

DHAM TRAVELS

Fleet Operator Forms & Policies

FLEET DRIVER DECLARATION & RESPONSIBILITY UNDERTAKING

To be signed by the Fleet Operator for drivers supplied to Dham Travels

Fleet Operator: _____ Driver Name: _____

Driver Mobile: _____ Driving Licence No.: _____ Vehicle No.: _____

OPERATOR CERTIFICATION

- The above driver is genuinely known to / engaged by / authorised through our fleet and the identity supplied is correct.
- The driver's driving licence and legally required badge/authorisation for the assigned vehicle/service have been checked and are valid.
- Police antecedent/background verification required by applicable law and/or Dham Travels onboarding policy has been completed or supplied for independent verification.
- Medical fitness, training and other driver requirements applicable to the engagement have been satisfied.
- The driver has been informed of Dham Travels' Driver Agreement/Code of Conduct and passenger-safety requirements.
- We will not substitute this driver with any unapproved person. Any co-driver or replacement will be separately disclosed and approved before passenger boarding.
- We will immediately inform Dham Travels if the driver's licence/authorisation is suspended, cancelled, seized or expires, or if a material safety/regulatory issue arises.
- We accept responsibility, to the extent provided by law and our Fleet Operator Agreement, for our own failure to verify, for forged/false information knowingly or negligently supplied by us, and for unauthorised substitution by our fleet.
- We will cooperate with Dham Travels, police, insurers and competent authorities in serious complaints, accidents and lawful investigations.

DRIVER DOCUMENT CONFIRMATION

ZERO-SUBSTITUTION ACKNOWLEDGEMENT

IMPORTANT: The passenger must receive the approved driver and approved vehicle. A friend, relative, cleaner, helper or other driver must not take over without Dham Travels' prior approval.

SIGNATURES

Check | No. / Expiry | Operator Checked | Dham Checked

Identity / photo | ■ | ■

Driving Licence | ■ | ■

PSV badge/authorisation if applicable | ■ | ■

Address / emergency contact | ■ | ■

Police/background verification | ■ | ■

Medical fitness if applicable | ■ | ■

Training / induction | ■ | ■

Fleet Operator Authorised Signatory | Driver Acknowledgement | Dham Travels

Name: _____ | Name: _____ | Verifier: _____

Signature & Stamp: _____ | Signature/Thumb: _____ | Signature: _____

Date: _____ | Date: _____ | Date: _____

FLEET OPERATOR ATTACHMENT AGREEMENT

For fleet owners, travel operators and transport vendors attaching vehicles/drivers to Dham Travels

Legal-use note: This is an operating template, not a substitute for advice on the final business model. Mandatory Indian, state/UT, motor-vehicle, tax, labour, consumer, privacy and insurance law will prevail.

1. APPOINTMENT AND SCOPE

Dham Travels may, at its discretion and subject to verification, allocate pilgrimage, outstation, airport or other passenger-transport bookings to the Fleet Operator. The Fleet Operator shall provide only approved vehicles and approved drivers and shall perform accepted bookings in accordance with this Agreement, the booking record and applicable law. No minimum number of bookings, revenue or exclusivity is guaranteed unless separately agreed in writing.

2. INDEPENDENT BUSINESS RESPONSIBILITY

Unless a separate written arrangement states otherwise, the Fleet Operator operates an independent transport/fleet business and remains responsible for its own organisation, personnel, vehicles, taxes, licences, permits and statutory obligations. Nothing authorises the Fleet Operator to bind Dham Travels to contracts, refunds, discounts, admissions or representations. The legal character of the relationship is determined by law and actual arrangements, not merely this label.

3. OPERATOR KYC AND AUTHORITY

Before activation, the Fleet Operator shall provide genuine and current entity/proprietor KYC, PAN, GST registration where applicable, registered address, bank proof, authorised-signatory proof and any business/transport registration required by law. The Operator warrants that it owns, leases, controls or is otherwise legally authorised to deploy every attached vehicle.

4. VEHICLE DOCUMENTATION

For each vehicle, the Operator shall maintain all legally required documents, including registration certificate, appropriate commercial/contract carriage/tourist permit or authorisation, insurance covering the relevant commercial passenger use, fitness certificate, PUC, road/state tax and other route-specific permissions. Dham Travels may verify documents independently and reject or suspend a vehicle whose documents are expired, inconsistent, forged, unverifiable or inadequate for the proposed route.

