

First Phase Survey Report on Taxi Services in Bhutan

December 2009



**Transport Development Division
Road Safety and Transport Authority
P.O Box 196: Thimphu, Bhutan**

Table of contents.....	2-3
Acknowledgement.....	4
1. Introduction	I
2. Objectives of the study.....	5
3. Methodology used	6
4. Location of the survey	6
5. Limitations	6
6. Survey Results and Its interpretation.....	7
6.1 Ownership.....	7
6.2 Area of operation.....	8
6.3 Income.....	9
6.4 Fare.....	10
6.4.1 Fare charged per person/km.....	10
6.4.2 Do the Drivers collect fare as per the approved RSTA rate?.....	11
6.4.3 Why don't the drivers follow RSTA rate?.....	11
6.4.4 Should the government regulate taxi fare?.....	11
6.4.5 Do the passengers insist on RSTA rate?.....	12
6.5 Number of Taxis in Bhutan.....	12
6.5.1 Opinion on number of taxis in Bhutan.....	12
6.5.2 Should the Government restrict Taxi registration?.....	13
6.6 Seating Capacity in a Tax.....	13
6.6.1 Seating capacity in a taxi.....	13
6.6.2 Number of seats to be allowed in a taxi.....	13
6.7 Taxi Standards/Brands.....	14
6.7.1 Should there be uniform Taxi brands?.....	14
6.7.2 Which brand of taxi should be permitted in Bhutan?.....	14
6.7.3 Which is best vehicle as taxi from the Maruti Company brand?.....	15

6.7.4	Which is best vehicle as taxi from the Hyundai Company brand?.....	15
6.7.5	Which is best vehicle as taxi from the Toyota Company brand?.....	15
6.7.6	Which is best vehicle as taxi from the Mahindra and Mahindra Company brand?.....	15
6.7.7	Which is best vehicle as taxi from the TATA Company brand?.....	16
6.7.8	Which is best vehicle as taxi from the KIA Company brand?.....	16
6.8.	Formation of Taxi Companies.....	16
6.8.1.	Support for Taxi Companies in Bhutan.....	16
6.8.2.	Which would be a better option for taxi company.....	16
6.9.	Future of Taxi Business.....	17
6.9.1.	Future of Taxi Business.....	17
6.9.2.	Would restricted taxi numbers help taxi business in future.....	17
6.9.3.	Does Passenger Transport Services affect Taxi Business?	17
6.10.	Familiarity with Laws and Rules.....	18
6.10.1.	How familiar are taxi drivers with Road Safety and Transport Act and Regulations?.....	18
6.10.2.	Do the drivers abide by laws and rules?.....	18
7.	Conclusion and Recommendations.....	19
7.1.	Conclusion.....	19
7.2	Recommendations.....	19
8.	List of figures	
Figure-i:	Graph showing taxi ownership pattern under Thimphu and Phuentsholing regions.....	8
Figure-ii:	Graph showing taxi ownership pattern under the selected towns.....	8
Figure-iii:	Monthly income earning range of Taxi Drivers under Thimphu and Phuentsholing regions.....	9
Figure-iv:	Monthly income earning range in the selected towns under Thimphu and Phuentsholing Regions.....	10
Figure-v:	Per person fare collected by drivers under Thimphu and Phuentsholing regions.....	11
Figure-vi:	Opinion of drivers on whether government should regulate taxi fare.....	12
Figure-vii:	Graph showing opinion of taxi drivers on number of taxis in Bhutan	13
Figure-viii:	Graph showing opinion of Taxi Drivers on need for uniform taxi brands in the country.....	14
Figure-ix.	Percentage of respondents favouring different Taxi Brands.....	15
Figure-x:	Graph showing view of the drivers on formation of taxi companies in the country.....	16
Figure-xi:	Graph showing opinion of taxi drivers on future of taxi business.....	17
9.	Annexure.....	20

Acknowledgement

My team and I would like to express our deep appreciation to Dasho Tashi Norbu, Director, RSTA for approving the study and providing necessary support. We would also like to extend our sincere appreciation to Mr.Sangay, Base In-charge of Haa; Mr.Wangdi Tshering, Base In-charge of Paro; Mr.Pema Thinley, Base In-charge of Wangdue; Mr.Sonam Tshering, Base In-charge of Phuentsholing and Mr. Tshering Lhendup Base In-Charge of Samtse for rendering necessary assistance to the team during the conduct of the survey. Our appreciation also goes to all the respondents who answered the questions or completed the questionnaire during the conduct of survey at various locations. Efforts of Ms.Karma Yangdon of the Transport Development Division for her assistance in the conduct of the survey as well as compilation of the results, is also acknowledged.

1. Introduction

The Road Safety and Transport Authority (RSTA) since its establishment in 1997 had made marked improvement in the provision of passenger transport services in the Kingdom. Besides, marked improvements made in passenger bus services, taxi services had also been enhanced and its operation improved over the years. Taxi services play a vital role in not only providing local transport but also supplements passenger transport bus services. Number of taxis has grown steadily from a mere 340 in 1997 to over 2682 in 2009. Recognizing its important role, the Transport Development Division has initiated a study focusing on ownership, income, taxi standards, formation of taxi companies, viability and future of Taxi business in Bhutan. Through this survey attempt was also made to find out familiarity of the taxi drivers with the existing rules and regulations. The study was planned to be covered in two phases. This report presents the findings from the first phase of the study covering the Thimphu¹ and Phuentsholing² regions. This study was carried out under the direction of Mr.Karma Pemba, Officiating Chief, Transport Development Division.

The report is presented in two parts. Part –I presents the conduct of survey, its objectives and methodology used and Part-II presents the findings and recommendations.

