

Bus Pass Scheme in detail

The Undertaking has introduced RF-ID based Bus Passes for its esteemed commuters. The Bus Pass will be issued at the authorized Point of Sale (PoS) of the Undertaking. The details of the scheme are as under.

Distance-wise bus passes values (on Km basis)

Kms	Ordinary / Limited		Air Conditioned	
	Monthly	Quarterly	Monthly	Quarterly
Up to 5.00	250	750	300	900
5.01 – 10.00	500	1500	650	1950
10.01- 15.00	750	2250	950	2850
* 15.01 and Above	1000	3000	1250	3750

Distance is computed on following principles:

- If direct route exists between the origin and destination, then distance between these stops is considered for calculating the bus pass value.
- If more than one direct route exists between the origin and destination, minimum distance between these stops is considered for calculating the bus pass value.
- If direct route is not available between the origin and destination, then distance is calculated of the routes with one change-over point. In case of multiple routes with one change-over point, minimum distance with change-over is considered for calculating the bus pass value. In the event of non-availability of connection between origin and destination even with one change-over, distance based bus pass cannot be given. Under such circumstances, passengers are advised to opt for fixed amount pass.
- As the bus operation is being changed as per the demand, distance between origin and destinations may not be constant. Under such circumstances bus pass values shall also increase or decrease.
- Bus Pass values of Air Conditioned services are inclusive of GST.

i) Daily Bus Pass:

Fixed Amount Bus Pass	Daily (Rs)
Non AC – All Over	50
AC – All Over	60

Air Conditioned Bus Pass values are inclusive of GST.

1. **Bus Pass for Senior Citizens:**- The rates will be at a discount of ₹50/- & ₹200/- for monthly and quarterly passes respectively.

General Rules & Regulations of the Scheme:

- The Bus Pass will be an electronically validated card (RF-ID CARD). All the Bus Passes will be issued at the authorized centers during the specified timings on cash payment only.
- Once registered for bus pass, the same cannot be cancelled / transferred / changed, under any circumstance.
- Distance based Bus Pass will be issued to the commuter on demand for travel between any two valid destinations of his choice up to a distance of maximum **15** Kilometers. The commuter can opt for maximum two travel patterns for distance up to maximum **15** kilometers for each travel pattern.
- Fixed amount Bus Pass will be issued to the commuter on demand, which covers our entire bus operational area.
- Distance based Bus Passes are valid only on Ordinary, and Limited Services. Fixed amount Bus Passes are valid on the specified category of services only.
- Concessional bus pass issued to students is not valid on Express as well as on Air Conditioned bus routes.
- Commuters can renew the Bus Pass 7 days in advance as well as on the day he wants to commence his journey using the Bus Pass on any day during the month. The date of commencement of the pass could be any day of the month.
- Any number of changeovers en-route, on the direct routes available between the opted destinations, is permitted for all the Bus Pass holders. There shall not be any restriction on the number of journeys between the opted destinations.
- The Bus Pass holder (other than global pass holder) if desires to travel beyond the destinations specified on the pass, he would be allowed to purchase an extension ticket from the conductor on board equivalent to the regular ticket fare applicable for the extended journey distance.

- The Bus Pass holders, if carrying chargeable luggage, would be charged appropriate luggage fare for each journey.
- No preferential treatment regarding boarding out of queue or through front exit door or any other nature whatsoever shall be given to the Bus Pass Holder and he would be treated on par with other regular ticket holders in all respects except for the Senior Citizens who by the virtue of the Senior Citizens I-Card issued by the Undertaking would be allowed to board the buses from the front exit door.
- Sr. Citizen Discount is given to the persons, who have completed 60 years of age upon showing original documents wherein birthdates are mentioned (PAN Card, AADHAR Card, Pass Port, Identity Card issued by the Undertaking) at the bus pass counter.
- The Bus Pass holder shall not be entitled to any refund for any journey or part of journey not undertaken by him on any day for any reason whatsoever.
- The Bus Pass is not transferable under any circumstances.
- The Bus Pass found to be misused is liable to be confiscated irrespective of the balance unutilized period without refund of any charges.
- The Bus Pass will be treated as invalid in case not readable through the validating device of the Undertaking.
- A Bus Pass Holder found traveling without a valid Bus Pass will be treated as a ticket less passenger and will be liable for penalty as per the rules in force.
- In case of damaged / defective bus pass, the commuter will be issued new bus pass on returning the old damaged / defective bus pass. Applicable charges would be levied on the commuter for issuing new bus pass. The remaining validity period of the old bus pass will be carried forward on the new bus pass if the remaining validity period is more than 15 days.
- In case of lost bus pass, the commuter will be issued duplicate bus pass. Applicable charges will be levied on the commuter for issuing duplicate bus pass. The remaining validity period of the lost bus pass will be carried forward on the duplicate bus pass. The commuter should submit 1) Police Complaint 2) Photo identity proof, and 3) Original receipt issued by the undertaking.
- Issue of Bus Pass by the Undertaking does not mean any assurance towards guaranteed level of bus service and no claim whatsoever will be entertained towards trips not undertaken in the event of irregular operations, strikes, stoppage of work, dislocation of bus services, war, breakdowns, act of god etc.

