

BMTC CITIZEN CHARTER-2009

I. INTRODUCTION & OBJECTIVES:

BMTC came into existence on the 50th anniversary of India's Independence in the year 1997 after the bifurcation of KSRTC, the parent organization. It had an operational jurisdiction spread up to 20 KMS beyond the BBMP limits. Later the area was extended up to 25 KMS beyond the BBMP limits and is now expected to be extending up to 25 KMS beyond the newly constituted BBMP limits.

BMTC's motto is to provide an affordable, reliable, safe, efficient, comfortable and self-sustaining public transport to all sections of society in and around Bangalore Metropolis with the support and co-operation from its patrons, the public.

II. PROFILE:

BMTC with a mixed fleet of 5517 buses of various make, varying carrying capacity and providing different levels of comfort is providing public transport to Apx.37 lakh commuters each day by logging Apx. 12.69 lakh KMS on 5344 schedules plying on 2307 Routes.

It has a combined manpower of 27,629 dedicated and talented personnel from different disciplines such as Traffic, Mechanical and Administrative and executive. It has a network of 30 Depots, the operation hubs spread across the city and its periphery and controlled by the Corporate offices located at Kengal Hanumanthaiah Road, Shanti Nagar, Bangalore-560027.

BMTC has a Central Work Shop at K.H.Road and a branch at K.R.Puram. It has 4 Major Bus Stations and 39 minor Bus Stations. The 4 major Bus Stations are Viz.

1. Kempe Gowda Bus Station.
2. K.R.Market.
3. Shivaji Nagar
4. Shanti Nagar

III. BOUQUET OF SERVICES:

BMTC is providing public transport through a mix of services tailored to suite different travel requirements of all sections of the society. They fall under different categories depending on different parameters of bifurcation such as

1. **RANGE WISE BIFURCATION**
2. **QUALITY WISE BIFURCATION**
3. **BRAND WISE BIFURCATION**

1. RANGE WISE BIFURCATION:

a. City (Black Board): Operated within the BMP limits sporting Black Destination boards.

b. Sub-urban (Red Board): Operated from city up to a permissible limit of 25 KMS beyond the BBMP limits.

c. **Mofussil services:** Limited number services introduced on public demand to some important destinations beyond the 25 Kms limit on a KSRTC fare. Their number is negligible compare to the City & Sub-urban services which form 99% of the total volume of BMTC's traffic operation.

2. QUALITY BASED BIFURCATION:

- (1) **Ordinary Service:** These are services operated by deployment of Ordinary and Parisaravahini vehicles. These services are operated at ordinary passenger fare.
- (2) **Pushpak Service:** These services are operated by deploying buses which have special features such as better upholstered seats with head rest, more leg space, different colour scheme etc. The comfort level compare to ordinary buses is of a higher order. It is operated on a higher fare than the ordinary services. These services are specially popular for Chartered Service, Casual Contract etc.
- (3) **Mini Air-conditioned Service :** BMTC has mini Air-conditioned buses (Swaraj Mazda) operated between Kempegowda Bus Station and different areas. As the name represents, by being Air-conditioned they are more comfortable, also they shutoff noise and they are free of noise and air-pollution.
- (4) **Vajra (Volvo) Service:** These services are the latest to be added to the types of services operated by BMTC. Air-conditioned, Euro-II conforming, City type Volvo buses are deployed for this service. They offer most comfortable, pollution and noise free ambiance and hence considered the best among all kinds of services operated by BMTC. Features like kneeling mechanism, collapsible exit floor and room for wheel-chair make them physically challenged friendly buses. These are operated at a fare higher than Pushpak services.

BIAL SHUTTLE SERVICE : (Vayu Vajra Services) :

BMTC with the successful & pioneering introduction of World acclaimed Air-conditioned Volvo Buses in a city service context opened new vistas in Public Transport.

Introduction of BIAL high-end, air-conditioned dedicated bus service coinciding with commissioning of the new International Airport through deployment of custom built Volvo buses is another quantum leap in the direction of making Public transport omnipresent in all sectors of Transportation. This initiative was aimed at contributing directly to improve the city's traffic scenario and city's environment by reducing use of personalised modes.

At present 58 Vayu vajra services on 10 routes operated on a nearly 24x7 schedule provide seamless land connectivity between important areas of the city and BIAL.

These services are a good alternative to the personalized and semi-personalized mode of transport which had earlier monopolized this sector and are being well patronised by public.

3. BRAND WISE BIFURCATION :

- **METRO/GRID:** Branded buses plying on 25 routes providing direct connectivity between diagonally opposite destinations on the city periphery.
- **PASS SPECIALS:** Branded services for the exclusive use of the pass holding commuters who constitute a major chunk of the commuters.. Only Day passes are sold on-board to the total exclusion of tickets.
- **LADIES SPECIAL:** Branded services operating for the exclusive use of women commuters and children of both sexes below the age of 12 years. These services are in operation between the city and important destinations around the city.
- **HOSPITAL SPECIAL:** Branded and specially equipped Mini services connecting all the important Medicare centers and hospitals both Government and Private with the city center.
- **BANGALORE ROUNDS:** Three specially equipped buses, one A/C and two non-A/C operate sight seeing trips on a daily basis from the city center for the benefit of tourists and those interested in exploring Bangalore.
- **NEW SCHEMES FOR DECONGESTING THE CITY CENTER (KENDRA SAARIGE AND BIG10 SERVICES)**

- **KENDRA SARIGE :**

With the aim of working for the decongestion of the city center by offering a suitable alternative to the personalized mode of transport like two-wheelers, cars etc, BMTC has introduced two services viz Kendra Saarige and BIG10 services which are operated in tandem.

- The Kendra service is operated as a circuitous route in the core area of the city in clockwise and anticlockwise direction touching important land marks. 18 specially branded Volvo buses have been deployed for operation of these services between 0730am and 1030pm. The service is very modestly priced to make it attractive to all sections of society.

BIG-10 SERVICES :

- BIG10 is the name given to Suvarna services operated on all the 10 major traffic corridors of the city that connect it with the surrounding sub-urbs. They are Hosur road, Whitefield, Bannerghatta road, Sarjapura road, Kanakapura road, Mysore road, Magadi Road, Nelamangala Road, Bellary Road, Hoskote Road etc. These services are operated on a Suvarna fare in specially branded buses. These services operated from important traffic points from each of the 10 roads that connect with the Kendra services thereby providing direct connectivity to those traveling between the sub-urbs and city center.
- These services when fully patronize are expected to reduce congestion in the city center due to reduction of cars and two-wheelers.

▪ **ATAL SARIGE :**

A new service aimed at providing direct connectivity at cheaper rates to areas populated by economically weaker & marginal sections was introduced at the behest of the Government.

OTHER SERVICES: These are services operating in specific areas tailored to meet specific travel needs of particular areas such as Outer Ring Road City extensions, Sub-urban destinations, Peak hour, Feeder, Night Service etc as detailed:

- (i) **RING ROAD SERVICES:** These services are operated exclusively on the outer Ring Road providing direct connectivity between locations on the city periphery abutting the ORR bypassing the city. They have helped in reducing congestion in the city by avoiding travel through city. More services are planned.
- (ii) **TRUNK SERVICES:** Provide direct connectivity between different areas of the city by bypassing the major Bus Stations to avoid the congestion and the resultant delays.
- (iii) **PEAK HOUR SERVICES:** These are additional services operated during morning and evening Peak Hrs, between the city center, the administrative complex around the Vidhan Soudha and different localities in and around the city. The timing of the operation is tuned to the needs of the office goers in particular.
- (iv) **NIGHT SERVICES:** BMTC operates Night services for the benefit of late night travelers specially those departing or arriving in to the city late through buses and trains who were otherwise left at the mercy of others less secure and prohibitive modes of travel. They are operated from all most all important extensions and localities to the Kempegowda Bus Station upto 2400 hrs and from 0400 hrs in the early morning . The ticket rate is one and half the normal.
- (v) **FEEDER SERVICES:** To provide direct connectivity between adjacent localities with high travel potential BMTC has introduced the concept of Feeder Services. THEY ARE BEING OPERATED IN SELECTED AREAS TO TEST THEIR VIABILITY OF their replication in other areas.

