



Citizens' charter

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BMTCL - TOTAL COMMITMENT TO COMMUTERS

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BMTC Total Commitment to the Commuters

Bangalore Metropolitan Transport Corporation
Central Offices: :Bangalore.

“CITIZENS CHARTER”

OBJECTIVE:

The BMTC’s ‘*Citizen’s Charter*’ is a statement of reaffirmation of its strong commitment to strive to fulfill its obligations towards the commuters of Bangalore who patronizes its services.

The document also provides basic information about the Corporation, its command & control structure, its working pattern and the services and facilities being made available by it to the common man. The document is updated on a yearly basis to keep the public abreast of the latest developments/ changes in the Corporation and in respect of the facilities offered by it to the public.

BMTC’s Citizen Charter is composed of three parts viz.

- A) One containing the Corporation’s profile, goals, and information regarding services & facilities offered to the public in the field of city public transport.
- B) One that enumerates commitments made to public, details about channels of public interaction, public grievance redressal system, commuter friendly special initiatives / schemes etc.
- C) One containing information Annexures.

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I. INTRODUCTION & OBJECTIVES :

BMTC came into existence in the year 1997 as a result of the bifurcation of KSRTC - the then existing parent Corporation. At the time of inception, its operational jurisdiction was upto 20 kms beyond the BMP (Bangalore Mahanagara Palike) limits which was later extended to 25 kms. With the constitution of BBMP (Bruhat Bangalore Mahanagara Palike), the BMTC's jurisdiction has automatically got extended up to 25 Kms beyond the outer limits of the newly constituted body.

BMTC's motto has been to provide an affordable, reliable, safe, efficient, comfortable and self-sustaining public transport to all sections of society-men, women, children, the aged ,the infirm and the differently-able in and around Bangalore Metropolis with due support and co-operation of its patrons-the traveling public.

2. PROFILE:

Bangalore is India's 5th largest city in the country and one of the fastest growing in the world. Today, greater Bangalore covers a total area of over 824 sq kms, with the population also projected to proportionately progress to 15 million in the next 20 years, the city takes pride in its well-oiled bus service.

The Bangalore Metropolitan Transport Corporation (BMTC) into existence in 1997 with the sole aim of providing public transportation to Bangalore city and sub-urban areas. It commenced operations in 1940 when it was known as Bangalore Transport Company. Subsequently in 1957, it became Bangalore Transport Service (BTS) and in 1961 was known as the BTS division of Mysore State Road Transport Corporation.

The Corporation was created with the vision the vision to provide world-class transport service to the citizens of Bangalore Metropolitan Area. BMTC has matched the rapid expansion of the city, the proliferation of industry and subsequent increase in daily commuters.

BMTC leads by example in being the only Bus Corporation within the city Bangalore to ferry more than 4.8 million commuters. It has a fleet of over 6440+ buses covering an area encompassed with radius of 40.4 kms from the city centre. In a day, BMTC operates 502 city and 1887 sub-urban routes, running 14.31 lakh kms and making 82,818 trips.

In the year 2010, BMTC reverted back from two tier to three tier system. Under this system the operational jurisdiction has been reconfigured into five divisions namely North, South, East, West & Volvo. The divisions have been constituted on the lines of the sister Corporations KSRTC, NEKRTC & NWKRTC. Each is headed by a Divisional Controller – a class-I senior grade officer of the Corporation.

a) Infrastructure :

BMTC's Corporate offices	Kengal Hanumanthaiah Road, Shantinagar, Bangalore-560027.
Major workshops **	2
Bus Depots	39
Major Bus Station	03
Minor Bus Stations	34
TTMCs	10
Staff Training Centers	1

** Listed at annexure 1

3. BMTC Bus Fleet :

BMTC has a 6441 strong fleet of buses of different makes and carrying capacity required to facilitate operation of different categories of services to cater to different types of transport demands. The current make-wise split is below.