- Administrative Fees of ₹ 10 per month will be charged at every instance of fresh issuance / renewal of Bus Pass.
- The RF-ID card issued will be property of the BEST Undertaking. One Time charge of ₹30/- would be charged to the commuters for issuing new RF-ID card.
- Concessional bus passes for students are issued based following criterion:
 1. Studying Up to SSC or attaining the age of 20 years.
 2. Studying Up to HSC / Diploma or attaining the age of 22 years.
- Any matter / dispute whatsoever concerning the Bus Passes will be decided in absolute discretion by the General Manager or any other Officer authorized by him in this behalf.
- The General Manager shall have the discretion to make any additions / deletions / modifications in the rules and conditions governing the scheme of Bus Pass without giving any reason / notice to the Bus Pass holders and the rules / conditions so modified shall be binding on the Bus Pass Holders.
- The Undertaking may withdraw or discontinue or modify or alter the scheme of Bus Pass without any prior intimation. However, due information will be given through leading newspapers for the information of the pass holders.

GUIDE LINES FOR COMMUTERS

The procedure for the issue of Bus Pass at PoS is as under:

1. Please visit the nearest Point of Sale (PoS).
2. Furnish the required details on the application form available at the PoS, and hand it over to the operator at the counter.
3. The operator shall arrange to capture the photograph at the location.
4. The commuter has option of submitting copy of the photograph if desired so. This facility can also be used in case the commuter himself cannot visit the PoS.
5. The commuter is required to give the details of type of bus pass required to the operator so as to work out the charges as applicable to the commuter. The charges will include the cost of RFID card, fare as applicable & administrative charges.
6. On confirmation from commuter, the amount due shall be collected by the operator and a provisional receipt for same shall be issued. The commuter is required to check the details, and the due date for receiving the new RF-ID Card from the same PoS.
7. On the due date the commuters are required to deposit the provisional receipt at the same PoS where the photograph was captured / deposited on the due date as indicated on the receipt.
8. The pass shall be activated as per type of bus pass selected and handed over to the commuter along with the final receipt.
9. The commuter should get confirmed the bus pass details on the reader provided at the PoS.

Procedure for applying for new Bus Pass / renewal of bus pass over the internet shall be as under:

1. Visit the web site of BEST Undertaking at the address www.bestundertaking.com
2. A link has been provided for issue of new Bus Pass as well as for renewal thereafter.
3. For issue of new bus pass please fill in the required fields as indicated.
4. There are certain compulsory fields like name, telephone no., email ID, date of birth etc. without which the further fields shall not become enabled.

5. There is a provision for selecting the Point of Sale (PoS) from which one desires to collect the Bus Pass. Unless specified processing shall not be done.
6. Select a recent visible passport size photograph from your local photo gallery which shall get printed on the bus pass.
7. The sample of bus pass shall be displayed for your acceptance. Please re-verify details submitted also before proceeding.
8. On acceptance, link will be made available for selecting the type of bus pass.
9. After necessary selection of bus pass the total amount to be paid shall be displayed including other charges as specified.
10. Please make payment by Credit Card / Debit Card / Net Banking for which you shall be directed to a payment Gateway. Please note that financial institutes through which the payment is done are charging their own transaction charges as per their norms.
11. Once payment is verified & gets accepted, an acknowledgement shall be sent to your email ID already recorded. A provisional receipt will be made available for the payment made and details like place of collection, expected date of collection shall also be indicated on this receipt. Please print this receipt which shall be required at the time of collection of bus pass.
12. Once the transaction is successful, then in no case it can be cancelled.
13. **If the payment is deducted and transaction is unsuccessful then the amount will be credited to the commuters account by the payment gateway operator (M/s Billdesk) in due course. The commuter may write to pgsupport@billdesk.com in such cases.**
14. Please visit the Point of Sale as specified earlier along with provisional receipt. The details printed on the bus pass shall be confirmed by the operator and the bus pass will be activated. The Bus Pass shall be valid for the travelling in buses from the date it is activated as per the type selected.
15. Please collect the Bus Pass and verify the details on the reader.

