

**KADAMBA TRANSPORT
CORPORATION LIMITED**

CITIZEN CHARTER

INTRODUCTORY

PROFILE

FARE STRUCTURE

LIST OF OFFICES/DEPOTS

LIST OF BOOKING OFFICES

CONTACT PERSONS

SERVICES

INTER STATE DEPARTURES

SHUTTLE SERVICES

SCHOOLSERVICES

SPECIAL PILGRIMAGE SERVICES

HIRING OF BUSES ON CONTRACT

PASS SERVICES ON SHUTTLE SERVICE

OTHER SERVICES

PARCEL SERVICES

MAIL SERVICES

CONCESSIONS

REFUND RULES

Introductory

PROFILE

Kadamba Transport Corporation Limited was set up by the Government of Goa as a company in the year 1980 with the objective of providing safe, reliable, time saving, efficient, comfortable and affordable services to the travelling public.

The entire share capital of the Company is held by the Government of Goa. The total share capital as on date is Rs. 25.90 crores. The capital invested was utilised to develop the infrastructure of the Corporation like construction of depots, bus stands, central workshop and acquisition of buses. The corporation has a fleet strength of 432 no. of vehicles.

The Corporation since its inception has been operating in competition with the private operators. We are unable to meet the entire demand of public transport but we are presently operating 87690 kms per day. The liberalisation policy, the amendment in the Motor Vehicle Act 1988 and the increasing input cost in terms of material and labour have had a direct impact on the cost of operation. The Corporation has still endured to provide the best means of transport to the people of Goa thereby assisting in the economic growth of the State.

Fare Structure

1. The maximum fares chargeable with effect from 16th August 2004 by the operators of stage carriage /city buses plying in the state of Goa is as under

Stage Carriage

- | | |
|--|-----------------|
| (i) Maximum fare upto 4 kms | Rs.4.00 |
| (ii) Maximum fare for subsequent km and part thereof | Rs 0.35 per km. |

City Buses

- | | |
|--|------------------|
| (i) Maximum fare for the first stage of 2 kms | Rs. 3.00 |
| (ii) Maximum fare for the subsequent km. or part thereof | Rs. 0.45 per km. |

Luxury Buses

- | | |
|---|-----------------|
| (i) Minimum fare upto 4 kms..... | Rs 4.00 |
| (ii) Maximum fare for subsequent km | Rs 0.70 per km. |

2. The maximum fares chargeable by the operators of stage carriage plying point to point with no standing passengers in the state of Goa shall be at the rate of Rs. 0.55 per km. rounded off to the nearest rupee.

3. The maximum special fares chargeable by the operators of stage carriages plying from konkan Railway stations to the place shown below on point to point basis, shall be at the rate detailed below:-

- | | |
|-------------------------------------|-----------|
| (i) Karmali Rly station to Panaji | Rs. 20.00 |
| (ii) Tivim Rly. Station to Mapusa | Rs. 7.00 |
| (iii) Margao Rly. Station to Margao | Rs. 7.00 |

Provided that the fares charged at every stage for stage carriages and city Buses involving fraction of 0.51 paise and above may be rounded off to the next higher rupee and fraction of 0.50 paise and less than to be ignored.

List of offices/depots

Name of the Company KADAMBIA TRANSPORT CORPORATION LIMITED

Registered Office Parasio de Goa,, Alto Porvorim, Bardez Goa,
Head Office Pin code 403521

Depots

- 1) Depot Manager
Panaji Depot
Near K T C bus terminus
Panaji Goa Tel. No. 2438029
- 2) Depot Manager
Margao Depot
Near Margao Bus Stand
Margao, Salcetta Goa Tel No. 2714699
- 3) Depot Manager
Vasco Depot
Near Vasco Bus stand
Vasco Goa. Tel No.2515670
- 4) Depot Manager
Porvorim Depot
Porvorim Bardez Goa Tel. No. 2417713
- 5) Works Manager
Porvorim Bardez Goa Tel No. 2417712