▪ **SPECIAL SERVICES:**

BMTC apart from normal services operates some services specially on specific demands from Private entities such as Factories, IT concerns, Educational Institutions, Corporate Offices etc., to provide transport to their employees or Students. Also such demands come for special occasions such as marriages, social, political or religious gatherings etc. These are as detailed below:

a. CHARTERED SERVICES: BMTC provides ordinary/ Pushpak/ Janapriyavahini /Pushpak+ buses on chartered basis to industries, Education institutions and other public or private establishments who require special travel facilities on a regular basis. These services are provided on mutual agreement on competitive fares on chartered basis. This

speaks about the quality of service rendered and the degree of faith reposed by these quality and time conscious clients.

BMTC offers competitive and flexi rates to the customers of Chartered Services. The details regarding different packages available in Chartered Services are at Annexure 'I'.

b. CASUAL CONTRACTS: BMTC provides buses on casual contract to public on demand for excursions, tours, marriages and for other occasions that requires providing transport to a certain group of passengers intent on visiting predetermined places. These services are offered on hourly and daily basis. The rates are as detailed in Annexure 'J'.

Interested persons may contact Depot Managers and Station Incharges listed at Annexure 'A'.

IV. BMTC BUS FLEET

BMTC has a composite fleet of buses of different make, varying carrying capacity and offering different levels of comfort to suit specific demands of commuters. They are

1. **LEYLAND/TATA** ordinary buses with a seating capacity of 44 and provision for 10 standing passengers .
2. **LEYLAND / TATA / EICHER PARISARA VAHINIS:** (seating capacity 46/44/ 48) These are specially configured buses conforming to environment and anti pollution norms with Euro-2 & Euro-3 engines and are more passenger friendly too as they are better upholstered, more roomy and airy.
3. **LEYLAND ARTICULATED (VESTIBULES) BUSES:** These buses with a trailer attached have a seating capacity of 65 and a standing capacity for 20 are deployed on high traffic potential routes to meet high demand for transport. These vestibules in operation with BMTC mostly deployed on the ORR and Long routes with good roads.
4. **Leyland/Tata PUSHPAK/PUSHPUK +:**
These buses offer comfort that is a notch or two higher as the seats, the upholstery and the interior are designed to make travel by them a more comfortable and relaxing experience than the ordinary buses. These are mostly deployed for chartered services to reputed institutions for their daily travel requirement. Some are also operated on selected routes in the city on a higher fare than the ordinary.
5. **SWARAJ MAZDA/MINI BUSES :**
BMTC has mini buses for deployment on low traffic potential routes and on roads that are not roomy enough to allow free maneuvering of normal capacity buses.
6. **VOLVO CITY BUSES:**
BMTC has the unique distinction of world renowned, A/C, city type Volvo buses considered the ultimate in quality in a city traffic scenario. BMTC considers them as its mascot.

V. PASSENGER AMENITIES :

BMTC offers a variety of basic amenities to the commuters mostly at its Bus Stations, as they are the transport hubs and hence frequented by commuters. These are the centers from where transport services are provided to the public. There are four major Bus Stations viz.

- Kempe Gowda Bus Station.
- K.R. Market. Bus Station.
- Shivaji Nagar Bus Station.
- Shanti Nagar Bus Station.

Also there are 39 minor Bus Stations Spread across the city and each provided with the basic and other passenger amenities in commensuration with the status of the Bus Station, Public Demand, volume of traffic and its location. These include simple & Clear passenger friendly Signage to guide passengers to the facilities available at the station, Clean and hygienically maintained toilets drinking water points, Suitable public seating arrangement especially for the infirm, Physically Challenged and the Old. Shelter from rain and sunshine, Public enquiry & Complaint recording, Service information Display of Time Table, Public Address system, Modest canteen facilities, Public telephones, Medical and stationery shop & Public telephones Wheel Chairs and related facilities friendly to physically challenged persons.

39 minor Bus stations are : Austin Town, BTM layout, Banashankari, Basaveshwaranagara, Chandra Layout, Channammanakere Achakattu, Domlur, Electronic city, Jayanagar Bus station, Jeevanbhimannagar, Kadugodi, Kavalbyrasandra, Kalyananagar, Kumarswamy layout, Kengeri, Malleswaram 18th Cross, Muneshwara Block, Nandini layout, Pillanna garden, RPC Layout, Vivekanagar, Yelahanka Sattlite Town, Yelahanka New town 5th phase, Yeshwanthpur, Anjanapura, Hesaraghatta, Koramangala, Vishveshwarayya layout, Bidadi, BSK 3rd stage 3rd phase, Chikkamaranahalli, K.R.Puram, Kempegowda Bus Station, Kengeri (Opp. Shirke Apt), Nagarabhavi 9th Block, Rajarajeshwari Nagar, Shantinagar, Shivajinagar, Vidyaranyapura .

VI. COMMUTER PASS SYSTEM : BMTC has one of the best and well-patronized Commuter pass system. A variety of passes tailored to suit the travel requirements of different sections of society are made available to the public. The system is very popular Owing to services offered at modest rates to these pass users, it accounts for more than half of the traffic revenue earnings of BMTC. They include

1. DAY PASS:
2. WEEKLY PASS.
3. MONTHLY COMMUTER PASSES
4. MONTHLY DEDICATED PASSES.

The rate, facilities offered, validity period and level of patronage etc is as detailed.

| SI No. | Type of Passes | Facilities | Rate |
|--------|--|--|----------|
| 1 | Day Passes : (w.e.f. September 2003) | It allows the holder limitless travel through out a calender Day (0000 hrs to 2400 hrs) in all services except A.C Volvo and Moffusil services throughout BMTC's jurisdiction. | Rs. 32/- |

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| 2 | Vajra Gold Day Pass (w.e.f 03.03.2009) | It allows the holder limitless travel throughout a calendar Day (0000 hrs to 2400 hrs) in all services except Vayu Vajra Services. | Rs. 75/- |
| 3 | Weekly Passes : (w.e.f. September 2003) | It allows the holder limitless travel through out a week (7 days) in all services except A.C Volvo and Moffusil services throughout BMTC's jurisdiction | Rs. 180/- |
| 4 | Monthly Commuter Passes : (Brought into effect from 1998) a) City Passes b) Sub-urban /Pushpak/Suvarna Passes d) Identity Card | Unlimited Travel in all Non A.C services with in city limits. Unlimited Travel in all Non A.C. services such as city, Sub-urb and Pushpak /Suvarna services. Valid for three year | Rs. 450/- 600/- 100/- |
| | e) Vajra Gold Pass (w.e.f May 08) | Unlimited Travel in all services except Vayu Vajra Services. | Rs. 1,500/- (for purchase of one month pass) Rs. 2800/- (for purchase of two months pass at a time) Rs. 3900/- (for purchase of three months pass at a time). |
| | f) Sub-urban cum Trumpet Pass (w.e.f July 08) | Unlimited travel in City, suburban & Airport Trumpet services. | Rs. 700/- |
| | g) Vayu Vajra Gold Pass (w.e.f July 2008) | Unlimited Travel in all BMTC services | Rs. 2,550/- Rs. 2400/- (on lumsum purchase of 50 & above passes) Rs. 2300/- (on lumum purchase of 100 & above passes). |
| 5. | Monthly Dedicated Passes | This has been introduced to facilitate the office goers and employees of Factories/Companies through operation of dedicated exclusive trips. Special provision is made to allow travel in any of the | |

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| | | buses operated by BMTC on 24x7x365 basis. These passes are specially patronized by the IT Industries | |
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VII. SOCIAL OBLIGATIONS INCLUDING COMMITMENT TO CLEAN ENVIRONMENT :

- BMTC by being the sole public transport undertaking in Bangalore is fulfilling many a social obligations to its commuters and the general public. Many of these schemes are unique to BMTC. The Corporation has gone all the way to safeguard the interest of its commuters and other underprivileged sections of the society through initiation of special schemes which are as detailed below:

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| <p>1. Rainbow scheme for Monthly Commuter & Sub-urban cum Trumpet Pass holders : (w.e.f June 2003)</p> | <p>Rainbow Scheme: As an incentive to the Monthly commuter Pass Holders Rainbow Benefits Scheme has been introduced which includes the following benefits to the commuters holding Monthly Pass.</p> <p>i) 24 Hours Insurance Coverage: Every valid monthly commuter pass holder is provided with insurance cover to the tune of Rs. 2.00 Lakh if he/she meets with an accident/incident resulting in loss of life or total incapacitation anytime/anywhere during the validity of the pass.</p> <p>ii) Medical Reimbursement: Every valid Monthly Commuter pass holder is provided with a Medical reimbursement facility upto a maximum of Rs. 30,000/- towards in-patient medical expenses in case of injury from vehicular accidents. The payment will be made to the commuter on production of the necessary bills/vouchers, after due verification.</p> <p>iii) Three Months Free Monthly Commuter passes to 50 monthly pass holders: All valid monthly commuter pass holders are entitled for inclusion in the monthly draw for the respective month. Every month lucky draws will be held on 25th and 50 lucky pass no. will be drawn among monthly pass commuters who will be given free monthly commuter passes for three months.</p> <p>iv) Discount on parking charges: 50% discount will be given to all valid monthly pass holders on parking charges if two-wheelers belonging to the monthly pass holders are parked under “PARK AND RIDE” scheme at the BMTC notified places.</p> <p>v) Monthly Cash Award: Every month cash award of Rs.100/- will be given to 250 valid monthly commuter pass holders on the basis of a lucky draw which will be held on 25th of every month.</p> <p>vi) Free Tour Packages: Free tour package to 10 monthly valid commuter pass holders in KSTDC buses or Rs.1500/- will be given based on a lucky draw.</p> |
| <p>2. Twin Benefit scheme for Student Concessional pass holders (w.e.f. July 2004)</p> | <p>For the benefit of Student Concessional pass holders, BMTC introduced “<i>Twin Benefit Scheme</i>” in the year 2004. Under this scheme, all the students in possession of valid concessional student passes issued by BMTC are entitled to the following benefits. The special benefits offered are :-</p> |

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| | <p>a. An amount of Rs. 50, 000/-is payable to the victim/his next of kin in case of total incapacitation/death resulting from any vehicular accident if he happens to be a holder of valid student concession pass at the time of the incident.</p> <p>b. A maximum amount of Rs. 10,000/- in medical expenditure is payable to the holder of a valid pass in case of injury resulting from any vehicular accident.</p> |
| <p>3. Twin Benefit Scheme for Ticket / Day pass /Gold Day Pass holding commuters (w.e.f.1/12/2005)</p> | <p>1. Accident relief/Exgratia Benefit: A person in possession of a valid BMTC ticket/Daily pass pertaining to a journey of accident is entitled for accident relief/exgratia payment of Rs.1.00 Lakh, if he/she meets with an accident while traveling in a BMTC bus resulting in loss of life or total incapacitation for life.</p> <p>2. Medical Reimbursement:- A person in possession of a valid BMTC ticket/Daily pass pertaining to the journey of accident, if he/she is injured (necessitating in-patient treatment) while traveling in a BMTC bus is entitled for a Medical reimbursement to the extent of Rs. 20, 000/-.</p> |
| <p>4. Twin Benefit Scheme for Chartered service/Casual Contract Commuter : (W.E.F. 26/2/2006)</p> | <p>a. Accident relief/Exgratia Benefit: Any person who is killed or total incapacitation for life in an accident while traveling in a BMTC Chartered /Causal Contract bus and whose name figured in the list of passengers submitted by the party who chartered the vehicle are entitled for accident relief/extgratia payment of Rs. 1.00 lakh.</p> <p>b. Medical Reimbursement:- Any person who is injured in an accident while traveling in a BMTC chartered /Causal Contract bus and whose name figure in the list of passengers submitted by the party chartered the vehicle are entitled for a Medical re-imbusement to the extent of Rs. 20,000/-.</p> |
| <p>5. Twin Benefit Scheme for Vajra & Vayu Vajra Gold Pass (w.e.f May 2008)</p> | <p>1) Automatic Accident Insurance Coverage to the tune of Rs.10 Lakh in case of death or permanent incapacitation resulting from any vehicular accident.</p> <p>2) Medical Re-imbusement upto a maximum of Rs. 50,000/- in case of Accidental injuries necessitating inpatient treatment.</p> |

▪ **SPECIAL PASSES :**

As a part of fulfilling social obligation, BMTC has designed special passes for certain special issues special categories of persons taking into account their special contributions past, present or future to the society and their present standing, The corporation in furthering the larger interests of the society subsidizes these passes by incurring huge expenditure as a mark of commitment to its social obligations.

The details are as given below

| Special type of Passes | Rates (for 10 months) | Eligibility condition | |
|--|---|---|------------------|
| 1. STUDENT CONCESSIONAL PASS a. Primary b. High secondary school i) Boys ii) Girls c. College (including PUC, Degree & Professional) d. Technical & Medical e. Evening College The pass rates are excluded of Rs.70/- (Rs. 50/- processing fee, Rs. 10/- Insurance fee, Rs.10/- IT fee. | Rs. free- Rs. 700/- Rs. 525/- Rs. 1100/- Rs. 1400/- Rs. 1500/- | Students from class I to Post graduation, in different disciplines recognized by Government of Karnataka are eligible for obtaining these highly subsidized passes. | |
| Travel As you Like Passes : | | | |
| Category | Including Rs. 70/- Service fee | | |
| | 5 months | 10 months | 12 months |
| Black Board | Rs. 1195/- | Rs. 2320/- | Rs. 2770/- |
| Suburban/ Pushpak/Suvarna | Rs. 1,570/- | Rs. 3,070/- | Rs. 3,670/- |
| 2. Suvarna Karnataka Senior Citizens Monthly Pass a. City b. Sub-urban/Pushpak c. ID card (valid for year) | Rs. 400/- Rs. 540/- Rs. 100/- (valid for three years) | Persons above 62 years of age or those in possession of senior citizen ID card issued by Child and Women welfare Dept, GOK and Associations recognized by it. | |
| 3. Passes for visually challenged (issued by KSRTC and honored by BMTC) | free | Free travel facility to blind persons in possession of passes issued by KSRTC. | |
| 3. Passes for Physically Challenged persons (issued by KSRTC and honored by BMTC) | Concessional | Free travel facility to Physically challenged persons in possession of passes issued by KSRTC. | |
| 4. Passes to Freedom Fighters (issued by KSRTC and honored by BMTC) | Free | Free travel facility to Freedom fighters in possession of passes issued by KSRTC. | |
| 5. Police Duty Passes | Rs. 1110/- for 6 months | Individual passes issued to Class 111 and IV Police Personnel attached to Police Station in BMTC jurisdiction. | |
| 6. Police Duty Summon Passes | Rs. 1100/- for 6 months | Station specific passes used for summon duties by the Police Personnel. | |
| 7. Fire Force Passes | Rs. 1250/- for 6 months | Issued to fire force Personnel in BMTC jurisdiction. | |

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| 9. Journalist Passes | Rs. 10/- p.m | Issued to accredited journalists, permits free travel across the city except in AC buses. |
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• **FINANCIAL ASSISTANCE TO SOCIAL CAUSES:**

BMTC is contributing its mite for many social causes and general upliftment of the marginalized and under privileged sections of society. This contribution is in cash and kind. In the year 2008-09, the details of BMTC contribution to social causes is detailed below. Apart from this it allows its premises and movable property to be used for propagation of social causes such as eradication of polio, AIDS, Public awareness campaigns etc .,

Financial Contribution :

- a) SOS Children Villages of India – Rs. 60,000/-
- b) For CCTU purchases to Sanjaygandhi Accident Hospital –Rs.6,25,000/-
- c) Two buses donated to Education department for imparting informal education among slum children.
- d) Two buses donated to Transport Department for promoting Environment Safety & anti-pollution campaign.

• **SEATS RESERVATION:**

To ensure equitability and comfort travel to Ladies and disadvantaged sections of society in BMTC services, it has made provision for reservation of specific number of seats in all its ordinary services. These reservations are indicated by bold letterings in Kannada and English above or on the earmarked seats for easy identification by the intended beneficiaries and to desist others from occupying them. The Bus crew, Sarathi staff and Line Checking Staff are all issued with clear instructions to make these seats available only to the intended category of persons. Periodic awareness campaigns are conducted to educate staff and public about it. Violations of the provisions are dealt with sternly through disciplinary action against the violators.

The categories of seat reservations, number of seats allocated etc is as given below.

- i) **Reservation for Ladies:** 16 Seats in the front portion of all Ordinary buses and Parisaravahini's are reserved exclusively for ladies. These seats are earmarked with Special Colour and notice "**Ladies Only**" pasted on the respective window sills.
- ii) **For Senior Citizens:** 4 seats in all Ordinary and Parisaravahini buses are exclusively reserved for Senior Citizens. They are suitably identified with a notice "**Senior Citizens**" pasted on the corresponding window sills.
- iii) **For Physically Challenged Persons:** one seat each near the front and the rear doors in all Ordinary and Parisaravahini buses are exclusively reserved for Physically challenged persons. These seats are identified with a notice "**Physically Challenged Persons**" pasted on the respective windowsills.
- iv) **25% concession in Ordinary Services (Black & Red Board) to Senior Citizens w.e.f. 15.9.2008 in compliance of Government Directions.**

▪ **SAFE GUARDING ENVIRONMENT :**

BMTC by being the sole public transport provider is also the largest fleet owner. It is alive to its social obligation of working for a clean and pollution free environment through adoption of latest automobile technology and bus maintenance techniques its contribution in controlling pollution in the city is significant. The following are steps initiate in this direction.

