

DHAM TRAVELS

Driver Forms & Policies

DRIVER ONBOARDING / KYC FORM

Complete in BLOCK LETTERS. Attach self-attested copies and present originals for verification.

Driver ID: DHAM-_____ Date: ____/____/____

A. DRIVER PERSONAL DETAILS

B. DRIVER DOCUMENT CHECKLIST

C. BACKGROUND & SAFETY DECLARATION

Have you ever had a driving licence suspended/cancelled/disqualified? ☐ No ☐ Yes — details: _____

Any conviction or pending proceeding materially relevant to passenger/road safety that must lawfully be disclosed? ☐ No ☐ Yes — details: _____

Any drunk/drug-driving offence in the last 3 years? ☐ No ☐ Yes — details: _____

Any serious accident while driving commercially in the last 3 years? ☐ No ☐ Yes — details: _____

D. REFERENCES / PREVIOUS FLEET

PAGE 2 — VEHICLE, INSPECTION & FINAL APPROVAL

E. VEHICLE DETAILS

F. VEHICLE DOCUMENT CHECKLIST

G. PHYSICAL VEHICLE INSPECTION

H. TRAINING / SUITABILITY

☐ Induction completed ☐ Safety briefing ☐ Women/child safety ☐ Privacy ☐ Accident procedure ☐ Hill-driving check (if applicable) ☐ Medical/psychological assessment where legally applicable or adopted by policy

I. DRIVER DECLARATION & CONSENT

I declare that the information and documents supplied are genuine and complete. I authorise Dham Travels, to the extent permitted by law, to verify submitted documents and relevant antecedent/safety information with issuing authorities or authorised verification providers. I will immediately report expiry, suspension, cancellation or material change affecting my legal or safe ability to drive. I have received/read or had explained the Driver Agreement and Code of Conduct.

Office note: Do not dispatch a driver/vehicle with expired legally required documents or unresolved identity/driver mismatch. Retain KYC records securely and only as long as law/business necessity permits.

Full Name | Mobile No.

Father/Mother/Spouse | Alternate No.

Date of Birth | Blood Group (optional)

Present Address

Permanent Address

Emergency Contact Name | Emergency Mobile

Email (if any) | Preferred Language | Hindi / English / Other: _____

Document | Number / Details | Expiry | Copy | Verified

Identity proof | ☐ | ☐

PAN | ☐ | ☐

Driving Licence | ☐ | ☐

PSV Badge / authorisation (if applicable) | ☐ | ☐

Police antecedent/background verification | ☐ | ☐

Medical fitness / Form 1A (as applicable) | ☐ | ☐

Training certificate(s) | ☐ | ☐

Bank proof / cancelled cheque | ☐ | ☐

Reference / Fleet | Contact | Relationship / Period | Checked

☐

☐

Registration No. | Make / Model

Owner Name | Owner Mobile

Year of Registration | Fuel

Seating Capacity | FASTag | ☐ Yes ☐ No

Chassis last 6 digits | Engine last 6 digits

Driver owns vehicle? | ☐ Yes ☐ No | If No, authority checked? | ☐ Yes ☐ No

Document | Number / Details | Expiry | Copy | Verified

Registration Certificate (RC) | ☐ | ☐

Commercial/contract carriage permit | ☐ | ☐

Tourist / All India permit (if applicable) | ☐ | ☐

Insurance | ☐ | ☐

Fitness Certificate | ☐ | ☐

PUC | ☐ | ☐

Road tax / applicable tax proof | ☐ | ☐

Tyres + spare | ☐ OK | Brakes | ☐ OK | Head/tail/indicator lights | ☐ OK

Horn | ☐ OK | Seat belts | ☐ OK | Wipers/mirrors | ☐ OK

Doors & locks | ☐ OK | AC/ventilation | ☐ OK | First-aid kit | ☐ OK

Fire extinguisher (where required/policy) | ☐ OK | Cleanliness | ☐ OK | Tracking/emergency equipment (if applicable) | ☐ OK

Driver Signature/Thumb | Date

Verifier Name | Verifier Signature

Final Status | ■ Approved ■ Pending ■ Rejected ■ Suspended | Activation Date

DRIVER REGISTRATION, VERIFICATION & CODE OF CONDUCT POLICY

Version: 1.0 Effective From: [DATE]

Dham Travels is committed to providing safe, respectful and dependable pilgrimage and outstation taxi services.

No driver shall be permitted to undertake a Dham Travels customer journey until the applicable onboarding, identity, licence, vehicle and safety verification requirements have been completed to the satisfaction of Dham Travels.

Verification by Dham Travels does not replace any licence, permit, badge, police verification, fitness certificate or other requirement imposed by law.

PART A — DRIVER ELIGIBILITY

A driver applying to join the Dham Travels fleet must:

Meet the minimum age and driving-experience requirements prescribed by applicable law.

Hold a valid driving licence authorising him/her to drive the relevant class of vehicle.

