

POINT-TO-POINT PASSENGER
TRANSPORT INDUSTRY ACT 2019
(SECTION 24)

POINT-TO-POINT PASSENGER TRANSPORT
INDUSTRY (EXEMPT RIDE-HAIL SERVICE
OPERATOR) ORDER 2020

ARRANGEMENT OF PARAGRAPHS

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[30 October 2020]

Citation

1. This Order is the Point-to-Point Passenger Transport Industry (Exempt Ride-Hail Service Operator) Order 2020.

Who is exempt ride-hail service operator

2.—(1) The following are exempt ride-hail service operators:

- (a) a person who is the administrator of an online location or electronic media application commonly called a chat group, that consists of fewer than 800 members and is used to provide a ride-hail service;
- (b) a person providing a ride-hail service through an online location or electronic media application that makes available, at any time, fewer than 800 bookable vehicles

for on-demand passenger transport services (whether immediately or at a later time) to any passenger whose booking for an on-demand passenger transport service is taken or facilitated by that person.

(2) In sub-paragraph (1)(a), a person is a member of a chat group if the person is registered as a member of that online location or electronic media application.

(3) Sub-paragraph (1) does not apply on or after 6 December 2025 to any person located within Singapore or Malaysia that provides a ride-hail service, even if the person falls within sub-paragraph (1)(a) or (b), where the ride-hail service involves the transport by a motor vehicle of passengers between Singapore and Malaysia for hire or reward (called in this paragraph cross-border transport).

[S 781/2025 wef 06/12/2025]

(4) Despite sub-paragraph (3), any person located within Singapore or Malaysia who —

- (a) immediately before 6 December 2025 was providing a ride-hail service that involves cross-border transport; and
- (b) on or after 6 December 2025, would be required by virtue of sub-paragraph (3) to hold a ride-hail service licence to provide the ride-hail service that involves cross-border transport,

may continue providing the ride-hail service that involves cross-border transport on or after 6 December 2025 for the period mentioned in sub-paragraph (5).

[S 781/2025 wef 06/12/2025]

(5) For the purposes of sub-paragraph (4), the period is —

- (a) a period ending on 30 June 2026; or
- (b) if, within the period mentioned in sub-paragraph (a), the person applies for a class of ride-hail service licence under section 18 of the Act applicable to that type of ride-hail service that involves cross-border transport, for a further period ending on the earlier of the following:

- (i) the date on which the LTA grants the class of ride-hail service licence under section 18 of the Act to the person;
- (ii) the date that the application is refused by the LTA or is withdrawn.

[S 781/2025 wef 06/12/2025]

Conditions

3. An exempt ride-hail service operator may provide a ride-hail service without a ride-hail service licence subject to keeping and retaining records about the following aspects of the ride-hail service:

- (a) the name and identification particulars of every participating bookable driver of the exempt ride-hail service operator;
- (b) the following details about why each participating bookable driver of the exempt ride-hail service operator is an authorised driver:
 - (i) the relevant vocational driving authorisation granted under section 110 of the Road Traffic Act 1961 to the driver to drive a public service vehicle;
 - (ii) the exemption if the related driver is exempt under section 142 of the Road Traffic Act 1961 from requiring such a relevant vocational driving authorisation;
- (c) the details identifying each bookable vehicle used or made available for the on-demand passenger transport service connected with providing the ride-hail service, particularly its registration number, vehicle model and registered owner.

Other conditions

4. An exempt ride-hail service operator providing a ride-hail service where the passengers are transported under a vehicle pooling arrangement must ensure that any participating bookable driver of the exempt ride-hail service operator who drives a bookable

vehicle described in regulation 3 of the Point-to-Point Passenger Transport Industry Regulations 2020 to provide the on-demand passenger transport service to passengers under the vehicle pooling arrangement does not provide more than 2 journeys each day under that vehicle pooling arrangement.

Aspects of ride-hail service for record retention

5. For the purposes of section 29(3)(a) of the Act, an exempt ride-hail service operator must keep and retain every record that is relevant to monitoring or evaluating the matters specified in paragraph 3.

LEGISLATIVE HISTORY
POINT-TO-POINT PASSENGER TRANSPORT
INDUSTRY (EXEMPT RIDE-HAIL SERVICE
OPERATOR) ORDER 2020

This Legislative History is provided for the convenience of users of the Point-to-Point Passenger Transport Industry (Exempt Ride-Hail Service Operator) Order 2020. It is not part of this Order.

**1. G.N. No. S 910/2020 — Point-to-Point Passenger Transport Industry
(Exempt Ride-Hail Service Operator)
Order 2020**

Date of commencement : 30 October 2020

**2. 2025 Revised Edition — Point-to-Point Passenger Transport Industry
(Exempt Ride-Hail Service Operator)
Order 2020**

Date of operation : 2 June 2025

**3. G.N. No. S 781/2025 — Point-to-Point Passenger Transport Industry
(Exempt Ride-Hail Service Operator)
(Amendment) Order 2025**

Date of commencement : 6 December 2025