

MESSAGE

North Eastern Karnataka Road Transport Corporation is mammoth public service Organization and its primary responsibility is to provide efficient transport facilities to the commuters, apart from responding effectively to the demand and expectation of the public it is highly important that the Drivers, Conductors and other staff shall behave politely with the commuters.

The state Government is liable to provide public utilities with a greater responsibility. I encourage the proposal to prepare a Citizen Charter by each and every wings of the Government notifying the service and facilities available to the public. The public have inherent right to know the various services and facilities provided to them for the amount they pay.

I am pleased to note the publication of Citizen Charter of the organization containing various services facilities and formulation of action plans to resolve the grievances of the citizens.

I wish that the Citizen Charter of North Eastern Karnataka Road Transport Corporation shall be model to other public service organizations.

MESSAGE

North Eastern Karnataka Road Transport Corporation is public sector undertaking established to provide Adequate, Efficient, Safe and Economical Transport facilities to the travelling public.

The Corporation has introduced Advance Reservation facility under AWATAR (Any Where Any Time Advance Reservation) system.

Construction and Up-grading of Bus stations, operating different type of services like Sleeper Coach and Rajahamsa with attractive promotional fares and also branded services in the larger interest of travelling public, to avoid unhealthy competition by Private operators.

The North Eastern Karnataka Road Transport Corporation is publishing the Citizen Charter regarding services and facilities provided by the Corporation to the information of travelling public.

Publishing of Citizen Charter in the interest of travelling public by North Eastern Karnataka Road Transport Corporation and successful achievement of plan is highly appreciable.

I wish every success in publication of Citizen Charter.

PREFACE

N.E.K.R.T.C is huge organization providing effective service to the commuters of North Eastern Karnataka with greater responsibility of providing Efficient and systematic transport facilities to the public.

We have to develop ourselves, the service oriented attitude by involving in the activities of the Corporation with a commitment to the public service, treating the basic facilities provided by the Corporation are meant for the welfare of the public.

North Eastern Karnataka Road Transport Corporation assures the implementation of plans facilities enumerated in its Citizen Charter. It is bridge between the staff and public to introduce the functions of the organization and to improve the public and standard of service.

Development through collective efforts leads to consider our organization as one of the best public Transport Organization in the country. I believe that all the staff and officers of the Corporation shall serve with commitment for the successful implementation of the Citizen Charter and also hope that N.E.K.R.T.C will occupy a special place in the hearts of the public.

**NORTH EASTERN KARNATAKA ROAD TRANSPORT CORPORATION
CENTRAL OFFICES: KALABURAGI.**

CITIZENS CHARTER

The N.E.K.R.T.C., Primarily caters to the needs of traveling public in Kalaburagi, Raichur, Bidar, Yadgiri, Bellary, Koppal, Hosapete and Vijayapur Districts i.e., in the North Eastern Area of the Karnataka State. The NEKRTC operates 12.94 lakhs kms every day with 3588 schedules. NEKRTC extends the following facilities to its commuters:

A. Services for the customers:

1. **Regular Services:** These services are operated for the convenience of the travelling public every day.
2. **Ultra Deluxe Services:** These services are operated to provide connectivity to many important cities like Bangalore, Hyderabad, Shivamoga, Hubballi, Davangere, Bellary and other important Cities within Karnataka. These services are also extended in the Inter-state Cities like Tirupathi and Chennai. Ultra Deluxe services are popularly known by brand name Rajahamsa.
3. **Prestigious Carona Services:** These services are operated to facilitate a speedy and comfortable journey in the well equipped Air Conditioned Sleeper buses to the Capital of the state Bangalore and other important cities like Hyderabad.
4. **Express Services:** These services are operated across District headquarters, Taluka headquarters and on Inter-State routes.
5. **Moffusil and Ordinary Services:** These services are operated across Taluka / Hobli headquarters and villages. A well established brand of service connecting Taluka to Taluka is prominently known as Ishanya Vahini.
6. **Sagarnadue-150 Services:** These services are operated between Kalaburagi to Shorapur with Ordinary fare in sufficient frequency.
7. **Golgumbaz-220 Services:** These services are operated between Kalaburagi to Vijayapur with adequate frequency for the convenience of the commuters.
8. **Karanja-180 Services:** These services are operated between Kalaburagi to Bidar with plenty of frequency for the convenience of the travelling public.
9. **Krishana-120 Services:** These services are operated on promotional fare between Vijayapur -Belgaum with enough frequency for the convenience of the commuters.
10. **City and Suburban Services:** These Services are mainly operated in Kalaburagi, Bellary, Hosapete, Raichur, Bidar, Yadgiri and Vijayapur Cities.
11. **Non Stop Services:** Non Stop services from point to point are operated between Bellary to Hosapete and Bidar to Kalaburagi.