Possess all licences, authorisations, badges or endorsements legally required for the proposed commercial/passenger transport activity.

Be medically fit to drive.

Successfully complete the verification requirements prescribed by Dham Travels.

Provide accurate residential and identity information.

Provide a valid mobile number personally used by the driver.

Maintain a bank account in the driver's own name where required for payments.

Successfully complete Dham Travels' driver induction and safety orientation.

Sign the Dham Travels Driver Agreement and Code of Conduct before receiving trips.

Dham Travels may refuse or defer onboarding where any material information cannot reasonably be verified.

PART B — DRIVER DOCUMENTS

The following documents should be collected and verified before activation.

1. Identity Documents

Driver must provide:

Aadhaar or other legally acceptable identity document

PAN Card

Recent passport-size photograph

Recent clear digital photograph/selfie

Where Aadhaar is collected or processed, Dham Travels shall handle it in accordance with applicable law and should avoid unnecessary retention or disclosure.

2. Driving Documents

Driver must provide, as applicable:

Valid Driving Licence

Commercial/transport authorisation where legally required

PSV Badge / Driver Badge where applicable

Any state-specific driver authorisation required for commercial passenger transport

The licence should be independently checked against the relevant government record wherever reasonably available.

A photograph alone should not be treated as sufficient verification.

3. Address Verification

Driver should provide current residential address together with appropriate supporting documentation.

Dham Travels should record:

Present address

Permanent address

Length of residence

Emergency contact

Alternative contact number

Where appropriate, the present address should be independently verified.

4. POLICE VERIFICATION — MANDATORY INTERNAL REQUIREMENT

No driver should be activated by Dham Travels until satisfactory police antecedent verification/background verification has been obtained in accordance with applicable requirements.

The verification record should be retained securely.

Where a police verification is pending, expired, unverifiable or materially inconsistent with the information supplied by the driver, activation should remain suspended pending review.

Dham Travels may periodically require fresh verification.

5. CRIMINAL BACKGROUND DECLARATION

Every applicant must truthfully disclose, to the extent permitted and required by applicable law:

Relevant criminal convictions

Pending criminal proceedings that materially relate to passenger safety or driving

Previous driving disqualifications

Licence suspensions/cancellations

Serious traffic offences

Drunk-driving offences

Relevant theft/fraud offences

Relevant violent offences

Relevant sexual offences

Relevant offences involving passengers or motor vehicles

A declaration should be signed by the applicant.

Providing false or concealed material information may result in rejection or termination, subject to applicable law and fair review.

Dham Travels should assess criminal-history information lawfully and proportionately rather than relying solely on unverified allegations.

6. REFERENCE CHECK

Dham Travels should obtain at least:

Two references

Preferably including:

Previous employer/fleet owner; and

Independent personal reference.

Where the applicant previously drove commercially, Dham Travels may verify:

Employment period

Driving behaviour

Customer complaints

Accident history known to the previous operator

Reason for leaving

PART C — MEDICAL & FITNESS REQUIREMENTS

Before activation, drivers should satisfy applicable medical-fitness requirements.

Dham Travels may require a medical fitness certificate from an appropriately qualified medical practitioner or institution.

Assessment should include matters relevant to safe driving, such as:

Eyesight

Hearing where appropriate

General physical fitness

Conditions affecting safe driving

Drivers must immediately inform Dham Travels if their driving licence or medical fitness status changes in a manner affecting their ability or legal entitlement to drive.

PART D — DRIVER SUITABILITY ASSESSMENT

Where applicable to Dham Travels' regulatory status, or adopted as an internal safety standard, the applicant may undergo a structured behavioural/psychological suitability assessment.

The objective is passenger safety and suitability for prolonged customer-facing driving.

The assessment may consider:

Anger management

Impulse control

Attitude towards women

Respect towards passengers

Handling stressful situations

Road-rage tendencies

Alcohol/drug-related risk

Ability to follow instructions

Behaviour towards senior citizens

Behaviour towards children and persons with disabilities

The assessment should be professionally designed and administered in a fair, non-discriminatory manner.

PART E — VEHICLE VERIFICATION

No vehicle should be assigned to a Dham Travels customer without verification of applicable documents.

The vehicle file should contain, as applicable:

Registration Certificate (RC)

Commercial/passenger transport registration where required

Valid insurance

Permit / Contract Carriage Permit

Tourist Permit / All India Tourist Permit where required

Fitness Certificate

Pollution Under Control Certificate (PUC)

Road-tax proof

State authorisations/permits where applicable

Any other legally required certificate.

VEHICLE OWNERSHIP VERIFICATION

Where the driver does not own the vehicle, Dham Travels should obtain:

Vehicle owner's identity

Owner's contact details

Proof of ownership

Written authority/arrangement permitting the driver to operate the vehicle

Applicable fleet/operator agreement

A driver must never substitute another vehicle without prior approval from Dham Travels.

