



Sahakar Taxi Cooperative Limited

सहकार टैक्सी कॉपरेटिव लिमिटेड

Tel.No. +91-9211340085

E-mail:

sahakartaxicoop@gmail.com

1st Floor, 4-Siri Institutional Area,
Hauz Khas, New Delhi-110016 India

Website: www.bharattaxiapp.com

Sahakar Taxi Cooperative Limited is commencing mobility services in Delhi NCR, Gujarat, UP & Maharashtra. For smooth functioning and its operations, it invites applications for the following positions from experienced and professional manpower to run the business in effective and efficient way.

Post-

1. **Executive (Safety) – One Post**
2. **Executive (Grievance Handling) – One Post**
3. **Executive (Call Centre & Reporting) – One Post**
4. **Executive (HR & Cop Services) – One Post**

The selected candidates will be on probation, for initial period of one year, after satisfactory completion of probation period, the candidates will be absorbed on Basic pay Rs 45000/- with applicable HRA (As per place of Posting city) & Rs 5000/- as Conveyance & Mobile Expenses.

Age- Maximum 40 years as on 31 January 2026 for all post (Relaxation may be given to highly deserving candidates).

1. **Executive (Safety) – One Post**

- Qualification. Minimum: Bachelor's degree in Occupational Health and Safety, Environmental Science, Engineering, or a related field.
- Ex army man/Police man will be given preference.
- Preferred: Masters in safety management or MBA in related fields.
- Alternative: Candidates with a Diploma in Industrial Safety or relevant engineering experience may be considered.

Mandatory Certifications & Training

- International General Certificate (IGC) in Occupational Health and Safety
- First Aid/CPR: Certification in first aid techniques.

Experience- Minimum 5 years relevant experience. Experience in ride hailing organisation will be given preference.

Roles and Responsibilities:

Ensuring the physical, digital, and procedural safety of both drivers and passengers. They are responsible for implementing safety protocols, monitoring compliance, investigating incidents, and reducing operational risks, often using a combination of digital tools and on-the-ground, data-driven strategies.

Key responsibilities include:

Driver Onboarding and Safety Compliance

- **Driver Screening:** Reviewing background checks, motor vehicle records, and ensuring adherence to local, state, and federal legal requirements.
- **Safety Training:** Developing and conducting training programs for drivers on safe driving practices, anti-harassment policies, and emergency protocols.
- **Vehicle Inspections:** Implementing and maintaining safety standards for vehicles, ensuring they are roadworthy.

Operational Safety and Monitoring

- **Hazard Identification:** Identifying risks, such as high-accident zones, unsafe routes, or potential security threats.
- **Technology Integration:** Leveraging digital tools, such as AI-powered analytics and IoT sensors, to monitor driver behavior (e.g., speed, harsh braking) in real-time.
- **Policy Development:** Creating and updating safety policies for passengers and drivers (e.g., in-app panic buttons, ride sharing safety tips).

Incident Investigation and Management

- **Investigation:** Leading investigations into accidents, passenger complaints, or reported safety violations.
- **Corrective Action:** Developing and implementing corrective actions based on investigation findings to prevent recurrence.
- **Data Reporting:** Documenting safety incidents, near-miss reports, and compiling statistics for management and regulatory authorities.

Regulatory and Legal Compliance

- **Regulatory Liaison:** Serving as the point of contact for regulatory bodies, insurance companies, and law enforcement.
- **Compliance Monitoring:** Ensuring the company adheres to all applicable safety laws and industry standards.

Proactive Safety Culture

- **Promoting Safety Awareness:** Launching campaigns and providing resources to promote a safety-first culture among drivers.
- **Emergency Response:** Developing emergency response plans and ensuring that support systems are in place for real-time, high-stakes scenarios.

2. Executive (Grievance Handling) – One Post

Qualification- A Bachelor's or Master's degree in Law (LLB /LLM), Human Resources, Business Administration, or a related field is preferred.

Experience- Minimum 5 years relevant experience. Experience in ride hailing organisation will be given preference.

