

No. RT-16011/4/2025-T-Part(1)
Government of India
Ministry of Road Transport & Highways
Transport Section
Transport Bhawan, 1, Parliament Street, New Delhi-110001

11th August, 2026

To

All Motor Vehicle Aggregators as defined under MV Act, 1988.

Subject: Compliance with Clause 14.15 of the Motor Vehicle Aggregator Guidelines, 2025 regarding display of voluntary tipping feature - Reg.

Sir/Madam,

The undersigned is directed to state that the attention of this Ministry has been drawn to the display by certain ride aggregators of prompts/options such as "Advance Tip", "Choose an Add-on", "Improve your chances of quicker ride confirmation", "A driver may be more likely to accept this trip if you add a tip", or similar interface elements prior to acceptance or completion of a ride.

2. In this regard, attention is invited to Clause 14.15 of the Motor Vehicle Aggregator Guidelines, 2025 (copy enclosed), which provides as under:

(i) The App may provide a feature for passengers to give a voluntary tip to the driver; however, such feature shall only be visible after the completion of the journey, and should not be available at the time of booking, before the commencement of the journey or during the journey.

(ii) The entire tip amount shall be credited to the driver without any deduction by the aggregator.

(iii) No tipping feature or mechanism shall be provided in the App that is misleading, manipulative, or otherwise in violation of the Consumer Protection Act, 2019 and the rules and regulations made thereunder.

3. The above provision clearly envisages that tipping shall be entirely voluntary and shall be offered only after completion of the journey. Accordingly, no feature, prompt, message, add-on, payment option, or user interface element should be displayed before completion of the ride that directly or indirectly encourages, induces, or creates an impression that payment of any additional amount may improve ride confirmation, driver acceptance, driver allocation, waiting time, or quality of service.

4. All Motor Vehicle Aggregators are, therefore, advised to immediately review their mobile applications and digital platforms and ensure strict compliance with Clause 14.15 of the Motor Vehicle Aggregator Guidelines, 2025. Any interface or functionality inconsistent with the above provisions should be suitably modified without delay.

Encl: As above

Yours sincerely,

(Parveen Kumar)
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Copy to:

The Secretary, Department of Consumer Affairs

Copy also to :

NIC for uploading a copy on the website of the Ministry