5. DRIVER VERIFICATION

The Operator shall deploy only drivers separately approved by Dham Travels. The Operator shall ensure each driver has a valid licence for the vehicle/class and all legally required badge/authorisation; identity/address verification; police antecedent/background verification where required by law or Dham Travels policy; medical fitness and training where applicable; and accurate contact/emergency details. Dham Travels may conduct its own verification and training.

6. NO SUBSTITUTION

No unapproved driver or vehicle may be substituted, even temporarily. A relative, friend, cleaner, helper, co-driver or replacement driver may drive only after Dham Travels approval and completion of required verification. Any emergency substitution must be disclosed and approved before the passenger is asked to board.

7. VEHICLE SAFETY AND CONDITION

The Operator shall keep vehicles roadworthy, clean and fit for passenger service and shall perform preventive maintenance. Tyres, spare tyre, brakes, steering, lights, indicators, horn, wipers, mirrors, doors/locks, seat belts and other safety equipment must be serviceable. First-aid, fire extinguisher, tracking/emergency equipment and other items shall be provided where required by law or Dham Travels policy.

8. PASSENGER SAFETY AND CONDUCT

The Operator is responsible for ensuring its drivers follow the Dham Travels Driver Code: safe driving, no intoxication, no road rage, no handheld phone/video use while driving, no harassment, threats, sexual misconduct, discrimination, theft, fare extortion, unauthorised detours or misuse of passenger information. The Operator shall cooperate with immediate suspension of a driver where a serious safety allegation requires review.

9. PILGRIMAGE AND HILL OPERATIONS

Drivers assigned to pilgrimage and hill routes shall have appropriate route competence. The Operator shall not pressure a driver to violate speed, rest, weather, road-closure or safety restrictions. The Operator shall respect customers of all faiths and shall not force visits to shops, hotels, restaurants, guides, priests/pandas or vendors for commission.

10. FARES, CASH AND SETTLEMENT

Commercial rates, commission, toll/parking/state-tax treatment, driver allowance, cancellation amounts and settlement cycles shall be governed by the applicable rate card, quotation or booking record. The Operator and its drivers shall not collect unauthorised amounts, fabricate charges, manipulate kilometres or threaten passengers for extra payment. Cash collected on behalf of Dham Travels must be accurately reported and remitted.

11. TAXES, CHALLANS AND STATUTORY DUES

The Operator is responsible for taxes, permit fees, road taxes, employee/contractor dues and statutory payments legally attributable to the Operator or its vehicles/drivers. Traffic challans and penalties arising from the Operator's vehicle/driver conduct are the Operator's responsibility unless law places them elsewhere. Material pending challans or enforcement restrictions affecting lawful operation must be disclosed.

12. ACCIDENTS AND INSURANCE

The Operator shall maintain legally adequate motor insurance for commercial passenger use and shall promptly notify Dham Travels of any accident involving a Dham Travels booking. The Operator/driver shall comply with statutory accident duties, assist injured persons, contact police/emergency services where required, cooperate with insurers and preserve relevant evidence. Statutory accident compensation rights and liabilities cannot be waived by this Agreement.

13. BREAKDOWN AND REPLACEMENT

If a vehicle breaks down, the Operator shall immediately inform Dham Travels and make reasonable efforts to repair or provide an approved replacement vehicle/driver. Passengers must not be abandoned at an unsafe location. Any replacement remains subject to Dham Travels verification and route legality.

14. THEFT, MISCONDUCT AND PROPERTY

The Operator shall promptly investigate and report allegations involving theft, missing passenger property, violence, sexual misconduct, fraud or other serious wrongdoing by its personnel. Found property must be preserved and

reported for return. The Operator shall not conceal material incidents from Dham Travels or lawful authorities.

15. CUSTOMER DATA AND CONFIDENTIALITY

Customer names, phone numbers, addresses, itineraries, hotel details, family information, payment information and communications are confidential. The Operator shall restrict access to personnel who need the information for the trip and shall not sell, disclose, post, photograph, retain for solicitation or otherwise misuse customer data. This obligation survives termination.

