) Jeep, Cars
- d. Medium vehicle Station wagon, Tempo, Minibus and small trucks



Fig 1.2.2 Vehicles Based on Capacity

3. Type of Drive

Vehicles can also be grouped according to the position of the steering wheel. In India, almost all vehicles currently in the Indian automobile market are Right Hand Drive. Given below are the two types of drives available:

- a. Left hand drive Steering wheel fitted on left hand side of the vehicle
- b. Right hand drive Steering wheel fitted on right hand side of the vehicle

4. Number of Axles in the Automobile

A vehicle axle is a rod around which a vehicle's wheel moves or rotates. The front wheels of a vehicle will sit on an axle, turning around it as the vehicle moves.

Here the vehicles are grouped according to the number of axles the vehicle has. A vehicle will either have a single axle or multiple axles

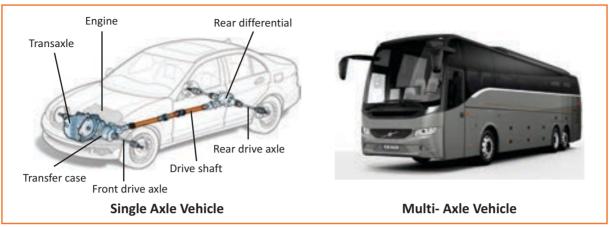


Fig 1.2.3 Different Types of Axles

5. Automobile Suspension System

Vehicles can be grouped according to the type of suspension used in the vehicle. Given below are the types of suspension available for vehicles:

- a. Conventional-Leaf
- b. Independent Coil spring, Torsion bar, Pneumatic

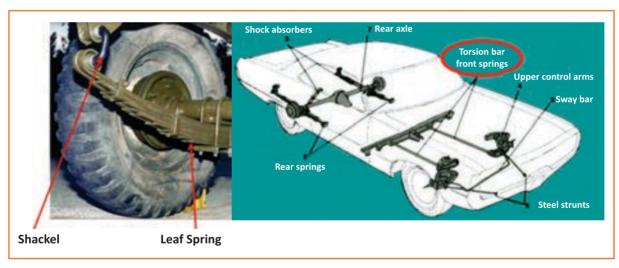


Fig 1.2.4 Leaf Springs and Torsion Springs in a Car

6. Automobile Transmission

A conventional transmission in a car will have a clutch, and gear stick to change gears. A semi-automatic transmission comes only with a gear stick, and doesn't have a clutch. And an Automatic transmission in a car will not have both the clutch and gear stick to change gears in a car.

- a. Conventional Maruti Suzuki Celerio
- b. Semi-automatic-Toyota
- c. Automatic-Chevrolet

7. Automobile Structure

The structure of a car is classified based on the shape of the car. Given below are the types of cars currently in the Indian Automobile market and an image showing how each type of car looks.

- a. Hatchback Hyundai i 10, Tata Nano,
- b. Sedan Swift Desire, Honda City, Tata Tigor
- c. MUV/SUV-XUV 500, Toyota Fortuner d. Coupe-Audi RS 5,
- e. Convertible Mercedes SL Class, Mini Cooper
- f. Wagon Ertiga
- g. Van-Omni
- h. Jeep-Gypsy

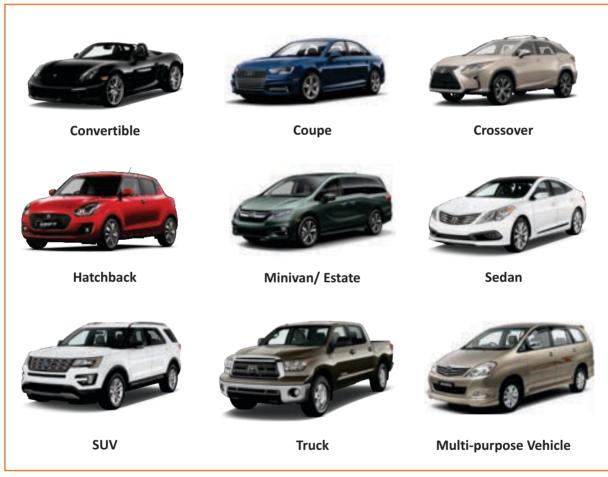


Fig 1.2.5 Vehicles based on Structure

UNIT 1.3: Invention of Automobiles

Unit Objectives



At the end of this unit, you will be able to:

- 1. Explain the history behind the invention of the automobile
- 2. Explain the scope of automotive industry in India
- 3. Explain taxi business in India and its future scope

1.3.1 History of the Automobile

The history of the automobile can be separated into parts based on the source of power used. More recent periods focused on developments in the utility of the automobile, its size and exterior styling as well.

The first car produced was powered by an internal combustion engine and was fueled by Hydrogen. This was designed by François Isaac de Rivaz in the year 1808. After this Siegfried Marcus built the first petrol powered combustion engine car in the year 1870. Marcus built the next version of the same car was in the year 1880.

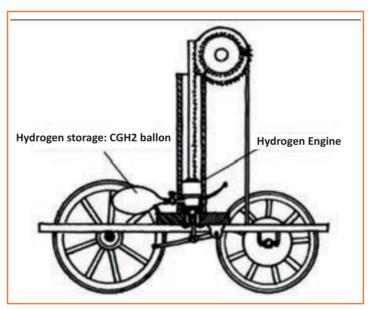


Fig 1.3.1 First Automobile Powered by Hydrogen

The four-stroke petrol engine was patented by an inventor named Nikolaus Otto, and a similar engine was built by Rudolf Diesel, which was powered by diesel fuel. In the year 1885, Karl Benz the inventor made the first petrol powered automobile.

The Ford Motor company produced the Model A automobile in the year 1903. After this it produced the Model T in 1908, which was the first ever mass-produced automobile.

The first electric cars were introduced approximately around 1890 and were quickly replaced by the Model T ford automobiles. This was because; petrol powered automobiles such as the Model T were cheaper and faster.

Interest in electric cars has increased approximately from the year 2000. Various global car manufacturers have begun to make practical electric cars such as the Mahindra Reva.

1.3.2 The Automobile Industry in India

The Indian Automotive Industry is a global entity and is responsible for 7.1% of its Gross Domestic Product (GDP). India has the highest number of individuals in the working age – from 20 - 35 years and this means more people are able to buy an automobile using their earnings.

The Government of India has created a "Make in India" initiative. This aims to make all products required by the country's economy within the country itself. The automobile sector of the country is a large part of this initiative, with the government encouraging automobile manufacturers within the country. The initiative mentioned above is a part of the Auto Mission Plan (AMP) laid down by the government.



Fig 1.3.2 Outline of the Automotive Mission Plan (AMP)

The Initiative mentioned above is part of the Auto Mission Plan (AMP) has a timeline from 2016-2026. In the image given above ACMA means Automotive Component Manufacturers Association of India which represents the Indian Auto Component Industry and SIAM means Society of Indian Automobile Manufacturers which represents leading vehicle and vehicular engine manufacturers in India. The Indian Automotive Industry has great technological capabilities, and is currently able to manufacture close to 97% of all the components needed to make a car.

Market research and surveys have shown that the Indian passenger vehicle market is going to triple in size by the year 2026. This means there is incredible scope for growth in the Indian Automobile Industry or sector.

The Automotive Industry is responsible for giving direct and indirect employment to over 19 Million people in the country. This means there is a lot of scope for job growth in this sector.

The majority of India's automobile manufacturing industries are based around three clusters. As of May 2011, these 3 clusters with their market shares, regions and car manufacturing companies are displayed in the table given below.

Cluster	Market share	Region	Car manufacturing Companies		
Northern	32%	NRC	Gurugram (Haryana: Maruti Suzuki Noida (UP). Honda Cars		
Southern	40%	Near Chennai	Hyundai, Renault, Nissan, Ford and assembly plant of BMW on the outskirts		
Western	33%	Maharastra	Chakan Corridor: Volkswagen, M&M, Tata Motors, General Motors, Skoda, Mercedes, Land Rover, etc. Aurangabad: Skoda, Audi and Volkswagen. Gujarat: GM and Tata Nano		

Table 1.3.3 India's automobile manufacturing industries

1.3.3 Current Taxi Business in India —

The Indian taxi business is very profitable and has gained importance over the past few years. A lot of people who use their cars as taxis have started the taxi business. There is immense potential for new taxi services in India, with companies such as Ola, Uber and Meru being the most important cab operators in the country.

NAME	FOUNDED IN	FOUNDERS	INVESTORS
Ola	2011	Bhavish Aggarwal and Ankit Bhati	SoftBank, Tiger Global, Matrix Partners, Sequoia Capital
TaxiForSure	2011	Aprameya Radhakrishna and Raghunandan G.	Accel Partners, Qualcomm, Helion
Savaari	2006	Gaurav Aggarwal, Mohit Khanna, Manik Shah and Rahul Khanna	Inventus Capital, Intel Capital
Meru	2006	Neeraj Gupta	India Value Fund
Mega Cabs	2001	Kunal Lalani	-
Uber	2009, entered India in 2013	Travis Kalanick and Garrett Camp	Goldman Sachs, Menio Ventures, Bezos Expeditions
Zoom Car	2013	David Back, Greg Moran	Sequoia Capital

Fig 1.3.4 The Most Popular Taxi Services in India

Given above is a catalogue of the most important taxi services in India, and when the service/company was started, and who started them.

The taxi market in India is a \$13 billion market in India. This massive taxi market in the country grows every month by a significant percentage.

Taxi drivers in India have benefitted from the rising trend in the taxi services industry and are able to earn decent salary to support them financially.

UNIT 1.4: Job Role of Chauffeur/ Taxi Driver

Unit Objectives



At the end of this unit, you will be able to:

Ÿ Describe role and responsibilities of a chauffeur/taxi driver

1.4.1 Definition of a Chauffeur and Taxi driver

A taxi is a motor vehicle which is licensed to transport passengers in exchange for payment of a calculated fee. A person who drives a taxi is a taxi driver.

A Chauffeur is similar to a taxi driver in function, except that the chauffeur will typically drive high end/expensive/luxury vehicles and will focus more on customer service.





Taxi Driver

Chauffeur

Fig 1.4.1 Taxi Driver and Chauffeur

1.4.2 Job Role of Chauffeur/ Taxi Driver

The role and responsibilities of chauffeur/taxi driver are given below, in brief.

Chauffeur/taxi driver transports people from one location to another. The individual should be able to drive for several hours on a regular basis. Also, the taxi driver should be able to handle stressful situations which will include challenging customers.

To ensure the passenger/customer has a great ride, the chauffeur/taxi driver should wear clean clothes or a uniform while driving.

The Chauffeur/taxi driver must keep the vehicle clean and in good working condition, and report to the superior in case the problem with the vehicle can't be resolved.

Also, he/she should keep documents such as driving license, Registration certificate, and Fitness certificate etc.

Summary



- 1. The automobile is a wheeled vehicle powered by a motor and was invented to replace animal powered vehicles
- 2. Automobiles can be widely grouped into Passenger and Goods vehicles
- 3. Automobiles today are mostly powered by petrol, diesel and electricity
- 4. The function of a Chauffeur/Taxi driver is to transport people from one location to another using a vehicle

Notes 🗐 -			

Ε	XE	er	ci	se



Answer the following:

1.	The first model launched by Maruti in India was	
----	---	--

a) 800 b) Esteem c) Omni van d) Gypsy

2.	List the different names for an automobiles

Tick all the documents you are required to carry while driving

Sl. No	Documents	Tick () documents needed or Mark 'X' for those not needed
1	Certification of Registration	
2	Certificate of Insurance	
3	Driver's License	
4	Emission Test Certificate	
5	Import License	
6	Vehicle fitness Certificate	

4.	List the Roles and responsibilities of a chauffeur/taxi driver?
----	---

5. Write short notes on the invention of automobiles.











2. Assess and Ensure Road Worthiness of the Vehicle

Unit 2.1 – Vehicle Road Worthiness

Unit 2.2 – Basic Technical Check Before the Trip

Unit 2.3 – Escalation of Technical Problem



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Understand the CMVR guidelines and local regulations
- 2. Inspect vehicle service documentation to find any history of technical faults or urgent servicing requirements such as oil and/or filter change
- 3. Carry out basic technical checks as per vehicle manual checklist/procedure
- 4. Report existing or probable defects to the service supervisor or senior driver in sufficient detail so they can detect the issue
- 5. Record deviations observed during the vehicle inspection and during the trip
- 6. Ensure fuel availability in the vehicle before starting the journey
- 7. Understand government initiatives to reduce road accidents
- 8. Conclude about the road worthiness of vehicle in consultation with superiors and if found unfit to decide to use another vehicle
- 9. Carry-out routine checks and regular servicing help in keeping the vehicle in good working condition
- 10. Understand company policies which cover road worthiness requirement, fundamental compliance to technical requirements and standards.
- 11. Understand organizational structure and escalation procedures within the organization

UNIT 2.1: Vehicle Road Worthiness

- Unit Objectives 🥒



At the end of this unit, you will be able to:

- 1. Check that the vehicle meets basic legal and compliance related requirements as per:
- a. The organization guidelines for example the rule books of STUs
- b. CMVR guidelines from MORTH and other guidelines given by Road Transport Authorities such as **RTOs**
- c. All associated safety, security and environmental guidelines
- 2. Inspect vehicle service record indicative of any history of technical defects or urgent need for servicing such as oil or filter change
- 3. Note down all deviations observed while executing point 1 and 2
- 4. Record every associated deviation observed during the trip

2.1.1 CMVR Rules and Local Regulations

Transportation in India is governed by the following

Central Motor Vehicles Rules (CMVR), 1989, issued by Ministry Of Road Transport and Highways (MORTH)

Rules framed by State Transport Undertakings (STUs)

Rules framed by Reginal Transport Office (RTO) or Regional Transport Authority (RTA)

The above rules cover the following

- Ÿ Licensing of drivers of motor vehicles
- Ÿ Registration of motor vehicles
- Ϋ́ Control of transport vehicles (permits to operate)
- Ÿ Construction and maintenance of motor vehicles
- Y Safety Security and Environmental Guidelines
- Ÿ Insurance of motor vehicles
- Ÿ Offences and punishment for violation of rules

Taxi drivers should follow the above rules without fail

Important information relevant for 'Taxi Driver' extracted from the CMRV rules and rules framed by other transport authorities is provided below. Please visit http://www.tn.gov.in/sta/Cmvr1989.pdf to study CMRV rules, 1989 in detail.

(i) Driving License (DL)

The motor vehicles act of 1988 states that no individual without the DL is authorized to drive motor vehicle in public place. A driving license is an official document which permits its holder to operate a vehicle and is issued by the regional transport authority (RTO) of that particular state

Taxi driver should possess Commercial Driving License (CDL) to drive a Taxi. CDL certifies that the holder can drive in public palaces and on highways. Commercial Driving License (CDL) is issued one year after LMV (Light Motor Vehicle) license is issued to any individual. Exemption from this rule is given to the applicants who have completed training in government recognized driving schools.

General procedure for obtaining CDL

- 1. Submit application in the RTA office along with the following documents and pay the stipulated fee
- Ϋ́ Proof of Address- Any of the following documents
 - Ÿ Passport
 - Ÿ Aadhaar card
 - Ÿ VoterID
 - Ÿ Ration card
 - Ÿ Utility bills
- Ϋ́ Proof of Identity- Any of the following documents
 - Ÿ Aadhaar Card
 - Ÿ PAN card
 - Ÿ Passport
 - Ÿ Birth Certificate
 - Ÿ X marks card
- Ÿ Medical Fitness Certificate
- Ÿ Certificate from Driving School recognized by the government
- 2. Attend Driving Test on the day and time intimated to you by the office
- 3. CDL will be issued within 21 working days

Sample smart card driving license is shown below.

This card has a small memory chip. Information such as name of the driver, DL Number, Date of issue, License validity, Date of birth, etc., are stored in a small memory chip and also displaced on the card as seen in below image.



Fig 2.1.1 Driving License

(ii) Taxi Driver Badge

Taxi driver must have public service vehicle badge for driving a passenger vehicle in India and the taxi driver has to be renew the badge after its validity expires.

Steps to get a Badge number:

- Ϋ́ Submit an application in RTA or Road Transport Authority along with proof of Identity like Aaadhar card and proof of address like Voting card
- Ϋ́ Pay the fees which are typically from 300-500 Rupees (fees may vary with state)
- Ϋ́ Badge will be issued within 2-3 weeks.

Sample Taxi driver badge is shown below



Fig 2.1.2 Typical Driver Badge

(iii) Fitness Certificate (FC):

All vehicles must have a fitness certificate in order to be registered. It is an official document which certifies that a vehicle is fit to drive at public places. This fitness certificate is issued to the Taxi by RTO after checking the taxi for roadworthiness. For a taxi the fitness certificate has to be renewed each year.

Steps to Renew Fitness Certificate

- Ÿ Submit application for renewal in the RTA office attaching copies of the documents given below:
 - Ϋ́ Tax token which states that the vehicle tax is paid
 - Ϋ́ Pollution Certificate
 - Ÿ Valid insurance certificate
 - Ϋ́RC
- Ÿ Pay fees for the renewal typically ranging from 200-400 INR
- Ÿ Prove road worthiness of the Taxi to the Inspector using a vehicle service record with records of all maintenance and service tasks that has been performed over the years. Alternatively take the vehicle to Fitness Testing Centre with all the equipment for testing and produce the OK certificate issued by them in RTA office.
- Ÿ FC is issued by the RTO office within 21 working days (may vary according to state)

 $In spection\, Authority\, checks\, the\, following\, before\, issuing\, the\, Fitness\, Certificate$

ltem	Check Fitment	Check make/type/ rating, etc. as per original equipment recommendations	Check conditions	Check functioning	Test	Remarks
1	2	3	4	5	6	7
Sparkplug/ Suppressor cap/High Tension cable	Yes	Yes	Yes	No	No	
<u>Head Lamp</u> <u>Beams</u>	Yes	No	Yes	Yes	Check	Beam focus as per Annexure VII
Other Lights	Yes	No	Yes	Yes	No	Also ensure that unauthorized lights are not fitted
Reflectors	Yes	No	Yes	No	No	Ensure colour of reflectors and reflective tapes arc as per rule 104
Bulbs	Yes	Yes	Yes	No	No	Ensure that head light bulbs wall- age, especially halogen is not higher than those indicated in IS 1606 — 1993 and also ensure thas halogen bulbs with P45t caps are not used in all vehicles
Rear View	Yes	No	Yes	No	No	_

Safety Glass	Yes	Yes	Yes	No	No	Laminated windscreen glass is used for vehicles manufactured from April, 1996 onwards
Horn	Yes	No	Yes	Yes	No	_
Silencer	Yes	No	Yes	Yes	No	Ensure no leakage
Dash board	Yes	No	Yes	Yes	No	_
Windshield	Yes	No	Yes	Yes	No	_
Exhaust emission	No	No	No	No	Yes	Pollution under Control Certificate
Braking system	Yes	No	Yes	Yes	Yes	As per rule 96(8)
Speedometer	Yes	No	Yes	Yes	No	As per rule 117
Steering gear	Yes	No	Yes	Yes	Check free play	Check free play as per rule 98 for vehicles with steering wheel.

Table 2.1.3 Courtesy: CMVR guidelines

Sample FC is shown below

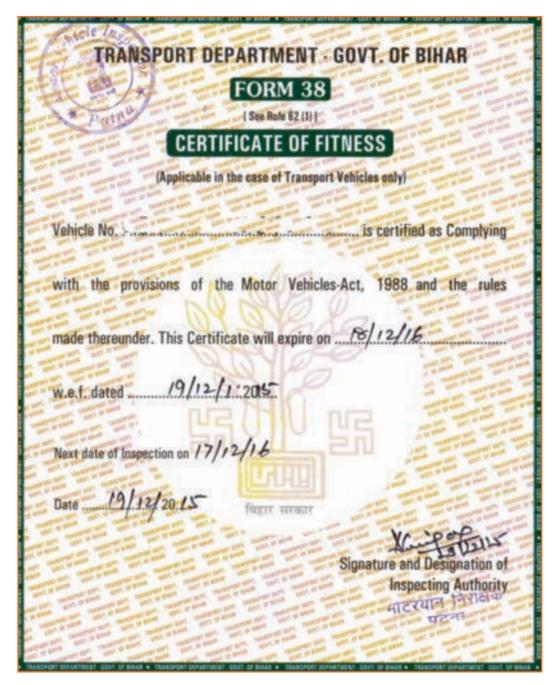


Fig 2.1.4 Fitness certificate (FC) Example

(iv) Registration Certificate (RC)

The RC is an official document which serves as proof that the vehicle details are recorded by the Government of India. The RC can be obtained from the relevant RTO when the taxi vehicle is purchased, if new. The RC is valid until the Fitness Certificate is valid. The data such as Reg No., engine No,

In the RC shown below Vehicle model, Body type, fuel type, etc., are stored in small memory chip and also displayed on the card as below.

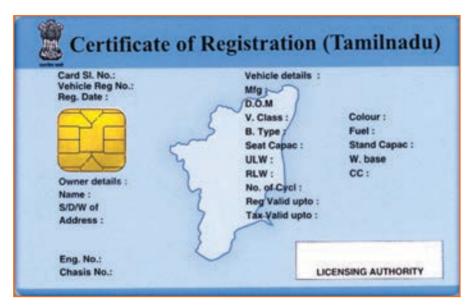


Fig 2.1.5 Typical Registration certificate (RC)

(v) Vehicle Insurance

Ÿ Vehicle Insurance is a contract between an insurance company and taxi driver that the insurance company will reimburse the expenditure for repair of the vehicle and medical expenditure after an accident, on payment of certain amount of money, called premium at regular intervals to the company. Vehicle insurance has to be renewed each year after its validity expires. company. Vehicle insurance has to be renewed each year after its validity expires.

Steps to Buy/Renew Insurance for a transport vehicle:

- Ϋ́ Submit the application form to the Insurance Company either on paper or online with relevant vehicle details such as make and model etc.
- Ÿ Choose the insurance cover (amount for which the vehicle is insured against) and premium to pay
- Ÿ Pay the premium
- $\ddot{\gamma}$ Insurance certificate will be issued on same day / immediately in case of online renewal.

Sample Insurance policy is shown below.

	Motor Policy						
e of the Policy Holder munication Address	A STATE OF THE STA		Policy No				
Inunication Address			Policy Type				
			Total Prensum Policy Start Date				
tact No							
A ID			Policy End Date	4			
d for the Saltaneous		nicle Details	in the second	pa			
Rag no NWOONEWOOOO	Year of Manufacture 2013			CONTROL OF STREET STREET, STRE	Fuel Type Diesel		
red Declared Value of the Vehicle 1) 1272991	Seating Capacity(Including Driver) 7	Chassis / Engine	Chassis / Engine		Cubic Capacity:2179		
MW-SMS2	Vous Pression	m Details(in Rs)					
		ige Premium(A)			_		
Vehicle		9 Additional Cover					
Accessory (IMT 24) (0)	The second secon	00 Depreciation Cove	The street of the state of the				
CNG/LPG (MT 25) (0)	0.0	the second second second second second	1100.00		3,182.4		
Basic Own Damage Premium		-	toadude Assistance Cover				
Voluntary Deductible	0.0	00	The second of th				
No Claim Bonus (0%)	.00	0					
Discounts	-22.554.7	3					
	Total Own Damage	ye Premium			23,548.8		
Contract of the Contract of th	Liability	Premium (8)					
Basic TP Premium (Including T	PPD)				2,853.0		
PA to Owner Driver							
Unnamed PA Cover to Passengers (MT 16)							
Legal Liability to Paid Driver (IM	1 28)				50.0		
Bi-Fuel Kit		AND VICE			3,003.0		
Total Liability Premium							
The Later of the Control of the Cont							
THE REAL PROPERTY AND ADDRESS OF THE PERSON NAMED IN COLUMN TWO IN COLUM					3,281.7		
Total Premium(In Rs)					29,833.0		
(d) Pace Making (e) Speed Testing (f	Total Liability Pre of the vehicle for any purpose other than: (a) H j Relability Trial (g) Any purpose in connection person driving holds an effective driving locens	rine or Rieward (b) Carris n with Motor Trade: Only	er's Clause: Persons or	Classes of person enti-	2 iggage/i ted to dr		

Fig 2.1.6 Insurance Certificate (IC)

(vi) Pollution Under Control (PUC) Certificate

Taxi should have Pollution Under Control (PUC) certificate that states that the vehicle meets the emission and pollution control regulations as stated by the government of India (Please Refer PUC Test Limit Criteria Table below). The PUC for a taxi has to be renewed after 6 or 3 months depending on the state Norms.

Below table shows PUC test limit criteria for four wheeler vehicle

TYPE OF VEHICLE	% OF CARBONMONOXIDE	HYDROCARBON MEASURED IN PPM
4 wheelers manufactured according to Pre Bharat Stage II Norms	3	1500
4 wheelers manufactured according to Pre Bharat Stage II, Stage III or subsequent norms	0.5	750
4 wheelers manufactured according to Bharat Stage IV vehicle	0.3	200

Table 2.1.7 PUC Test Limit Criteria

Sample PUC certificate is shown below.

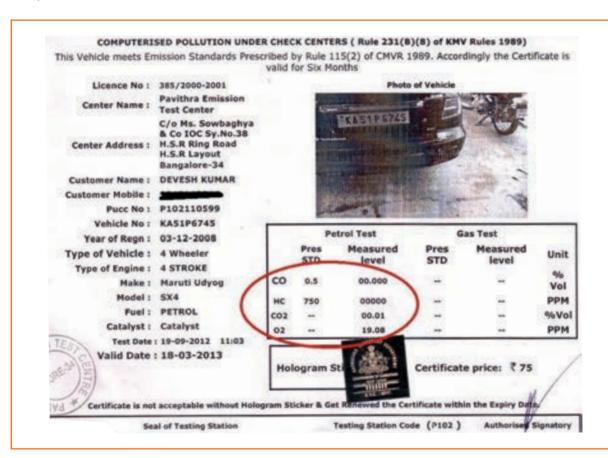


Fig 2.1.8 Pollution under control (PUC)

(vii) Road worthiness of the vehicle

Vehicle Road worthiness indicates the ability of the vehicle to meet acceptable standards for safe driving on roads in term of performance of different aggregates (Gearbox, Brake, engine etc) body condition, tyre condition, proper working of other safety parameter (Seat Belt, Wipers, all lights etc).

As the pie chart below, a large part of road accidents (around 2.8%) is caused by defective mechanism of vehicles as on year 2014.

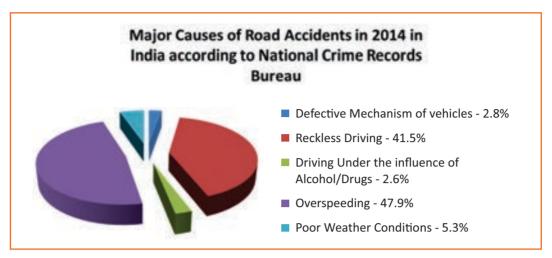


Fig 2.1.9 Major Causes of Accidents

It is the responsibility of the Taxi Driver to make sure that the Taxi is road worthy all the time by checking the taxi as per the checklist provided by the agency which may be similar to what is shown below.

Tick 'Yes' or 'No'

SI. No	Check the availability/adequacy/defects and condition of:	Yes	NO
1	Rearview mirrors		
2	Safety belts		
3	Windshield wiper blades and fluid		
4	Horn		
5	Head light adjustment		
6	Brakes		
7	Emergency brake		
8	Turn/directional signals		
9	Tires tread and pressure		
10	Oil and coolant levels		
11	Brake lights		

12	Taillights	
13	License plate light	
14	Muffler system	
15	Fire extinguisher	
16	Windshield, with no cracks?	

Few tips for checking some of the above are provided below.

1. Seat belts

Seat belts are used to secure the driver and passenger during accidents. The frequent usage of seat belt can minimize its efficiency. A faulty seat belt put you at risk. So it is very important to check the seat belt condition before start the trip. Tug on the seat belt slowly and then quickly to check the efficiency it. Change the seat belts immediately if any problems found. Do not start your ride with faulty seat belts.

2. Mirrors

It is essential to check all the mirrors both inside and outside the cab, so that the driver will be able to monitor the traffic conditions around the vehicle without any interruptions. Check for any cracks, positions of the both side mirrors and inside rear view mirror to avoid the accident. Make sure the mirrors are hanged firmly.

3. Windows

Checking the functioning of the windows is one of the important activity during the vehicle maintenance. Damaged windows could be the possible cause of an accident. Using laminated glass for windows can prevents the windows from shattering into several sharp pieces which can save the driver and passengers from injuries.

4. Tyres

Check the air pressure of the tires and tread according to the manual or tire pressure chart provided by the manufacturer. If the tread is worn beyond the indicator mark then it should be replaced. Tyres with proper air pressure will give good road grip and steering control. It also increases the vehicle mileage.

5. Oil and Brake fluid

Four-wheeler engine is more dependent upon the engine oil; Engine oil reduces the friction of engine and helps to run the engine smoothly. It is necessary to check the level of engine oil on a regular basis (i.e. after 20,000-30,000 miles or after 2 years), whichever is earlier.

Brake oil helps to make the brake system works properly. It is essential to check the level of brake oil in the vehicle periodically. Check the brake oil level in the brake oil reservoir which is located inside the bonnet. The oil level is supposed to fall between minimum and maximum level. If the oil level fall below the prescribed level replace the oil immediately

6. Head Lights

Lighting systems play a critical role in safe driving. It is mandatory to check the head lights, hazard lights, tail lights, parking lights and number plate lights are working in good conditions before start the drive. The vehicle lighting system should be in compliance with the local motor vehicle law.

Vehicle Service Record

It is also essential to make sure that servicing of the Taxi is performed according to the OEM service manual. Taxi should be left for free servicing as per the schedule indicated by the OEM without fail. Record of the vehicle services should be maintained meticulously so that the Taxi is always roadworthy. Every organization has different formats to record the vehicles. It can either be a hard copy or on line in the form of excel or spreadsheet. The minimum information in the vehicle service record is indicated in the table below.

Sl. No	Details of Service	Date of servicing	Parts replaced	Date for next servicing	Expenditure

Even when a new Taxi is allotted, Taxi Driver should study the vehicle services record to ensure that any imminent servicing is done to ensure road worthiness.

Defects found during the trip

Even after you have checked the car before starting the trip it is always possible that the car may occasionally develop a problem during the trip. You may solve with your knowledge or in consultation with senior drivers or using the aid of local mechanics. Maintain records of all the defects and remedies deployed so that you will be able to provide detailed feedback on the car to ensure that all possible actions are initiated by the agency to ensure that the problems are not repeated thereby increasing the road worthiness of the vehicle and the reputation of yourself and the organization you are working for.

Initiative taken by government of India

In this context it is apt to know the initiatives taken by the Government of India/Judiciary to eliminate unfit vehicles from plying on the roads. Given below are a few of the measures under implementation/proposal:

- Ÿ Ban on automobiles older than 15 years based on the request from Society of Indian Automobile Manufacturers (SIAM)
- Ϋ́ Ban on movement of diesel vehicles which have been manufactured before 10 years as proposed by National Green Tribunal (NGT), providing compensations to the owner up to 1.5 lakhs to the owners, creating centers to scrap vehicles over 10 years of age
- \ddot{Y} Make PUC compulsory for all diesel vehicles over 10 years of age in the National Capital Region
- Ϋ́ Sale and registration of Bharat Stage (BS)-III emission norm-compliant vehicles from April 1 2017. All vehicles which have been manufactured from April 01 2017 should adhere to the BS-IV norms.
- Ϋ́ Remove all vehicles which were manufactured before 10 years off Indian roads

(viii) Compliance to Traffic Rules and Regulations

A chauffeur/taxi driver must understand and follow the traffic rules, safe driving norms, regulations and various traffic signs enumerated in the rued farmed by various transport authorities. Taxi Driver should also know the latest amendments in rules and the fines for violating rules. Taxi driver should also be aware of the restrictions imposed on travel through certain routes announced by the traffic authorities like one way, no turn, road blocked for repair etc. to ensure that he complies with the rules and regulations.

