



**TRAVEL**

**EASILY**

**COMFORTABLY**

**SAFELY**

**PUNCTUALLY**

**IN RSRTC BUSES**

## **RSRTC A Birds Eye View**

For enhancing the convenience of Rajasthan's travelling public, Rajasthan State Road Transport Corporation was set up on 1<sup>st</sup> October, 1964 under the provisions of Road Transport Act 1950. Ever since the corporation was set up in 1964 a well co-ordinated and integrated transport policy was framed to achieve basic goals and secure social stability; this was achieved through national integration of minds with the required political cohesion and social interaction. This facilitated free personnel movement inside the country RSRTC is proud of its national role and its firm resolve to expand its operation taking pride in corporate discipline and resolute management with the objectives and targets of all round development. We have on record an impressive pattern of road transport growth over the years. Our fleet has increased to 4802 from 421. We are transporting daily about 10.74 lacs passengers and operating on routes connecting 32 districts of Rajasthan and neighboring states. For better convenience of the passengers. RSRTC has set up all planned bus stands in all the important locatin with all public amenities as weel as way side bus stands erected at almost all the boarding points throughout Rajasthan. RSRTC is also fully aware of its social responsibilities and providing free and concessional travel to a series of sections of the society including Press People, Freedom Fighters, Blind, Cancer Patients, Handicapped etc.

Extended travelling facility to the colonies and sub-urban towns in and around Jaipur city. Irrespacespective of the heavy financial loss on this operation, RSRTC has been operating about 250 city buses per day. For late night passengers, selected city night service buses connecting Railway Station, Bus Stand have also been operated by RSRTC. The process of development and expansion of facility to the commuters is regular process in RSRTC and RSRTC is rightly

expending its responsibility. For declaring its public responsibility this citizen charter has been published for better transparency and accountability.

## Objective

The corporation's main objectives are:

To provide efficient, adequate, safe and well co-ordinate passenger transport service.

Through the development of transport facility, developing of this virgin Desert land for our national economy. With these objectives RSRTC has been providing services not only on notified routes but also on Non-Nationalized routes for the convenience of the public. Inter State Services are also being extended to the neighbouring states for a co-ordinated service system.

## **Service Details:-**

### **1. VOLVO Airconditioned Services:-**

RSRTC Provides VOLVO buses for Convenient and comfortable journey between Jaipur-Delhi, Delhi -Jodhpur and Delhi Via Jaipur, Udaipur, Ahemdabad, Jaipur- Ganganagar. RSRTC Also Planed to started Major Cities of State , Tourist & Relieases Places and Hill Stations as soon as.

### **2. Sleeper A/c Coach:-**

For Night service RSRTC provide Facilities of A/c Sleeper Coach for Jaipur-Ahemdabad, Jaipur-Haridwar, Jaipur- Jodhpur, Jaipur-Udaipur, Jaipur-Mount Abu etc. RSRTC Planed to Provide services for other stations and extend the facilities and level.

### **3 Sleeper Non - A/c Coach:-**

There are 8 sleeper coach Non A/c provide on Jaipur-Gwalior, Jaipur-Viratra Mata, Jaipur-Jaiselmer, Jaipur- Lakhnaw.

### **4 Air Conditioned (Pink Line Services) :-**

RSRTC provides Air Conditino Services for a conventent and comfortable journey in the main routes like Jaipur-Delhi, Jaipur-Agra and Jaipur Udaipur.

**5 Super Deluxe- (Silver Line Services):-**

More than 150 Deluxe bus services were made available connecting District Head Quarters as well as towns and cities within and out side neighboring state.

**6 Long Distance Express and Night Services (Blue Line Services):-**

RSRTC Operates Express Bus Services all over the State and to neighbouring States with better bus condition at lesser travelling time and for the convenience of the passengers, operate night services throughout the state as the neighbouring states.

**7 Inter State Services:-**

RSRTC operates inter state services to the neighbouring state of Delhi, Haryana, Utter Pradesh , Panjab, Chandigarh, Madhya Pradesh, Gujarat, Maharashtra, Uttaranchal, Himachal Pradesh and Jammu & Kashmir.

**8 Ordinary Services:-**

For Short distance and village travelers, RSRTC operates services connecting town and Panchayats to the District and Tehsils as well as to the nearby villages.

**9 Mela Services :-**

Catering to the services for the social and religious gathering, RSRTC operate Special Mela Services.

**10 CTS Services:-**

For extending travelling facility to the far end colonies in and arrounding jaipur city, RSRTC operates city busses. The city services transfer to JCTSL but operated by the RSRTC.

**Passenger Amenities**

At all the Bus Stations seven days advance reservation of tickets facility is available free of charge.

For Passangers of Jaipur City Through 40 Kiyosk on line ticketing facility for Air conditioned, Deluxe, Semi-Deluxe and Express busses is available on additional payment of Rs. 10/- as service charges.

Facility to book six seats in each service through telephone is also available for passengers boarding at Jaipur.