PART F — PHYSICAL VEHICLE INSPECTION

Documents alone are insufficient.

Before activation and periodically thereafter, the vehicle should undergo a basic safety and condition inspection.

Check:

Tyres

Spare tyre

Brakes

Headlights

Tail lights

Indicators

Horn

Seat belts

Wipers

Mirrors

Doors

Door locks

Air conditioning where offered

Battery condition

General cleanliness

Number plates

FASTag

First-aid kit

Fire extinguisher where required/recommended

Emergency equipment

Vehicle-tracking/safety equipment where applicable

Vehicles showing material safety defects must not be dispatched until rectified.

PART G — DRIVER IDENTITY CONTROL

ZERO DRIVER-SUBSTITUTION POLICY

Only the driver registered and approved by Dham Travels may drive the assigned vehicle during a customer journey.

The registered driver must NEVER:

Send his brother

Send his friend

Send another taxi driver

Send a co-driver

Give the vehicle to another person

Substitute himself without written/recorded approval from Dham Travels.

Where two drivers are required for a long journey, both drivers must be independently registered and verified by Dham Travels before the journey begins.

Unauthorised driver substitution is grounds for immediate suspension and investigation.

PART H — BEFORE EVERY TRIP

Before accepting a Dham Travels trip, the driver must confirm:

✓ Driving licence remains valid.

✓ Required permits remain valid.

✓ Insurance remains valid.

✓ Vehicle is mechanically fit.

✓ Vehicle is clean.

- ✓ Tyres are safe.
- ✓ Fuel/charge is adequate.
- ✓ FASTag is operational where required.
- ✓ Driver has had sufficient rest.
- ✓ Driver is not under the influence of alcohol, narcotics or impairing substances.
- ✓ Driver understands the destination and itinerary.
- ✓ Driver has the customer's authorised pickup information.

PART I — CUSTOMER PRIVACY

Customer information is confidential.

Drivers must NOT disclose or misuse:

Customer name

Phone number

Home address

Pickup location

Destination

Travel itinerary

Hotel

Religious destination

Family details

Photographs

Conversations

Payment information

Customer information shall only be used for completing the assigned journey and legitimate operational requirements.

ABSOLUTE PROHIBITION ON CUSTOMER PHOTOS & VIDEOS

A driver must NEVER photograph, video-record, livestream or post a passenger on:

WhatsApp

Instagram

Facebook

YouTube

Snapchat

X

Any other platform

without the passenger's explicit consent and any other permission required by law.

This includes celebrities, foreign tourists, religious leaders and unusual or noteworthy passengers.

PART J — DRIVER DO's

Every Dham Travels driver shall:

DO

- ✓ Arrive at the agreed pickup point on time.
- ✓ Call the customer politely where necessary.
- ✓ Greet passengers respectfully.
- ✓ Assist senior citizens with reasonable luggage handling.
- ✓ Assist passengers with mobility limitations where reasonably possible.
- ✓ Keep the vehicle clean.
- ✓ Drive within legal speed limits.
- ✓ Follow traffic laws.
- ✓ Wear seat belt.
- ✓ Encourage passengers to use seat belts.
- ✓ Stop for reasonable washroom/meal breaks during long journeys.
- ✓ Follow the agreed itinerary.
- ✓ Maintain appropriate personal hygiene.
- ✓ Dress neatly.
- ✓ Keep music volume low unless passengers request otherwise.
- ✓ Maintain respectful conversation.
- ✓ Respect all religions.
- ✓ Remain patient at pilgrimage destinations.
- ✓ Inform Dham Travels promptly of significant delays.
- ✓ Inform Dham Travels of accidents or breakdowns.
- ✓ Cooperate with police and lawful authorities.
- ✓ Provide bills/receipts where required by Dham Travels.
- ✓ Return customer property found in the vehicle.

PART K — DRIVER DON'Ts

STRICTLY PROHIBITED

A Dham Travels driver must NEVER:

Alcohol & Drugs

- ✗ Drive after consuming alcohol.
- ✗ Consume alcohol during a customer trip.
- ✗ Drive under the influence of narcotics or other impairing substances.

Dangerous Driving

- ✗ Overspeed.
- ✗ Race another vehicle.

- ✗ Drive aggressively.
- ✗ Engage in road rage.
- ✗ Deliberately violate traffic signals.
- ✗ Drive while dangerously fatigued.
- ✗ Use a handheld mobile phone while driving.
- ✗ Watch videos/reels while driving.

Customer Behaviour

- ✗ Abuse a passenger.
- ✗ Threaten a passenger.
- ✗ Shout at a passenger.
- ✗ Make sexually suggestive remarks.
- ✗ Make inappropriate comments about appearance.
- ✗ Touch a passenger without legitimate necessity or consent.
- ✗ Harass women.
- ✗ Discriminate based on religion, caste, gender, disability, nationality or other protected status.
- ✗ Make insulting comments about a passenger's religion or pilgrimage.