Part-I: The conduct of the survey, objectives and methodology

2. Objectives of the study

The main objectives of the study were the following:

- To understand the operation of taxi services in the Kingdom;
- To find out the opinion of the taxi operators with regard to fare;
- To find out the income and viability of the taxi operators;

¹ Thimphu region covers Paro, Haa, Wangdue and Punakha Dzongkhags

² Phuentsholing region covers Chhukha and Samtse Districts

- To gather views of taxi drivers on taxi brands;
- To understand what the drivers felt about the future of taxi services in Bhutan;
- To find out the level of understanding about the laws and rules and regulations among the drivers;
- To find out views of taxi drivers and passengers on taxi standards;
- To find ways to further improve the taxis service systems in the Kingdom.

3. Methodology used

A simple questionnaire was designed by the division which has been duly endorsed by the Director (questionnaire is appended as annexure-i). The survey was based on a self –completion questionnaire. However, as most of the taxi drivers were uneducated the team had to assist them by translating the questions in Dzongkha and ticking the appropriate answers as per the response given.

The questionnaire is broadly categorized under the following heads:

1. **Ownership:** This has been broadly categorized into three categories- Self owned, Shared and Hired category. **Self owned** means the taxi is registered in the driver’s name and is run by the owner. **Shared** means either the taxi is jointly owned by two persons or the relative of the owner is operating the taxi. **Hired** means that the driver has taken the vehicle (taxi) on hire/rent from the owner for a fixed monthly rental/hiring charge.
2. **Area of operation:** Area of operation in this questionnaire is broadly categorized into local and long distance. **Local** would mean that the Taxi operates within the same Dzongkhag or the town. **Long distance** means the taxi operates on inter Dzongkhag routes.
3. **Income:** Means the range of monthly income earned by the taxi.
4. **Fare:** means the taxi fare approved by the Road Safety and Transport Authority.
5. **Number of Taxis in Bhutan:** Means the total number of taxis registered in the country.
6. **Seating Capacity:** Means the number of seats in a taxi which includes the driver.
7. **Taxi Standards:** Means the type and different brands of vehicles operating as taxi.
8. **Formation of Taxi Companies:** Taxi Company would either mean a single company run by an individual or a company formed by many taxi owners running under one company banner.
9. **Future of Taxi Business in Bhutan:** Means the future business prospects of the taxi business in Bhutan.
10. **Familiarity with Laws and rules:** Means the familiarity of the drivers with the Road safety and Transport Act and Regulations -1999.

4. Location of the survey

In order to cover wider views, the survey was conducted at various locations under Thimphu and Phuentsholing regions. Paro, Haa, Wangdue and Thimphu towns were covered in Thimphu region.

Samtse and Phuentsholing towns were covered under Phuentsholing region. These towns were selected in view of large number of taxis operating within and between these locations.

5. Limitations

5.1. Lack of views of passengers

Although the intention of the survey was to cover the views of the passengers too, it had to be forgone as the views of the passengers could not be adequately covered due to limited number of respondents.

5.2- Difficulty in getting wider participation from Taxi Drivers

Due to the nature of taxi business, it was difficult to get wider coverage as the taxis keep on moving from place to place. As soon as passengers board a taxi it has to move. This has been a great hindrance in acquiring wider coverage.

5.3 Uneducated Taxi Drivers

Since most of the drivers were uneducated, it was necessary for the surveyors to firstly translate the questions in Dzongkha and then fill up the questionnaire on behalf of the drivers. This consumed a lot of time.

6. Survey Results and its interpretation

Towns under six districts³ under the two regions of Thimphu and Phuentsholing were covered during the survey. A total of 102 questionnaires were collected. The findings of the study are presented as follows:

6.1 Ownership

Ownership was categorized into three categories- self owned, shared and hired. Self owned has been defined as the driver owning and operating the taxi himself/herself. Shared has been defined as either the vehicle is owned by two or more partners or the vehicle is operated by members of the same family without any hiring charge. Ownership was also confirmed from the registration certificate of the vehicle.

The results of the survey showed that 60 out of the 102 (58.8%) vehicles were owned and operated by the driver. Only 5 out of 102 (4.9%) of the vehicles were shared and 24 out of 102 (23.5%) of the vehicles were hired.

The results clearly show that majority (58.8%) of the vehicles were self owned, 4.9% shared and 23.5% hired. Indicating that there are more number of owner driven taxis under the six selected towns.

Figures i and ii present the ownership pattern of taxis under Thimphu and Phuentsholing regions and ownership pattern under the selected towns respectively.

³ Six districts include Haa, Thimphu, Paro, Wangdue, Chhukha and Samtse

Figure -i: Graph showing taxi ownership pattern under Thimphu and Phuentsholing regions