Other than CBS Jaipur on line booking facility is available free of cost at RSRTC countries at Narayan Singh Circle and Ghat Gate, Jaipur.

For Member of Parliament, Legislative Assembly ladies and handicapped people RSRTC has reserved special quota seat in each service.

At 27 major Bus Stands like Jaipur, Ajmer, Jodhpur, Kota, Bikaner, Udaipur, Delhi, Ahmedabad etc. Computerized Reservation along with return ticket facility is available.

Holder of Return ticket are allowed 10% concession in fare for travelling at RSRTC Buses.

### **Concessional Monthly Passes**

For express and ordinary services RSRTC provide concessional travel facility @50% to the students and 40% to the general passengers. Pass holders who obtain this facility continuously for three months will get additional 5% rebate on pass amount and 10% for another three month period. Now passes can be get issued even in the middle of the month but only with the pass for subsequent months.

### **Passenger Insurance**

For ensuring a safe and secured journey RSRTC has introduced a new insurance Scheme by charging additional one rupee from passengers for travelling above 60 km. or ticket valued above Rs. 20/- in case of accident immediate relief up to Rs. 50,000/- is admissible in this scheme.

### **Time Table**

For giving details of the services RSRTC has exhibited Time Table in all the Bus Stands. A pocket time table showing timings of AC, Deluxe and Semi Deluxe Buses is also available at a very nominal cost of Rs. 1/- only at various bus stands/books stalls.

### **Air Conditioned Waiting Room**

Air Conditioned Waiting rooms are available at CBS Jaipur and Bikaner House, New Delhi, Udaipur, Ajmer, Jodhpur.

### **Inquiry Service**

In all the bus stands and at booking stations RSRTC provides inquiry facility from where passengers can obtain service details.

### **Suggestion and Complaints**

RSRTC always welcomes suggestions for improvement in the quality of service. Complaints and Suggestion Boxes/books are available at all bus station to record the opinion of passengers. In addition through RSRTC help line at phone number 9610300900 passengers can lodge their complaints/suggestions at head office control room phone number 2367043. Passengers can record their suggestion/complaints round the clock.

### **Other Facilities**

Clock Room facility is available at all the major bus stands.

STD/PCO Services are available at all RSRTC bus stands.

Porters are available at CBS Stand, Sindhi Camp, Jaipur.

<b>S.No.</b>	<b>Particulars</b>	<b>Officer Concerned</b>	<b>Duration of Disposal</b>
1.	For Inter State Bus Operation	E.D. (Traffic)	3 Months
2.	For Bus Services at Nationalized Routes	E.D. (Traffic)	7 Days
3.	For Bus Services at Non-Nationalized Routes	E.D. (Traffic)	5 Days
4.	For City Bus Operation	E.D. (Traffic)	3 Days
5.	For Sub- Urban Bus operation	E.D. (Traffic)	7 Days
<b>(ii)</b>	<b>Construction of Bus Stands</b>		
1.	For Bus Stand at Big Cities	E.D./GM	3 Days
2.	Bus Stands at Villages/New Places	E.D./GM	10 Days
3.	Construction of Bus Stands	E.D.(Adm.)	1 Months
4.	Expansion of Existing Bus Stands	E.D.(Adm.)	1 Months
<b>(iii)</b>	<b>For Facilities at Bus Stands</b>		
1.	For Passangers Sheds	E.D.(Adm.)/GM	2 Months
2.	Arrangement for Seats	Chief Manager	7 Days
3.	Cleanness of Toilets	Chief Manager	1 Day
4.	Cleanness of Bus Stands	Chief Manager	2 Days
5.	Complaints against items sold at the shop of Bus Stand	Chief Manager	1 Day
6.	Regarding STD/PCO	Chief Manager	1 Months
7.	For Drinking Water	Chief Manager	1 Day
8.	For Canteen Facility	Chief Manager	1 Months
<b>(IV)</b>	<b>Complaints of Travelling Public</b>		

1.	Regarding Driver	Chief Manager	3 Days
2.	Panctually of Busses	Chief Manager	3 Days
3.	Complaint Against Crew	Chief Manager	3 Days
4.	Against Staff Inquairy	Chief Manager	3 Days
5.	For Public Amenity at Bus Stand	Chief Manager	3 Days
6.	Behaviour of Driver/conductor in journey	Chief Manager	3 Days
7.	Regarding Excess	Chief Manager	3 Days
8.	For not Giving Ticket	Chief Manager	3 Days

### **Duties of Passanger**

1. Corporatino Buses are your property. Taking care of them is your responsibility.
2. Please travel with a ticket. Travelling without a ticket is a crime. Travelling above the bus and getting up/down on a moving bus is risky.
3. Please co-operate in keeping the bus stands and buses clean. Don't smoke inside the bus. While travelling please don't carry any explosive/inflammable items.
4. Please make use of suggestion box & complaint register.
5. Travelling in unauthorized buses is unsafe. Risky and illegal.