List of Booking offices

IN GOA

PANAJI

Kadamba Bus Terminus
Panaji goa
Tel No.2438035

MARGAO

K.T.C. Margao Bus stand
Margao
Tel No.2701986

PONDA

Old bus Stand
Ponda Goa
Tel.No 2311050

VASCO

K.T.C. Bus stand
Vasco Goa
Tel. No 2513505

M,APUSA
K.T.C. Bus Stand
Mapusa Goa
Tel No. 2262161

SANKHALI
K.T.C. Bus stand
Sankhali Goa
Tel No. 2364392

OUTSIDE GOA

BELGAUM
Belgaum Railway station
Tel contact No. 2427580

Belgaum Central Bus Stand
Tel No. 2400811- 13 ext.231

PUNE
At Pune Railway Station Bus Stand
Mobile No.9850431152

BANGALORE
Central Bus Stand
Bangalore Tel. No. 22351958

Authourised Booking Agents

SHIRDI
Sai Yatri Tours and Travels
Shirdi Tel. No. 2255322

MUMBAI
Amsons Tours and Travels
Mumbai Tel No. 22038936

MUMBAI
Taj Travels
Mumbai Tel No. 24189013

MYSORE
Durgamba Travels
Mysore Tel. No. 2443946

BANGALORE
S.R. Tours and Travels
Bangalore Tel No. 22352922

We also provide return journey and onward journey booking facility to the passengers.

CONTACT PERSONS

Contact Officer for citizen
Charter

Shri S.V.Naik
General Manager
Kadamba Transport Corporation Ltd.
Parasio de Goa, Alto Porvorim
Bardez Goa. Pin code 403521
Tel No 2415902
Mobile No.9422441045

Other Responsible officer

Shri S.L. Ghate
Divisional Traffic Officer
Kadamba Transport Corporation Ltd.
Parasio de Goa, Alto Porvorim
Bardez Goa. Pin code 403521
Mobile No.9422441041

email address

ktcl@sancharnet.in

SERVICES

INTER TATE TIMINGS FOR DEPARTURE FROM PANAJI INTER STATE BUS STAND

PANJIM BUS STAND DEPARTURE TIME (MAHARASHTRA)

K. T. C.					M. S. R. T. C.				
Sr. No.	ROUTE	KMS	TIME	FARE	SR.N O.	ROUTE	KMS	TIME	FARE
1	PNJ -Sawantwadi	71	6.15	33/-	1	PNJ – Radhanagar	189	7.00	87/-
2	PNJ – Sawantwadi	71	7.00	33/-	2	PNJ – Solapur	528	7.15	87/-
3	PNJ – Poona(semi)	485	7.00	246/-	3	PNJ – Poona	497	7.30	260/-
4	PNJ – Vengurla	65	7.15	28/-	4	PNJ – Malwan	145	8.00	63/-
5	PNJ – Kolhapur	233	8.00	112/-	5	PNJ –Kolapur	--	8.00	96/-
6	PNJ – Korjai	97	8.00	44/-	6	PNJ – Miraj	327	8.30	142
7	PNJ – Sawantwadi	59	8.25	25/-	7	PNJ -Ganpatipule	270	8.45	138
8	PNJ –Malwan	109	9.00	52/-	8	PNJ –Kolhapur	233	9.30	106
9	PNJ/Patrdevi/S'wadi	59	9.15	25/-	9	PNJ –Miraj	300	10.00	124/-
10	PNJ/Patradevi/S'wadi	59	9.45	25/-	10	PNJ – Poona	485	10.00	260
11	PNJ –Malwan	108	10.00	52/-	11	PNJ – S'Wadi	59	10.30	25/-
12	PNJ –Miraj	310	10.30	155/-	12	PNJ – Vengurla	65	10.45	29
13	PNJ/Patrdevi/S'wadi	59	10.45	25/-	13	PNJ – Kurundwads	--	11.00	131/-
14	PNJ –Miraj	317	12.00	142/-	14	PNJ – Malwan	134	11.30	63/-
15	PNJ -Banda	44	12.30	20/-	15	PNJ – Vengurla	65	12.00	29/-
16	PNJ –Vijayadurga	195	12.30	92/-	16	PNJ –Ratnagiri	257	12.30	211/-
17	PNJ/Patradevi/S'wadi	59	12.45	25/-	17	PNJ – Devgad	183	13.30	
18	PNJ –Vengurla	65	13.00	28/-	18	PNJ –Vengurla	165	14.00	29/-
19	PNJ/D'marg/Swadi	71	13.15	33/-	19	PNJ/Tilari/Belgaum		14.00	
20	PNJ –Kolhapur	233	13.30	112/-	20	PNJ – Vijaydurga	195	14.15	92/-
21	PNJ – Malwan	134	14.50	63/-	21	PNJ/D'Marg-s'wadi	71	14.30	33/-
22	PNJD'marg/S'wadi	71	14.45	33/-	22	PNJ – Kolhapur	300	15.00	96/-
23	PNJ/Patrdevi/S'wadi	59	15.25	25/-	23	PNJ/-Kolhapurl	233	15.30	106/-
24	PNJ –Tillari	56	16.3	26/-	24	PNJ – PTR-S'wadi	59	16.00	25/-
25	PNJ –Banda	44	17.15	20/-	25	PNJ- Mahableshwar		9.00	
26	PNJ – Terekhol	62	17.30	27/-	26	PNJ – Poona	485	17.00	260/-
27	PNJ – Tillari	56	17.40	26/-	27	PNJ – Vengurla	65	17.15	29/-
28	PNJ/Patradevi/S'wadi	59	17.45	25/-	28	PNJ/Usmanabad	590	17.30	270/-
29	PNJ/Patradevi/S'wadi	59	18.15	25/-	29	PNJ – Pune	485	18.00	260/-
30	PNJ -Poona luxury	485	19.00	*	30	PNJ – Pune	485	21.00	260/-
31	PNJ -Shirdi volvo	679	19.15	*					
32	PNJ-Mumbai volvo	580	18.30	*					
33	PNJ – Solapur	528	20.00	232/-					

