

Bus Pass Scheme in detail

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

i) Distance-wise bus pass values (on Km basis)

Distance (Kms)	Fare (Rs.)		
		Monthly	Quarterly
2	4.00	200	550
3	6.00	240	660
5	7.00	280	770
7	8.00	320	880
10	10.00	400	1100
15	12.00	480	1320
20	14.00	560	1540

ii) Fixed Amount Passes

Type of Pass	Monthly(Rs.)	Quarterly(Rs.)
Fort Pheri Pass	250	-
Magic Bus Pass (Non-A.C All Over)	550	1500
Global Express (Non-A.C.)	800	2000
Diamond (King Long)-All Over	1500	4000
Diamond (Express)-All Over	2000	5500

Note: -

- Fort Pheri Pass : This pass is valid on Fort Pheri buses only**
- Magic Pass (All Over)**:- This pass is valid for entire bus operational area. **This pass is not valid on Express, Corridor Express and Air Conditioned Bus Routes.**
- Global Express (All Over)**:- This pass is valid for entire bus operation. **This pass is not valid on Air Conditioned Bus Routes.**
- Diamond-A.C.(All Over)**:-This pass is valid for entire bus operation of the undertaking, including King Long Air Conditioned Bus Routes. **This pass is not valid on Air Conditioned Express Bus Routes.**

5. **Diamond Express-A.C(All Over):-** This pass is valid for entire bus operation, and for all types of services including Air Conditioned Express Services.
6. **Bus Pass for Senior Citizens:-** The rates will be at a discount of Rs.25/- & 50/- for monthly and quarterly passes respectively, **except Global Express, Diamond, Diamond Express Bus Passes.**
7. **Bus Pass for Students:**

Students Bus pass		
Duration	Upto S.S.C.	11th & 12th Std
	(Rs.)	(Rs.)
Monthly	90	190
Quarterly	270	570
Six Monthly	450	950

Dedicated Trips for Students Upto SSC:

Type Of Bus Pass	Monthly (Rs.)	Quarterly (Rs)	Six Monthly (Rs)
Upto 10 Kms within MMC Limit	120	360	600
Above 10 Kms within MMC Limit	220	660	1100
Upto 10 Kms beyond MMC Limit	250	750	1250
Above 10 Kms beyond MMC Limit	350	1050	1750

(Valid between residence and school/college throughout the operational period)

8. **Dedicated Trips for Corporate officials (Monthly Passes)**

Type of Bus Pass	Within Municipal Limit		Beyond Municipal Limit	
	Non AC SD	AC	Non AC SD	AC
Upto 10 Kms	650	1500	900	2000
Upto 20 Kms	900	2000	1200	2500
Upto 30 Kms	1200	2500	1500	3000
Upto 40 Kms	1500	3000	1800	3500
Above 40 Kms	1800	3500	2000	4000

9. **Special Concessional Bus Pass for Blind Person is available @ Rs.50/- Per Month.**

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.
- 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 20 Kilometers. The commuter can opt for maximum two travel patterns for distance up to maximum 20 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.
- 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.
- At the time of renewal, in case of fixed amount bus passes, only upward migration is allowed on same bus pass. If a commuter wants to migrate downward then, he has to apply for a new bus pass as a fresh customer, wherein new RF-ID card will be issued to the commuter. In case of distance based bus passes, commuter can opt for any other combination of places irrespective of distance. All these valid migrations can be done only after expiry date, and not in advance.
- The 'Monthly Bus Pass' shall be valid for a period of one month, & 'Quarterly Bus Pass' would be valid for a period of 3 months. Validity period would be computed from the date of commencement of the journey recorded on the Bus Pass.
- Any number of changeovers en-route, 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.
- 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 lost bus pass, the commuter has to apply for fresh bus pass by paying all the applicable charges including route fees. Duplicate bus passes will not be issued in lieu of old lost bus pass.
- 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.
- 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 Rs.5 at every instance of fresh issuance / renewal of Monthly Bus Pass, & Rs.15 at every instance of fresh issuance / renewal of Quarterly Bus Pass would be charged at the time of issuing / renewing Bus Pass.
- The RF-ID card issued will be property of the BEST Undertaking. One Time charge of Rs.20/- would be charged to the commuters for issuing new RF-ID card.

