

KADAMBA TRANSPORT CORPORATION LIMITED

CITIZEN CHARTER

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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 is utilized 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 498 buses and 50 electric AC buses.

The Kadamba Transport Corporation Ltd. has both Intrastate and interstate bus services to Maharashtra, Karnataka and Telangana. The Kadamba Transport Corporation operates 304 routes by its fleet through Volvo, Luxury, Sleeper coaches, and Semi Luxury. The Corporation Registered office is located at Paraiso de Goa, Alto Porvorim, Bardez Goa. 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 to major commercial towns like Panaji, Margao, Vasco, Mapusa, Ponda, Curchorem, Sanquelim and airport services.

The Corporation has 16 Bus stands at Panaji, Margao, Ponda, Vasco, Mapusa, Marcel, Sankhali, Bicholim, Assonora, Honda, Cuncolim, Canacona, Shiroda, Curchorem, Valpoi and Pernem Bus Stand.

The Corporation has Staff strength of 1878 employees of working at the Depots, Central workshop and Head office.

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

1.

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

2. The maximum fare 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 Rs.1.40 per KMs.

3. Air condition buses : Rs.2.00/- per km

4. Airport to Calangute Beach Shuttle Service : Rs.200/- 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.
(M) 9284862149
Tel. No. 0832 – 2438029

(2) Depot Manager Margao Depot
Near KTC Bus Stand Margao,
Salcete-Goa.
(M) 9284842142
Tel No. 0832 - 2714699

(3) Depot Manager Vasco Depot Near
KTC Bus Stand, Vasco Goa.
(M) 9284862140
Tel No. 0832 - 2515670

(4) Depot Manager Porvorim Depot
Porvorim Bardez-Goa.
(M) 7888046492
Tel. No. 0832 - 2417713

(5) Works Manager KTCL,
Central Workshop, Porvorim,
Bardez-Goa.
(M) 9423885327
Tel. No. 0832 - 2417712

List of Offices / Depots

Kadamba Interstate offices

Sr. no.	KTCL Office	Contact Number Booking	Mobile No.
1	KTCL-Bangalore-Karnataka	0080-22351958	09743436877
2	KTCL Belgaum-Karnataka	0831-2451640	--
3	KTCL-Mysuru-Karnataka	--	09341144444
4	KTCL-Pune-Maharastra	--	09850431152

Kadamba Goa Offices

Sr. no.	KTCL Office	Depot Contact No	Contact No. Traffic	Booking Contact No.	Mobile No.
1	KTCL Panaji-Goa	0832-2438029	0832-2438034	0832-2437067	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 Sankhelim-Goa	--	--	0832-2366511	--

Kadamba Booking Agents

Sr.no.	Agents	Place	Contact No.	Mobile No.
1	Manual J. Rodrigues	Margao	--	9823456298
2	Royal Travels	Margao	--	9822015773
3	Mathew D' costa	Margao	--	9822482648
4	Pankaj Dessai	Margao	9945124182	9822154231
5	Vishwakamal Tour & Travel	Ponda	0832-2314554	--
6	Ace Marketing	Vasco	0832-2510154	9422437161
7	Sayyad Ajamoddin F	Shirdi	--	9371675999
8	Vivekanand K. Pirankar	Mumbai	9819049730	9987485172
9	Abhibus Service Ind. Ltd.	Hyderabad	--	9502922227
10	Ahemad	Hyderabad	--	9248388199
11	Vijay Kumar	Bangalore	9379944939	9739402964
12	CIRT/Radiant InfosystemsLtd.	Bangalore	--	9448444891
13	Kapil Dev	Mysuru	--	9341144444

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

N.B ONLINE BOOKING FACILITY IS AVAILABLE 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
Tel. No. 0832 - 2415902
Mobile No. 9423885326

Email Address

ktclmd@gmail.com

Online Booking Website

www.goakadamba.com

Complains of Online Booking

[**kadambapo@yahoo.com**](mailto:kadambapo@yahoo.com)

Suggestion & Complains

[**9284862144**](tel:9284862144)

