

CITIZEN CHARTER

PREAMBLE:

This charter is a commitment of OSRTC administration to:

- ✓ Provide safe, regular and reliable Bus services.
- ✓ Set and adhere notified standards for various services wherever possible.
- ✓ Ensure operation of Bus services as notified and provide requisite passenger facilities including computerised seat reservations at major Bus Stations.
- ✓ Ensure courteous behaviour by its staff and crew.
- ✓ To provide service during emergent situations.
- ✓ To provide passenger amenities at Bus Stations.
- ✓ To provide transportation facilities to Police and Para-military forces during emergency.

TICKET ISSUE AND RESERVATIONS:

- ✓ OSRTC provides computerised reservations at all major Bus stands and Franchise Booking Agents at other Bus Stands wherever adequate demand exists.

SPECIAL AND CHARTER BUSES:

- ✓ Information shall be given in advance through media for special buses pressed into operation on occasions such as festivals like Car Festival and Return car Festival.
- ✓ Charter bus services will be made available on hire on requisition at rates notified for purposes like pilgrimage, marriages, leisure travel etc

CONCESSIONAL /FREE TRAVEL:

- ✓ **OSRTC** endeavours to provide Concessional fares to Freedom fighters, students, handicapped persons, rural journalists all over the State. As per the policy of the Govt. and financial viability.

PASSENGER AMENITIES:

- ✓ Facilities like booking arrangements, benches, lighting, drinking water, urinals, passenger waiting hall, stalls with eatables/beverages etc., will be generally made available at important Bus Stations

GRIEVANCE REDRESSAL:

- ✓ The Complaint / Suggestion boxes are available in buses.
- ✓ The complaints/suggestions are immediately acknowledged and action taken is reported.
- ✓ For any enquiries/suggestions/grievances, the passengers can contact the concerned Unit Officers.

SAFETY:

- ✓ **OSRTC** endeavours to provide safe Bus service.
- ✓ Payment of compensation through out-of-court settlement in accident cases are made after receipt of legal heir certificate and other required documents.

CLEANLINESS:

- ✓ **OSRTC** endeavours to provide clean buses and bus stands.

REFUNDS:

- ✓ As far as possible, refunds can be obtained at the computerised/non-computerised counters in case of failure to provide bus due to unavoidable circumstances, the fare collected would be refunded including reservation fee.
- ✓ In case of failure to provide the specified type of bus or failure to function air conditioning in A.C. buses etc. appropriate amount of fare difference would be refunded.
- ✓ In case of enroute breakdown of bus where alternative service could not be provided, the proportionate fare for untraveled portion would be refunded.

CO-OPERATION FROM PASSENGERS:

- ✓ **OSRTC** is a Govt. undertaking. Help it to serve you better.
- ✓ Cooperation from general public is sought in maintaining cleanliness of buses and bus stands, cordial relations between fellow-passengers and OSRTC staff.

FOLLOWING HELP FROM TRAVELLING PUBLIC IS SOLICITED:

- ✓ Tendering exact fare and demand correct ticket.
- ✓ Reducing mishaps during boarding/alighting buses in motion.
- ✓ Do not carry prohibited articles.
- ✓ Safeguarding buses and treating them as their own property.
- ✓ By not unauthorised occupying seats reserved for women, handicapped, etc

- ✓ Not smoking in Buses and Bus Stations.

DISPLAY OF CITIZENS' CHARTER:

- ✓ **OSRTC** Web site: <http://www.osrtc.in> will also carry this charter, apart from disseminating useful information about OSRTC and its services to the browsers.