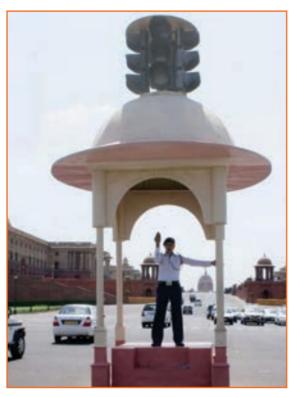


Fig 2.1.10 Traffic Control

The first and most important aspect related to taxi driving is understanding the significance of traffic lights. The following table has the significance of each color of the traffic light and the action when that particular color is displayed.

Sign	Description	Description
	Red color indicates that vehicles have to stop movement	Slow down and stop the vehicle before the stop line.
	The amber indicates signal change from green to red and vice versa. This gives time to vehicles to clear the road when the signal is changing from green to red.	If caught in the Amber signal in the middle of a large road crossing do not accelerate your car in panic but move ahead with care.

Green light indicates that vehicles have to move	Look around, if safe, move smoothly.
Steady green arrow signal	Move in the direction indicated by the arrows.
Flashing Red signal	Stop completely and give the other commuters their right of way.
Flashing amber signal	Slow down and proceed with caution

Table 2.1.11 Traffic Signals

Taxi driver should also be familiar with all the road signs. The significance of each sign and the action necessary when you come across the sign are covered in detail in chapter 4.

(ix) Type Approval of Passenger cars

To make sure of the safety of the driver, passengers and the public and to minimize damage to the environment all the passenger cars are subject to type approval before they are produced in large numbers. Items/aggregates and systems checked in a motor car along with the applicable rule are provided in the figure given below. Please visit web site http://www.tn.gov.in/sta/Cmvr1989.pdf for detailed information

Indian Type Approval of Passenger Cars

As per central Motor Vehicle Rules (CMVR), 1989



	ENVIRONMENT
	Pass by Noise/Silencers:
	CMV Rule-120, IS: 3028
	Emissions: CMV Rule - 115
	Fuel Consumption: CMV Rule –
•	124-31 Carbon Balance method
	Exhaust gases: CMV Rule-112

	PASSIVE SAETY
6	Steering Gear: CMV Rule – 98, IS:11948

Exhaust pipe location CMV Rule - 113

7	Horn Performance CMV Rule – 119, IS: 1884
8	Horn Installation: CMV Rule – 119, AIS: 014
9	Drivers Field of Vision: CMV Rule 124-34, AIS: 021
	CMV Rule 124-34, AIS: 021
10	Speedometer: CMV Rule: 117, IS:11827
	Rear View mirror performance:

12	Rear View mirror installation: CMV Rule – 125, AIS 002
	CMV Rule – 125, AIS 002
13	Tyres Performance: CMV Rule-96, AIS: 044
14	Tyres Installation: CMV Rules- 95, AIS: 051
15	Condition of Tyres: CMV Rule 94

CMV Rule-125, AIS: 001

	Contained of Tyrest Citt Hale 5 1
16	Size & ply rating of tyres: CMVR - 95
17	Brakes Fitment: CMV Rule - 96
18	High Speed Brake Requirements:

	CIVIV Rule – 96B
19	Brakes Requirements (ABS- Optional):
	Brakes Requirements (ABS- Optional): CMV Rule-96, IS: 11852
	Lighting /Signalling Installation

20	CMV Rule – 124-20, AIS: 008
21	Lighting/Signalling Performance: CMV Rule – 124-20, AIS: 012
	Hydraulic Brake Hose:

22	CMV Rule-124-2, IS:7079
23	Hydraulic Brake Fluid: CMV Rule- 124-3, IS:8654
	CMV Rule- 124-3, IS:8654

ı		
	24	Wheel Rims: CMV Rule – 124-8, IS:9436
ı		AAII I I I O II I

ĺ	20	Hand Latab. CNAV Dula 124 17 1
	25	CMV Rule – 124-14, IS: 13941
	Wheel nut, disc & Hub caps:	

26 Hood Latch: CMV Rule – 124-17, IS:14226

	CMV Rule – 124-19, SS:12.1
20	Acc. Control system:
28	CNAV/ Dula 124 15 15:12 143

	CIVIV Rule – 124-15, IS:12.14283
29	Windscreen Wiper: CMV Rule- 101 AIS: 019

30	Wheel	Guards:	CMV	Rule –	124-1	3, IS:	13943
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Bumpers: CMV Rule – 124-41, AIS: 006
Arrangement of Floor Controls:
CMV Rule- 124-45 AIS: 035

	CIVIV INDIC 124 43, AIS. 033	
33	Gradeability: CMV Rule- 124-23	ΔIS: 003

22	FMI: CMV Rule-124-21 AIS: 004

Pass by Noise/Silencers: CMV Rule-120, IS: 3028 36 Safety Belt, Anchorages: CMV Rule-125, AIS:015 37 Seats, their Anchorages and Head Restraints: CMV Rule-125,AIS:016 Exterior Projections: CMV Rule-124-111S:13942 39 Fuel Tank – Non Plastic: CMV Rule-124-7,IS:12056 40 Interior Fittings: CMV Rule-138-a,IS:15223 41 Safety Glass: CMV Rule-100,IS:2553 42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic: S.O.1431 dt 20th Aug 2007,IS:15547		PASSIVE SAFETY
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36 CMV Rule-125, AlS:015 37 Seats, their Anchorages and Head Restraints: CMV Rule-125,AlS:016 38 Exterior Projections: CMV Rule-124-111S:13942 39 Fuel Tank — Non Plastic: CMV Rule-124-7,IS:12056 40 Interior Fittings: CMV Rule-138-a,IS:15223 41 Safety Glass: CMV Rule-100,IS:2553 42 CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & Retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	33	CMV Rule-120, IS: 3028
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37 Head Restraints: CMV Rule-125,AIS:016 Exterior Projections: CMV Rule-124-111S:13942 39 Fuel Tank – Non Plastic: CMV Rule-124-7,IS:12056 40 Interior Fittings: CMV Rule-138-a,IS:15223 41 Safety Glass: CMV Rule-100,IS:2553 42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & Retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	30	CMV Rule-125, AIS:015
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38 CMV Rule-124-111S:13942 39 Fuel Tank – Non Plastic:	37	Head Restraints: CMV Rule-125,AIS:016
CMV Rule-124-1115:13942 Fuel Tank – Non Plastic: CMV Rule-124-7,IS:12056 Interior Fittings: CMV Rule-138-a,IS:15223 Safety Glass: CMV Rule-100,IS:2553 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 Side door impact: CMV Rule-124-6,IS:12009 Door Locks & retention components: CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	38	Exterior Projections:
39 CMV Rule-124-7,IS:12056 40 Interior Fittings: CMV Rule-138-a,IS:15223 41 Safety Glass: CMV Rule-100,IS:2553 42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	30	CMV Rule-124-111S:13942
CMV Rule-124-7,IS:12056 40 Interior Fittings: CMV Rule-138-a,IS:15223 41 Safety Glass: CMV Rule-100,IS:2553 42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 Door Locks & retention components: CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	39	
41 Safety Glass: CMV Rule-100,IS:2553 42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	33	CMV Rule-124-7,IS:12056
42 Steering impact GVWup to 1.5t: CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks & retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	40	Interior Fittings: CMV Rule-138-a,IS:15223
42 CMV Rule-124-5,IS:11939 43 Side door impact: CMV Rule-124-6,IS:12009 44 Door Locks &retention components: CMV Rule-124-16,IS:14225 45 Fuel Tank Plastic:	41	Safety Glass: CMV Rule-100,IS:2553
43 Side door impact: CMV Rule-124-6,IS:12009 Door Locks &retention components: CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	12	Steering impact GVWup to 1.5t:
Door Locks &retention components: CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	42	CMV Rule-124-5,IS:11939
CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	43	Side door impact: CMV Rule-124-6,IS:12009
CMV Rule-124-16,IS:14225 Fuel Tank Plastic:	11	Door Locks &retention components:
1/5 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	44	CMV Rule-124-16,IS:14225
S.O.1431 dt 20th Aug 2007,IS:15547	45	Fuel Tank Plastic:
		S.O.1431 dt 20th Aug 2007,IS:15547

		LIGHTING EQUIPMENT
	46	Reflectors: CMV Rule-104,AIS:057
	47	Automobile Lamps: CMV Rule-124-1 AIS:034
	48	Signaling devices, direction indicators &
		stop lights CMVR -102
	49	Position of the indicator: MV Rule-103
	50	Headlamp height: CMV Rule -105,IS:8415
	51	Deflection of lights: CMV Rule-106
	52	Use of red or white light: CMVR-108
	53	Parking light: CMV Rule-109

54	Prohibition of spotlights:	CMV	Rule-111

OTHER REQUIREMENTS

	Warning Triangles: CMV Rule – 138 AIS: 022	
2	Overall Dimensions: CMV Rule - 93	
3	Forward & Backward Motion: CMV Rule - 99	
4 Embossment of Chassis & Engine No. & Date of Manufacture. CMV Rule		

Fig 2.1.12 Regulatory requirements for passenger vehicles as per CMVR, 1989

- 2.1.2 Traffic Violations and Fines in India –

The motor vehicle act, 1988, CMVR, 1989 and SMV Rules are the legal instruments for the conduct of road traffic in India. Below table shows list of common offences and the consequent penalties.

I. Offences related to Documents

Sl. No	Offences	Section	Penalty/Sentence
1	Driving without carrying a valid DL	3 r/w 181 Motor Vehicle Act	INR 5000 or imprisonment for up to 3 months
2	Permitting your vehicle to be driven by an individual who does not hold a Valid Driving License.	5 r/w 180 Motor Vehicle Act	INR 5000 or imprisonment for up to 3 months
3	Not carrying the required documents as specified in Motor Vehicle Act while driving.	130(3) r/w 177 Motor Vehicle Act	INR 500
4	Driving without a Valid Auto Insurance.	130 r/w 177 Motor Vehicle Act	INR 2000
5	Driving without a Valid Permit.	130 r/w 177 Motor Vehicle Act	Up to INR 5000 and no less than INR 2000
6	Driving without Valid Vehicle Fitness Certificate.	130 r/w 177 Motor Vehicle Act	Up to INR 5000 and no less than INR 2000
7	Vehicle without RC Book (Registration Certificate)	39 r/w 192 Motor Vehicle Act	INR 2000

ii. Offences related to Driving

Sl. No	Offences	Section	Penalty/Sentence
1	Driving by a minor (aged below 18).	4 r/w 181 Motor Vehicle Act	INR 500
2	Letting an unlicensed fellow to drive.	5 r/w 180 Motor Vehicle Act	INR 1000
3	Driving bikes/ two wheelers without wearing a helmet.	129 r/w177 Motor Vehicle Act	INR 100
4	Driving without fastening the seat BELTS.	138(3) CMVR	INR 100

			_
5	Rough/ Reckless/ Negligent Driving	177 Motor Vehicle Act	INR 100
6	Hazardous or hasty (over the speed limit) driving	184 Motor Vehicle Act	INR 1000 and/ or imprisonment up to 6 months
7	Not driving in the proper lane.	112-183 Motor Vehicle Act	Court Challan
8	Driving in the center and not keeping to left side of the road.	66 r/w 192 Motor Vehicle Act	INR 100
9	Driving against One Way.	2 RRR r/w 177 Motor Vehicle Act	INR 100
10	Reversing without due caution and care.	17 (i) RRR 177 Motor Vehicle Act	INR 100
11	Taking "U" turn during forbidden hours.	MMVR 233	INR 100
12	Not taking adequate care while taking a "Turn".	177 Motor Vehicle Act	INR 100
13	Failing to slow down at intersection/junction.	12 RRR	INR 100
14	Not carrying on left of traffic island.	177 Motor Vehicle Act	INR 100
15	Carrying people on Footboard.	3 RRR	INR 100
16	Carrying people to the point that it causes inconvenience (be it for rearview visibility or gear shifting) to the driver.	177 Motor Vehicle Act	INR 100
17	Driving on Footpath	RRR 177 Motor Vehicle Act	INR 100
18	Stopping at pedestrian from crossing or crossing a Stop Line (Zebra Cross).	RRR 177 Motor Vehicle Act	INR 100

iii. Offences related to Road Marking

Sl. No	Offences	Section	Penalty/Sentence
1	Violating the Yellow Line.	119/177 Motor Vehicle Act	INR 100
2	Violating the Stop Line.	113(1)/177 DMVR	INR 100
3	Violating the Mandatory Signs.	119/177 Motor Vehicle Act	INR 100

iv. Offences related to Vehicle Number Plates:

Sl. No	Offences	Section	Penalty/Sentence
1	Use of Offensive Number Plate for vehicle used in driving.	CMVR 105 (2) (ii)	INR 100
2	Displaying 'Applied For'.	177 Motor Vehicle Act	INR 4500

v. Offences related to Vehicle Lights:

Sl. No	Offences	Section	Penalty/Sentence
1	Improper use of headlights and/ or tail light for your vehicle used in driving.	CMVR 105 (2) (ii)	INR 100
2	Using a High Beam when it is not needed.	177 Motor Vehicle Act	INR 100

vi. Offences related to Horn

Sl. No	Offences	Section	Penalty/Sentence
1	Driving without a Horn.	119(1)/177 CMVR	INR 100
2	Improper usage of horn when you drive.	CMVR 105 (2) (ii)	INR 100

vii. Offences related to Traffic Police

Sl. No	Offences	Section	Penalty/Sentence
1	Disobeying a Traffic Police Officer in uniform.	119 Motor Vehicle Act	INR 100
2	Driving against Police Signal.	22 (a) RRR	INR 100
3	Not complying with the manual Traffic Signal.	177 Motor Vehicle Act	INR 100

viii. Offences related to Traffic Signal:

Sl. No	Offences	Section	Penalty/Sentence
1	Not complying with the Traffic signal / Sign Board.	22 (b) RRR	INR 100
2	Failing to give the appropriate Signal.	239 MMVR	INR 100
3	Signal Jumping.	177 Motor Vehicle Act	INR 100

ix. Offences related to Speed & Overtaking:

Sl. No	Offences	Section	Penalty/Sentence
1	Driving above the permitted Speed Limits by the Traffic Police.	112 - 183 Motor Vehicle Act	Up to INR 1000
2	Abetment for Going over the Speed Limit.	112/ 183 (2) Motor Vehicle Act	INR 300
3	Overtaking hazardously.	6 (a) RRR r/w 177 Motor Vehicle Act	INR 100
4	Failing to deliberate way to sanction Overtaking.	7 RRR	INR 100
5	Overtaking from the Wrong Side.	INR 100	177 Motor Vehicle Act

x. Offences related to Driving:

Sl. No	Offences	Section	Penalty/Sentence
1	Purposely disobeying Lawful Directions.	132/179 Motor Vehicle Act	INR 500
2	Driving under influence of Alcohol and/ or Drugs.	185 Motor Vehicle Act	INR 2000 and/ or imprisonment for up to 6 months
3	Using Mobile Phone while Driving.	184 Motor Vehicle Act	Up to INR 1000
4	Leaving a vehicle in untenanted engine.	126-177 Motor Vehicle Act	INR 100
5	Leaving vehicle in a dangerous position.	122 177 Motor Vehicle Act	INR 100
6	In case of an accident involving a minor.	184 Motor Vehicle Act	INR 1000
7	Playing music while Driving.	102/ 177 Motor Vehicle Act	INR 100
8	Driving without a fixed Silencer.	120/190 (2)/177 CMVR	INR 100
9	Driving when emotionally, mentally and/ or physically unfit.	186 Motor Vehicle Act	Court Challan

xi. Offences related to Towing of Automobiles:

Sl. No	Offences	Section	Penalty/Sentence
1	Car, Jeep, Cab, Auto Rickshaw	RRR 177 Motor Vehicles Act	INR 200

xii. Offences related to Pollution:

Sl. No	Offences	Section	Penalty/Sentence
1	Smoking in Public Transport is strictly prohibited.	86 (1) (5)/ 177 DMVR	INR 100
2	Pollution Not Under Control.	99 (1) (a)/ 177 DMVR	INR 100
3	Using multi-toned and/ or shrill horn.	119 CMVR	INR 500
4	Blowing Pressure Horn.	190 (2) Motor Vehicle Act	INR 100
5	Silencer and/ or muffler making a huge noise.	96 (1)/ 177 DMVR	INR 500
6	Smoky Exhaust (against specifications).	CMVR 120	INR 500
7	Use of horn in Silence Zone.	190 (2) Motor Vehicle Act	INR 100

xiii. Offences related to Motor Vehicles:

Sl. No	Offences	Section	Penalty/Sentence
1	When motor vehicle is out of state for more than 12 months.	47 - 177 Motor Vehicles Act	INR 100
2	Without Wiper	CMVR 101 5,12 177 Motor Vehicles Act	INR 100
3	Without Side Mirror	5, 7/177 Motor Vehicles Act	INR 100
4	Vehicles that are fitted with tint/dark glasses or sun films.	100 CMVR 177 Motor Vehicles Act	INR 100
5	Driving without proper or valid number plate or illuminating the number plate at the back.	236 MMVR 177 Motor Vehicles Act	INR 100

6	Any kind of misbehaviour with commuters, not wearing the uniform or not showing the badge.	MMVR 21 (18) 177 Motor Vehicle Act	INR 100
7	Usage of Coloured/ Tinted light on the vehicle	97 (2)/ 177 DMVR	INR 100

xiv. Offences related to Commercial Vehicles:

Sl. No	Offences	Section	Penalty/Sentence
1	Transporting people hazardously or carrying people in goods carrier vehicles.	MMVR 108 177 Motor Vehicle Act	INR 100
2	Misconduct by Taxi or TSR Driver.	11(3)/ 177 DMVR	INR 100
3	Over Charging by Taxi or TSR Driver	11(8)/ 177 DMVR	INR 100
4	Charging without having a Meter.	11(8)/ 177 DMVR	INR 100
5	Refusal by Taxi or TSR Driver.	11(9)/ 177 DMVR	INR 100
6	Driving without Khaki Uniform.	7/ 177 DMVR	INR 100
7	Driver without wearing a Badge.	22 (1)/ 177 DMVR	INR 100

xv. Offences related to Parking:

Sl. No	Offences	Section	Penalty/Sentence
1	Parking in the same direction of the flow of traffic.	22 (a) RRR 177 Motor Vehicle Act	INR 100
2	Parking away from walkway towards road.	15 (2) RRR 177 Motor Vehicle Act	INR 100
3	Parking causing Obstruction to other vehicles and people.	15 (2) RRR 177 Motor Vehicle Act	INR 100

4	Parking within 15 meters on either side of a Bus Stop, causing inconvenience to those waiting for bus as well as bus drivers.	15 (2) RRR 177 Motor Vehicle Act	INR 100
5	Parking on a Bridge.	15 (2) (i) RRR 177 Motor Vehicle Act	INR 100
6	Parking in 'No Parking' Zone.	15 (2) RRR 177 Motor Vehicle Act	INR 100
7	Parking the vehicle on Walkways.	15(2) (ii) RRR 177 Motor Vehicle Act	INR 100
8	Parking in front of any gate.	15 (2) (viii) RRR 177 Motor Vehicle Act	INR 100
9	Any kind of obstruction caused due to the way you have parked your vehicle.	15(1) RRR 177 Motor Vehicle Act	INR 100

UNIT 2.2: Basic Technical Check Before the Trip

– Unit Objectives 🧖



At the end of this unit, you will be able to:

- 1. List various models of cars and explain the technical features available
- 2. Supervise and make sure all basic technical checks have been conducted according to standard organization or vehicle manual procedure/checklist
- 3. Explain trouble shooting to solve defects in vehicles/situations
- 4. Check if the vehicle has adequate fuel/charge before starting the journey
- 5. Understand the purpose and use of tools present in the tool kit

2.2.1 Vehicle Models and Its Technical Features –

Taxi driver/chauffeur may have to drive any of the car models in market. As such, he should know the features of all the models well before performing the technical checkup before the trip. This can done either by studying the manuals provided by the OEM or through driving schools or by discussing with senior who may also demonstrate the features.

Some of the important models of cars are shown below and the technical features available in a majority of them are described below.

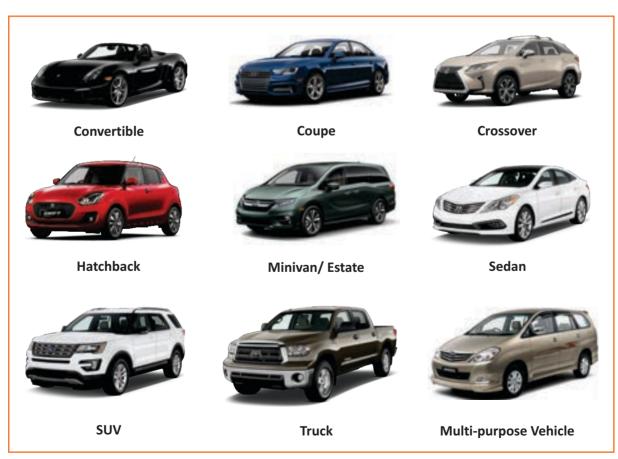


Fig 2.2.1 Vehicle Models

Technical Features

The vehicle models that are being manufactured currently will have one, a few or all of the functionalities given below:

- 1. Cruise Control
- 2. Antilock Braking System
- 3. Electronic Stability Control
- 4. Crash Avoidance Technology
- 5. Parking Assistance
- 6. Steering Lock System
- 7. Working of Push Button Ignition
- 8. Lane departure and frontal collision warning system

1. Cruise Control

Description and Function

- Ÿ Cruise control is also known as speed control/auto cruise.
- Ϋ́ This system controls the speed of a motor vehicle automatically by taking over vehicle throttle to maintain an unchanging speed set by the driver.
- Ÿ All cruise control systems should be capable of being switched off both automatically and manually when the driver steps on the brake, and even in some cases, the clutch as well.
- Ϋ́ Cruise control will commonly include a memory feature to continue the set speed after braking, and a "coast feature" to decrease the actual speed without braking.
- Ϋ́ Cruise Control is mainly useful when driving in top gear throughout the drive duration on highways or motorways

Operation:

The driver should accelerate the vehicle up to desired speed manually and utilize a specified button to set the cruise control to the current speed.



Fig 2.2.2 Cruise Control Dashboard Lamp and Dashboard Button

Advantages:

- Ϋ During long drives this feature which minimizes driver fatigue and enhances driver comfort
- Ÿ It will ensure that the diver is within the specified speed limits

Limitations:

- Ÿ Cruise control gets turned off when braking, which happens during turning
- Y Cannot be used for uneven roads or terrain that require braking, which switches off cruise control
- Ÿ This cannot be used in wet weather or rainy conditions as road grip is low in these conditions making cruise control unsafe

2. Anti-Lock Braking System

Description and Function

- Ϋ́ An anti-lock braking system (ABS) is a safety system that lets the wheels on a motor vehicle to go on rotating under a set speed even during full braking by the driver. This prevents the vehicle wheels from locking into position due to braking, which avoids skidding.
- γ̈ ABS generally provides enhanced vehicle control and reduces stopping distances on dry, wet, and slippery surfaces/roads for drivers.
- γ ABS regulates the brake line pressure independent of the pedal force, regulating the wheel speed to a level needed for optimal braking performance.
- $\ddot{\gamma}$ Automatically alters the brake fluid pressure at every wheel to retain ideal brake performance.
- $\ddot{\gamma}$ ABS engages the unwanted breaking shockwaves and regulates the reaction forces thus allowing the wheel to continue turning under maximum braking pressure.
- ÿ Now ABS is being combined with Electronic brake force distribution (EBD) System. Simply put, EBD is a system wherein the amount of braking force on each wheel of the car can be varied taking factors such as load bearing on each wheel, condition of the road, speed of the vehicle and so on.

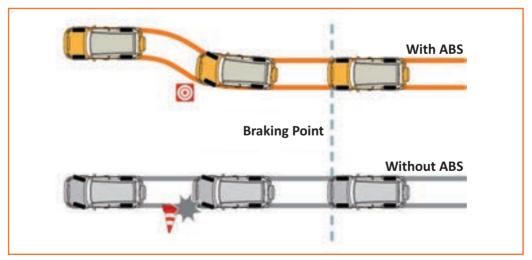


Fig 2.2.3 Anti-Lock Braking System

Operation:

Ÿ Turn on off using the ABS switch or knob

Advantages:

- Ϋ́ Enables Drivers to maintain steering control while braking therefore helping maintain vehicle direction while driving.
- Ÿ It is Safe and effective.
- Ϋ́ ABS absorbs the unwanted breaking shockwaves and regulates the reaction forces thus allowing the wheel to continue turning under maximum braking pressure.

3. Electronic Stability Control

Description and Function

- Ϋ́ Electronic stability control (ESC), is also identified as electronic stability program (ESP) or dynamic stability control (DSC).
- Ϋ́ It is an electronic technology that enhances vehicle safety and stability by identifying and minimizing loss of traction or skidding.
- Ϋ́ When ESC senses loss of steering control, it automatically activates the brakes to aid in "steering" the vehicle where the driver wants to go.
- Ϋ́ Braking is applied automatically to every wheel, for example the outer front wheel to counteract over steer or the inner rear wheel to counteract under steer.
- Ÿ Using several intelligent sensors, ESC instantly detects when a vehicle has moved away from the driver's steered direction and lost control of the vehicle.
- Ϋ́ ESC steadies the vehicle by braking individual wheels and decreasing engine torque to return it to
- Ÿ ESC uses parts of ABS along with traction control together to stabilize the vehicle. But independently ABS and traction control only work in the driving direction.
- Ÿ ESC also helps the driver control sideways movements which create unsteadiness. This makes ESC a complete system controlling all vehicle movement.
- Ϋ́ Some ESC systems also minimize engine power until control is recovered. ESC does not enhance a vehicle's cornering performance; instead, it aids in reducing the loss of control.

Operation

Switch on and off using the ECS switch or knob

Advantage

Refer the illustration below



Fig 2.2.4 Electronic Stability Control

4. Crash Avoidance Technology

Description and Function

- Ÿ A collision avoidance system is an automobile safety system aimed at reducing the intensity of a collision.
- ΫIt is also called a collision mitigating system forward collision warning system or pre-crash system.
- Ϋ́ It employs radar and sometimes camera and laser sensors to sense an impending crash. Radar is suitable for every kind of weather conditions and camera and laser sensors are ineffective when there is rough weather.
- Ÿ After detection, such systems will either warn the driver when there is an impending collision or take action on its own without any driver input in the form of braking, steering or both.
- Ÿ Collision avoidance by braking is appropriate at low vehicle speeds such as below 50 km/hr., while collision avoidance using steering is suitable at faster vehicle speeds.

Operation

• Switch on and off the Crash Avoidance knob or switch

Advantages

Refer the illustration below

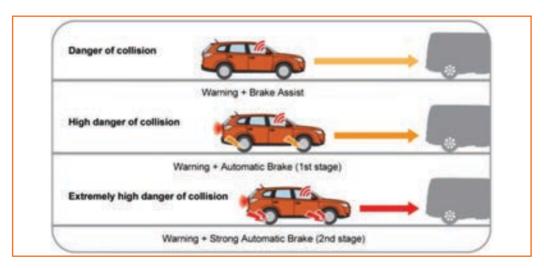


Fig 2.2.5 Forward collision mitigation system

5. Parking Assistance

Description and Function

This is Intelligent Parking Assist System (IPAS), also called as the Advanced Parking Guidance System (APGS).

The technology helps drivers to park their vehicle. The vehicles are fitted with the IPAS, through dashboard screen and button controls

- Ÿ Advanced system versions support parallel or reverse parking.
- Ϋ́ The reverse parking process is almost similar to the parallel parking procedure. The driver has to approach the parking space, and move forward and turn, which will position the vehicle in place for reversing into the target parking spot.
- Ÿ Shifting to reverse will automatically switch on the reverse parking camera system.
- Ÿ After inspecting the parking space and starting the reverse parking process, the same exact parking process will go ahead as the vehicle reverse parks into the target location.
- Υ The design of the system is such that if the driver touches the steering wheel or presses the brake firmly, the automatic parking will stop.



Fig 2.2.6 Parking Assistance

Operation

- Ϋ́ Turn on or off Parking Assistance function knob or push button.
- Ÿ Advantages

The vehicle can steer itself into a parking space with minimal input from the user.

Functions:

6. Steering Lock System

Description and Function

- Ÿ Modern vehicles are set up most of the time with a steering lock which acts as an anti-theft device. It is usually fitted to the steering column right below the steering wheel. The lock is connected to the ignition switch and locked and unlocked either electronically from the vehicles electronic control unit, or by a mechanical ignition key.
- Ϋ
 This is a theft prevention system that locks the steering wheel by locking the main steering shaft to the tube column when the key is removed.
- Ÿ The function of the lock is to protect your ignition switch along with the steering column being used by unwanted people.



Fig 2.2.7 Steering Lock Use in Vehicles

Operation

Ÿ Wedge the forks of the steering lock against the inside of the vehicle steering wheel and insert and turn the key to lock.

Advantages

Υ It adds an extra level of security to your car apart from just locking the doors

Limitations

- Ÿ It is useful only when parking the car for long durations, such as overnight and more
- $\ddot{\gamma}$ It takes up considerable time to lock and unlock as compared to just locking the car doors.

7. Push Button Ignition

Description and Function

- Ϋ́ Some vehicles have keyless, push-button ignition. Here, a key fob which is electronic in nature is detected by the vehicle to enable driving and use of power accessories.
- Ϋ́ The electronic key fob is mostly an oval shaped key which has a transmitter. It sends a unique signal to the vehicle dashboard to automatically unlock the car.
- Ϋ́ This fob can be kept in the driver's clothing pocket or bag. And in this case the ignition switch is a simple button on the dashboard.

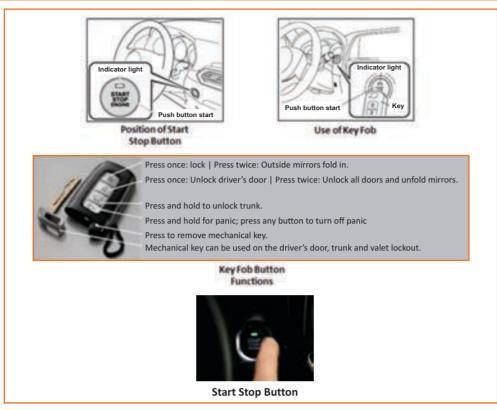


Fig 2.2.8 Operation of Push Button Ignition

Operation

- Ÿ After you get into the vehicle, you should press the brake pedal, after which you should press the engine start/stop button continuously until the engine switches on. To turn off the vehicle, check that the vehicle is in parked gear, then press the engine start/stop button continuously until the engine turns off.
- Ÿ Check that the vehicle engine is completely turned off getting out of the vehicle. This minimizes the danger of Carbon Monoxide poisoning once you park the vehicle with the engine running in a closed space.
- $\ddot{\gamma}$ Like all other cars, apply the parking post turning off the engine to remove the risk of letting the vehicle roll away.

Advantages

The function of this system is to just turn the car on and off, making it a simple operation of pressing a button

8. Lane Departure Warning Systems

Description and Function

Ÿ A lane departure warning system is a device used to warn the driver when the vehicle starts to travel outside its lane without a turn signal in that direction being on. This is meant for use on highways and main roads.

Within this, two major kinds of devices exist:

- Ϋ́ There are systems which warn the driver if the vehicle is wandering from its lane which is also called the lane departure warning (LDW) in terms of visual, audio, along with vibration warnings.
- Ÿ There are also systems which are proactive. These will warn the driver and, when there is inaction from the driver's part, it automatically takes steps to keep the vehicle in its lane (lane keeping system, LKS)

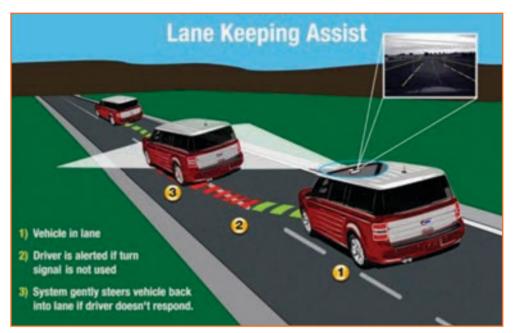


Fig 2.2.9 Lane Keeping System, LKS

Operation

Switch on and off the Lane Departure waring system knob or switch

Advantages

It ensures that the operator does not deviate from the lane either passively or actively

2.2.2 Tool Kit —

Below table shows basic tool to be used while performing technical checks on the vehicle.