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
1.	Vasco To Miraj <i>Via Gaganbauda - Kolhapur</i>	327	11.00	09.30
2.	Margao To Miraj <i>Via Panaji - Radhanagari - Kolhapur</i>	328	08.45	07.15
3.	Margao To Kolhapur <i>Via Panaji - Gaganbauda</i>	263	12.30	05.30
4.	Panaji To Kolhapur <i>Via Gaganbauda - Kolhapur</i>	330	08.00	15.45
5.	Margao To Kolhapur <i>Anmod - Belgavi - Kolhapur</i>	258	12.00	06.45
6.	Panaji To Vijaydurga <i>Via Patradevi - Kankavli</i>	190	12.30	07.00
7.	Vasco To Malvan <i>Via Panaji - Malewad - Dhamapur</i>	138	08.45	15.15
8.	Margao To Malvan <i>Via Panaji - Malewad - Nerurpar</i>	139	07.45	14.30
9.	Panaji To Malvan <i>Malewad - Kudal</i>	133	14.50	07.45
10.	Vasco To Korjai <i>Via Panaji - Malewad - Vengurla - Karli</i>	127	07.00	11.45
11.	Vasco To Vengurla <i>Via Panaji - Malewad</i>	96	06.00	10.05
12.	Panaji To Vengurla <i>Via Malewad - Vengurla</i>	65	13.00	16.00
13.	Panaji To Terekhol <i>Via Malewad - Shiroda - Terekhol</i>	68	17.50	06.45
14.	Mapusa To Terekhol <i>Via Harmal - Aronda</i>	40	09.00, 12.45 & 18.00	07.00, 10.40 & 14.40
15.	Panaji To Ghodgewadi <i>Via Dodamarg - Tillari</i>	60	16.30	07.15
16.	Panaji To Morle <i>Via Dodamarg - Tillari - Ghodgewadi</i>	62	10.15	12.45
17.	Panaji To Ker <i>Via Dodamarg - Tillari - Ghodgewadi</i>	58	17.40	07.00
18.	Mapusa To Dodamarg <i>Via Assonora-Sankhali-Ayee</i>	54	11.25 & 17.05	06.30 & 15.00
19.	Panaji To Usap <i>Via Assonora - Dodamarg</i>	50	18.15	06.30
20.	Margao To Sawantwadi <i>Via Panaji - Patradevi</i>	90	17.05	07.00
21.	Vasco To Sawantwadi <i>Via Panaji - Patradevi</i>	91	14.25 & 19.00	06.35 & 18.30
22.	Panaji To Sawantwadi <i>Via Pernem - Patradevi - Banda</i>	61	08.25, 09.15, 09.45, 12.45 & 17.45	06.45, 11.30, 12.00, 12.30 & 15.30
23.	Panaji To Sawantwadi <i>Via Assonora - Dodamarg - Banda</i>	71	13.15 & 14.45	17.30 & 18.30
24.	Panaji To Banda <i>Via Pedne - Satose - Madura</i>	51	12.30 & 17.10	07.00 & 15.00

