



# Auto Rickshaw Driver

QP Code: ASC/Q9713

Version: 2.0

NSQF Level: 4

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building  
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## ASC/Q9713: Auto Rickshaw Driver

### Brief Job Description

The individual at work picks up the customer from one destination (pick-up point) and drives them to their desired destination in various categories of 3-wheelers within the city.

### Personal Attributes

The job requires the individual to be physically fit to drive for long hours and ability to remain calm and composed under stressful conditions of traffic at all times.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [ASC/N9808: Interact effectively with colleagues and customers \(Road Transportation\)](#)
3. [ASC/N9704: Drive responsibly and ensure road worthiness of vehicle](#)
4. [ASC/N9716: Pick & drop the customer safely and collect fare](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/8321.0101
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class with 1 year of experience of LMV driving or three wheeler driver OR Certificate NSQF (Light Motor Vehicle Driver Level 3) with 6 months of experience
<b>Minimum Level of Education for Training in School</b>	

<b>Pre-Requisite License or Training</b>	Valid LMV Permanent license
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	2.0

## ASC/N9809: Organize work and resources (Road Transportation)

### Description

This NOS unit is about maintaining working environment safe and secure, maintaining health and hygiene and practicing optimizing use of resources as per organizational standards.

### Scope

The scope covers the following :

- Maintain safe and secure working environment
- Maintain health and hygiene
- Material/energy conservation practices

### Elements and Performance Criteria

#### *Maintain safe and secure working environment*

To be competent, the user/individual on the job must be able to:

- PC1. organize work as per the organization's health, safety and security policies and procedures
- PC2. identify the risks and hazards associated while driving and their causes and preventions
- PC3. check and ensure the functioning of vehicle before commencing work
- PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any
- PC5. take corrective measures and follow standard first-aid procedures in case of an accident
- PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority

#### *Maintain health and hygiene*

To be competent, the user/individual on the job must be able to:

- PC7. ensure vehicle and equipment are regularly cleaned and sanitized
- PC8. wash hands with soap and use alcohol-based sanitizer regularly
- PC9. avoid contact with ill people and self-isolate in a similar situation
- PC10. wear and dispose of PPEs regularly and appropriately
- PC11. report hygiene and sanitation issues to appropriate authority, if any
- PC12. follow processes specified for disposal of hazardous waste

#### *Material/energy conservation practices*

To be competent, the user/individual on the job must be able to:

- PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- PC14. use resources in a responsible manner
- PC15. check for spills/leakages in the vehicle with caution
- PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle
- PC18. ensure the various equipment of the vehicle is properly connected

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisations procedures for health, safety and security, individual role and responsibilities in this context
- KU2. organizations emergency procedures for different emergency situations and the importance of following the same
- KU3. how and when to report hazards, as well as the limits of responsibility for dealing with hazards
- KU4. potential hazards, risks and threats based on the nature of work
- KU5. efficient utilization of material and water
- KU6. common sources of pollution and ways to minimize it
- KU7. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU8. usage of different colours of dustbins
- KU9. significance of greening
- KU10. organisation's policies to maintain personal health and hygiene at the workplace
- KU11. helpline number related to the women safety
- KU12. standard first-aid procedures
- KU13. appropriate action to be taken in case of accidents, agitations, road block, etc.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. ask for clarifications from superior about the job requirement
- GS4. work with supervisors/team members to carry out work related tasks
- GS5. complete tasks efficiently and accurately within the stipulated time
- GS6. inform/report to concerned person in case of any problem
- GS7. make timely decisions for efficient utilization of resources
- GS8. write in at least one language and complete written work with attention to detail
- GS9. be punctual, utilize time and manage workload efficiently