Leyland	2935
TATA	2402
Eicher	401
Swaraj Mazda (mini)	111
Volvo (Air conditioned premium)	567
Marcopolo (Air conditioned)	25
Total	6441

4. SERVICE CATEGORIES :

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 the following categories such as

REACH WISE BIFURCATION	City (Black board), Suburban (Red Board), Mofussil (KSRTC fare)
QUALITY WISE BIFURCATION	Ordinary :- Parisaravahini, Pushpak, Suvarna (Non A.C) , Air-conditioned :- A.C. Suvarna Air-conditioned premium :- Vajra and Vayu Vajra Airport dedicated service
BRAND WISE BIFURCATION	Pushpak, Suvarna, Big-10, Atal Sarige, A.C Suvarna, Vajra, Vayu Vajra Big connect, Metro Feeder Service & K routes.

Service definition :

- 1. Ordinary Service:** These are services operated by deployment of Ordinary and Parisaravahini vehicles. These services are operated at ordinary passenger fare. At present there are 4752 ordinary services

operating in city and sub-urban areas. These are the main stay of the BMTC services. Mofussil services are one that are operated into areas bordering BMTC jurisdiction to provide connectivity to poorly connected interior areas. These are operated with KSRTC fare. They form a very small portion of the overall operations.

2. **Pushpak Service:** These services are operated by deploying buses which sport biscuit colour, more leg space are better upholstered 3+2 seat arrangements which provides for comfortable seating of more number of passengers than ordinary buses and hence more comfortable than the ordinary ones. A favourite for chartered service and casual contract operation. Still operated at normal passenger fare. 308 services are in operation.
3. **Vajra (Volvo based) Service:** Introduced in the year 2006 and currently numbering 500 offer a high quality air-conditioned premium 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. These are operated at a fare much higher than the non A.C. fares. Very popular in I.T. intensive corridors like Hosur road, Marathahalli-Whitefield corridor etc.

4. **Vayu Vajra (Airport dedicated Services) :**

Introduced in the year 2008 with the specific purpose of providing a high quality alternative to personalised and semi personalised modes on a sector hitherto beyond the realm of public transport. Presently 62 services on 09 routes covering high profile areas of the city are providing direct bus connectivity to the Bangalore International Airport on a 24x7 basis. The services are highly appreciated and well patronized.

SPECIAL SERVICES :

- ❖ **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. At present BMTC is catering to appx 83 clients and covering 73,980 kms with 1729 trips per day in and around Bangalore, even the high profile I.T. Firms are among its patrons. 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
- ❖ **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'.

- **LADIES SPECIAL:** These are services operated for the exclusive use by women commuters and children of both sexes below the age of 12 years. These services are aimed at providing travel convenience to working women commuting to and from the place of work. Currently, 22 ladies special trips are operated between different parts of the city and the CBD in the morning and evening hours.
- **HOSPITAL SPECIAL:** Branded and specially equipped Mini services connecting all the important Medicare centers and hospitals both Government and Private with the city center. Presently 4 services are in operation. These services are very helpful especially for the rural people who come to the city for obtaining medical care.
- **BANGALORE ROUNDS:** BMTC is operating Air-conditioned bus for sight seeing trips on a daily basis from the city center for the benefit of tourists and those interested in exploring Bangalore. The service is operated from Kempegowda Bus Stations. Online advance booking by KSRTC is done for these services.
- **RING ROAD SERVICES:** Apx. 280 services are operated exclusively on the outer Ring Road providing direct connectivity between locations on the city periphery abutting the ORR thus obviating the need for traversing through the core areas of the city and thereby contributing to congestion reduction. BMTC is now branding these services in a phased manner to give them a profile of their own and put them in league with other branded services like Big-10 etc.
- **PEAK HOUR SERVICES:** These are trips operated during morning and evening Peak Hours for the convenience of office goers. They are operated between the city center - the administrative area 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.
- **NIGHT SERVICES:** BMTC operates nearly 68 night services for the benefit of late night travelers - especially those departing or arriving into the city late hours by mofussil buses and trains who in the absence of such services will be left to the mercy of other less secure and prohibitive modes of travel such as auto rickshaw, taxies etc. They are operated between important extensions/ localities and the Kempegowda Bus Station upto 2400 hrs and again from 0400 hrs in the early morning . The ticket rate is one and half the normal passenger fare.
- **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. At present 143 services are in operation and these services can also be referred to as neighbourhood service.

