

Bangladesh Road Transport Corporation
Paribahan Bhaban
21 Rajuk Avenue, Dhaka-1000

Citizens' Charter

Service is our motto : Comfort is our commitment

Preamble:

This charter is a commitment of the BRTC to:

- Provide safe, speedy and economic bus and truck services;
- Set notified standards of services;
- Provide courteous and efficient counter services;
- Set up a responsible and effective grievance redressal machinery;
- Play interventional role in fixing bus/truck fares and services and
- Train skilled drivers and auto mechanics.

Providing customer service through ticket counters/booths/passenger shelters/depots:

- Provide courteous and efficient service through permanent/temporary ticket counters;
- Ensuring sound reservation system;
- Ensuring alternative arrangements for timely service;
- Establishment of focal point for implementing the Citizens' Charter and
- Ensuring proper arrangements for seat booking.

Refunding of fare:

- In case the trip is cancelled or there is any other reasonable grounds, then the fare will be fully/partly refunded

Operation of Special Services:

- Special Services will be operated during Eid, Puja, Bishwa Ijtema etc.

Dissemination of information/Customer Care Centre:

Detailed information regarding Bus schedules, fares and other relevant details will be displayed prominently, for the convenience of customers, at the Head Office, at every bus depot as well as at every bus terminal. In addition, a 24-hour information and customer care centre has been set up and is operating at

the Head Office. The Centre can be contacted on 02-9564361 and 01713-003325.

Cleanliness:

- Steps will be taken to ensure the cleanliness of every depot, terminal as well as each and every bus and truck.

Waiting rooms/Rest rooms:

- For the convenience of passengers waiting rooms (with wash-rooms) will be set up at every depot and terminal.

Disposal of complaints/Redressal of grievances:

A complaint box, for submission of written complaints, will be affixed inside every bus. In addition, complaints can be made to the information and customer care centre or the depot Manager concerned. In the last instance, complaints can also be made to the Chairman or any other official at the Head Office. Important telephone numbers will be displayed on the bus bodies.

The information and customer care centre will enter the complaints in a register and take steps to dispose of these; where it deems it necessary it may intimate the complainant regarding the action taken by it.

Lost and Found Booth:

A "Lost and Found Booth" will be set up at every terminal and every depot. At this booth, information regarding items reported lost or found will be entered in a register. Information regarding items, left behind by passengers on a bus, will be entered at the next depot and the item will be deposited there. The depot manager concerned will take steps to dispose of "lost" and "found" items.

First Aid Station:

- A First Aid Box, containing essential items for providing first-aid, will be carried on every bus.

Compensation:

In case of death or injury it will be necessary to communicate with the Head Office for payment of compensation as per rules. The depot manager concerned will act as the coordinating officer in these matters.

Reservation of seats for senior citizens, people/persons with infirmities or disabilities and women:

- There will be seats reserved for senior citizens, people/persons with infirmities or disabilities and women.

Smoking Free Bus Services:

- All bus services will be "Smoking Free" at all times.

Training of drivers and auto mechanics:

- All the training institutions of BRTC will assist in providing training for the development of efficient drivers and auto mechanics.

BRTC is seeking the assistance of its valued customers in the following matters:

- To desist from smoking inside buses;
- To help maintain cleanliness inside buses, depots and terminals and to deposit trash in the designated receptables only;
- To be courteous and considerate towards other passengers;
- To stand in the designated queues while purchasing tickets or getting on or off a bus;
- To maintain discipline/harmony at all times;
- To desist from carrying illegal items;
- To assist in safeguarding the property of BRTC.