- Rates would vary with seasonal discounts

PANJIM BUS STAND DEPARTURE TIME (KARNATAKA)

K. T. C.					K. S. R. T. C/A. S. R. T. C.				
SR. NO.	ROUTE	KM S	TIME	FARE	SR.NO.	ROUTE	KMS	TIME	FARE
1	PNJ – Mangalore	405	06.15	164/-	1	PNJ – Bhatkal	245	05.30	89/-
2	PNJ/Chorla/Belgaum	130	06.15	52/-	2	PNJ – INDI	370	05.30	
3	PNJ/Anmod/Belgaum	160	06.30	65/-	3	PNJ – Puttur		07.00	160/-
4	PNJ – Saundatti	214	06.45	87/-	4	PNJ – Chikoddi	232	07.15	
5	PNJ –Hubli	205	07.00	78/-	5	PNJ – Kudalgi		07.30	147/-
6	PNJ/chorla/Belgaum	130	08.30	52/-	6	PNJ – Saundatti	214	07.45	82/-
7	PNJ\Anmod./Belgaum	160	08.45	65/--	7	PNJ – Shimoga	374	08.00	145/-
8	PNJ /Belgaum(LUX))	130	09.00	82/-	8	PNJ – Ilkul		08.25	170
9	PNJ – Hospet	344	09.30	142/--	9	PNJ – Bellari	404	08.30	
10	PNJ/Anmod/Belgaum	160	10.00	65/--	10	PNJ – RON-HBL	205	08.30	
11	PNJ –Chikkodi	202	10.15	82/-	11	PNJ – Badami	342	09.30	116
12	PNJ/Anmod/Belgaum	160	11.00	65/-	12	PNJ –Hospet	344	10.30	129
13	PNJ –Badami	342	11.30	129/-	13	PNJ – Saundatti		11.15	82/-
14	PNJ Hubli	205	12.15	79/-	14	PNJ/Chorla/Belgao	130	12.00	51/-
15	PNJ/Anmod/Belgaum	160	13.00	65/-	15	PNJ /Belgao	160	12.00	62/-
16	PNJ – Hubli	205	13.15	79/-	16	PNJ – Dharwad	187	12.30	68/-
17	PNJ/Chorla/Belgaum	130	13.30	52/-	17	PNJ –Hubli	205	13.45	72/-
18	PNJ/Mangalore	405	13.30	164/-	18	PNJ – Honnavar	152	14.00	76/-
19	PNJ /Raichur	510	15.00	221/-	19	PNJ – Hydrebad APSRTC		14.00	
20	PNJ –Mysore	624	15.00	271/--	20	PNJ – CHRL-BGM	130	14.30	52/-
21	PNJ/Chorla/Belgaum	130	15.30	52/-	21	PNJ – hubli	205	15.00	72/-
22	PNJ/Anmod/Belgaum	160	16.30	65/-	22	PNJ – Bangalore	641	15.30	351
23	PNJ /Gulbarga	526	17.00	217/-	23	PNJ – Gulbarga	526	17.45	197
24	PNJ /Bangalore(lux)	641	17.45	300/-	24	PNJ –Hubli	205	18.30	72/-
25	PNJ –Bijapur	370	18.30	152/-	25	PNJ –Ilkul	395	19.30	171
					26	PNJ – HBL	205	19.30	72/-
					27	PNJ – Davangiri		20.30	120
					28	PNJ – Bijapur	370	20.30	140
					29	PNJ – MNGL	405	20.30	212
					30	PNJ – Bagalkot	305	21.00	118
					31	PNJ – Gajendragad	330	21.15	112