Job Profile/Responsibilities

Grievance Handling Officer (GHO) in a ride-hailing company acts as a critical interface between the organization and its riders, driver-partners, and regulators. Candidate will be responsible for ensuring that complaints are addressed in a timely, fair, and transparent manner, often adhering to strict legal and service-level agreement

Complaint Management and Resolution

- **Receiving & Logging:** Acting as the primary point of contact to receive grievances via app, email, or telephone, and ensuring every issue is logged with a unique tracking ID.
- **Investigation:** Conducting thorough, impartial investigations into complaints such as safety incidents, payment disputes, behavioral issues, or service quality concerns, often by reviewing trip data, GPS logs, and security footage.
- **Resolution:** Resolving complaints promptly, often within strict timeframes (e.g., 24–72 hours for initial acknowledgment, 7 days for resolution).
- **Mediation:** Providing alternative dispute resolution between riders and drivers to reach a fair, amicable solution.

Legal and Regulatory Compliance

- **Data Protection & Privacy:** Ensuring all grievances, particularly those under regulations like the DPDP Act 2025 (India), are handled with confidentiality and data privacy.
- **Statutory Compliance:** Ensuring compliance with local transport authority regulations, consumer protection laws, and, in some cases, labor laws.
- **Nodal Function:** Acting as the nodal officer, often required by regulators, to handle escalated and high-priority legal or safety matters.

Operational Responsibilities

- **System Development:** Developing and maintaining the systems for the entire grievance "value chain"—from intake and sorting to processing and follow-up.
- **Documentation:** Maintaining accurate records of all correspondence, investigation notes, and final decisions for potential audits.
- **Trend Analysis:** Monitoring complaint trends over time to identify systemic issues and providing feedback to management to improve service quality.
- **Policy Review:** Regularly reviewing the grievance redressal policy to ensure it remains effective and aligned with changing regulations.

Stakeholder Communication

- **Liaison:** Serving as the liaison between the company and third parties, including law enforcement, when necessary.

- **Feedback:** Following up with complainants after the resolution to verify satisfaction and gather feedback on the process.

Typical Specialized Roles in Ride-Hailing

- **Safety Specialist:** Handles, with high priority, any accident, harassment, or security-related grievances.
- **Payment/Wallet Grievance Handler:** Manages, often 24/7, issues related to unauthorized transactions, fare disputes, and wallet, particularly if the company acts as a prepaid instrument issuer.

3. Executive (Call Centre & Reporting) – One Post

- **Qualification- Graduate or equivalent.**

Experience- Minimum 5 years relevant experience. Experience in ride hailing organisation will be given preference.

Job Profile/Responsibilities

He/she will be responsible for handling incoming and outgoing calls, resolving customer issues, and ensuring a positive customer experience. You will be expected to maintain high levels of professionalism and efficiency in service delivery/Ride hailing business.

- Respond to customer inquiries via phone calls.
- Resolve customer complaints and provide appropriate solutions.
- Maintain accurate records of customer interactions and transactions.
- Follow communication scripts and guidelines.
- Provide information about products and services.
- Escalate complex issues to higher management when necessary.
- Achieve call time and quality targets.
- Participate in training and development programs.
- Previous customer service experience is preferred.
- Excellent verbal communication skills.
- Ability to handle stressful situations calmly and effectively.
- Strong problem-solving abilities.
- Good computer skills and familiarity with CRM systems.

Skills Required

- Customer Service
- Phone Etiquette
- Communication Skills
- Problem-Solving

- Time Management
- CRM Software
- Data Entry
- Conflict Resolution

4. Executive (HR & Coop Services) – One Post

- Qualification- Graduate, (MBA/PGDM in HRM is preferable) with 2 years of experience in HR or a related field.

Job Profile/Responsibilities

Will be responsible for managing the employee lifecycle from hiring to separation. Handling HR-related tasks and should be familiar with relevant laws and regulations.

- Implementing and managing HR policies and procedures
- Managing recruitment processes, including resume screening, scheduling interviews, and conducting background checks
- Maintaining employee records and updating HR databases
- Managing employee benefits and compensation packages
- Conducting performance evaluations and providing feedback to employees
- Addressing employee relations issues and resolving conflicts
- Ensuring compliance with labour laws and regulations
- Preparing and presenting HR-related reports to management
- Managing employee separation processes.
- Familiarity with HR-related laws and regulations
- Proficiency in Microsoft Office
- Excellent communication and interpersonal skills
- Strong organizational and time management skills
- Ability to maintain a high level of confidentiality
- Detail-oriented and able to prioritize tasks

Any other work assigned by Management.

Interested & eligibles candidates may kindly send your CV in the enclosed format with full details about qualification & Experience with copy of certificates to our e mail hr@bharattaxiapp.com

Last date of sending application is 28th February 2026