



E-Rickshaw Driver

QP Code: ASC/Q9715

Version: 2.0

NSQF Level: 4

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building, New Delhi - 110020

Contents

ASC/Q9715: E-Rickshaw Driver	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
ASC/N9809: Organize work and resources (Road Transportation)	5
DGT/VSQ/N0101: Employability Skills (30 hours)	10
ASC/N9720: Charge, repair and maintain the e-rickshaw	16
ASC/N9704: Drive responsibly and ensure road worthiness of vehicle	21
ASC/N9716: Pick & drop the customer safely and collect fare	27
Assessment Guidelines and Weightage.....	32
<i>Assessment Guidelines</i>	32
<i>Assessment Weightage</i>	32
Acronyms	34
Glossary	35

ASC/Q9715: E-Rickshaw Driver

Brief Job Description

An E-Rickshaw Driver picks and drops passengers commuting from one destination to another in a 3-wheeler (of all types of viz. traditional auto or modern electrically operated) within the city. He/she also charge battery and maintain the vehicle in appropriate condition.

Personal Attributes

This job requires the individual to drive on set route and at awkward hours and unpredictable schedules. Individual must be polite and dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers. Person should preferably have above average motor and basic driving skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [DGT/VSQ/N0101: Employability Skills \(30 hours\)](#)
3. [ASC/N9720: Charge, repair and maintain the e-rickshaw](#)
4. [ASC/N9704: Drive responsibly and ensure road worthiness of vehicle](#)
5. [ASC/N9716: Pick & drop the customer safely and collect fare](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.0101
Minimum Educational Qualification & Experience	9th Grade pass OR Certificate-NSQF Level 2 (Driving Assistant) with 1 Year of relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Permanent LMV license mandatory as per CMVR act

Minimum Job Entry Age	18 Years
Last Reviewed On	28/02/2023
Next Review Date	28/02/2026
Deactivation Date	28/02/2026
NSQC Approval Date	28/02/2023
Version	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 efficientl

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

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
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

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

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

- PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

- PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

- PC5. follow good manners while communicating with others
PC6. work with others in a team

Diversity & Inclusion

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

- PC7. communicate and behave appropriately with all genders and PwD
- PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

- PC9. use various financial products and services safely and securely
- PC10. calculate income, expenses, savings etc.
- PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

- PC12. operate digital devices and use its features and applications securely and safely
- PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

- PC14. identify and assess opportunities for potential business
- PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

- PC16. identify different types of customers
- PC17. identify customer needs and address them appropriately
- PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC19. create a basic biodata
- PC20. search for suitable jobs and apply
- PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. need for employability skills
- KU2. various constitutional and personal values
- KU3. different environmentally sustainable practices and their importance
- KU4. Twenty first (21st) century skills and their importance
- KU5. how to use basic spoken English language
- KU6. Do and dont of effective communication
- KU7. inclusivity and its importance
- KU8. different types of disabilities and appropriate communication and behaviour towards PwD
- KU9. different types of financial products and services
- KU10. how to compute income and expenses
- KU11. importance of maintaining safety and security in financial transactions

- KU12. different legal rights and laws
- KU13. how to operate digital devices and applications safely and securely
- KU14. ways to identify business opportunities
- KU15. types of customers and their needs
- KU16. how to apply for a job and prepare for an interview
- KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1. communicate effectively using appropriate language
- GS2. behave politely and appropriately with all
- GS3. perform basic calculations
- GS4. solve problems effectively
- GS5. be careful and attentive at work
- GS6. use time effectively
- GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2027
NSQC Clearance Date	30/06/2022

ASC/N9720: Charge, repair and maintain the e-rickshaw

Description

This NOS is about an individual performing minor repairs/servicing activities and charging of batteries of an of e-rickshaw.