16. NON-CIRCUMVENTION OF ACTIVE BOOKINGS

The Operator and its drivers shall not induce a customer to cancel or bypass an active Dham Travels booking in order to avoid agreed charges or commissions. Any restriction beyond active bookings shall apply only to the extent reasonable and enforceable under applicable law and shall not unlawfully prevent the Operator or driver from conducting independent business.

17. AUDIT AND RE-VERIFICATION

Dham Travels may reasonably inspect or re-verify attached vehicles, driver identity, licences, permits, insurance, fitness, PUC, tax status, training and incident records relevant to passenger safety or legal operation. The Operator shall cooperate and promptly provide updated documents. Dham Travels may maintain expiry alerts and suspend dispatch when legally required documents lapse.

18. SUSPENSION AND REMOVAL

Dham Travels may immediately suspend a vehicle, driver or the Operator from new bookings where there is an expired/invalid document, forged information, unauthorised substitution, suspected intoxication, serious dangerous driving, theft, violence, sexual misconduct, fare extortion, material privacy breach, regulatory prohibition or other substantial passenger-safety risk. After proportionate review, Dham Travels may restore, condition, or terminate attachment.

19. INDEMNITY

To the maximum extent permitted by law, the Operator shall indemnify Dham Travels and its personnel against third-party claims, penalties, losses and reasonable costs arising directly from the Operator's or its personnel's fraud, forged/invalid documents, unlawful operation, wilful misconduct, theft, unauthorised substitution, negligent vehicle maintenance, material breach, or statutory non-compliance attributable to the Operator. This does not transfer liabilities that law mandatorily places on Dham Travels.

20. LIMITATION AND STATUTORY RIGHTS

Neither party excludes liability that cannot legally be excluded. Contractual allocations of risk are subject to the Motor Vehicles Act, consumer law, insurance law, labour law and other mandatory statutes. Dham Travels is not responsible merely because it allocated a booking for independent acts of the Operator that law places on the Operator; equally, this Agreement does not eliminate Dham Travels' own non-waivable duties.

21. RECORDS AND COOPERATION

The Operator shall maintain legally required records and reasonable operational records for attached drivers/vehicles. In a complaint, accident, police inquiry, insurer request or regulatory inspection, the Operator shall promptly provide relevant documents and cooperate, subject to privacy and legal restrictions.

22. TERM AND TERMINATION

This Agreement begins on execution/activation and continues until terminated. Either party may stop future allocation subject to accepted trips, outstanding settlements, return of property/data and surviving obligations. Dham Travels may

terminate immediately for material safety, fraud or legality breaches where justified; otherwise reasonable notice may be used according to the commercial arrangement and law.

23. DISPUTE RESOLUTION AND LAW

Indian law governs. The parties shall first attempt good-faith resolution through designated representatives. Subject to mandatory statutory forums and jurisdiction rules, disputes may be brought before courts/tribunals having lawful jurisdiction over the cause of action and/or Dham Travels' principal place of business. Any arbitration clause, if desired, should be added after legal review with seat, venue, language and appointment mechanism clearly stated.

24. ENTIRE AGREEMENT; SEVERABILITY; ELECTRONIC ACCEPTANCE

This Agreement, schedules, rate card, KYC forms, vehicle/driver verification forms and applicable codes form the operating arrangement. If a provision is invalid, it shall be read down/severed minimally. Electronic signatures, OTPs and electronic records may be used where legally valid. Material policy changes will be communicated as required.

