

**KADAMBA
TRANSPORT
CORPORATION
LIMITED
CITIZEN
CHARTER**

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INTRODUCTORY

PROFILE

The Kadamba Transport Corporation Ltd. is a state Transport Undertaking of the state of Goa. It was established in the year 1980 under Companies Act, 1956 with the objective to provide safe, reliable, comfortable, punctual effective and efficient passenger transport to the traveling public. The entire Share Capital of the Company is held by the Government of Goa. The total Share Capital as on date is Rs. 108.44 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 540 no. of vehicles.

The Corporation since its inception has been operating in competition with the Private Operators. We are unable to meet the entire demands of public transport, but we are presently operating around 91162 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.

The Kadamba Transport Corporation Ltd. has both Intrastate and interstate bus services to Maharashtra and Karnataka. The Kadamba Transport Corporation operates 278 routes by its fleet, through Volvo, Luxury, Sleeper coaches, Semi Luxury and Delux buses. The Corporation Registered office is located at Paraiso de Goa, Alto Porvorim, Bardez Goa, 403521, The Corporation has major four depots at Margao, Panaji, Porvorim and Vasco with a Central workshop at Porvorim.

The Kadamba Transport Corporation Ltd. operates shuttle services known as point to point buses connecting major commercial towns like Panaji, Margao, Vasco, Mapusa, Ponda, Curchorem, Sanquelim and airport services.

The Corporation has Bus stands at Panaji, Margao, Ponda, Vasco, Marcela, Mapusa, Saquelim, Bicholim, Assonora, Honda, Cuncolim, Canacona, Shiroda, Curchorem and Pedne Bus Stand. There are 15 Bus stands which provide basic amenities to the travelling public.

The corporation has a staff strength of 2142 employees of working at the Depots, Central workshop and Head office. The corporation has Depots at Panaji, Margao, Ponda, Vasco, Porvorim and one central workshop at Porvorim.

Fare Structure

1. The maximum fares chargeable with effect from 1st June 2019 by the Operators of Stage Carriage / City Buses plying in the state of Goa is as under:

Stage Carriage

- (i) Maximum fare upto 0-3 kms ` . 10.00
- (ii) Maximum fare from 3.1 to 8kms: additional ` . 5.00
- (iii) For every next 8kms or part thereof ` .5.00
for every additional km or part thereof.

2. The maximum fares chargeable w.e.f. 01/06/2019 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 ` .1.40 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.

- 3. Air conditioned buses ` .2.00 per km
- 4. Airport to calangute shuttle service ` .150.00 per passenger

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	Mathew D' costa	Margao		9822482648
6	Konkan Tours & Travel	Mumbai		9324439846 7498642143
7	Vishwakamal Tour & Travel	Ponda	0832-2314554	
8	Vishnu kumar	Bangalore		9739402964 9379944939
9	CIRT/ Radiant Infosystems Ltd.	Bangalore		9448444891
10	Pankaj Dessai	Margao		9822154231 9945124182
11	Abhibus Service India Limited	Hyderabad		9502922227
12	M.Narsimhulu	Hyderabad		9049160095

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

CONTACT PERSONS

Contact Officer for Citizen Charter (1)	Shri. Sanjay L. Ghate 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 Mobile No. 9422059820
Email Address	ktcmd@ktclgoa.com
Online Booking Website	<u>www.goakadamba.com</u>
Complains of Online Booking	<u>kadambabook@gmail.com</u>
Suggestion & Complains	<u>amchikadamba@gmail.com</u>

