

Chapter 1

Introduction to Transportation Services:

Transportation can be identified as the movement of people and goods from one place to another. Since civilisation, humans are trying to develop improved modes of transportation. No doubt, invention of fire was a major breakthrough in the history of mankind, so also was wheels that could help him to move places. Throughout recorded history, human beings have strived for freedom, independence and mobility. Although, the first two things are guaranteed by a nation's democracy, while mobility is provided through various modes of transportation. It can be noted that "People travel has usually led the way and transportation of things or goods has normally followed"¹.

Transportation plays an important role in the development of a country and is an indicator of social and cultural life of its citizens. Concentration of people and transportation are closely related to one another. People have travelled much in the past and will continue to do so in the future. As long as this travelling continues, the world's cultural and traditional structure will be affected.

Various modes of transportation:

As Air, Water and Land are three major elements for human beings, the modes of transportation are well in accordance with these elements. Land has been used for laying of Rails and Roads. Water and Air has been travelled with the help of Waterways and Airways respectively. These four modes of transportation are represented as follows:

1. **Roadways:** Includes Highways, City and Village streets used not only by vehicles, but also by pedestrians.

¹ Yarlagadda Srinivasulu, Marketing of Passenger Transport Services, APH Publishing Company, New Delhi, 2006

2. **Railways:** Includes both long distance and city travels i.e. Metro Rails.
3. **Waterways:** Includes Oceans, Rivers and Canals travelled with the help of Ships and Boats.
4. **Airways:** Includes Aircrafts and Helicopters.

The share of Road transportation has been continuously increasing marked by a substantial shift from Rail to Road. The hike in the prices and decreased feasible access to Rail in rural India has increased the demand towards Road transportation. Hence Roadways has become the primary mode of transport for public.

Importance of Public Transportation:

Public Transportation is a transport system that transports general public at a pre-determined and set fare. The most important and widely used public transport by a human being in his or her day to day life is Bus Service. Public Transport services when used efficiently and effectively can contribute heavily to the growth of the country. It is in the hands of the Government to provide safe and affordable transportation services. "To assume Public Transport as a Public Utility service is the most fundamental thing for any country"².

Of late, Bus transportation services have been trying to fulfill the basic needs of common man i.e. basic transportation needs in his day to day life. Most of the Bus services in India are under Government control especially, State Government and is facing huge challenges not only from Private Players and Auto Rickshaws but also from ever changing customer needs. Hence, it becomes necessary for the Government to live up to the customer expectations by playing a major role in fulfilling these changing needs.

² Yarlagadda Srinivasulu, loc.cit

Role of Government in Bus Passenger Transport:

The oldest Indian State Transport undertaking is North Bengal State Transport Corporation founded by the Raj Durbar of Kooch Behar Kingdom regime on 1st April 1945 with three buses and three trucks. Buses take up over 90% of public transport in Indian cities mostly run by State Government Transport Corporation. However after liberalisation, many private players have come on to the scene. Recently many State transport corporations have introduced various facilities like Low floor buses for handicaps and air- conditioned buses. Bengaluru was the first Indian city to introduce Volvo B7RLE intra-city buses in January 2006 and it is the first Indian city to have an air- conditioned Bus stop located near Cubbon Park. The Andhra Pradesh State Road Transport Corporation has introduced Buses with two coaches being operated in Greater Hyderabad. This improvement in quality and number of buses being operated has been the result of stiff competition, changing customer needs and continuous improvement in the Motor Vehicle Act which is being amended regularly.

Chronological Order of Motor Vehicles Act in India*:

Act	Purpose
Indian Motor Vehicles Act 1914	Response To Needs of World War- I
Motor Vehicles Act 1939	<ol style="list-style-type: none">i. Control and Regulation of Road Transport Procedures.ii. Licensing of drivers and conductors.iii. Traffic regulations, speed limits, carrying capacities, offences and penalties.
Motor Vehicles Act (Amendment) 1956	<ol style="list-style-type: none">i. Increase of Period of regular permits from 3 to 5 years.ii. Constitution of Inter state transport commission and Inter state permit system.