- a. Use of low sulphur content HSD in its Buses.
- b. It has the youngest fleet in comparison to any State Transport Undertaking.
- c. The engines installed in its buses conform to Euro-2 and Euro-3 emission standards.
- d. Every Bus in its fleet under goes a standard emission t check each month to ensure permissible smoke levels. It has a award scheme for public despite increase in the cost on fuel.
- e. Experimenting with bio-fuels like Pongemia oil etc.

▪ **SARATHI ROAD PATROL SQUADS:**

BMTC has introduced Road Patrols squads branded as **SARATHI** to curb indiscipline among the BMTC running staff specially Drivers and make them adhere to traffic norms and Corporation Rules. This is a step taken to contribute towards making BMTC services & Bangalore Roads safer to the commuters and other road users. These squads are vested with the responsibility of detection of acts of traffic indiscipline by drivers, to attend to public complaints regarding improper exhibition of destination boards, untidy vehicles, improper illumination, non-stoppage of buses at authorized stops, misbehavior of crew, information on pilferage, traffic violation regarding operations. They are also deployed as quick reaction teams during emergencies like accidents, public disturbances etc. Each Sarathy Squads is vested with the responsibility to monitor the designated sectors from early dawn till late night on all days of the week.

The squads are also used as an instrument of public grievance redressal. Designated Telephone numbers given to each squads and jurisdictional area details have been intimated to public through press releases, hoardings at Bus Stations etc.

The initiative has been well appreciated by the public. Its impact on crew behaviour too has been phenomenal. Complaints like non-closure of pneumatic doors of the buses, improper parking at Bus stops, avoidable overtaking and rash driving are showing signs of decrease.

SARATHY DETAILS :

| | Sector | Phone No |
|------------|--|-----------------|
| Sarathi-1 | HAL/Whitefield road: HAL, Domlur, Indiranagar, Whitefield, Marathhalli, Varthu, Kadugodi, O Form, | 9480840251 |
| Sarathi-2 | Sarjapura Road Madiwala, HSR Layout, Agara, Sarjapura, | 9480840252 |
| Sarathi-3 | Hosur Road : Madiwala Bommanahalli, Hosaroad, Electronic city, Attibele, Chandapura, | 9480840253 |
| Sarathi-4 | Bannerghatta/Anekal Road : Dairy circle, Mico layout, Hulimavu, Bannerghatta, Jigani, Hargadde, Anekal, | 9480840254 |
| Sarathi-5 | Kanakapura road: Yediyur, Banashankari, Devegowda Petrol bunk, Uttarahalli, Konanakunte, Anjanapura, Jambusavari Dinne, JP nagar, Kaggalipura, Somanahalli | 9480840255 |
| Sarathi-6 | Mysore road : KR market, MCTC, Chandra layout, Nagarbhavi, Kengeri Sat town, Kengeri, Doddaaladamara, BEML Layout, Bidadi | 9480840256 |
| Sarathi-7 | Magadi road: KBS, Magadi road, Tolgate, Vijayanagar, Sunkadakatte, Anjananagar, Tavarekere, RJN 6 th block | 9480840257 |
| Sarathi-8 | Nelamangala/Tumkur road : KBS, Malleshwaram, Yeshwanthpura, Jalahalli, Peenya, 8 th mile, Arisinakunte, Nelamangala, | 9480815018 |
| Sarathi-9 | Yelahanka /Bellary road: Guttahalli, Hebbala, Bytarayanapura, NES Yelahanka Sat town, BEL, Vidyaranyapura, Raajanukunte, Chikkajaala, Devanahalli Airport. | 9480815019 |
| Sarathi-10 | Hosakote/Kolar road : Shivajinagar, Ulsoor, Tynary road, Kalyannagar, KR Puram, Hosakote | 9480815026 |
| Sarathi-11 | Central Business district : K.RMarket, Kempegowda Bus Station, Shivajinagar Bus Station | 9480815050 |

▪ **COMMUTER GRIEVANCE REDRESSAL SYSTEM :**

BMTC has a well developed but simple and informal system of Public Grievance Redressal, this functions at every level to ensure its easy accessibility to the commuter and general public. It is geared to give prompt relief to the aggrieved members of the Public. The public is provided with multiple channels for presenting their grievances and obtaining relief. Complaints are accepted at its facilities like Depots, Bus Station, and Corporate Office through word of mouth, written representation, telephone, E-mail, Print Media etc. In cases warranting suo-moto action BMTC initiate its without waiting for a formal complaint from the aggrieved.

BMTC runs a dedicated Call Center facility with toll free telephone lines for public benefit. It offers a direct and unhindered channel of communication with the corporation between 0800 Hrs to 2000 Hrs. on all days of the week. Call centre contact Nos. are 12667(Toll free) /22108304 / 1800426-1663.

PUBLIC INTERACTION:

With the aim of fathoming the public opinion about the services offered by it and get the feel of the commuters pulse, BMTC participates in interaction sessions with the public through platforms offered by Residents' Associations, NGOs, Elected representatives, Media etc, this helps in fine-tuning of the existing services and in planning for the future. It also helps in bonding with the public and makes them understanding their stakes and a sense of participation in the growth and well being of the corporation. Above all it brings the needed transparency to it's functioning.

VIII: COMMUTER FRIENDLY INITIATIVES:

- **Display of Time-Tables:** Timings of arrivals and departures of all the services from Major bus stations are exhibited on a notice board at the respective bus stations for the information of the commuters. This is updated regularly to provide the latest information.
- **Enquiry Counters:** Enquiry counters are provided to attend to individual enquires and to accept complaints from commuters. They are equipped with all the information pertaining to the BMTC operations from their respective bus station, general information regarding other services rendered, regarding different passes issued by BMTC etc. Suggestions , complaints pertaining to the up keep of the bus stations, operations, crew behaviour are also accepted and acknowledged. Special Formats are also made available to the public.
- **Installation of pneumatic doors on buses:** To ensure safe travel to its commuters BMTC has installed pneumatic doors. Its functions are controlled by the driver through a remote control mechanism . They are opened only when the bus assumes stationery position and are closed before the bus accelerates. It is one of the contributing factor in maintaining low accident levels.
- **First Aid and Suggestion boxes:** Every BMTC bus is provided with a well stacked and easily breakable first aid box for emergency use of commuters and the crew in case of mishap.
A suggestion box is also provided on every bus to collect public feed backs, complaints and suggestions from the commuters directly.
- **Destination Boards/LED Boards:** BMTC with the aim of providing clear information about bus destinations is planning to introduce LED (Light Emitting Diode) Boards on all its buses. Experimental introduction has already been done.
- **LCD :** BMTC has introduced another passenger friendly facility in the form of LCD display inside the Volvo buses. This display has plays a dual role beneficial to the commuter as well as the Corporation by providing real time information about the route to the commuters and is also use for commercial advertisements which earns revenue to the Corporation.

- **Passenger Information System:** At present BMTC is providing static information about its services to the commuters. With the aim of improving this facility so as to reduce the uncertainty and waiting time BMTC is experimenting with ***Real Time Passenger Information System*** through use of GPS and other available IT alternatives. The experiment is conducted in Volvo services presently. The same is planned to be replicated at en-route bus stops.
- **Information to commuter through internet on route numbers and GIS route map display :**BMTC provides facility through Internet to the commuters to find the bus operation details between the Origin and Destination chosen by them. On the internet through our website (www.bmtcinfo.com) the commuter can click on this feature by entering/choosing the origin from the menu and the destination from the menu list there by the details of route numbers and the timings. All the services operating between the chosen origin and destination will be displayed. The respective route map will also be displayed on the screen in another window by clicking on the map button.
- **GPS Monitoring System :** BMTC is the first Pubic Transport undertaking in the country to use the sophisticated on-line GPS based vehicle tracking and monitoring technology. This helps in streamlining the operation, future planning and strict compliance of operational directions there by improving the efficiency of the services.
- **E-Tendering :** A System of E-Tendering has been introduced in the process of Material procurement.
- **EDUCATING THE STAFF :** With the aim of spreading awareness among its staff specially the conductors and drivers about their duties and responsibilities towards the commuters and the general public and to inculcating them a sense of duty, commitment and general discipline. These courses are also intended to bring a positive change in the attitude and behaviour pattern of the conductors and drivers in particular. BMTC has an in-house full time training facility staffed by fulltime staffers as well as visiting faculty from different spheres of public activity such as social welfare, police, health, NGOs and prominent personalities. They offer refreshing courses for the staff in general and the conductors and drivers in particular on a regular basis.