PART L — WOMEN PASSENGER SAFETY

Dham Travels adopts a zero-tolerance policy towards sexual harassment or misconduct.

Drivers must never:

- Make sexual comments
- Ask intrusive personal/sexual questions
- Attempt unwanted physical contact
- Deliberately take a passenger to an isolated location
- Follow a passenger after completion of the journey
- Contact a passenger after the trip for personal reasons
- Save/use a passenger's number for personal communication
- Send personal messages after the trip
- Request social-media details
- Photograph/video a passenger without consent

A credible serious complaint may result in immediate temporary suspension while Dham Travels investigates and, where appropriate, cooperates with law-enforcement authorities.

PART M — CHILD SAFETY

Drivers must maintain professional boundaries with minors.

Drivers must NEVER:

- Photograph children without lawful consent
- Request children's contact information

Make inappropriate comments

Offer prohibited substances

Behave in a sexually inappropriate manner

Take a child to an unauthorised location

Any suspected child-safety incident must be escalated immediately.

PART N — SENIOR CITIZENS & PILGRIMAGE CUSTOMERS

Because Dham Travels specialises in pilgrimage journeys, special consideration should be shown towards elderly passengers.

Drivers should:

- ✓ Drive smoothly.
- ✓ Allow reasonable rest stops.
- ✓ Avoid unnecessary sudden braking.
- ✓ Help with reasonable luggage.
- ✓ Stop reasonably close to entrances where legally and safely possible.
- ✓ Avoid rushing passengers.
- ✓ Explain unavoidable road conditions politely.

Drivers must never demand additional money merely because passengers are elderly or require reasonable additional time.

PART O — MONEY & FARE

Drivers shall only collect amounts authorised by Dham Travels or properly chargeable under the booking arrangement.

Drivers must NOT:

- ✗ Demand an arbitrary additional fare.
- ✗ Threaten to abandon passengers unless extra money is paid.
- ✗ Inflate toll charges.
- ✗ Fabricate parking charges.
- ✗ Manipulate kilometres.
- ✗ Take an unnecessary longer route for financial benefit.
- ✗ Demand tips.
- ✗ Force passengers to pay personal expenses.

Tips voluntarily given by customers may be accepted unless Dham Travels' applicable policy provides otherwise.

PART P — NO PRIVATE DEALS WITH DHAM TRAVELS CUSTOMERS

Customer relationships generated through Dham Travels belong to the Dham Travels booking ecosystem subject to the driver's contractual rights and applicable law.

A driver must not improperly solicit a Dham Travels customer to bypass Dham Travels for the purpose of avoiding agreed commissions/fees or circumventing an active booking arrangement.

Any non-solicitation restriction must be reasonable and consistent with applicable law and the driver's freedom to work with other platforms/operators.

PART Q — CUSTOMER LUGGAGE

Drivers should provide reasonable assistance with loading and unloading luggage.

Drivers must never:

Open passenger luggage

Search luggage

Remove an item

Hide an item

Retain an item found in the vehicle

If property is discovered after a journey, the driver must promptly inform Dham Travels.

Dham Travels will coordinate its reasonable return.

PART R — ROUTE CHANGES

Drivers should generally follow the agreed route/itinerary.

A route may reasonably be changed because of:

Traffic

Accident

Road closure

Police instructions

Weather

Landslide

Unsafe road conditions

Government restrictions

Where practical, passengers should be informed about significant route changes.

Drivers must never deliberately divert passengers to isolated locations without a legitimate reason.

PART S — COMMISSIONS FROM SHOPS/HOTELS

Drivers must not pressure passengers to visit:

Particular restaurants

Hotels

Shops

Handicraft stores

Priests/pandas

Tour guides

Travel agents

merely because the driver receives commission.

Passenger choice must be respected.

PART T — PILGRIMAGE-SPECIFIC CONDUCT

Drivers must respect the religious nature of Dham Travels journeys.

Drivers shall:

- ✓ Respect temple, gurudwara, mosque, dargah, church and monastery rules.
- ✓ Avoid offensive religious discussions.
- ✓ Respect dietary preferences communicated by passengers.
- ✓ Avoid smoking inside the vehicle.
- ✓ Avoid alcohol during pilgrimage assignments.
- ✓ Dress appropriately.
- ✓ Behave respectfully around religious destinations.

A driver must NEVER attempt to influence passengers to change their religion or insult their beliefs.

PART U — HILL DRIVING

Drivers assigned to Uttarakhand and Himachal Pradesh hill routes should have appropriate competence and experience.

Where Dham Travels considers it necessary, hill-route experience should be separately verified.

Drivers must:

- ✓ Use appropriate gears on steep descents.
- ✓ Avoid dangerous overtaking.
- ✓ Follow hill-road rules.
- ✓ Observe weather warnings.
- ✓ Avoid unsafe shortcuts.
- ✓ Take adequate rest.