Motor Vehicles Act (Amendment) 1969	<ul style="list-style-type: none"> i. To facilitate operation of State Road Transport Undertakings (SRTUs). ii. Enabling provisions for Regional Transport Authorities to fix fares and rates.
Motor Vehicles Act (Amendment) 1976	<ul style="list-style-type: none"> i. Introduction of National Permit Scheme. ii. Punishment to curb drunkenness among drivers. iii. Compulsory wearing of crash helmets by motorcycle riders.
Motor Vehicles Act (Amendment) 1977	Minimum educational qualifications for drivers.
Motor Vehicles Act (Amendment) 1978	Reservation for backward classes for grant of permits.
Motor Vehicles Act (Amendment) 1988	Comprehensive central Motor vehicles rules from 1 st July 1989. this is the main instrument which regulates motor transport in India today.
Motor Vehicles Act (Amendment) 1994	As the technology is changing rapidly, new types of vehicles came on to the roads.

(Source: Veena K N (2012) - Quality Service Delivery: A Case Study of BMTC)

Hence, it can be deduced that over a period of time, there has been a continuous amendment in Motor Vehicle Act to cater to the transportation needs of public. The 1988 act is one of the significant one, as it gave rise to State Road Transport Undertakings which allowed each State to run their own State Transport Corporation. The following table shows the fleet size of each State Transport Corporation.

State Transport Corporation	Approximate Fleet Size
Bangalore Metropolitan Transport Corporation, Karnataka State Road Transport Corporation, North Eastern Karnataka Road Transport Corporation and North Western Road Transport Corporation	6597+7864+4247+4716=23484
Andhra Pradesh State Road Transport Corporation	21500
Tamilnadu State Road Transport Corporation	20200
Maharashtra State Road Transport Corporation	16050
Gujarat State Road Transport Corporation	8400
Uttar Pradesh State Road Transport Corporation	7670
Delhi Transport Corporation	6560
Kerala State Road Transport Corporation	5820
Rajasthan State Road Transport Corporation	5010
Haryana Transport Corporation	3700
Punjab and PEPSU Road Transport Corporation	3200
West Bengal State Transport Corporation, North Bengal State Transport Corporation and South Bengal State Transport Corporation	3100
Assam State Transport Corporation	1920
Himachal Road Transport Corporation	1985
Uttarakhand state Road Transport Corporation	1230
Jammu and Kashmir State Road Transport Corporation	1220
Chattisgarh Transport Union	517
Kadamba Transport Corporation (Goa)	437
Bihar State Road Transport Corporation	426
Orissa State Road Transport Corporation	345
Nagaland Transport Corporation	262
Puducherry Road Transport Corporation	105

1.1 Historical Background of Karnataka State Road Transport Corporation

Karnataka State Road Transport Corporation is one of the 64 State Transport Undertakings i.e. STUs in the public sector besides private operators in India. These STUs have a total fleet of more than 1,15,000 buses providing reliable and affordable services across the country. Karnataka State Road Transport Corporation was set up in 1961 under the provisions of Road Transport Corporation Act, 1950 with 1792 buses. Prior to 1961 it was called as Mysore Government Road Transport Department.

Karnataka State Road Transport Corporation is wholly owned by the Government of Karnataka. The Government of India is also a shareholder in this corporation. Karnataka State Road Transport Corporation is also known for the introduction of Volvo B7RLE low body city buses. These buses are air conditioned with improved tyre suspensions apart from being feasible to handicaps as well. Till August 1997, Karnataka State Road Transport Corporation had a fleet of 10,400 buses operating about 9500 schedules. In August 1997, Karnataka State Road Transport Corporation was divided and a new corporation by the name Bangalore Metropolitan Transport Corporation i.e. BMTC came into existence. In November 1997, another new road transport corporation namely North Western Karnataka Road Transport Corporation i.e. NWKRTC with corporate office in Hubli was formed to cater to the transportation needs of North Western parts of Karnataka. Finally, on 1st October 2000, the North Eastern Karnataka Road Transport Corporation i.e. NEKRTC was formed with its corporate office in Gulbarga.

Karnataka State Road Transport Corporation operates services within Karnataka as well as to far flung destinations such as Trivandrum, Mumbai and Vijayawada among others. It runs different types of buses to suit every section of the society. Its main mission is “Meeting Challenges with Innovation”. As of 2010, Karnataka State Road Transport Corporation was the largest state-owned Volvo fleet operator in India. It services almost all villages in Karnataka. At present 92 % villages are served by Karnataka State Road Transport Corporation (6743 out of 7298 villages) and operate

6463 schedules in a day covering an effective distance of 23.74 lakh Kilometers with a total fleet of 7599 buses. It transports on an average 24.57 lakh passengers per day.

