



GOVERNMENT OF THE PUNJAB  
OFFICE OF THE SECRETARY  
PUNJAB PROVINCIAL TRANSPORT AUTHORITY  
OFFICE NO.91, SHADMAN-II, LAHORE

**NOTIFICATION**

PTA/TA-I/2026/(RHS)/46 The Punjab Provincial Transport Authority in its 1/2026 meeting held on 10.02.2026 has been pleased to approve the following protocols for safety & security measures for passenger and drivers under Transportation Network Companies (TNCs):

**COMPREHENSIVE SAFETY & SECURITY PROTOCOLS  
PART A: Passenger Safety & Security Protocols**

**1. Authorization & Compliance**

1.1 TNCs shall operate only with valid authorization issued by the concerned Transport Authority.

1.2 All vehicles shall be registered, fitness-certified, insured, and compliant with prescribed safety and emission standards.

**2. Pre-Ride Safety**

2.1 Rides shall be booked only through the official TNC mobile application.

2.2 Passengers shall verify vehicle and driver details as displayed in the app.

2.3 Offline, unregistered, or mismatched vehicles/rides shall not be allowed.

2.4 All rides shall be digitally activated for monitoring and traceability.

**3. During-Ride Safety**

3.1 Drivers shall follow approved routes except in traffic or emergency situations.

3.2 Passengers are advised to share live trip details and safeguard personal information.

3.3 Any misconduct, rash driving, harassment, or unauthorized route deviation shall be reported through the app.

**4. Data & Payment Security**

4.1 Payments shall be made only through approved in-app digital modes.

4.2 Drivers shall not demand OTPs, PINs, or app credentials.

4.3 Passenger data shall be protected in accordance with applicable laws.

**5. Emergency Response**

5.1 TNCs shall provide an in-app SOS feature linked with local emergency services.

5.2 Serious incidents shall be digitally logged, investigated, and reported to the Authority as required.

**6. Post-Ride Enforcement**

6.1 The Authority may impose penalties, suspend permits, or blacklist drivers for violations.

6.2 Repeated complaints shall result in strict disciplinary action.

## **7. Special Protection Measures**

7.1 Additional safeguards shall be ensured for women, elderly persons, persons with disabilities, and high-risk rides.

7.2 Transportation of minors shall be governed by Authority-approved policies.

## **8. Public Awareness & Compliance**

8.1 Passenger safety guidelines shall be prominently displayed in the app.

8.2 Non-compliance with these SOPs shall be treated as a violation of licensing conditions.

# **PART B: DRIVER SAFETY & SECURITY PROTOCOLS**

## **1. Authorization & Compliance**

1.1 Drivers shall operate only after completing onboarding, background verification, and approval processes.

1.2 Drivers shall hold a valid driving license, required permits, medical fitness certification, and police clearance (where applicable).

1.3 Vehicles shall remain registered, insured, fitness-certified, and compliant with safety and emission standards.

1.4 Drivers shall strictly adhere to traffic laws and TNC operational policies.

## **2. Pre-Ride Safety**

2.1 Drivers shall accept ride requests only through the official TNC mobile application.

2.2 Drivers shall verify passenger details before commencing the trip.

2.3 Offline trips or unregistered rides shall be strictly prohibited.

2.4 Drivers shall ensure digital trip activation for monitoring and traceability.

2.5 Drivers shall conduct basic pre-trip vehicle safety checks.

## **3. During-Ride Safety**

3.1 Drivers shall follow approved routes unless deviation is necessary for safety or traffic reasons.

3.2 Drivers shall maintain professional and non-discriminatory conduct.

3.3 Drivers shall avoid reckless driving or unsafe practices.

3.4 Drivers shall not carry unauthorized passengers.

3.5 Drivers shall report threatening behavior or criminal activity immediately.

## **4. Data & Payment Security**

4.1 Drivers shall accept payments only through authorized modes.

4.2 Drivers shall not request or disclose OTPs, PINs, or personal credentials.

4.3 Drivers shall not misuse passenger data or contact details.

## **5. Emergency Response**

5.1 Drivers shall have access to an in-app SOS feature.

5.2 Drivers shall cooperate with law enforcement in case of incidents.

5.3 Accidents or serious incidents shall be immediately reported.

## **6. Post-Ride Enforcement**

6.1 Drivers shall be subject to monitoring through ratings and audits.

6.2 Violations may result in suspension, penalties, or blacklisting.

6.3 Repeated violations shall result in strict disciplinary action.

## **7. Special Protection Measures**

7.1 Drivers shall exercise heightened caution during night shifts or high-risk rides.

7.2 Drivers shall follow approved policies for transportation of minors and vulnerable persons.

### **8. Driver Welfare & Awareness**

8.1 TNCs shall provide regular safety training and awareness programs.

8.2 Drivers shall be informed of regulatory updates and emergency procedures.

8.3 Non-compliance shall be treated as a violation of licensing conditions.

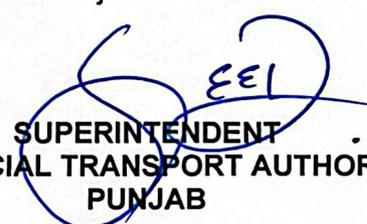
**SECRETARY  
PROVINCIAL TRANSPORT AUTHORITY  
PUNJAB**

Dated Lahore, the 19<sup>th</sup> February, 2026

**No. & Date Even**

A copy is forwarded for information and necessary action to:

1. The inspector General of Police Punjab.
2. All Administrative Secretaries to the Government of the Punjab.
3. All Divisional Commissioners in the Punjab.
4. All Regional Police Officers in the Punjab.
5. The DGPR Punjab for publicity in Print and Electronic Media.
6. All Deputy Commissioners / Chairmen RTAS in the Punjab.
7. All District Police Officers in the Punjab.
8. The Chief Executive Officer, Punjab Transport Company, Lahore.
9. The Managing Director, Punjab Masstransit Authority, Lahore
10. The Director General, Punjab Road Safety Authority, Lahore.
11. The Director, Transport Planning Unit (TPU), Transport & Masstransit Department, Lahore.
12. All Secretaries, Regional Transport Authorities in the Punjab.
13. PSO to Secretary Transport & Masstransit Department, GoPb, Lahore.
14. PAs to Special /Additional / Deputy Secretaries, Transport & Masstransit Department, Government of the Punjab, Lahore.
15. The Superintendent, Government Printing Press Punjab, Lahore for publication in the Official Gazette.
16. All Transport Network Companies operating in the Punjab

  
**SUPERINTENDENT  
PROVINCIAL TRANSPORT AUTHORITY  
PUNJAB**