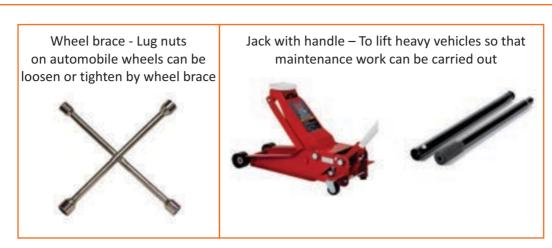


Table 2.2.10 Tool Kit

2.2.3 Dashboard Visual Indicators -

The taxi driver should be aware of the vehicle dashboard signs and controls. Important functions of a car will usually be indicated on the dashboard of a vehicle such as a car.

Given below is a list of dashboard indications that will help a driver detect an issue with the vehicle:

Device	Function	Picture
Speedometer	Indicates speed in kmph.	80 180 40 200 40 220 20 240 260
Odometer	Records overall distance travelled by the vehicle.	4:39 65
Trip Meter	Records distance traveled in a trip and it can be reset by pressing a knob. Some vehicles will come with a maximum of 3 trip meters.	<u>85.8</u> km 20

	T	
Tachometer	Indicates speed of the engine in RPM (Revolutions per Minute)— this aids the driver in saving fuel. It also indicates when to switch gears according to the relevant rpm.	Tachometer
Fuel Gauge	Indicates the volume of fuel remaining in the vehicle fuel tank. This can be measured and displayed either digitally or in analogue form.	E F
Temperature Gauge	Indicates engine coolant temperature. In case engine temperature goes up it is indicated by needle going towards H mark or temperature lamp lights up.	H
Oil Pressure Lamp	Indicates insufficient oil pressure. If this lamp comes on, switch off the engine immediately as it may result in engine seizure.	437
Parking Brake/Brake Fluid Warning Lamp	This lamp indicates the activation of the parking brake. It also indicates when the brake fluid level is low. It is advisable to check brake fluid when parking brake is disengaged.	
Battery Charging Light	Indicates charging system is not working. This may also mean the fan belt is cut or broken. Advisable to get this repaired immediately.	- +

Turn/Hazard Light Indicators	This is used to indicate a turn. It is also used to indicate a hazard, such as when the vehicle breaks down.	
High Beam Indicator Lamp	This means that the main beam of the vehicle is switched on. Not to be used within city limits as it may blind oncoming traffic.	
Warm-up Coil Indicator	This means you should not start a diesel engine when this light is on.	00
Water in Fuel Filter	This means that there is water in the fuel tank. The fuel tank tank has to be drained as soon as possible.	
Service Vehicle Soon (SVS) Lamp	This light means you have to get the vehicle serviced immediately.	6 To

Power Steering Fault Indicator	This means that is an issue with the power steering.	
Engine Malfunction Indicator Lamp	This light means there is a problem with engine sensors. Get the vehicle checked immediately.	
Air Bag Fault	If this lamp doesn't switch off indicates problem with air bag, contact workshop immediately.	
Immobilizer System	If this light blinks, then your vehicle will not start, you have to contact workshop.	F
Driver Seat Belt Reminder	This lamp lights up when you do not buckle up safety belt and try starting the vehicle.	
Immobilizer System	If this light blinks, then your vehicle will not start, you have to contact workshop.	(ABS)

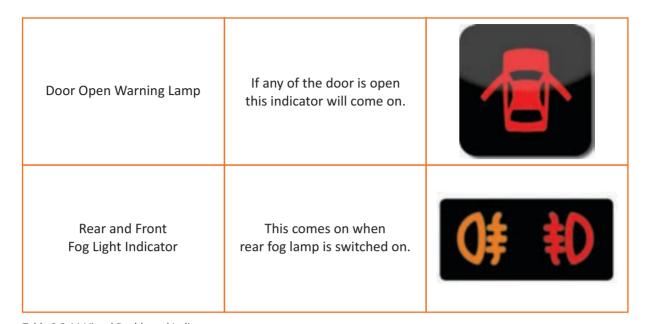


Table 2.2.11 Visual Dashboard Indicators

2.2.4 Performing Technical Checks -

It is essential to perform pre checking of the vehicle before starting the trip to minimize the risk of breakdown. The basic technical checks for the vehicle are described below

1. Check for any fluid leakages

Check under the vehicle for any kind of fluid (i.e. oil, fuel, etc.) leaks. Driving the vehicle with leaking fluids may cause failure of brakes, engine, steering or radiator.

After noticing any leakage, take vehicle immediately to the nearby garage and get it repaired.



Fig 2.2.12 Checking for Engine Oil Leakage

2. Check for the presence of any bottle or other object which can roll under the pedals. If found immediately remove it.



Fig 2.2.13 (a) Checking the presence of objects under Pedals

3. Check for any loose items on parking brake area, dashboard, etc., if found secure them properly.



Fig 2.2.14 (b) Checking for Loose Objects around Dashboard and Parking Brake Areas

4. Check the tires

Check the tire condition before starting the vehicle. Because a blown tire may lead to loss of vehicle control with regard to direction which may even lead to accidents, along with reduced fuel economy.

Given below are the things to check while inspecting tires:

Pressure level

Regularly check the air pressure of the tires according to the manual or tire pressure chart provided by the manufacturer.



Fig 2.2.15 Using an Air Gauge to Measure Tire Pressure



Fig 2.2.16 Tire Pressure of the Vehicle Printed on a Sticker

Tire tread

You can check the wear on the vehicle tires by visual observation. If the tread are worn out as shown in the images below, then it is time to change the tire as needed.

 $Type\ of\ wearing\ pattern\ due\ to\ in-proper\ inflation\ pressure\ has\ to\ informed.$

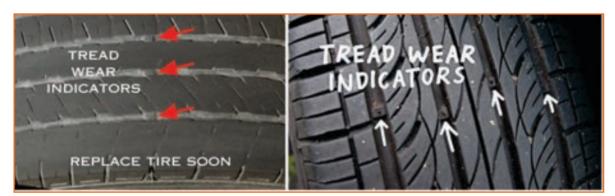


Fig 2.2.17 Tire Tread Wear Patterns

5. Engine Oil

The performance of a four-wheeler engine is dependent upon whether the engine oil is refilled in a timely manner. The function of engine oil is to reduce friction between the internal moving parts of the engine. It helps run the engine smoothly therefore it is necessary to check and refill the engine oil level periodically.



Fig 2.2.18 Topping up the Engine Oil

Following are the steps to check the engine oil

Open the bonnet by pulling the bonnet release lever. Typically, the lever is located at the driver-side foot well. The image on the right side represents a typical bonnet releasing lever After opening the bonnet locate the dipstick. The oil level can be checked by pulling out the dipstick and inspecting it. Pullout the dipstick and wipe clean with a cloth.

Check the oil level on dipstick. The oil level should not be permitted to go below the lower level of dip stick.



Insert the dipstick back into the tube.



Table 2.2.19 Checking the Engine Oil

Given below is a set of one word indicators regarding the state of the Engine Oil using a dipstick

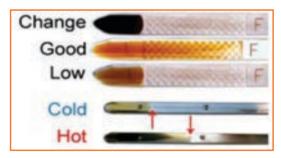


Fig 2.2.20 Condition of Engine Oil

6. Radiator Coolant

The radiator is used to cool the engine. Check the coolant level at the radiator, if it low, follow the steps explained in below table and fill it.



Fig 2.2.21 Filling the Radiator Coolant Oil

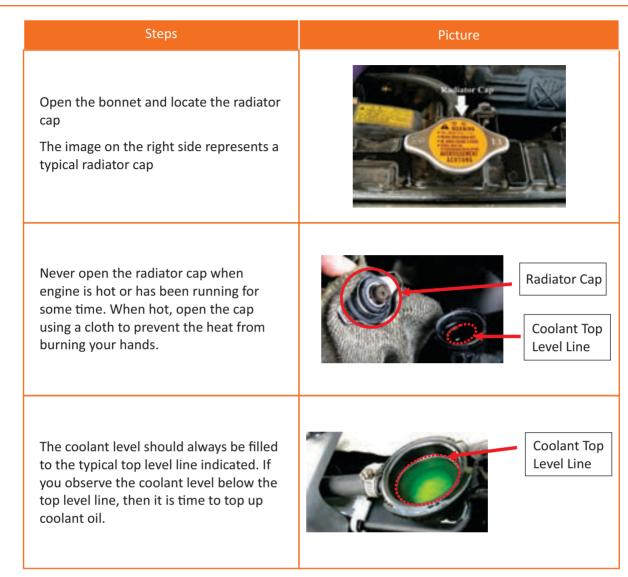


Table 2.2.22 Checking the Coolant Oil Level

7. Brake Oil

Brake oil helps to make the brake system works properly. It is stored in a container typically called Brake Oil reservoir. It is essential to check the brake oil level periodically.



Fig 2.2.23 Filling the Brake oil Reservoir

Following are the steps to check the brake oil

Steps	Picture
Open the bonnet and find the brake oil reservoir The image on the right side represents a typical brake oil reservoir	Brake oil reservoir
Check the brake oil level in the reservoir. The oil level should fall between minimum and maximum level.	MAX MIN

Table 2.2.24 Checking the Brake Oil

8. Wiper Fluid

Wiper fluid is used to remove the dust and dirt from the windshield.



Fig 2.2.25 Filling the Wiper Fluid

Following are the steps to check the wind shield wiper fluid

Steps	Picture
Open the bonnet and find the wiper fluid reservoir The image on the right side represents a typical wiper fluid reservoir	Wiper fluid reservoir
Remove the reservoir cap and check the fluid level. If the fluid level is low fill the reservoir with the windshield washer fluid until it reaches the top.	

Table 2.2.26 Checking the Wind Shield Wiper Fluid

9. Wipers

Wind screen wipers are used to keep the windscreen clear from rain, dust particles. It is important to check the wipers are functioning or not before start the drive.

Following are the steps to use the wiper function

Steps	Picture
Locate the wind screen wiper switch. Typically it is located on the steering column on the opposite side to the light and indicator switches. The image on the right side represents a typical wind screen switch. The red arrows show how the knob should be turned to switch on wipers.	MISTING PROM INT ON ON ON ON

Rotate the knob to activate the wipers. Pull the lever towards you to spray windscreen washing fluid onto the windscreen, In most vehicles, the wipers may operate a couple of times to clear the windscreen before spraying fluid.



Table 2.2.27 Using the Windshield Wiper Function

10. Lighting System

Lighting system plays an important role in safe driving. It provides visibility at night time, signals and alerts the other drivers. The interior lighting system helps to see the instruments and vehicle's interior. It is mandatory to check all the lights before start the drive.



Fig 2.2.28 Headlights and Taillights of a Car

11. Ensuring there is Sufficient Fuel in the Vehicle

Check that there is sufficient fuel in the Car before starting the journey. If the fuel is close to empty, then immediately re-fill the fuel tank with compatible (diesel/petrol) fuel at the nearest fuel station.

12. Check Cabin

Taxi driver should ensure below:

- a. Check cleanliness of the cabin
- b. Make sure that there are no inflammable items kept in the cabin
- c. Check first aid box for all items and expiry date printed on the medicines
- d. Check for any items kept at the rear of the vehicle, they can increase blind zones
- e. Fire extinguisher must be properly fastened and fully secured
- f. No loose items to be kept in the vehicle. They may hit you in case of any accident or sudden braking
- g. Check sun shield for proper mounting and cleanliness



Fig 2.2.29 Clean Cabin

13. Dashboard controls

Position of dashboard controls should be correct. Check for their function/purpose.



Fig 2.2.30 Dashboard Display

Taxi Driver has to start the vehicle and observe the dashboard of the vehicle which indicates proper working of various components in the vehicle such as battery condition, seat belt warning, oil pressure, brake fluid level, etc. If the warning signs continued to glow even after vehicle started for few seconds. Make a note of that symbol or location, reach the service center and get it fixed.

14. Check Battery

Check the battery for proper mounting, tightness of terminals and arresting any corrosion as seen in below figure. If the battery is found to be in bad condition, take the vehicle to the nearest garage and get it cleaned.



Fig 2.2.31 Battery Corrsion at terminals

The Taxi driver can make use of a typical maintenance checklist like the one shown below before starting a journey:

Daily/Shift check (tick or cross)	
	ü orX
Tire condition	
Tire pressure and inflate, if necessary	
Fuel level and oil levels.	
Adjust side/ rear view mirrors.	
Seat is properly adjusted and cleaned.	
Hand brake is in proper position to start.	
No leakage/ spillage of oil.	
Wipers.	
Battery	
Lights/ indicators.	
Free play of steering wheel, brake and clutch pedal.	
Start the vehicle and check all lights, horn, wipers, indicators and penal lights.	
Mounting wheel nuts, propeller shaft nuts tighten if necessary.	
Electrolyte in the battery.	
All hoses for any crack or leakage.	
Oil, fuel and coolant/water level.	
Fan belt for free play and cracks.	
Windscreen, window glasses, side and rear-view mirrors and complete vehicle's body.	
Any leakage under the vehicle.	
For any abnormal noise from the engine and rattling sounds.	
Serviceability of brakes, speedometer and gears	

2.2.5 Troubleshooting

It is very much essential that the taxi driver should have the ability to trouble shoot especially when he goes on long trips or palaces where suitable personnel are not available to support him. He/she can take appropriate action to bring back the vehicle to running condition based on the results of trouble shooting.

Dead Battery

If the car does not switch on then the issue is most probably due to a battery with low charge or a dead battery or loose connections. Check the connector for tightness of the same. If found ok, In this case, call a close by garage or Auto Shop to help charge the dead battery. Given below is an image of an auto mechanic jumpstarting a car.



Fig 2.2.32 Mechanic Jump Starting a Car

Vehicle getting stuck

When the car gets stuck in a pothole or in mud and slush, it may not respond to the accelerator in the normal way. In this case switch to the first gear for maximum pulling power, and slowly accelerate the car to get the car moving again. Given below is an image of a car getting stuck in a muddy road



Fig 2.2.33 Car Stuck in The Mud

Overheated Engine

If there is smoke coming out of the car bonnet, it is most likely due to the engine overheating. See the temperature gauge (in case of overheating the gauge will be in red zone. In this case, immediately slow down and drive to the side of the road and switch off the engine. Don't open the radiator immediately. Check if the radiator fan is working or not. In case of not working of fan, the problem may be with electrical wiring or sensor. You need to get the engine cooled for some time & than take the vehicle to nearby workshop or call the technician for checking.

In case the fan is running, there may be some leakage in cooling system. Pour the water on the radiator to get it cooled than carefully Use a cloth to open the radiator cap and fill either water or liquid coolant to cool the engine down. Then go to a nearby workshop for repair.

Given below is the image of a car with an overheated engine, with smoke coming out of the radiator.



Fig 2.2.34 Overheated Engine

Punctured tire/Flat Tire

If one or more of the car tires gets punctured, then you will have to drive to the side of the road and switch off the engine.. In most of the case driver has to replace the tyre himself. Please explain the procedure for tyre change.

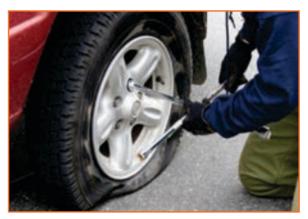


Fig 2.2.35 Changing a Punctured Tire

Faulty and/or Loose Brakes

In case the vehicle brakes are not working properly, take the car to a garage as soon as possible to fix the brakes

Unit 2.3: Escalation Of Technical Problem

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Report actual or likely defects to the senior driver or service supervisor in sufficient detail so that they can identify the issue
- 2. Conclude road worthiness of the vehicles in consultation with superiors

2.3.1 Organization Structure

As Taxi Driver you are part of an organization which ensures that you will be able succeed in your role with their managerial and technical expertise.

Typical organization structure is shown below

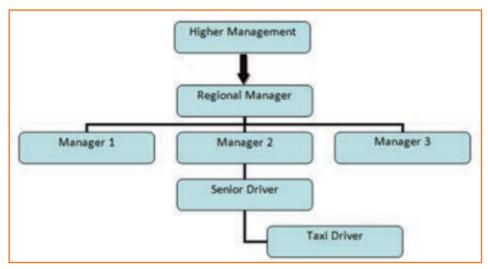


Table 2.3.1 Typical Organizational Structure in a Taxi Company

2.3.2 Reporting Defects to Seniors

All the defects in a vehicle noticed during inspection of the vehicle before the trip, during the trip including the temporary measures taken during the trip, minor or major should be reported to the senior driver or service supervisor in sufficient details in the formats provided by the organization.

The repot should be submitted as early as possible and should be objective and factual.

Please do not he sitate to contact the next level in case you have doubts while filling the format.

It is also important to enter the date and time when the defect was noticed.

It is also necessary to explain in detail so that all aspects related to the defect are shared. Please share the vehicle service record which may heave the clue about the occurrence of the defect. Also, share the details of any reports furnished by local mechanics as well as details of the parts replaced.

Senior driver or service supervisor will then be able to do either of the following:

- Ϋ́ Guide you to rectify the defect, if it is minor in nature
- Ÿ Train you, If the defect is due to wrong driving practice
- $\ddot{\gamma}$ Allot another vehicle if the rectification so going to take a long time
- Ϋ́ Initiate the actions to rectify the defect
- Ÿ In turn will report to the next level along with you are independently, when the correction is complex/costly

2.3.3 Deciding Road Worthiness with the Help of Seniors

Many times during the inspection of the vehicle before the trip or during daily inspection, you may come across situations when you are not sure whether the defect is serious enough to keep the vehicle off the road till the rectifications is done. You may find that nose from the engine is normal or the brake is not effective.

In such cases, it is necessary to consult the seniors in the organization who have adequate experience and knowledge to take a decision, rather taking a risk by starting the trip assuming that you can manage.

Sometimes this activity may take time especially when the defect is noticed just before the trip. In such cases, you should inform the concerned in your organization to make alternate arrangements to take care of the client and start the trip only when you are sure about the raid worthiness of the vehicle.



Fig 2.3.2 Inspection of Vehicle

Summary 2



- 1. CMVR stands for commercial motor vehicle rule
- 2. Make and Carry all Documents as required by the rules of the Government of India such as Commercial Driving License, Badge Number, and Fitness Certificate etc.
- 3. Know the all the local and national traffic rules, safe driving norms, regulations and signage's as a Chauffeur / taxi driver.
- 4. Maintain the vehicle in good condition and periodically check the vehicle for problems
- 5. Report any minor or major issues with the vehicle to your supervisor or senior in Detail

Notes 🔳 —		
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Exercise



Choose the correct answer:

1.	A Car can run on
	A. Petrol and Diesel
	B. Battery
	C. CNG
	D. All the Above
2.	A Battery operated car is commonly known as
3.	Use of the following is prohibited while driving.

- A. Sunglasses
- B. Music
- C. Cell Phone
- D. Movies
- 4. The minimum age for getting a license is
 - A. 21 years
 - B. 20 years
 - C. 19 years
 - D. 18 Years
- 5. Pressing the accelerator while holding the hand brake can cause harm to the engine.
 - A. True
 - B. False
- 6. Handbrake in a vehicle is used to
 - A. Reduce speed
 - B. Brake Suddenly
 - C. Control a Skid
 - D. Park the vehicle
- 7. What is the correct sequence of actions you should take when in an accident?
 - A. File a Police Report
 - B. Call for Help
 - C. Check for injuries to you and others involved in the accident
 - D. Gather Evidence about the accident

8. Match the following: Open ended spanner Screwdriver Wheel brace Pliers Spark plug socket wrench Jack

	Explain the function of the tools listed below.
	A. Jack
	B. Wheel brace
	C. Open ended spanner
).	List the documents a chauffeur/taxi driver needs to carry while driving.

Activity 29



- 1. Identify all the documents necessary for becoming a chauffeur/taxi driver.
- 2. Fill up a form to apply for a driving license.
- 3. Identify the fuel gauge and note down the fuel quantity in the vehicle.
- 4. Identify all hand tools required for periodic maintenance of vehicle and keep them at the proper place in the vehicle.
- 5. Identify hand brake and foot brake in a vehicle.
- 6. Identify clutch lever in a car.
- 7. Identify gear system.
- 8. Identify Corroded battery terminals
- 9. Demonstrate how to change the engine oil in a vehicle
- 10. Demonstrate how to switch on the wiper system in the car











3. Coordinate with Control Room and Reach to the Customer Pickup Point

Unit 3.1 – Compliance to Duty

Unit 3.2 – Control room Coordination

Unit 3.3 – Escalation of Problems



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Report to work on time according to the company schedule
- Log into the MCT system on board the vehicle on a daily basis
- 3. Explain the function of a control room
- 4. Communicate trip status to the control room periodically and coordinate with the control room for pickup and drop-off of customers
- 5. Convey passenger drop-off information to the control room and get ready for the next pick-up
- 6. Intimate the control room if unable to reach pick-up point along with reasons for delay
- 7. Perform duty closure procedures as needed After completion of a workday
- 8. Identify and execute appropriate escalation procedures in the event of vehicle breakdown or accident while staying in constant communication with Control Room

UNIT 3.1: Compliance to Duty

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Report to work on time according to planned schedule
- 2. Log into the MCT system on a daily system before starting the journeys for the day
- 3. Execute appropriate duty closure procedures upon completion of journeys for the day

3.1.1 Punctuality -

Always come to work fifteen minutes before the fixed time at the workplace.

At all times, be ahead of scheduled departure time, so that any activities such as loading of luggage in the vehicle, working out the route and destination is clearly planned without wasting any time

To be punctual at work, you will have to prepare in advance by performing certain tasks. Given below are some such tasks.

Pre-Trip Preparation

Gather information regarding your trips in advance, for example collect or be aware of the driving schedules well in advance, either on a weekly or a daily basis. Check for any special instructions pertaining to the designated routes.

Always document the details of a journey using a log register. A log register is a notebook used to record important details of the journey for a taxi driver/chauffeur. The data from a log register will be typically used to calculate monthly salary, incentives, efficiency of the driver and so on.

Fill details in the log register such as date, distance travelled, taxi driver name, odometer reading and soon.

Given below is an example of vehicle log book or log register:

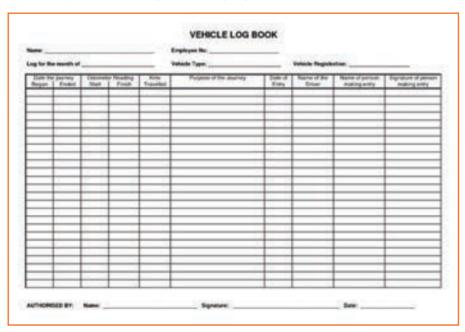


Fig 3.1.1 Log register

3.1.2 Mobile Communication Terminal (MCT) System

The Mobile Communication Terminal (MCT) links the taxi driver, taxi Company and the customer with each other.

GPS and a data link between the car and the Taxi Company are the components of MCT.

MCT has a keypad and a display system to show data such as fare and distance traveled.

In some cases MCT display may also show the live GPS location on a map.

Given below is a typical MCT fixed in taxis in India:

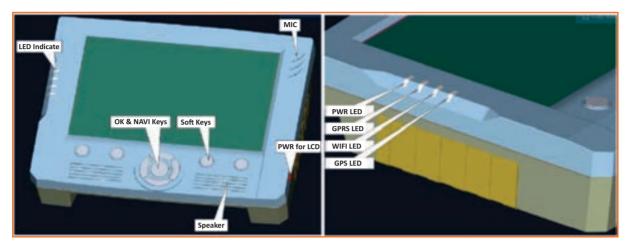


Fig 3.1.2 Typical MCT Device in India

Since the operation of MCTs vary from company to company, the employing company itself will conduct training on how to use it.

Given below is a flowchart of how a Typical MCT works:

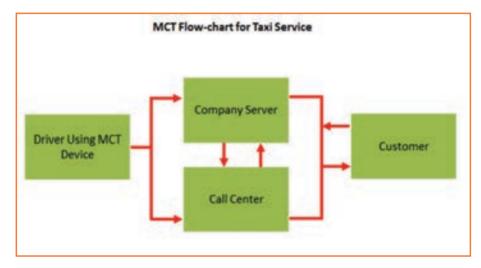
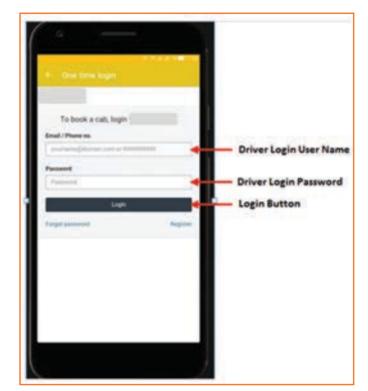


Fig 3.1.3 MCT Process Flow Chart

Log in to MCT

Taxi driver should use the Login details given by the taxi company to login to the MCT.



Given below is the login screen for logging into the MCT.

Fig 3.1.4 Login Screen on Mobile App for Taxi Driver

This will update the taxi company control room about your location, availability, etc.

Communication of status through MCT

The taxi driver will use the MCT to communicate with the taxi company and the customer as well.

- Ÿ First, the taxi driver will use the MCT to check if there are any customers needing a cab. It is during this period that the company will connect a customer needing a taxi to the taxi driver. This is done either through a mobile app or a phone call by the taxi company.
- Ÿ The taxi driver can then accept the fare by responding through the MCT.
- Ÿ And throughout the duration of the journey, the taxi driver's location will be tracked in real time by the taxi company through the MCT. Such location tracking will typically be automatic in nature.
- Ϋ́ Once the journey is completed, the MCT will display the fare to collect from the customer. After collecting fare from the customer, MCT will inform the taxi company when to find the next customer.

Navigation systems

Most Taxis are installed with navigation systems that help the Taxi driver locate the customer, pick them up and reach the destination on time.

Given below is how a Global Positioning System (GPS) works:

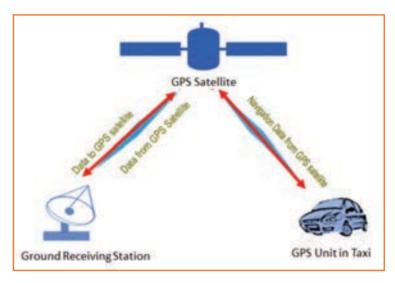


Fig 3.1.5 How GPS systems work

Taxi driver must follow below mentioned points before the trip

- $\ddot{\gamma}$ Operate the system safely and make all the necessary adjustment /inputs to reach the destination/Customer drop point safely.
- $\ddot{\gamma}$ Do not follow the directions if they violate road traffic laws.

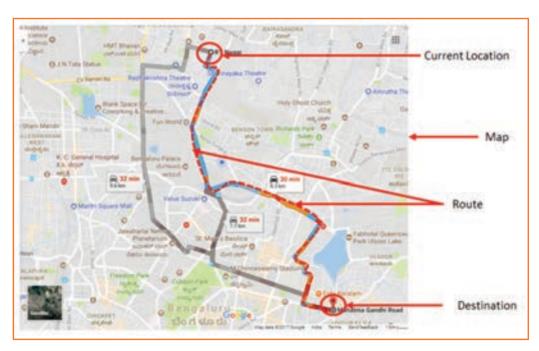


Fig 3.1.6 Typical GPS Enabled Map

 \ddot{Y} Review the map before starting out the journey to ensure the system is displaying the shortest practical route to reach the destination.

3.1.3 Duty Closure Procedure

After a taxi driver drops the customer at the destination, he should report to the control room.

The taxi driver receives the information of the next passenger through the MCT System. The details of the Pickup passenger are displayed on the screen. The In- Built GPS system helps the Taxi driver to have a track on the location for further trips.

On completion of the duties for the day, the Taxi driver has to communicate certain necessary details such as number of trips, fare collection etc.

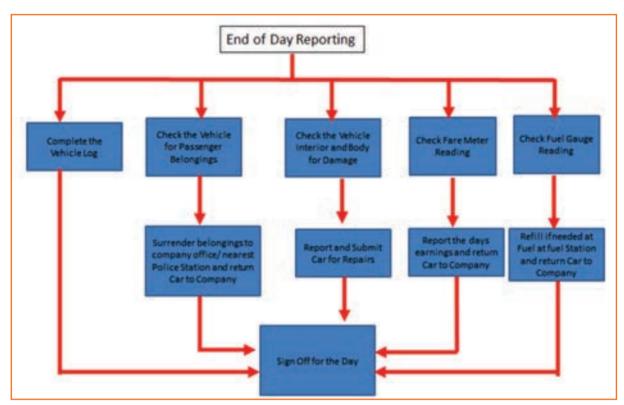


Fig 3.1.7 Duty Closure Process Flow-Chart

UNIT 3.2: Control Room Coordination

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Define a taxi control room
- 2. Communicate trip status to the control room
- 3. Update the control room after completing a journey and dropping off a customer at the previous destination
- 4. Progressively communicate with the control room through the MCT regarding journey details such as pick up and drop off. Do this using live GPS tracking in combination with touch screen instruments.

3.2.1 Control Room -

A taxi control room is a setup which acts as a communications bridge between Taxi drivers and customers. It provides booking details to both parties and location details as well. Queries regarding fare and pick up and drop details from both the taxi driver and customer will be resolved by executives stationed here.

The booking and dispatch of cars is computerized is carried out in the control room using a networked system of computers operated by skilled professionals

Such facilities operate 24/7 throughout the year to monitor the movements and progress of taxi cabs. Customers and Taxi drivers are assisted through this app.



Fig 3.2.1 A Typical Taxi Control Room

3.2.2 Control Room Coordination Process -

The Taxi driver must coordinate with the control room continuously to ensure the passenger/customer will have a seamless experience and a pleasant ride. The process including the pickup and drop of the customers is as shown below.

The control room co-ordination plays an important role in receiving the customers from the Pickup point. Taxi control room provides customer service to public which includes handling enquiry, transport information, approximate fare, route details, etc.

Control room coordination with passenger in pre-booking and includes following up with passenger about the trip

The taxi driver receives the information of the next passenger through the MCT System. The details of the Pickup passenger are displayed on the screen. The In-Built GPS system helps the Taxi driver to navigate to the pickup and drop-off point.

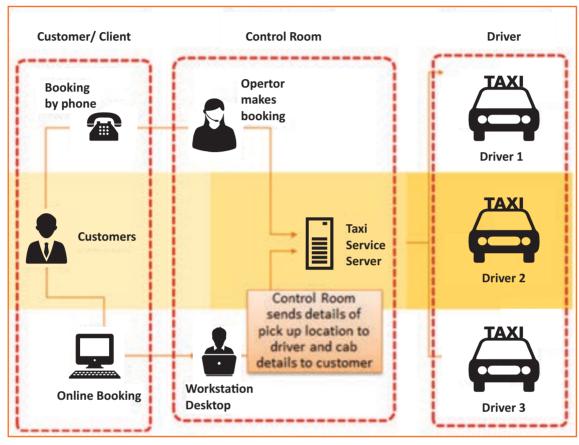


Fig 3.2.2 Detailed Control Room Work-flow

A control room of a taxi company will typically regulate and monitor all essential communication between a taxi driver and a customer.

- Ϋ́ The customer who needs a ride will request for a taxi through a mobile app, desktop application, or simply by phone.
- Υ The request will either be received by an individual call center executive in the case of a phone call, or will be directed to the taxi company server through an application (desktop/mobile).
- Ÿ Next, the closest taxi to the customer is assigned according to availability. The taxi driver will simultaneously receive the customer request either through a phone call from the taxi company control room or through the respective application (desktop/mobile).
- Υ If the taxi driver accepts the customer request, he/she will inform the control room and reach the pickup point accordingly.
- $\ddot{\gamma}$ The vehicle location will be sent to the control room in real-time on an automatic basis.
- Ÿ After reaching the customer destination, taxi driver collects the fare displayed in the fare meter (which includes fuel, taxes, toll fees, and other miscellaneous charges such as peak fare as specified by the taxi company) and reports to the control room that the passenger is dropped at the destination through the MCT
- $\ddot{\gamma}$ Once the customer is dropped off, the above process is repeated.

Unit 3.3 Escalation of Problems

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Inform the customer and control room when unable to reach pick up point due to traffic jams or vehicle breakdowns
- 2. Inform the control room in case of accidents and break downs during journey
- 3. Notify the control room when there is a dispute between the customer and other parties such as the general public, government officials such as traffic police etc.
- 4. Describe the escalation procedures for the points 1,2 and 3

3.3.1 Inability to Reach Pick Up Point —

Sometimes the Taxi driver will not be able reach the customer pickup point due to various reasons such as delay in heavy traffic, being involved in an accident and so on.

In this case the taxi driver will have to bring the issue to the attention of the right people such as the control room or a superior at work or both.