1.2 Profile of North Eastern Karnataka Road Transport Corporation

North Eastern Karnataka Road Transport Corporation i.e. NEKRTC was established on 1st October 2000 with its corporate office in Gulbarga after having been separated from Karnataka State Road Transport Corporation for providing “Adequate, Efficient, Economic and properly coordinated road transport services” in North Eastern Part of Karnataka.

Currently, North Eastern Karnataka Road Transport Corporation is operating 3588 schedules covering 12.94 lakh kilometers carrying 10 lakh passengers every day and is serving 92% of the villages in its area (3859 out of 4203) with transport facility. Its infrastructure includes- one corporate office, 08 divisional offices, 41 depots, 108 bus stands and 4716 buses. North Eastern Karnataka Road Transport Corporation primarily caters to the transportation needs of traveling public in following districts:

- Gulbarga
- Raichur
- Bidar
- Yadgir
- Bellary
- Koppal
- Hospet
- Bijapur

A) Services for the commuters

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, Shivamoga, Hubli, Davangere, Bellary and other important Cities within Karnataka. These services are also extended in the Inter-state Cities like Tirupati, Hyderabad and Chennai. Ultra Deluxe services are popularly known by brand name “Rajhamsa”.
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. Mofussil 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 “Ishanaya Vahini”.
6. “Sagarnadu-150” Services: These services are operated between Gulbarga to Surpur with Ordinary fare in sufficient frequency.
7. “Golgumbaz-220” Services: These services are operated between Gulbarga to Bijapur with adequate frequency for the convenience of the commuters.
8. “Karanja-180” Services: These services are operated between Gulbarga to Bidar with plenty of frequency.
9. “Krishana-120” Services: These services are operated on promotional fare between Bijapur-Belgaum.
10. City and Suburban Services: These Services are mainly operated in Gulbarga, Bellary, Hospet, Raichur, Bidar, Yadgir and Bijapur Cities. The transport department is running hi-tech city buses named Kalyana Karnataka in Bidar, Nrupatunga in Gulbarga, Vijayapura in Bijapur, Girinagara in Yadgir, Rayaratha in Raichur,

Kishkindha in Hospet, Vijayarath in Hospet and Bhuvanavijay in Bellary.

11. Non Stop Services: Non Stop services from point to point are operated between Bellary to Hospet and Bidar to Gulbarga.

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 Jatra's, 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.

Terms and Conditions governing the Casual Contracts: The maximum number 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 6-12 years shall be charged half of the ticket fare. The security deposit to the extent of 20% is collected in addition to the amount collected for the casual contract.

Incentive for Promoting Casual Contract: Individuals, Agents, Retired Employees of North Eastern Karnataka Road Transport Corporation 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.

Chartered Contract Services: North Eastern Karnataka Road Transport Corporation is providing buses on chartered contract basis to Industries/Institutions public undertaking, private factories, recognised educational institutions.

- a) Bus facility on chartered contract basis to the parents and teachers association to transport children to schools at concessional rates is extended.
- b) For hiring the buses on chartered contract, the respective jurisdictional Divisional Controllers, or the Chief Traffic Manager, North Eastern Karnataka Road Transport Corporation, Central Offices, Gulbarga may be contacted.

E) The Concessional Travel Service:

Monthly Seasonal Tickets: Monthly Seasonal Tickets traveling up to 150.5 kms every day are provided. These tickets are highly cost effective for regular travelers. These tickets cannot be transferred.

Freedom Tickets: These concessional tickets are “Travel as you like cards” which can be used to undertake journey’s within Karnataka State for a period of one week. These tickets cannot be transferred. The pass rates are as follows:

Class of Service	Peak Season Period Pass Rate		Normal Season Pass Rate	
	Adult in Rs.	Child in Rs.	Adult in Rs.	Child in Rs.
Ordinary/ Express	900	450	800	400
Rajahamsa/ Semi Sleeper	1800	900	1600	800

“One day pass” facility: North Eastern Karnataka Road Transport Corporation has introduced One day bus pass facility to its commuters on selected routes. This facility has been provided at Gulbarga, Bidar, Yadgir and Bijapur Divisions. 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 the following table:

Sl. No	Route		Current Fare in Rs.
1	Gulbarga	Shorapur	125.00
2	Gulbarga	Shahapur	115.00
3	Gulbarga	Jewargi	65.00
4	Gulbarga	Sedam	100.00
5	Gulbarga	Shahabad	50.00
6	Gulbarga	Bidar	210.00
7	Gulbarga	Humanabad	105.00
8	Gulbarga	Aland	80.00
9	Bijapur	Jamkhandi	120.00
10	Bijapur	Sindagi	110.00
11	Bijapur	Athani	145.00
12	Bijapur	Devala Hippargi	75.00
13	Bijapur	Nidagundi	115.00
14	Bidar	Humanabad	100.00
15	Koppal	Gangavati	85.00
16	Koppal	Gadag	110.00
17	Koppal	Kushtagi	80.00
18	Kushtagi	Ilkal	65.00
19	Sindhanur	Raichur	150.00
20	Sindhanur	Bellary	160.00
21	Sindhanur	Gangavati	85.00
22	Sindhanur	Lingusuguru	95.00

23	Raichur	Lingusuguru	175.00
24	Hospet	Kampli	55.00
25	Hospet	Gangavati	75.00
26	Hospet	Koppal	70.00
27	Hospet	Torangal	60.00
28	Hospet	Bellary	105.00
29	Bellary	Torangal	60.00
30	Kudalgi	Hospet	80.00
31	Hospet	Hagar Bommanahalli	70.00
32	Bijapur City Bus Daily Pass		30.00
33	Gulbarga City Bus Daily Pass		30.00
34	Bidar City Bus Daily Pass		25.00
35	Hospet City Bus Daily Pass		20.00
36	Bellary City Bus Daily Pass		25.00
37	Yadgir City Bus Daily Pass		20.00
38	Koppal City Bus Daily Pass		20.00
39	Sedam City Bus Daily Pass		20.00
40	Raichur City Bus Daily Pass		25.00

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.

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 following table:

Sl. No	Pass Description	Duration in Months	Current Fare in Rs.
1	Students upto 7th Standard	10	Free
2	High School Students	10	600
		5	300
3	High School Students (Female)	10	400
		5	200
4	College and Diploma Students	10	900
		5	450
5	ITI Students	12	1150
		6	575
6	Professional Courses like Medical and Engineering	10	1400
		5	700
7	Evening College Students and PhD Scholars	10	1200

Documents to be furnished:

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

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 Superintendent., 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.

- Blindness.
- Partial Blindness
- Persons recovered from Leprosy.
- Hearing Impaired.
- Disability in Movement
- Persons with Mental Disability.
- Persons with Mentally Retarded.

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 Superintendent., Chief officer of Medical college Hospital and Concerned Surgeons and Physicians, and Bangalore Medical Board.

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.

- Royalties to the approval of sainik delivery order awards.
- Royalties Sanctioned from Karnataka state Auditor General.
- 4 Recent Passport size photos attested by the Gazette officer.
- The other Documents required by the Deputy Commissioner for the verification.

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.

- Royalties to the approval of sainik delivery order awards.

- Royalties Sanctioned from Karnataka state Auditor General.
- 4 Recent Passport size photos attested by the Gazette officer.
- The other Documents required by the Deputy Commissioner for the verification.

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 dependent includes Martyrs Father, Mother, Wife and dependent sons.

Free Bus Pass to the Recognized Press persons: have been issued to travel free in all categories of services operated by NEKRTC in the state.

Free Bus Pass to the National Awardees: have been issued to travel free in all types of buses operated by NEKRTC within the State as well as in the Inter-state jurisdictions. The national awards include Padamsri, Padambhushan, Paramveerchakra and Mahaveerchakra

Pass Issue Counters: Pass issue counters function from 10.00 hours to 17.00 hours at all Bus Stations.

F) AWATAR on Line Reservation Services:

North Eastern Karnataka Road Transport Corporation introduced Any Where Any Time Advance Reservation system at all major bus stations in the jurisdiction of North Eastern area. The traveling passengers can book the tickets in advance at North Eastern Karnataka Road Transport Corporation counters as well as franchisees counters throughout 24 hrs in a day. Bookings can be made through Mobiles (E-tickets). Bookings can be made on line (Internet booking), the persons traveling with a ticket booked on line has to produce copy of Voters ID Cards, Driving License, Passport, Pan Card, Rational Card, as ID proof while making journey.

