

**KADAMBA TRANSPORT  
CORPORATION  
LIMITED  
CITIZEN CHARTER**

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# INTRODUCTORY

## PROFILE

Kadamba Transport Corporation Limited was set up by the Government of Goa as a company in the year 1980 on Dussehra Day, 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 ₹.94.64 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 565 no. of vehicles.

The Corporation since its inception has been operating in competition with the Private Operato`. We are unable to meet the entire demands of public transport, but we are presently operating 78299 kms. Per day. The Liberalisation Policy, the amendment in the Motor Vehicle Act, 1988 and the increasing input costs 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 28 March 2013 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                                      | ₹. 8.00      |
| (ii) Maximum fare from 4.1 to 10 kms                             | ₹.0.80       |
| paise for every additional km or 10 kms onwards or part thereon. |              |
| (iii) 10 kms onwards.....  | ₹.0.65 paise |
| for every additional km or part thereof.                         |              |

2. The maximum fares chargeable w.e.f. 20.10.2014 by the operators of stage carriage plying point to pint with no standing passengers in the state of Goa shall be at the rate of ₹. 1.20 per k.m. rounded off to the nearest rupee.

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** : KADAMBA TRANSPORT CORPORATION LIMITED  
**Registered Office** : Parasio De Goa, Alto Porvorim, Bardez - Goa,  
**Head Office** : Pin Code - 403521

- DEPOTS**
- (1) Depot Manager  
Panaji Depot  
Near KTC Bus Terminus  
Panaji-Goa.  
Tel. No. 0832 - 2438029
  - (2) Depot Manager  
Margao Depot  
Near KTC Bus Stand  
Margao, Salcete-Goa.  
Tel No. 0832 - 2714699
  - (3) Depot Manager  
Vasco Depot  
Near KTC Bus stand  
Vasco-Goa.  
Tel No. 0832 - 2515670
  - (4) Depot Manager  
Porvorim Depot  
Porvorim Bardez-Goa.  
Tel. No. 0832 - 2417713
  - (5) Works Manager  
KTCL, Central Workshop,  
Porvorim, Bardez-Goa.  
Tel. No. 0832 - 2417712

List of Offices / Depots

Kadamba Goa Office's

Sr.no.	KTCL Office	Contact Number Booking	Mobile No.
1	KTCL-Bangalore-Karnataka	080-22351958	099480571263
2	KTCL Belgaum-Karnataka	0831-2451640	
3	KTCL-Pune- Maharashtra	09850431152	

Kadamba interstate office's

Sr.no.	KTCL Office	Depot Contact No	Contact No. Traffic	Contact Number Booking	Mobile No.
1	KTCL Panaji-Goa	0832-2438029	0832-2438034	0832-2438035	09923001904
2	KTCL Margoa-Goa	0832-2714699	0832-2701986	0832-2714670	
3	KTCL Vasco-Goa	0832-2515670		0832-2513505	
4	KTCL Porvorim-Goa	0832-2417713			
5	KTCL Central Workshop-Goa	0832-2417712			
6	KTCL Ponda-Goa	0832-2311050		0832-2311050	
7	KTCL Mapusa			0832-2262161	
8	KTCL SankhelimGoa			0832-2366511	

Kadamba Booking Agents

Sr.no.	Agents	Place	Contact No.	Mobile No.
1	Manual J. Rodrigues	Margao		9823456298
2	Sayyad Ajamoddin F	Shirdi		9371675999
3	Vivekanand K. Pirankar	Mumbai		9987485172 9819049730
4	Ace Marketing	Vasco	0832-2510154	9422437161
5	Dattaprasad G. Arvindekar	Sawantwadi		9423305225
6	Mathew D' costa	Margao		9822482648
7	Mukesh Sharma	Ponda		942097090
8	Konkan Tours & Travel	Mumbai		9324439846 7498642143
9	Vishwakamal Tour & Travel	Ponda	0832-2314554	
10	Virender Bisht	Mumbai		9900435292
11	Vishnu kumar	Bangalore		9739402964 9379944939
12	CIRT/ Radiant Infosystems Ltd.	Bangalore		9448444891
13	Pankaj Dessai	Margao		9822154231 9945124182
14	Abhibus Service India Limited	Hyderabad		9502922227
15	New Deccan Travel	Hyderabad		9246505712 8801251661
16	M.Narsimhulu	Hyderabad		9049160095
17	Satyendra Mohan Tari	Sawantwadi		9860838518
18	Ticketgoose India Pvt Ltd.	Chennai		91+4430151010
19	Umesh H. Shetty	Belgaum		