SCHEDULE A — COMMERCIAL TERMS

EXECUTION

Particular | Details

Agreement Date | _____

Fleet Operator Legal Name | _____

Constitution | ☐ Proprietorship ☐ Partnership/LLP ☐ Company ☐ Other

Registered/Principal Address | _____

Authorised Representative | _____

Mobile / Email | _____

Dham Travels Entity | _____

Item | Agreed Term

Rate / rate card | _____

Dham Travels commission/service fee | _____

Settlement cycle | _____

Toll/parking/state taxes | _____

Cancellation / no-show | _____

Driver allowance / night charges | _____

Other | _____

For Dham Travels | For Fleet Operator

Name: _____ | Name: _____

Designation: _____ | Designation: _____

Signature: _____ | Signature & Stamp: _____

Date: _____ | Date: _____

FLEET OPERATOR KYC & BUSINESS VERIFICATION FORM

For onboarding a fleet owner / travel operator / transport vendor

A. OWNERS / PARTNERS / DIRECTORS / AUTHORISED PERSONS

B. DOCUMENT CHECKLIST

C. BANK & SETTLEMENT DETAILS

D. FLEET PROFILE

E. COMPLIANCE DECLARATION

- I/We confirm that all information and documents supplied are genuine, current and complete.
- I/We will attach only vehicles that we legally own/control and are legally authorised to deploy for the relevant passenger service.
- I/We will deploy only Dham Travels-approved drivers and will not make unauthorised substitutions.
- I/We will maintain valid RC, permit/authorisation, commercial insurance, fitness, PUC, road/state tax and other legally required documents for every attached vehicle.
- I/We will disclose material suspension, cancellation, seizure, blacklisting, serious accident, regulatory action or document expiry affecting lawful operation.
- I/We authorise Dham Travels, to the extent permitted by law, to verify submitted business, bank, vehicle and driver information with issuing authorities or authorised verification providers.
- I/We accept the Fleet Operator Attachment Agreement, applicable rate card and Dham Travels safety/code requirements.

F. OFFICE VERIFICATION

SIGNATURE

Field | Details

Legal / Trade Name

Constitution | ☐ Proprietorship ☐ Partnership ☐ LLP ☐ Company ☐ Other

Date of Establishment

Registered Address

Operating Address

PAN

GSTIN (if applicable)

Business/transport registration (if applicable)

Authorised Representative

Mobile / Email

Emergency Contact

Name | Role | Mobile | ID Checked

■

■

■

Document | Number / Detail | Copy | Verified

PAN / entity PAN | ☐ | ☐

GST registration (if applicable) | ☐ | ☐

Certificate of incorporation / partnership / LLP / proprietor proof | ☐ | ☐

Registered address proof | ☐ | ☐

Authorised-signatory proof / board authority (if applicable) | ☐ | ☐

Cancelled cheque / bank proof | ☐ | ☐

Transport/operator licence or registration, if legally required | ☐ | ☐

Insurance / other business cover, if applicable | ☐ | ☐

Field | Details

Account Name

Bank

Account No.

IFSC

UPI (optional)

Field | Details

Total vehicles owned/controlled

Sedans

SUVs / MUVs

Tempo Travellers / larger vehicles

Primary operating states

Hill-route vehicles/drivers

24x7 operations contact

Check | Status / Notes

Entity identity verified | ☐ Yes ☐ Pending

Bank account verified | ☐ Yes ☐ Pending

Authorised signatory verified | ☐ Yes ☐ Pending

Business address checked | ☐ Yes ☐ Pending

Agreement executed | ☐ Yes ☐ Pending

Vehicle list received | ☐ Yes ☐ Pending

Driver list received | ☐ Yes ☐ Pending

Risk/compliance review | ☐ Approved ☐ Conditional ☐ Rejected

Fleet Operator | Dham Travels Verifier

Name: _____ | Name: _____

Signature & Stamp: _____ | Signature: _____

Date: _____ | Date: _____

FLEET OPERATOR DO's, DON'Ts & ZERO-TOLERANCE RULES

Mandatory operational acknowledgement for attached fleet partners

ZERO-TOLERANCE EVENTS

Dham Travels may immediately suspend new bookings pending review for forged/invalid documents, unauthorised substitution, intoxicated driving, serious dangerous driving, theft, violence, sexual misconduct, deliberate fare extortion, serious privacy misuse or unlawful vehicle operation. Serious matters may be reported to police, insurers or competent authorities where appropriate.

FLEET OPERATOR ACKNOWLEDGEMENT

I/We have read and accept these operating rules and will ensure that every driver and vehicle supplied by our fleet complies with the Fleet Operator Agreement and Dham Travels' driver/passenger-safety requirements.