In the next section we will discuss the escalation procedures the taxi drivers need to act on in case there is an issue at any stage in transporting the passenger from the pick-up point to the desired destination.

3.3.2 Escalation Procedure -

Escalation in a work environment refers to the formal process of highlighting an issue or a problem currently being faced to higher authority according to standard procedures.

The goal of an escalation is to raise the priority of an issue to an extent wherein solving it becomes necessary. It is done to ensure immediate resolution of a problem or an issue at hand.

When the Taxi Driver is not able to perform his duties of driving the taxi, then he will have to escalate the issue to resolve it in the shortest time possible with maximum efficiency.

Given below are the major reasons why the Taxi driver would be unable to reach the pickup point in time, and the escalation procedures he/she has to execute to resolve the issue at hand:

1. Traffic Jam

This is one of the top reasons why Taxi drivers are sometimes unable to reach the pick-up point. The escalation procedure is as given below

- Ϋ If you are stuck in traffic jam on the way to picking up a customer then immediately inform the control room the expected delay in reaching pickup point.
- Ϋ́ If the delay is beyond acceptable limits as specified by the taxi company (>45 minutes etc.) then suggest another Taxi driver to reach the passenger.
- Ϋ́ Notify the details of the estimated delay with control room and request for another customer whom you can reach faster



Fig 3.3.1 Traffic jam

2. Accident

An accident is when a vehicle collides with another vehicle, object, property or person causing damage and injury to the vehicle and person respectively.

In the event of an accident, the escalation procedure that the Taxi driver should follow is as given below

Actions to be taken after the accident

There is always a chance that you may be involved in an accident while driving. And there is an equal chance of your car breaking down. Given below is a sequence of steps telling what you should do in case you are involved in an accident. The information below is more applicable to the Taxi Drivers who are operating individually. In case of the Taxi Drivers affiliated to any company or agency the agency may take care of the some of the activities. In case of Chauffeur the company or the owner of the car may take care of certain steps mentioned below.

a. Check whether you and others involved in the accident have any injuries

You will first have to check that you yourself are physically alright. You can check by moving your hands, legs and head to detect any pain. You can also see if there are any bruises, cuts and if you are bleeding.



Fig 3.3.2 Check breathing

If the injured person is not breathing or if you do not see chest movement, immediately arrange for medical aid if possible by calling the ambulance and the police on phone numbers 108 or 101 and 100 respectively. You can perform Cardiopulmonary Resuscitation CPR on a person as explained in the table below.

CPR	Procedure
Kneel beside the victim's chest and loosen the clothing.	
Place the heel of one hand in the middle of the victim's chest	
Cover the first hand with your other hand locking fingers	
Leaning over the victim with your arms straight, lock your elbows and push with all your width depressing the chest by 5-6 cm each pump	

Continue until medical help arrives



Table 3.3.3 CPR Procedure

b. Call for Help

After seeing that you are physically fine, you should drive the car to the side of the road. If it can't be driven then you can call for a Towing service. Some Insurance policies have "Road Side Assistance" which will tow your car to a garage, or fix and repair it right on the spot- this does not come with all policies, check with your insurance provider for details.



Fig 3.3.4 Taxi Being Towed

c. Gather Evidence

For legal procedures and filing insurance claims it is necessary to take photographs of damage to your car and other vehicles and property involved in the accident. Also take photos of injuries you and others have suffered in the accident. If other people object to your taking photos, then make a note of the damage and injuries.



Fig 3.3.5 Taking photos of Damage done to vehicle

d. Gather Information about other vehicles and people involved in the accident

Note down information about other people and their cars involved in the accident such as the name of the person driving the car, and the owner of the car (in case the owner of the car is not driving it), their personal contact details such as phone number, email id and postal address of residence. Also collect their vehicle's insurance details such as policy number, insuring company, and vehicle make and model and so on. In case of minor damage in vehicle with no injury to passengers, we may avoid these all details as in most of the cases other will not be willing to provide these details.



Fig 3.3.6 Gathering Information about people and vehicles involved in the accident

e. File a Police Report

If the Police do not reach the scene in time, you should go to the nearest police station and file an FIR or First Information Report. The FIR will explain in detail the sequence of events that happened corresponding to the Evidence that is collected. Ensure to note down the complaint number. In case of minor damage in vehicle with no injury to passengers, we may avoid the FIR.

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Fig 3.3.7 FIR Report to be filed in a Police Station

Laws regarding Road Traffic accident:

- Ÿ As per supreme court judgment, a bystander or good Samaritan including an eyewitness of a road accident may take an injured victim to the nearest hospital to provide proper emergency care in time. If a person, who is not an eyewitness, moves an injured person the nearest hospital, he/she should not be questioned and be allowed to leave immediately.
- Ϋ́ The bystander or good Samaritan shall not be liable for any civil and criminal liability and he/she shall be rewarded in order to encourage other people to come forward to help the road accident victims.
- Ÿ A bystander or good Samaritan, shall not be forced to reveal their identify either by police or hospital and he/she shall be protected from police harassment
- Ϋ́ If a good Samaritan has voluntarily said he/she is eye-witness, his/her statement should be recorded in a single hearing and they should not be made to come to court again and again.
- Ÿ A good Samaritan shall have not liability to pay any medical bills
- Ÿ Hospital have to provide treatment to injured person immediately

f. File an Insurance Claim

Once you are done with the steps given above, you can file an insurance claim to repair your vehicle either at no or a very low cost as per the insurance policy conditions - Through insurance approved workshop.

Next, call your insurance company to schedule an inspection. This is where the insurance company will send a person to assess the damage to the vehicle and award a claim settlement amount accordingly. Given below is a typical example of an Insurance claim form:

		Claim Form for I	Motor Vehicle		
(fuscance o		FILLED AND SIGNED	BY OWNER OF VEHIC	(LE) navor all questions helly)	
For Claim regis	stration,	please call	on Toll Free	Number 1800-2	-666
INFORMATION ABOUT INSURED. FOL	CY: COVER NOTE	NG.	CLASS NO.		
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Hypothecation / Here purchase agreemen					
DETAILS ABOUT THE DRIVER (At time o	faccident)				
None					
Correspondence Address:					
Driver is Owner Paid	diser	Belative Friend B	gold driver, New York long Nas. 9	e been in your employment ?	yn
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Details of endorsements, suspension if an					

Fig 3.3.8 Insurance Claim Form

Action in case of Accident for a Taxi Driver affiliated to a company

- Ÿ If you are in an accident then check for injuries to yourself and others around you, and checking damage to the vehicle and the vehicles and property around you as described in the previous unit
- Ϋ́ Once you feel able to do so, and after performing first aid on yourself and others if necessary, report all and any damage and injuries to the control room
- Ÿ Try to park the vehicle at the side of the road, away from oncoming traffic
- Ÿ After discussing with the control room, decide on the best course of action- such as to go to the hospital for treatment, report the accident to the nearest police station or take leave for the day to recover from the accident



Fig 3.3.9 Accident

3. Breakdown

A breakdown of a vehicle is when the vehicle stops working due to an issue such as engine failure, flat tire and so on.

First, try and move the vehicle to a safe place by switching the vehicle into neutral gear and pushing the vehicle to the side of the road, where it won't block the flow of traffic.

In the event of a breakdown, the escalation procedure is as follows:

- Υ Immediately report the breakdown to the control room.
- Ÿ Troubleshoot the problem with the vehicle using the steps mentioned in earlier module, report to the control room the estimated time needed to fix the vehicle and get it in working condition.
- Ϋ́ If the vehicle issue is minor then fix it yourself promptly and try to reach your pick up point with minimal delay, while keeping the control room apprised of your location status and journey progress.
- Ϋ́ If the vehicle issue is major then take the vehicle to the nearest service station for repairs while intimating the control room at the same time. Request for another Taxi driver to take over your driving duties for the day, or until the repairs are done.



Fig 3.3.10 Breakdown due to Flat Tire

4. Personal Issues

In case you are experiencing personal issues which will affect your duties as a Taxi driver, then the escalation procedures are as follows:

- Ϋ́ If you are facing issues such as ill health yourself, or need to take care of someone in your family, then you need to inform the control room if you need a leave of absence.
- Ϋ́ If you know well in advance that you need a leave from work, then apply for a leave through standard company procedures and get it approved by senior management. If you require a leave on an immediate basis, then make sure to contact both the control room and your work supervisor and inform them of your leave and the reason for taking leave.
- Ϋ If possible, try to arrange another Taxi driver to take on your duty for the days you will be absent.
- Ϋ́ When you return, make sure you carry out necessary reporting and documentation to get the leave sanctioned, and try to clear pending driving assignments.



Fig 3.3.11 Taxi Driver suffering from Cold and Fever

5. Disputes or Minor Altercations between passengers and other parties

In the event of a dispute breaking out between passengers/customers and the general public, traffic police or the taxi driver itself, the escalation procedure is as follows:

- Ϋ́ If the passengers riding in the vehicle start an argument with passing pedestrians or someone they know, tell them to calm down and try to diffuse the tension in the situation
- Ϋ́ In the event of passengers engaging in an unnecessary argument with government officials such as the traffic police, then tell the passenger to cease the discussion immediately and excuse yourself from the situation
- Ϋ́ In the event a dispute or a minor altercation turns into a situation beyond your control, park the vehicle to the side of the road to avoid disturbing oncoming traffic. Intimate the control room of the situation and in decides on a suitable course of action.
- Ϋ́ If the passenger picks a fight with you (taxi driver), then try to be patient and resolve the issue at hand. If you cannot handle the dispute/conflict, inform the control room of the situation, and at the same time seek the help of local authorities (Police, government officials)
- $\ddot{\gamma}$ If all else fails, politely ask the passenger to alight from the vehicle until the situation is resolved

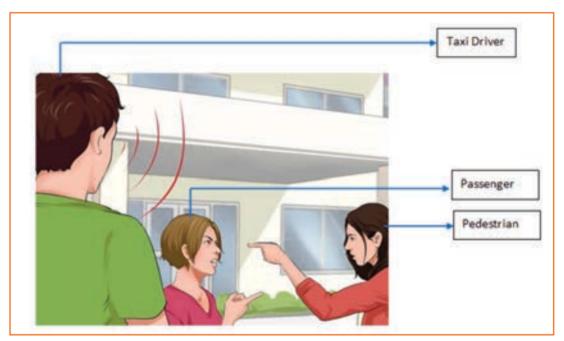


Fig 3.3.12 Resolving a dispute between a passenger and a pedestrian

Summary



- 1. Report to the Job on-time and according to company schedule
- 2. Log into the MCT when starting the Journey for the day and constantly communicate with the control room throughout the day regarding location and journey updates
- 3. Make sure to take the shortest route possible to the destination under the given traffic conditions and ensure the customer has a pleasant experience throughout the ride
- 4. Make use of GPS to calculate the best route to reach pickup point and drop off point. Update the control room of any delays in reaching or dropping off the customer.
- 5. Report and document all the details of an accident or a breakdown and communicate the same with the control room
- 6. Execute proper duty closure activities before signing for the day

Notes		

Exercise



Choose the correct answer:

- 1. In case of traffic jam/accidents the taxi driver has to
 - A. Inform the Control room
 - B. Help in clearing traffic
 - C. Inform to friend
 - D. None of the above

2.	Explain the procedure for handling an accident or a breakdown.

3.	Write down the differences between accident and breakdown.

		_	
4.	What is meant by log register?		

Activity 2



- 1. Identify the MCT system in a vehicle and demonstrate its use
- 2. Demonstrate the use of navigation system in the vehicle
- 3. Demonstrate how to handle a conflict between a passenger and a government official with an example
- 4. Coordinate with control room in updating previous journey and in receiving new trips
- 5. Visit the control room of a taxi company and observe its workings
- 6. Enquire from a veteran taxi driver how passenger fees is calculated
- 7. Go through the log books of at least two different taxi companies and identify two differences and two similarities between them











4. Drop the Customer Safely Using the Quickest Route and Collect the Applicable Fare for Taxi Driver

Unit 4.1 - Conformance to Standard Driving Practices

Unit 4.2 - Picking and Dropping Passenger and Fare Collection

Unit 4.3 - Conformance to Traffic Regulation

Unit 4.4 - General Conduct on the Road



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Determine that all checks to verify the road worthiness of the vehicle has been carried out
- 2. Identify all necessary documents needed for driving and store in the vehicle
- 3. Inspect all vehicle gauges on the dashboard for any malfunction and take action accordingly
- 4. List all activities to be executed for ensuring the customer/passenger has a smooth ride
- 5. Operate the vehicle to ensure optimal fuel efficiency
- 6. Conform and comply with traffic regulations while driving
- 7. Make use of necessary hand and vehicle signals to indicate driving direction
- 8. Minimize conflicts with people while driving and stay calm and collected
- 9. Utilize vehicle functions to add to driving safety
- 10. Prioritize the well-being of the elderly, children and differently abled customers over other people while driving.

UNIT 4.1: Conformance to Standard Driving Practices

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Conclude that all checks are carried out for road worthiness of the vehicle
- 2. Determine and conclude if necessary documents are available for self, passengers and goods
- 3. Inspect the vehicle gauges for adequate functioning of the vehicle when you start the vehicle for the first time along with the MCT and navigation systems
- 4. List all the activities to be carried out to achieve a smooth ride for the passenger such as
 - Ÿ Changing gears seamlessly, leading to a smooth ride
 - Ϋ́ Steer the vehicle optimally using all controls and systems available such as ECS, crash avoidance, ABS etc.
 - Ÿ Use driving instruments and accessories such as windows, window wipers, A/c Controls etc.
 - Ÿ Monitor signs and warning lights on the dashboard and take appropriate action to resolve indicated Check for vehicle malfunction and respond immediately to fix malfunction, and report said malfunction to elicit help
 - Ÿ Inspect the MCT and GPS periodically throughout the journey

4.1.1 Adherence to Standard Driving Practices

The taxi driver needs to check and verify the road worthiness of the vehicle before going on a journey. Road worthiness refers to the ability of a vehicle to be driven safely on roads. You need to check whether the vehicle is working properly with regard to all its systems, such as power transmission, braking, electrical systems, etc.

Vehicle road worthiness pre-checks has been covered Under Section 2.2.4 Performing Technical Checks.

Also, given below is how to check the braking system in a vehicle.

Testing Brake Pedal

After starting the car, test the brakes by accelerating slightly for a short distance (such as a few meters) and then pressing the brake pedal gently. This will show you how responsive the brakes are.



Fig 4.1.1 Applying brakes

Best Practices for safe driving

In order to operate a car smoothly, you have to make sure to use the accelerator, clutch, gear system and the brakes work in conjunction with each other efficiently as possible.

- Ϋ́ Check the accelerator, clutch and brake pedals for even resistance (meaning the pedals mentioned should not be too tight or too loose).
- Y Next, you have to start the engine of the car with the gear in neutral and the handbrake on.
- Ϋ́ Once started, release the handbrake, and switch the car into the first gear using the clutch and gear.
- Ÿ Once you are in the first gear and moving, make sure you glance the rear view and side view mirrors from time to time to check for vehicles emerging from the rear, and vehicles approaching from the sides respectively.





Fig 4.1.2 Person Checking Rear and Side View Mirror

Ϋ́ Make sure your hands are in the 9 and 3 position, at the exact center of the wheel. As shown below.

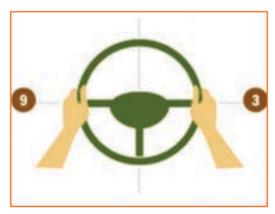


Fig 4.1.3 Position of hands on the wheel

- $\ddot{Y} \quad \text{Always indicate a turn using the vehicle indicator or a hand signal if indicator isn't working}$
- Ÿ Always remember to buckle up while driving and slow down at a stop sign
- Ϋ Avoid driving while constantly holding down the clutch, and also avoid changing gears too often
- Ÿ Minimize or eliminate frequent braking beyond what is required and avoid excessive engine idling
- Ÿ And also to keep your car running smoothly, ensure to fill fuel only at authorized fuel stations and obtain a proportionate bill for the same

Maintain a minimum safe distance between vehicles while driving, and do not tailgate. Tailgating is to follow too closely behind other vehicles. Given below is a chart stating minimum safe distance between your vehicle and the vehicle in front of you.

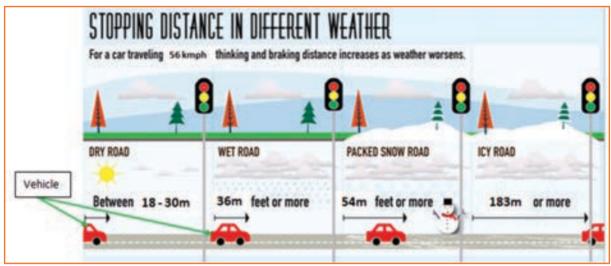


Fig 4.1.4 Stopping Distance of a vehicle in Different Weather Conditions

Use of Ventilation controls for Clear Visibility

Windows

The vehicle windows can be used to control ventilation within the vehicle environment by rolling up or down the windows.

Demister

This button is used to clear condensation on the windshield of the car and is a part of the air conditioning system of the car

Air Conditioning

The air conditioning is the main component or system in the car which is responsible for climate control. It controls the temperature and humidity in the vehicle.

Climate Control

This is basically a "smart" air conditioning system using which one can set a particular desired temperature and the temperature in the car is automatically regulated to stay at the desired temperature. This works through a series of temperature sensors that is connected to a control unit/thermostat which regulates the temperature as needed

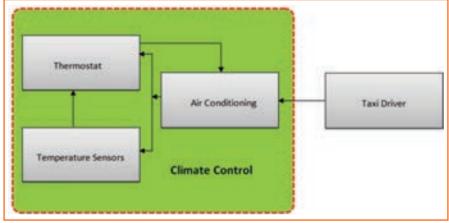


Fig 4.1.5 Climate Control in Vehicle

Ventilation Controls

This mainly refers to manual cranks to roll up or down the windows or power windows which roll windows up or down by pressing a button. Ventilation Controls in some cases also refers to air conditioning.

Maneuvering the vehicle safely in both Forward and Reverse Gear

Vehicle controls such as ABS, EBD ECS are covered in detail in 2.2.1, Vehicle models and their technical features in detail. They help a Taxi driver drive safely in forward gear

While in reverse gear, you can use the parking assistant functionality mentioned in Section 2.2.1. If you are not equipped with that function, you can use the help of another person to navigate into a parking space while in reverse gear. This can be done using rear view and side view mirrors.

You can assess and respond to vehicle gauges as mentioned in Section 2.2.3 Dashboard Visual Indicators

For handling a breakdown refer to Section 3.3.2 Escalation Procedure under Point 3, and Section 2.2.5 Troubleshooting

UNIT 4.2: Picking and Dropping Passenger and Fare Collection

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Help the customer get into the taxi and get settled for the journey by:
 - Ϋ́ Helping elderly or differently abled customers get into the taxi
 - Ÿ Helping the front seat passenger buckle up his seatbelt
 - Ϋ́ Show the customers the location and use of any reading material and audio-visual entertainment media present on the vehicle
 - $\ddot{\gamma}$ When confirming the destination with the customer, show the customer the taxi meter reading is at 0, and only then start the fare meter
 - Ÿ Adjust Air Conditioning within the car according to the customer's needs
 - Ÿ If the customer requests it, tune in to the radio station of his/her choice
- 2. Choose the travel route according to current traffic conditions and distance
- 3. Ensure to drive while following local and national traffic rules and regulations and driving through the most optimal route. Ask for directions from locals if unsure of the route.
- 4. Avoid the use of high beam headlights within city limits and unnecessary honking
- 5. Collect toll fare from customers depending on the route taken
- 6. While conversing with the customer steer clear of topics involving religion, politics and related issues
- 7. Help the customer alight from the taxi by
 - Ÿ Assisting elderly and differently abled customers get down
 - Ÿ Collect fare as shown by the fare meter
 - Ÿ Not demanding tips at the end of the journey, and accepting tips only when offered
 - Υ Unload the luggage out of the vehicle and hand over to passenger
 - Ÿ Wish the customer/passenger as deemed appropriate before leaving

4.2.1 Pickup and Drop

Good behavior and right attitude are the two important key factors to being a good taxi driver. Caring the passengers with comfort and safety is the big responsibility of a taxi driver when the passengers get into and out of your vehicle as well as during the journey.

A taxi driver should follow the below points during picking and dropping passengers

Ÿ Confirm the name of the customer through the MCT, and address the customer by name and greet them suitably



Fig 4.2.1 Taxi Driver Loading Luggage into the Vehicle

- Ϋ
 Load any luggage the customer is carrying into the boot of the vehicle
- Ϋ́ Help the differently abled and the elderly to board the taxi as they might need the assistance. Taxi drivers must respond to the needs of people with disabilities.



Fig 4.2.2 Taxi Driver helping the Differently abled Customer into the Vehicle using a ramp

Ÿ After switching the engine on, be sure to wear the seatbelt while helping the passenger wear their seatbelt at the same time



Fig 4.2.3 Fastening the seatbelts for both you and the passenger/customer

- Ÿ Check that all vehicle doors are locked before starting the journey
- Ϋ Make the customer comfortable by complying with their choice of entertainment such as
- Ÿ Switch on the radio or music system as per the requirement of the customer and provide newspaper or magazines to customers if needed. If the customer requests silence during the period of the journey, be sure to comply to that as well



Fig 4.2.4 Steps before the starting journey

- Ÿ Ensure the destination with customer and start the fare meter and show the initial reading to them
- Ϋ́ Check the traffic condition and find the short route by using GPS system so that you can reach the destination earlier.
- \ddot{Y} If unsure about the route stop and ask for directions from locals and never take a longer route to get more fare
- Ϋ Drive through the selected route without violating the traffic rules
- $\ddot{\gamma}$ Give way to ambulance and fire engines by driving the vehicle to the side of the road
- Ÿ Avoid bad roads with pot holes, stones, other strewn objects

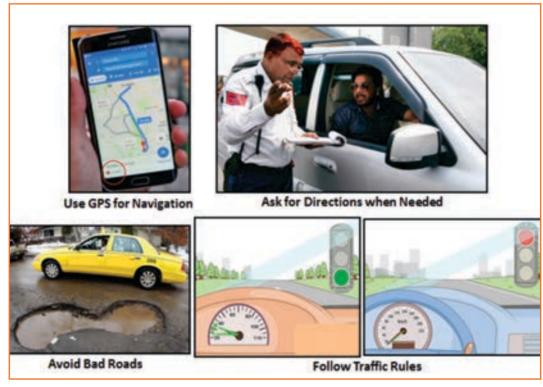


Fig 4.2.5 Steps for a Smooth Ride

Ÿ Adjust the air conditioning and ventilation as per the customer requirement



Fig 4.2.6 Temperature Control in the Car

 $\ddot{\gamma}$ Avoid showing your anger and impatience by honking unnecessarily. It will disturb the public and causes noise pollution



Fig 4.2.7 Avoid Honking Unnecessarily

Ϋ Avoid using high beam lights in city. It will affect the other drivers



Fig 4.2.8 Oncoming Traffic Blinded by High Beam in City roads



Ÿ Pay toll charges if any and collect the same from customers along with fare

Fig 4.2.9 Vehicles at Toll Gate

- Ÿ Avoid the use of any electronics not needed to drive or navigate the car, such as mobile phones, PDAs, tablets and more. This will distract you, increasing the chances of having an accident.
- Ϋ́ Do not initiate or sustain unnecessary conversation with the customers. In the case you are engaged in conversing with the customer, avoid topics about religion and politics as they may lead to awkward silences or unpleasantness
- Ϋ́ Bring local landmarks to the attention of the passenger/customer as it may help in finding faster routes to the desired destination
- Ÿ When it comes to customers who are confused, stressed, angry or even drunk, be patient in your interaction with them, trying to make them feel comfortable
- γ In general, make sure to do everything possible to make the ride experience passenger friendly by being as courteous as possible.

Driving at Night

Driving in the night or in darkness is challenging and dangerous as well. You can take the following precautions to ensure safety while driving at night.

- Drive at slower speeds since visibility will be low.
- Avoid the use of High Beam headlight on city roads.
- Do not switch on High Beams when faced with near blinding light from other vehicles







Fig 4.2.11 Dip the lights when following other Vehicles

- When the weather is foggy and you are unable to see the road ahead, slow down or stop the vehicle until the fog clears.
- Keep the windshield clean and clear to increase visibility
- Tilt the left and right view mirrors if the reflected light is blinding you

4.2.2 Fare Collection

Following are the steps to collect the fare after reaching the desired destination

- Ÿ After reaching the destination, be sure to stop the fare meter and assist the passengers in getting down from the vehicle. Such assistance is especially needed in case of differently abled or elderly people
- Ϋ́ Collect the fare as shown by the fare meter, or as previously agreed with the customer. The fare can be collected either by cash or card, as the customer requests. Ensure that you return the change, if any, as needed.



Fig 4.2.12 Collecting Fare from a passenger

- Do not ask for any tips, but if offered; be sure to accept thankfully.
- Also ensure to unload the customer's luggage and hand over to the customer following which you can wish the customer as you see fit while departing.

Summary 2



- 1. Ensure you build a rapport with the customer over the duration of the journey by being courteous, and obliging the customer in any way possible
- 2. Check that the fare meter is switched on and show the initial meter reading to the customer.
- 3. Ensure the customer has a safe and smooth ride by checking if the customer has fastened the seatbelt, the doors of the vehicle are locked and the air conditioner and the radio is set to the customers preferences.
- 4. Choose the best route to the destination based on traffic conditions and distance, and use GPS to navigate and ask for directions when necessary
- 5. Always follow customer preference with regard to which route to take to reach the destination.
- 6. Help the customer alight from the vehicle, and unload their luggage as needed. Collect the corresponding fare while not asking for tips and bid the customer farewell before leaving

- Notes	
	

Exercise



Answer the following:

1.	List the steps you have to take to ensure a smooth ride for your passenger
2.	Differentiate between the steps to take to ensure safety before, during and at the end of the journey
3.	What are the things should you keep in mind while collecting fare?
4.	List a few topics for conversing with the passenger while driving
5.	How do you choose the right travel route when driving?
6.	State the most important good driving practices.

Activity 💯



- 1. Demonstrate the pre-checks to be done before driving.
- 2. Demonstrate the steps involved in building a good rapport with the passenger/customer
- 3. Show how to load and unload luggage for the customers/passengers for various case studies
- 4. Simulate a customer friendly environment in a taxi with a volunteer

UNIT 4.3: Conformance to Traffic Regulation

– Unit Objectives 🏻 🏻



At the end of this unit, you will be able to:

Identify local traffic regulations according to the state currently in, and follow said regulations such as:

- Change lanes in traffic while staying within speed limit
- Maintain a safe distance from other vehicles in traffic by keeping a check on speed
- Use appropriate hand or vehicle signals while driving to ensure other drivers know your manoeuvres well in advance
- Use all available vehicle functions to aid in driving safely
- Solve any issues you encounter while driving by keeping a calm mindset and thinking things through without losing your cool.

4.3.1 Complying with Traffic Rules

Taxi Drivers should conform to state specific traffic regulations such as:

- Ÿ Maintain lane discipline and change lanes only when traffic conditions allow. Drive within the lanes of a road.
- Ÿ Avoid overtaking vehicles in heavy traffic. When overtaking is appropriate, use the vehicle turn indictor and/or hand signal to let slower vehicles know you will pass them.

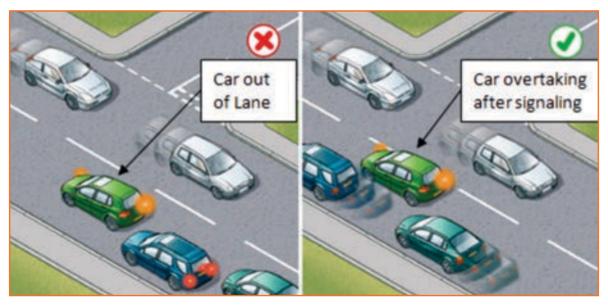


Fig 4.3.1 Lane Discipline

Ϋ́ Keep a visual check on the distance between other vehicles on the road to maintain a safe distance between the vehicles.

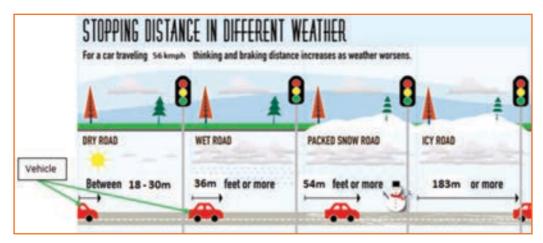


Fig 4.3.2 Stopping Distance in Different Weather

- Ϋ́ Always make use of hand signals and/or vehicle turn indicators to inform other road users when you are about to take a turn, and similarly read and respond to road signs, turn indicators and hand signals accordingly.
- Ϋ Drive slowly when road repair work is going on not exceeding 25 km/hour
- $\ddot{\gamma}$ Do not carry explosives, inflammable or dangerous items in the vehicle
- Ϋ Do not drive the vehicle, if you are unwell or under medication
- Ÿ Choose a safe and convenient location to park and use the parking light when you stop your vehicle

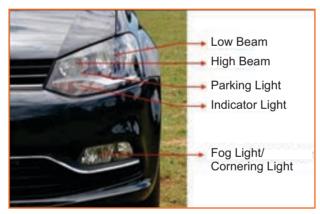


Fig 4.3.3 Types of Lights in a Vehicle



Fig 4.3.4 Light Controls on the Dashboard

Use of Parking Light and Hazard Light

- 1. Parking lights and Hazard lights are labeled on a car in the image above. To use a parking light, you will have to turn the light control knob in the right direction.
- 2. To use a Hazard light, you will simply have to press the hazard light switch as indicated in the figure above.
 - Ÿ Park on an even surface with no or minimal incline in conjunction with the hand brake and use wheel chocks to maintain the position of the car to stop it from rolling away.
 - Ÿ Always look for oncoming traffic which includes two wheelers, pedestrians and more while opening your vehicle door.
 - Y Keep your cool in the event of a stressful situation such as a traffic jam, an accident etc. Avoid any arguments or conflict of any kind with other drivers, pedestrians and passengers.

4.3.2 Traffic Signs

Traffic signs (also known as a road Signals or signs) are signboards placed on the side of road to provide information to road users regarding the use of the road. They are mostly made of metal or in some cases stone or wood.

Not knowing the meaning of a road sign may lead to loss of life or property. This applies to both pedestrians and taxi drivers. Road signs typically have only pictures and symbols instead of words to show road users how to use the road, or what precautions to take while using the road. Therefore road signs overcome all language barriers, and all people who read them can understand their meaning, regardless of the languages they understand.

Taxi drivers need to know roads signs well in order to ensure safety of self, passengers and other road users while driving.

Road safety signs are mainly of three types:

1. Mandatory Signs

These are signs which are important and required by law to inform road users of laws related to road use. The absence of such signs may lead to accidents or damage to property. And people violating these signs can be punished by the law.

Ex: "One Way Road", "No Left Turn".



No entry



One way



One way



Vehicles prohibited in both directions



Compulsory bus stop



Truck Prohibited



No Parking



Pedestrians prohibited



Cycle prohibited



Give way



Right turn prohibited



Left Hair prohibited



U-turn prohibited



Overtaking prohibited



Horn prohibited



Speed Limit



No stopping or standing



Width limit



Height limit

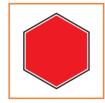


Length limit



Load Limit





Stop



Compulsory left turn



Compulsory turn right ahead



Compulsory ahead only



Compulsory ahead or turn right



Compulsory ahead or turn left



Compulsory keep left



Compulsory sound horn

Table 4.3.5 Mandatory signs

2. Cautionary Signs

These signs are even more important than mandatory signs, as without following them, there is a high probability of the road user experiencing an accident or causing harm to life and property.

These signs are put up to allow the road user to take adequate action while driving in unsafe road conditions.

Ex: "Unguarded level crossing" where the driver will have to slow down for a railway crossing without a retractable fence.