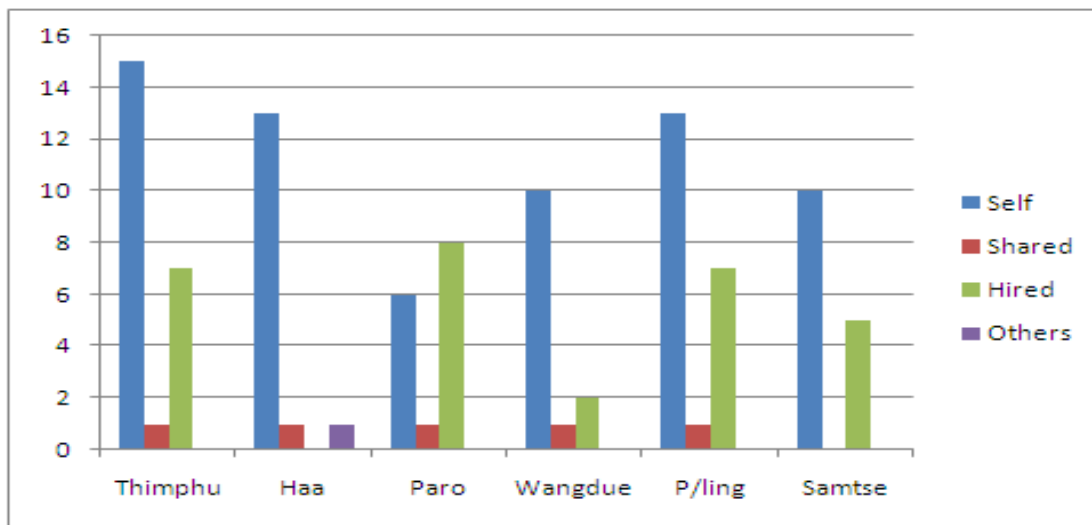
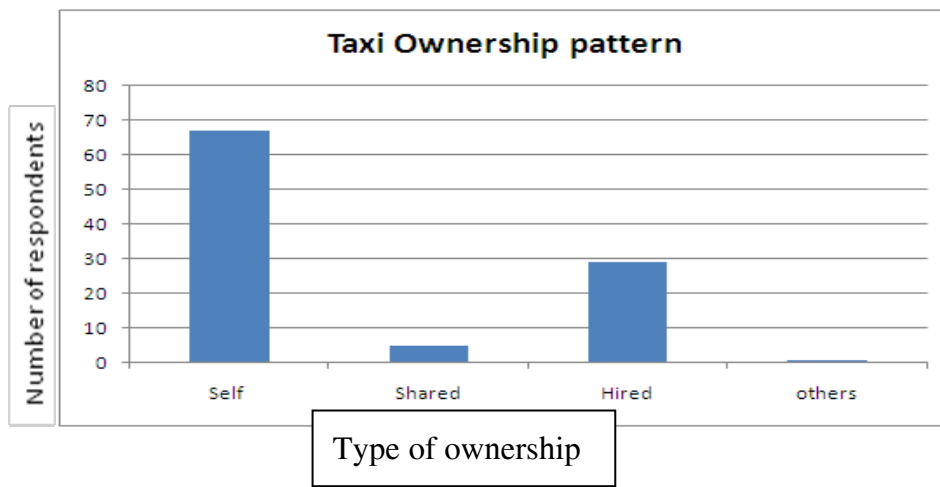


Figure-ii : Graph showing taxi ownership pattern under the selected towns

6.2. Area of operation

Area of operation has been categorized into local only and long distance. Local operation has been defined as taxis operating within the same Dzongkhag or town. Long distance has been defined as taxis operating on inter country routes.

90 respondents mentioned the area of operation and 12 left the question unanswered. Out of 90, 49 (48%) of the respondents said that they operate locally within the same dzongkhag/town, while 41

(40.19%) said that they operate on inter dzongkhag routes. The results indicate that although majority of the taxis operate locally, the percentage of those operating on inter dzongkhag routes is also fairly high at 40.19%.

6.3 Income:

Monthly income earnings has been classified into four ranges: (i) Less than Nu.5000/month; ii) Between Nu.5000 to Nu.10000 per month; iii) Between Nu.10000 to Nu.20000 per month and iv) more than Nu.20000 per month.

The survey showed that 67 out of 102 drivers (65.68%) earned a monthly income of between Nu.5000 to 10000 per month. 17 out of 102 (16.66%) earned income of less than Nu.5000 per month; 16 out of 102 (15.68%) earned an income between Nu.10000 to Nu.20000 per month and 2 out of 102 (1.9%) earned income of over Nu.20000 per month.

Figures iii and iv presents average monthly income range of taxi operators under Thimphu and Phuentsholing regions and monthly income range of the taxi operators under the six selected towns.

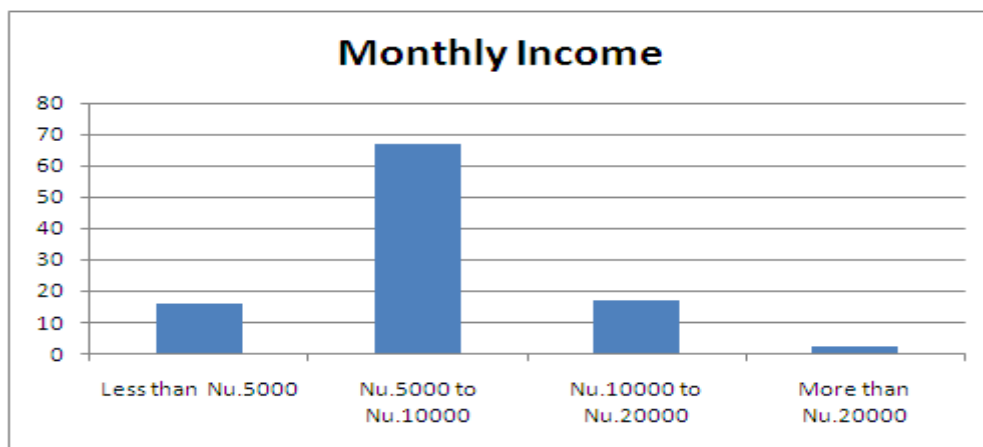


Figure-iii: Monthly income earning range in Ngultrum of Taxi Drivers under Thimphu and Phuentsholing regions

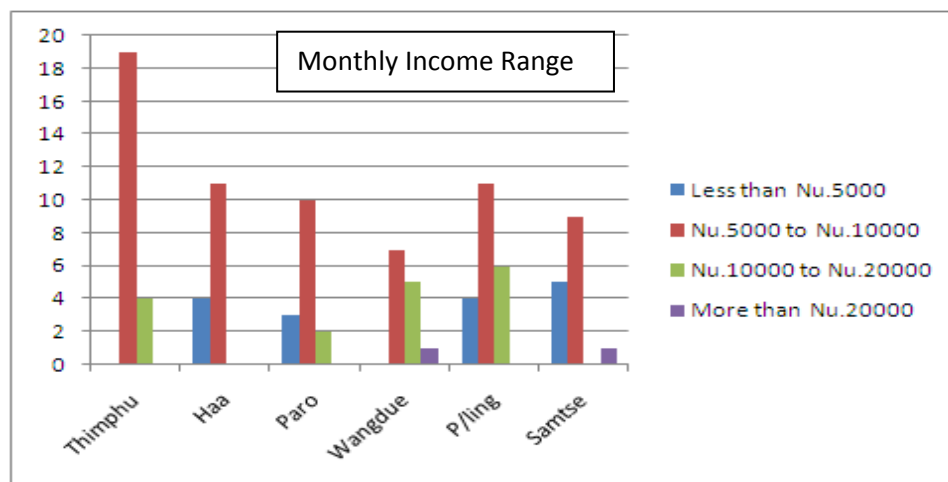


Figure -iv: Monthly income earning range in Ngultrum in the selected towns under Thimphu and Phuentsholing regions