NEKRTC is operating all these services regularly and punctually.

12. Promotional Fare Policy: NEKRTC is operating services with promotional fares on some selected routes in its jurisdiction, in order to attract the passengers to travel in its services only. Such services are in operation between Kalaburagi to Bidar, Kalaburagi to Vijayapur, Vijayapur to Belgaum, Bidar to Aurad, Bidar to Bhalki and Bidar to Mann-E-Kheli, Basavakalyan-Kalaburagi Via Mudabi.

B. Peak/Lean Season Fare Policy: During Lean Season of July, August and September a discount of 10% is offered on fares in Ultra Deluxe and other prestigious services, depending on the demand. During the Peak Season of April, May, June and October 10% more than normal fare is charged for Ultra Deluxe and prestigious Services.

C. Special Services: Special Services are operated to meet additional travelling needs during Jatras, fares, festivals and holidays etc., at a nominal extra charge for the journey.

D. Contract Carriage Services:

Casual Contracts: Buses are provided for the purpose of excursions marriages etc. on full day, half day and hourly basis within and outside the state of Karnataka. The day means a period of 24 hours, half day means period of 12 hours commencing from the time the bus is taken out from the depot till its returns to the depot subject to minimum of 300 kms to 500 kms for a full day.

The Schools and Colleges recognized by Government of Karnataka are provided discount on such Casual Contracts on Ordinary Services (This discount is not applicable to the Inter-state places).

1) **Inter-state Casual Contracts:** The vehicles are provided on Casual Contract basis covering Inter-state areas also. The fare and Terms and condition for the same is as above, but the permit fee and cess etc. if any, levied by other states shall be borne by the contracting parties, which is collected in advance while booking the Casual Contract in addition to regular hire charges Collected while booking the casual contract.

2) **Terms & Conditions governing the Casual Contracts:** The maximum no. of persons to carry shall not exceed the seating capacity of the bus hired on casual contract. 10 standing passenger are allowed in buses for contracts within the states, subject to payment of additional journey fare. A Child aged between 6 to 12 years shall be charged half of the ticket fare and therefore two children in this age group may be considered as one adult for determining the no. of persons. The security deposit to the extent of 20% is collected in addition to the amount collected for the casual contract. In case of casual contract of three or more days where idle day is involved or Kms covered on any day is less than 300 kms, the hire charges shall be as under where average kms performed is less than 300 kms per day the party has the option of paying at a minimum of 300 kms. per day or as kms operated on day today basis.

3) **Incentive for Promoting Casual Contract:** Individuals/ Agents/Retired Employees of NEKRTC may avail the Incentive of Rs. 80/- for booking for 1 to 4 days Casual contract and Rs. 200/- for booking casual contract beyond 5 days.

4) **Chartered Contract Services:**

- NEKRTC is providing buses on chartered contract basis to Industries/Institutions public under taking/Private factories, recognized educational institutions etc.
- Bus facility on chartered contract basis to the parents and teachers association to transport children to schools at concessional rates is extended.
- For hiring the buses on chartered contract, the respective jurisdictional Divisional Controllers, or the Chief Traffic Manager, NEKRTC, Central Offices, Kalaburagi may be contacted.

The details of rates of casual contract services and chartered contract services are enclosed at **Annexure-6 & 7.**

E. NEKRTC is issuing different type of free and Concessional Passes to the travelling public on social Obligations.

➤ **“Monthly Pass Scheme”:** In NEKRTC monthly passes have been introduced, which is valid for a period of One month. The travelling passengers may travel between to destinations up to 23 stages. To get these passes the travelling passengers has to submit 2 passport size photographs along with an application to the nearest pass counter. The details of stage wise monthly pass rates are exhibited in **Annexure-1.**

➤ **One day passes:** In NEKRTC jurisdiction one day passes have been introduced in selected Routes to travel between two destinations in “one-day”. The passengers may travel in Ordinary and Express Services up to midnight of a day. The provision has also been made to the one day pass holders to travel free in city services where ever available. The details of Routes and Rates of one day passes are exhibited in **Annexure-2.**

➤ The travelling passengers may get these passes at pass counters as well as from the conductors in bus.

➤ **Senior citizen travelling Concession Scheme:** In NEKRTC Senior Citizens of State, with an age of 60 years and above are eligible for 25% concession in bus fares as per Govt. order. To get this facility the Senior Citizens has to produce the identity card issued to the senior citizens from Corporation at free of cost. The provisions made to the senior citizens to travel in City, Sub-urban, Ordinary, Express, and Rajahamsa Services including Inter State jurisdictions. To get this facility the senior citizens may also produce one of the following Identity Cards, i.e., the identity card issued by social welfare Department to the Senior Citizens, original Driving license, Voters ID card (Original), Pass Port, pan card.