***NB RATES ARE SUBJECT TO CHANGE AS PER GOVT.NOTIFICATION ISSUED FROM TIME TO TIME**

SHUTTLE SERVICES.

The corporation in tune with its objective of providing comfortable and efficient services provides these point to point services through mini/midi buses connecting the major commercial towns like Panaji, Margao, Vasco, Mapusa, Ponda, Curchorem. These services have less waiting time and only seating passengers with additional facility of drop into the city during office timing .i.e. upto 10 a.m in the morning.

The fare for these services are as under

Panaji to Margao and viceversa	Rs 17.00
Panaji to Vasco and viceversa	Rs 17.00
Panaji to Mapusa and viceversa	Rs 7.00
Margao to Curchorem and viceversa	Rs 11.00
Panaji to Ponda and viceversa	Rs.15.00
Margao to Vasco and vice versa	Rs 15.00

SCHOOL SERVICES

The Corporation operates special services to the schools as per the School timings based on the request of the school and as per the request made by the school. The services are operated on the monthly passes issued to the students based on the amount collected by the school management.

The services are offered to the following Schools

1. Our Lady of Rosary High School Donapaula
2. Sharada Mandir High School Miramar
3. Kendriya vidhyalaya I.N.S.Mandovi Verem
4. Hegdewar High School Panaji
5. Sanjay School Porvorim
6. Vidhya Prabhodini High school Porvorim
7. St. Joseph High School Verna
8. Regina Mundi High School Vasco
9. St. Theresa High School Vasco
10. Don Bosco High School Netravali
11. Almeida Hugh school Ponda

SPECIAL PILGRIMAGE SERVICE

ASHTAVINAYAKA TOUR

The Corporation has introduced a special Ashtavinayaka tour by A.C. buses at weekends. The darshan of vinayakas is very important for peace, self-esteem and courage. The Chintamani of the thevur, Mayureshwar of Morgao, Sidhivinayak of Sidhtek, Mahaganapati of Rangao, Vighneshwar of Ozar, Girijatmak of Lenyadri, Varadvinayak of Mahad, Balleishwar of Pali. Are worshipped for the super power. The tour covers 1600 kms and at the rate of Rs 2500 per person. The booking of this tour can be done at any of our booking offices at the bus stand or at any depots.

VALANKANNI PILGRIMAGE TOUR

We also operate a special pilgrimage tour to Our Lady of Vailankanni church Nagapattam Tamilnadu during the Novenna and feast. The booking of the same is done at any of our booking offices in advance.

HIRING OF BUSES ON CONTRACT

Casual Contract Rates

The Casual contract rates for Volvo A.C.luxury.S/Luxury,Mini Buses are as follows.