- The students concessional Bus Pass scheme is available for the students up to 20 years or students studying up to 12th Standard.
- 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 Photo ID cum Bus Pass at PoS is as under:

1. Please visit the nearest Point of Sale (PoS). For renewal of existing bus passes please visit 4 days in advance for getting new RF-ID based bus pass.
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 ID card, fare as applicable & administrative charges. For the present Smart Card holders, including students, having active smart card in working condition and security deposit paid, the cost of ID card shall be waived in lieu of the refund due out of the security deposit paid for it.
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 & active smart card (for present Smart Card holders only) at the same PoS where the photograph was captured / deposited on the due date as indicated on the receipt.
8. The ID card cum pass shall be activated as per type of bus pass selected and handed over to the commuter along with the final receipt. In case of present smart card holders if smart card found defective / damaged or not deposited along with the provisional receipt, additional charges for new issue as applicable shall be collected.
9. The commuter should get confirmed the bus pass details on the reader provided at the PoS.
10. **Passengers are requested to keep the receipt issued to them along with the new RF-ID bus pass while travelling in the buses.**

Procedure for applying for new ID Card cum 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 ID Card cum 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 ID Card cum Bus Pass. Unless specified processing shall not be done.
6. Select a recent passport size photograph from your local photo gallery which shall get printed on the ID Card.
7. The sample of ID Card 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.
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 ID Card.
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 ID card and details of bus pass shall be confirmed by the operator and charge the bus pass accordingly. The Bus Pass shall be valid for the travelling in buses from the date it is charged as per the type selected.
15. Please collect the ID Card cum 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 ID Card cum 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.
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 3 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 the same even if the charging is done before the expiry date.
12. For any change in type of bus pass, the commuter is required to visit the PoS.

Various charges proposed to be levied are as under:

1. For issue of new ID Card cum Bus Pass: Rs.20/-
2. Fare: As applicable for the type of bus pass required.
3. Administrative Charges: Rs. 5/- per month.
4. Issue of duplicate new ID Card cum Bus Pass in case of defective/damaged card will be Rs. 20/- for new card & Rs. 10/- as administrative charges. The validity period of the old card will be transferred on the new card, only when it is more than 15 days.
5. The charges are liable to change.

New Fare Structure (From 18:30 hrs of 8/9/2010)

Dist Kms	Ord/Ltd Adults (Rs.)	Express Adults (Rs.)	AC-Super Adults (Rs.)	AC-EXPRESS Adults (Rs.)
2	4.00	5.00	10.00	10.00
3	6.00	6.00	15.00	15.00
5	7.00	8.00	15.00	19.00
7	8.00	10.00	20.00	23.00
10	10.00	12.00	25.00	30.00
15	12.00	15.00	30.00	39.00
20	14.00	18.00	35.00	45.00
25	16.00	21.00	40.00	55.00
30	17.00	24.00	50.00	59.00
35	18.00	26.00	60.00	63.00
Above 35 Kms	Rs.2/- for every addl. 5 Kms or part thereof	Re.3/- for every addl. 5 Kms or part Thereof	Rs.10/- for every addl. 5 Kms or part thereof	Rs.8/- for every addl. 5 Kms or part thereof

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

2) 'Daily travel as You Like' Bus Passes

Type of Pass	Fare in (Rs.)	
	Mon to Sat.	Sun/Holiday
Express-Global	40	40

Note: -

- **Express Global (All Over):** This pass is valid for entire bus operational area.
This pass is not valid on Air Conditioned Bus Routes.