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	17	11	-	5
PC1. organize work as per the organization's health, safety and security policies and procedures	3	2	-	1
PC2. identify the risks and hazards associated while driving and their causes and preventions	3	2	-	1
PC3. check and ensure the functioning of vehicle before commencing work	3	2	-	1
PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any	3	2	-	1
PC5. take corrective measures and follow standard first-aid procedures in case of an accident	2	2	-	1
PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority	3	1	-	-
<i>Maintain health and hygiene</i>	15	11	-	8
PC7. ensure vehicle and equipment are regularly cleaned and sanitized	2	1	-	1
PC8. wash hands with soap and use alcohol-based sanitizer regularly	1	2	-	1
PC9. avoid contact with ill people and self-isolate in a similar situation	3	3	-	1
PC10. wear and dispose of PPEs regularly and appropriately	3	2	-	1
PC11. report hygiene and sanitation issues to appropriate authority, if any	3	1	-	2
PC12. follow processes specified for disposal of hazardous waste	3	2	-	2
<i>Material/energy conservation practices</i>	18	8	-	7
PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle	3	2	-	1
PC14. use resources in a responsible manner	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. check for spills/leakages in the vehicle with caution	3	1	-	1
PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify	4	2	-	2
PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle	3	1	-	1
PC18. ensure the various equipment of the vehicle is properly connected	3	1	-	1
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9809
<b>NOS Name</b>	Organize work and resources (Road Transportation)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## ASC/N9808: Interact effectively with colleagues and customers (Road Transportation)

### Description

This NOS unit is about communicating effectively with colleagues and customers of all ages, genders and abilities.

### Scope

The scope covers the following :

- Communicate effectively with colleagues and customer
- Interact with supervisor or superior

### Elements and Performance Criteria

#### *Communicate effectively with colleagues and customers*

To be competent, the user/individual on the job must be able to:

- PC1. greet the customers promptly and appropriately as per the organization's procedure
- PC2. communicate with the customers, colleagues and others in a polite and professional manner
- PC3. address customers dis-satisfactions and complaints effectively, if any
- PC4. work in a manner that shows respect for all customers, colleagues and others
- PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards
- PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal
- PC7. provide assistance to persons with disability, if asked
- PC8. maintain positive and effective relationships with colleagues and customers
- PC9. show respect to the personal space of the others

#### *Interact with supervisor or superior*

To be competent, the user/individual on the job must be able to:

- PC10. identify work requirements basis instructions received from the supervisor
- PC11. escalate problems to superiors that cannot be handled
- PC12. report the completed trips and other data to the supervisor
- PC13. analyse customer/manager feedback and take appropriate action

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational service standards and policies on behavioral etiquette, professionalism and gender sensitive service practices at workplace
- KU2. organizational policy with regards to Persons with disability (PwD)

**KU3.** the importance of effective communication and establishing good working relationships with supervisor and customers

**KU4.** different methods of communication as per the circumstances

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

**GS1.** read instructions/guidelines/procedures

**GS2.** communicate effectively using an appropriate body language/tone

**GS3.** ask for clarification and advice from the concerned person

**GS4.** maintain positive and effective relationships with colleagues and customers

**GS5.** evaluate the possible solution(s) to the problem

**GS6.** deliver consistent and reliable service to customers

**GS7.** complete written work with attention to detail

**GS8.** check that the work meets customer requirements

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues and customers</i>	37	22	-	16
PC1. greet the customers promptly and appropriately as per the organization’s procedure	5	3	-	2
PC2. communicate with the customers, colleagues and others in a polite and professional manner	4	2	-	2
PC3. address customers dis-satisfactions and complaints effectively, if any	4	3	-	2
PC4. work in a manner that shows respect for all customers, colleagues and others	4	3	-	1
PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards	5	3	-	2
PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal	5	3	-	2
PC7. provide assistance to persons with disability, if asked	4	2	-	2
PC8. maintain positive and effective relationships with colleagues and customers	2	1	-	1
PC9. show respect to the personal space of the others	4	2	-	2
<i>Interact with supervisor or superior</i>	13	8	-	4
PC10. identify work requirements basis instructions received from the supervisor	5	2	-	2
PC11. escalate problems to superiors that cannot be handled	3	2	-	1
PC12. report the completed trips and other data to the supervisor	3	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. analyse customer/manager feedback and take appropriate action	2	1	-	-
<b>NOS Total</b>	<b>50</b>	<b>30</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9808
<b>NOS Name</b>	Interact effectively with colleagues and customers (Road Transportation)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## ASC/N9704: Drive responsibly and ensure road worthiness of vehicle

### Description

This OS unit is about examining the vehicle, conforming to standard driving practices, following traffic rules and regulations and managing vehicle faults while driving on the route to reach safely and on time.