Right Hand Curve



Left Hand Curve



Right Hair Pin Bend



Left Hair Pin Bend



Right Reverse Bend



Right Reverse Bend



Steep Ascent



Steep Descent



Narrow Road Ahead



Road Wideness Ahead



Narrow Bridge



Slippery Road



Loose Gravel



Cycle Crossing



Pedestrian Crossing



School Ahead



Men at Work



Cattle



Falling Rocks



Ferry



Side road right



Y-intersections



Staggered Intersection



Side road left



T-Intersection



Major road ahead



Roundabout



Dangerous dip



Hump or rough road



Guarded railway crossing (200 meters)



Guarded railway crossing (50-100 meters)



Unguarded level crossing (200 meters)



Unguarded level crossing (50-100 meters)



Barrier ahead



Gap in median

Table 4.3.6 Cautionary Signs

3. Informatory Signs

These signs are less critical than mandatory and cautionary signs because, the road user will not come into any immediate harm if the user will not see such a sign. However, the presence of these signs will increase the convenience of road users.

Ex: Signs showing the distance to essential facilities such as nearby hotels, hospitals and public toilets and even signs showing alternate routes to destinations.

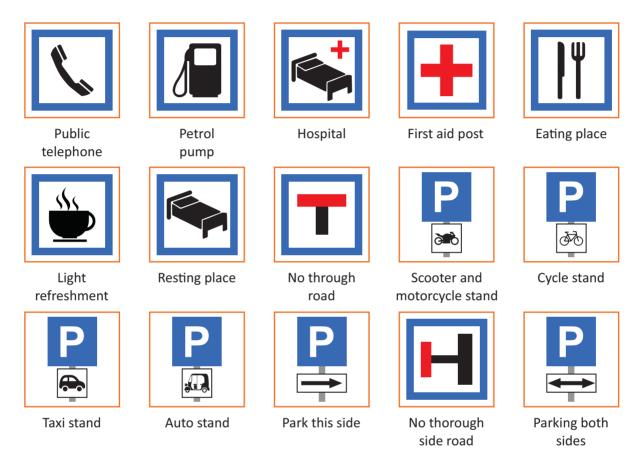


Table 4.3.7 Informatory Signs

Hand Signal Used by Traffic policemen

Traffic policemen use hand signals to direct and guide traffic on roads. Given below are some of the most important and frequently used hand signals by traffic policeman.

Traffic Police Hand Signals To stop vehicles coming To stop vehicles approaching To start one sided vehicles from front. from behind To stop vehicles approaching To stop vehicles To start vehicle approaching simultaneously from front approaching simultaneously from left and behind from right and left To start vehicles coming To change sign To start one side vehicles from right To give VIP salute To manage vehicles on T-point To start vehicles on T-Point Table 4.3.8 Traffic policeman signals

Hand signals used by drivers

I intend to move in to the left or turn left



I intend to move out to the right or changing the lane or turn right



I intend to stop



I intend to slow down



Indicating the car following you to overtake



Table 4.3.9 Hand signals used by drivers

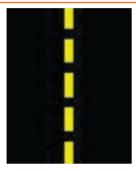
Road Markings

Road marking give you warning or direction. They are painted on the roadway, raised edge of a road or different surfaces. It is illicit to drive over newly painted, wet pavement markings.

Yellow and white lines

Yellow lines separate traffic moving in opposite directions. If there is a yellow line to your left, there will be traffic coming towards you on the other side of that yellow line.

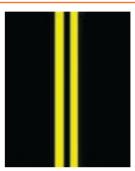
Some road markings can also be in white color. Each of these road markings are of different signs that give varying permissions to drivers on the road.



Broken line – Passing is allowed when safe



Broken line and solid line – you may pass only when it is safe and the broken line is on your side



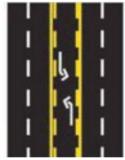
Double solid line – no passing allowed



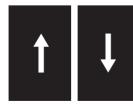
Single yellow line – vehicles travelling in either direction may pass when it is safe



Single yellow line – vehicles travelling in either direction may pass when it is safe



Two - way left - turn lane drivers travelling in opposite directions share this lane for le turns – markings may be reversed (solid lines inside the broken lines)



Single solid: Lane changing is discouraged



Single Broken: Changing lanes is permitted

Table 4.3.10 Road Markings

Summary 2



- 1. Ensure compliance with all relevant traffic rules and regulations.
- 2. Handle unpleasant incidents with passengers and pedestrians while remaining calm.
- 3. Ensure the customer has a pleasant experience throughout the drive.
- 4. Navigate during the drive effectively using GPS and asking pedestrians and locals.
- 5. Collect the exact fare and do not expect tips.

- Exercise 📝



٩n	swer the following:
1.	List at least three traffic rules
2.	Explain the purpose of Road Markings
3.	List different ways to cope with stressful situations
4.	Explain the precautions to take while parking the vehicle
5.	Explain the correct signaling methods to use while driving

– Activity 💯



- 1. Demonstrate how to interact with passengers in a difficult situation
- 2. Show how to handle complex fare calculations when required
- 3. Talk to a veteran taxi driver for tips on how to drive with ease

UNIT 4.4: General Conduct on the Road

– Unit Objectives 🧖



At the end of this unit, you will be able to:

- 1. Give special consideration to children, the differently abled and elderly
- 2. Follow all rules pertaining to the general public and be kind to stray animals while driving

4.4.1 Different Kinds of Pedestrians

Given below are ways help handle different kinds of Pedestrians on the road:

1. The Elderly

As a Taxi driver you should always be considerate to pedestrians along with the elderly and the differently abled. Here are a few tips to do the same:

- Ÿ Always give way to people crossing on a zebra crossing on any road
- Ϋ Watch out for pedestrians who might emerge from between parked vehicles on busy roads
- $\ddot{\gamma}$ Be patient with the elderly who are bound to take a longer time to cross the road



Fig 4.4.1 Elderly Couple Crossing the Street

Also look out for people getting down from buses and other vehicles close to the edge of the road

2. Children

Children may not completely understand traffic rules and regulations. And most who understand them would either forget it or ignore them in part or in whole.

- Ÿ It is important to make allowances for children while driving:
- Ϋ́ Since children are usually no taller than 4 to 5 feet, it is advisable to look out for children while driving near schools and playgrounds
- Ÿ Also it is important to look out for children near parking areas since they may be obscured from view by other vehicles, structures or objects
- Ϋ́ Oblige traffic volunteers who help regulate traffic as shown in the figure below:

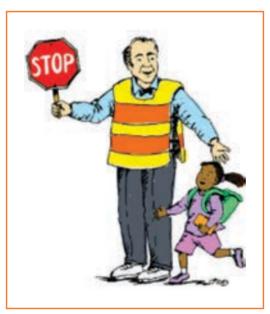


Fig 4.4.2 A Traffic volunteer helping a Child cross

- Ϋ́ Always keep an eye out for children passing by when the car is in reverse gear
- Ϋ́ Always use your horn generously to make your presence known when around children

3. Stray Animals

- $\ddot{\gamma}$ India being the melting pot of cultures that it is, will always have stray animals littered in the street such as cows, stray dogs and in some cases horses.
- γ In the event of a stray animal obstructing your path, the best course of action would be to either wait for the animal to pass, or cross the road by itself, or use the horn sparingly to encourage the animal to move away.
- $\ddot{\gamma}$ It is also best not to overuse the horn in such cases as it may scare the animal, leading to more problems.

4. The Differently Abled

When a person is in a condition which limits their physical or mental abilities in the form of movement, use of the senses (sight, hearing, touch) or more, the person is said to be differently abled. For example if a person can't see, or hear or walk, etc.



Fig 4.4.3 Blind People Walking on a Street

- Ϋ́ The taxi driver should look out for differently abled people on the road and make way for any such individuals as shown in the image above.
- ÿ If a person is missing a limb such as a hand or a leg, or is using a walking stick to walk with or without dark sunglasses (blind person), then the person is differently abled.
- $\ddot{\gamma}$ If a differently abled person is walking the street, then allow more time for the individual to cross the street.

5. Drunken Drivers, Rash Drivers and Inexperienced Drivers

Everyone who has a driving license does not necessarily drive properly, all the time. This means, a taxi driver may encounter all kinds of bad drivers on the road. Here are some measures you can take to ensure bad drivers on the road don't affect your driving:

- Try as much as possible to practice defensive driving as described below
 - Ÿ Fundamental Requirements:
 - Ÿ Control your speed.
 - Ÿ Look ahead and expect the unexpected.
 - Ÿ Be alert and do not distract yourself
 - Ÿ Dealing with other participants in traffic:
 - Ÿ Prepare for all kinds of actions and reactions of other drivers and pedestrians.
 - \ddot{Y} Do not expect the other drivers to do what you would ordinarily do.
 - Ÿ Watch and respect other drivers.
 - Ÿ Take care of your vehicle:
 - Ÿ Maintain a safe following distance.
 - \ddot{Y} Drive safely considering (adjusting for) weather and/or road conditions.
 - Y Adjust your speed before entering a bend, in order to avoid applying the brakes in the middle of a bend.
- Ϋ́ Do not engage in an argument or any kind of conversation with drunk, rash and inexperienced drivers
- Ÿ Do not violate traffic rules even when the traffic is low or not existent.

Summary



- 1. Keep in mind that the elderly, differently abled and children need our attention and consideration while driving
- 2. Be patient when dealing with a stray animal you encounter while driving on the road
- 3. Respect the right of way given to pedestrians and be understanding when it comes to their presence on the road

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Exercise



Answer the following:

1. What are the pre-checks which a driver must follow?

2. Explain the actions to be taken during a breakdown

3. Name the following









. Wh	at are bad driving practices? How to avoid them?
. Wh —–	at are bad driving practices? How to avoid them?
. Wh 	at are bad driving practices? How to avoid them?

Activity



- 1. Demonstrate how to make a passenger friendly environment
- 2. Demonstrate wheel changing of a vehicle
- 3. Demonstrate hand signals used by drivers
- 4. Show the process of picking up of passenger and driving safely
- 5. Visit your local RTO and study the charts about road safety put up there











5. Coordinate Schedule and Complete the Assigned Activities

Unit 5.1 - Compliance to Duty

Unit 5.2 - Schedule Coordination and Execution of the Tasks

Unit 5.3 - Customer Centricity on the Job



UNIT 5.1: Compliance to Duty

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Show up to work on time, and if possible, early
- 2. Ensure adequate levels of vehicle maintenance, vehicle cleanliness and carrying various customer consumables such as water bottles, reading material such as magazines and more
- 3. Ensure reporting to the workplace after completing duties as a taxi for the day

5.1.1 Punctuality

The attribute of being able to complete a needed task or fulfill an engagement either before or at a planned time is called Punctuality.

It is really important for the taxi driver to report to work on time as it shows commitment to the job and an active interest in completing your work. Being on time to work ensures you are hired more often and also have a loyal customer base. An added advantage of being on time is that you will be clear headed and focused on the job.

Given below is a workflow to achieve punctuality when desired:

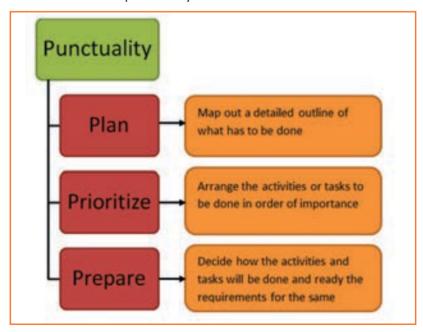


Fig 5.1.1 Being Punctual

5.1.2 Vehicle Maintenance

The Taxi driver will have to carry out periodical checks to ensure the vehicle is in good working condition. In order to maintain the vehicle in good working condition be sure to carry out the technical checks mentioned in the Section 2.2.4 and also check dashboard indicators for any possible malfunction in the vehicle as stated in Section 2.2.3.

5.1.3 Reporting

Once you have completed your journeys or trips for the day, you should report as needed as to your company or your senior at work. This is explained in detail in the Section 3.1.3

Given below is an example for a Daily log for taxi driver for reporting.

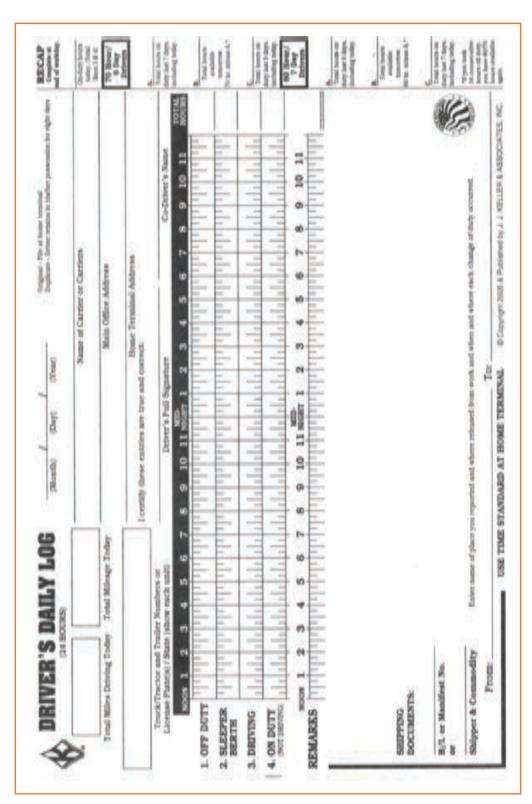


Fig 5.1.2 Daily Log for a Driver

Summary 2



- 1 Be on time to work on a regular basis
- Always keep you vehicle in good running condition
- 3 Be consistent in reporting your work status to your company

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Exercise Answer the following



ns	wer the following:					
	List the different habits you can cultivate to be punctual at work					
	Explain the importance of reporting in the workplace					
	List at least 3 technical checks that is done as part of vehicle maintenance					

- Activity



- 1. Come up with new ways to be punctual at work
- 2. Show up 5 minutes prior to schedule for training in this course
- 3. Demonstrate at least 5 different technical vehicle checks that can be done as part of vehicle maintenance

UNIT 5.2: Schedule Coordination and Execution of The Tasks

- Unit Objectives 🥒

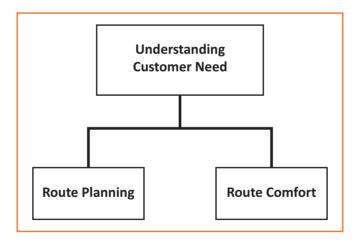


At the end of this unit, you will be able to:

- 1. Informing the customer after completing previous journey to signify being ready to pick them up
- 2. Comprehend the nature of different driving activities both routine and occasional.
- 3. Know location details of destination such as route to be taken, alternate routes, the actual address and essential phone numbers to intimate about delays
- 4. Plan in advance by a week or more to include tasks such as maintenance, finishing tasks on the route in order to minimize travel distance due to detours
- 5. Taking the alternate routes to evade traffic jams, accidents and more that are bound to happen on regularly taken routes
- 6. Manage accounting for self and vehicle in terms of parking tolls, charges and routine vehicle related expenses assigned to him.

5.2.1 Understanding Customer Needs

Understanding the customer needs is very important for Taxi Driver / Chauffeur. It is the responsibility of the Taxi Driver to ensure that the customer is transported by the most comfortable route and reaches the destination as per the schedule. It is also necessary to take care of the customer comfort especially during long driving.



Route Planning

For planning the route, it is essential that the Taxi Driver is familiar with all the options available to him. During short trips reaching the destination as per the schedule is important whereas during long trips, passenger comfort is equally important. While choosing the best route to the destination traffic jams, bad roads etc. should be factored. During long trips, stops on the way to make the customer feel comfortable are to be decided in advance in consultation with the customers, whenever possible. In this context the Taxi Driver should be familiar with the different types of roads as described below.

Types of Roads

Given below are the types of urban roads or roads mostly within the city arranged in descending order of importance

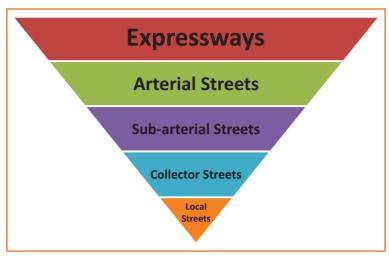


Fig 5.2.1 Types of Urban Roads

1. Expressways

These are roads that connect large volumes of traffic travelling at high speeds. Pedestrians are not allowed on here. These are 6 or 8 lane controlled access highways where entrance and exit is controlled by the use of slip roads.

2. Arterial Streets

These roads connect a city center with the outer areas of the city.

3. Sub-arterial Streets

These roads connect parts of the city with each other, but receive less traffic than arterial roads.

4. Collector Streets

Such roads are used to gather visitors from close by areas within the city and feed it to arterial and subarterial roads and vice-versa. They provide access to residential properties.

5. Local Streets

These are used to connect local areas of the city with each other and are similar to collector streets.

Give below are the types of non-urban roads or roads mostly outside the city, arranged in descending order of importance:

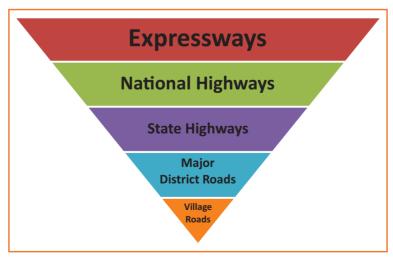


Fig 5.2.2 Types of Non-Urban Roads

1. Expressways

The function of expressways is the same for both urban and non-urban areas.

2. National Highways

These roads connect cities with each other and are laid throughout the length of the country. They connect cities, highways, state capitals etc. with each other. National highways are backbone of the road infrastructure and the major roads in India.

3. State Highways

These are roads which usually link important cities, towns and district headquarters within the State and connect them to National Highways.

4. Major District Roads

These are important roads connecting highways with each other within districts, serving areas of production and markets.

5. Village Roads

These are roads which connect neighboring villages or group of villages with each other and or to the other roads mentioned above. (higher category).

Remaining aspects related to selecting the best route possible through GPS navigation systems are explained in Section 3.1.2.

Customer Comfort

The various aspects of customer comforts are given below.

- Ϋ́ Seating comfort
- Ÿ Vehicle climate control
- Ÿ Entertainment en-route
- Ÿ Long travel tips
- Ÿ Additional services

Seating Comfort

The Taxi Driver should ensure that the customer is seated as comfortable as possible. Ensure that the seats are in good condition with covers intact and floor carpet is properly laid. You should explain the seat adjustments available and set the seats according to the customer preference. Providing more leg space by pushing or inclining the front seat, informing the client about the hand rest are few examples.

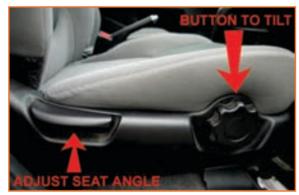


Fig 5.2.3 Seat adjustment



Fig 5.2.4 Hand rest

Vehicle climate control

All the modern taxis are provided with Air conditioning system.

The following are the functions of AC.

- Ÿ To cool the air
- Ÿ To circulate the air
- Ÿ To purify the air
- Ϋ́ To dehumidify the air

In general AC controls the temperature in the car irrespective of the outside temperature. If outside temperature is high, this systems brings down and outside temperature is less, this system will increase the temperature inside the car.

Customer may prefer to travel with AC or without AC. Once the customer settles down in the taxi, the Taxi Driver should enquiry his/her preference before switching on the AC. In case the customer doesn't prefer AC, car windows should be adjusted for his/her convenience and the window controls should be explained if necessary.

To ensure that the odors in the car escape, the driver should drive the car with windows open for a small distance. In general at the beginning of the travel the AC should be on the higher side and after the temperature stabilizes in the car, it can be brought down. In case the client opens the windows when the AC is on, he/she should be requested politely to close the windows. AC adjustments should also be carried out as per the client preference.



Fig 5.2.5 AC Controls

Entertainment en-route

Modern taxis have many features to entertain the customer en-route such as:

- Ÿ FM radio
- Ÿ Music system
- Ÿ Tablet
- Ÿ Newspaper and magazine
- Ÿ Wi-fi







Fig 5.2.6 Tablet

Fig 5.2.7 Car Music System

Fig 5.2.8 Wi-fi

The driver should explain to the customer the entertainment options available and extend support to the customer in utilizing them before starting the trip. Entertainment has more values to keep the customer cheerful during traffic jams as well as to keep him occupied during long trips. Always go by the customer preference regarding the volume and choice of music. If the client prefer silence please do so.

Long travel tips

Customer needs are different during short travel and long travel. During long distance travel the Taxi Driver should ensure that adequate amount of customer amenities such as drinking water, reading material and small dry eatables. It will also mean ensuring your vehicle is maintained adequately to perform consistently over the period of the long drive. Given below are some facilities or items needed frequently by customers.



Fig 5.2.9 Items needed frequently by customers

While on long drives which may last more than two days, it is better to prepare for minor repairs while still on the route to the destination. Examples for such maintenance are listed in Section 2.2.4

5.2.2 Manage Accounts

It is the responsibility of the taxi driver to keep accounts of parking tolls, charges and routine vehicle related expenses. A small note book with entries as shown below can be utilized for this purpose.

Record of Vehicle Related Expenses							
Sl.No	Description of expenses	Date	Place	Amount	Receipt#		
1.	Parking Charges	10/12/2017	Mumbai Airport	150	3015		
2.	Toll	13/12/2017	Victoria Terminus	50	12645		

Enter the expenses as soon as possible and mark the serial number on the receipts to avoid confusion while claiming the expenses. Maintaining a book as shown above will give a clear picture on the type of expenses and leads to some control on the expenses.

Given below is an example of a Toll and parking ticket:



Fig 5.2.10 Example of a Toll and Parking Ticket

Summary



- 1. Be elaborate in your communication with the customer with regard to location status and time to reach pick up point
- 2. Be familiar the type of driving tasks required by the customer
- 3. Understand details with regard to driving route, alternative route, exact address of destination and phone numbers to intimate delays
- 4. Plan well for long trips covering all activities from on-the-route maintenance to refilling customer utilities
- 5. Try alternate routes when faced with a traffic jam, breakdown or other such similar situations
- 6. Always keep a record of all charges and expenses incurred during the journey for accounting purposes.

Notes 🔳		
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Exercise



•••	swer the following.					
1.	Name the ways by which a Taxi driver can inform the customer about the completion of previous trip.					
2.	List at least 2 types of routine drives and 2 types of occasional drives.					
3.	What are the items not required for customers during short drives or trips?					
l.	Name a few tasks that a Taxi driver can complete without changing driving direction on long drives.					

Activity



- $1. \quad \mathsf{Drive}\,\mathsf{on}\,\mathsf{an}\,\mathsf{Arterial}\,\mathsf{Street}\,\mathsf{and}\,\mathsf{a}\,\mathsf{National}\,\mathsf{Highway}\,\mathsf{and}\,\mathsf{list}\,\mathsf{the}\,\mathsf{differences}\,\mathsf{between}\,\mathsf{them}$
- 2. Visit at least two parking and toll booths within your state in India
- 3. View the accounts kept by an experienced driver which lists all charges paid towards tolls and parking
- 4. Visit a Taxi Driving School in your State

UNIT 5.3: Customer Centricity on the Job

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Explain the inability to reach the pick up or reporting location in the event of travel disruption such as vehicle breakdown or a traffic jam on the current route
- 2. Keep the customer updated regarding supplies in the vehicle such as water bottles, newspapers, mobile chargers and more
- 3. Explain the details of accidents, breakdowns or other disruptions to the regular travel schedule which includes arguments and conflict between passengers and the general public
- 4. Prioritize self-hygiene and cleanliness and at the same time remove any thing in the car which can emit a considerable odor such food items and strong deodorants
- 5. Grasp personal choices of the customer in terms of music volume in the vehicle, seating adjustments and desired privacy
- 6. Keep close at hand all emergency numbers needed for assistance during travel
- 7. Make Use of Google maps to plan routes to new destinations
- 8. Handle interaction with security staff of destination and also independently take care of taxes and associated fuel bills

5.3.1 Customer Centricity -

Customer centricity is the key for success in any business. Apart from the policies and schemes of the companies in transportation business the most important aspect related to the customer centricity is how the Taxi Driver understands the needs of the customer and how he/she conducts himself with the customer. Taxi Driver should make all efforts to ensure that the customer has a pleasant experience during travel. Companies/agencies conduct training program for Taxi Drivers to develop customer centricity in their mind. Another pillar for customer centricity is the realization that companies exit for customers and not vice versa. As success and longevity of the company is important for the Taxi Driver, he/she should follow the laid down procedures to deal with the customer with empathy and common sense.

Some of the important aspects which will keep you customer centric are explained below.

Location Status

You should keep the taxi company informed of your location at regular intervals. Especially at pick and drop off for customer. This is covered under section 3.3.1 and section 3.3.2.



Fig 5.3.1 Taxi Driver Calling Taxi Company

Customer Amenities

The taxi driver should always keep the taxi vehicle well stocked with customer amenities such as drinking water, reading material, music and more. This is covered in detail under section 5.2.1.

Notifying Altercations between Customer and Others

When there is a conflict between the customer and you, or others, it is best to stay calm and work towards a peaceful and fast resolution of the matter at hand.

This is covered in detail under Section 3.3.2, point 5.

Self-Hygiene and Cleanliness

A Taxi Driver should maintain a high standard of self-hygiene and cleanliness. Be sure to have a bath every day, use deodorant and maintain a cleanly shaved appearance. If growing a beard, keep it nicely trimmed.



Fig 5.3.2 Keep Your Hands Clean

Specific Customer Needs

You must understand and respond to specific requirements of the customer such as music volume, luggage such as shopping bags, seat angle adjustment for seating comfort and more. This is covered in detail under section 5.2.1.



Fig 5.3.3 Volume control in a vehicle

Emergency Contacts

You should keep all relevant emergency phone numbers ready for use in the event of an emergency. Given below is a list of emergency contact numbers valid for use across India

Phone Number	Emergency Services
102	Ambulance
101	Fire
108	Disaster management
181	Women's helpline
100	Police
1097	AIDS helpline
1098	Child abuse hotline
+91 9540161344	Air ambulance

Table 5.3.4 PAN India Emergency numbers for Taxi Drivers

Route Planning

The taxi driver should always plan the route properly using GPS maps and related tools.

This can be done as explained under section 3.1.2.

Handling Simple Tasks

Apart from the support to be extended to the customer during pickup and drop as explained in section 4.2.1, the Taxi Driver should take care of the following simple task to be more customer centric.

Ψ While dropping the customer inside the apartment complex, industries or a tech park with many buildings, taxi driver should handle interactions with building security staff to complete the journey and drop the customer to the exact location.

Given below is an example of a Gate Pass which should be filled in to enter certain locations or destinations



Fig 5.3.5 Example of a Gate Pass

- Explain the customer the important places he/she can visit when the customer is from the another part of the country.
- Assist the customer to select the place to stay in case he/she enquires about it.
- Assist the customer with local language when he/she is in conversation with locals.

Summary 2



- 1. Always intimate the company as well as the customers about delays reaching the pickup point
- 2. Keep the vehicle well stocked with utilities such as drinking water and reading material
- 3. Always maintain an updated list of emergency contacts for the benefit of the customer
- 4. Be familiar with all activities required to drop off the customer at the desired destination

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Exercise



Name at least 2 duties a taxi driver must perform other than driving the vehicle.					
	List the ways in which a taxi driver can follow cleanliness while at work				
	Which are the items that taxi drivers should avoid carrying in the vehicle and why?				
	List at least 3 situations with regard to altercations or arguments that should be avoided when traveling with a customer				

- Activity



- 1. Demonstrate how to handle a frustrated customer
- 2. Visit a Taxi Company and study their minimum requirements for hygiene and cleanliness of self and vehicle
- 3. Demonstrate the ways in which you can convey a delay in reaching the pickup point to the customer and the taxi company











6. Drop the Customer Safely Using the Quickest Route for Chauffeur

Unit 6.1 – Conformance to Standard Driving Practices

Unit 6.2 - Picking and Dropping Passengers

Unit 6.3 - Conformance to Traffic Regulation

Unit 6.4 - General Conduct on the Road



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Determine that all checks to verify the road worthiness of the vehicle has been carried out
- Identify all necessary documents needed for driving and store in the vehicle
- 3. Inspect all vehicle gauges on the dashboard for any malfunction and take action accordingly
- 4. List all activities to be executed for ensuring the customer/passenger has a smooth ride
- 5. Operate the vehicle to ensure optimal fuel efficiency
- 6. Conform and comply with traffic regulations while driving
- 7. Make use of necessary hand and vehicle signals to indicate driving direction
- 8. Minimize conflicts with people while driving and stay calm and collected
- 9. Utilize vehicle functions to add to driving safety
- 10. Prioritize the well-being of the elderly, children and differently abled customers over other people while driving.

Unit 6.1: Conformance to Standard Driving Practices

– Unit Objectives 🥒



At the end of this unit, you will be able to:

- 1. Conclude that all checks are carried out for road worthiness of the vehicle
- 2. Determine and conclude if necessary documents are available for self, passengers and goods
- 3. Inspect the vehicle gauges for adequate functioning of the vehicle when you start the vehicle for the first time along with the navigation systems
- 4. List all the activities to be carried out to achieve a smooth ride for the passenger such as
 - a. Changing gears seamlessly, leading to a smooth ride
 - b. Steer the vehicle optimally using all controls and systems available such as ECS, crash avoidance, ABS etc.
 - c. Use driving instruments and accessories such as windows, window wipers, AC Controls etc.
 - d. Monitor signs and warning lights on the dashboard and take appropriate action to resolve indicated Check for vehicle malfunction and respond immediately to fix malfunction, and report said malfunction to elicit help
 - e. Inspect the GPS periodically throughout the journey

6.1.1 Role of a Chauffeur -

Though Taxi Driver and Chauffeur drive vehicles for transporting people from place to place, there are some differences between their roles. Chauffeur works for a person or for a company. When they work for person, the owner of a car gives him salary on monthly basis. In the case of organizations, chauffeurs will pick up customers similar to a taxi driver in all respects, except that, the fare for each trip is not collected from the customers. The employing organization will pay the chauffeur a fixed salary on a monthly basis. In rare cases, Chauffeurs will be paid daily or by the hour.

In general chauffeur drive expensive cars owned by individuals or companies. Unlike Taxi Drivers has a rule in helping customer to get in and out of the car, run errands, and carry luggage. Also Chauffeur working hours are based on the needs of their clients.



Fig 6.1.1 Individual Car Owners



Fig 6.1.2 Organization-Owned vehicles

6.1.2 Adherence to Standard Driving Practices

Standard driving practices are common for both Chauffeur and Taxi driver and they are covered extensively in Section 4.1.1. Only summary points are provided below for recall. Please note that the exercises are not same as the exercises under Chapter 2.

Summary 2



- 1. Always make sure the vehicle is road worthy through appropriate technical checks
- 2. Always follow good driving practices
- 3. Be equally good at driving in forward gear and the reverse gear
- 4. Overcome malfunction or breakdowns to continue driving
- 5. Ensure the customer has a good ride experience by meeting all customer needs
- 6. Always follow relevant traffic rules and regulations to ensure a safe and smooth ride

Notes	

Exercise



Choose the correct answer:

1. What is the document shown in the image below?



- a. Driving License
- b. Badge
- c. Insurance
- d. Vehicle License
- 2. Name all the components in a vehicle which controls windshield visibility.
- 3. Describe the working of a ventilation system in a vehicle
- 4. List at least 5 dashboard indicators and mention when they indicate a malfunction and what can be done to fix it.
- 5. Explain the diagnostic checks used to identify malfunctions in a vehicle

Activity



- 1. Visit at least one privately run and one publicly run driving school and write down what you see.
- 2. Demonstrate how to park a vehicle using reverse gear with and without an assistant.
- 3. Visit a local garage and troubleshoot at least 2 problems with a car being serviced.

Unit 6.2: Picking Up and Dropping Passengers

– Unit Objectives 🧖



At the end of this unit, you will be able to:

- 1. Help the customer get into the vehicle and get settled for the journey by:
 - a. Helping elderly or differently abled customers get into the vehicle
 - b. Helping the front seat passenger buckle up his seatbelt
 - c. Show the customers the location and use of any reading material and audio-visual entertainment media present on the vehicle
 - d. Adjust Air Conditioning within the car according to the customer's needs
 - e. If the customer requests it, tune in to the radio station of his/her choice
- 2. Choose the travel route according to current traffic conditions and distance
- 3. Ensure to drive while following local and national traffic rules and regulations and driving through the most optimal route. Ask for directions from locals if unsure of the route.
- 4. Avoid the use of high beam headlights within city limits and unnecessary honking
- 5. Avoid using mobile phone while driving
- 6. While conversing with the customer steer clear of topics involving religion, politics and related
- 7. Help the customer alight from the vehicle by
 - a. Assisting elderly and differently abled customers get down
 - b. Not demanding tips at the end of the journey, and accepting tips only when offered
 - c. Unload the luggage out of the vehicle and hand over to passenger
 - e. Wish the customer as deemed appropriate before leaving

- 6.2.1 Help the Customer -

All the points related to the topic except helping the elderly customers in and out of the car and support to wear seat belt are covered in Section 5.2.1 . Chauffeur should deal with lot of patience to help the elderly persons. Many times it is necessary to make use of wheel chairs for this purpose.