Sr.No	Depot	PoS Name	Operational Hours		Sunday Operations
			From	To	
1	Anik	Kurla Bus Station (East)	8:00	19:00	10:00 hrs To 18:00 hrs
2	Anik	Chembur Colony	8:00	19:00	Regular
3	Anik	Anik Depot	8:00	19:00	Regular
4	Backbay	Pt.Paluskar Chowk	8:00	19:00	Sunday Closed
5	Backbay	Hutatma Chowk	8:00	19:00	Sunday Closed
6	Backbay	Backbay Depot	8:00	19:00	10:00 hrs To 18:00 hrs
7	Bandra	Mahim Bus Station	8:00	19:00	10:00 hrs To 18:00 hrs
8	Bandra	Bandra Depot	8:00	19:00	10:00 hrs To 18:00 hrs
9	Colaba	Museum	8:00	19:00	Sunday Closed
10	Colaba	Colaba Depot	8:00	19:00	10:00 hrs To 18:00 hrs
11	Colaba	Bhatia Baug (Mumbai CST)	8:00	19:00	Sunday Closed
12	Deonar	Vashi Bus Station	8:00	19:00	10:00 hrs To 18:00 hrs
13	Deonar	Nerul Bus Station	8:00	19:00	Sunday Closed
14	Deonar	Deonar Depot	8:00	19:00	Sunday Closed
15	Deonar	Anushakti Nagar	8:00	19:00	10:00 hrs To 18:00 hrs
16	Dharavi	Sion Bus Station	8:00	19:00	10:00 hrs To 18:00 hrs
17	Dharavi	Dharavi Depot	8:00	19:00	10:00 hrs To 18:00 hrs
18	Dharavi	Bandra Colony Bus Station	8:00	19:00	Sunday Closed
19	Dindoshi	Poddar Park, Malad (East)	8:00	19:00	Sunday Closed
20	Dindoshi	Kandivali Station (East)	8:00	19:00	10:00 hrs To 18:00 hrs
21	Dindoshi	Goregaon Stn -E	8:00	19:00	Regular
22	Dindoshi	Dindoshi Depot	8:00	19:00	Regular
23	Ghatkopar	Vikhroli Station (East)	8:00	19:00	Sunday Closed
24	Ghatkopar	Ghatkopar Depot	8:00	19:00	Sunday Closed
25	Ghatkopar	Ghatkopar Bus Stn.	8:00	19:00	Regular
26	Gorai	Gorai Depot	8:00	19:00	Regular
27	Goregaon	Goregaon Depot	8:00	19:00	10:00 hrs To 18:00 hrs
28	Goregaon	Goregaon Station (West)	8:00	19:00	10:00 hrs To 18:00 hrs
29	Kurla	Vidya Vihar Station (West)	8:00	19:00	Sunday Closed
30	Kurla	Santacruz Station(E)	8:00	19:00	Regular
31	Kurla	Kurla Stn (W)- R-337	8:00	19:00	Regular
32	Magathane	Magathane Depot	8:00	19:00	Regular
33	Majas	SEEPZ Bus Station	8:00	19:00	10:00 hrs To 18:00 hrs
34	Majas	Majas Depot	8:00	19:00	10:00 hrs To 18:00 hrs
35	Malvani	Kasturba Road Malad	8:00	19:00	10:00 hrs To 18:00 hrs
36	Malvani	Gaikwad Nagar Malvani	8:00	19:00	10:00 hrs To 18:00 hrs
37	Marol	Marol Depot	8:00	19:00	Regular
38	Marol	Agarkar Chowk-1	8:00	19:00	Regular
39	Mulund	Mulund Stn (West)	8:00	19:00	Regular