<i>Type of contracts</i>	<i>Types of buses</i>		<i>Minimum Kms</i>	<i>Upto 100 Kms</i>	<i>Beyond 100 km</i>	<i>Minimum Amount</i>	<i>Detention amount</i>
Round contract	A/C Volvo	45 Seater	100	Rs.40/-	Rs 40/-	Rs.4000/-	Rs.4000/-
	Luxury	35 Seater	100	Rs.30/-	Rs. 25/-	Rs.3000/	Rs.2500/-
	Semi/Luxury	50 Seater	100	Rs.25/-	Rs. 20/-	Rs.2500/-	Rs.2000/-
	Mini-Bus	30 Seater	100	Rs.20/-	Rs.16/-	Rs.2000/-	Rs.1600/-
	Mini Bus	23 Seater	100	Rs.18/-	Rs,14/-	Rs.1800	Rs.1400/-
	Mini Bus	18 Seater	100	Rs.20/-	Rs.20/-	Rs.2000/-	Rs.2000/-
Drop contract	A.C. Volvo	45 Seater	75	Rs.50/	Rs.50/-	Rs.3750/-	
	Luxury	35 Setaer	75	Rs.38/-	Rs.35/-	Rs.2850/	
	Semi/Luxury	59 Seater	75	Rs.35/-	Rs.30/-	Rs.2625/-	
	Mini Bus	30 Seater	75	Rs.25/-	Rs.22/-	Rs.1875/-	
	Mini Bus	23 Seater	75	Rs.22/-	Rs.20/-	Rs.1650/-	
	A.C. Mini	18 Seater	75	Rs.35/--	Rs.35/-	Rs.2625/-	

The terms and conditions in brief are as follows.

1. For Students rates shall be Rs.2/- less per Km on all types of buses.
2. For Govt. departments, Election Commissioner, Police dept. and Collector 's office, minimum Kms be taken 75 kms and charge as per students rates and other Govt. departments shall be charged as usual rates.
3. Taxes & Fees shall be paid by the party.
4. Buses if operated more than 10 hrs in a day, additional charges of rs.100/- per hour shall be recovered . No extra charges for first 0 to 30 minutes but from 30 to 60 minutes be considered as one hour and shall be charged accordingly.
5. If bus is booked for half day i.e morning from 7.00 hrs 13.00 hrs or from 13.00 hrs to 20.00 hrs charges shall be 3/4th of rates given above with same minimum Kms defined.
6. Students concession shall be also extended on Inter state routes .
7. permit fee shall be Rs.150/- for any permit.

PASS SERVICE ON SHUTTLE SERVICE

Monthly Pass System is implemented on shuttle services with effect from 01/12/2004.

1. Panaji- Margao – Panaji	- Rs.780
2. Panaji – Vasco – Panaji	- Rs.780/-
3. Margao-Vasco - Margao	-Rs690/-
4. Panaji – Ponda -Panaji	-Rs.690/-
5. Panaji -Mapusa -Panaji	-Rs320/-
6. Margao-Curchorem-Margao	-Rs505/-

. Passes are issued under following conditions.

01. 23 days to & fro amount is charged.
02. No one way pass to be issued.
03. Pass should be purchased from T.C., or ticket issue clerk..
04. Pass can be used on all KTC buses except for A.C. & luxury. They can travel A.C. Or Luxury buses by paying difference in fare on endorsed route.
05. Pass is valid on specified route.
06. Pass is not transferable.
07. Passengers can directly board the bus on punching the ticket..
08. Passes are available at the counter or Booking Clerk of respective Depot.
- 09 Passes available on any day with proportionate fare charges.
- 10 Pass holder to carry pass daily. No passenger shall be allowed without pass on the bus.
- 11 .Pass can be cancelled /surrendered any time, at any place with refund entitlement of Proportionate charges collected... Additional amount of Rs.30/- towards service charges in advance shall be charged .
12. Pass holders can board at bus station only and in between boarding shall not be allowed on shuttle buses. He/she can board on other buses at any point on specified route.
13. Passes will be punched by counter clerk, conductor or Traffic Controller,
14. This pass system scheme is implemented w.e.from 1st,December, 2004.
- 15 KTCL reserves the right enforce/delete/modify shuttle pass scheme without prior notice.