NEKRTC is issuing different type of free and Concessional Passes to the travelling public on social Obligations.

1. Student Concessional Passes: The students studying in the educational institutions, owned/Aided by Govt. of Karnataka/University are eligible to get these passes up to 60 kms from their Residence to the Educational Institution. The students studying in

Primary, have been issued Free Bus Passes. 25% concession is provided to the High School Girls in Pass rate. The details of Pass rates are exhibited in **Annexure-3**.

Documents to be furnished:

1. Filled-in application with an attestation by Head of Institution. (H.M/Principal).
2. Fee Receipt of the concerned Institution (Original & Xerox Copy).
3. Address Proof (One of the documents, i.e., Ration Card/Phone-Bill/Voters ID Card/Residence Certificate or Certificate from Village Accountant).
4. 03 Recent Photographs (Stamp Size).

2. **Physically Challenged concessional Passes:** have been issued to the eligible Physically challenged persons (who are having 40% disability), directly from the corporation to all beneficiaries who applied. The pass holders are permitted to travel within 100kms limit from their place of residence. At present the pass Rate is Rs.780/-

To get the pass, a medical certificate has to be obtained from

- Medical officer, P.H.C or
- committee including Medical officer, Surgeons, physicians of Taluka Hospital or
- committee of Dist. Hospital Supdt., Chief officer of Medical college Hospital and Concerned Surgeons and Physicians, and Bangalore Medical Board.

The certificate obtained from one of the above, has to submit to the Office of “Directorate of welfare of Disabled and senior citizens” to get the Identity Card to Disabled, with an attestation from concerned District Disabled welfare Officer.

As per the Central Disabled Act-1995, the following Persons with 7 type of disability (40% and above) are also been issued the concessional pass directly from the Corporation after detailed verification.

1. Blindness. (ಅಂದರು)
2. Partial Blindness (ಮಂದದೃಷ್ಟಿ)
3. Persons recovered from Leprosy.
4. Hearing Impaired. (ಶ್ರವಣದೋಷವುಳ್ಳವರು)
5. Disability in Movement (ಚಲನವಲನ ಅಂಗವಿಕಲತೆ)
6. Persons with Mental Disability. (ಮಾನಸಿಕ ಅಸ್ವಸ್ಥತೆ)
7. Persons with Mentally Retarded. (ಬುದ್ಧಿಮಾಂದ್ಯತೆ)

3. **Visually challenged free bus pass:** have been issued to the completely blind persons to travel free in ordinary/Express buses within the state.

To get the free Bus pass, the eligible Beneficiaries have to produce the Identity card issued from “Directorate of welfare of Disabled and senior citizens” with an attestation from the concerned District Disabled welfare Officer.

Medical certificate has to obtain from the following Medical Board.

- Medical officer, PHC or

- committee including Medical officer, Surgeons, physicians of Taluka Hospital or
- committee of Dist. Hospital Supdt., Chief officer of Medical college Hospital and Concerned Surgeons and Physicians, and Bangalore Medical Board.

4. **Freedom Fighters free Bus Pass:** have been issued to the Freedom Fighters to travel free in City, sub-urban, Ordinary, Express and Rajahamsa services within the State as well as in the Inter-state places. The Freedom Fighters with an age of 75 years and above are allowed to travel with a companion for his support.

To get the Freedom Fighters free pass, the beneficiaries has to submit an application to the concerned Deputy Commissioner along with the following documents.

- a) Royalties to the approval of sainik delivery order awards. (ಸ್ವಾತಂತ್ರ್ಯ ಸೈನಿಕ ಸನ್ಮಾನ ಗೌರವ ಧನ ಮಂಜೂರಾದ ಸರ್ಕಾರಿ ಆದೇಶ).
- b) Royalties Sanctioned from Karnataka state Auditor General. (ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮಹಾ ಲೇಖಪಾಲರು ಅವರಿಗೆ ನೀಡಿರುವ ಗೌರವ ಧನ ಬಟಾವಾಡೆ ಆದೇಶ)
- c) 4 Recent Passport size photos attested by the Gazette officer.
- d) The other Documents required by the Deputy Commissioner for the verification.

5. **Free Bus Coupons to the Freedom Fighters wife/Widows:** Have been issued to the Freedom Fighters wife/Widows to travel in the NEKRTC buses by paying the coupons equal to the bus fare intended to travel. Every year the bus coupons to an amount of Rs. 2000/- have been issued to the beneficiary. To get these coupons the beneficiaries has to submit an application with the requisite documents as furnished below to the concerned Deputy Commissioner.