### Scope

The scope covers the following :

- Examine the vehicle before the trip
- Drive the LMV conforming to the standard driving practices
- Follow traffic rules and regulation
- Manage vehicle faults

### Elements and Performance Criteria

#### *Examine the vehicle before the trip*

To be competent, the user/individual on the job must be able to:

- PC1. inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip
- PC2. ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.
- PC3. perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.
- PC4. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.
- PC5. prepare a to-do list for repair requirement, if any
- PC6. record all deviations observed while carrying out checks
- PC7. report actual or potential defects/deviations to the senior driver/owner/service supervisor
- PC8. determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit
- PC9. confirm all gauges and warning lights are functioning properly before moving the vehicle

#### *Drive the LMV conforming to the standard driving practices*

To be competent, the user/individual on the job must be able to:

- PC10. perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.
- PC11. insert or press the ignition key/button to start the vehicle
- PC12. coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control
- PC13. maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls
- PC14. use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle
- PC15. ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving

### *Follow traffic rules and regulation*

To be competent, the user/individual on the job must be able to:

- PC16. follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.
- PC17. maintain a safe distance from other vehicles
- PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid rod hog
- PC19. ensure proper parking at appropriate spots
- PC20. adhere to local and state specific driving laws and traffic regulations, including overloading
- PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency

### *Manage vehicle faults*

To be competent, the user/individual on the job must be able to:

- PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving
- PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition
- PC24. carry out a quick diagnostic check
- PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible
- PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office
- PC27. take the vehicle to the service point for corrective action in case of major defect or accident

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1. organization's policies on roadworthiness requirements, basic compliance to technical standards and safety requirements
- KU2. quality norms and standards prescribed in the Quality Manual by the organization
- KU3. standard check list to examine the vehicle before the trip
- KU4. different sections and rules of Motor Vehicle Act, 1988
- KU5. CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)
- KU6. guidelines issued by State Road Transport Authorities like RTOs
- KU7. escalation procedure followed in the organization
- KU8. basic functionalities of the technical equipment of the vehicle
- KU9. safe and fuel-efficient driving techniques
- KU10. basic troubleshooting techniques of the vehicle
- KU11. latest traffic regulations
- KU12. organizational procedure to take the vehicle to the service/repair point for corrective action like parts replacements

## **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1. read safety instructions/guidelines/procedures



- GS2. communicate effectively with the passengers, supervisors and colleagues
- GS3. comply with all rules and regulations
- GS4. write in English/any one language
- GS5. make timely decisions for efficient utilization of resources
- GS6. complete tasks efficiently and accurately within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine the vehicle before the trip</i>	<b>9</b>	<b>13</b>	-	<b>8</b>
PC1. inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip	1	1	-	1
PC2. ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.	1	2	-	1
PC3. perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.	1	3	-	1
PC4. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.	1	1	-	1
PC5. prepare a to-do list for repair requirement, if any	1	1	-	1
PC6. record all deviations observed while carrying out checks	1	1	-	1
PC7. report actual or potential defects/deviations to the senior driver/owner/service supervisor	1	1	-	1
PC8. determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit	1	2	-	-
PC9. confirm all gauges and warning lights are functioning properly before moving the vehicle	1	1	-	1
<i>Drive the LMV conforming to the standard driving practices</i>	<b>8</b>	<b>13</b>	-	<b>6</b>
PC10. perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.	1	1	-	1
PC11. insert or press the ignition key/button to start the vehicle	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control	1	2	-	1
PC13. maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls	2	3	-	1
PC14. use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle	1	2	-	1
PC15. ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving	1	2	-	1
<i>Follow traffic rules and regulation</i>	<b>7</b>	<b>14</b>	-	<b>3</b>
PC16. follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.	1	2	-	-
PC17. maintain a safe distance from other vehicles	2	3	-	1
PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid rod hog	1	2	-	-
PC19. ensure proper parking at appropriate spots	1	2	-	1
PC20. adhere to local and state specific driving laws and traffic regulations, including overloading	1	3	-	1
PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency	1	2	-	-
<i>Manage vehicle faults</i>	<b>6</b>	<b>10</b>	-	<b>3</b>
PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving	2	1	-	-
PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition	1	2	-	1
PC24. carry out a quick diagnostic check	-	2	-	1
PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office	1	2	-	1
PC27. take the vehicle to the service point for corrective action in case of major defect or accident	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9704
<b>NOS Name</b>	Drive responsibly and ensure road worthiness of vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Next Review Date</b>	NA