Scope

The scope covers the following:

- Charge and maintain battery health
- Perform vehicle maintenance activities

Elements and Performance Criteria

Charge and maintain battery health

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

- PC1. identify the manufacturer specifications and functioning of the various components/aggregates of vehicle from the user manual and vehicle drawings
- PC2. read the maintenance schedule of battery and plan for conducting the maintenance
- PC3. check for any warning light on the e-rickshaw meter console for low battery before commencing the maintenance work
- PC4. charge the vehicle battery at a charging station or on a 12Volt socket for 8-11 hours for a full charge, if required
- PC5. monitor the overloading of E-rickshaw with luggage or passengers to avoid any power failure which may result in damaging the battery life
- PC6. check and tighten the loose connections (if any) of the battery which may tend to overheat the wires, melt battery terminal, electrolyte dry-out, and it may even cut down on the lifespan of battery
- PC7. ensure that the batteries are kept on rubber mats to absorb maximum vibrations otherwise it may lead to poor battery performance
- PC8. ensure that electrical functions such as lights, music, etc. of e-rickshaw are turned off on exit to attain long life of battery

Perform vehicle maintenance activities

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

- PC9. prepare the e-rickshaw according to nature of maintenance activities to be performed: general, mechanical or electrical job on the electric bicycle
- PC10. identify and arrange the tools, consumables and spare parts required during the task
- PC11. conduct visual inspection of the e-rickshaw to identify defects and indirect faults in electrical/electronic aggregate due to another system/component
- PC12. perform regular servicing or repairing activities of vehicles such as tire change, checking air pressure, puncture repair, carrying out minor component repair or lubrication of parts, tightening of loose bolts, washing of vehicle etc. as per prescribed standard process
- PC13. use a dry cloth to clean the battery and apply petroleum jelly only on the cable clamps and terminals
- PC14. assess mechanical aggregates such as handle, axles, brakes, wheels, etc. of the e-rickshaw for any external impact/bend/incorrect fitment/wear & tear
- PC15. test electrical/electronic components performance of e-rickshaw wherever applicable as per OEM SOP
- PC16. perform minor repair/replacement and adjustment of components/aggregate as per the manufacturer manual and maintenance schedule

- PC17.** ensure that the battery clamps are always firmly tightened and fixed to their respective poles to avoid any short circuit
- PC18.** refill the brake oil and differential oil as per the requirement
- PC19.** check the performance of electric bicycle post repair
- PC20.** dispose of materials such as old batteries, scrap of failed parts/aggregates as per environmental policies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different components/aggregates as well as auto component manufacturer's specifications of the e-rickshaw
- KU2.** road licensing requirements for e-rickshaw in India
- KU3.** basic technology used in and functioning of various systems and components of the e-rickshaw such as: brakes, suspension, steering, hub drive/chain drive, etc. including electrical machines and devices used in electric vehicles such as: charging system, charger, batteries, etc.
- KU4.** interconnection of systems with each other and effect of one system on other system
- KU5.** various sources of information available for assessing service and repair requirements of the e-rickshaw
- KU6.** standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of e-rickshaw
- KU7.** typical symptoms of common faults and failures in e-rickshaw mechanical, electrical and electronic systems
- KU8.** Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in an e-rickshaw as prescribed by the OEM/components manufacturer
- KU9.** safety requirements recommended by the OEM for equipment/vehicle components during diagnosis, troubleshooting and root cause analysis on various aggregates
- KU10.** precautions need to follow during charging of e-rickshaw battery
- KU11.** Occupational Safety and Health (OSH) measures are required for working on e-rickshaw

Generic Skills (GS)

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

- GS1.** read equipment manuals and basic specification
- GS2.** Maintain record and document for basic details of repairs and maintenance performed on various aggregates/ components
- GS3.** communicate effectively at the workplace
- GS4.** read any specific safety related guideline (applicable for Electric vehicle)
- GS5.** recognize a workplace problem and take suitable action
- GS6.** analyze and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS7.** complete assigned tasks in a timely and efficient manner