- **METRO FEEDER SERVICES :** These are the latest to be introduced by the BMTC and aimed at providing good connectivity between metro stations and neighbourhood around them. They are expected to provide first and last mile connectivity to metro commuters. BMTC plans to expand network of these services with the expansion of metro.

ROUTE DETAILS OF BANGALORE INTERNATIONAL AIRPORT SERVICE (VAYU VAJRA SERVICES)

Route No.	From	To
BIAS-4	HAL Main Gate	BIAL
BIAS- 5	J P Nagar 6 th Phase	BIAL
BIAS-6	Kadugodi Bus Station	BIAL
BIAS-7	H.S.R Layout BDA Complex	BIAL
BIAS-7A	H.S.R Layout BDA Complex	BIAL
BIAS-8	Electronic city	BIAL
BIAS-9	Kempegowda Bus Station	BIAL
BIAS-10	MCTC Bus Station	BIAL
BIAS-12	Kuvempu Nagar (BTM Layout)	BIAL

V. PASSENGER AMENITIES :

BMTC offers a variety of basic amenities to the commuters at its Bus Stations, that are extensively used by commuters. These are the centers from where transport services are provided to the public. They also act as commuter pass distribution centres. At present there are three major Bus Stations namely

- ❖ Kempegowda Bus Station.
- ❖ K.R. Market. Bus Station.
- ❖ Shivaji Nagar Bus Station

Apart from this, there are 34 minor Bus Stations spread across the city and provided with the basic passenger amenities in commensuration with the location and profile of each one the Bus Station. 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.

The 34 minor bus stations are BTM Layout, Malleshwaram, Yelahanka, K.R.Puram, Basaveshwanagar, Kumarswamy layout, Kadugodi, Kalyan Nagar, Nandini Layout, Yelahanka, Electronic city, Nagarabhavi, Kavalbyrasandra, Sri Vidyanagar, Rajareshwarinagar, Vidyaranyapura, Bidadi, Chikkamarenahalli, Jeevanbhimannagar, Chandra layout, Viveknagar, Austin Town, Chikkalasangra, RPC Layout, Chennammanakere Achukattu, Pillanagarden, Muneshwar block, Vishweshwaraiah Layout, Surya city, Tavarekere, Leggere, Hesaraghatta, Bharathinagar, Laxmidevinagar,

Traffic & Transit Management Centres : (TTMCs)

With the aim of popularizing public transport, BMTC devised the idea of TTMCs – transport hubs that would provide multiple facilities and services under one roof along with public transport. Strategic locations in and around the city were identified for the purpose. In the first phase 10 TTMCs out of a total 25 planned for construction were taken up for construction and all of them are now operational. The locations are as detailed below.

1. Shanthinagar
2. Kengeri
3. Banashankari
4. Vijayanagar
5. Bannerghatta
6. Jayanagar 4th block
7. Domlur
8. Yeshwanthpur
9. Kormangala
10. I.T.P.L

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. MONTHLY COMMUTER PASSES
3. MONTHLY DEDICATED PASSES.