INTERSTATE BUS TIMINGS FOR DEPARTURES TO and FRO,
IN THE STATE OF KARNATAKA

K. T. C. L.				
Sr. No.	Route	Kms.	Departure time	Return departure time
1.	Vasco To Muddebihal <i>Via Margao-Anmod-Bagalkot-Muddebihal</i>	391	19.00	17.00
2.	Panaji To Kalburgi <i>Via Anmod-Bijapur-Gangapur</i>	526	7.00	16.30
3.	Panaji To Badami <i>Via Anmod-Belgavi-Bagalkot-Badami</i>	364	11.30	06.15 (Via Chorla)
4.	Panaji To Saundatti <i>Via Chorla-Belgavi-Belawadi</i>	218	06.45	14.30
5.	Panaji To Belgavi <i>Via Sawantwadi-Amboli</i>	68	17.50	06.45
6.	Panaji To Belgavi <i>Via Ponda-Anmod</i>	156	13.00, 16.30, 06.30 & 11.00	05.00, 07.30, 12.15, 15.30 & 16.30
7.	Panaji To Belgavi <i>Via Assonora-Chorla</i>	130	06.15, 08.30, 13.30 & 15.00	06.45, 08.00, 12.15 & 14.45
8.	Vasco To Belgavi <i>Via Margao-Anmod</i>	183	15.20 & 17.30	08.30 & 10.45
9.	Vasco To Belgavi <i>Via Mapusa-Chorla</i>	160	07.00, 08.00 & 09.00	17.30, 15.00 & 15.20
10.	Margao To Belgavi <i>Via Ponda-Anmod</i>	153	06.00, 09.00, 10.00 & 15.30	05.30, 11.45, 13.00, 14.00 & 15.15
11.	Marago To Belgavi <i>Via Ponda-Marcel-Chorla</i>	139	07.00 & 08.00	13.30 & 16.00
12.	Marago To Belgavi <i>Via Curchorem-Anmod</i>	160	07.30 & 08.30	--
13.	Panaji To Hubballi <i>Via Ponda-Anmod</i>	183	12.15	07.30
14.	Vasco To Hubballi <i>Via Margao - Anmod</i>	213	05.15	12.45
15.	Margao To Hubballi <i>Via Ponda - Anmod</i>	183	10.15	06.00
16.	Vasco To Honnawar <i>Via Vasco - Margao</i>	195	07.30	13.30
17.	Margao To Gokarna <i>Via Canacona - Karwar</i>	133	13.00	08.15
18.	Vasco To Karwar <i>Via Margao - Karwar</i>	105	08.00 & 17.30	07.30 & 12.15
19.	Curcorem To Karwar <i>Via Canacona</i>	65	07.20	--
20.	Margao To Karwar <i>Via Canacona</i>	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

***NB: RATES ARE SUBJECT TO CHANGE AS PER THE 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 and 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 Shuttle bus departs from Margao to Panaji at 06.20 hrs and last shuttle bus departs at 20.00hrs. Likewise vice-versa first Shuttle bus departs from Panaji to Margao at 06.15hrs and last bus departs at 20.00hrs .The bus frequency at peak hours is 10 minutes.

The Fare for these services is as under:-

Panaji to Margao and vice versa	: 45.00
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 bus services to 86 Govt. Schools and 55 aided schools as per the request made by the Management of the schools and colleges listed below. 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	Bardez	8
2	Dattaram Chopdekar Memorial H. S.	Porvorim	Bardez	2
3	L. D. Samant High School	Porvorim	Bardez	4
4	INS KVD Mandovi	Verem	Bardez	2
5	Peoples High School	Camurlim	Bardez	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	Ameeniyah High School	Vasco	Marmugoa	2
21	Goa Eng. Collage	Vasco	Marmugoa	12
22	Harmal Panchkroshi High School	Harmal	Pernem	4
23	Ganpat Parsekar College	Harmal	Pernem	2
24	K V Ponda	Ponda	Ponda	2
25	Tapobhumi High School	Kundai	Ponda	2
26	Rayeshwar Inst. of Tech Edu	Shiroda	Ponda	2
27	Presentation High School	Margao	Salcete	4
28	Fatima Convent High School	Margao	Salcete	2
29	St. Joseph High School	Margao	Salcete	2
30	Don Khuris	Margao	Salcete	2
31	Don Bosco Eng. Fatorda	Margao	Salcete	4
32	Rayeshwar College of Engineering	Fatorda	Salcete	2

33	Multi Purpose High School	Verna	Salcete	2
34	Peoples High School	Kumbharkhand	Sattari	4
35	Bhumika High School	Poryem	Sattari	4
36	Honda High School	Honda	Sattari	2
37	Goa University	Bambolim	Tiswadi	14
38	Durgawadi - Kendira Vidyalaya	Bambolim	Tiswadi	2
39	K. B. Hedgewar	Cujira	Tiswadi	22
40	Dempo High School	Cujira	Tiswadi	2
41	Mushtifund High School	Cujira	Tiswadi	16
42	Don Bosco High School	Cujira	Tiswadi	2
43	Red Rosary High School	Cujira	Tiswadi	10
44	Hedgewar Higher Secondary School	Cujira	Tiswadi	4
45	Mushtifund Higher Secondary	Cujira	Tiswadi	4
46	Dempo High Secondary School	Cujira	Tiswadi	4
47	Red Rosary Higher Secondary	Cujira	Tiswadi	2
48	Our Lady of Rosary High School	Donapaula	Tiswadi	8
49	St. Xavier Acadamy	Old Goa	Tiswadi	4
50	Peoples High School	Panaji	Tiswadi	4
52	Kasaturba High School	Panaji	Tiswadi	2
53	Dayanad High School	Chodan	Tiswadi	2
54	Green Rosary High School	Donapaula	Tiswadi	2
55	KV Bambolim	Bambolim	Tiswadi	4