## ASC/N9716: Pick & drop the customer safely and collect fare

### Description

This OS unit is about picking the customers from one location and dropping them to their desired destination in the auto rickshaw and collect applicable fare.

### Scope

The scope covers the following :

- Ensure compliance to duty
- Coordinate with customer /authorized person
- Escalate vehicle problem to the concerned authority
- Pick and drop the passenger safely

### Elements and Performance Criteria

#### *Ensure compliance to duty*

To be competent, the user/individual on the job must be able to:

- PC1. report to duty on time as per schedule
- PC2. wear proper uniform and batch as per standards
- PC3. use PPE kit like face masks, hand gloves, etc. at all times and ensure the same for the customer
- PC4. follow proper closure procedures on completion of responsibilities for the day, e. g. park the auto rikshaw at a dedicated zone, lock the auto rickshaw, engage hand brake, close auto fare meter and app, etc.

#### *Coordinate with customer/authorized person*

To be competent, the user/individual on the job must be able to:

- PC5. coordinate with the customer to confirm the obtain pickup point location or other details, as applicable
- PC6. inform the customer about an estimated pickup time to reduce waiting time
- PC7. inform the customer in advance regarding the inability to reach the pickup point on time in case of heavy traffic jams, vehicle breakdown, road accidents etc. well in time

#### *Escalate vehicle problem to the concerned authority*

To be competent, the user/individual on the job must be able to:

- PC8. check for any fault, defect, or potential problem in the 3-wheeler
- PC9. keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required
- PC10. inform in advance to the concerned authority about the repair needed on the 3 wheeler for rectification of faults, if any
- PC11. report the incidents, accidents or minor altercations that took place during the day, if any to the concerned authority

#### *Pick and drop the passenger safely*

To be competent, the user/individual on the job must be able to:

- PC12. to meet the customer at the pick-up point

- PC13. greet the customer appropriately as per the standards
- PC14. confirm the details of the customers and destination before starting the trip
- PC15. take permission from the passenger to start the trip
- PC16. start the fare meter and show the starting reading to the customer
- PC17. assist the customer while entering and exiting the vehicle, if required
- PC18. load and unload customer luggage in the vehicle, if asked
- PC19. cover the overhead luggage and side entry/exit areas of the auto rickshaw with waterproof/resistant sheets in case of rainfall to avoid inconvenience to the customer
- PC20. offer newspaper, magazines, or entertainment media, if available to the customers
- PC21. select appropriate/fastest route considering passenger safety, the road traffic condition and distance
- PC22. drive the 3-wheeler within the speed limit and without violating any traffic rules
- PC23. reach the dropping point and stop the vehicle & the auto fare meter
- PC24. collect the fare based on the meter reading or prior settled fare with the customer, as applicable