6.4 Fare: Fare has been defined as per km rate of fare collected by the drivers from the passengers. The minimum rate has been kept at Nu.10 per Kilometer based on the fare fixed by the RSTA. Five different rates were provided for the drivers to choose.

6.4.1: Fare charged per person/km: 99 respondents completed this part of the questionnaire, while 3 respondents did not complete this part. The results showed that 55 (53.92%) of the respondents said they collected a fare of Nu.11 per person/km; 34 (33.33%) collected a fare of Nu.10/km/person; 7 (6.86%) collected a fare of Nu.15/km/person which is much higher than the approved rate; 3 (2.94%) collected Nu.20/km/person which is the highest rate. The results clearly show that majority (53.92% and 33.33%) collected the approved rate of Nu.11 and Nu.10 respectively.

Figure-v- presents per kilometer fare collected by drivers under the six selected towns under the two regions of Thimphu and Phuentsholing.

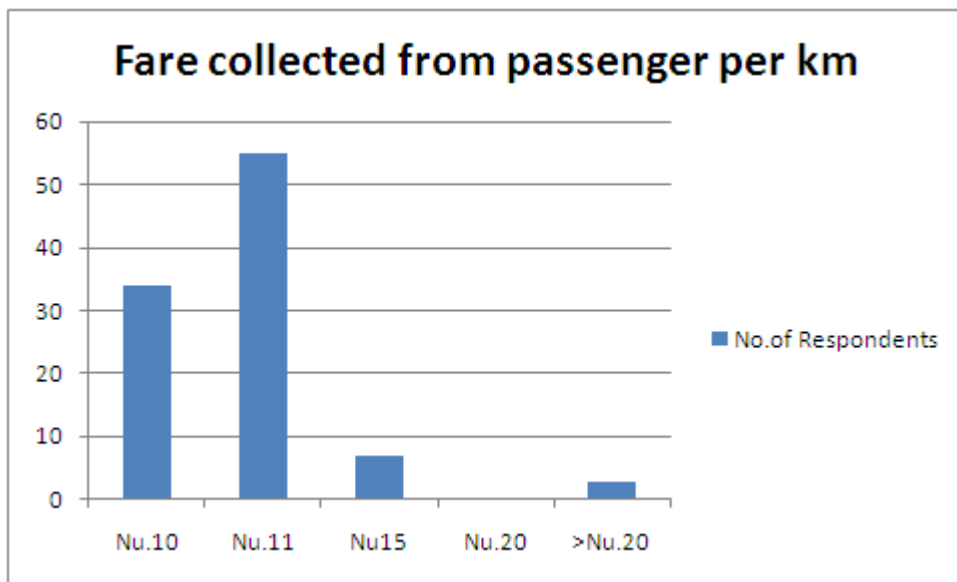


Figure-v: Per person fare collected by drivers under Thimphu and Phuentsholing regions.

6.4.2. Do the Drivers collect fare as per the approved RSTA rate?

The results of the survey showed that a very high number of respondents - 80 out of 102 (78.43%) said that they collected fare as per the rate fixed by the RSTA. While 14 out of 102 (13.72%) said that they followed the RSTA rate sometimes only and 9 out of 102 (8.82%) said that they did not follow the RSTA rate.

6.4.3. Why don't the drivers follow RSTA rate?

Two options were provided as the reason for not following RSTA rate- i) RSTA rate is low; ii) I follow market rate.

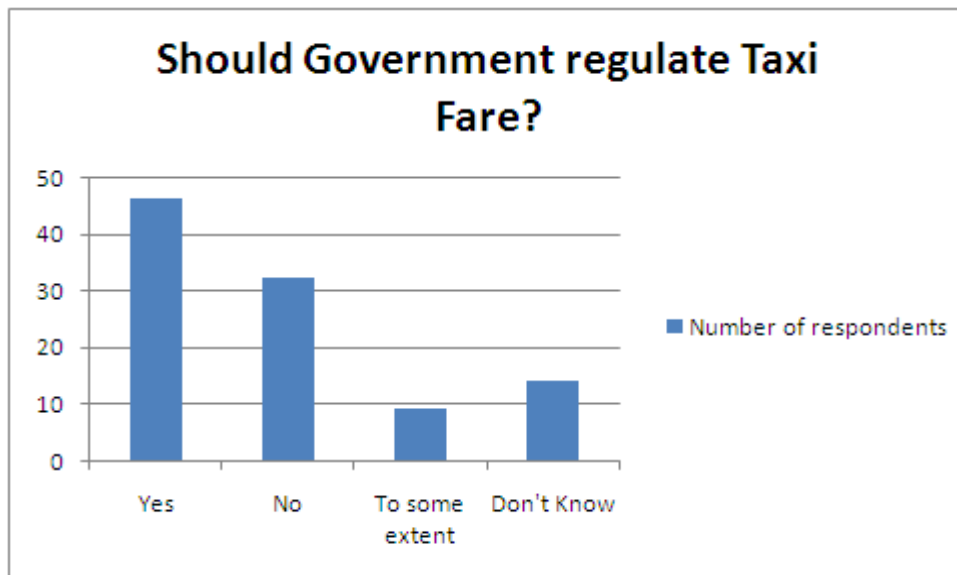
This question was not required to be answered if the respondents collected fare as per the RSTA rate. However, 67 of the respondents chose to give their view. The results showed that 39 (38.23%) were of the view that RSTA rate is low, while 28 (27.45%) of the respondents said that they followed the market rate.