Apart from the regular programme BMTC also conducts special programmes for the benefit of staff members in need of special attention. De-addiction courses, family counseling, tutorials for the staff kids, Yoga and Meditation sessions etc., .

- **Documentary films on BMTC:** Taking note of the hold that visual media has over the common man. BMTC is employing to educate its workforce in service ethics, day to day responsibilities, behaviour with the public, responsibilities towards the corporation etc., For this purpose special documentary films are produced on important subjects like Road safety, public interaction etc.

It is using the visual and print media for dissemination of information regarding the ideals of the corporation, its policies, programmes, targets, and for educating the staff regarding their duties and responsibilities towards the corporation and the public whom they serve. BMTC has produced 10 documentary films on various subjects including Safe driving, ill effects of alcoholism, duties and responsibilities of different categories of staff, social obligations of BMTC and its

employees, accidents, the repercussions and ways to avoid accidents and regarding services rendered by BMTC . The documentary titles are as follows:

1. ಚಾಲಕರ ಪಯಣ (A Driver's journey)
2. ಚಾಲಕರೇ ನೀವೇಷ್ಟು ಜಾಗರೂಕರು (Drivers ! how vigilant you are)
3. ಅಪಘಾತ ಸರಣಿ-98 (Accident serial-98)
4. ಅಪಘಾತ ಸರಣಿ-99 (Accident serial-99)
5. ನಿಮ್ಮ ಸೇವೆಯಲ್ಲಿ ನಮಗೆ ಸಹಕರಿಸಿ (Co-operate to serve you better)
6. ನಿರ್ವಾಹಕ ನಡೆವ ಹಾದಿ (A conductor on path of duty)
7. ನಿರ್ವಾಹಕರೇ ಇದು ನಿಮಗಾಗಿ (Conductors this is for you)
8. ಗೈರುಹಾಜರಾಗಬೇಡಿ (Do not abstain)
9. ಕಾರ್ಮಿಕ ಕಲ್ಯಾಣ ಕನಸುಗಳ ಸಾಕ್ಷಾತ್ಕಾರ (Realization of workers dream)
10. ತಾಂತ್ರಿಕ ಸಿಬ್ಬಂದಿ ವರ್ಗದವರಿಗೆ ಸಲಹೆ ಸೂಚನೆಗಳು (Guidance to Mechanical staff)

Note: BMTC provides free copies of the above Documentary films to agencies engaged in imparting training.

IX. MISCELLANEOUS :

Award for won by BMTC during the year 2008-09

| Sl. No. | Year | Awards |
|---------|---------|--|
| 1 | 2008-09 | Transport Minister Trophy for the State Road Transport Undertakings with Lowest Accident Rate for the year 2005-06 (Winner-Urban category) |
| 2 | 2008-09 | Transport Minister Trophy for the State Road Transport Undertakings with Lowest Accident Rate for the year 2006-07(Winner-Urban category) |
| 3 | 2008-09 | Winner of Minimum Operational Cost Award for 2006-07 by ASRTU |

- **ACCIDENT RELIEF :** In the event of an accident the victims (all except those traveling by Insured vehicles) are given a spot financial relief by BMTC to facilitate immediate medical treatment in case of injury and for conducting of funeral rites in case of death. They are as detailed:

- a. Exgratia Payment upto Rs. 15,000/- for death from an accident
- b. Medical reimbursement of facility upto a maximum of Rs. 10,000/- for injury involving in BMTC buses.

BMTC has bring all its vehicles under Insurance cover with **United India Insurance Company Ltd.** The scheme was introduced from. 30th December 2006.

- **LOSS INCURRED BY BMTC DUE TO PUBLIC UNREST :**

Each year BMTC incurs losses to its property and revenue for reasons totally unrelated to it. Its buses become the target of public fury resulting from any grievance related or unrelated to BMTC. The year wise details are given below:

| Year | Loss (in lakhs) | Nature of Agitations |
|-----------|-----------------|---|
| 1998-99 | 1.57 | GOK employees strike |
| 1999-2000 | 9.00 | Maxi-cab agitation |
| 2000-01 | 123.7 | Dr.Rajkumar's kidnapping & Jamia Mosque agitation |

| | | |
|--------------|---------------|---|
| 2001-02 | 9.69 | Peenya disturbances, AITUC agitation, Electricity rate hike agitation |
| 2002-03 | 34.14 | 2 agitations on Cauvery and one on Iraq war. |
| 2003-04 | 0.07 | Lockup death agitation |
| 2004-05 | 120.47 | Karnataka bundh, Benny-hin agitation |
| 2005-06 | 53.00 | KSRTC federation strike, Ahinda Agitation |
| 2006-07 | 344.00 | Due to public disturbances in the wake of Dr.Rajkumar's death & Commercial disturbance on 21.1.2007 Damage to Volvo buses at Airport Road 17.10.2006 |
| 2007-08 | 19.25 | Public disturbance at Outer Ring Road (Chowdeshwari Bus Stand) 17.01.2008 Agitation near J C Nagar Police Station due to Accident 20.01.2008 Agitation near Lalbaugh Road due to Accident 2.02.2008 |
| Total | 714.89 | |

x. BMTC'S DECLARATION OF COMMITMENTS TO ITS PATRONS AND THE GENERAL PUBLIC:

- To provide affordable, reliable, safe, punctual and efficient public transport to all sections of society in Bangalore Metropolis.
- To offer a commuter friendly, responsive and courteous service to all its patrons.
- To keep the interest of the commuters as paramount in the corporation's scheme of things.
- Ensure full implementation of special measures like seat reservations to physically challenged, senior citizens and ladies in its buses.
- To provide latest information regarding its services to the general public through an efficient passenger information system.
- To ensure clean and hygienic conditions of the buses.
- To ensure exhibiting of simple and clear destination boards on all buses.
- To continue with passenger friendly initiatives like subsidized student passes, senior citizen passes, modestly priced Day and Monthly passes.
- To contribute its might in furthering social causes like eradication of polio, AIDS, Cancer etc.,
- Reviewing and realigning of its services to suit the changing demand for public transport.
- Keep striving for constant improvement of services and work towards achieving maximum public fulfillment.

XI. WAYS TO EXTEND CONSTRUCTIVE SUPPORT TO THE CORPORATION :

- a) Commuters to avoid ticket less travel, the penalty will be 10 times the journey fare.
- b) Intimate instances of ticket less travel/misuse of tickets to the authorities at Bus stations, Central Office etc
- c) Follow the 'Q' system while boarding and alighting from the buses.
- d) Please allow alighting passengers to disembark before boarding the bus.
- e) Give preference to physically challenged, children, aged and ladies while boarding and alighting the buses. Do not occupy the seats reserved for special category of passengers, if occupied vacate them on demand.

- f) Footboard travel is injurious/fatal, also an offence under the law. Please avoid footboard travel and discourage others too.
- g) Do not board or alight buses at signals, while in motion.
- h) Please co-operate in keeping the buses and bus stations clean and tidy.
- i) Smoking is injurious to yours/others health. Adhere to Smoking prohibition in bus/bus stations.
- j) Make judicious use of the amenities such as drinking water, toilets etc
- k) Please tender exact ticket fare.
- l) Please demand tickets.
- m) Patronize BMTC passes , they offer you a hassle-less travel.
- n) Be vigilant, report to the authorities suspicious un accompanied luggage or suspicious behaviour of the people.
- o) Avoid carrying of prohibited, explosive or inflammatory articles : substances in the buses.
- p) Educate children in the use of BMTC facilities.

Updating the Citizens' Charter :

BMTC shall update the Citizens' Charter once in a year.