SERVICES:**INTERSTATE BUS TIMINGS FOR DEPARTURES TO and FRO.
IN THE STATE OF MAHARASHTRA**

K. T. C. L.					
Sr. No.	Route	Kms.	Departure time	Return departure time	Fare
	Vasco - Panaji - G. Bauda - Kolhapur - Miraj	32 7	11.00	09.30	365
	Vasco - Panaji - Patradevi - Sawantwadi	91	14.25, 19.00	18.30, 06.35	80
	Vasco - Panaji - Malewad - Dhamapur - Malvan	13 8	08.45	15.15	160
	Vasco - Panaji - Malewad - Vengurla - Korjai - Karli	12 7	07.00	11.45	145
	Vasco - Panaji - Malewad - Vengurla	96	06.00	10.05	100
	Margao - Panaji - Radhanagari - Kolhapur - Miraj	32 8	08.45	07.15	375
	Margao - Panaji - G. Bauda - Kolhapur	26 3	12.30	05.30	300
	Margao - Panaji - Malewad - Nerurpar - Malvan	13 9	07.45	14.30	155
	Margao - Panaji - Patradevi - Sawantwadi	90	17.05	07.00	80
	Panaji - Malewad - Kudal - Malvan	13 3	14.50	07.45	165
	Panaji - Malewad - Vengurla	65	13.00	16.00	80
	Panaji - Malewad - Shiroda - Terekhol	68	17.50	06.45	70
	Panaji - Dodamarg - Tillari - Ghodgewadi	60	16.30	07.15	60
	Panaji - Dodamarg - Tillari - Ghodgewadi - Morle	62	10.15	12.45	60
	Panaji - Dodamarg - Tillari - Ghodgewadi - Ker	58	17.40	07.00	70
	Panaji - Dodamarg - Usap	50	18.15	06.30	55
	Panaji - G. Bauda - Kolhapur -	33 0	08.00	15.45	280
	Panaji - Patradevi - Kankavli - Vijaydurga	19 0	12.30	07.00	225
	Panaji - Patradevi - Sawantwadi	61	08.25/ 12.45/ 17.45/ 09.45/ 09.15	11.30/ 15.30/ 06.45/ 12.30/ 12.00	60
	Panaji - Dodamarg - Sawantwadi	71	13.15/ 14.45	17.30/ 18.30	80
	Panaji - Pedne - Madura - Banda	51	17.10/12.3 0	07.00/ 15.00	60
	Mapusa - Harmal - Aronda - Terekhol	40	18.00/ 12.45	07.00/ 14.40	45
	Panaji - Sawantwadi - Amboli - Belgavi	68	17.50	06.45	195
	Margao - Anmod - Belgavi - Kolhapur	25 8	12.00	06.45	275

*Rates would vary with seasonal discounts.

INTERSTATE BUS TIMINGS FOR DEPARTURES TO and FRO.

K. T. C. L.					
Sr. No.	Route	Kms.	Departure time	Return departure time	Return departure time
	Vasco - Margao - Anmod - Hubballi	213	05.15	12.45	182
	Vasco - Vasco - Margao - Honnawar	195	07.30	13.30	180
	Vasco - Margao - Karwar	105	17.30/08.00	07.30/12.15	95
	Vasco - Margao - Anmod - Belgavi	183	15.20/17.30	08.30/10.45	155
	Vasco - Mapusa - Chorla - Belgavi	160	07.00/08.00/09.00	17.30/15.20	135
	Margao - Canacona - Karwar	75	06.00/ 06.30 / 07.00/ 08.10/ 09.40/ 10.00/ 10.25/11.10/ 11.30/ 12.00/12.30/ 13.00 /13.45/ 14.00/ 14.40 / 15.10/ 18.30/ 19.00/	05.30/ 06.15/ 08.30/ 09.15/ 09.30/ 10.15/ 11.00/ 11.20/ 12.45/ 13.30/ 14.00/ 14.20/ 14.45/ 16.00/ 16.30/ 16.45/ 17.30/ 18.00/ 18.30/	75
	Curcorem - Karwar		07.20	--	80
	Margao - Gokarna	133	13.00	08.15	120
	Margao - Anmod - Hubballi	183	10.15	06.00	167
	Marago - Curchorem - Anmod - Belgavi	160	07.30/ 08.30	--	145
	Margao - Ponda - Anmod - Belgavi	153	06.00/15.30/ 09.00/10.00	11.45/ 05.30/ 13.00/ 14.00/ 15.15	140
	Marago - Ponda - Marcel - Chorla - Belgavi	139	08.00/ 07.00	16.00/13.30	170
	Vasco - Margao - Anmod - Bagalkot - Muddebihal	391	19.00	17.00	357
	Panaji - Anmod - Hubballi	183	12.15	07.30	170
	Panaji - Anmod - Belgavi	156	13.00/16.30/ 06.30/ 11.00	05.00/07.30/ 12.15/ 15.30/ 16.30	145
	Panaji - Anmod - Bijapur -Gangapur - Gulbarga	526	17.00	16.30	500
	Panaji - Anmod - Belgavi - Badami	364	11.30	--	335
	Panaji - Mapusa - Chorla	338	--	06.15	325

