



ROAD TRANSPORT AND SAFETY AGENCY

PUBLIC NOTICE

ENFORCEMENT OF THE ROAD TRAFFIC (PUBLIC SERVICE VEHICLE) STATUTORY INSTRUMENT NO. 19 (ONLINE HAILING TAXIS)

The Road Transport and Safety Agency (RTSA), would like to inform all stakeholders and members of the public that the Road Traffic (Public Service Vehicle) Statutory Instrument (SI) No. 19 of 2024 which relates to the regulation of online hailing taxis has been in effect since May, 2024 after it was published in the Government Gazette.

The SI seeks to protect both passengers and drivers who use the online hailing taxis and aligns them to the regulations of the Road Service Licence (RSL) under which they fall.

The SI stipulates that any person operating an online ride hailing application shall ensure that the online ride hailing application;

- i. Has a facility that estimates distance and fare, taking into account distance and time, and communicates the estimate to the passengers electronically, in advance;
- ii. Communicates the final fare to the passenger electronically at the conclusion of the trip;
- iii. Provides the motor vehicle registration details;
- iv. Provides details of the driver of the motor vehicle including the name, national registration card number, and phone number to the passenger electronically;
- v. Records details of a registered passenger including the name and phone number; and
- vi. Must be working at all times.

Further, any person who operates an online ride hailing application shall before registering a private hire taxi or taxicab on the online ride hailing application platform require the owner or any person using the private hire taxi or taxicab to;

- i) Submit a certified copy of a public service vehicle road service licence for the private hire taxi or taxicab.
- ii) Submit a Zambia Police Service clearance certificate for the driver of the private hire taxi or taxicab and,
- iii) Provide (i) information relating to the private hire taxi or taxicabs owner and drivers residential address and contact details;
(ii) copies of the private hire taxi or taxicabs owner and driver's national registration cards; and
(iii) a copy of the registration certificate for the private hire taxi or motor vehicle.

In view of the above, all online hailing service providers are required to adhere to the provisions of the SI as enforcement on the regulation is ongoing. All those found wanting will be charged accordingly.

Road Safety Tip: Never stop to drop or pick up passengers in the middle of the road.

For any queries contact the RTSA on 0211228798 or Email askrtsa@rtsa.org.zm or visit [Facebook/askrtsa.com](https://www.facebook.com/askrtsa.com) or website: www.rtsa.org.zm

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