**“BMTC buses are public property, BMTC's property is people's property.
Please safeguard and ensure that these are not damaged”.**

ANNEXURE 'A'

a. Managing Director:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952501, mobile 94808 15786
E-mail: bmtcmd@gmail.com

Appointed by the Government. Being the Chief Executive, of the Organization he is solely responsible for the day to day running of the corporation. He implements the decisions and directions of the government and the Board of Directors BMTC.

b. Director(Security, Vigilance & Environment):

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952502, mobile 9448125100
E-mail : dirtsvebmtc@gmail.com

Appointed by the Government. He assists the Managing Director in day to day running of the corporation. The security & vigilance and Environment sections function under his directions. He also advises other sections in their day to day activity.

c. Director (Project):

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952531, mobile 9480824808
E-mail : dpbmtc@gmail.com

Appointed by the Government. He assists the Managing Director in day to day running of the corporation. The Planning sections function under his directions. He also advises other sections in their day to day activity

d. Chief Accounts Officer Cum Financial Adviser,

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952532, mobile 94808 40245
Email : caofabmtc@gmail.com

Responsible for all work related to account section, assessment of the day to day financial status of the Corporation and keep the Managing Director abreast with it. In charge for procurement and distribution of tickets/passes, for all revenue management, clearing of all bills related to procurement and civil works etc. Administration and dispersal of salary and other financial benefits to the employees, auditing of Corporation accounts, to present the financial status of the Corporation to the Board of Directors and the Government from time to time.

e. Chief Personnel Manager:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952514, mobile 94808- 40206

All work related to the recruitment of Corporation staff, maintenance of records of all officers and staff, all disciplinary action and other works related to administration etc.,

f. Chief Traffic Manager(Commercial):

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952504, mobile 94808-40378
E-mail : ctmcbmtc@gmail.com

Responsible for Commercial exploitation of all real-estate of the Corporation namely, lands, shops, advertisement spaces, parking lots hiring of private buses for BMTC operations, chartered services to institutions, casual contracts and dedicated services and other related work. Public complaints and suggestions and the redressal rests with him.

g. Chief Traffic Manager(Operation):

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952534, mobile 94808 17007
E-mail : ctmobmtc@gmail.com

Is responsible for designing of the routes and schedules, fixation of passenger bus fares, details regarding the various services offered by the Corporation. He controls the control room activities, call centers & design, rating and distribution of all types of passes issued by BMTC, also responsible for the work related to the accidents, compensation, police formalities etc., Public complaints and suggestions their redressal rests with him. Public contacts, contacts with media and other traffic related matters.,

h. Chief Civil Engineer:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952550, mobile 94808 40180
E-mail : ccebmtc@gmail.com

Responsible for all civil works undertaken by the Corporation from planning (designing) stage to the commissioning stage, all formalities related to floating of tenders, supervision of all repair and renovation works, provision of civic amenities at depots and bus stations and passenger utilities. Preparation of estimates after identification of major and minor works and ensuring the quality of work.

i. Chief Labour and Welfare Officer:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952542, mobile 94808 40191
E-mail : clwobmtc@gmail.com

Responsible for all the labour force under the organization, to interact with all the re-cognized labour unions, to over see the implementation of all labour unions, to over see the implementation of all labour welfare activities initiated by the corporation, workers agitations, labour grievances etc.,

j. Controller of Stores and Purchase:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952545, mobile 9480817000
e-mail : cospbmtc@gmail.com

Responsible for all material procurements from chassis to spares, diesel, lubricants, floating of tenders and all work related to procurement of material and services etc.

k. Chief Manager(MIS):

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952508, mobile 94808 40146
E-mail : cmmisbmtc@gmail.com

Responsible for generation and maintenance of the statistical data pertaining to traffic, physical and financial parameters of the Corporation. Computing information for weekly performance reviews, Presentation of plans, working and achievements of Corporation through different medias.

l. Chief Law Officer:

Address :BMTC, Corporate office,
KH Road, Bangalore-560 027.
Telephone: 22952530, mobile :9480840131
E-mail : clobmtc@gmail.com

Responsible for all legal matters pertaining to the Corporation represents the corporation in courts of law, advices the Managing Directors and functions related to Corporation Board, Board meetings. He also discharges the duties of Secretary, Board of Directors, BMTC.

Duties and Responsibilities of Depot Managers:

- Efficient/ unhindered operation of services as per prescribed form-IV.
- Ensuring mechanically soundness, cleanliness of buses deployed for duty.
- Proper exhibiting of displaying of standard destination boards.
- Ensuring deployment of disciplinal we behaved and commuter friendly crew buses.
- Proper display of signage in the bus identifying reservation of seats for special categories of commuters like Ladies, Senior citizens, Handicapped etc.,
- Operation of all services in Toto.
- Ensuring minimum cancellation of services.
- Monitoring of the operations and up keep of bus stations coming under the depot jurisdiction.
- Attending to public grievances and taking redressal measures in the depot operation jurisdiction.
- Supervising special operations if any in the depot jurisdiction area.
- Liaisoning with different government agencies in the depot operation jurisdiction such as Police, Revenue, RTO, BDA etc.,

Duties and Responsibilities of Bus Station Incharge:

- Ensuring operation of services as per the time table.
- Ensuring a safe, secure, clean and passenger friendly atmosphere in the Bus Station premises.
- To ensure a simple and effective passenger information system with the establishment of an enquiry counter, direction signage for the benefit of new passengers, information hoardings, announcements through public address system.
- To ensure availability of basic amenities to the commuters such as toilets, drinking water, canteen, Medical dispensing unit, payphone, seating facility etc. and special facilities for the benefit of physically challenged, blind such as a wheel-chair, a ramp for the wheel chair, easy accessibility to the above passenger amenities.
- Maintenance public complaint registering mechanism
- Smooth dispensing of commuter passes.
- Security measures to ensure safety of the common commuters through constant vigil against antisocial and disruptive elements.
- Keeping the premises clear of hawkers, beggars, urchins and such unwelcome elements.
- Total traffic management at the bus station including meeting of emergency traffic demands, special operations.
- Quick response in case of emergencies to ensure safety of commuters and the buses within and around the premises.

LIST OF OFFICERS AND THEIR CONTACT TELEPHONE NUMBERS

| DESIGNATION | PHONE NUMBER |
|---|--------------------------|
| Chairman | 22952548 |
| Managing Director | 22952500, 22952501. |
| Director {Security and Vigilance} | 22952502, 22483431(FAX), |
| Director(Technical) | 22952518 |
| Chief Accounts Officer cum Financial Adviser | 22952532 |
| Chief Traffic Manager {Operations} | 22952534 |
| Chief Traffic Manager {Commercial} | 22952504 |
| Chief Mechanical Engineer(P) | 22952446 |
| Chief Mechanical Engineer | 22952575 |
| Chief Personnel Manager | 22952512 |
| Chief Civil Engineer | 22952555 |
| Chief Manager(MIS) | 22952508 |
| Chief Labour & Welfare Officer | 22952542 |
| Chief Security & Vigilance Officer | 22952526 |
| Controller of Stores & Purchase | 22952547 |
| Chief Law Officer | 22952530 |
| Chief Medical Officer | 22223238 |
| Divisional Traffic Officer(O) | 22952533 |
| Divisional Traffic Officer | 22952536 |
| Divisional Traffic Officer© | 22952556 |
| Asst. Traffic Manager Kempegowda Bus Station | 22952311 |
| Asst. Traffic Manager Shivajinagar Bus Station | 22952321 |
| Asst. Traffic Manager City Market Bus Station | 22952331 |
| Accident Unit | 22952422 |

BMTC Bus Depot Location Details

| Depot No. | Depot Location | Phone Numbers |
|------------------|------------------------------|----------------------|
| 2 | Shanthinagar | 22952021 |
| 3 | Shanthinagar | 22952031 |
| 4 | Jayanagar | 22952041 |
| 5 | Vijayanagar | 22952051 |
| 6 | Indiranagar | 22952061 |
| 7 | Subhashnagar | 22952071 |
| 8 | Yeshwanthpur | 22952081 |
| 9 | Peenya | 22952091 |
| 10 | Hennur, Banaswadi | 22952101 |
| 11 | Yelahanka | 22952111 |
| 12 | Kengeri | 22952121 |
| 13 | Kathriguppe | 22952131 |
| 14 | R.T.Nagar | 22952141 |
| 15 | Kormangala | 22952151 |
| 16 | Deepanjali Nagar | 22952161 |
| 17 | Chandra Layout | 22952171 |
| 18 | White Field | 22952181 |
| 19 | Electronic city | 22952191 |
| 20 | Banashankari | 22952201 |
| 21 | Rajarajeshwari Nagar | 22952211 |
| 22 | Kalyana Nagar | 22952221 |
| 23 | Peenya 2 nd stage | 22952231 |
| 24 | K.R.Puram | 22952241 |
| 25 | HSR layout | 22952254 |
| 26 | Yeshwanthpura | 22952261 |
| 27 | Jigani | 9901-270334 |
| 28 | Hebbala | 22952281 |
| 29 | KR puram-II | 22952291 |
| 30 | Yelahanka-II | 22952301 |
| 31 | Srigandadakaval | 9480816531 |
| 32 | Surya city | (7836622) 9480840026 |
| 33 | Poornapragna | 9480840391 |