G) AWATAR Booking Discount:

- a) Presently Group Booking Discount of 5% is allowed to the passengers traveling in a group of 4 or more passengers.
- b) For the Passengers, traveling in a group of 10 or more 8% discount is allowed.
- c) Return journey discount of 10% will be extended only if the passengers book both for onward and return journey simultaneously.

H) Cancellation of Reservation Tickets:

The Cancellation of Advance Reservation Tickets is made as per the prevailing rules of North Eastern Karnataka Road Transport Corporation. The rules in existence with effect from 1st September 2001 are as shown in following table:

Upto 72 hours before departure time	Cancellation fee at 10% of basic fare
Between 72 hours and 2 hours before departure	Cancellation fee at 25% of basic fare
Between 2 hours and 1 hour after departure from origin	Cancellation fee at 50% of basic fare
Beyond 1 hour after departure time	No refund

I) Luggage Rates:

Transportation of luggage is classified as follows:

a) Light Luggage: Articles that are occupying more space and low weighing are to be charged at 10 kilograms per unit. Following articles are classified as light luggage:

- i) Cotton bales non pressed, ii) Beedi leaves, iii) Plastic Utensils or pipes,
- iv) Aluminum utensils or pipes and v) Flowers.

b) Heavy luggage: Heavy luggage to be charged at 20 kilograms per unit.

- i) Agricultural produces, vegetables and fruits, ii) Manure, iii) Pulses and seeds,

iv) Motors, pumps and iron pipes, v) Suit cases and bed rolls and vi) Cocoons.

c) Pet Animals:

i) Dog should be charged at rate equivalent to one adult passenger's fare.

ii) Rabbit, pup, cat, bird, and monkey shall be charged at child fare.

d) Portable Articles:

i) Truck Tyre- 4 units (60 Kilograms), ii) Computer monitor, refrigerator, bicycle, film box, washing machine, car tyre- 2 units (20 kilograms).

The luggage rate is 0.50 rupee for 2 stages or subject to a minimum of Rs.5.00.

Newspaper bundles will be charged at Rs.1.50 per unit of 5 kilograms.

J) Social Obligations:

1. Two seats have been reserved in Rajahamsa and higher class of services for lady passengers traveling single. In Mofussil buses, nine seats and fourteen seats in city or suburban services are reserved for them.

2. Two seats have been reserved in Mofussil and City bus services for physically handicapped passengers.

3. The corporation is extending free or concessional travel facility to students, physically handicapped, blind, freedom fighters and journalists

4. One day pass holders are permitted to travel free within city limits wherever city and suburban services are operative.

5. North Eastern Karnataka Road Transport Corporation provides concession in passenger fare for senior citizens about 25% of bus fare, having age of 65 years and above.

6. Special Promotional fares are charged to selected long distance destinations in AC Sleeper, Rajahamsa and other express buses.

7. Additional services to pilgrimage and tourist places are operated during festivals, summer vacation, fairs and holidays.

8. To enhance the usage of Information Technology in day-to-day operations Electronic Ticketing Machines have been deployed in all the depots. They are convenient, user- friendly, light weight apart from being speedy and accurate, reducing manual entry of way bills and generation of MIS reports of travel based.

9. Passenger amenities like refreshment rooms, drinking water facility, seating arrangements, display of time tables, enquiry counter, pass issue counters, advance booking counters, luggage booking counters, separate toilets and urinals for gents and ladies, two and four wheeler parking, CCTV, Book stall, fruit stall, STD booths are provided at bus stands with up gradation.

10. North Eastern Karnataka Road Transport Corporation has undertaken massive afforestation programme in its office premises. Diesel particulate filters have been fitted to reduce particulate emission. All the buses adhere to vehicular emission norms.

K. Safety Measures:

1. Speed control devices are fitted to all North Eastern Karnataka Road Transport Corporation buses.

2. Proper and periodic training is imparted to the drivers.

3. Frequent Breath Analyzer is conducted to avoid drunken driving.

4. Proper maintenance schedules are followed meticulously in order to keep the buses fully roadworthy.

5. “Road Safety Day” is celebrated on every last day of the month in all depots

6. Passengers Insurance Scheme:

a) Accident Relief cover of Rs. 2.50 lakhs to the legal heirs of passengers and Rs. 50000.00 for non passengers who die in accidents involving Corporation buses.

b) An Insurance fee is being collected from the passengers based on the value of the ticket as follows.