6.4.4. Should government regulate taxi fare?

One very important question asked was on whether the government (RSTA) should regulate taxi fare. The results showed that 46 out of 102 (45.09%) felt that the government should continue regulating taxi fare. 32 out of 102 (31.37%) of the drivers felt that the fare rate should be left to the market forces. While 9 out of 102 (8.82%) of the respondents felt that the government should have influence over fare fixation to some extent only and 14 out of 102 (13.72%) of the respondents did not give their views. 1 respondent did not give his opinion.

Figure-vi below presents views of taxi drivers on whether the government should regulate taxi fare in the country.

Figure-vi. Opinion of drivers on whether government should regulate taxi fare.



6.4.5. Do the passengers insist on RSTA rate?

86 respondents completed this part of the question, while 16 left it incomplete. The results showed that 21 (20.58%) of the respondents said that the passengers insisted on fare fixed by the RSTA. 32 (31.37%) of the respondents said that the passengers never insisted on fare fixed by the RSTA. While 33 (32.35%) said that the passengers insisted on RSTA rate sometimes only.

6.5 Number of Taxis in Bhutan

6.5.1. Opinion on number of taxis in Bhutan:

With the vehicle numbers growing steadily over the years, the number of taxis has also shown a steady increase. The views of the taxi drivers were sought on what they felt about the number of taxis in Bhutan.

The results showed that a staggering 92 (90.19%) of the drivers felt that the taxis numbers in the country is too much. 1 (0.98%) thought that the number is less while 8 (7.84%) didn't have any idea about the number of taxis in Bhutan and one respondent thought that the number of taxis in Bhutan is ok.

Figure-vii- below presents opinion of taxi drivers on the number of taxis in Bhutan

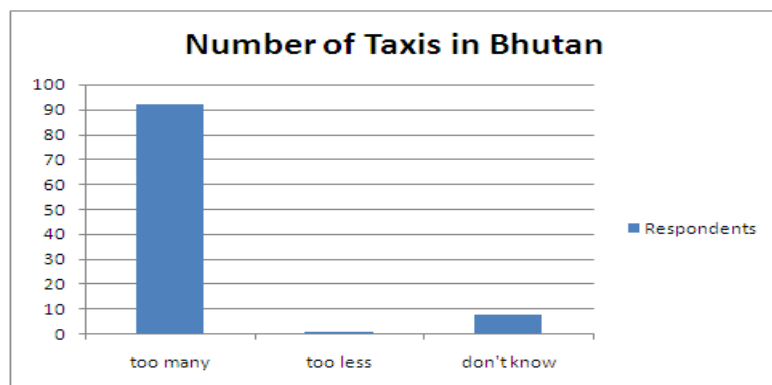


Figure-vii: Graph showing what the taxi drivers felt on number of taxis in Bhutan

6.5.2. Should the Government restrict Taxi registration?

Another very important question asked was on whether the Government should restrict taxi registration in the country. The response showed that a very high number of drivers {72 out of 102 (70.58%)} felt that the government should restrict taxi registration in the country. Only 10 out of 102 (9.8%) said that registration of taxis should not be restricted and 20 out of 102 (19.6%) refrained from commenting on the issue.

6.6 Seating Capacity in a Tax

6.6.1 Seating capacity in a taxi

Opinion of the drivers was sought on whether the existing seating capacity in a taxi should be maintained? The results showed that a very high number of respondents 69 (67.64%)} felt that the existing seating capacity should be maintained. While 26 (25.49%) of the respondents said that the existing seating capacity should not be maintained. 7 (6.86%) refrained from commenting on the question.

6.6.2: Number of seats to be allowed in a taxi.

Although 69 respondents were not required to complete this question, 68 of the respondents chose to give their view. 38 (37.25%) felt that the number of seats in a taxi should be reduced to 5 seats. 10 (9.8%) said that the number of seats should be fixed at 8 seats. 20 (19.6%) of the respondents said that more number of seats should be allowed in a taxi.

6.7) Taxi Standards/Brands

6.7.1) Should there be uniform taxi brand?

Opinions of the drivers were sought on whether there should be uniform taxi standards/ brands in the country. The results showed that 53 out of 102 (51.96%) of the respondents felt that there should be uniform taxi standards/brands in the country. 28 out of 102 (27.45%) of the respondents felt that there should not be uniform standards or brands in the country. 21 out of 102 (20.58 %) didn't have any idea on taxi standards or brands.

Figure-viii below presents opinion of taxi drivers on whether there should be uniform taxi brands in the country.

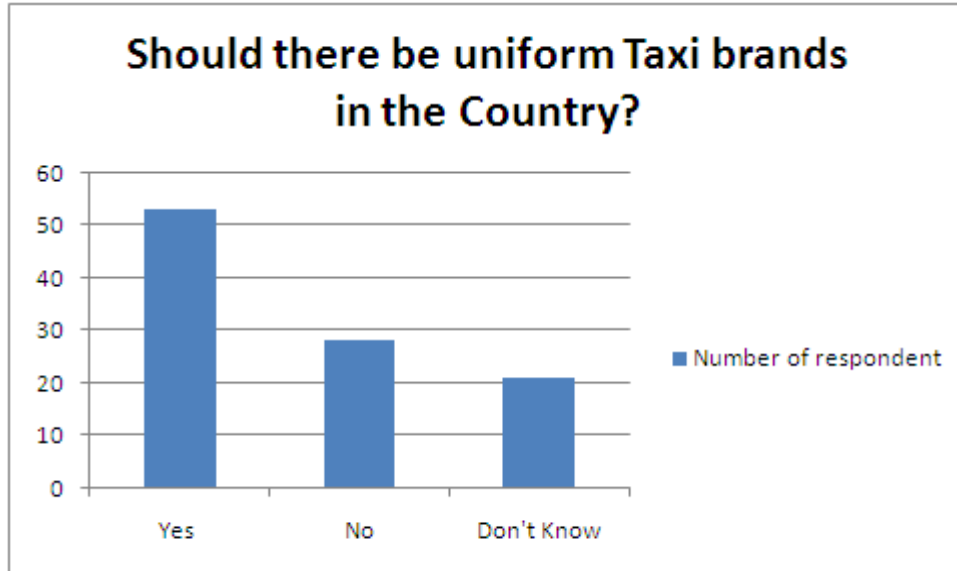


Figure-viii: Graph showing opinion of Taxi Drivers on need for uniform taxi brands in the country.