No customer request shall require a driver to use a road that the driver reasonably believes is unsafe or legally closed.

PART V — DRIVER FATIGUE

Long-distance driving while exhausted creates a serious safety risk.

Drivers must disclose if they have not received sufficient rest before commencing an assignment.

Dham Travels should structure journeys to permit reasonable rest consistent with applicable driving-hour and safety requirements.

Passengers shall not be permitted to compel drivers to drive continuously where doing so would be unsafe or unlawful.

PART W — ACCIDENT PROCEDURE

In the event of an accident, the driver's first priority is safety.

Driver should:

- 1. Stop safely.**
- 2. Check passengers for injuries.**
- 3. Call emergency services/police where necessary.**

4. Inform Dham Travels immediately.

5. Do not flee the scene.

6. Cooperate with lawful authorities.

7. Record relevant information where safe and lawful.

8. Do not make false statements or fabricate evidence.

9. Assist passengers in obtaining reasonable emergency help.

All serious accidents must be documented internally by Dham Travels.

PART X — BREAKDOWN PROCEDURE

If the vehicle breaks down:

Move the vehicle to a safe location where possible.

Inform passengers.

Contact Dham Travels.

Do not abandon passengers at an unsafe location.

Dham Travels/vehicle operator should make reasonable efforts to repair or arrange alternative transportation according to the circumstances.

PART Y — COMPLAINTS AGAINST DRIVERS

Complaints may be classified according to severity.

LEVEL 1 — SERVICE

Examples:

Dirty vehicle

Unnecessary delay

Rude behaviour

AC issue

Minor route dispute

Possible action:

Warning / counselling / retraining.

LEVEL 2 — SERIOUS MISCONDUCT

Examples:

Fare manipulation

Repeated dangerous driving

Abandoning passenger

Unauthorised driver substitution

Repeated abusive behaviour

Serious privacy violation

Possible action:

Immediate temporary suspension pending investigation, retraining, final warning or termination depending upon findings.

LEVEL 3 — ZERO-TOLERANCE / SAFETY INCIDENT

Examples:

Sexual harassment

Assault

Theft

Robbery

Drunk driving

Deliberate violence

Serious threats

Criminal intimidation

Driving while knowingly disqualified

Deliberately endangering passengers

Possible action:

Immediate suspension from new Dham Travels assignments pending investigation.

Dham Travels may preserve relevant records and cooperate with police or other authorities as legally appropriate.

Termination should follow applicable contractual requirements and a fair review except where immediate action is legally justified.

PART Z — DOCUMENT EXPIRY

Dham Travels should maintain expiry dates for:

Driving licence

PSV badge/authorisation

Vehicle insurance

Permit

Fitness certificate

PUC

Relevant police/background verification

Other time-limited documents

Automated or manual alerts should be generated before expiry.

A driver/vehicle whose legally required document has expired must not be dispatched until compliance is restored.

PERIODIC RE-VERIFICATION

Dham Travels should periodically re-check active drivers.

Recommended internal process:

Before Every Trip

Driver/vehicle identity confirmation.

Monthly

Basic vehicle and complaint review.

Quarterly

Performance and serious-complaint review.

Six-Monthly

Document audit and vehicle inspection where appropriate.

Annually

Comprehensive driver file review, training refresh and updated declarations/verification as applicable.

Any mandatory statutory frequency shall override this internal schedule.

DRIVER DECLARATION

I declare that all documents and information submitted by me to Dham Travels are true, complete and genuine.

I confirm that I shall inform Dham Travels promptly if:

My driving licence is suspended, cancelled or expires;

My legally required driver authorisation expires;

My vehicle permit expires;

My insurance expires;

I become legally disqualified from driving;

I become medically unfit to drive safely;

The vehicle changes;

Any material information submitted during onboarding becomes incorrect.

I understand that providing forged documents or deliberately concealing material information may result in immediate suspension and may be reported to the appropriate authorities where legally required.

I have read and agree to comply with the:

Dham Travels Driver Code of Conduct

Dham Travels Passenger Safety Policy

Dham Travels Privacy Requirements

Dham Travels Zero Driver-Substitution Policy

and other applicable operating policies.

Driver Name: _____

Father's/Mother's/Spouse's Name: _____

Mobile: _____

Driving Licence No.: _____

Vehicle Registration No.: _____

Current Address: _____

Emergency Contact: _____

Signature: _____

Date: _____

FOR OFFICE USE ONLY

- Identity verified
- Photograph verified
- Driving licence verified
- Applicable PSV/driver authorisation verified
- Address verified
- Police verification completed
- Background declaration reviewed
- References checked
- Medical fitness reviewed
- Suitability assessment completed where applicable
- Bank details verified where required
- RC verified
- Insurance verified
- Permit verified
- Fitness certificate verified
- PUC verified
- Road tax/other applicable documents verified
- Vehicle physically inspected
- Driver training completed
- Hill-driving competence checked, if applicable
- Driver Agreement signed
- Code of Conduct signed
- Emergency procedure explained

Verified By: _____

Verification Date: _____

Driver ID: DHAM-_____

Status:

■ **APPROVED**

■ **PENDING**

■ **REJECTED**

■ **SUSPENDED**

DRIVER–DHAM TRAVELS LEGAL AGREEMENT

For attached drivers, driver-cum-owners and fleet-supplied drivers

IMPORTANT: This agreement is intended as a strong operating template for Dham Travels. Applicable transport, labour, consumer, data-protection and state-specific rules prevail. It should be reviewed by Dham Travels' Indian legal counsel before execution at scale.