Tips for Helping a Senior In/Out of a Car:

- Ÿ Look for slip or trip risks in surrounding area
- Ϋ́ Use non-slip footwear
- Ϋ́ Keep head and body upright
- Ÿ Lower your hips rather than bending your knees to adjust to the height of the elderly customer
- Ϋ́ keep weight close to your center of gravity
- Ϋ́ Bear weight on your forearms while lifting
- Ÿ Take load on legs rather than on back
- Ÿ Do not rotate your spine while lifting
- Ÿ Replace lifting with push or pull whenever feasible
- Ÿ Operate within your limits

Tips for Wheelchair Transfers.

When transferring, positioning and helping elderly adults get from a wheelchair to a car:

- Ϋ́ Help elderly to wear a gait (Safety device used for moving a person from one place to another) during transfers.
- Ÿ Make more room by moving car seat back after opening the car door
- Ϋ́ Standing on your pull the wheelchair toward you between the seat and car door
- \ddot{Y} Help elderly to bring them to a standing position by holding the gait belt
- Ÿ Make use of your legs to pull up for strength.
- Y Make older adult lean forward from the arms of the wheelchair
- $\ddot{\gamma}$ Ensure to pivot yourself and the older adult so that his or her backside is toward the inside of the car.
- $\ddot{\gamma}$ Assist them to sit on the seat with their legs still out of the car.
- Ÿ Help them move their legs into the car once they are sitting and have been given a moment to gain their balance.
- Ϋ Assist with the seat belt, and close the door of before going to your own seat.

6.2.2 Seat Belt –

Customer travelling in the front seat has to wear seat belt. Chauffeur should help the customer in wearing the seat belt properly as illustrated below.



Your temples should be positioned in the center of the headrest.

This portion of the belt should be centered on the collarbone.

Avoid reclining the seat back too much.

This portion should be low and close-fitting to your hips.

6.2.3 Route Planning and Adherence to Traffic Regulations-

Route planning should be based on current traffic conditions and distance. Please refer section 5.2.1 for detailed information on route planning and section 2.1.1 for adherence to traffic regulations

6.2.4 Safe Driving Habits –

Remaining Safe driving habits are covered in detail in section 4.2.1 . Few important points are illustrated below.

6.2.5 Assist in Alighting –

- $\ddot{\gamma}$ Assisting elderly people in getting in and out of car is explained in detail in section 6.2.1.
- Ÿ Chauffeur should not demand for tips, but should accept them when offered.



Fig 6.2.1 Tips offered by customer

Ϋ Check that all the luggage is unloaded and handed over to the customer.



Fig 6.2.2 Chauffeur handing over luggage to the customer

 $\ddot{\gamma}$ Do not forget to wish the customer before leaving



Fig 6.2.3 Chauffer wishing customer while leaving

Summary 2



- 1. Ensure you build a rapport with the customer over the duration of the journey by being courteous, and obliging the customer in any way possible
- 2. Check that the fare meter is switched on and show the initial meter reading to the customer.
- 3. Ensure the customer has a safe and smooth ride by checking if the customer has fastened the seatbelt, the doors of the vehicle are locked and the air conditioner and the radio is set to the customers preferences.
- 4. Choose the best route to the destination based on traffic conditions and distance, and use GPS to $navigate\ and\ ask\ for\ directions\ when\ necessary$
- 5. Help the customer alight from the vehicle, and unload their luggage as needed. Collect the corresponding fare while not asking for tips and bid the customer farewell before leaving

Notes ————————————————————————————————————

Exercise



Choose the correct answer:

••••	observed and well
1.	What are the steps for a chauffeur to take to ensure the customer has a good ride?
2.	List the topics you should avoid while talking to a customer during a ride
3.	List the steps to take to select the most practical route to a destination
4.	Why are good driving practices important to a chauffeur?
5.	What is shown in the image below and how can be used to improve customer experience:

Activity



- 1. Ride in the passenger seat in a cab and observe all the things the chauffeur does to make you comfortable.
- 2. Demonstrate the essential conversational skills expected of a Chauffeur
- 3. Demonstrate at least 2 good driving practices while driving
- 4. Use GPS to reach a destination using two different routes and calculate and record the time taken for each drive.
- 5. Demonstrate how to load luggage for a frustrated or a drunk customer

Unit 6.3: Conformance to Traffic Regulations

– Unit Objectives 🧖



At the end of this unit, you will be able to:

Identify local traffic regulations according to the state currently in, and follow said regulations such as:

- 1. Change lanes in traffic while staying within speed limit
- 2. Maintain a safe distance from other vehicles in traffic by keeping a check on speed
- 3. Use appropriate hand or vehicle signals while driving to ensure other drivers know your manoeuvres well in advance
- 4. Use all available vehicle functions to aid in driving safely
- 5. Solve any issues you encounter while driving by keeping a calm mindset and addressing issues without losing your cool.

6.3.1 Complying with Traffic Rules -

As a Chauffeur you should always follow traffic rules and drive within the set regulations of the law.

Detailed information on this is provided in Section 4.3.1.

6.3.2 Signs -

A Chauffeur must also read and follow the instructions of road signs which will indicate the condition of the road and how it should be used.

Detailed information on this is provided in Section 4.3.2.

Summary 2



- 1. Ensure compliance with all relevant traffic rules and regulations
- Handle unpleasant incidents with passengers and pedestrians while remaining calm 2.
- 3. Ensure the customer has a pleasant experience throughout the drive
- 4. Navigate during the drive effectively using GPS and asking pedestrians and locals
- 5. Collect the exact fare and do not expect tips

Notes	
Notes 🗀	

Exercise



Choose the correct answer:

1.	List at least 5 traffic rules related to turning the vehicle.
2.	Explain the necessity of hand signals when vehicles have indicators.
3.	Which are the most frequently used hand signals?
4.	Which are the best ways to avoid traffic jams?
5.	How does a chauffeur deal with a customer who is stressed out?

 $6. \quad What does the hand signal shown in the image below mean?$



Activity



- 1. Meet a chauffeur who has more than 10 years of experience and record his/her most stressful ride experiences
- 2. Locate and photograph at least three different chauffeur uniforms and list the similarities and differences between them
- 3. What are the ways in which chauffeurs can help the elderly and the differently abled while driving?

Unit 6.4: General Conduct on the Road

– Unit Objectives 🥝



At the end of this unit, you will be able to:

- 1. Give special consideration to children, the differently abled and elderly
- 2. Follow all rules pertaining to the general public and be kind to stray animals while driving

6.4.1 Types of Road Users —

Road Users will vary in age and physical capability; hence you as a Chauffeur and Taxi Driver will have to be careful when dealing with the elderly, disabled, children and even frustrated road users.

Detailed information on how to handle all kinds of road users is given in section 4.4.

Summary 2



- 1. Keep in mind that the elderly, differently abled and children need our attention and consideration while driving
- 2. Be patient when dealing with a stray animal you encounter while driving on the road
- 3. Respect the right of way given to pedestrians and be understanding when it comes to their presence on the road.

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Exercise



Choose the correct answer:

1. List the ways in which Chauffeurs can show special consideration for the elderly

2. Name at least two traffic rules favouring the differently abled

3. Mention as many traffic regulations benefitting the elderly and children as possible

4. What should you do when traffic is blocked by a stray animal as shown below:



Activity



- 1. Help an elderly or a disabled person to cross the road
- 2. Assist an elderly person in boarding a vehicle when it seems appropriate
- 3. Visit a driving school for the disabled to understand the difficulties they go through











7. Work Effectively as Team

Unit 7.1 — Interact & communicate effectively with colleagues including member in the own group as well as other groups

Unit 7.2 - Organizational Context

Unit 7.3 - Technical Knowledge



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Develop clear lines of communication with colleagues using face-face interaction, telephonic and other means
- 2. Ensure you keep to the work schedule and deliver on commitments made to other colleagues and peers.
- 3. Prioritize and show respect for colleagues while performing work
- 4. Identify, prioritize and meet commitments made to colleagues
- 5. Inform colleagues of delays in meeting commitments in advance
- 6. Recognize any problems with colleagues and take the initiative to resolve them
- 7. Apply and practice all existing procedures and policies with regard to working with colleagues
- 8. Explain Organizational Policies and Procedures
- 9. Illustrate the Importance of Effective communication and different techniques to communicate
- 10. Identify the need for a workplace driven by mutual trust and respect
- 11. Analyze the effect of your work on the schedule and work of others in the organization
- 12. Elaborate the importance of information required by colleagues and provide the said information to them
- 13. Outline the importance of supporting colleagues in their work.

UNIT 7.1: Interact & communicate effectively with colleagues including members in the own group as well as other groups

Unit Objectives



At the end of this unit, you will be able to:

- 1. Make use of various media such as online means and face-face interactions to establish and sustain clear lines of communication with colleagues.
- 2. Tell colleagues important information according to organizational needs using verbal and non-verbal means.
- 3. Illustrate to colleagues important information as required by organizational need through verbal and non-verbal means
- 4. Ensure that the way you work will show respect to all other colleagues and peers at the workplace
- 5. Tell colleagues in advance about delays in meeting commitments or the inability to meet the commitment completely
- 6. Find problems with regard to working with colleagues and try to solve them by taking the initiative
- 7. Recall organizational policies and processes with regard to working with colleagues

7.1.1 Communication Skills -

Communication is sending and receiving information between two or more people.

People exchange information by speaking, writing or signing. Information is also sent and received involuntarily through body language.

7.1.1.1 The Process of Communication -

The process of communication includes a sender, receiver and a message sent between them, and feedback. And in some cases there will be interference. And the surroundings in which the communication is happening is called environment.

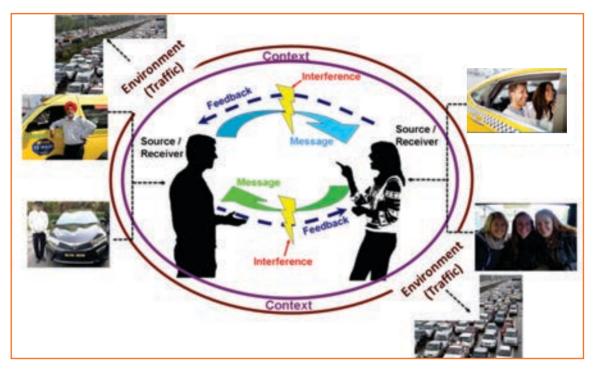


Fig 7.1.1.1 Process of Communication

1. Sender/Source

The person who shares information, ideas or solutions to other with a purpose is called sender or communicator.

2. Message

This can be any type of information sent by the sender.

3. Receiver

The person receiving the message is called the receiver. The receiver usually doesn't just receive the message but also understands and acts on it.

4. Feedback

This involves understanding and confirming that the message received.

5. Environment

This includes the physical space and the current mindset of the participants. The physical layout refers to the room or outside space in which the communication is happening, the lighting, ambient noise and so on. The mindset of the participants refers to the attitudes between the sender and the receiver – toward each other

6. Interference

This refers to the presence of factors that will change the meaning of the message. This may range from ambient noise, extreme temperatures or even the bias that people hold against each other (positive or negative)

7. Channel

This refers to the medium used to communicate the message which may range from spoken words to written words, using online (computers, cell phones) and offline (face-face speaking, notepad or Blackboard) means.

7.1.1.2 Components of Effective Communication

Scientific Research has shown that effective communication consists of three components as given below

- 1. Verbal communication/what is actually said with Tone of Voice/how it is said
- 2. Body Language/an involuntary combination of posture and gestures

The chart below indicates the composition of the three components used every time communication occurs:

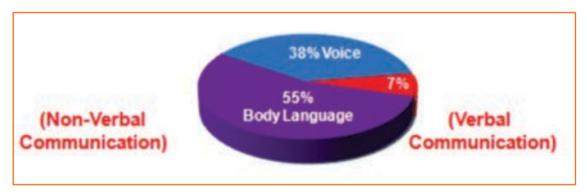


Fig 7.1.1.2 Process of Communication

7.1.1.3 Body Language

While it is important to watch what you say, it is even more important to know how to say what you to.

Even before you start talking, the way you stand, sit, and walk along with what you do with your hands will affect what you are trying to convey through words. Facial expression will also add to the clarity of what is being said.

For example, Let us assume you as a taxi driver/Chauffeur you wish the customer/passenger a good morning with a louder voice than normal, with a genuine cheerful expression on the face. Then you will have communicated to the passenger that you as a driver will ensure to make the taxi ride comfortable and pleasant. (But make sure not to startle the customer/passenger while greeting them).

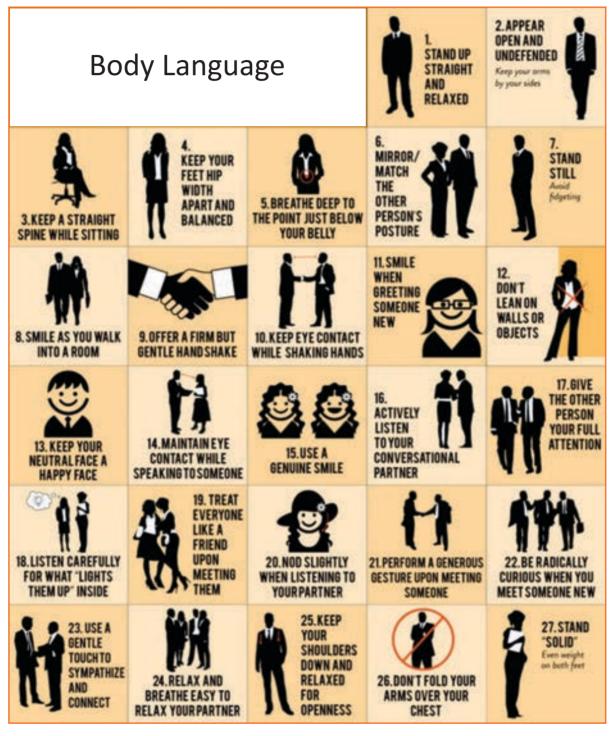


Fig 7.1.1.3 Body Language Chart

And considering another example, if the customer or passenger requests for a different route while riding and you refuse to oblige the request without an adequate explanation, then the communication has failed. It wouldn't matter if you used polite words; if the tone of voice is stressed or annoyed then the customer would become uncomfortable. In this case the best thing to do is explain that you cannot follow a route because of traffic conditions, or other valid reasons, after which you have to apologize politely for any inconvenience it may cause to the customer/Passenger.

7.1.1.4 Verbal Communication

This consists of the spoken word and the tone of voice that one uses to convey a message. To communicate well verbally you should maintain clarity of speech, keep calm and stay focused on the message at hand.

You should also focus on inflection which refers to stressing on the right part of a sentence. The tone of voice plays large role in verbal communication. The tone of voice can convey happiness, tension, frustration, cheerfulness, fear and so on.

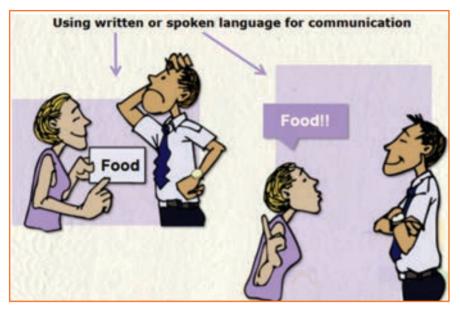


Fig 7.1.1.4 Verbal Communication

7.1.2 How to Communicate Effectively at Work

One of the most crucial business skills is communication, irrespective of the industry or domain being referred to. Therefore it is good to know the fundamental principles behind business communication. Here is a step-wise guide to become an effective communicator at work:

1. Listening – this is the first step towards being an effective communicator, and probably the most important. As a taxi-driver you should not interrupt the customer/passenger, try to predict what the customer/passenger says before they say something. Make sure you listen to what the customer is saying when he/she is saying it.



Fig 7.1.2.1 Driver listening

2. Observing and responding to Body language – as mentioned earlier, body language can convey a lot about the person trying to communicate. For example, if the customer/passenger says it is ok that temperature from outside the cab isn't bothering them, but says so with stressed tone of voice or sweating, then you can go ahead and roll the vehicles windows and switch on the AC.

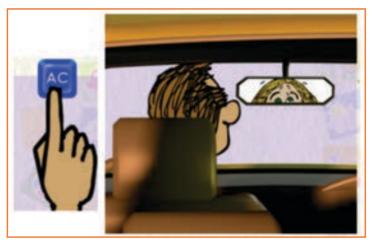


Fig 7.1.2.2 Body language (Customer Sweating)

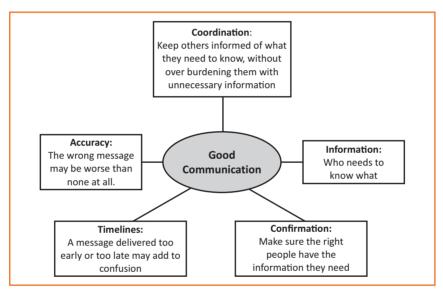


Fig 7.1.2.3 Good Communication

3. **Preferred Mode of Communication** – each person will have favored choice of communication. In the case of a taxi driver/chauffeur, this may mean communicating with the senior driver or transport manager through email or telephone according to personal preference (of the senior driver or manager)

PHONE

BE AWARE OF YOUR SPEAKING VOLUME.

Some people just don't know how loud they are, especially when their attention is focused on the person on the other line.

DON'T ANSWER YOUR PHONE WHEN MEETING WITH OTHERS.

If you answer a call, you're basically telling the person you're meeting that someone else is more deserving of your time than they are.

DON'T PLACE YOUR PHONE ON THE TABLE WHEN MEETING OTHERS.

Otherwise, it looks like you're ready to drop them and connect with someone esle.

LET THE OTHER PERSON KNOW WHEN YOU HAVE THEM ON SPEAKERPHONE.

If you must put someone on speakerphone, make sure you immediately let them know who else is in the room with you.



EMAIL

USE A PROFESSIONAL EMAIL ADDRESS.

Never use email addresses (perhaps remnants of your grade - school days) that are not appropriate for use in the workplace, such as 'drive...'or' babygirl@...'

USE EXCLAMATION POINTS SPARINGLY.

If you choose to use an exdamation point, use only one to convey excitement

THINK TWICE BEFORE HITTING "REPLY ALL"

No one wants to read 20 emails that have nothing to do with them

BE CAUTIOUS WITH HUMOR.

What may be funny when said out loud can come across differently when written. When in doubt, leave it but.



Fig 7.1.2.4 Communicating over phone and email

INSTANT MESSAGING

YOU SHOULD KNOW THE PERSON.

If you only know the person through social media but have never actually met them, you shouldn't IM them.

KEEP THE CONVERSATION SHORT.

If the message wil require the receiver to take time to think about their response, you might want to send an email or call them instead.

NEVER SEND BAD NEWS VIA IM.

IM is too casual a medium to have an important conversation, Particularly one that's negative.



TEXTING

BE CAREFUL WITH ABBREVIATIONS

Shortcuts are common today, but make sure it's appropriate for 'u' to be that informal.

DON'T CHANGE MEETING TIMES OR VENUES IN A TEXT.

Potential attendees may not check their phones in time.



Fig 7.1.2.5 communicating over instant message and text message

SKYPE

LOOK AT THE CAMERA.

Looking at the computer screen will make it seem like you are looking down, but when you look directly at the camera, you wil appear to be looking your contact in the eye.

DON'T GESTURE TOO MUCH.

Although such expressiveness may be acceptable in person, it may be too much when you fit all in one window.

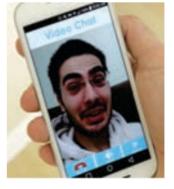


Fig 7.1.2.6 Communicating over Video Chat

- 4. Tone of Voice Always sense the tone of voice of the customer/passenger or the senior colleague at work in order to get the right message. This means knowing when a customer agrees to a different route with a frustrated tone of voice, in this case you will have to ask the customer/passenger again if they are comfortable with the route choice.
- 5. Keep it Formal always ensure as a taxi driver/chauffeur you keep your communication strictly formal with the customer/passenger and not get casual. Being casual with the customer is mostly unprofessional and might be interpreted as a sign of disrespect.
- 6. Keep Communication Objective while driving customers, you are bound to pick up frustrated, irritated or stressed people once in a while at least. In this case, make sure that you are patient with the customer and answer customer queries without using emotional responses. Meaning if the customer is rude to you because of a traffic jam making him/her late, then calmly explain that you are doing your best to reach the destination and not reply rudely.
- 7. Restate what you hear it is advisable to repeat the name of the destination, or any instruction the customer says clearly, back to the customer to re-confirm what was said. This will make the passenger/customer feel they are being heard and will prevent any miscommunication which may lead to delays later.
- 8. Always keep improving make sure you keep practicing these habits for getting better at good communication.

7.1.3 Respecting your Colleagues, Peers and Clients -

A work environment where everybody is respected will minimize the probability of conflict between team members. In the case of a taxi driver the person working will have to interact most of the time with the customer/passenger and for a limited amount of time with the other taxi company employees. In the case of a chauffeur the person working will have to interact with the owner of the vehicle or the organization who has hired the chauffeur.

1. Be Kind and Courteous

Make it a point to ask for the customer's name and prefix the name with Sir or Madam. And when in the taxi company or other employing organization (in case of Chauffeur) make sure to learn everyone's name and always address them by it.

Example: Greeting and saying Goodbye to the customer



Fig 7.1.3.1 Greetings

An important part of a taxi driver/chauffeur's job is to greet the customer/passenger who gets into the vehicle. This is especially important for beginner drivers who are new to dealing with customers. Such fresh drivers can go through and try out which would be the best way to say hello, and the most appropriate way to address women and men based on the language in the region. The same procedure should be followed when the customer/passenger exits the cab. You can say thank you and goodbye when the passenger/customer exits the cab.

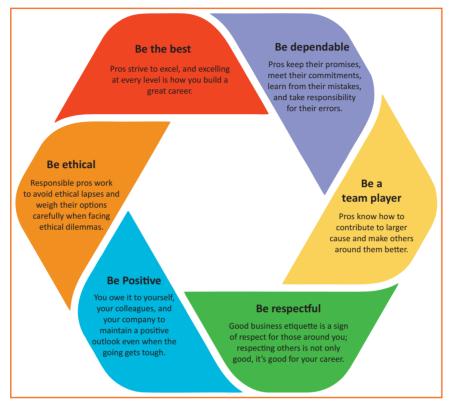


Fig 7.1.3.2 the Elements of Professionalism

2. Respect Personal Space and Boundaries

This applies to the customer as well as the employees in the taxi company. The taxi driver will have to ensure that the customer/passenger has his/her privacy. This means not talking to the passenger unless it is to answer a query.

3. Be Reliable and Consistent

Always show up to work on time and meet all work commitments such as completing customer rides within time and filling the log register before signing off for the day. And if you are to take a leave of absence then inform a replacement driver to take on your driving duties for the day. Make sure to keep the taxi company management apprised of all changes in schedule, well in advance.

4. Be Objective

Ensure to leave emotion out of work activities, especially if they are negative. This means you as a taxi driver will have to answer queries posed by the customers and senior colleagues in an unbiased, calm and neutral manner. In case of conflict with either the customer or a colleague, make sure to resolve it immediately when you get the chance.

5. Be Collaborative

As a taxi driver/Chauffeur you must be ready to pick up the slack for others when the opportunity presents itself. This means taking on another colleagues shift when they cannot show up to work on a particular day.

7.1.4 Honoring Commitments at Work

When working for an organization it is important to complete work according to the planned schedule. This will ensure high productivity in the workplace and better morale amongst colleagues and peers. Given below are some ways to ensure you meet work commitments as planned:

1. Make and choose your commitments on purpose and according to plan

Always ensure that any commitments you make are well thought out and planned. Never make a commitment that you are not completely sure of keeping. With regard to a taxi driver/Chauffeur this means that you have to pick and choose your driving assignments according to your state of mind (relaxed or tense), whether you are rested and alert (getting adequate sleep, or feeling sleepy) and so on.

2. Make sure your Decisions are firm and resolute

Once you make up your mind about a commitment make sure your mind does not waiver about the decision made. For a Taxi driver/Chauffeur this means that you will have to plan pick-ups well in advance and not change your mind about the pick-up after accepting it, unless there is a genuine emergency.

3. Know the Consequences of not meeting a commitment

Always ensure that you know the adverse effects of not following up with a commitment. And remember it when you are thinking about ignoring, or overlooking a commitment. This will serve as a negative incentive to keep the commitment. In the case of a taxi driver/Chauffeur you will have to think of the fare you might lose for delaying or cancelling a pickup.



Fig 7.1.3.3 Delayed Pickup

7.1.5 Handling Conflict at Work -

Every workplace is sure to have situations where colleagues will find themselves on the opposite sides of an argument. This means that friction and conflict between colleagues is a common occurrence, but colleagues will have to see to its immediate resolution to ensure a harmonious workplace

1. Address the Issue Sooner than Later

Whenever there is a problem at work it is best to bring it up the next available opportunity and resolve it. If this is not done, the productivity of work may be affected and may lead to bigger issues in the immediate future. For example if customer is found to be smoking, politely explain your view that smoking is not permitted in taxis.



Fig 7.1.3.4 Taxi driver addressing the issue.

If in case a taxi driver/Chauffeur has a problem with the taxi company management or employees, then he/she should bring it up with face to face interaction and try to resolve it immediately.

2. Try and Find Common Ground

If the customer is frustrated with a traffic jam and a route chosen to reach a destination, then the driver can start off by pointing out that the traffic in a city cannot be controlled by any single individual.

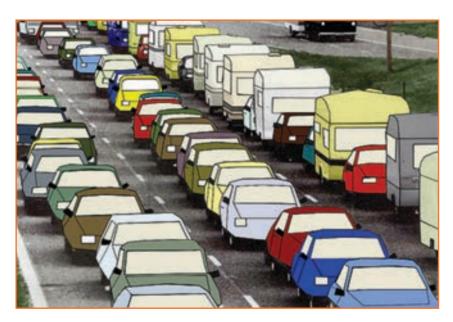


Fig 7.1.3.5 Traffic jam

3. Listen to the passenger/customer while keeping an open mind

Taxi driver/chauffeur have to listen to the grievance of the passenger/customer patiently and not be affected by the intensity of the discussion.



Fig 7.1.3.6 Driver listening to passenger/customer grievance

4. Stay Calm and Speak in a soothing tone when it is your turn to talk

When talking to the customer/passenger, the taxi driver/chauffeur should speak with detachment and should not respond emotionally to the customer.



Fig 7.1.3.7 Driver responding to the customer calmly

5. Be aware when a third party is required

When you are in the middle of an argument that is going out of control, it is best to bring in a third person or authority that is neutral to the situation. This will ensure that the dispute between people is halted, and a consensus is reached between the parties/individuals. When a taxi driver/chauffeur is in an argument with a customer/passenger, he can call the taxi company to mediate a resolution or take the help of a government official such as a traffic policeman to diffuse and resolve the situation



Fig 7.1.3.8 Traffic policeman resolving the situation

6. Learn from resolution as well as the conflict itself

Ensure that, when you have the time, you analyze the cause of the argument/conflict and prevent such situations from repeating again. Also make it a point to remember how the entire conflict was resolved in the end.

Summary 2



- 1. Always develop and maintain clear lines of communication with colleagues.
- 2. Stick to the planned Work Schedule and keep commitments with regard to work
- 3. Respect colleagues while executing work and keep people informed of any delays that are expected
- 4. Make it a point to keep a good rapport with colleagues and customers and solve any issue that arises out of conflict
- 5. Ensure that you follow company policies and procedures as needed at work

Votes			

– Exercise 🔯



An	swer the following:
1.	Write the process of communication?
2.	How do you improve verbal communication?
3.	What are the components of non-verbal communication?
4.	What are the ways to resolve conflict?

- Activity 🦃



- 1. Demonstrate how to resolve a conflict with a passenger in a vehicle using role-play
- 2. Show which is the set effective and ineffective habits and procedures used in communication
- 3. Practice verbal communication using role play. Each one of you can introduce themselves to the rest of group who act as group of passengers.

Unit 7.2: Organizational Context

- Unit Objectives



At the end of this unit, you will be able to:

- 1. List the organizational policies and procedures relating to working with colleagues and roles and responsibilities linked to the same
- 2. Explain the importance of various ways to communicate and the situations in which they can be used.
- 3. Illustrate the need to create a workplace where colleagues and peers trust and respect each other
- 4. Analyze the impact our work will have on another colleague/teams work and their planned schedule.

7.2.1 Compliance with Company Policies and Procedure

A major part of following organizational policies is to work within the range of your job role and its responsibilities. Therefore it is important for a chauffeur/taxi driver to know the limits of a job role and procedures to follow when there is a doubt about a particular task is part of your job role.

7.2.2 Working within organizational roles and responsibilities

When job roles are not defined properly, it might lead to low productivity and poor quality of work in the workplace. When required, employees in an organization should clarify doubts regarding their job role and work instructions.

This can be achieved by:

- $\ddot{\gamma}$ Looking out for consistent and periodic support from senior colleagues, supervisors or managers as is required
- Υ Utilizing consultation with work colleagues and along with staff meetings with superiors
- Ϋ́ Referring to professional guidelines within the organization for use within and outside the organization
- Ÿ Getting your position in the company stated in clear terms, or refer company manuals and professional standards and legislative provisions which are universally applicable
- Ϋ Getting your core competencies analyzed through systematic assessment
- Ÿ Keeping a record of all your work according to organizational standards for documentation

7.2.3 Clarifying Work Instructions

A major part of following organizational policies is to work within the range of your job role and its responsibilities. Therefore it is important for a chauffeur/taxi driver to know the limits of a job role and procedures to follow when there is a doubt about a particular task is part of your job role.



Fig 7.2.1 Organizational Policy, Process and Procedure

Verbal Instructions

When you need to clarify a verbal instruction, as an employee you can ask the individual delivering the instruction to rephrase or repeat the instruction. This repetition or rephrasing should serve the purpose of clarifying the doubt about the instruction. When you choose to obtain clarification from another employee, you should make sure the individual should be able to provide precise information about the task to be performed.

If you are still not clear on the work instruction, the next step would be to ask for the instruction in writing and/or refer the existing workplace policies and procedures.

There are also cases where the organizational policy itself is not clear and needs to be re-written altogether with consultation from higher management.

Specialist advice is another option that can be leveraged when the written policies are unclear. This can be the actual individual who has written or sanctioned the actual policy or a member of the higher management as the situation requires.

With regard to a taxi driver/chauffeur this means that instructions regarding customer service and driving etiquette have to be clarified. This can be anything ranging from the way to load and unload the luggage to the number of trips a taxi driver/chauffeur is allowed to make in a day.

7.2.4 Good Work Relationships

Human beings are social living beings who need positive interactions in the form of friendships and other such positive interactions. Established research has shown that after food, water and safety the next thing that man needs are relationships such as friendships and other ties in life which fulfill a human's need to belong in an environment.

And since a people spend at least half of their waking hours at work, the individual will have to have good working relationships to have a balanced and fulfilling life.

The characteristics of a good working relationship include, but are not limited to:

1. Trust and Open Communication

This forms the basis of every functional and healthy relationship. When there is trust among team members and between teams, communication will be more effective with room for more open and honest information exchange.

2. Mindfulness

In this context Mindfulness means taking full responsibility of one's words and actions. Mindful individuals are careful about what they say and do. Try to be as objective as possible while dealing with the employing organization or the passenger/customer and leave out your personal bias and judgment.

3. Welcoming Diversity

This is very important to a taxi driver/chauffeur since the driver is bound to come across people from different parts of the country and in some cases, the world. This can be the customer/passenger or taxi company management/employing organization.

For example if as a taxi driver/chauffeur you come across different opinions about how to treat a customer from written organizational policies and what your supervisor tells you – then you should carefully consider what has been said by the senior driver or supervisor, apply the insights of higher management into existing practices and policies. This will lead to a more productive workflow and better customer happiness.

4. Mutual Respect

Make sure to value the opinions of both the employing organization and the customer/passenger and find a good balance in between. This will ensure you respect everyone associated with the organization and make way for a smooth workflow.