Ticket Value in Rupees	Insurance fee in Rupees
Upto 19.00	Nil
20.00 to 49.00	1.00 per ticket
50.00 to 99.00	2.00 per ticket
100.00 and above	3.00 per ticket
Upto 400.00 on Monthly passes	10.00 per ticket
400.00 and above Monthly passes	20.00 per ticket
Freedom Tickets	50.00 per ticket
Casual Contract Vehicles	100.00 per day
Chartered Contract Vehicles	1.00 per km

c) Injured passengers will be paid as under,

1) Loss of sight (two eyes) – Rs.1,00,000/-

2) Loss of sight (one eyes) – Rs.50,000/-

3) Loss of limb – Rs.50,000/-

4) Loss of foot – Rs.50,000/-

5) Loss of index finger – Rs.15,000/-

6) Loss of thumb – Rs. 5,000/-

d) In case of break-downs, as soon as the message is received, alternative or arrangements will be made within two hours. In the meantime passengers will be allowed to travel in other buses of the Corporation even in higher class of services without charging extra and higher class of service meets with breakdown the passengers are accommodated in lower class of services and the difference fare will be refunded.

L) Suggestions and Complaints:

a) North Eastern Karnataka Road Transport Corporation welcomes complaints from the traveling public and takes a pledge to attend to them as early as possible and redress them within a maximum of 30 days.

b) All Drivers, conductors, Traffic controllers, Traffic Inspectors etc., wear prescribed uniform with name badge and posse's identity cards while on duty.

c) Any suggestions/complaints can be recorded in the registers kept at the bus station for the purpose. They can also be dropped in "Suggestion/Complaints Box" kept at all the bus stations. Complaints can also be sent to the concerned bus station Incharge, Depot Manager, Divisional Controller, Chief Traffic Manager, North Eastern Karnataka Road Transport Corporation Gulbarga and or Managing Director North Eastern Karnataka Road Transport Corporation, Gulbarga Complaints can also be sent to the following e-mail: mdNEKRTCglb@gmail.com.

d) Complaint can be of any nature i.e. non-issue of tickets, issue of used tickets, indecency/rude behavior of the crew and other staff, corrupt practices, smoking by the crew, not stopping of buses at authorized bus-stops, stopping of buses at unauthorized places, rash driving, drunken driving, non-operation of services, inaction by the in-charge of bus stations when approached for any help etc.,

e) All complaints/suggestions will be acknowledged within 07 (seven) days and a final reply on action taken will be given within 30 days thereafter. Further, depending

on the gravity of the complaint, disciplinary action will be initiated against the erring staff and enquiry will be conducted. If necessary complainant will also be called to present for the enquiry for which journey ticket will be sent to him by Corporation. Cases will be disposed off based on the findings of the Inquiring Authority.

f) If complaints are not attended in time and not replied, the complainant can write to the Divisional Controller of the concerned Division and or Managing Director about their grievances. The names of Divisional Controllers, their address, telephone numbers are displayed in the concerned Bus-stations.

g) At the Central Offices of North Eastern Karnataka Road Transport Corporation, a Grievances Cell has been established. All grievances are computerized and action taken on grievances is regularly monitored.

The Corporation buses also act as a media of advertising with following tariffs:

Panels	Max Area (Square Feet)	Expense per board in Express (Rupees)	Expense per board in Ordinary or City (Rupees)
Back	4x2=12	500.00	500.00
Side	36	Nil	1500.00
Inside	2x1=2	200.00	200.00

Area Available: With local tax extra

- Full bus advertisement- Minimum period of six months.
- City, Ordinary and Express bus- Rs.4500 per bus per month.
- Service tax of 10.36%

Bulk discount is also available as below:

1. 4350 square feet per month for minimum 3 months- 5%.
2. 8700 square feet per month for minimum 3 months- 10%.

3. 43500 square feet per month for minimum 3 months- 15%.
4. 130,000 square feet per month for minimum 3 months- 25%.

Thus North Eastern Karnataka Road Transport Corporation not only caters to the commuter's transportation needs commercially but also socially.