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

**N.B ONLINE BOOKING FACILITY IS AVIALABLE AT OUR WEBSITE** [www.goakadamba.com](http://www.goakadamba.com)

## **CONTACT PERSONS**

<b>Contact Officer for Citizen Charter (1)</b>	<b>Shri. Sanjay L. Ghate</b> General Manager Kadamba Transport Corporation Ltd. Parasio de Goa, Alto Porvorim, Bardez-Goa. Pin Code - 403521 Tel. No. 0832 - 2415901 Mobile No. 9422441041
Other Responsible Officer	Divisional Traffic Officer Kadamba Transport Corporation Ltd. Parasio de Goa, Alto Porvorim, Bardez-Goa. Pin Code - 403521
Email Address	<a href="mailto:kadambapo@yahoo.com">kadambapo@yahoo.com</a>
Online Booking Website	<a href="http://www.goakadamba.com">www.goakadamba.com</a>
Complains of Online Booking	<a href="mailto:kadambabook@gmail.com">kadambabook@gmail.com</a>
Suggestion & Complains	<a href="mailto:amchikadamba@gmail.com">amchikadamba@gmail.com</a>

## SERVICES

### INTERSTATE TIMINGS FOR DEPARTURE FROM PANAJI, INTER STATE BUS STAND

#### PANAJI BUS STAND DEPARTURE TIME (MAHARASHTRA)

K. T. C. L.				
Sr. No.	Route	Kms.	Time	Fare
1	PNJ – Sawantwadi via Dodamarg	71	6.15	67/-
2	PNJ – Sawantwadi via Dodamarg	71	7.00	67/-
3	PNJ - Vengurla	65	7.15	66/-
4	PNJ - Kolhapur	233	8.00	245/-
5	PNJ – Sawantwadi	59	8.25	51/-
6	PNJ –Malwan	109	9.00	113/-
7	PNJ/Patrdevi/S'wadi	59	9.15	51/-
8	PNJ/Patradevi/S'wadi	59	9.45	51/-
9	PNJ – Malwan	108	10.00	113/-
10	PNJ – Miraj	310	10.30	305/-
11	PNJ/Patrdevi/S'wadi	59	10.45	51/-
12	PNJ – Miraj	317	12.00	298/-
13	PNJ – Banda via Madura	44	12.30	50/-
14	PNJ – Vijayadurga	195	12.30	193/-
15	PNJ/Patradevi/S'wadi	59	12.45	51/-
16	PNJ - Vengurla	65	13.00	66/-
17	PNJ/D'Marg/S'wadi	71	13.15	67/-
18	PNJ - Kolhapur	233	13.30	245/-
19	PNJ - Malwan	134	14.50	135/-
20	PNJD'marg/S'wadi	71	14.45	67/-
21	PNJ/Patrdevi/S'wadi	59	15.25	51/-
22	PNJ - Tillari	56	16.30	57/-
23	PNJ – Banda via Madura	44	17.15	50/-
24	PNJ - Tillari	56	17.40	57/-
25	PNJ/Patradevi/S'wadi	59	17.45	51/-
26	PNJ/Patradevi/S'wadi	59	18.15	51/-
27	PNJ-Poona (Luxury)	485	19.00	*
28	PNJ-Shirdi (Volvo)	679	19.15	*
29	PNJ-Solapur Luxury	528	20.00	630

\*Rates would vary with seasonal discounts.

## PANAJI BUS STAND DEPARTURE TIME (KARNATAKA)

<b>K. T. C. L.</b>				
<b>Sr. No.</b>	<b>Route</b>	<b>Kms</b>	<b>Time</b>	<b>Fare</b>
1	PNJ/Chorla/Belgaum	130	06.15	113/-
2	PNJ/Anmod/Belgaum	160	06.30	141/-
3	PNJ - Saundatti	214	06.45	193/-
4	PNJ -Hubli	205	07.00	186/-
5	PNJ/Chorla/Belgaum	130	08.30	113/-
6	PNJ/Anmod/Belgaum	160	08.45	141/-
7	PNJ/Belgaum (LUX)	130	09.00	150/-
8	PNJ- Hospet	344	09.30	326/-
9	PNJ/Anmod/Belgaum	160	10.00	141/-
10	PNJ - Badami	342	11.30	314/-
11	PNJ - Hubli	205	12.15	186/-
12	PNJ/Anmod/Belgaum	160	13.00	141/-
13	PNJ - Hubli	205	13.15	186/-
14	PNJ/Chorla/Belgaum	130	13.30	113/-
15	PNJ /Raichur	510	15.00	750/-
16	PNJ - Mysore	624	15.00	*
17	PNJ/Chorla/Belgaum	130	15.30	113/-
18	PNJ/Anmod/Belgaum	160	16.30	141/-
19	PNJ /Gulbarga	526	17.00	510/-
20	PNJ /Bangalore Volvo	641	17.45	*