ANNEXURE -B

ENQUIRY/COMPLAINT TELEPHONE NUMBERS

| Sl. No | Enquiry | Whom to Contact | Telephone No. |
|---------------|---|---|---|
| 1 | Service/traffic operation related Information viz i.. Routing etc. ii. Service timings | Divisional Traffic Officer & Asst. Traffic Manager Asst. Traffic Manager (O) KBS enquiry SBS enquiry KMT enquiry SBT enquiry | 22952533 22952536 22952536 22952314 22952321 22952331 22952422 |
| 2 | Commuter/Student Pass Information i. Reg- time, period & places of issual of passes ii. Rates, eligibility & related information iii. Effecting changes in student concessional pass personal data & travel requirements (issue of duplicate pass) iii. Suggestion regarding passes | Asst. Traffic Manager (Kempegowda bus station) & Asst. Traffic Manager (General) KBS enquiry SBS enquiry KMT enquiry SBT enquiry Asst. Traffic Manager (Kempegowda bus station) Divisional Traffic Officer (opn) | 22952311 22952534 22952314 22952321 22952331 22952422 22952311,22952314 22952588 |
| 3 | Public Private Participation | Chief Traffic Manager (Commercial) & Asst. Traffic Manager (Pvt) | 22952504 |
| 4 | Casual Contract | Area Depot Managers | 9480816502-31 |
| 5 | Chartered Service | Asst. Traffic Manager | 22952504 |
| 6 | Advertisement on BMTC buses & property | Chief Traffic Manager (Commercial) | 22952504 |
| 7 | General Enquiry | Control Room/Call center | 22952422 22952522,12667 |

COMPLAINT (Designation & Contact numbers)

| Sl. No | Complaint | Whom to Contact | Telephone No. |
|---------------|--|--|--|
| 1 | Misbehavior of crew/ Deviation from route/ unauthorized curtailment of trips/ | Chief Traffic Manager(O), Divisional Traffic Officer(o) Asst. Traffic Manager, Concerned Depot Managers | 22952534 22952533 9480840389 22952537,22952533 9480816502-33 |
| 2 | Complaint against crew for a. skipping of bus stops b. Refusal to allow students c. Failure to adhere seat reservations such as Senior citizens, ladies, physically challenged. | Sarathi Road Patrol Squads | 9480840251- 57 |
| 3 | Complaints relating to passes viz overcharging/ non-issue/refusal to issue etc. | Divisional Traffic Officer,(G) Asst. Traffic Manager, Asst. Traffic Manager(KBS) | 22952588 22952533 22952311 |
| 4 | Complaints against pilferage by conductors | Asst. Traffic Manager (Line Checking) Sarathi squads | 22952556 9480840251- 57 |

Rules to be followed

This Pass is highly subsidized - It is not Transferable – It should be produced for inspection on demand - Rs.100/-+ balance validity period to be paid for issue of Duplicate Pass after due Police formalities in case of loss during the validity period.

Annexure 'D'

APPLICATION FOR MONTHLY PASS

Identity card No:-----

Validity period :-----

From

To

Father/Mother name: -----

Date of Birth :-----

Place : -----

Occupation :-----

Address (Residence) :-----

Address (Office)

-----**Telephone No**-----**Mobile**

Sex(M/F) -----**Blood group**-----

Marital status :-----

E-mail :-----

Nominee (for insurance coverage) :-----

Relationship with the applicant :-----

Annexure 'E'

**BANGALORE METROPOLITAN TRANSPORT CORPORATION
CENTRAL OFFICES, BANGALORE-560 027.**

Application for buses on Casual Contract.

To,
The Depot Manager/Bus Stand Incharge,

BMTC, Bangalore.

Sir,
Sub: Requisition for bus/buses on Casual Contract.

Please provide a bus on Casual Contract as per the programme detailed below:

- a. Name and address of the Party:-----

- b. Telephone No-----
- c. Date and time : -----
- d. No. of buses required:-----
- e. Type of bus/buses required :-----
- f. Origin place of journey: -----
- g. Places proposed to be visited during the journey:-----
- h. Approximate Kms expected to be covered: -----
- i. The date and time the vehicle is returned:-----

CERTIFICATION

I Sri/Smt.----- read understood and agreed to the terms and conditions as stipulated by the Corporation.

Date: -----

Signature of the Hirer

FOR OFFICE USE

Rs.-----inclusive of 20% security deposit on the approximate rental at the rate of Rs.----- per km for an approximate ----- kms. covered during the period of contract has been received from the hirer for providing bus/buses on Casual contract.

Depot Manager/Station Incharge.

Contract Rules and Regulation :

1. Over time charges of Rs. 100/- for a contract exceeding 8 hours per day is collected from the hirer.
2. Additional charges are levied per head for exceeding seating capacity within the state of Karnataka.
3. For contract outside Karnataka the carrying capacity is restricted to seating capacity. Additional charges in respect of entry fee/toll fee/permit fee etc are to be borne by the hirer.

Annexure “F”

BANGALORE METROPOLITAN TRANSPORT CORPORATION

Requisition for New Bus Route

To

Chief Traffic Manager(Operation)

BMTC, Central offices,

KH Road,

Bangalore 560 027.

Sir,

Sub: Application for New Bus Route

- 1 Place for which new bus route is required :
- 2 To which place bus is required :
- 3 No. of houses in the said place :
- 4 Approximate population :
- 5 Required timings on which bus is required :
- 6 Required routing of Bus stop (please mention important places) :
- 7 At present any bus is operating in this route?

You are requested to provide BMTC bus facilities in the aforesaid route.

Yours faithfully,

From

Name of the Applicant/Organization-----

Postal Address : -----

(Signature)

Place :

Telephone No: -----

Date:

E-mail address:-----

Note:

- The buses are not provided from the Kempegowda Bus Station, KR Market and Shivajinagar Bus Station. Hence, please mention the bus stands other than these bus station.
- The buses are not provided to the places situated beyond 25 kms from the BMP limits.

ACKNOWLEDGEMENT

A requisition has been received for new bus route from Sri/Smt.----- on

Signature of the receiver

Annexure 'G'

**Details of services rendered, authorities in charge of each service time of contact,
Addresses and mode of obtaining the services.**

| Type of service | Authorities Incharge | Address | Time | Formalities for obtaining service |
|---|---|---|--|--|
| Introduction/ augmentation of new schedules (traffic demands) | Chief Traffic Manager(Operation)& Chief Traffic Manager(Commercial) | BMTC, Central Offices, KH Road, Bangalore-27. Ph:22952534,33,36 | 1000 hrs to 1700 hrs | Submission of demand in format (available in office on demand or manuscript). |
| Public Suggestions, Complaints against crew, and services. | Chief Traffic Manager(Operation)& Chief Traffic Manager (Commercial) | BMTC, Central Offices, KH Road, Bangalore-27 Ph: 22952534,33,36 <u>Or</u> BMTC Call Center Ph.No.12667, <u>Or</u> E-Mail ID: ctmobmtc@gmail.com <u>m</u> <u>Or</u> Sarathi Squads 9480840251-257 9480815018-19 9480815026 9480815050 <u>Or</u> Control Room 22952422, 22952522 | 1000 hrs to 1700 hrs 08.00 hrs to 20.00 hrs 0600hrs to 2200 hrs | Submission of demand in format (available in office on demand or manuscript) or through telephone. |
| Advertisement on buses, bus stations etc/ Chartered services/ Commercial establishments /public amenities at bus stations | Chief Traffic Manager (Commercial) | BMTC, Central Offices, KH Road, Bangalore-27. Ph: 22952504 Mob: 9480840210, | 1000 hrs to 1700 hrs | Submission of written requisitions, telephone, complaints forms regarding public amenities available in bus stations. |
| Complaints (depots specific) | Depot Manager/Supervisory staff | Respective depots | Contact numbers available in Charter | Written/telephonic, complaints forms available at depot and bus stations. |

ANNEXURE 'H'

PUBLIC COMPLAINTS
(Reg. Route Operation)

To,
The Chief Traffic Manager.(O) & ©,
BMTC Central Offices,
K.H.Road, Bangalore—27.