- Belgavi - Badami				
Panaji - Sankahli- Chorla - Belgavi	130	13.30/06.15/0 8.30/15.00/	06.45/ 12.15/ 1445/ 08.00	120
Panaji - Chorla - Belgavi - Saundatti -	218	06.45	14.30	195
Panaji - Anmod - Hubballi - Hospet	379	09.30	06.00	318

IN THE STATE OF MAHARASHTRA

***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 points to point services through mini/midi/big buses connecting the major commercial towns like Panaji, Margao, Vasco, Mapusa, Ponda, Curchorem. These Services are non-stop without standees and hence, travel time is less, besides passengers are dropped inside the City during office timings.

The first bus depart from Margao to Panaji at 06.20 hrs and last shuttle bus from Margao to Panaji at 20.00hrs. Similarly first bus from Panaji to Margao 06.15hrs and last bus from Panaji to Margao at 20.00hrs and buses are operated with 10 minutes frequency.

The Fare for these services is as under:

Panaji to Margao and vice versa	`.46.00
Panaji to Vasco and vice versa	`.43.00
Panaji to Mapusa and vice versa	`.17.00
Margao to Curchorem and vice versa	`.28.00
Panaji to Ponda and vice versa	`.39.00
Margao to Vasco and vice versa	`.42.00
Panaji to Ponda	`.39.00

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 concessional fare amount under monthly concessional pass system. The services are offered to the following Schools:

Sr No	School Name	Place	Taluka	No. Of Trips
1	Sanjay School for Special Education	Porvorim	Badez	8
2	Dattaram Chopdekar Memorial H. S.	Porvorim	Badez	2
3	L. D. Samant High School	Porvorim	Badez	4
4	INS KVD Mandovi	Verem	Badez	2
5	Peoples High School	Camurlim	Badez	2
6	Agnel Institute of Technology & Design	Assagao	Bardez	8
7	Progress High School	Sankhali	Bicholim	2
8	Margao - Agnel Ashram	Canacona	Canacona	2
9	S. S. Angle High School	Mashem	Canacona	2
10	Multi Faculty College	Dharbandora	Dharbandora	2
11	Rigina Mundi High School	Chicalim	Marmugoa	2
12	MES College	Dabolim	Marmugoa	2
13	Deep Vihar High School	Sada	Marmugoa	2
14	St. Teresa High School	Vasco	Marmugoa	2
15	Candelaria High School	Vasco	Marmugoa	2
16	Kendriya Vidyalaya 01	Vasco	Marmugoa	4
17	Kendriya Vidyalaya 02	Vasco	Marmugoa	4
18	Bhuwan High School	Vasco	Marmugoa	2
19	PCC Verna	Vasco	Marmugoa	8
20	Ameeniya High School	Vasco	Marmugoa	2
21	Goa Eng. Collage	Vasco	Marmugoa	12
22	Harmal Panchkroshi High School	Harmal	Pedne	4
23	Ganpat Parsekar College	Harmal	Pedne	2
24	Rayeshwar Inst. of Tech Edu	Shiroda	Ponda	2
25	Presentation High School	Margao	Salcet	4
26	Fatima Convent High School	Margao	Salcet	2
27	St. Joseph High School	Margao	Salcet	2
28	Don Khuris	Margao	Salcet	2
29	Don Bosco Eng. Fatorda	Margao	Salcet	4
30	Rayeshwar College of Engineering	Fatorda	Salcet	2
31	Multi Purpose High School	Verna	Salcet	2
32	Peoples High School	Kumbharkhand	Sattari	4
33	Bhiumika High School	Poryem	Sattari	2