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Charge and maintain battery health</i>	10	17	-	9
PC1. identify the manufacturer specifications and functioning of the various components/ aggregates of vehicle from the user manual and vehicle drawings	1	2	-	1
PC2. read the maintenance schedule of battery and plan for conducting the maintenance	1	1	-	1
PC3. check for any warning light on the e-rickshaw meter console for low battery before commencing the maintenance work	1	2	-	1
PC4. charge the vehicle battery at a charging station or on a 12Volt socket for 8-11 hours for a full charge, if required	2	4	-	1
PC5. monitor the overloading of E-rickshaw with luggage or passengers to avoid any power failure which may result in damaging the battery life	1	2	-	1
PC6. check and tighten the loose connections (if any) of the battery which may tend to overheat the wires, melt battery terminal, electrolyte dry-out, and it may even cut down on the lifespan of battery	2	3	-	2
PC7. ensure that the batteries are kept on rubber mats to absorb maximum vibrations otherwise it may lead to poor battery performance	1	1		1
PC8. ensure that electrical functions such as lights, music, etc. of e-rickshaw are turned off on exit to attain long life of battery	1	2		1
<i>Perform vehicle maintenance activities</i>	20	33	-	11
PC9. prepare the e-rickshaw according to nature of maintenance activities to be performed: general, mechanical or electrical job on the electric bicycle	1	2	-	1
PC10. identify and arrange the tools, consumables and spare parts required during the task	2	2	-	1
PC11. conduct visual inspection of the e-rickshaw to identify defects and indirect faults in electrical/electronic aggregate due to another system/component	2	3	-	1

PC12. perform regular servicing or repairing activities of vehicles such as tire change, checking air pressure, puncture repair, carrying out minor component repair or lubrication of parts, tightening of loose bolts, washing of vehicle etc. as per prescribed standard process	3	6	-	1
PC13. use a dry cloth to clean the battery and apply petroleum jelly only on the cable clamps and terminals	1	1	-	1
PC14. assess mechanical aggregates such as handle, axles, brakes, wheels, etc. of the e-rickshaw for any external impact/bend/incorrect fitment/wear & tear	2	4	-	2
PC15. test electrical/electronic components performance of e-rickshaw wherever applicable as per OEM SOP	2	3	-	1
PC16. perform minor repair/replacement and adjustment of components/aggregate as per the manufacturer manual and maintenance schedule	3	6	-	1
PC17. ensure that the battery clamps are always firmly tightened and fixed to their respective poles to avoid any short circuit	1	1	-	-
PC18. refill the brake oil and differential oil as per the requirement	1	2	-	1
PC19. check the performance of electric bicycle post repair	1	2	-	-
PC20. dispose of materials such as old batteries, scrap of failed parts/aggregates as per environmental policies	1	1	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/9720
NOS Name	Charge, repair and maintain the e-rickshaw
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	28/02/2023
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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 regulations

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 road 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>	9	13	-	8
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>	8	13	-	6
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
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>	7	14	-	3
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>	6	10	-	3
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	-	-
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	-	-
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9704
NOS Name	Drive responsibly and ensure road worthiness of vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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. 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
<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
NOS Total	30	50	-	20

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
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
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)	30	50	0	20	100	15
DGT/VSQ/N0101 - Employability Skills (30 hours)	20	30	-	-	50	10
ASC/N9720: Charge, repair and maintain the e-rickshaw	30	50	0	20	100	25
ASC/N9704: Drive responsibly and ensure road worthiness of vehicle	30	50	0	20	100	25

ASC/N8329: Detect & respond to security Incidents	30	50	0	20	100	25
Total	140	230	-	80	450	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AMC	Annual Maintenance Contract
PPE	Personal Protective Equipment
ERP	Enterprise Resource Planning
PM	Predictive Maintenance
QMS	Quality Management System
TOPS	Team Oriented Problem Solving
QMS	Quality Management System
CFT	Complement Fixation Test

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar / related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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.
Knowledge and Understanding (KU)	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.

Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.