

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 pass values (on Km basis)

Kms	Ordinary / Limited		Air Conditioned	
	Monthly	Quarterly	Monthly	
2	360	1060	880	
4	440	1320	1100	
6	660	1980	1320	
8	800	2380	1540	
10	970	2910	1760	
12	1100	3300	1980	
14	1240	3700	2200	
17	1410	4230	2420	
20	1500	4490	2860	
25	1630	4890	3520	
30	1850	5550	4180	
35	2070	6210	4840	

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.

i) Travel As You Like bus-pass:

Fixed Amount Bus Pass	Daily (Rs)	Monthly	Quarterly
City Non AC	50	1100	3300
Suburb Non AC	60	1320	3960
Non AC – All Over	90	1980	5940
AC Daily Bus Pass	200	4400	
Child City Non AC	25		
Child Suburb Non AC	30		
Child Magic Non AC	45		
Child Magic AC	100		

Note: -

1. **City Non AC Bus Pass:** This pass is valid from Mahim Koliwada / Mahim Shahu Nagar / Dharavi “T” Junction / Sant Rohidas Marg / Rani Laxmibai Chowk (Sion) / Anik Depot towards South Side.
2. **Suburban Non AC Bus Pass :** This pass is valid from Dharavi “T” Junction / Sant Rohidas Marg / Rani Laxmibai Chowk (Sion) / Bandra towards North Side, Up to Dahisar Check Naka / Mulund West Check Naka / Anand Nagar (Mulund East) Toll Naka / Airoli Toll Naka / Vashi Octroi Naka.
3. **At Dharavi “T” Junction / Sant Rohidas Marg / Rani Laxmibai Chowk (Sion) / Pilla Bungalow, City as well as Suburban bus passes will be allowed.**
4. **Magic Non-AC Bus Pass (Within Mumbai Municipal Limits):-** This pass is valid for entire bus operational area but within Mumbai Municipal Limits.
5. **Magic Non-AC Bus Pass (Beyond Mumbai Municipal Limits):-** This pass is valid for entire bus operational area.
6. **For Beyond Mumbai Municipal Limits Non-AC bus passes Rs.50/- and AC buses Rs.100/- per month will be charged extra.**

7. **Passengers found travelling without valid bus pass beyond Mumbai Municipal Limits will be considered as ticketless passengers, and will be penalized as per the rules in force.**
8. **Bus Pass for Senior Citizens:-** The rates will be at a discount of ₹50/- & ₹200/- for monthly and quarterly passes respectively, **(Only for Distance base, and Non-AC Bus Passes)**, on completion of 60 years of age.

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 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.
- 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 Upto SSC or attaining the age of 20 years.
 2. Studying Upto 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:

Kms	Ordinary / Limited		Express		Air Conditioned	
	Adult Fare(Rs.)	Concessional Fare (Rs.)	Adult Fare(Rs.)	Concessional Fare (Rs.)	Adult Fare(Rs.)	Concessional Fare (Rs.)
2	8.00	4.00	10.00	5.00	20.00	10.00
4	10.00	5.00	14.00	7.00	25.00	12.00
6	15.00	7.00	20.00	10.00	30.00	15.00
8	18.00	9.00	23.00	11.00	35.00	17.00
10	22.00	11.00	27.00	13.00	40.00	20.00
12	25.00	12.00	30.00	15.00	45.00	22.00
14	28.00	14.00	33.00	16.00	50.00	25.00
17	32.00	16.00	37.00	18.00	55.00	27.00
20	34.00	17.00	39.00	19.00	65.00	32.00
25	37.00	18.00	42.00	21.00	80.00	40.00
30	42.00	21.00	47.00	23.00	95.00	47.00
35	47.00	23.00	52.00	26.00	110.00	55.00
40	52.00	26.00	57.00	28.00	120.00	60.00
45	57.00	28.00	62.00	31.00	130.00	65.00
50	62.00	31.00	67.00	33.00	140.00	70.00

For Cross-Over Journeys beyond Mumbai Municipal Limits, additional ₹1/-, for Non-Ac services., and ₹5/-, for AC Services will be charged on basic fare.

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

Luggage fare will be equivalent to the corresponding Adult fares, subject to a maximum luggage fare of ₹34/- for Ordinary /Limited Services. For Express services, maximum luggage fare is ₹39/-, and for AC services the same is ₹ 65/-

2) “Travel as You Like” Bus Passes

Fixed Amount Bus Pass	Daily (Rs)	Monthly	Quarterly
City Non AC	50	1100	3300
Suburb Non AC	60	1320	3960
Non AC – All Over	90	1980	5940
AC Daily Bus Pass	200	4400	
Child City Non AC	25		
Child Suburb Non AC	30		
Child Magic Non AC	45		
Child Magic AC	100		

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