

# CASHLESS TRAVEL BEST TRAVEL

## सुटया नाण्यां पासून सुटका

The BEST Undertaking has introduced Cashless Travel facility in the BEST Buses. This will facilitate the passengers to overcome the problem of loose coins or tendering exact change towards the fare. The salient features of this scheme are as under:

- To avail this facility, commuter has to first opt (if not opted before) for the identity card issued by the Undertaking. These identity cards can be opted from any of our Bus Pass Sale Counter. At present this facility is not available on-line.
- On possession of this identity card, same can be topped up from the Bus Pass Sale Counters.
- Top Ups are in multiples of ₹100/-, subject to maximum of ₹9,500/-.
- ₹5/- bonus will be loaded on making payment for every ₹100/-. In short if a commuter pays ₹100/-, then on his card ₹105/- will be loaded.
- While traveling in our buses, commuter can use this card for purchasing tickets for desired destinations, as well as Daily Bus Pass. Amount equivalent to the ticket amount will be deducted from the card instantly.
- The ticket generated will be printed with balance amount remained in the card, along with other information.
- In case if the card is lost, duplicate card will not be issued under any circumstances, or balance amount shall not be transferred on new card.
- If the card is damaged, then new card at cost will be issued by transferring balance amount within 7 days by confirming its usage.
- This card can be used by any family member of the card holder for the purpose of opting distance based tickets. However Daily Bus Passes shall be issued only to the card holder.
- In case card holder desire to surrender the card, balance money will be refunded after deducting 5% administrative charges. **It may be noted that top up made during 9<sup>th</sup> November 2016, to 15<sup>th</sup> December 2016, will not be refunded.**
- Any matter / dispute whatsoever concerning about this scheme, 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 without giving any reason / notice to the card holders and the rules / conditions so modified shall be binding on the card holders.
- The Undertaking may withdraw or discontinue or modify or alter the scheme without any prior intimation. However, due information will be given through leading newspapers for the information of the card holders.