5. Where to Build Good Work Relationships

This will depend on the stakeholders in a particular organization. In the case of a taxi company/ employing organization the stakeholders from the perspective of a taxi driver/chauffeur is the customer, the supervisor/senior driver at work, other similar driver colleagues within the same company. It may also include higher management within the employing organization.



Fig 7.2.2 Good Work Relationships

7.2.5 How to Build Good Work Relationships

Now that we have established the individuals and the location where to start off build good work relationships, you can now focus on how to go about doing it:

1. Develop your people skills

This is extremely important to a taxi driver/chauffeur who has to interact with people from different social and economic backgrounds and cultures on a daily basis. This means the individual will have to accommodate the customer in any possible, making the ride a pleasant one. You as a driver will need to collaborate, communicate and resolve conflicts on the spot to make sure you are considered as a good taxi driver/chauffeur.



Fig 7.2.3 Taxi driver interacting with different people

2. Build Emotional Intelligence

This is a more specific detail of the point mentioned above. As a taxi driver/chauffeur it means to know when to offer help to the customer, and when not to. It also means being sensitive to the moods and hardships faced in booking and boarding the taxi/vehicle. This will help you serve your customer/passenger on an emotional level.

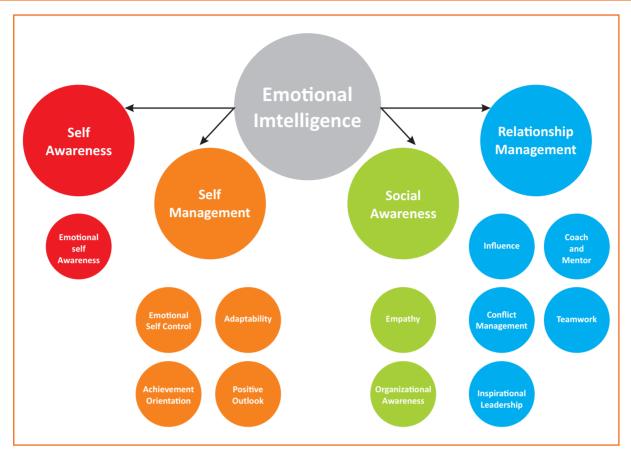


Fig 7.2.4 Emotional Intelligence

3. Manage your Boundaries

This is also largely helpful to taxi driver/chauffeur in terms of knowing when not to cross the line in terms of necessary conversation, actions and help offered. For example to start a conversation on your own and expecting the customer to talk would be violating the customer's choice to remain silent or not speak.

4. Difficult Relationships

This refers more to interaction between the taxi driver/chauffeur and the supervisor/senior driver and other peers at the office or in the field. Every once in a while you as a driver are bound to be forced to work with people with whom you don't necessarily get along. In such cases you should make a conscious effort to make sure professional interactions are not hampered and no conflicts arise.

7.2.6 Choosing the Right Method to Communicate at Work -

The process of transmitting information about and within the organization and its products and services is called business communication.

1. Recognize your target audience

The first step towards communicating effectively is to make a note of whom you are communicating with. If it is the customer then it is best to call or message the customer since they are direct forms of communication and convey a sense of urgency when they are initiated.

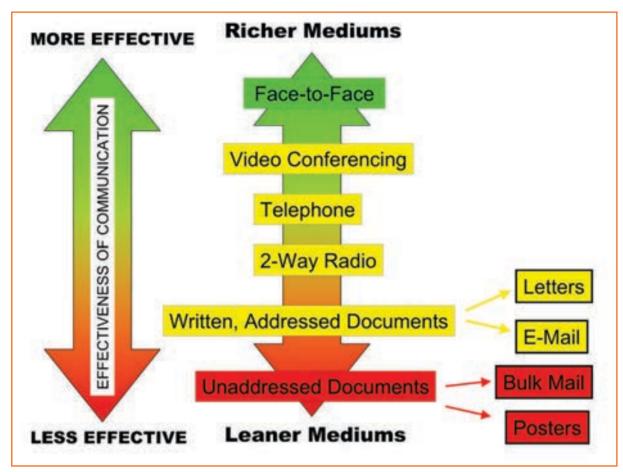


Fig 7.2.5 Effectiveness of Communication Methods

When it comes to your supervisor/senior driver or higher management at the employing organization it is best to organize a face to face communication or write an official email addressing the issue. In case of emergencies such as conflict with the passenger/customer you can call the employing organization

2. Analyze the Message

The next step in this process would be to consider the content of the communication or the message in mind. The criticality, length and overall function of the message will also help decide how to communicate.

For example – if a taxi driver/chauffeur wants to apply for a leave on the fly, then the driver will have to call the supervisor/senior driver in charge to quickly get the leave sanctioned and allow time for the employing organization to assign a replacement driver to take your place.

If the taxi driver/chauffeur wants to address an issue at length, for example an existing workplace policy that needs to be updates will need an appointment for a face to face meeting or at least an elaborate formal email listing the details of the issue and its possible resolutions.

3. Using Interactive Channels

This is rare circumstances where the taxi driver/chauffeur will need feedback on the quality of his driving from the supervisor/senior driver or even the customer/passenger as required. It may also be required when you dealing with work appraisals which have to be approved by the person in charge at work. One can use app data (Customer feedback) or online feedback forms to get such interactive feedback information.

7.2.7 Creating a Work environment which supports mutual respect and trust

A taxi driver/chauffeur can contribute towards making the workplace one that fosters mutual trust and respect by following all organizational policies and procedures right down to a t and encouraging others to do the same.

As a driver you will also have to be accountable for the work you do and not create delays for others in the workplace. This will be explained below.

7.2.8 Accountability and Transparency at the Workplace

This will involve using all the methods given above to achieve complete accountability in terms of the tasks executed at work and documentation file in view of the same.

Accountability with regard to a taxi driver/chauffeur is to work according to company procedure and policy, and documenting the work done on a daily basis. And this can be done through these activities:

This means the taxi driver/chauffeur will have to follow proper sign in and sign out procedures as set down by the employing organization. End of day closure procedures play a large role in this, with the driver completing the daily log register as required by the company.



Fig 7.2.6 Levels of Accountability

The driver will have to register the time spent driving customers, filing grievances, long breaks taken within the work day and unscheduled holidays and leaves applied for, and those that were sanctioned accordingly

If all work done at the workplace (in this case driving the employing organization) is documented according to company policy, then transparency into work process is said to be achieved on an enterprise level.

Your work should not have a negative impact on your colleagues or supervisors at work. That is the main aim of being accountable at the workplace.

Summary 2



- 1. Always keep in mind the importance of a workplace based on mutual trust and respect
- 2. Make sure to use the right method of communication for the right individual at the right time
- 3. Work in a way which maximizes positive impact on peers and colleagues and minimizes negative impact

lotes				

Exercise



n	swer the following:
	List the obstacles to the meaningful implementation of organizational policy at the workplace
	How do you ensure mutual respect and trust at the workplace?
	Why is a secumbability assembled to a weekplace?
	Why is accountability essential to a workplace?



- 1. Search online for HR policies in a taxi company and compare at least three of them, listing their pros and cons
- 2. Based on the above activity, create new organization policies to overcome any disadvantages in the ones found online.
- 3. Conduct role-play with your peers enacting the implementation and non-compliance scenarios with regard to organizational policy.

Unit 7.3: Technical Knowledge

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Explain the types and forms of information that colleagues will need, and the need to provide such information when there is a requirement.
- 2. List the ways in which you can help colleagues with issues, so that desired quality in work is achieved

7.3.1 Definition of Technical Knowledge

A complete understanding of anything that can be applied to any issue or application is called as technical knowledge. It can also be used for reasoning in any form, to solve a problem or perform a task or procedure. It can be used as a tool to understand a work or job along with the help of modern technology and its working.

7.3.2 Information Sharing and Knowledge Management

Within the context of an enterprise, information sharing refers to the set of activities and processes through which skills, information and expertise are exchanged between colleagues and team members within and outside the organization as required.

On a similar note, Knowledge management refers to the process making the right knowledge available to the right people and at the right time. It is about ensuring that an organization and its employees can learn, and that it will be able to recover and use its knowledge resources in existing applications as and when they are needed.

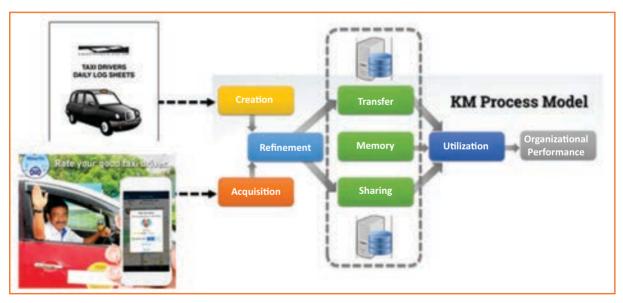


Fig 7.3.1 Knowledge Management (KM) Process Model

1. Use the right Channels for Cross-Functional Communication

From the perspective of a taxi driver/chauffeur you need to communicate with fellow drivers and supervisors etc. In case of doubts regarding organizational policy you can email your senior at work or arrange a face to face meeting according to need.

In case of repairs to be performed on the vehicle, the minimum requirement is a telephone call and the appropriate medium of communication would be meeting face to face to point out the issues in the vehicle.

2. Eliminate Communication Barriers

Even if there is an open work culture aiding the taxi driver/chauffeur interacting with other departments such as the call center, vehicle service technicians and fellow drivers and seniors, the communication may still be hampered. This is mostly due to lack of infrastructure needed for communication. This can be anything ranging from a smartphone, to a two way radio to on-board computers for sending emails.

3. Encourage Information Sharing

From the viewpoint of a taxi driver/chauffeur this means that information regarding efficient routes, vehicle operation and so on can be shared with other drivers and management as well. This will facilitate an open work culture, which will lead to increased productivity and collaboration amongst colleagues.

7.3.3 Supporting Colleagues with Work Issues

To foster a productive work environment, one has to ensure they help their peers and colleagues with regard to work activities. A taxi driver/chauffeur can help out other colleagues new to the organization or Taxi Company by helping them in areas known to be problematic such as closure procedures and end of day reporting.

The taxi driver/chauffeur can also help drivers new to the organization by helping them understand company policy and help them stick to it.

Summary 2



- 1. Always see to information sharing at work with each other for the betterment of self and the organization as a whole
- 2. Make it a point to help colleagues and peers in any way you can

Notes 🗐 -			
	 	 	

Notes			

Exercise



Αı

ΑII	swer the following:
1.	What is the need for Technical Knowledge at work?
2.	Explain the difference between information sharing and knowledge management
3.	What are the different ways in which you can support colleagues and peers at work?

– Activity 💯



- 1. Visit a driving school close to your location and list the various technical skills that can be learnt there
- 2. Demonstrate how to use at least two technical skills while driving











8. Practice HSE and Security related guidelines

Unit 8.1 - Communicating potential accident points

Unit 8.2 - Cleanliness and hygiene

Unit 8.3 – Limit damage to people/client and public

Unit 8.4 - Organizational Context

Unit 8.5 - Technical Knowledge



Key Learning Outcomes



At the end of the module, you will be able to:

- 1. Inspect and list possible safety issues while driving
- 2. Comply with guidelines and regulations stated by transport authorities
- 3. Comply with organizational rules and policies to prevent problems associated with health, safety and environment
- 4. Ensure the vehicle is kept clean
- 5. Outline and escalate problems regarding hygiene and cleanliness to the related department
- 6. Outline and escalate problems concerning hazardous material to the relevant authority both internal and external – or the taxi company and the passenger
- 7. Perform emergency procedures to reduce the danger to life and damage to goods
- 8. Perform procedures according to set rules and instructions to reduce damage and danger
- 9. Escalate issues when you cannot handle them by yourself
- 10. Ensure you give accurate information to others to help them take necessary corrective action
- 11. Identify and inform relevant personnel about safety issues according organizational guidelines
- 12. List out difficulties faced in complying with organization health and safety guidelines in detail to the management.
- 13. Test vehicle exhaust as stated by guidelines and ensure it is up to par with emission regulations.
- 14. Plan and execute disposal of waste resulting from vehicle cleaning according to environmental regulations
- 15. Notify relevant authority in case of safety and emergency issues
- 16. Explain activities to be carried out as part of safety procedures
- 17. Outline efficient ways to inform others of safety incidents or emergency situations and how to prevent them
- 18. Recall the ways to get help during emergency and safety situations
- 19. Explain the usage of relevant equipment and alarm systems to minimize danger
- 20. Plan and define alternate routes in the event of natural calamity or road diversion

Unit 8.1: Communicating potential accident points

- Unit Objectives 🏻



At the end of this unit, you will be able to:

- 1. Inspect and list possible safety issues which may come up while driving
- 2. Comply with guidelines and regulations stated by transport authorities
- 3. Comply with organizational rules and policies to prevent problems associated with health, safety and environment

8.1.1 Introduction to Health, Safety and Environment (HSE)

The Health, Safety and Environment department of an organization deals with the well-being of the employees, and the customers of the organization.

Health – this deals with the welfare of the employees in general who work for the organization. The health function will focus on the effect of driving for long periods with short breaks in a taxi company

Safety - this deals with the safety aspect of an employee in the organization. Working as a taxi driver/chauffeur has a few risks, and the safety function aims to minimize such risks for the drivers.

Environment – this deals with the effect that an organization will have on the environment. With regard to a taxi company this will deal with waste management and exhaust emissions.

8.1.2 Driver Training

It is the responsibility of a driver to update their required skills and knowledge according to regulations and organizational needs which tend to change with time.

Drivers who are out of touch with driving or need to adapt to handling new and complicated driving systems need to undergo training aimed at refreshing skills with regard to driving and related safety tips.



Fig 8.1.1 Driving Test Track

8.1.3 Driver Qualification and Authorization -

The Taxi Company or employing organization should state in clear terms the policies and procedures which govern the work schedule of a taxi driver/chauffeur in a company. Such policies and procedures will generally indicate the rules and regulations with regard to driver qualifications and safety regulations for the vehicle.

For details on the documents that a qualified driver will have to carry to drive a vehicle, please refer Section 2.1. For information on the pre-trip checks that have to be carried out on the vehicle are described in Section 2.2. And information on the escalation of problems found during inspection are covered in detail in Section 2.3



Fig 8.1.2 Qualified Driver

An important pre-requisite for a driver to operate a vehicle for transport is to keep oneself and the employing organization appraised of any adverse health conditions that may affect driving, and related safety.

Details of any medical conditions related to driving must be immediately reported to the employing organization at the next available opportunity.

8.1.4 Factors affecting Driving Performance

A taxi driver/chauffeur should consider and factor in physical and psychological health equally along with emotional state and their overall attitude towards driving for work. To ensure that the above mentioned factors are in line with organizational standards you should make sure that you consider

- 1. Fatigue
- 2. Temporary illness
- 3. Pre-existing medical conditions
- 4. Use of prescription medication and recreational drugs along with alcohol
- 5. Daily stress levels while reporting to work

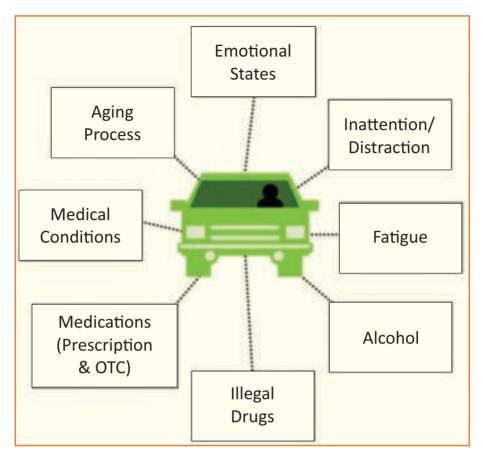


Fig 8.1.3 Factors affecting Driving performance

1. Fatigue

This one of the major causes which leads to serious and sometimes fatal accidents from vehicular collisions. Most accidents that happen are due to tired drivers who can't focus on the road and can't keep the speed in check. Therefore the impact that happens occurs at high speeds.

Fatigue will result when drivers keep driving without adequate rest/sleep, or monotonous roads without many turns and disturbances in the road.

Drivers should:

- $\ddot{\gamma}$ Ensure that you are well rested, and on the whole feeling fit and healthy and not under any medication before beginning long journeys
- Ÿ For long trips, ensure you take regular and scheduled breaks of a predetermined duration.
- Ϋ́ Always make sure you do not undertake long drive after a full day's work.



Fig 8.1.3 Factors affecting Driving performance

In general it is a good practice to avoid driving during the time you are supposed to sleep – early morning or late in the night. If you have to take up driving in theses hours, then make sure that you are well rested and alert before setting out for a drive.

If you are feeling sleepy while in the middle of a driving assignment, make sure to inform the customer/passenger you have to stop for a caffeinated beverage and consume tea or coffee accordingly.



Fig 8.1.5 Factors affecting driver fatigue

2. Temporary Illness

This may be anything from cough and cold to recurring bouts of fever and non-fatal illnesses. In this case the driver will have to make ensure adequate rest, nutrition and medication prescribed by a doctor of medicine.

3. Pre-existing Medical conditions

Asthmatic individuals, people with knee and joint problems will have to ensure that such conditions will not hamper driving efficiency. Such conditions are called pre-existing because the individuals will have them at the time of joining.

Use of prescription medication and recreational drugs along with alcohol

If a person is taking medication prescribed by a doctor there is a high probability that some such medicines may cause drowsiness and loss of focus. Such side effects may seriously affect driving and lead to safety incidents.

4. Daily Stress Levels

The stress level of the driver operating the vehicle is usually ignored by the employing organization. If the taxi driver/Chauffeur has been driving on routes with heavy traffic with minimal breaks, then the driver is bound to be irritable and will be susceptible to bouts of road rage.

When dealing with elevated levels of stress at work, the individual (driver) should immediately report the cause of stress to the line manager.

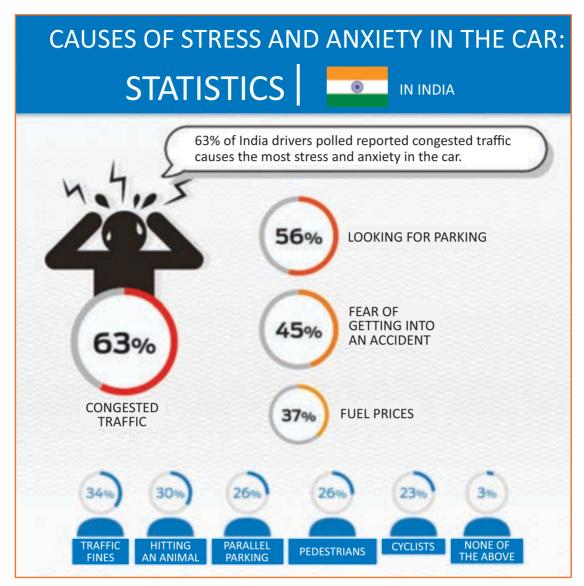


Fig 8.1.6 Causes of Stress for Drivers in India

5. Pre-drive Vehicle Checks with regard to contents of transport

As a taxi driver/chauffeur the individual should consider whether the vehicle if fit to perform transport task. This can be done by ensuring:

When transporting passengers, you should check and verify if each occupant in the vehicle has a seatbelt, and if they are secured with said seatbelt

When transporting children using the vehicle, check to ensure the availability of a child seat and/or child restraints for each child in the vehicle

When transporting an animal such as a pet (cat/dog etc) or any heavy load, check to see if the load is secured.

6. Maintain your company vehicles properly

Vehicle maintenance should always be done thoroughly. It is not helpful just as a preventative measure but also helps up the fuel efficiency and vehicle life and overall ride quality.

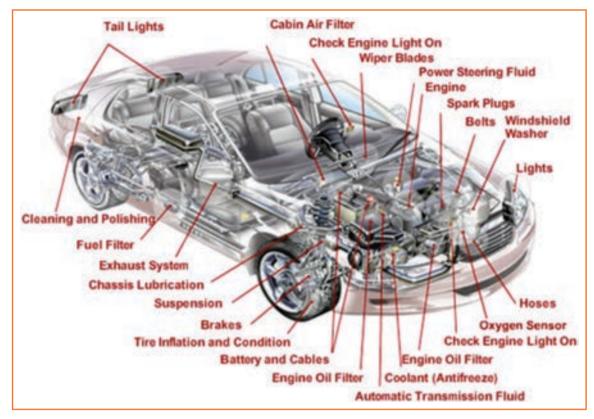


Fig 8.1.7 Maintaining a Vehicle

You have to follow and fulfill the maintenance requirements as specified by the manufacturer, according to the set schedule they provide or recommend. This means the taxi driver/chauffeur will have to schedule the vehicle for the downtime (time away from productive and functional use). And only qualified and certified personnel should work on and service the vehicles

7. Tire checks

This is a vital part of vehicle maintenance. This is because historic and recent research has shown that around 50% of crashes which turn fatal are due to badly maintained tires. This means the driver will have to check tire depth and pressure on a regular basis. Below picture depicts properly inflated, under inflated and over inflated tire. Taxi Driver/Chauffeur should always refer vehicle owner's manual for recommended tire pressure.

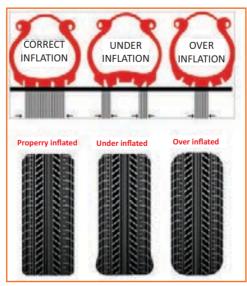


Fig 8.1.8 Tire Pressure

8. Safety Belt Checks

Drivers should look out for fraying, fading, cuts in the tire and its flexibility as well.



Broken Seatbelt Buckle



Frayed Seatbelt Strap



Seatbelt in Good Condition

Fig 8.1.9 Safety Belt Check

9. Rust Checks

This is just as important as the last few checks. Such rust checks should be performed on the core structural components of the vehicle. Rusted components should be eliminated immediately and any residual rust must be removed early on to stop its spreading. This will save money by prolonging the life of the vehicle.



Vehicle undercarriage before removal of rust



Vehicle undercarriage after removal of rust

Fig 8.1.10 Rust maintenance

10. Exhaust System Checks

Consistent and periodic checks to inspect and rectify any issues with the exhaust system of the vehicle will go a long way in increasing ride safety of the vehicle. A major concern with exhaust systems is the detection and prevention of Carbon Monoxide poisoning.



Fig 8.1.11 Faulty Exhaust System of Car

11. Special Equipment

All vehicles, especially the ones meant for transport must be fitted with safety equipment such as a portable fire extinguisher, a reflective triangle for breakdowns, a torch, a first aid kit, and a reflective vest for high visibility during breakdowns.

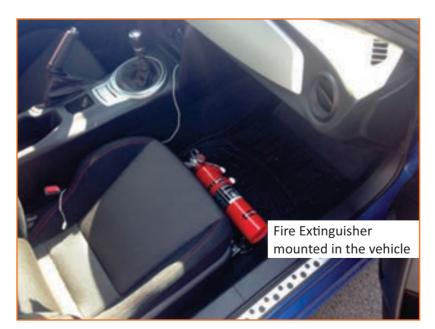


Fig 8.1.12 Fire Extinguisher placement in a Car

Summary 2



- 1. Always conduct thorough inspection of the vehicle's safety issues
- 2. Ensure that you follow the guidelines and regulations set by the local government and authorities with regard to vehicle safety
- 3. Always follow company policies with regard to Health Safety and Environment

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Exercise



Choose the correct answer:

- 1. List the ways to inspect the safety issues in a vehicle
- 2. Explain the various guidelines related to safety set by the government



1. Visit your local RTO and observe the guidelines put up there for vehicle safety and HSE

Unit 8.2: Cleanliness and hygiene

– Unit Objectives 🏻



At the end of this unit, you will be able to:

- 1. Ensure the vehicle is kept clean
- 2. Outline and escalate problems regarding hygiene and cleanliness to the related department

8.2.1 General Guidelines for Hassle-Free Driving

The Windscreen and rear windows of the vehicle should always be kept free from clutter and other unwanted items to offer an unobstructed view of the road and the rear traffic flow. This will also be $helpful \, to \, aid \, efficient \, demisting \, of \, the \, wind screen \, when \, it \, is \, cold \, outside.$





Fig 8.2.1 Cluttered Windshield

Fig 8.2.2 Clutter free windshield

The dashboard of the vehicle should always be kept clear and should be completely free of loose items. Any items that are present on the dashboard should be affixed to the dashboard itself using a stand or some kind of grip. This is important since at the very least, loose items will move every time there is braking, or a sharp turn is taken - which will be distracting and will make the driver to lose focus on driving.

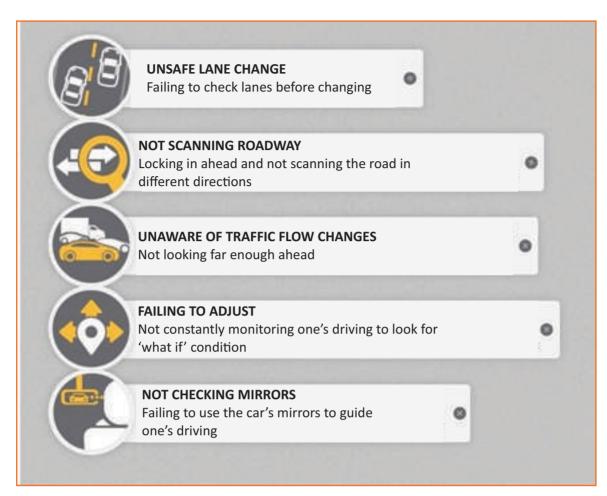


Fig 8.2.3 Mistakes to Avoid While Driving

A more serious issue is when the loose items fall from the dashboard and gets lodged between the brake pedals.

Larger items in the vehicle should be kept low and close to the vehicle floor. This is so that the vehicle will have better balance when being driven at higher speeds.

8.2.2 How to Keep your Vehicle Clean -

It is good practice to keep the vehicle clean, starting from the vehicle cabin. Since a taxi driver/chauffeur will spend a majority of your time in the vehicle cabin. It will help eliminate some of the stress associated with driving for long hours.

1. Using a Vacuum Cleaner

The simplest way to clean a vehicle cabin is by using a vacuum cleaner to eliminate all the dust and debris present in the car. You can remove dust from hard to reach places in a vehicle cabin using a vacuum cleaner.



Fig 8.2.4 vacuuming a vehicle cabin

2. Reduce and Eliminate Unnecessary Items

Make it a point to keep only useful and functional items in the car. Anything that is not absolutely required must be removed from the car. It is also good to keep the windows rolled up when you can, to avoid buildup of dust inside the car.

3. Use Appropriate Footwear

One of the most common ways a vehicle cabin gets dirty is through the use of footwear. One can use a comfortable pair of footwear to drive the cab, and another pair to tread outside the cab for longer periods. This will prevent the buildup of mud and sand inside the vehicle.

4. Designated Places for items

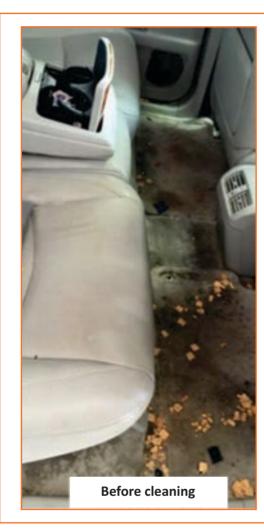
Always ensure you keep all items needed in the vehicle in their designated place. For example a tissue box can be placed either at the center of the dashboard or behind the rear seats. Loose change and coins can be kept in the cup holder or other such holder in the vehicle. You can also use item organizers which help keep things in order in the car.



Fig 8.2.5 Organizer for a vehicle

5. Clean and/or Change the Carpets Periodically

Most dirt, grime and unwanted smells originate from the carpet that lines the vehicle cabin. This means that just cleaning the carpet on the floor of the vehicle will increase how clean it will look and feel.



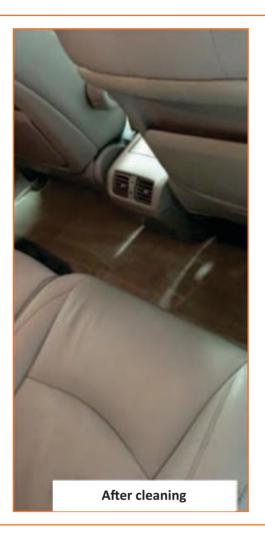


Fig 8.2.6 Vehicle Carpet before and after cleaning

6. Wipe down Surfaces

The next major area to target in the vehicle cabin is any open surface, be it metal, plastic or fibre. Such areas accessible by customers will be subjected to dirt, sweat and other things which are undesirable. By using a wet wipe or a simple cotton cloth dipped in disinfectant over such surfaces can lead to a much cleaner vehicle.



Fig 8.2.7 Wiping down surfaces

- 8.2.3 Personal Hygiene -

It is important for you as a taxi driver/chauffeur to keep their vehicle clean. Similarly, it is also important for the taxi driver/chauffeur to keep themselves clean and groom themselves regularly.

Given below is a figure which explains how a person can groom themselves and look clean and presentable to the customer.



Summary 2



- 1. Always ensure the vehicle you drive is clean and spotless
- 2. Make it a point to notify management about problems with vehicle hygiene and cleanliness

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Exercise



Choose the correct answer:

- 1. List the ways and tools required to clean your vehicle
- 2. Describe the difficulties a driver would face while cleaning the vehicle



1. Visit a local carwash and observe and list the ways in which a vehicle is cleaned

Unit 8.3: Limit damage to people/client and public

– Unit Objectives 🧖



At the end of this unit, you will be able to:

- 1. Execute instantaneous actions to minimize the damage or danger to life and goods accordingly
- 2. Perform actions as specified by rule or detailed instructions to minimize all kinds of damage and danger
- 3. Raise the issue instantly when you cannot handle the situation on your own effectively, for example reporting the issue to the police control room
- 4. Explain instructions clearly and give precise information to others to enable them to take needed
- 5. List and notify any issue at work that may endanger people or property according to operator manual or guidelines
- 6. Inform management of any difficulty you face in complying with organizational health and safety guidelines along with precise details of non-compliance
- 7. Inspect vehicle exhaust as required by the guidelines and validate that the vehicle is complying with emission regulations. If it is not within regulation limits, then take corrective action with the help of a service technician
- 8. Organize proper disposal of waste which results from servicing and cleaning the vehicle. Such waste disposal should be within environmental regulations

8.3.1 Occupational Hazards —

A hazard or danger that is naturally associated with a profession or a job and that is specific to that particular job role is called an occupational hazard.

For example – miners will face the occupational hazard of respiratory disorders due to the constant exposure to air contaminants.



Perform Drive Pre-Checks



Check for Vehicle Documents



Check to see if Passengers are Buckled in



Plan for the Best Route



Stay Healthy and Presentable



Always buckle in your Seatbelt

Fig 8.3.1 Practices to limit danger while driving

As a taxi driver/chauffeur an individual will be working mostly alone and any incidents such as accidents and lapses in driving safety have to be handled on one's own. Risks such as robbery, abusive and aggressive customers/passengers, physical assaults, road rage, and unpredictable health issues such as a heart attack or an asthma attack are possibilities while transporting people and goods.

1. The effect of Noise on the taxi driver/chauffeur

Drivers face the risk of losing their hearing partially or completely in proportion to the levels of noise they are exposed. Tinnitus is another medical condition where there is continuous ringing in one's years caused by over-exposure to noise.

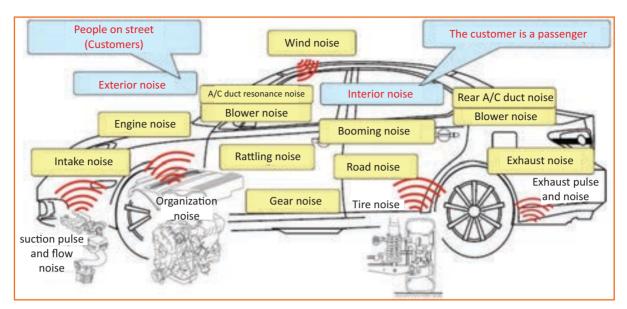


Fig 8.3.2 Visual Checklist for a Vehicle

Such unnecessary exposure to traffic and other ambient noise above tolerable levels can be reduced by rolling the windows of the vehicle up and using sound proof coating on the inside of the car.

2. The effect of Vibration on the taxi driver/chauffeur

Vibration in this context refers to the shaking that is conducted from the vehicle engine to the driver through indirect contact.

Excessive vibration can lead to disorders such as carpal tunnel syndrome which refers a numbness and tingling in the hand and/or arm due to a pinched nerve in the wrist.

Also possible is sensory nerve damage along with muscle and joint pain, which if left uncorrected will lead to permanent damage. In extreme cases it may lead to complex heart conditions and even permanent digestive disorders.