**\*NB: RATES ARE SUBJECT TO CHANGE AS PER GOVERNMENT 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/big buses connecting the major commercial towns like Panaji, Margao, Vasco, Mapusa, Ponda, Curcholem. These Services are non-stop without standees and hence, travel time is less, besides passengers are dropped inside the City during office timings.

The Fare for these services is as under:

Panaji to Margao and vice versa	₹.40.00
Panaji to Vasco and vice versa	₹.37.00
Panaji to Mapusa and vice versa	₹.15.00
Margao to Curcholem and vice versa	₹.24.00
Panaji to Ponda and vice versa	₹.34.00
Margao to Vasco and vice versa	₹.36.00



## **SCHOOL SERVICES**

The Corporation operates special services to the schools as per the School timings based on the request of the schools and colleges as per the request made by the school / colleges. The services are operated on the Monthly / Term 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, Dona Paula.
- 2.Sharada Mandir High School, Miramar.
- 3.Kendriya Vidhyalaya I.N.S.Mandovi, Verem.
- 4.Hedgewar High School, Cujira
- 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.Kendriya Vidhyalay, Ponda.
- 12.People's High School, Panaji.
- 13.Don Bosco, Panaji.
- 14.Mushtifund High Schoo, Cujira
- 15.Kendriya Vidhyalay, Bambolim.
- 16.St. Cruz High School, St. Cruz.
- 17.Holy Family High School, Porvorim.
- 18.Bal Bharati Vidya Mandir, Ribandar.
19. Dempo Higher Secondary school, Cujira
20. Harmal Panchakroshi High school, Harmal
21. Ganpat Parsekar College Harmal
22. People high school, Panaji
23. Don Bosco college of Engineering, Fatorda
24. Rayeshwar college of Engineering, Shiroda
25. Agnel Institute of Technology & Design, Verna
26. Dalvi High School , Pale Assagao
27. Deep vihar High School Vasco Sada
28. Kendriya Vidyalaya, Vasco
- 29.PCC College of Engineering, Verna
- 30.Multi pupose High School,Verna
- 31.Multi faculty College Dharbandora
- 32.Candalaria high School, Baina Vasco
- 33.Dayanand High School, Chodan

## 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, selfesteem and courage. The chintamani 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 ₹.4876/- per person. The booking of this tour can be done at any of our booking offices at the bus stand or at any depots.

### HIRING OF BUSES ON CONTRACT Casual Contract Rates

The Casual Contract rates for Volvo A. C., Luxury, Semi Luxury, Mini Buses are as follows:

Type of Contract	Types of buses	Min. K.M.	Charge & per km.	Amount	Detention Amount
Round Contract	A.C.Volvo 45 Seater	200	₹. 70/-	₹.14000/-	₹.8000/-
	Luxury 45 Seater	200	₹. 50/-	₹.10000/--	₹.5000/-
	Semi Luxury 40 Seater & above ( High back)	150	₹45/-	₹.6750/-	₹.3000/-
	Mini Bus 39-46 Seater	150	₹.40/-	₹.6000/-	₹.3000/-
	Mini Bus 30-38 Seater	150	₹.35/-	₹.5250/-	₹.3000/-
	Y-1 Series A.C. 27 Seater	150	₹.45/-	₹.6750/-	₹.3000/-
	Y-1 Series Lux.36 seater	150	₹.45/-	₹.6750/-	₹.3000/-
Drop Contract	A.C.Volvo 45 Seater	100	₹. 105/	₹.10500/-	NIL
	Luxury 45 Seater	100	₹.75/-	₹.7500/-	
	Semi Luxury 40 Seater & above ( High back)	90	₹.67.50	₹.6075/-	For
	Mini Bus 39-46 Seater	90	₹. 60/-	₹.5400/-	
	Mini Bus 30-38 Seater	90	₹. 52.50	₹.4725/-	All
	Y-1 Series A.C. 27 Seater	90	₹. 67.50	₹.6075/-	
	Y-1 Series Lux.36 seater	90	₹.67.50	₹.6075/-	Categories

Above revised rates are in supersession to earlier order and same are applicable to private as well as Government departments.