1. PARTIES AND PURPOSE

This Agreement is between Dham Travels ("Dham Travels") and the undersigned driver ("Driver"). The Driver may be a driver-cum-owner, a driver supplied by a fleet/vehicle owner, or another independently engaged transport professional. The purpose is to prescribe conditions for eligibility, trip allocation, passenger safety, conduct, documentation, confidentiality, payments, incident reporting and suspension/termination.

2. REGULATORY STATUS AND COMPLIANCE

The Driver shall at all times comply with the Motor Vehicles Act, 1988, Central Motor Vehicles Rules, applicable permit conditions, traffic laws, state/UT transport rules, police directions and any other law applicable to the vehicle, route and passenger service. Where Dham Travels is legally treated as an aggregator, applicable aggregator rules/guidelines shall also apply. Nothing in this Agreement authorises the Driver to operate without a legally required licence, badge, permit, fitness, insurance, PUC, tax or authorisation.

3. CONDITIONS PRECEDENT TO ACTIVATION

No trip may be accepted until Dham Travels has approved the Driver's identity, valid driving licence for the relevant class, address information, police antecedent/background verification as required by law or Dham Travels policy, medical fitness where applicable, bank/payment details, profile photograph, signed declarations, training/induction requirements and the assigned vehicle documents. Dham Travels may require re-verification at any time for safety, expiry, complaint, mismatch or regulatory reasons.

4. DRIVER REPRESENTATIONS AND CONTINUING DISCLOSURE

The Driver represents that every document and statement supplied is genuine, current and complete. The Driver shall immediately notify Dham Travels of suspension, cancellation, seizure or expiry of a driving licence/badge/permit; material medical unfitness affecting safe driving; police or court restriction on driving; material criminal proceedings relevant to passenger or road safety; change of address/mobile; accident causing serious injury; vehicle change; or any other fact making the Driver legally or safely unable to perform an assigned trip.

5. NO UNAUTHORISED DRIVER OR VEHICLE SUBSTITUTION

Only a Driver and vehicle approved for the booking may report for the trip. The Driver shall not send a friend, relative, co-driver or substitute, and shall not change the vehicle, without prior recorded approval from Dham Travels. If two drivers are required, both must be separately approved. Unauthorised substitution is a serious safety breach and may result in immediate suspension pending review.

6. INDEPENDENT ENGAGEMENT; NO AUTHORITY TO BIND

Unless a separate written employment document expressly states otherwise, this Agreement does not by itself create authority for the Driver to bind Dham Travels to contracts, discounts, refunds, admissions of liability or representations. The Driver remains responsible for complying with tax, permit, licence and other obligations legally applicable to the Driver/vehicle owner. The legal character of the relationship shall be determined by applicable law and actual working arrangements, not merely by the label used in this clause.

7. TRIP ACCEPTANCE AND ITINERARY

After accepting a trip, the Driver shall report on time, use the approved vehicle, follow the authorised itinerary and promptly communicate material delay, road closure, breakdown, accident or safety concern. The Driver may refuse an illegal or objectively unsafe instruction. The Driver shall not intentionally take unnecessary detours for personal benefit or commission.

8. SAFE DRIVING AND FATIGUE

The Driver shall obey speed limits, seat-belt and traffic rules; shall not use a handheld phone while driving; shall not watch videos/reels; shall not engage in racing, road rage or dangerous overtaking; and shall not drive while materially fatigued. The Driver must take reasonable rest breaks on long journeys. Passenger pressure does not excuse unsafe or unlawful driving.

9. ZERO TOLERANCE: ALCOHOL, DRUGS AND INTOXICATION

The Driver shall not drive or report for duty under the influence of alcohol, narcotics, intoxicants or medication that makes driving unsafe. Consumption of alcohol or illegal drugs during an active customer assignment is prohibited. Dham Travels may remove the Driver from service immediately where there is a reasonable safety concern and may require lawful testing or police involvement where appropriate.

10. PASSENGER DIGNITY, WOMEN AND CHILD SAFETY

The Driver shall behave professionally and shall not threaten, abuse, intimidate, stalk, harass or discriminate against passengers. Sexual comments, unwanted touching, intrusive sexual/personal questions, requests for social-media details, post-trip personal contact, deliberate isolation of a passenger, photographing/recording passengers without lawful consent, or any sexual misconduct are prohibited. Professional boundaries with minors are mandatory. Serious allegations may result in immediate temporary suspension while facts are reviewed and may be referred to police or competent authorities.