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

Type of Passes	Facilities	Rate	Patronization level
Day Passes : (w.e.f. September 2003)	It allows limitless travel for a calendar Day (0000 hrs to 2400 hrs) throughout BMTC's jurisdiction in all services except Moffusil services, Bangalore Rounds, A.C and A.C premium services.	Rs. 45/- (with Rs. 25/- or Rs. 100/- BMTC ID card) Rs. 50/- (exempt from BMTC ID card)	1.30 lakhs / day
Gold Day Pass	Provides for limitless travel for a calendar Day (0000 hrs to 2400 hrs) in all services except Airport dedicated and Bangalore Round services.	Rs. 110/-	5000/ day
A.C. Suvarna Day Pass	Allows limitless travel for a calendar Day (0000 hrs to 2400 hrs) in all services except Bangalore Rounds, Vajra and Airport dedicated service throughout BMTC's jurisdiction.	Rs. 70/-	300/ day.
<u>Monthly Commuter Passes</u> (Brought into effect from 1998)		Rs.	
a) Black Board (City) Passes	Unlimited Travel in all city- services for a calendar month.	625/-	40,000/ month
b) Suburban/Pushpak Passes	Unlimited travel in all non-A.C. services.	825/-	2.45 lakh /month
c) Identity Card	Valid for three years	100/-	
Gold Monthly Pass	Unlimited travel in all services except Airport Dedicated Service for a calendar month.	Rs. 1,800/- (with Rs. 100/- BMTC ID card) Rs. 1,850/- (without BMTC ID card)	14,000/ month
Trumpet Pass	Unlimited travel in city, suburban and trumpet services for a calendar month.	Rs. 1100/-	500 / month
Vayu Vajra Gold Pass	Unlimited travel in all services for a calendar month.	Rs. 2,900/- (for individual pass) Rs. 2,800/- (for bulk purchase of 50 & above) Rs. 2,700/- (for	2000 /- month

		bulk purchase of 100 & above) Rs. 2,600/- (for bulk purchase of 225 & above)	
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 buses operated by BMTC on 24x7x365 basis. These passes are specially patronized by the IT Industries	Rs. 1,900/- Rs. 1,950/- Rs. 2,000/- Rs. 2,050/- Rs. 2,165/- Rs. 2,220/- Rs. 2,290/-	8000/ month
DEDICATED PREMIUM MONTHLY PASS HOLDERS DAY PASS (w.e.f. 01.12.2012)	Only Dedicated Premium Monthly Pass holders allowed for limitless travel for a calendar Day (0000 hrs to 2400 hrs) in all services except Airport dedicated and Bangalore Round services.	Rs.40/-	
RED BOARD PASS HOLDERS GOLD DAY PASS (w.e.f. 01.12.2012)	Only Red Board Monthly Pass holders allowed for limitless travel for a calendar Day (0000 hrs to 2400 hrs) in all services except Airport dedicated and Bangalore Round services.	Rs.60/-	
Black & Red board pass holders, Senior Citizen Monthly Pass holders are allowed to travel in Vajra Services by purchasing a concessional ticket of Rs. 25/- per trip. (Black Board Pass holders are allowed to travel within black board operational jurisdiction only).			
Black & Red board pass holders, Senior Citizen Monthly Pass holders are allowed to travel in A.C Suvarna Services by purchasing a concessional ticket of Rs. 20/- per trip. (Black Board Pass holders are allowed to travel within black board operational jurisdiction only).			

B.

1. Social Obligations :

- i) Reservation of seats to special categories of commuters eg : ladies, senior citizens, disabled persons.
- ii) Insurance and Medical reimbursement cover to commuters.
- iii) Concessional travel facility to Senior Citizens (on tickets and pass rates).
- iv) Concessional travel facility to students, Police & Fire force personnel, physically & visually challenged persons, dependents of Martyrs, freedom fighters.

i. Reservation of seats to special categories of commuters eg : ladies, senior citizens, disabled persons.

BMTC keeping in view the constraints faced by traveling women, aged and disabled persons reserves certain number of seats to them in all its ordinary buses to make their journey comfortable. The category wise reservations are as below.

Category	No. of seats
Ladies	16 Seats in the front portion of all Ordinary buses are earmarked for ladies. These seats are indicated as reserved by exhibiting “ Ladies Only ” stickers on them.
Senior citizens	6 seats in all ordinary buses are reserved for Senior Citizens – two of the 16 reserved for females are earmarked for senior female commuters and two seats near center door for male senior citizens.
Disabled persons	One seat each near the front and the rear doors in all Ordinary buses and two seats near the middle in Vajra Services are reserved for Physically challenged persons. These seats are identified with a notice “ Physically Challenged Persons ” pasted on the respective windowsills.

ii) Insurance and Medical reimbursement cover to commuters.

