

Digital Mobility Service Operating Standards 2082 (2026 A.D)

Introduction

On April 20, 2026, the Ministry of Physical Infrastructure and Transport ("MPIT") released a draft of Digital Mobility Service Operating Standards 2082 (2026 A.D.) ("Draft DMSOS") for public comments.

The Draft DMSOS has been prepared pursuant to an order issued by the Supreme Court of Nepal in *Shyam Kumar Shrestha v. Pathao Inc. et al.* (Writ No. 075-WO-0755), which directed the Government of Nepal ("GON") for the formulation of an appropriate legal and regulatory framework governing app-based transport service in Nepal.

Draft DMSOS seeks to establish a comprehensive regulatory framework for digital mobility and ride-sharing service, including provisions relating to registration requirements, eligibility criteria for vehicles, riders, and digital platforms, fare regulation, passengers and riders safety, and penalties for non-compliance.

This Briefing aims to highlight the key provisions introduced in Draft DMSOS. The Nepali version of Draft DMSOS can be accessed [here](#).

General

Draft DMSOS classifies 'digital mobility service' as a transportation service operated through an online medium using a digital platform, such as an application or webpage. Draft DMSOS aims to regulate both the ride-sharing service, a transportation service on a sharing basis and the ride-hailing service, a transportation service for private use.

Registration Requirement

Service providers must obtain prior approval from the Department of Transport Management ("DOTM") to operate digital mobility service and get registered in the central system of DOTM. DOTM registers those service providers in its central system that have been vetted by the Legal and Technical Compliance Examination Committee, confirming their compliance with legal and technical requirements.

Service providers operating prior to the enactment of Draft DMSOS must also register themselves as digital mobility service within the timeframe specified by DOTM.

Endorsement of Purpose

Vehicles used for digital mobility service are required to be registered with the purpose "Digital Mobility Service" in their vehicle registration records (bluebook), except for the vehicles used to provide digital mobility services on a part-time basis, operating up to a maximum of four trips per day. Vehicles used for digital mobility service shall be treated as public transport vehicles.

Distinct Identification

Vehicles used for digital mobility service, including vehicles used to provide digital mobility services on a part-time basis, must display a QR code sticker issued by service providers as prescribed by DOTM, scannable by passengers, traffic police, and authorized transport officials. The QR code shall contain the details of the service provider, vehicle, and driver. The QR code shall be valid for one year.

Route Permit Requirement

Vehicles used for digital mobility service must also obtain route permits in the same manner as public transport vehicles. A route permit for two-wheelers shall be valid within the territory of the province where it is issued.

Vehicle Quality and Safety Standards

Vehicles used for ride-hailing service must meet the following minimum standards:

- Life of a vehicle not exceeding 15 years from date of manufacture.
- Internal combustion engine (ICE) vehicles compliant with the Government of Nepal ("GON") emission standards for public transport.
- Electric two-wheelers with minimum 1.5 kW peak power and speed above 40 km/h.
- Electric four-wheelers with minimum 40 kW peak power and at least 200 litres boot space.

Compliance with Mechanical Safety Standards

Vehicles used for digital mobility service must comply with the following minimum safety requirements:

- **Two-wheelers:** Passengers grab support, real-time GPS tracking, SOS emergency button linked to control room, approved helmets for riders and passengers, retroreflective jacket for night use, and mobile holder for navigation.
- **Four-wheelers:** Tamper-proof dashcam/CCTV with encrypted storage, real-time GPS tracking, SOS emergency button, fire extinguisher, first aid kit, legally required seat belts, and central locking system.

Vehicles Inspection and Certification

Vehicles used in digital mobility service must undergo a mandatory mechanical fitness inspection and obtain fitness and pollution certificates, if applicable. Electric vehicles must also undergo annual battery health assessment and high-voltage insulation testing through authorized dealers and obtain a certification.

App and Service Management

Service providers' application must be hosted on servers located in Nepal. Mapping services used in the application must, to the extent practicable, be of Nepali origin; and fees for foreign mapping services shall be paid through Nepal's banking system.

Requirement of Application

Application requirements for digital mobility service, among others, include:

- A bilingual (Nepali and English) user interface for passengers and drivers.
- A server located and operated within Nepal for storage of operational data and records, integrated with the DOTM's central system through an API.
- Display of available vehicles and drivers, estimated trip distance, and applicable fare upon entry of origin and destination.
- Secure retention of system data and records for a minimum period of eighteen (18) months from the date of creation.
- Updated complete vehicle and driver details in the app, including vehicle specifications and registration data, as well as drivers' identity, license, and contact information.

Further, service providers shall be responsible for conducting periodic security audits of the application and its systems.

Passengers Data Confidentiality

Passengers' data shall not be shared without written consent and must be protected, except as required by law or by competent authorities.

Grievance Handling

An online grievance mechanism must be established to allow complaints against vehicle owners, drivers, passengers, and any affected persons, without prejudice to the availability of offline complaint channels.

Service providers must operate a 24-hour emergency rescue and grievance handling unit for the protection and welfare of passengers as well as of drivers.

Upon receipt of a complaint, a service provider must promptly address the matter through a Quick Response Team (QRT) or, where necessary, notify the Traffic Police or Nepal Police. Service providers shall have the primary responsibility to initiate action against the offender and facilitate appropriate compensation to the victim.

Reporting

Service providers must submit semi-annual progress reports to DOTM, including operational updates, changes in drivers and vehicles, accident and compensation details, and key service-related challenges.

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