DO — REQUIRED | DON'T — PROHIBITED

- ✓ Use only Dham Travels-approved drivers and vehicles. | ✗ NO unapproved driver or vehicle substitution.
- ✓ Keep RC, permit, insurance, fitness, PUC, tax and route documents valid. | ✗ NO expired, forged, altered or borrowed vehicle/driver documents.
- ✓ Verify driver identity/licence and required background/police checks. | ✗ NO private/non-compliant vehicle presented as a lawful commercial taxi.
- ✓ Maintain vehicles in safe, clean, roadworthy condition. | ✗ NO drunk/drugged, dangerously fatigued or disqualified driver.
- ✓ Report accidents, breakdowns, serious complaints and document suspension immediately. | ✗ NO harassment, sexual misconduct, violence, threats, theft or discrimination.
- ✓ Ensure drivers are rested, sober and fit to drive. | ✗ NO fare extortion, fake toll/parking charges, kilometre manipulation or forced tips.
- ✓ Respect passengers of every religion; enforce women/child/senior safety rules. | ✗ NO concealment of serious accidents, police action, challans affecting operation or document cancellation.
- ✓ Provide approved replacement vehicle/driver promptly after breakdown or emergency. | ✗ NO forcing passengers to shops/hotels/guides/religious vendors for commission.
- ✓ Protect customer phone numbers, addresses, itinerary and other personal data. | ✗ NO misuse, sale, posting or personal solicitation using customer data.
- ✓ Collect only authorised fare/charges and maintain accurate settlement records. | ✗ NO inducement to cancel/bypass an active Dham Travels booking to avoid agreed charges.
- ✓ Cooperate with Dham Travels verification, audits, police and insurers where lawful. | ✗ NO abandonment of passengers at unsafe locations.

Fleet Operator | Authorised Signatory | Signature & Stamp | Date

_____ | _____ | _____ | _____

FLEET VEHICLE ATTACHMENT & VERIFICATION FORM

One form per vehicle

A. VEHICLE DOCUMENTS

B. CHALLAN / ENFORCEMENT CHECK

Pending challans checked: ☐ Yes ☐ No Material enforcement restriction: ☐ No ☐ Yes — details:

C. PHYSICAL SAFETY INSPECTION

D. OWNERSHIP / DEPLOYMENT AUTHORITY

Fleet Operator owns vehicle: ☐ Yes ☐ No If No, lease/attachment/authority document checked: ☐ Yes ☐ No

I/We certify that this vehicle is legally authorised for the passenger service and routes for which it will be offered and will not be deployed after expiry/suspension of any mandatory document.

E. FINAL APPROVAL

Vehicle Field | Details | Vehicle Field | Details

Registration No. | Make / Model

Vehicle Owner | Owner Mobile

Registration Year | Fuel

Seating Capacity | Commercial category

Chassis last 6 digits | Engine last 6 digits

Fleet Operator | Dham Vehicle ID

Document | No. / Details | Expiry | Copy | Verified

Registration Certificate (RC) | ☐ | ☐

Commercial / Contract Carriage Permit | ☐ | ☐

Tourist / All India Tourist Permit, if applicable | ☐ | ☐

Commercial Motor Insurance | ☐ | ☐

Fitness Certificate | ☐ | ☐

PUC | ☐ | ☐

Road / State Tax proof | ☐ | ☐

Other route authorisation | ☐ | ☐

Item | Status | Item | Status | Item | Status

Tyres | ☐ OK | Spare tyre | ☐ OK | Brakes | ☐ OK

Steering | ☐ OK | Headlights | ☐ OK | Tail/indicator lights | ☐ OK

Horn | ☐ OK | Wipers | ☐ OK | Mirrors | ☐ OK

Doors/locks | ☐ OK | Seat belts | ☐ OK | AC/ventilation | ☐ OK

First-aid kit | ☐ OK | Fire extinguisher (as required/policy) | ☐ OK | FASTag | ☐ OK

Cleanliness | ☐ OK | GPS/tracking (if applicable) | ☐ OK | Emergency equipment | ☐ OK

Inspection Date | Inspector | Status | Next Review

☐ Approved ☐ Conditional ☐ Rejected ☐ Suspended

Fleet Operator Signature & Stamp | Dham Travels Verification

Name: _____ | Name: _____

Signature: _____ | Signature: _____

Date: _____ | Date: _____

Dham Travels · +91 9911321444 · booking@dhamtravels.com