3. Motor Disorders

A taxi driver/chauffeur must drive for long hours without many breaks, scheduled or otherwise. This means not changing one's posture while in a seated position. If the seat in the vehicle is badly designed or if the driver does not correct his posture accordingly it may lead to serious damage to his motor system. The motor system of a person consists of a set of nerves and muscles responsible for movement in a person.

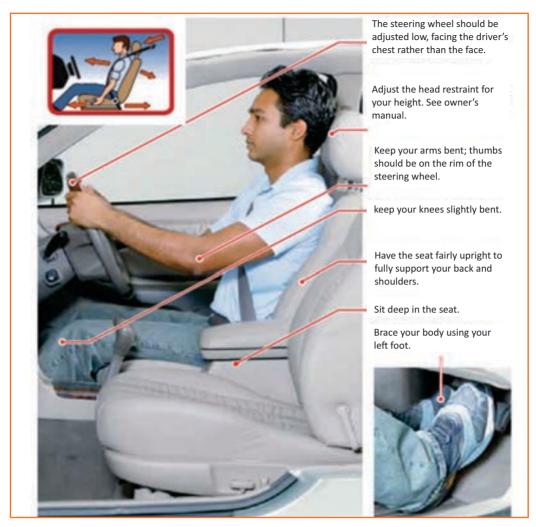


Fig 8.3.3 Taxi driver in Seated position

Drivers are commonly exposed to risk factors dealing with back pain. These include:

Prolonged seating in an individual posture according to vehicle cabin and seat design,

The overall posture of the body due to the vibration experienced by the body as a whole while driving

The overall posture which is affected by manual activities such as lifting luggage and helping elderly and disabled passengers throughout the day

8.3.2 Counter measures to prevent back problems -

- 1. Adjust the seat so that you are comfortable and can reach the driving controls easily with minimal effort and strain
- 2. Adjust mirrors in the vehicle including the rear view and side view mirrors in order to minimize body twisting
- 3. Make it a point to take timely breaks in order to change seating posture and promote healthy blood circulation to the limbs

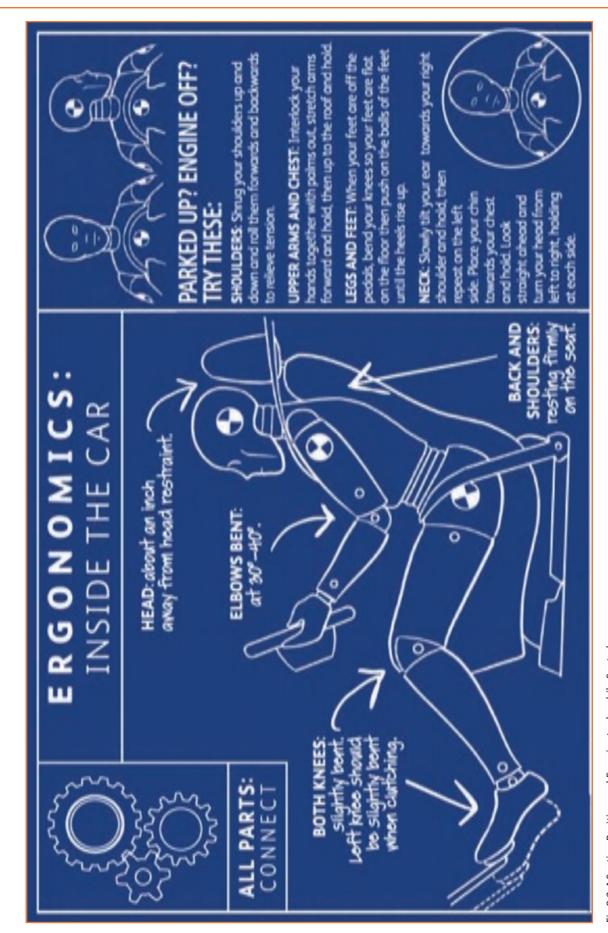


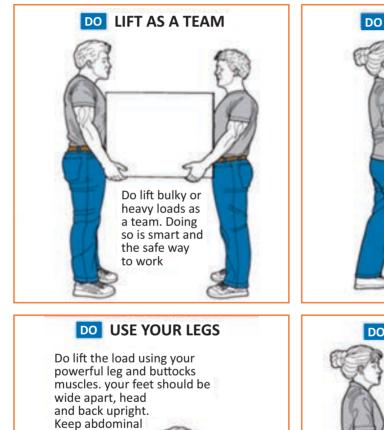
Fig 8.3.4 Seating Position and Exercise to do while Seated

8.3.3 Other Occupational Hazards -

Apart from the obvious difficulties that a taxi driver/chauffeur will face while driving, There are also several other notable ways in which a taxi driver may put himself or the customer in harm's way by not following proper procedure.

1. Luggage handling

- a. Ensure you keep the luggage as close to the body as possible when handling it. This applies to both loading and unloading
- b. Do not lift luggage with the back completely bent or twisted
- c. In case you cannot handle the load of a luggage, be sure to take help from a porter
- d. Ensure that you test the weight of the luggage/load before lifting it.
- e. Ensure you seek help from qualified professional when you are dealing with sprain or strain injuries



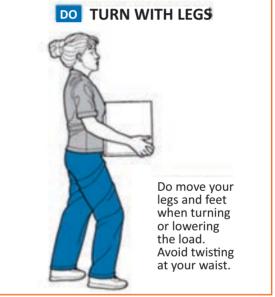
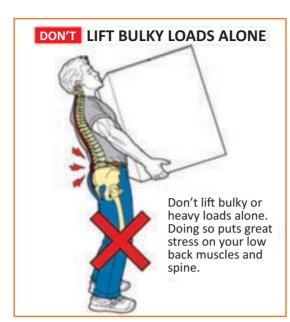




Fig 8.3.1.5 How to Lift Loads

muscles tight and the load in close.



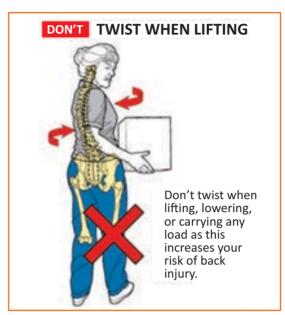






Fig 8.3.5 How not to lift loads

2. Assisting people with disabilities or mobility issues

- a. Ensure you discuss passenger needs before the trip begins and check whether you can meet them on your own, or will need help
- b. Do not try to physically lift passengers into the vehicle even if they are disabled

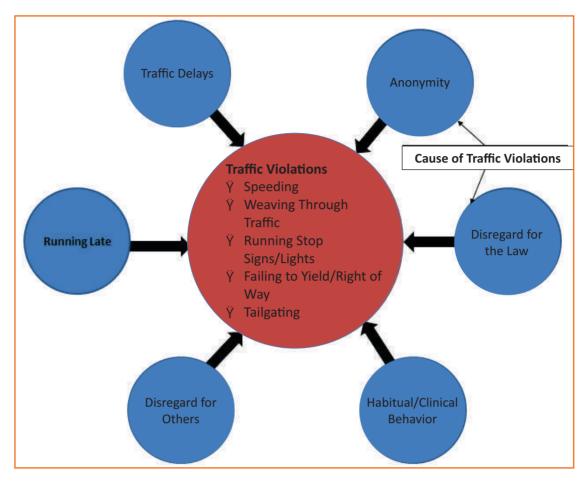


Fig 8.3.6 Cause of Traffic Violations

3. Risk factors associated with the environment include

- a. Roads made on an incline or a slope poses a risk to picking up customers, especially with regard to disabled or wheelchair bound customers/passengers
- b. High Speed Traffic in close proximity to the taxi
- c. Objects or obstacles on the curb such as parked cars which throttle visibility and reduce the space to drive in
- d. Uneven terrain or bad roads in general such as a road which laid with cobble stone
- e. Any form of precipitation such as rain, snow or ice which will drastically increase the probability of slipping both for the vehicle and the customer who is boarding the vehicle

4. Aggressive/Violent customers

As a taxi driver/chauffeur you may come across a significant number of customers who are frustrated, irritated or plain aggressive and hostile. This might be due to several reasons such as the individuals or set of individuals being intoxicated (drunk), having had a bad day and so on. In such situations as a taxi driver/chauffeur you will have to handle the customer with caution.



Fig 8.3.7 Examples of Aggressive driving

5. What to do in case you are faced with an aggressive customer:

- a. Always be polite and focus on good customer service. Make eye contact with the customer for the appropriate amount of time but do not overdo it, else it might be mistaken for intimidation
- b. Always act in a non-confrontational even when faced with an argumentative customer
- c. Do not try to aggravate the situation by responding to physical threats
- d. Try as much as possible not to leave the vehicle which you are driving as it is the safest place you can be during a confrontation or an argument
- e. If you feel uncomfortable with a job, or feel unsafe accepting it, do not do so
- f. Try as much as possible not to offer personal information to customers/passengers if it is not needed.

6. How to avoid dangerous situations during Pick up

Taxi drivers can avoid the risk of being attacked by violent individuals or being robbed. This can be done by avoiding poorly lit locations while picking up customers/passengers.

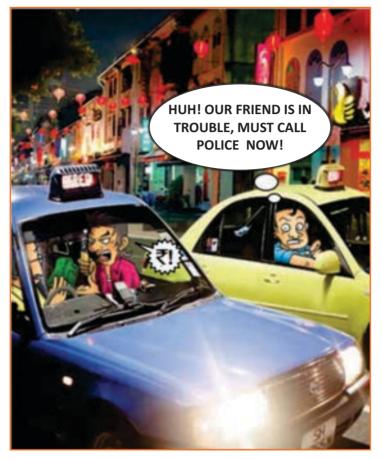


Fig 8.3.8 Helping Other Taxi Drivers in Trouble

- Ÿ Always ask the customer/passenger to select a boarding/pick up point which is well lit.
- Ϋ́ If the taxi driver picks up the passenger/customer in a dark area then there is a risk of being assaulted or robbed by the person you are picking up, and even if you call for help people will not be able to come to your aid soon enough. Therefore it is advisable to pick up customers from well-lit areas and locations



Fig 8.3.9 picking up Customers/passengers

poorly lit locations



The Solution

The preferred pick up point is a safe taxi rank that is well lit and has security

Summary 2



- 1. Always perform immediate emergency procedures to minimize damage and danger to life and goods
- 2. Always ensure the actions taken are according to company policy
- 3. Make it a point to bring up issues with management, when you cannot handle said issues on your own
- 4. Always ensure instructions about emergency actions and communication to colleagues are precise.
- 5. Notify all issues/problem as per company guidelines
- 6. Difficulty in complying with company policy must be immediately reported to management
- 7. Always make it a point to inspect exhaust systems to comply with environmental norms
- 8. Dispose of waste from cleaning responsibly

Notes		

Exercise

1.

2.

3.



Choose the correct answer:

ist the types of waste $arepsilon$	generate by cleaning your vehicle	
ist situations in the co	mpany where it is difficult to comply with company policy	
xplain how to inspect	an exhaust system	



- 1. Conduct a role-play between a management representative and an employee regarding discussion of company policy
- 2. Visit a local car wash and list the types of wastes that is generated while cleaning vehicles

Unit 8.4: Organizational Context

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Safety and emergency issues should be reported to the appropriate personnel/department as specified by organization guidelines
- 2. List all actions you can perform to minimize danger caused by hazards at work
- 3. Explain the most effective and relevant ways to communicate to others about safety and emergency situation and how safety incidents can be prevented
- 4. List the ways and places to obtain help in handling emergency and safety situations

8.4.1 Hazard Identification and Reporting

Industrial and organizational guidelines often state that the presence of any hazard in the workplace must be immediately reported to the supervisor. This will act as the first step to eliminate or neutralize the aforementioned hazard and minimize its impact on the employees and their productivity.

Every hazard should be reported to the next in charge/supervisor/line manager. When the required personnel are not available, you should make an effort to reach the next individual responsible for managing hazards.

8.4.2 Incident and Injury -

An incident with regard to health, safety and environment is the happening of any unplanned event that interrupts and negatively affects the normal completion of a work activity. An injury is damage or physical/psychological hurt caused to an individual due to external agents or circumstances.

Usually an incident means there is minimal or no injury to the individual.

For example, a taxi driver/chauffeur denting another vehicle while driving in peak traffic will be an incident, and the driver and the customer won't have suffered any injury

Injuries can result from hazards at work which can be physical, chemical, or biological in nature. In case of a taxi driver/chauffeur, physical hazards can be speeding vehicles, chemical hazards can be the vehicular exhaust inhaled during driving and biological hazards maybe any infectious diseases contracted while driving.

8.4.3 Issue/Problem -

In a workplace, an issue/problem is the result of a collection of number of incidents with regard to a particular aspect. An issue is significantly more serious than an incident and needs immediate and thorough resolution by higher management, to avoid incidents in the future.

While Issues/problems are not incidents, the existence of a problem means that there is a high chance of a particular incident repeating.

8.4.4 Reporting Incidents and Issues to Line Manager/Supervisor

Any workplace or job profile will come with a set of risks related to work activities. During the time of employment if you come across an incident or a safety issue, it is your responsibility as an employee to report such incidents and issues to the Line Manager/Supervisor.

If you or your colleague or customer is in immediate danger then you should take prioritize and take immediate action to minimize risk and danger to the individual and those around the individual.

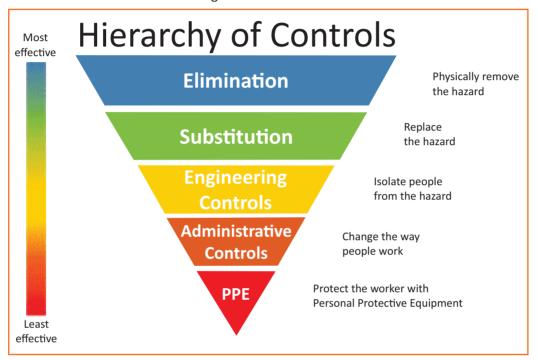


Fig 8.4.1 Hierarchy of Controls Process

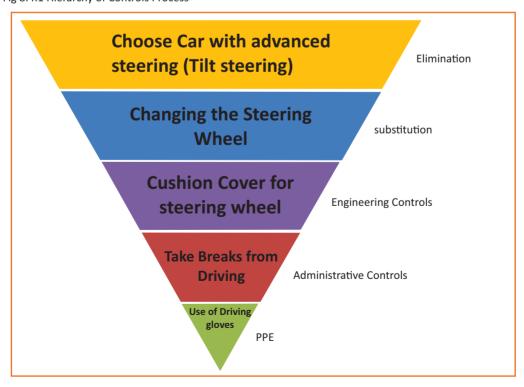


Fig 8.4.2 Hierarchy of Control – Taxi Vehicle Case Study

But if the situation does not need immediate attention then you should report such events to the concerned authority according to organizational guidelines and follow procedure. The steps to report such events are as given below:

1. Check and Validate/Verify the Problem

Before reporting the problem you have to ensure that you have all the information needed to state the problem in its entirety along with the possible resolutions. This will show that the issue has been analyzed and significant enough to take action on.

2. Follow Chain of Command

When reporting safety incidents, be sure to report according to hierarchy set up at work. This means a taxi driver/chauffeur must first report to the supervisor followed by the next-in-charge and so on. The taxi driver/chauffeur should not notify top management directly, since this will be ineffective in terms of documentation and protocol.

3. Report Objectively

Irrespective of how the issue has affected you or your colleagues or customers, it is advisable to leave out subjective/emotional assessment of such an issue. This will help get the details of the issue across clearly and will improve chances of resolving the issue greatly.

4. Preventing Injury at Work

Injury at the workplace is undesirable for both the employed individual and the organization. This is because the injured individual may be physically/psychologically hurt reducing the capacity to work. The reduction in productivity of its employee will directly reduce the organization's revenue. It may also lead to extra costs in terms of insurance and hospitalization payments along with replacement of work equipment and machinery. Therefore it is essential to carry out activities that will help reduce the amount of risk of damage to people and equipment according to the points given below:

5. Keep Your Workspace Organized

in the case of a taxi driver/chauffeur this means keeping the vehicle cabin clear and free of clutter and unnecessary items. The taxi driver/chauffeur can keep the workspace clean by organizing items such as tissue paper box, loose change, reading material such as magazines and more. Also one can arrange items such as water bottles and snacks in the right place such as cup holders and doors compartments.



Fig 8.4.3 Clean Vehicle Cabin

6. Inspect Vehicle and Comply with Safety Measures

a taxi driver/chauffeur can do this by checking the vehicle for malfunctioning parts and systems and correcting the same

7. Avoid shortcuts

it is of great importance for the individual (taxi driver/chauffeur) to carry out safety inspection procedures in their entirety and not skip any portion of the inspection procedure. This will help prevent any problem in the future.

8. Request for Training

it is your right as an employee to be trained as needed for a particular job profile as specified by most government regulations and guidelines. This is especially true in case of safety procedures and processes.

9. Use Personnel Protective Equipment (PPE)

the taxi driver/chauffeur can use PPE to help work better such as driving gloves and driving glasses and so on.



Fig 8.4.4 Driving gloves

10. Improving Safety at work through Effective Communication

Communication with regard to safety at work includes various types of policies and procedures, risk assessments, hazard and incident reports, workplace statistics and training.

It is essential to involve and engage work staff in the use of effective communication methods to ensure their and cooperation and support with regard to safety methods compliance.

Such methods, techniques and procedures must support and enhance the existing technical and practical safety plans.

Clear safety communication will enhance an individual's knowledge and understanding of workplace hazards and risks. This will promote safe work practices and immediately add to productivity on an organizational level.



8.4.5 Types of Safety Communication

Some of the most commonly used methods to communicate safety strategies are given below:

1. Health Safety and Environment (HSE) mission statement, policy and strategic plan

A HSE mission statement and policy will help define and communicate the path of the safety process

It will also offer a reference point for making HSE decisions in the organization as well as on an individual level. A good HSE strategic plan can communicate the priorities and objectives that are in line with the complete business plan.

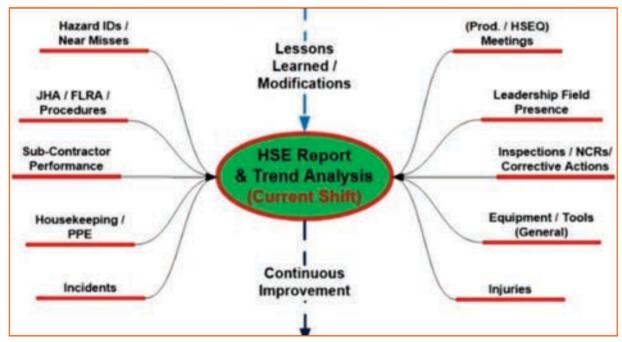


Fig 8.4.6 HSE Report in a Company

2. HSF statistics

An establishment can communicate its performance through graphs showing the down time/lost time; medical treatments availed by its employees, and other workers. It also includes compensation rates, severity and the number of incidents. This will also include other positive performance indicators.

These are used to enable progressive enhancement of the accountability of line management (supervisors/managers) with regard to organizational HSE objectives.

3. Safety induction

HSE supervisors and certified practitioners can provide on-site rules and requirements, through a safety induction meeting conducted periodically – either weekly or monthly. This will help employees perform their work activities in a safe manner.

Taxi driver/chauffeurs can pick up parking procedures and use of safety and hazard equipment form such sessions.

4. Risk assessment

Since an individual can be at risk without even knowing it, risk assessment is vital to all personnel on the workforce. Hazards such as chemicals, moving parts and so on will pose an immediate risk of injury. By listing all work activities and hashing out all risks associate with the said activity you can complete risk assessment.

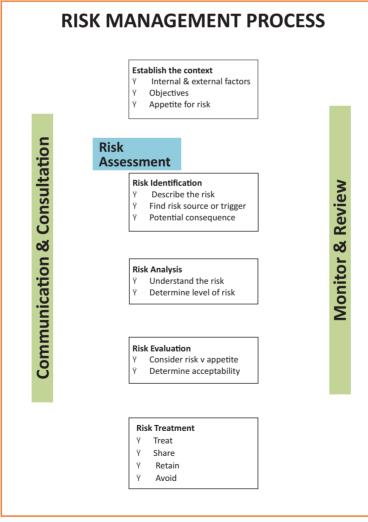


Fig 8.4.6 Risk Management

Taxi driver/chauffeurs may also be subjected to risks without knowing of it. This can be the silent inhalation of Carbon Monoxide (vehicular exhaust) without knowing it. This risk can be averted by rolling up windows or using face masks.

5. Manuals, checklists and operating procedures

Safety manuals are a complete collection of rules, regulations and process and procedural requirements needed to work safely in an organization.

Checklists are a list of activities that need to be carried out in order to achieve the objective of the checklist. These checklists can include the ways to prevent incidents and hazards at the workplace and can help make informed decisions about an issue or an incident.

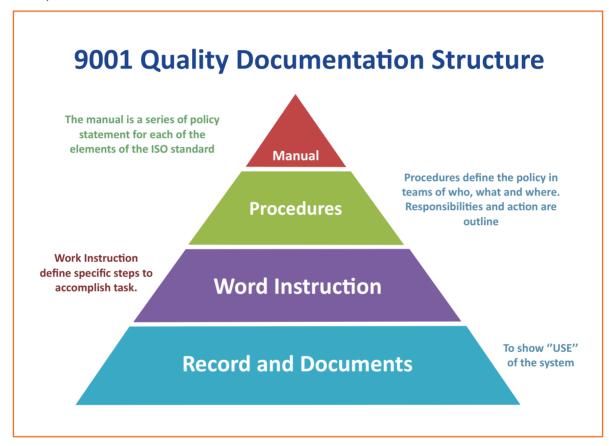


Fig 8.4.7 Manuals and Documentation

For a taxi driver/chauffeur this may mean using the Pre-Drive Checklist to ensure the vehicle is safe to drive

Maintenance logbooks provide a historical profile of plant and machinery. Operating procedures provide advice on acceptable/safe work practices. The lock-out or tag-out of faulty equipment or work in progress can communicate potential danger.

6. Training

One of the most effective ways to bring awareness with regard to HSE is to train the employees periodically. This is different from safety induction as it is more comprehensive, covering every incident possible at work. Safety induction is also a part of training but while every company will have safety induction at the start of employment, ongoing training in safety procedures is rare.

Training is organized by companies to cover any gaps in knowledge and understanding related to safety. Such training can either be comprehensive or cover every section of the workforce, or it can target a certain section of the workforce to solve specific problems.

A taxi driver/chauffeur can be trained in every aspect of HSE, or a company can target high risk group such as new joiners and drivers on the night shift. Such high-risk employees will face a much percentage of risk.

8.4.6 Emergency Situations and Getting Help -

Awareness of what to do during emergency situations and safety incidents is really important for the smooth functioning of any organization. Given below are some of the most common emergency scenarios faced by taxi drivers/chauffeurs:

1. Vehicular Collision/Accident

a taxi driver/chauffeur has to be aware of the risk of accident while driving. If ever an accident happens he has to get help by calling to the taxi company or the line manage/supervisor. Following traffic rules and routine vehicle checks will help prevent accidents.



Fig 8.4.8 taxi in a Collision

2. Lifting

as a taxi driver/chauffeur you will have to occasionally lift customer luggage or wheel in a disabled person into the vehicle. While doing so, you stand a chance of getting hurt by using improper lifting methods or lifting loads which are too heavy. Such a risk can be minimized by simply eliminating the need to lift wherever possible. And when lifting is done, always do it the right way, with personnel protective equipment and tools such as trolleys, gloves and so on. Also ask for assistance when the load is too much to carry for you on your own.



Fig 8.4.9 Taxi driver Loading Luggage

3. Burglary/Theft

as a taxi driver/chauffeur you can minimize the risk of being burgled or robbed by

parking the vehicle in a safe place. You should also not stop in areas that are not well lit during the night and also staying out of areas in the city with high crime rates. Also when faced with assault or threat of force n an isolated part of the city, it is best not to fight back or resist – since help would be far away.



Fig 8.4.10 Theft of Vehicle

4. Fire

in case there is a fire in the vehicle you are driving, you need to use the fire extinguisher in the vehicle to douse the flames. After the fire is brought under control, you can call a service technician to see what caused the fire and fix it. Inflammable goods can also sometimes be the cause of such fires.

Follow below steps if you're driving and a fire starts inside the vehicle:

a. Move the vehicle to the nearest safe place to stop immediately

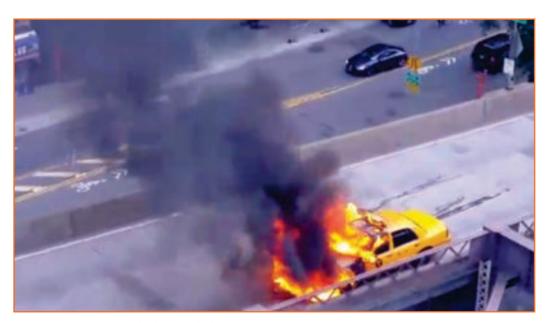


Fig 8.4.11 Taxi on Fire, parked on Roadside

- b. Turn off the ignition
- c. Get every passenger out of the vehicle
- d. In case the passenger in the vehicle catches on fire, try to put out the fire using a blanket. If it doesn't go out, use the fire extinguisher.
- e. Keep safe distance from burning vehicle to avoid toxic fumes
- f. Call 101
- g. Warn oncoming traffic of danger if possible

Summary 2



- 1. Always follow company policy when it comes to reporting safety and emergency issues
- Make it a point to know what actions to take to reduce danger at work 2.
- 3. Always stay updated about safety communication
- 4. Retain an understanding of how and where to get help in emergency situations.

Notes ————————————————————————————————————

Exercise 🔀



Choose the correct answer:

1. List at least 3 company policies relating to health and safety regulations 2. Explain the types of emergency situations you encounter in most companies 3. What are the ways to improve safety communication?



- 1. Visit a local four wheeler servicing center and observe the health and safety procedures in practice there
- 2. Conduct a role-play between an employee and a certified HSE professional

Unit 8.5: Technical Knowledge

- Unit Objectives



At the end of this unit, you will be able to:

- 1. Explain the usage of relevant equipment and alarm systems to minimize danger
- 2. Plan and define alternate routes in the event of natural calamity or road diversion

8.5.1 Fire Extinguishers and Vehicle Security Systems

The main parts of safety and security systems in a vehicle are fire extinguishers and vehicle alarm systems. Given below are details of both components.

Fire Extinguishers

A fire extinguisher is used to control a fire.

High working temperatures, complex electrical systems in vehicles, engine heat and the presence of fuel in close proximity to each other means that a vehicle is susceptible to fire hazard.

Car fire extinguishers come in smaller volumes as compared to the ones available for buildings.

The various parts of a fire extinguisher are shown below:



Fig 8.5.1 Parts of a Fire Extinguisher

There are different kinds of fire extinguishers having color codes; the color explains what kinds of fires the fire extinguisher is useful for:

SI. No	Type of Fire	Pictogram	Intended use	Mnemonic (Memory aid)
1	Class A		Wood, Cloth, Paper, trash, Plastics-Solids that are not metal	A for "Ash"
2	Class B		Petrol, Fuel	B for "Barrel"
3	Class C		Electrical-Energized electrical equipment	C for "Current"
4	Class D	D	Metals-Potassium, Sodium, Aluminum and Magnesium	D for "Dynamite"

Table 8.5.2 Types of Fire Extinguishers

How to Use Fire Extinguisher

Given below are the steps to use a fire extinguisher:

Step:1		Carry the extinguisher near the fire, and then remove the pin.
--------	--	--

Step:2	Aim the nozzle at the base of the fire.
Step:3	Squeeze the lever hard.
Step:4	Use fire extinguisher from a safe distance, then slowly move forward

Table 8.5.3 Method to Use a Fire Extinguisher

1. ABC Dry Powder Fire Extinguisher

The most efficient type of fire extinguisher to store in a car in case of emergency is the ABC Dry Powder extinguisher. This is because it can be used on petrol and diesel and textiles and plastics usually found in vehicles. It can also be used to put out electrical fires. But it is not suitable for putting out engine fires as it makes the engine vulnerable to corrosion. If it is used on engine fires, ensure that you wipe of powder residue to keep the engine safe from corrosion.

2. Size/Volume of Fire Extinguisher for Vehicles

It is best to keep a 1Kg or 2Kg ABC Dry Powder Fire Extinguisher. The size of the vehicle should be used to decide whether you need to go for 1Kg or 2 Kg.

3. Location of Fire Extinguisher

It should be placed well within your (the driver) reach – for example either at the base of the driver's seat or the front passenger seat. It has to be installed and secured properly to prevent unwanted discharge of its content.



Fig 8.5.4 Fire-Extinguisher in a Vehicle

- 8.5.2 Vehicle Security Systems

Security systems for vehicles have their main objective as preventing theft. There are vehicle alarms that go off loudly to alert anyone in the vicinity of unauthorized access. Other alarms silently alert of the vehicle owner of the undesirable activity related to the vehicle.

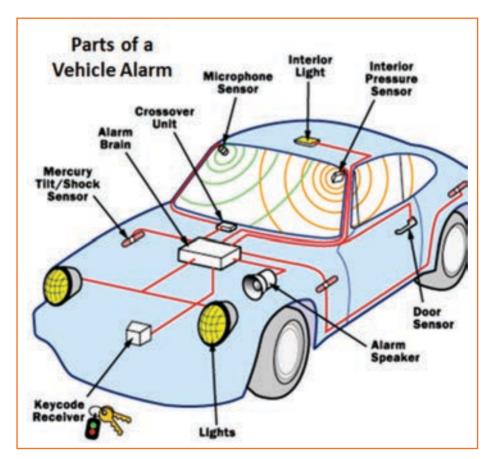


Fig 8.5.5 Parts of a Vehicle Alarm

There are different types of car alarms as shown below:

1. Passive Vehicle Alarms

This is a car alarm which has only two modes – on and off. There are no features in this type of alarm that can be used individually. These alarms are activated as soon as the car is locked. When a person tries to touch the car after activating the alarm, the alarm system will trigger a series of loud noises that will get the attention of people closest to the car. This audio alarm is used to deter theft.

2. Active Vehicle Alarms

This is a type of vehicle alarm that depends on user interaction. Just locking the doors of the car will not activate the car lock. The user will have to turn on the alarm manually when needed. This is useful for people using car alarms only when needed. For example, a taxi driver/chauffeur won't need the alarm when parking it at the taxi company or at the place of residence. Then the driver can leave the car without activating the alarm.

3. Remote Start Vehicle Alarms

An important function of a vehicle security system is to disable the ignition of a car remotely. This is the main difference between the passive types. The remote ignition feature is an extra feature in this.

4. Two-Way Paging Vehicle Alarms

This is an advanced version of a vehicle alarm where the features of active and remote alarms are combined. On top letting the user to control when the alarm is activated, it sends status alerts regarding the safety of the car. The alerts are displayed as text on an LCD display available with the user. It can indicate to the user if the alarm has gone off, for what reason the alarm went off and also if the car has been broken into.

5. GPS Vehicle Alarms

This is incrementally better than the last alarm mentioned. Here the vehicle owner can know the location of the vehicle at all times.

6. Silent Vehicle Alarms

These alarms do not emit a loud noise when the vehicle is tampered with, but it sends a message to the vehicle owner when the vehicle is at risk. This is useful for people who don't like noisy car alarms.

8.5.3 Alternate Routes during Emergencies

The taxi driver/Chauffeur can plan different routes when there is a natural calamity such as flood, an earthquake or a snowstorm/hailstorm.

The first step for a taxi driver/chauffeur would be to listen to the local news through a television, the internet or even the current radio broadcast.

After finding out which areas are most affected by the natural calamity, one can use GPS to navigate and find a route which has fewer risks.

Summary 2



- 1. Always be familiar with the type of fire extinguishers available for vehicles and install them in your vehicle
- 2. Get to know the type of vehicle alarm system suits your vehicle best and install accordingly
- 3. When faced with an emergency or a natural calamity plan your routes to avoid danger while travelling.

Notes 📋			

Exercise

2.

3.



Ch

Cn	oose the correct answer:
1.	List the types of vehicle alarms available in the market.
2.	Explain how to plan alternate routes in times of calamity
3.	Outline the advantages of ABC Dry Powder Fire Extinguisher

Activity



- 1. Conduct a detailed Role-play of how to use a fire-extinguisher
- 2. Research online about the vehicle alarms available in the current market
- 3. Research online the effects of a natural calamity on transport facilities











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