6. Royalties to the approval of sainik delivery order awards. (ಸ್ವಾತಂತ್ರ್ಯ ಸೈನಿಕ ಸನ್ಮಾನ ಗೌರವ ಧನ ಮಂಜೂರಾದ ಸರ್ಕಾರಿ ಆದೇಶ).

7. Royalties Sanctioned from Karnataka state Auditor General. (ಕರ್ನಾಟಕ ರಾಜ್ಯ ಮಹಾ ಲೇಖಪಾಲರು ಅವರಿಗೆ ನೀಡಿರುವ ಗೌರವ ಧನ ಬಟಾವಾಡೆ ಆದೇಶ) .

8. 4 Recent Passport size photos attested by the Gazette officer.

9. The other Documents required by the Deputy Commissioner for the verification.

10. **Dependents of Martyrs free bus pass:** The dependents of Soldiers who died for the country have been issued free bus passes to travel free in Ordinary/Express buses within the State. This facility has been extended for the period from July 2012 to July 2022 only. The dependents include Martyrs Father, Mother, Wife and dependent sons.

11. **Free Bus Pass to the Recognized Press persons:** have been issued to travel free in all category of services operated by N.E.K.R.T.C in the state.

12. **Free Bus Pass to the National Awardees:** have been issued to travel free in all types of buses operated by N.E.K.R.T.C within the State as well as in the Inter-state

jurisdictions. The national award includes Padamsri, Padambhushan, Paramveerchakra, and Mahaveerchakra.

- **Avatar-Any Where Any Time Advance Reservation System:** has been introduced so as to book the tickets on line for NEKRTC services. The passengers book the ticket 30 days in advance.
- Group booking discount of 5% is allowed to the passengers traveling in a group of 4 or more passengers.
- Return journey discount of 10% will be extended only if passenger books both onward and return journey's simultaneously.

Advance booking of tickets in Avatar may be done following methods:

- 1) Counter Booking
- 2) E- Booking
- 3) M- Booking

1) **Counter Booking:** the passengers may book the tickets in advance from the Corporation counters at all the major bus stands. The list of Corporation counters is in Annexure-4.

Apart from Corporation counters private franchisees have been appointed in major cities, Colonies so as to facilitate the travelling public to book the tickets. The details of private counters working in NEKRTC jurisdiction are enclosed in Annexure-5.

2) **E- Booking:** The provision has made to the passengers to book the tickets through Internet with effect from 12.3.2007. To book tickets passengers has to log on to the web site www.ksrtc.in. The passengers has to carry any one of the photo identity cards(Driving license/Pass Port/Pan card/Voters ID card/Senior citizen identity card/Identity card(Original) issued by the educational institutions/ private companies) issued by the Govt./organization/corporation or educational institutions, while travelling based on E-tickets.

9) **M- Booking:** Passengers may also book tickets in advance through mobile which has been effected from 15.10.2009. To book tickets passengers has to send message to "KSRTC" to 56767 and download ngpay KSRTC store and book tickets. After wards the passengers may travel by producing printed M-ticket in mobile or in laptop along with any one of the photo identity cards (Driving license/Pass Port/Pan card/Voters ID card/Senior citizen identity card/Identity card (Original) issued by the educational institutions/ private companies) issued by the Govt./organization/corporation or educational institutions, as an identity while travelling based on M-tickets Compulsorily.

I. Cancellation fee: Cancellation fee will be calculated on the Basic fare collected as per the following slab;

Cancellation Fee slab

I. (The cancellation fee will be deducted from the passenger's reservation amount)

Cancellation Fee	Duration (Cancellation time)	Remarks.
10 % of the basic fare	Up to 72 hours before the departure time	
25 % of the basic fare	Between 72 hours and up to 24 hours before departure time	
50 % of the basic fare	Between 24 hours and up to 30 Minutes before departure time	Conditions apply
100 % of the basic fare + Other fees	Less than 30 minutes before departure time and at / after the departure time.	NO REFUND will be given

II. Cancellation fee in notation form;

Duration (Cancellation time)	Cancellation fee	Refunding Amount
≥ 72 hrs before departure time	10 % of Basic fare	90 % of Basic fare + (Other fees – Res.Fee)
< 72 hrs and ≥ 24 hrs before departure time	25 % of Basic fare	75 % of Basic fare + (Other fees – Res.Fee)
< 24 hrs and ≥ 30 minutes before departure time	50 % of Basic fare	50 % of Basic fare + (Other fees – Res.Fee)
< 30 minutes before departure time and afterwards	100 % of Basic fare + Other fees	NO REFUND