Procedure of Renewal over Internet:

1. Please visit the web site of BEST Undertaking www.bestundertaking.com. The bus pass can be renewed 1 to 7 days in advance before expiry date.
2. Please enter the Bus Pass no, Valid Date of Birth, and e-Mail account details.
3. You will be asked to repeat the security code, as displayed on the screen.
4. On successful submission, an e-mail will be sent to your e-mail account, which contains a validating link. On clicking the link you will be directed to bus pass renewal screen.
5. You will be asked to enter specified details which will enable the other fields.
6. The details of bus pass shall be displayed for verification and confirmation.
7. The amount to be paid i.e. fare + applicable charges shall be displayed.
8. Please make payment by Credit Card / Debit Card / Net Banking for which you shall be directed to a payment Gateway. Please note that financial institutes through which the payment is done are charging their own transaction charges as per their norms.
9. Once payment is verified & gets accepted, an acknowledgement shall be sent to your email ID already recorded. A receipt will be made available for the payment made with details. Please print this receipt which may be required at the time of activating the bus pass through our Bus Conductor or at PoS Centre.
10. It is mandatory for all the commuters to get the card validated from any of our bus conductor on board. The conductor can validate the bus pass up to 5 days after the day of on-line renewal of bus pass. Thereafter the commuter has to visit the nearest PoS centre for validating the bus pass.
11. The renewal date shall remain same even if the card is validated before the expiry date.
12. For any change in type of bus pass, or duration, the commuter is required to visit the PoS.

Various charges proposed to be levied are as under:

1. For issue of new Bus Pass: ₹ 30/-
2. Fare: As applicable for the type of bus pass required.
3. Administrative Charges: ₹ 10/- per month.
4. For Six Monthly passes issued to students, Administrative charges would be charged for 5 months only.

5. Issue of duplicate Bus Pass in case of defective/damaged card will be ₹30/- for new card & ₹20/- as admin charges. The validity period of the old card will be transferred on the new card, only when it is more than 15 days.
6. For issuing duplicate cards against lost Cards, fine of ₹100/- or 10% of the total pass fare whichever is higher will be charged. This amount will be rounded to multiple of next ₹10/. Apart from this ₹30/- for new card & ₹10/- as admin charges will be charged.
7. In case of lost card, Duplicate card will be issued only on producing 1) Police Complaint, 2) Photo Identity Proof, and 3) Valid Receipt issued by the Undertaking.
8. The above charges are liable to change without any advance notice.

Fare Structure:

<u>Kms Slab</u>	<u>Ordinary / Limited / Express (Rs)</u>	<u>Air Conditioned (Rs)</u>
00.00 – 05.00	5	6
05.01 – 10.00	10	13
10.01 – 15.00	15	19
15.01 and Above	20	25

The above adult bus fares include Nutrition Surcharge Amount of 15 paise.

Air Conditioned Bus Fares are inclusive of GST

Luggage fare will be equivalent to the corresponding Adult fares.

Operation of Bus-pass Sale Counters (PoS)

