

Commuter Advisory and Facilitation Committee (CAFC)

Commuter Advisory and Facilitation Committee (CAFC) was formed in the year 2005.

BMTC Commuter Advisory and Facilitation Committee comprises of the representatives from the management of BMTC and representatives from the Public.

The Chairman of the committee shall formulate the plan of action to improve the services to the commuters by conducting meetings of the committee once in three months. The decisions taken during such meetings shall be implemented in letter and spirit so as to improve the facilities to the travelling public as well as performance of the organization.

The team of the executive committee is as under:

Chair person	Managing Director, BMTC
Vice chairman	Director (S,V & E)
Convener	General Manager (Traffic), BMTC
	Director (Information Technology), BMTC
	General Manager (Technical), BMTC
	Chief Traffic Manager (Commercial), BMTC
	Chief Planning and Statistical Officer, BMTC
	Divisional Controller, East Division, BMTC
	Divisional Controller, West Division, BMTC
	Divisional Controller, North Division, BMTC
	Divisional Controller, South Division, BMTC
	Divisional Controller, Central Division, BMTC
	Sri. Rajanna, Driver, Token No. 2727, Depot-2.
	Smt. Lakshmi, Conductor Token No. 8791, Depot-28
	Sri. Parashuram, Helper-B, Token No. 3908, Depot-09.

Non Official Members			
		Contact No.	E mail Address
Co-Chair person	Sri V.K. Somashekhar, (Managing Trustee, Grahak Shakti, Bangalore).	9448366360	vksatrmvclusters@gmail.com
Non-Official Members	1. Smt. Jayashree Ravindra – (Chair person: Projects and Campaigns.)	9448474327	jayashriravindra@yahoo.com
	2. Smt. Meera Mukund: (Member Abyudaya).	9886558853	meeramukund@gmail.com
	3. Sri C. Mahabaleswara Madhyastha: (Vice President- Karnataka Helen Keller, Handicapped Association).	9900692952	
	4. Sri. K.L. Renu, (Member Senior Citizens Forum, Bangalore).	9535236829	srcznf@gmail.com
	5. Sri. K.S .Raghuram, HSR Layout, Bangalore.	9845791089	mangalaraghuram@yahoo.co.in

	6. Sri Ashwathanarayana C.L, (Joint Secretary, Basaveshwaranagar 3 rd stage area Welfare Association, Bangalore).	9448832982	aswathanarayana@gmail.com
	7. Sri. S.S. Badarinath, (Managing Trustee, Taluk Balakedarara Hitarakshana Sangha Trust, Doddaballapura).	9242143140	badarinath.nagadala@gmail.com

The committee may interact with Commuters, NGO's, Residents Associations and other agencies. The committee shall meet once in three months or more frequently if so requested by the managing Director.

The committee will cover issues such as;

- a. Feed back mechanism, corrective actions, rapport between service provider (BMTC) and the travelling public.
- b. Citizens charter, additional support through public participation.
- c. Resolution of problems/grievance of Commuters, Employees and Citizens.
- d. Sharing of information.
- e. Support for new ventures and formulation of ideas in innovative and creative aspects aiming at improvement in the services, and
- f. Any other issues at the request of the MD, BMTC.

The committee shall submit its report from time to time to the Managing Director and will be in force until further orders.