Further maximum contracts on interstate as well as interstate routes shall be operated on the strength of stage carriage permits as per the earlier order No.649 dt.29.09.2012 in order to facilitate the party by not charging the service tax on the bill amount. Any casual contract bus operated without stage carriage permit shall be informed to this office.

The revised terms and conditions are:-

- (1) Recognized institute Students rates shall be charged - ₹.2/- less per Km. on all types of buses.

- (2) Service tax @12.36% on 40% of the contract / bill amount shall be paid by the party in case contract is operated on special permit as per Note No.KTC/ACCTs-H.O/2014-15/2060 dtd16.03.2015 (copy enclosed). Border taxes and Toll fees shall be paid by the party.
- (3) Students Concession shall be extended on Interstate routes too.
- (4) Other Terms & Conditions to be signed by party is enclosed.
- (5) Any additional expenditure like passenger tax, toll and parking fees, if paid by KTCL shall be recovered from hiring party and advance shall be accordingly taken.
- (6) No extension or diversion of route is permitted without holding valid permit by crew.
- (7) If bus is utilized between 20.00 hrs to 05.00 hrs. ₹.500/- to be charged in addition.
- (8) Buses if required in the morning before 05.00 hrs, depot is allowed to send bus at party's place on first day evening for party's convenience. The driver shall be paid additional allowance of ₹.100/- for night stay in such case.
- (9) Cancellation rates are modified in terms and conditions.
- (10) No detention charges applicable for interstate operation .(Ref.No.KTC/TRF/9-1/05-06/577 dt.25.07.2005)
- (11)The starting and ending point of the contract will be from respective depot from where the bus / buses is / are taken on contract or from the point of start in case of school bus. This circular comes into force w.e.f. 01.04.2015. The casual contracts booked till 31.03.2015 shall be charged as per existing rates.

### **PASS SERVICE ON SHUTTLE SERVICE**

Monthly Concessional Pass System is implemented on shuttle services with effect from 01/01/2013.

1. Panaji- Margao - Panaji	- ₹. 970/-
2. Panaji - Vasco - Panaji	- ₹. 898/-
3. Margao - Vasco - Margao	- ₹. 874/-
4. Panaji - Ponda - Panaji	- ₹. 826/-
5. Panaji - Mapusa - Panaji	- ₹. 370/-
6. Margao – Curchorem - Margao	- ₹. 586/-
7. Panaji –Sankhali	- ₹. 826/-

## **Passes are issued under following Conditions.**

1. 23 days to & fro amount is charged.
2. No one way pass to be issued.
3. Pass should be purchased from T.C. or Ticket Issue Clerk.
4. Pass can be used on all KTCL buses, except for A. C. & Luxury. They can travel A. C. or Luxury buses by paying difference in fare on endorsed route.
5. Pass is valid on specified route.
6. Pass is not transferrable.
7. Passengers can directly board the bus on punching the ticket.
8. Passes are available at the Counter or Booking Clerk of respective Depot.
9. 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 ₹. 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 1<sup>st</sup> 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 RATES**

As per circular no.KTC/TRF/32(155)/16-17 dtd.15.12.2016.Rates for unaccompanied document and parcel are given below as per

1.Envelope	=₹.45/-
2.Parcel upto 2kg	=₹.60/-
3.Parcel 2 kg to 5 kg	=₹.80/-
4.Parcel 5 kg to 10 kg	=₹.100/-
5.Every 1 kg & above 10 kg	=₹.15/-

Parcel with volume & less weight will be charged as below

Size:-2ft X 1ft	=₹.100/-
Size above	=₹.150/-

- 6.Commission charges to the driver peer parcel =₹.05/-
7. Commission charges to the dealing hand per parcel =₹.01/-

The depot Manger, Margao / Panaji/ Vasco/ Porvorim is asked to give instructions to TC's posted at shuttle to accept the parcels as per above referred rates.

The official posted for parcel should confirm that while charging the rates to the party should be taken not to undersign.

There is no change in commission paid to driver and controller. All other terms conditions will remain same.

All concerned to note and implement effectively.

## **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 within the State of Goa.

#### **(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.

#### **(H) AIDS PATIENT: 50%**

### **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.