34	Honda High School	Honda	Sattari	2
35	Goa University	Bambolim	Tiswadi	14
36	Durgawadi - Kendira Vidyalaya	Bambolim	Tiswadi	2
37	K. B. Hedgewar	Cujira	Tiswadi	22
38	Dempo High School	Cujira	Tiswadi	2
39	Dempo High Secondary School	Cujira	Tiswadi	2
40	Mushtifund High School	Cujira	Tiswadi	16
41	Don Bosco High School	Cujira	Tiswadi	2
42	Shared buses for Cujira Complex	Cujira	Tiswadi	2
43	Red Rosary High School	Cujira	Tiswadi	10
44	Our Lady of Rosary High School	Donapaula	Tiswadi	8
45	St. Xavier Acadamy	Old Goa	Tiswadi	4
46	Peoples High School	Panaji	Tiswadi	4
47	Kasaturba High School	Panaji	Tiswadi	2
48	Dayanad High School	Chodan	Tiswadi	2

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 Theur, Vighneshwar of Ozar, Girijatmak of Lenyadri, Varadvinayak of Mahad, Ballaleshwar of Pali are worshipped for the super power. The tour covers 1600 kms and at the rate of ` .5500/- 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
	AC Corona	150	50	7500
	AC Force Traveller	150	25	3750
	A.C.Volvo 45 Seater	200	80	16000
	Luxury 45 Seater	200	55	11000
	Semi Luxury 40 Seater & above (High back)	150	50	7500
	Mini Bus 40-46 Seater	150	45	6750
	Mini Bus 30-39 Seater	150	40	6000
	Y-1 Series A.C. 27 Seater	150	45	6750
	Y-1 Series Lux.36 seater	150	45	6750
	A.C.Volvo 45 Seater	100	105	10500
	Luxury 45 Seater	100	75	7500
	Semi Luxury 40 Seater & above (High back)	100	67.50	6750

Mini Bus	40-46 Seater	100	67.50	6750
Mini Bus	30-39 Seater	100	60.00	6000
Y-1 Series A.C.	27 Seater	100	67.50	6750
Y-1 Series Lux.	36 seater	100	67.50	6750
Ac Force Traveller		100	37.50	3750
Ac Corona		100	75	7500

bove 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) CGST @ 2.5% & SGST @ 2.5% on 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	` . 1119/-
2. Panaji - Vasco - Panaji	` . 1047/-
3. Margao - Vasco - Margao	` . 1023/-

4. Panaji - Ponda - Panaji	₹ . 951/-
5. Panaji - Mapusa - Panaji	₹ . 423/-
6. Margao – Curchorem - Margao	₹ . 687/-
7. Panaji –Sankhali	₹ . 951/-

Passes are issued under following Conditions.

1. 60% concession is given on total monthly fare amount.
2. No one way pass to be issued.
3. Pass should be purchased from T.C. or Ticket Issue Clerk at Pass counter.
4. Pass can be used on all KTCL buses, except for A. C. & Luxury.
5. Pass is valid on specified route.
6. Pass is not transferrable.
7. Passengers can directly board the bus on production of valid pass.
8. Passes are available at the Pass issue counter.
9. Passes available on any day.
10. Pass holder to carry pass daily. No passenger shall be allowed without pass on the bus.
11. Pass can't be cancelled /surrendered.
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 Conductor or Traffic Controller.
14. This Pass System Scheme is implemented w.e.from 1st June 2013.
15. KTCL reserves the right enforce/delete/modify shuttle pass scheme as per government directives.

CONCESSIONS

(A) Honourable Member of Legislative Assembly:

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

(B) Freedom Fighters:

Freedom fighters are given 100% concession on intrastate / Interstate 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 here below:

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.

Cancellation of operation:-

Cancellation of operation is done in circumstances will be initiated to the commuters is advance and the full refund is given to the passenger within fifteen days.