6.7.2: Which brand of taxi should be permitted in Bhutan?

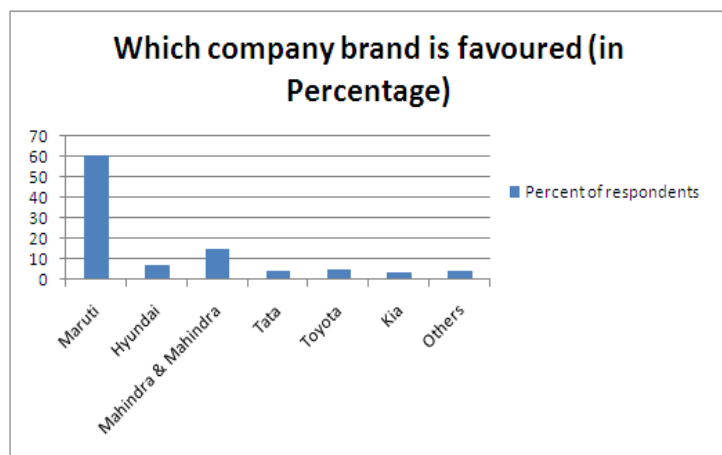
Options for choosing six brands of vehicles was provided in the questionnaire- Maruti, Hyundai, Mahindra and Mahindra, TATA, Toyota, Kia and provision was also given for other brands.

The results of the survey showed that out of 137 responses⁴, 83 (60.28%) favoured Maruti Company brands; 10 (7.29%) favoured Hyundai company brand; 20 (14.59%) favoured Mahindra and Mahindra Company brand; 6(4.37) favoured Tata company brand; 7 (5.1%) favoured Toyota company brand; 5 (3.64%) favoured KIA company brands; and 6 (4.37%) favoured other brands.

Figure –ix below presents preference of taxi drivers for different brands of taxis.

Figure-ix: Percentage of respondents favouring different Taxi Brands

⁴ 137 responses are due to the flexibility given to choose any number of options from the given list of options.



Brands	Percent of respondents
Maruti	60.28
Hyundai	7.29
Mahindra & Mahindra	14.59
Tata	4.37
Toyota	5.1
Kia	3.64
Others	4.37

6.7.3: Which is the best vehicle as taxi from the Maruti Company brand?

Four types of Maruti company vehicles with option to list other types was provided. 115 responses were provided. 71 out of 115 (61.74%) favoured Maruti Van; 11 out of 115 (9.56%) favoured Alto; 25 out of 115 (21.74%) favoured Wagon –R; 7 out of 115 (6.09%) favoured Versa; and 1 out of 115 (0.87%) favoured other types.

6.7.4: Which is the best vehicle as taxi from the Hyundai Company brand?

78 responses were provided out of the 102 respondents. 17 out of 78 (21.79%) favoured Hyundai Tucson; 40 out of 78 (51.28%) favoured Santro Xing; 4 out of 78 (5.13%) favoured Hyundai I-10; 4 out of 78(5.13%)favoured I-20; 5 out of 78 (6.41%) favoured Getz and 8 out of 78 (10.26%) favoured other types.

6.7.5: Which is the best vehicle as taxi from the Toyota Company brand?

All together 60 responses were received. 20 (33.33%) preferred Corolla; 7(11.66%) preferred Station Wagon; 5(8.33%) preferred Yaris; 4(6.67%) preferred Innova and 24 (40%) preferred other types.

6.7.6: Which is the best vehicle as taxi from the Mahindra and Mahindra Company brand?

93 responses were received in total for this question. A very high {70 (75.27%)} of the respondents favoured Mahindra Bolero; 10(10.75%) favoured Scorpio; 9(9.67%) favoured Bolero Camper Pickup; and 4(4.30%) favoured other types.

6.7.7: Which is the best vehicle as taxi from the TATA Company brand?

Only 62 responses were received. 26(41.94%) favoured Indica; 8(12.90%) favoured Nano; and 28 (45.16%) favoured other types.

6.7.8: Which is the best vehicle as taxi from the KIA Company brand?

Only 58 responses were received for this brand. 18(31.03%) favoured Sorento; 8(13.79%) favoured Picanto; and 32(55.17%) favoured other types