- The details of Insurance and Medical reimbursement cover extended to different types of commuters are as below:

<p>1. Insurance & Medical reimbursement cover for Monthly Commuter pass holders :</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 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>2. Insurance & Medical reimbursement cover for Gold Monthly Commuter Pass</p>	<p>a) Every valid Gold monthly commuter pass holder is provided with insurance cover to the tune of Rs. 5.00 lakh if he/she meets with an accident/incident while traveling in a BMTC bus resulting in loss of life or total incapacitation anytime/anywhere during the validity of the pass.</p> <p>b) Every valid Gold Monthly Commuter pass holder is provided with a Medical reimbursement facility upto a maximum of Rs. 50,000/- 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</p>

	bills/vouchers, after due verification.
3. Insurance & Medical reimbursement cover for Vayu Vajra Gold Monthly Commuter Pass	<p>a) Every valid Gold monthly commuter pass holder is provided with insurance cover to the tune of Rs. 10.00 lakh if he/she meets with an accident while traveling in a BMTC bus resulting in loss of life or total incapacitation anytime/anywhere during the validity of the pass.</p> <p>b) Every valid Gold Monthly Commuter pass holder is provided with a Medical reimbursement facility upto a maximum of Rs. 50,000/- 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>
4. Insurance & Medical reimbursement cover to Student Concessional pass holders :	<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> <ol style="list-style-type: none"> An amount of Rs. 1.0 lakh is payable to the victim/ his next of kin in case of total incapacitation/death resulting from any vehicular accident if he/she happens to be a holder of valid student concession pass at the time of the incident. A maximum amount of Rs. 20,000/- in medical expenditure is payable to the holder of a valid pass in case of injury resulting from any vehicular accident.
5. Insurance & Medical reimbursement cover to Ticket / Day pass holding commuter :(w.e.f.1/12/2005)	<ol style="list-style-type: none"> <u>Accident relief/Exgratia Benefit:</u> 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. <u>Medical Reimbursement:-</u> 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/-
6. Insurance & Medical reimbursement cover to Chartered service/Casual Contract Commuter : (W.E.F. 26/2/2006)	<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</p>

	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/-.
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iii) Concessional travel facility to Senior Citizens (on tickets and pass rates)

- a) 25% concession on ticket rates to persons having attained an age of 60 years and above in compliance of Government directions.
- b) 10% concession on Monthly Commuter Pass rates to persons having attained an age of 60 years and above. Introduced in the year December 2006 to mark the Golden jubilee of Karnataka. This scheme is an exclusive initiative of BMTC.

Note : Personal documents such as Voter ID card, Driving license, Pan card, ID card issued by KSRTC etc are honoured for substantiating age claim.

iv) Concessional travel facility to students, Police & Fire force personnel, physically & visually challenged persons, dependents of Martyrs, freedom fighters.

- ❖ **Student Concessional Passes :** Issued to students availing formal education from class I upto post graduation. These passes are highly subsidized and issued for an academic year / semester etc. Submission of documents such as fee receipt for the current year (a certificate in case of fee exemption), latest photos, prescribed fee along with duly attested application forms are a prerequisite for availing the concessional travel facility. BMTC issues pass to a maximum one way distance of 60 kms to travel between the place of stay and place of education.
- ❖ **Police Duty Pass :** Concessional passes issued to Class 111 and IV Police Personnel attached to Police Stations situated in BMTC jurisdiction. These are person specific passes issued on six month / annual basis. Allows travel in all non-A.C. services.
- ❖ **Police Duty Summon Pass :** Station specific passes to be used for summon serving and related duties by Police Personnel attached to police stations situated in BMTC jurisdiction. These passes can be utilized by more than one person.
- ❖ **Concessional Passes to differently able persons :** BMTC extends highly concessional travel facility to persons with physical and visual debility who are in possession of passes issued by it and KSRTC on the recommendation of the Directorate of Women and Child Welfare Depart, GOK. These passes provide for a maximum one way travel of 100 kms from the place of stay of the pass holder in ordinary buses of any of the STUs of Karnataka.
- ❖ **Journalist Pass :** BMTC issues passes at very nominal rates to journalists working for print and visual media who are stationed in BMTC jurisdiction. The issue of this concessional travel facility is incumbent on meeting conditions such as possession of accreditation card issued by Information