Sr. No.	Name of the PoS	Weekday (Mon to Sat) Timing	Sunday Timing
1	Andheri (E) / Agarkar Chowk	7:00 to 19:00	7:00 to 19:00
2	Andheri Stn. (W)	7:00 to 19:00	7:00 to 19:00
3	Anik Depot	7:00 to 19:00	Closed
4	Anushakti Nagar	7:00 to 19:00	Closed
5	Backbay Depot	7:00 to 19:00	9:00 to 16:00
6	Bandra Colony Bus Stn.	7:00 to 19:00	Closed
7	Bandra Depot	7:00 to 19:00	9:00 to 16:00
8	Bhandup Stn. (W)	7:00 to 19:00	7:00 to 19:00
9	Chembur / Ambedkar Udyan Bus Stn.	7:00 to 19:00	Closed
10	Chembur Colony	7:00 to 19:00	7:00 to 19:00
11	Colaba Depot	7:00 to 19:00	9:00 to 16:00
12	Com.P.K.Kurane Chowk / Doordarshan	7:00 to 19:00	7:00 to 19:00
13	CST / Bhatia Baug	7:00 to 19:00	Closed
14	Deonar Depot	7:00 to 19:00	Closed
15	Dharavi Depot	7:00 to 19:00	Closed
16	Dindoshi Depot	7:00 to 19:00	7:00 to 19:00
17	Ghatkopar (W) Road No.4 Bus Chowky	7:00 to 19:00	7:00 to 19:00
18	Ghatkopar Bus Stn.	7:00 to 19:00	9:00 to 16:00
19	Ghatkopar Depot	7:00 to 19:00	Closed
20	Gorai Depot	7:00 to 19:00	7:00 to 19:00
21	Goregaon Depot	7:00 to 19:00	9:00 to 16:00
22	Goregaon Stn. (E)	7:00 to 19:00	7:00 to 19:00
23	Goregaon Stn. (W)	7:00 to 19:00	9:00 to 16:00
24	Hutatma Chowk	7:00 to 19:00	Closed
25	J. Mehta Road	7:00 to 19:00	Closed
26	Juhu Bus Stn.	7:00 to 19:00	Closed
27	Kandivali Stn. (E)	7:00 to 19:00	9:00 to 16:00
28	Kandivali (W) / Kamla Nehru Road Bus Chowky	7:00 to 19:00	9:00 to 16:00
29	Kanjurmarg Stn.(W)	7:00 to 19:00	9:00 to 16:00
30	Kurla Stn. (E)	7:00 to 19:00	Closed
31	Kurla Stn. (W)	7:00 to 19:00	7:00 to 19:00
32	Magthane Depot	7:00 to 19:00	7:00 to 19:00
33	Maheshwari Udyan	7:00 to 19:00	Closed
34	Mahim Bus Stn.	7:00 to 19:00	Closed
35	Majas Depot	7:00 to 19:00	9:00 to 16:00

Sr. No.	Name of the PoS	Weekday (Mon to Sat) Timing	Sunday Timing
36	Malad (E) / Poddar Park	7:00 to 19:00	Closed
37	Malad (W) / Kasturba Road Bus Chowky	7:00 to 19:00	9:00 to 16:00
38	Malad Bus Depot	7:00 to 19:00	9:00 to 16:00
39	Malvani / Gaikwad Nagar Bus Stn.	7:00 to 19:00	7:00 to 19:00
40	Marol Depot	7:00 to 19:00	7:00 to 19:00
41	Mazgaon / Maharana Pratap Chk.	7:00 to 19:00	Closed
42	Mulund (W) Checknaka Bus Stn.	7:00 to 19:00	9:00 to 16:00
43	Mulund Depot	7:00 to 19:00	Closed
44	Mulund Stn. (W)	7:00 to 19:00	7:00 to 19:00
45	Mumbai Central Depot	7:00 to 19:00	Closed
46	Museum / Dr.Shyamaprasad Mukherjee Chk	7:00 to 19:00	Closed
47	Nadkarni Park (Wadala – East)	7:00 to 19:00	Closed
48	Oshiwara Depot	7:00 to 19:00	Closed
49	Poisar Depot	7:00 to 19:00	7:00 to 19:00
50	Pratiksha Nagar Depot	7:00 to 19:00	9:00 to 16:00
51	Pt. Paluskar Chowk	7:00 to 19:00	Closed
52	Santacruz Depot	7:00 to 19:00	Closed
53	Santacruz Stn. (E)	7:00 to 19:00	7:00 to 19:00
54	SEEPZ Bus Stn.	7:00 to 19:00	9:00 to 16:00
55	Sewree / Prabodhankar Thakre Udyan	7:00 to 19:00	Closed
56	Shivaji Nagar Bus Stn.	7:00 to 19:00	9:00 to 16:00
57	Shivaji Park / Ram Ganesh Gadkari Chk	7:00 to 19:00	9:00 to 16:00
58	Sion / Rani Laxmibai Chk	7:00 to 19:00	9:00 to 16:00
59	Tardeo / Vasantnao Naik Chk.	7:00 to 19:00	Closed
60	Vashi Bus Stn.	7:00 to 19:00	9:00 to 16:00
61	Vidyavihar Stn. (W)	7:00 to 19:00	Closed
62	Vikhroli Depot	7:00 to 19:00	9:00 to 16:00
63	Vikhroli Stn. (E)	7:00 to 19:00	Closed
64	Wadala (E) / Nadkarni Park	7:00 to 19:00	Closed
65	Wadala Depot	7:00 to 19:00	9:00 to 16:00
66	Worli Depot	7:00 to 19:00	Closed
67	Worli Village	7:00 to 19:00	9:00 to 16:00
68	Borivali Station (East)	7:00 to 19:00	9:00 to 16:00
69	Bandra (East) Bus Station	7:00 to 19:00	9:00 to 16:00
70	Byculla Station (West)	7:00 to 19:00	9:00 to 16:00