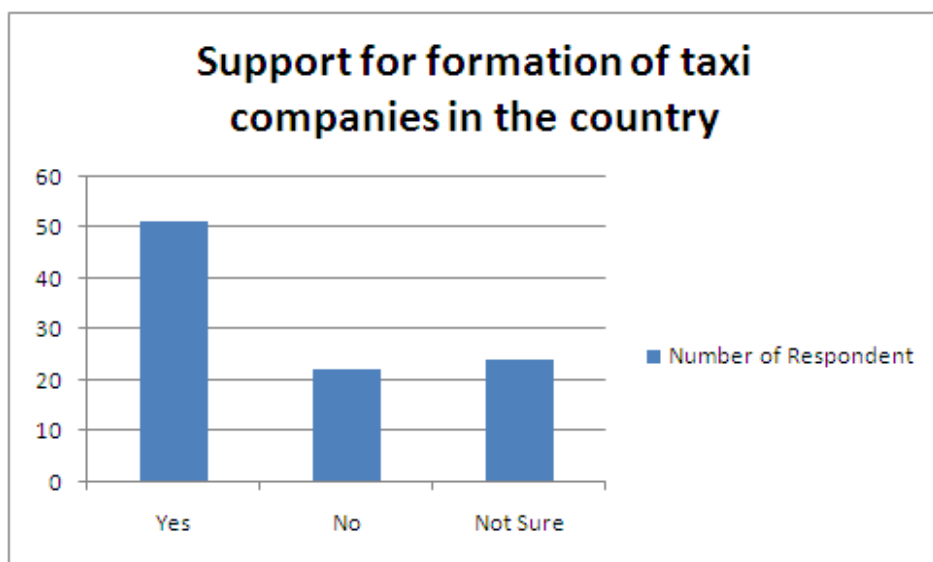
6.8 Formation of Taxi Companies

8.8.1: Do you support formation of Taxi Company?

51 out of 102 (50%) supported formation of Taxi companies in the country, 22 out 102 (21.57%) did not support the idea, 24 out of 102 (23.53%) were not sure and the rest (5) did not comment.

Figure-x below presents views of taxi drivers on formation of taxi companies in the country.

Figure-x: Graph showing view of the drivers on formation of taxi companies in the country.



6.8.2: Which would be a better option for formation of Taxi Company?

Two options were presented in the questionnaire- i) Formation of Taxi Company by a group of individual taxi owners and ii) Formation of Taxi Company by one or two individual. Any other option was also provided as an alternative.

81 responses were received for the question. 40 (39.22%) favoured the first option, 33(32.35%) favoured the second option, 8 (7.84%) favoured other option and the rest (20.59) did not comment.

6.9 Future of Taxi Business in the country

6.9.1: What did the drivers think about the future of Taxi business in the country?

Three options were provided- (i) Taxi business will improve in the future; ii) Taxi Business will become worse and iii) Don't know option was also provided for those who are not sure.

83 responded to the question, while 19 did not respond. The results showed that 48 (47.06%) respondents thought that taxi business will improve in the future, 33 (32.35%) felt that the business will worsen, 20 (19.61) did not know what will happen and 19 (18.61%) did not respond to the question.

Figure-xi below presents opinion of taxi drivers on the future of taxi business in the country.

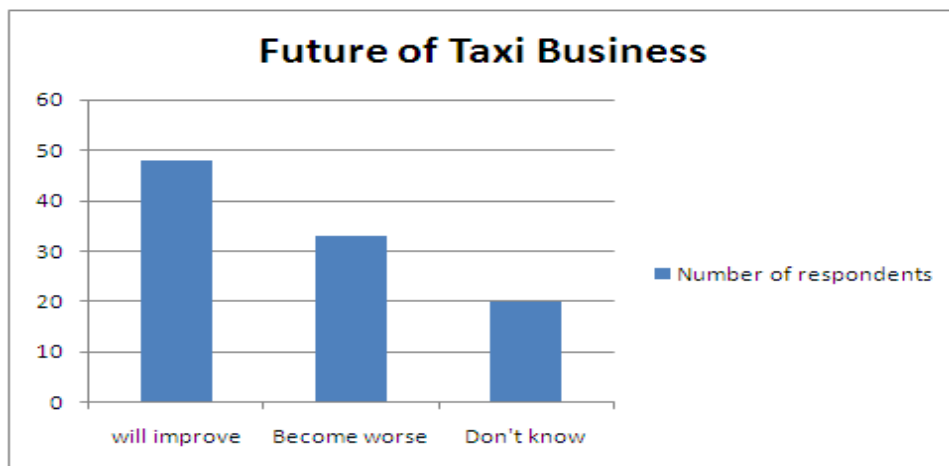


Figure-xi- Graph showing opinion of taxi drivers on future of taxi business

6.9.2: Would restricted taxi numbers help taxi business?

87 responded to the question and 15 did not respond. 74(72.55%) felt that restricted taxi numbers would improve taxi business in the country. Only 1 (0.98%) felt that restricted taxi numbers would not improve taxi business, 12 (11.67%) did not have any idea about it and 15 (14.71%) did not comment on the question.

6.10 Affect of Passenger Bus service on Taxi Business.

100 drivers responded to the question, while 2 refrained from commenting. 86(84.31%) said that passenger transport services affected taxi business, 6 (5.88%) said that passenger transport services did not affect taxi business, 6(5.88%) said that it affected taxi business to some extent and 2 (1.96%) did not have any idea on this.

6.11 Familiarity with Laws and Rules.

6.11.1 Familiarity with RST Act and regulations

100 (98.03%) of the respondents said that they are familiar with RST Act and regulations. 1(.98%) said he is not familiar with RST Act and regulations and 1(.98%) did not comment.

6.11.2 Do the drivers abide by laws and rules

85 (83.33%) said that they always abided by laws and rules. 14 (13.73%) said that they abided with laws and rules sometimes and 2(1.96%) said that they did not abide by laws and rules.

7. Conclusion and Recommendations

7.1 Conclusion

The first phase of the study on taxi services has been conducted as one of the major programmes of the Transport Development Division for the Financial Year 2009-2010. Serious attempt has been made to study the nature of taxi services under the two regions. The survey has been able to cover a wide range of issues including some very important ones such as opinion on i) number of taxi in the country, ii) need for restriction of taxi registration, iii) fare fixation, iv) income earnings, v) ownership pattern, vi) Formation of Taxi Companies, vii) the need for taxi brands etc. The report provides at a glance results on important issues concerning taxi services in the country. These could be used as important evidence for decision making. The report can also be used as reference for conducting similar kind of study in the future.

7.2 Recommendations

7.2.1 This report covered the two larger regions of Thimphu and Phuentsholing. In order to cover the whole country, the second phase of the study covering the Gelephu and Samdrupjongkhar regions must also be undertaken to complete the report.