Department, GOK, employment with an active with a Newspaper / T.V channel etc.,

- ❖ **Martyrs dependents passes :** BMTC in recognition of the services rendered to the Nation by the military Personnel by laying down their lives in the line of duty has introduced free pass scheme to their dependents (parents, spouse and children) in the year 2010. It provides for issue of free passes that allow free unlimited travel in all non-A.C. services. From June 2012 onwards these passes are issued by KSRTC and BMTC honours this pass in their buses.

Clean Environmental Initiatives :

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) **High standard of vehicle maintenance :** To ensure standard emission levels introduction of fuel efficient vehicles that comply with latest emission norms and use of bio-fuels.
- b) Use of low sulphur content HSD in its Buses.
- c) It has the youngest fleet in comparison to any State Transport Undertaking.
- d) The engines installed in its buses conform to Euro-2 and Euro-3 emission standards.
- e) 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.
- f) Experimenting with bio-fuels like Pongemia oil etc.

2. 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.

3. 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

4. COMMUTER FRIENDLY INITIATIVES :

▪ ACCIDENT RELIEF :

In the event of an accident, BMTC makes exgratia payment to the victims if they happen to be of BMTC commuters, pedestrians or those with uninsured vehicles such as bicycles, bullock carts etc. This financial relief is given in case of injury as well as in case of death. It is upto Rs. 10,000/- in case of injury and Rs. 15,000/- in case of death.

❖ **SARATHI SQUADS:**

BMTC introduced Road Patrol squads – **SARATHIS** to curb indiscipline among the BMTC running staff especially Drivers and make them adhere to traffic norms. This is done to make Bangalore roads safer both to the commuters and other road users in equal measure. Their other responsibilities includes to attend to public complaints, accidents, public unrest etc. They are deployed sector wise so as to cover all BMTC jurisdiction. Each squad is provided with telephonic connectivity to enable easy public contact. At present there are 11 squads in operation.

Sector-wise Sarathy Squad details.

Sarathy No	Sector	Sarathy No.	Sector
1	HAL / Whitefield 7760991035	2	Sarjapura Road 7760991036
3	Hosur Road 7760991037	4	Bannerghatta / Anekal 7760991038
5	Kanakapura Road 7760991039	6	Mysore Road 7760661040
7	Magadi Road 7760991041	8	Nelamangala – Tumkur Road 7760991042
9	Yelanaka – Bellary Road 7760991043	10	Kolar Road 7760991044
11	Ring Road 7760991045		

❖ **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 & call center 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 round the clock on all days of the week.

❖ **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.

❖ **CALL CENTER**

BMTC has established a 24x7 call centre to dispense information to the public and to record complaints, suggestions etc. This is connected by a toll free No. 1800-425-1663.

❖ **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 at bus stations dispense service information to the commuters apart from recording complaints, suggestions. All the major bus stations are provided with this facility which is specially helpful to new comers in the city.

❖ **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 introducing LED (Light Emitting Diode) Boards in a phased manner. Already more than half the fleet has been provided with this facility.

E-procurement :

- ❖ Public sector organizations use e-procurement for supply contracts to achieve high quality and competitive pricing in government procurement and improved transparency (to reduce corruption) in procurement services. E-procurement can provide [real-time business intelligence](#) to the vendor as to the status of a customer's needs. **E-procurement** provides services like, e-tendering, e-Auction, vendor enlistment, vendor and supplier sourcing, forward and reverse auction.
- ❖ Karnataka Government has adapted this e-procurement system in December 2007 with the initiated programme “Go-Live”. Axis bank was chosen as the principle bank for implementation of e-payment.

