

KARNATAKA STATE ROAD TRANSPORT CORPORATION  
CENTRAL OFFICES: BANGALORE

Ref.No.KST.CO.TR.GEN.627(5):12102 Dated: 14th December, 1973

GENERAL STANDING ORDER NO.180  
(Issued by Traffic Department)

Sub: Maintenance of Complaints and Suggestions Book.

The Advisory Committee of the K.S.R.T.C. Employees' Welfare and Passengers' Amenity Fund resolved that the pattern of the Complaints & Suggestions Book should be changed and also that it should be maintained in triplicate so that the passenger making complaint/suggestion will have a copy of the same. The following procedure is laid down regarding the maintenance of complaints & suggestions books and the disposal of the complaints and suggestions recorded therein:-

2. FORM OF COMPLAINTS & SUGGESTIONS BOOK: The book shall be in a booklet form containing 50 pages in triplicate as per the proforma enclosed herein. Each book shall be given a serial number and each page shall be numbered in triplicate. The size of the book shall be 20 cms x 25 cms with perforation for the original and duplicate copies.

3. PLACES AT WHICH IT SHOULD BE MAINTAINED: These complaints & Suggestions Books shall be maintained at the following places:-

- a) All the Bus Stations of K.S.R.T.C.
- b) At all the Traffic Control Points.
- c) With the Conductors of all services excepting City and Sub-urban services
- d) Refreshment Rooms.
- e) Retiring Rooms
- f) All Stalls in the K.S.R.T.C. Bus Stations.

4. ISSUE OF COMPLAINTS AND SUGGESTIONS BOOKS TO THE CONDUCTORS:

The Complaints & Suggestions Books will be issued by the Equipment Section to the Conductors while issuing the Way-Bill Abstracts and Way-Bills. On return from duty the Conductor will return the Complaints & Suggestions Book.

5. Notice Board: A Notice Board to the effect that Complaints & Suggestions Books will be available with the Stand Incharge in the Stand and Traffic Controller at the Traffic Control Point, shall be exhibited in the following manner in both English and Regional language:

"COMPLAINTS & SUGGESTIONS BOOK AVAILABLE  
WITH \_\_\_\_\_"

" ದೂರು ಮತ್ತು ಸೂಚನೆ ಪುಸ್ತಕವು

.....ಬಳಿ ದೂರದೊಡನೆ ಇರುತ್ತದೆ."

6. RECORDING OF COMPLAINTS & SUGGESTIONS: On requisition by a passenger or a member of the public, the Complaints and Suggestions Book shall be made available by the concerned Official. After a complaint or a suggestion is recorded in triplicate with the help of the carbons, the passenger will be given the second copy. The original copy will be detached from the Book and sent to the Depot Office or Divisional Office as detailed herein with the remarks of the Stand Incharge or Traffic Controller as the case may be. The third copy will be retained in the Book as Office Copy. Refusal to make available the complaints & Suggestions Book to the person who demands the same by the Stand Incharge or the Traffic Controller or the Conductor or the Contractor of the Refreshment Rooms/Stalls will be seriously viewed.

7. ACTION TO BE TAKEN AT VARIOUS STAGES: (a) in the case of a complaint or a suggestion recorded at the Bus Stand or at the Traffic Control Point, the Stand Incharge or the Traffic Controller, after having handed over the second copy to the complainant, will forward the first copy or the original copy to the Depot Manager to whom the Stand or the Control Point is attached with his detailed remarks regarding the complaint or suggestion.

(b) In respect of complaints or suggestions recorded by passengers in the Complaints and Suggestions Book with the Conductor, the Conductor will deliver the second copy to the passenger and deliver the complete Book to the Equipment Section. The Equipment Section will scrutinise the Book and detach the original copy of the complaint and submit the same to the Depot Manager through.

the Traffic Incharge i.e. either the Traffic Inspector or the Asst. Traffic Superintendent of the Depot.

(C) The Stand Incharge or the Traffic Controller will inspect the Complaints & Suggestions Books every day with the contractors of Refreshment Rooms, Stalls etc., attached to the Stand or Control Points. If, on inspection, it is found that complaints/suggestions have been lodged, the Stand Incharge or the Traffic Controller, as the case may be, will detach the original copy of the complaint and forward the same to the Depot Manager with his remarks.

(d) On receipt of the original copy of the complaint or suggestion with the remarks of the Stand Incharge or the Traffic Controller, the Depot Manager will scrutinise and forward the same with his detailed report to the Divisional Office within 3 days.

8. DISPOSAL OF COMPLAINTS & SUGGESTIONS:- (a) All the complaints or Suggestions received from the Depot Manager should be registered in a separate register in the Proforma 'A' enclosed. The file in respect of a particular complaint or suggestion should carry the same serial number given in the register.

(b) Immediately on receipt of the complaint or suggestion, it should be acknowledged by the Divisional Office.

(c) In case of serious complaints regarding rude behaviour of the crew etc., immediate enquiry should be held and necessary action taken within a fortnight of the receipt of the complaint. The other complaints or suggestions should be disposed off within one month from the date of receipt of the Complaint/Suggestion.

(d) By the 7th of a month an abstract indicating the number of complaints and suggestions received during the previous month as also the action taken in respect of each complaint/suggestion should be put up to the Divisional Office Traffic Officer and the Dy. General Manager & Divl. Controller of the Unit concerned.