7.2.2 A separate study focusing on Taxi service users would be very useful in order to have clearer understanding on problems and issues related to Taxi Services in the country.

7.2.3 The findings of this study showed that the taxi drivers were of the view that the number of taxis in the country is too much. They are also in full support for restricting taxi registration in the country. This is in line with the results and recommendations of the Surface Transport Master Plan-2007. It is therefore, strongly recommended to restrict or limit taxi registration in the country to improve the quality of services through improvement of taxi business.

7.2.3 The results of this survey also showed that a high percent (31.28%) of the drivers were of the view that fare should be left to the market forces. It is therefore, recommended to further review/study whether the Government (RSTA) should continue regulating Taxi Fare.

7.2.4 The survey results also showed that majority of the Taxi Drivers are familiar with the RST act and regulations. This could be the result of the refresher courses conducted for the taxi drivers prior to issuance of license. It is therefore, recommended that the Professional Drivers course should be continued with some improvement in course content, procedure, frequency of the course and above all overall improvement in the quality of the course.

Annexure-i

Questionnaire on Study on Taxi Services in Bhutan (1st Phase : Thimphu and Phuentsholing Region)

Taxi Registration No=
Date of Registration as per RC.....
Driver/Owner's Name.....
Location of Interview.....

(Tick the relevant box)

(1) Ownership

- (i) Self
- (ii) Shared
- (iii) Hired
- (iv) Others (Please specify).....

2) Area of operation

Please specify:.....

3) Income

- (i) Less Than Nu.5000 per month
- (ii) Between Nu.5000-Nu.10000 per month
- (iii) Between Nu.10,000 to 20,000 per month
- (iv) More than Nu.20000 per month

4) Fare

4.1) Per Kilometer fare (Calculate based on distance travelled and total fare collected i.e Total Fare/Distance)

- (i) Nu.10
- (ii) Nu.11
- (iii) Nu.15
- (iv) Nu.20
- (v) More than Nu.20

4.2) Do you strictly collect the fare fixed by the government (RSTA)

- (i) Yes
- (ii) Sometimes
- (iii) No

If no, answer question 4.3.

(4.3) Why don't you follow the fare rate fixed by the Government?

- (i) Government (RSTA) rate is low
- (ii) I charge the rate as per market demand

(4.4) Do you think government should regulate taxi fare?

- (i) Yes
- (ii) No (Fare should be left to market forces)
- (iii) To some extent
- (iv) Don't know

(4.5) Do the passengers insist on fare fixed by the Government (RSTA)?

- (i) Yes
- (ii) No
- (iii) Sometimes

5) Number of Taxis in Bhutan

(5.1) What is your opinion on number of taxis in Bhutan?

- (i) Too many
- (ii) Too less
- (iii) Don't know

5.2) Do you think the government should restrict number of taxi registration in the country?

- (i) Yes
- (ii) No
- (iii) Don't know

6) Seating Capacity of Taxis

6.1) Do you think the existing seating capacity should be maintained

- (i) Yes
- (ii) No
- (iii) Don't Know

If no ,answer question 6.2

6.2) Maximum seating capacity should be

- (i) Increased to 15 seats
- (ii) Reduced to 8 seats
- (iii) Reduced to 5 seats

(iv) Other (please specify).....

7) Taxi Standards/Brands

7.1) Should there be uniform Taxi brands in Bhutan?

- (i) Yes
- (ii) No
- (iii) Don't Know

7.2) Which brand do you think should be permitted as taxis in Bhutan

- (i) Maruti
- (ii) Hyundai
- (iii) Mahindra & Mahindra
- (iv) Tata
- (v) Toyota
- (vi) Kia
- (vii) Others (Please specify).....

7.3) Which among the following do you think would be the best type of taxi for Bhutan?

a) Maruti Brands

- (i) Maruti Van
- (ii) Maruti Alto
- (iii) Maruti Wagon-R
- (iv) Maruti Versa
- (v) Others (please specify).....

b) Hyundai Brand

- (i) Tuson
- (ii) Santro Zing
- (iii) Hyundai I -10
- (iv) Hyundai I-20
- (v) Getz
- (vi) Others (Please specify).....

c) Toyota Brand

- (i) Corolla
- (ii) Station Wagon
- (iii) Yaris
- (iv) Innova

(v) Others (Please specify).....

(d) Mahindra and Mahindra brand

- (i) Bolero
- (ii) Scorpio
- (iii) Bolero Camper
- (iv) Others (Please specify).....

(e) Tata Brand

- (i) Indica
- (ii) Nano
- (iii) Others (Please specify).....

(f) Kia Brand

- (i) Sorento
- (ii) Picanto
- (iii) Others (Please specify).....

(8) Formation of Taxi Companies

8.1. Do you support the idea of forming taxi companies in the country?

- Yes
- No
- Not sure

8.2. Which would be a better option?

- (i) Formation of Taxi Company by registering taxis belonging to individuals under one company.
- (ii) Formation of Taxi Company by one or two individuals by employing drivers for Taxis bought by the owners.
- (iii) Other options, please specify.....

(9) Future of Taxi Business in Bhutan

9.1. What do you think about the future of Taxi business in Bhutan?

- (i) Improve
- (ii) Become worse
- (iii) Don't Know

9.2. Do you think, restricting taxi numbers in the country will improve taxi business?

- (i) Yes
- (ii) No
- (iii) Don't Know

9.3 Will passenger transport bus services and city bus services affect taxi business?

- (i) Yes
- (ii) No
- (iii) To some extent
- (iv) Don't know

10. Familiarity with Laws and rules?

10.1. Are you familiar with RST act and regulations?

- (i) Yes
- (ii) No

10.2 Do you abide by the laws and rules?

- (i) Always
- (ii) Sometimes
- (iii) Not at all

THANK YOU FOR YOUR TIME