- ❖ Store and Purchase department of BMTC has switched on to e-procurement in the year 2010. The website address of e-procurement is www.eproc.karnataka.gov.in. The department has got the user id and password by which the tenders are up loaded. The vendors willing to participate in the tender have to register themselves(one time registration) in the e-procurement portal and obtain digital signature.
- ❖ The vendor has to pay Rs 550 and Rs 500 for tender processing fee and EMD to e-procurement through online mode of payment and the tender form fee and EMD as specified by BMTC has to be paid vide DD in the name of Director (F)& FA, BMTC.
- ❖ The bids of the tenderers will be opened on the scheduled date and time at the Central Stores, BMTC. The Purchase order will be issued to the lowest bidder subject to fulfilling the tender terms and conditions and the tender process.

❖ **EDUCATING THE STAFF :**

With the aim of spreading awareness among its staff especially 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.

DUTIES AND RESPONSIBILITIES OF DEPOT MANAGERS:

- Ensuring timely and punctual operation of services.
- Ensuring 100% availability of roadworthy and clean buses required for daily operation.
- Total compliance to Form IV.
- Proper display of standard destination boards on all buses.
- Inculcating commuter friendly attitude and duty conscious in all running staff.
- Proper display of signage in the bus identifying reservation of seats for special categories of commuters like Ladies, Senior citizens, disabled persons etc.,
- Ensuring minimum cancellation of services.
- Prompt redressal of public grievance of issues related to the depot.
- Overseeing of special operations/ emergencies if any in the depot jurisdiction area.

- Maintaining good rapport with other agencies of the Government such as jurisdictional police authorities, civic authorities, elected representatives of the people, NGOs 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.

Updating the Citizens' Charter :

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

***BMTC's property is public property.
Safeguarding BMTC property is safeguarding public property.
Help us serve you better.***

ANNEXURE -A

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 - I	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	27806240
28	Hebbala	22952281
29	K.R puram-II	22952291
30	Yelahanka-II	22952301
31	Srigandadakaval	22952311
32	Surya city	27836366
33	Poornapragna Layout	22952201
34	Kothnur Dinne	22952781
35	Kannalli	28536770
36	Bidadi	22952365
37	Kengeri -II	22747303
38	Chikkanagamangala	27848294
39	Hoskote	-
40	Dasanapura	-
41	Gunjur	-

ANNEXURE -A

LIST OF OFFICERS AND THEIR CONTACT TELEPHONE NUMBERS

Asst. Traffic Manager Kempegowda Bus Station	22952311
Asst. Traffic Manager Shivajinagar Bus Station	22952321
Asst. Traffic Manager City Market Bus Station	22952331
Asst. Traffic Manager, Shanthinagar Bus Station	22952915
Asst Traffic Manager Jayangar Bus Station /TTMC	22952350
Asst Traffic Manager Kengeri TTMC	22952358
Asst Traffic Manager Domlur TTMC	22952358
Asst Traffic Manager Banashankari TTMC	22952352
Asst Traffic Manager Yeshwanthpur TTMC	22952355
Asst Traffic Manager Vijayanagar TTMC	22952362
Asst Traffic Manager Koramangala TTMC	22952907
Asst Traffic Manager Bannerghatta TTMC	-
Asst Traffic Manager ITPL TTMC	22952187
Accident Unit	7760991032/ 22952422/22537522

ANNEXURE -A

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 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) Traffic Operation Section	22952311 22952534 22952314 22952321 22952331 22952915 22952311, 22952314 22537559
3	Public Private Participation	Chief Traffic Manager (Commercial) & Asst. Traffic Manager (Pvt)	22532525
4	Casual Contract	Area Depot Managers	7760991402-1438
5	Chartered Service	Asst. Traffic Manager	7760991011
6	Advertisement on BMTC buses & property	Chief Traffic Manager (Commercial)	7760991026
7	General Enquiry	Control Room/Call center	22952422 22952522, 1800-425-1663

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), Asst. Traffic Manager, Concerned Depot Managers	22537559 22537563 7760991402- 7760991438
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 squads	7760991035-45
3	Complaints relating to passes viz overcharging/ non-issue/refusal to issue etc.	Divisional Traffic Officer, Asst. Traffic Manager, Asst. Traffic Manager(KBS)	22537559 22537563
4	Complaints against pilferage by conductors	Asst. Traffic Manager (Line Checking) Sarathi squads	7760991113- 7760991078 7760991035-45