11. RELIGIOUS AND PILGRIMAGE CONDUCT

Dham Travels serves pilgrims of different faiths. The Driver shall respect all religions and places of worship, shall not insult or pressure passengers regarding religion, and shall respect communicated dietary preferences where reasonably practicable. Smoking inside the vehicle is prohibited. The Driver shall not exploit pilgrims by forcing or pressuring visits to particular shops, hotels, restaurants, guides, priests/pandas or vendors for commission.

12. FARES, CASH, TOLLS AND CUSTOMER MONEY

The Driver may collect only amounts authorised by the booking or properly chargeable under communicated terms. The Driver shall not fabricate toll/parking/state-tax charges, manipulate kilometres, demand tips, threaten abandonment for extra cash, or privately renegotiate the agreed fare without Dham Travels' approval. Cash collected on behalf of Dham Travels shall be accounted for accurately and remitted as instructed.

13. CUSTOMER NON-CIRCUMVENTION DURING ACTIVE BOOKINGS

The Driver shall not induce a Dham Travels customer to cancel or bypass an active booking for the purpose of avoiding agreed platform/operator charges. Any restriction beyond active bookings shall apply only to the extent reasonable and enforceable under applicable law and shall not prevent lawful independent work.

14. LUGGAGE AND FOUND PROPERTY

The Driver shall not open, search, remove, conceal or use passenger luggage or property. Reasonable assistance with loading/unloading should be provided. Any item found after a trip must be reported promptly to Dham Travels and preserved for coordinated return. The Driver shall not demand a reward as a condition for returning property.

15. CUSTOMER DATA AND CONFIDENTIALITY

Customer names, phone numbers, home/pickup addresses, itineraries, hotel details, family information, payment information and conversations are confidential and may be used only to complete the assigned trip or satisfy lawful operational requirements. The Driver shall not sell, disclose, post, copy or retain customer information for personal solicitation. Confidentiality survives termination.

16. VEHICLE CONDITION AND DOCUMENTS

Before each trip, the Driver/vehicle owner shall ensure that all legally required vehicle documents are valid and the vehicle is roadworthy. The Driver must check tyres, spare tyre, brakes, lights, indicators, wipers, mirrors, doors/locks, seat belts and other basic safety items. First-aid kit, fire extinguisher, tracking/emergency equipment and other items shall be maintained wherever required by law or Dham Travels policy. Expired legally required documents make the vehicle ineligible for dispatch.

17. HILL AND OUTSTATION DRIVING

Drivers assigned to Uttarakhand, Himachal Pradesh or other hill routes must possess appropriate competence and shall not use unsafe shortcuts, dangerously descend in neutral, overtake recklessly, or ignore lawful weather/road restrictions. Dham Travels may restrict hill assignments to drivers whose experience has been separately verified.

18. ACCIDENT, BREAKDOWN AND EMERGENCY DUTIES

In an accident, the Driver shall prioritise life and safety, stop as legally required, seek emergency/police assistance where appropriate, inform Dham Travels promptly, cooperate with lawful authorities, preserve relevant information, and not flee or fabricate evidence. In a breakdown, the Driver shall move to a safe location where possible, inform passengers and Dham Travels, and cooperate in reasonable repair/replacement arrangements. The Driver must not abandon passengers at an unsafe location.

19. COMPLAINTS, INVESTIGATION AND RECORDS

Dham Travels may investigate complaints, safety events, fare disputes, document mismatches and policy breaches. The Driver shall reasonably cooperate and provide trip records or explanations. Dham Travels may preserve booking, call, GPS, payment, document and complaint records as permitted by law. A complaint is not automatically proof of misconduct; serious safety allegations may nevertheless justify temporary suspension pending a fair and proportionate review.

20. SUSPENSION AND TERMINATION

Dham Travels may immediately suspend new trip allocation for expired/invalid documents, unauthorised substitution, suspected intoxication, serious dangerous driving, theft allegation, violence, sexual misconduct, material fraud, deliberate fare extortion, serious privacy breach or other material passenger-safety risk. After review, Dham Travels may restore access, impose training/warning, or terminate the relationship in accordance with contract and applicable law. The Driver may cease accepting future trips subject to settlement of accepted trips, property, records and dues.

21. INDEMNITY

To the extent permitted by law, the Driver shall indemnify Dham Travels against third-party claims, penalties, losses and reasonable costs arising directly from the Driver's wilful misconduct, fraud, theft, unlawful conduct, forged documents, unauthorised vehicle/driver substitution, material breach of this Agreement, or negligent damage attributable to the Driver. This clause does not transfer to the Driver liabilities that law mandatorily places on Dham Travels.