40	Mulund	Mulund Depot	8:00	19:00	Sunday Closed
41	Mulund	Mulund Bus Station (West)	8:00	19:00	Regular
42	Mumbai Central	V.Naik Chowk, Tardeo	8:00	19:00	10:00 hrs To 18:00 hrs
43	Mumbai Central	Maharana Pratap Chowk, Mazgaon	8:00	19:00	Sunday Closed
44	Mumbai Central	Kasturba Gandhi Chowk	8:00	19:00	Sunday Closed
45	Mumbai Central	Mumbai Central Depot	8:00	19:00	10:00 hrs To 18:00 hrs
46	Oshiwara	Oshiwara Depot	8:00	19:00	Sunday Closed
47	Oshiwara	Andheri Stn (W)-1	8:00	19:00	Regular
48	Poisar	Poisar Depot	8:00	19:00	Regular
49	Poisar	K.N Road, Kandivali (West)	8:00	19:00	10:00 hrs To 18:00 hrs
50	Pratiksha Nagar	Pratiksha nagar Depot	8:00	19:00	Regular
51	Pratiksha Nagar	Nadkarni Park	8:00	19:00	Sunday Closed
52	Pratiksha Nagar	Maheshwari Udyan	8:00	19:00	Sunday Closed
53	Santacruz	S'Cruz Depot	8:00	19:00	Sunday Closed
54	Santacruz	Juhu Bus Station	8:00	19:00	Sunday Closed
55	Shivaji Nagar	Shivaji Nagar Bus Station	8:00	19:00	10:00 hrs To 18:00 hrs
56	Shivaji Nagar	Dr. Ambedkar Udyan, Chembur	8:00	19:00	Sunday Closed
57	Vikhroli	Vikhroli Depot	8:00	19:00	Regular
58	Vikhroli	Kanjur Marg Station (West)	8:00	19:00	Sunday Closed
59	Vikhroli	Ghatkopar Rd NO 4.	8:00	19:00	Regular
60	Vikhroli	Bhandup Stn (W)	8:00	19:00	Regular
61	Wadala	Wadala Depot	8:00	19:00	10:00 hrs To 18:00 hrs
62	Wadala	Sewree Bus Station	8:00	19:00	Sunday Closed
63	Worli	Worli Depot	8:00	19:00	10:00 hrs To 18:00 hrs
64	Worli	Shivaji Park	8:00	19:00	10:00 hrs To 18:00 hrs
65	Worli	Com.P.K. Kurane Chk	8:00	19:00	Regular

SCHEDULES FOR PoS ON HOLIDAYS - CALENDER 2012

Sr.No.	Holiday	Date	Day	PoS Status on Holidays
1	Republic Day	26.01.2012	Thursday	All PoS closed
2	Id-e-Milad	05.02.2012	Sunday	All PoS open
3	Chh. Shivaji Jayanti	19.02.2012	Sunday	All PoS open
4	Mahashivratri	20.02.2012	Monday	All PoS open
5	Dhulivandan	08.03.2012	Thursday	All PoS closed
6	Gudi Padwa	23.03.2012	Friday	PoS open only at Depot
7	Ram Navmi	01.04.2012	Sunday	All PoS open
8	Mahavir Jayanti	05.04.2012	Thursday	All PoS open
9	Good Friday	06.04.2012	Friday	PoS open only at Depot
10	Dr. Ambedkar Jayanti	14.04.2012	Saturday	All PoS open
11	Maharashtra Day	01.05.2012	Tuesday	All PoS closed
12	Buddha Poornima	06.05.2012	Sunday	All PoS open
13	Gokulashatami	09.08.2012	Thursday	PoS open only at Depot
14	Gopalkala	10.08.2012	Friday	PoS open only at Depot
15	Independence Day	15.08.2012	Wednesday	All PoS closed
16	Pateti - Parsi New Year	18.08.2012	Saturday	All PoS open
17	Ramzan Id	20.08.2012	Monday	PoS open only at Depot
18	Ganesh Chaturthi	19.09.2012	Wednesday	All PoS open
19	Anant Chaturdashi	29.09.2012	Saturday	All PoS closed
20	Gandhi Jaynati	02.10.2012	Tuesday	PoS open only at Depot
21	Dassera	24.10.2012	Wednesday	All PoS open between 08.00 and 14.00 hrs. only.
22	Bakri Id	26.10.2012	Friday	All PoS open
23	Laxmi Pujan	13.11.2012	Tuesday	All PoS open between 08.00 and 14.00 hrs. only.
24	Diwali Padwa	14.11.2012	Wednesday	All PoS open between 08.00 and 14.00 hrs. only.
25	Moharam	25.11.2012	Sunday	All PoS open
26	Guru Nanak Jayanti	28.11.2012	Wednesday	All PoS open
27	Christmas	25.12.2012	Tuesday	PoS open only at Depot