APPLICATION FOR ISSUE OF CONCESSIONAL BUS PASSES FOR STUDENTS

**BANGALORE METROPOLITAN TRANSPORT CORPORATION
(Student's Concessional Bus Pass Application)
To be filled in Block letters**

Full Name: DOB:.....Age:..... Gender:Blood Group:..... Postal address:..... Door #:..... Street:..... Locality:.....pin code:.....	Affix a recent Stamp size Photo of the applicant
Name of the Parent/guardian: Postal address.....	In case of Emergency to contact Tel.No: Email Address:
<p>Travel details</p> <p>Class:..... Educational Institution:.....</p> From:..... To:..... Place of Changeover:..... Validity Period:to..... March.....	
Signature of Parent/Guardian	Student's Signature
<p><u>Terms & Conditions</u></p> <p>Documents to be produced along with Pass application:</p> 1. Original fee Receipt for the current academic year. 2. Identity Card issued by the educational Institution	
<p><u>Certificate from Educational Institution</u></p> The above information furnished by the student studying in our Educational Institution is correct as per our knowledge.	
Student's Registration No:	Signature & seal of Head of the Institution
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> For Office Use only </div>	
Pass Fee Receipt No:----- Chargeable Stages:-----	Date :----- T.C. Signature -----

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 :-----

**BANGALORE METROPOLITAN TRANSPORT CORPORATION
CENTRAL OFFICES, BANGALORE-560 027.
Application for buses on Casual Contract.**

To,
The Depot Manager/Bus Stand Incharge,

BMTTC, 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.

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 -F

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

Type of service	Authorities In charge	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.	1000 hrs to 1730 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: 22537559 <u>Or</u> BMTC Call Center Ph.No.1800-425-1633, <u>Or</u> E-Mail ID: ctmobmtc@gmail.com <u>Or</u> Sarathi Squads 7760991035-45 <u>Or</u> Control Room 22952422, 7760991399 7760991499 22537522	1000 hrs to 1730 hrs 24x 7 0600 hrs to 2200 hrs 24x 7	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. Mob: 7760991026 7760991011 e-mail : ctmcbmtc@gmail.com	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	Written/telephonic, complaints forms available at depot

			Charter	and bus stations.
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ANNEXURE -G

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 special 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

Tariff for Chartered services :-

Sl. No	Schools/Colleges/ Factory	Category of bus	Rate Per km
1	Schools	Ordinary	Rs. 26.00
		Pushpak	Rs. 29.00
		Mini bus(Ordinary)	Rs. 23.00
2	Colleges	Ordinary	Rs. 27.00
		Pushpak	Rs. 29.00
		Mini bus(Ordinary)	Rs. 25.00
3	Factories and other Organizations	Ordinary	Rs. 29.00
		Pushpak/ Suvarna	Rs. 30.00
		Mini bus(Ordinary)	Rs. 25.00

ANNEXURE -J

CASUAL CONTRACT RATES

Sl. No	Type of buses	Rate per km	24 hours
1	Ordinary/Parisaravahini/ Suvarna	Rs. 26/-	Rs. 6,500/- *(250 kms)
2	Pushpak Plus/Pushpak	Rs. 30/-	Rs. 7,500/- (250 kms)
3	Mini bus (200 kms)	Rs. 21/-	Rs. 5,250/- (250 kms)
4	Vestibule	Rs .42/-	Rs. 10,500/- (250kms)

* 250 kms with Bangalore city, Sub-urban and Mofussil

Services:

- Buses can be booked in 15 Minutes at Bus Stations.
- Buses can be booked from any of the BMTC bus depots and also at Kempegowda, K R Market, Shivajinagar, Jayanagar Bus Station.

- Special discount for Schools and Colleges.
Contact : 22532525, Mobile : 7760991011

Chief Traffic Manager (opn)
BMTC