Sir,

SUB: Inconvenience caused due to problems related to the operation of
Schedule No..... of Depot No.....

1. Irregular operation/frequent cancellation of the schedule.
2. Non-adherence to the timing as stipulated in Form-4.
3. Non-operation of trip No..... regularly.
4. Late/early operation of Trip No.....regularly.
5. Unauthorized deviation of route in full/part schedule/Trip No...
6. Non-carrying of Daily/Monthly passes by duty conductor.
7. Non-carrying of luggage tickets by the duty conductor.
8. Non-stopping of bus at authorized bus stops regularly.
9. Non-Display/improper display of Destination boards.
10. Curtailment of schedule/ partial length operation of schedule through out the day/ in trip No.....
11. Refusal to carry luggage despite having room in the bus.
12. Failure to carry pass holding students.
13. Failure to issue tickets despite collecting fare.
14. Withholding of accepting fare from passengers with the intention of pilferage.
15. Failure in the implementation of seat reservation to spl. Categories of passengers.

You are requested to initiate suitable action.

Yours faithfully,

Signature of the

Complainant.

Name & Postal Address.

ACKNOWLEDGEMENT

Complaint No-----.

Received a complaint from Sri.....Reg. Route No.....

On Date.....at.....Hrs.....

Chief Traffic Manager (O).
BMTC.

Annexure "I"

BANGALORE METROPOLITAN TRANSPORT CORPORATION

COMPLAINT & SUGGESTIONS

ಸ್ಥಳ: ----- ದಿನಾಂಕ: -----

place:----- Date:-----

ಯಿಂದ:----- ರವರಿಗೆ:-----

From:-----

To:-----

ಹೆಸರು ಮತ್ತು ಪೂರ್ಣ ವಿಳಾಸ

ಮುಖ್ಯ ಸಂಚಾರ ವ್ಯವಸ್ಥಾಪಕರು

Name and Postal address

The Chief Traffic Manager

ANNEXURE 'J' & K

Casual Contract & Chartered Services Rates

BMTC has a wide range of buses on hire for all occasion like wedding, excursion, and pilgrimage or whenever the general public need dedicated buses for their travel, BMTC is at your doorstep to serve, offering casual contract buses at very competitive prices.

| Type of Buses | | Minimum 4 hrs | Rae per hour | | Incentive Per Bus |
|--------------------------------|---------------------------|-----------------------------|-------------------------------|-----------------------------|--------------------------|
| <i>Pushpak/PK+&Suvarna</i> | | <i>Rs.2000/-</i> | <i>Rs.500/-</i> | | <i>Rs. 25/-</i> |
| <i>Ordinary/P.V</i> | | <i>Rs.1840/</i> | <i>Rs.460/-</i> | | <i>Rs.25/-</i> |
| <i>Mini (Ordy)</i> | | <i>Rs.1520/</i> | <i>Rs.380/-</i> | | <i>Rs. 25/-</i> |
| <i>Mini(A/C)</i> | | <i>Rs.2080/</i> | <i>Rs.520/</i> | | <i>Rs. 25/-</i> |
| | | <u>Minimum 8 hrs</u> | <i>Rae per hour</i> | | <u>Incentive</u> |
| <i>Pushpak/PK+&Suvarna</i> | | <i>Rs.4000/-</i> | <i>Rs.25/-above 160kms</i> | | <i>Rs. 80/-</i> |
| <i>Ordinary/P.V</i> | | <i>Rs.3680/-</i> | <i>Rs.23/-above 160kms</i> | | <i>Rs. 80/-</i> |
| <i>Mini (Ordy)</i> | | <i>Rs.3040/-</i> | <i>Rs.19/-above 160kms</i> | | <i>Rs. 80/-</i> |
| <i>Mini(A/C)</i> | | <i>Rs.4160/-</i> | <i>Rs.26/-above 160kms</i> | | <i>Rs.80/-</i> |
| | | <u>Minimum 12 hrs</u> | <i>Rae per hour</i> | | <u>Incentive</u> |
| <i>Pushpak/PK+&Suvarna</i> | | <i>Rs.6000/-</i> | <i>Rs.25/-above 240kms</i> | | <i>Rs. 80/-</i> |
| <i>Ordinary/P.V</i> | | <i>Rs.5520/-</i> | <i>Rs.23/-above 240kms</i> | | <i>Rs. 80/-</i> |
| <i>Mini (Ordy)</i> | | <i>Rs.4560/-</i> | <i>Rs.19/-above 240kms</i> | | <i>Rs. 80/-</i> |
| <i>Mini(A/C)</i> | | <i>Rs.6240/-</i> | <i>Rs.26/-above 240kms</i> | | <i>Rs. 80/-</i> |
| <i>Vistibule</i> | | <i>Rs.11000/-</i> | <i>Rs.40/-above 275kms</i> | | <i>Rs. 200/-</i> |
| | | <u>Minimum 24 hrs</u> | <i>Rae per hour</i> | | <u>Incentive</u> |
| <i>Pushpak/PK+&Suvarna</i> | | <i>Rs.6875/-</i> | <i>Rs.25/-above 275kms</i> | | <i>Rs. 100/-</i> |
| <i>Ordinary/P.V</i> | | <i>Rs.6325/-</i> | <i>Rs.23/-above 275kms</i> | | <i>Rs. 100/-</i> |
| <i>Mini (Ordy)</i> | | <i>Rs.5225/-</i> | <i>Rs.19/-above 275kms</i> | | <i>Rs. 80/-</i> |
| <i>Mini(A/C)</i> | | <i>Rs.7150/-</i> | <i>Rs.26/-above 275kms</i> | | <i>Rs. 100/-</i> |
| <i>Mini (Ordy)Mesh</i> | | <i>Rs.5925(inc 15% tax)</i> | <i>Rs.19/-above 275kms</i> | | <i>0</i> |
| <i>VOLVO</i> | | <i>Rs.16,500/-</i> | <i>Rs.60/- above 275vkms</i> | | <i>Rs. 100/-</i> |
| | <i>School /Day</i> | <i>Rate per Km</i> | <i>College per Day</i> | <i>Rate per Km</i> | <i>Rs. 100/-</i> |
| <i>Pushpak+</i> | <i>Rs.6325/-</i> | <i>Rs.23/-above 275kms</i> | <i>Rs.6600/-</i> | <i>Rs.24/- above 275kms</i> | <i>Rs. 100/-</i> |
| <i>Ordy/PV</i> | <i>Rs.5775/-</i> | <i>Rs.21/-above 275kms</i> | <i>Rs.6050-</i> | <i>Rs.22/- above 275kms</i> | <i>Rs. 100/-</i> |
| <i>Mini (O)</i> | <i>Rs.4675/-</i> | <i>Rs.17/-above 275kms</i> | <i>Rs.4950/-</i> | <i>Rs.18/- above 275kms</i> | <i>Rs. 80/-</i> |
| <i>Mini AC</i> | <i>Rs.6600/-</i> | <i>Rs.24/-above 275kms</i> | <i>Rs.6875/-</i> | <i>Rs.25/- above 275kms</i> | <i>Rs. 100/-</i> |

*OT Rs.100/- (IT Fee Rs.100/- per day + Subsequent day Rs.50/- per day)

*6875/55seats X 8 additional passengers = 1000/- for 8 passengers.

Vajra Buses (VOLVO) are also provided on Casual contract the rates are as below:

On Hourly Basis:

Minimum One Hour up-to 8 Hours at the rate of Rs.1950/- per hour (30 Kilometer per hour)

On Full Day (24hours basis)

Minimum 24 hours at the Rate of Rs.65/- per kilometer. Minimum kilometer per day 275 Kilometer. Total amount per day per bus Rs.16,500/-. OT & IT fee Rs.200/-.

| Chartered Services | Type of Services | |
|---------------------------|-------------------------|----------|
| Schools | Ordinary | Rs.18.50 |
| | Pushpak | Rs.21.00 |
| | Mini (ORdy) | Rs.16.00 |
| College | Ordinary | Rs.19.50 |
| | Pushpak | Rs.21.00 |
| | Mini (ORdy) | Rs.18.00 |
| Factories (Fixed Rate) | Ordinary/PK | Rs.22.00 |
| | Mini (Ordy) | Rs.19.00 |
| | Mini (A/c) | Rs.23.50 |

Contact: Mobile No:9480840210 Office 080 22952504 / 2556 / 2422 / 2522