SPECIAL PILGRIMAGE SERVICE

ASHTAVINAYAK TOUR

The Corporation has introduced a special Ashtavinayak tour by A.C. buses at weekends. The darshan of vinayakas is very important for peace, self esteem 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 at the rate of Rs. 5700/- 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
Round	AC Corona	42 Seater	150	50	7500
	A.C.Volvo	40 Seater	200	80	16000
	Luxury	45 Seater	200	55	11000
	Semi Luxury	50 Seater & above (High back)	150	50	7500
	Midi Bus	40-46 Seater	150	45	6750
	Midi Bus	30-39 Seater	150	40	6000
Drop	A.C.Volvo	40 Seater	100	105	10500
	Luxury	45 Seater	100	75	7500
	Semi Luxury	50 Seater & above (High back)	100	67.50	6750
	Midi Bus	39 Seater	100	60.00	6000
	Midi Bus	27-30 Seater	100	52.50	5250
	Mini Bus	21-23 Seater	100	67.50	6750
	Ac Corona	42 Seater	100	75	7500

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 intrastate 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.

Some of the revised Terms and conditions are:-

- (1) Recognized institute Students rates shall be charged Rs. 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. Border taxes and Toll fees shall be paid by the party.
- (3) 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.
- (4) No extension or diversion of route is permitted without holding valid permit by crew.
- (5) If bus is utilized between 20.00 hrs to 05.00 hrs. Rs.500/- will be charged in addition per hour.
- (6) Cancellation rates are modified in terms and conditions.
- (7) No detention charges applicable for interstate operation.
- (8) The starting and ending point of the Contract will be calculated from the respective depot from where the buses are taken on contract or from the point of start.

PASS SERVICE ON SHUTTLE SERVICE

Monthly Concessional Pass System is implemented on shuttle services with effect from 01/01/2013 and the fare of Shuttle routes are revised **w.e.f. 01/06/2019**

1. Panaji - Margao - Panaji	Rs. 1119/-	Rs. 1215/- EV
2. Panaji - Vasco - Panaji	Rs. 1047/-	--
3. Margao - Vasco - Margao	Rs. 1023/-	--
4. Panaji - Ponda - Panaji	Rs. 951/-	--
5. Panaji - Mapusa - Panaji	Rs. 423/-	--
6. Margao - Curchorem - Margao	Rs. 687/-	--
7. Panaji - Sankhali - Panaji	Rs. 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 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 only.
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 on any day.
9. Pass holder to carry pass daily. No passenger shall be allowed to travel by bus on concern route without pass.
10. Pass can't be cancelled /surrendered.
11. 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.
12. Passes will be punched by Conductor or Traffic Controller.
13. This Pass System Scheme is implemented **w.e.f. 1st June 2013.**
14. KTCL reserves the right enforce/delete/modify shuttle pass scheme as per government directives.

CONCESSIONS

(A) Honorable Member of Legislative Assembly:

The MLA's are provided 100% Concession on Intrastate route on producing Identity card issued by the Legislature Department

(B) Freedom Fighters:

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

(C) Senior Citizen:

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

(D) Students:

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

(E) Blind Person:

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

(F) Person with Divyang:

The person with divyang 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: 100% Concession.

REFUND RULES

The Refund Rules in brief are stated here below:

- (a) The cancellation of advanced tickets booked can be done at the following rates at all the Booking Offices of the Corporation and the Authorized Agents.
- (b) Three days before the date of journey 10% of the amount shall be deducted towards cancellation charges.
- (c) Two days before the date of journey 15% of the amount shall be deducted towards cancellation charges
- (d) One day before the date of journey 25% of the amount shall be deducted towards cancellation charges
- (e) 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/she 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.