22. INSURANCE AND ACCIDENT CLAIMS

The Driver/vehicle owner shall maintain all motor insurance legally required for the vehicle and its commercial/passenger use. Where Dham Travels is required by applicable aggregator law to procure driver health/term/other insurance, Dham Travels shall comply with such requirement. Accident compensation and insurance

claims remain subject to applicable statutes, policies, tribunals and facts; nothing in this Agreement unlawfully waives a passenger's or Driver's statutory rights.

23. PAYMENTS AND SET-OFF

Trip earnings, commissions, deductions, incentives, reimbursements, cancellation amounts and settlement cycles shall be as separately communicated in the commercial schedule or booking record. Dham Travels may make lawful, documented adjustments for amounts actually collected on its behalf or other agreed dues. No arbitrary penalty or deduction shall be imposed contrary to applicable law.

24. TRAINING AND POLICY UPDATES

The Driver shall complete induction, safety, customer-conduct, first-response and refresher training required by applicable law or reasonably required by Dham Travels. Policies may be updated for legal or safety reasons. Material changes affecting the Driver will be communicated and, where required, accepted in the manner prescribed by law.

25. GOVERNING LAW AND DISPUTES

This Agreement is governed by Indian law. The parties should first attempt good-faith resolution through Dham Travels' designated grievance/contact channel. Subject to mandatory statutory forums and jurisdiction rules, courts/tribunals having lawful jurisdiction over Dham Travels' principal place of business and/or the cause of action may hear disputes. Nothing here removes a non-waivable statutory remedy.

26. SEVERABILITY; ENTIRE AGREEMENT; ELECTRONIC RECORDS

If a provision is unenforceable, it shall be read down or severed to the minimum extent necessary without invalidating the remainder. This Agreement, the commercial schedule, Driver Code of Conduct, KYC declarations and applicable trip terms form the operating agreement between the parties. Electronic acceptance, OTP, digital signature, recorded consent and electronic records may be used where legally valid.

SCHEDULE A — DRIVER / VEHICLE PARTICULARS

EXECUTION

The Driver confirms that the Agreement has been read/explained in a language understood by the Driver and that the Driver has received or can access the applicable Code of Conduct.

Agreement Date | _____

Dham Travels Legal Entity | _____

Registered/Principal Office | _____

Driver Name | _____

Driver ID / Mobile | _____

Vehicle No. (if assigned) | _____

Driver Full Name | _____

Father/Mother/Spouse Name | _____

Date of Birth | _____

Present Address | _____

Permanent Address | _____

Mobile / Emergency Contact | _____

Driving Licence No. / Expiry | _____

✓ Follow authorised itinerary; explain genuine road/safety diversions. ■■■■■■■■ ■■■■■■ ■■■■■■ ■■■■■■; ■■■■■■■■ ■■■■/■■■■■■■■ ■■■■■■ ■■■■■■ | ✗ NO opening/searching luggage; never keep found property. ■■■■■■ ■■■■■■/■■■■■■■■; ■■■■ ■■■■■■ ■■■■ ■■■■ ■■■■■■

✓ Report accident, breakdown, serious complaint or lost property immediately.■■■■■■■■■■, ■■■■■■, ■■■■■■
■■■■■■■ ■■ ■■■■■ ■■■■■■ ■■■■■■ ■■■■■■ | ✗ NO fake toll/parking charges, kilometre manipulation, forced tips
or extra cash threats.■■■■■■ ■■■/■■■■■■■■■■, ■■■■■■■■■ ■■■■■■■■, ■■■■■ ■■■/■■■■■■■■■■ ■■■■■
■■■■■■■

✓ Protect passenger phone numbers, addresses, itinerary and privacy.■■■■■■■■ ■■ ■■■■■, ■■■■, ■■■■■■■■
■■■■■■■ ■■ ■■■■■■■■■■ ■■■■■■■■■■ ■■■■■■ | ✗ NO forcing shops, hotels, restaurants, guides or religious
vendors for commission.■■■■■■■ ■■ ■■■■ ■■■■■■/■■■■■■/■■■■■■■■■■■■/■■■■■■/■■■■■■■■■■ ■■■■■■■■■■ ■■
■■■■■ ■■■■■■

✓ Collect only authorised fare/charges and account for cash honestly.■■■■■ ■■■■■■■■■ ■■■■■■■■/■■■■■■ ■■■■
■■■ ■■■■ ■■ ■■■■ ■■■■■■ ■■■■■■ | ✗ NEVER abandon passengers at an unsafe place; contact Dham Travels in
emergencies.■■■■■■■■ ■■ ■■■■■■■■■■■■ ■■■■ ■ ■■■■■■■■■; ■■■■■ ■■■■■■■■ ■■■■ Dham Travels ■■ ■■■■■■■■
■■■■■■■

Driver Name / ■■■■ | Driver ID / ■■■■■■

Signature/Thumb / ■■■■■■■■■■■■/■■■■■■■■■ | Date / ■■■■■■

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