


No. 6493 /OSRTC, Bhubaneswar, dt. 30/5/16  
IM(TR)-18/2015

## OFFICE ORDER

The Board of Directors of OSRTC in the 147<sup>th</sup> Board Meeting held on dt.17.05.2016 has approved to implement the orders of Transport Commissioner, STA, Odisha, Cuttack for refund of bus fare by surrendering/cancelling the ticket booked by the passenger on receipt of written/online request as per the procedure stated below.

Sl No.	Name of the cases	Amount of bus fare to be refunded.
1	Where ticket is surrendered/cancelled before 24 hours of scheduled departure timing of bus from the place of boarding.	-- Amount will be refunded by deducting 10% of total fare paid.
2.	Where ticket is surrendered/cancelled within 24 hours and before 12 hours of scheduled departure timing of the bus from the place of boarding	-- Amount will be refunded by deducting 25% of total bus fare.
3.	Where ticket is surrendered/cancelled within 12 hours and before 04 hours of scheduled departure timing of bus from place of boarding.	-- Amount will be refunded by deducting 50% of total fare paid.
4.	Where ticket is surrendered/cancelled within 04 hours and before one hour of scheduled departure timing of bus from the place of boarding.	-- Amount will be refunded by deducting 75% of total fare paid.
5.	Where ticket is surrendered/cancelled within one hour of scheduled departure timing of bus from the place of boarding.	-- No amount will be refunded.

  
 General Manager (A)  
 O.S.R.T.C.