OTHER SERVICES

PARCEL SERVICE

Parcel System is available on the K.T.C. Operated routes Of Goa and Inter State.

RATES

Rates for unaccompanied document and parcel are given below.

A - Document small envelope Rs. 20/-
Document File Size Rs. 40/-

B - Parcel

Distance below 200km

above 200kms.

Up to 2 kg	Rs. 20	Rs. 40/-
2 kg up to 10 kg	Rs. 30/-	Rs. 60/-
10kg up to 20 kg	Rs. 50/-	Rs. 100/-

Handling charges to be paid by consignee = Rs. 10/- per Parcel

No Handling charges for documents & Envelopes

WHARFAGE CHARGES PER DAY :-1) Rs. 5/- for document & parcel
up to 5 kg
2) Rs. 10/- for parcel above 5 kg
Max parcel wt is 20 kg only.

Portage Charges :- 1) No portage charges shall be paid to porter
2) Conductor to load and unload the parcel
3) Parcel above 10kg will be paid loading charge of
Rs. 2/- per parcel to conductor during parcel
handling.

RULES AND REGULATION OF BOOKING PARCEL ARE AVAILABLE FOR

PERUSAL WITH THE TRAFFIC CONTROLLERS AT THE K.T.C BUS STANDS

MAIL SERVICES

We carry the postal mails to the different locations and villages in the state of Goa as per the request of the postal authorities

CONCESSIONS

(A) Honourable Member of Legislative Assembly;

The MLA's are provided 100% concession on intrastate routes on production of Identity card issued by the Legislature Department

(B)Freedom Fighters:

Freedom fighters are given 100% concession on intrastate routes on producing of Identity cards issued by Home Department

C) Senior Citizen

The Senior citizens are provided 50% concession on intrastate routes on producing of Identity card issued by the Social Welfare Department.

D) Students:

Students are given 50% concessions on intrastate routes on producing of identity card issued by schools/colleges/institutes

(E) Blind person:

The blind person is provided 100% concession on intrastate routes on producing of Identity card issued by the Social Welfare Department.

(F) Handicapped person:

The handicapped is provided 100% concession, however for 40% disability he is provide with 50% concession on intrastate routes on producing of Identity card issued by the Social Welfare Department.

(G) Cancer Patient:

The cancer patient is given 100% concession to travel on intrastate and interstate routes for medical treatment on producing of Medical certificate issued by Goa Medical College/Tata Memorial Hospital

REFUND RULES

The refund rules in brief are stated herebelow

The cancellation of advanced tickets booked can be done at the following rates at all the booking offices of the corporation and the authorised agents

- a) Three days before the date of journey 10% of the amount shall be deducted towards cancellation charges
- b) Two days before the date of journey 15% of the amount shall be deducted towards cancellation charges
- c) One day before the date of journey 25% of the amount shall be deducted towards cancellation charges
- d) Two hours before the journey 50% of the amount shall be deducted towards cancellation charges

LOST TICKET

The passenger is required to purchase a fresh ticket for the same seat and the date of travel and on completion of travel he is required to send an application within 30 days attaching the ticket he/She travelled and reference of the date of booking of the old ticket and the booking office and submit this application to any of our booking offices for onward submission and verification. The refund shall be made at the desired address after deducting 10% and the Money order or Demand draft charges as applicable.

BREAKDOWN

In case of breakdown of services and no alternative arrangement made the proportionate fare shall be refunded

The refund of ticket in any cases shall be made within 30 days from the date of travel

To,
The Director (IT) &
Ex officio Jt. Secretary to Govt. of Goa.
EDC house, Mezzanine Floor,
Panaji Goa.

Sir,

Ref : Your circular No. 10(7)/DOIT/citizen charters/2005/1998

With reference to the above circular we are forwarding herewith the information which provides the brief details on the various services offered by the Corporation. This information may be uploaded in the website. The additional information related to intrastate operation shall be submitted later.

I hope you do the needful at the earliest

Thanking you

Yours faithfully

(ARUN DESAI)
Managing Director