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. standard policies regarding duty, reporting and associated compliances
- KU2. standard day closure procedures
- KU3. types and usage of PPE kit like face masks, hand gloves, use of sanitizer, etc.
- KU4. dress code and code of conduct related to the duty
- KU5. SOP to greet and assist the customer with luggage or entering and exiting the vehicle
- KU6. SOP to greet and assist the customer with luggage or entering and exiting the vehicle
- KU7. communication procedure for communicating with the supervisor/authorised person during duty hours
- KU8. standard escalation procedure followed during emergency situation
- KU9. geographical area and different routes within the city
- KU10. procedure to choose the appropriate route
- KU11. methods to calculate route fare as per the kilometres covered by the autorickshaw within the city

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read safety instructions, guidelines, procedures and signages
- GS2. communicate with the customers, supervisors and colleagues
- GS3. • complete tasks efficiently and accurately within stipulated time
-

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance to duty</i>	7	10	-	5
PC1. report to duty on time as per schedule	1	2	-	1
PC2. wear proper uniform and batch as per standards	2	3	-	1
PC3. use PPE kit like face masks, hand gloves, etc. at all times and ensure the same for the customer	2	3	-	1
PC4. follow proper closure procedures on completion of responsibilities for the day, e. g. park the auto rikshaw at a dedicated zone, lock the auto rickshaw, engage hand brake, close auto fare meter and app, etc.	2	2	-	2
<i>Coordinate with customer/authorized person</i>	6	4	-	3
PC5. coordinate with the customer to confirm the obtain pickup point location or other details, as applicable	2	1	-	1
PC6. inform the customer about an estimated pickup time to reduce waiting time	2	1	-	1
PC7. inform the customer in advance regarding the inability to reach the pickup point on time in case of heavy traffic jams, vehicle breakdown, road accidents etc. well in time	2	2	-	1
<i>Escalate vehicle problem to the concerned authority</i>	6	5	-	4
PC8. check for any fault, defect, or potential problem in the 3-wheeler	1	1	-	1
PC9. keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required	2	1	-	1
PC10. inform in advance to the concerned authority about the repair needed on the 3 wheeler for rectification of faults, if any	2	2	-	1
PC11. report the incidents, accidents or minor altercations that took place during the day, if any to the concerned authority	1	1	-	1



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pick and drop the passenger safely</i>	11	31	-	8
PC12. to meet the customer at the pick-up point	-	2	-	1
PC13. greet the customer appropriately as per the standards	2	2	-	1
PC14. confirm the details of the customers and destination before starting the trip	2	2	-	1
PC15. take permission from the passenger to start the trip	1	2	-	1
PC16. start the fare meter and show the starting reading to the customer	1	2	-	-
PC17. assist the customer while entering and exiting the vehicle, if required	1	3	-	1
PC18. load and unload customer luggage in the vehicle, if asked	-	2	-	-
PC19. cover the overhead luggage and side entry/exit areas of the auto rickshaw with waterproof/resistant sheets in case of rainfall to avoid inconvenience to the customer	1	3	-	1
PC20. offer newspaper, magazines, or entertainment media, if available to the customers	-	3	-	1
PC21. select appropriate/fastest route considering passenger safety, the road traffic condition and distance	1	2	-	-
PC22. drive the 3-wheeler within the speed limit and without violating any traffic rules	-	2	-	-
PC23. reach the dropping point and stop the vehicle & the auto fare meter	-	3	-	-
PC24. collect the fare based on the meter reading or prior settled fare with the customer, as applicable	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9716
NOS Name	Pick & drop the customer safely and collect fare
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Next Review Date	NA

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

**(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)**

## Assessment Weightage

### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9809.Organize work and resources (Road Transportation)	50	30	-	20	100	10
ASC/N9808.Interact effectively with colleagues and customers (Road Transportation)	50	30	-	20	100	15
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	40
ASC/N9716.Pick & drop the customer safely and collect fare	30	50	-	20	100	35
<b>Total</b>	<b>160</b>	<b>160</b>	<b>-</b>	<b>80</b>	<b>400</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>ORVM</b>	Outside Rear View Mirror
<b>GPS</b>	Global Positioning System
<b>CMVR</b>	Central Motor Vehicles Rules
<b>RTO</b>	Regional Transport Authority
<b>MORTH</b>	Ministry of Road Transport & Highways

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.