

## **FAQs**

### **What are the advantages of purchasing a bus ticket with KSRTC?**

KSRTC is the leading public sector undertaking and therefore, you will find the largest option of buses. Some of the advantages of dealing with us are:

- You can choose your seat
- You can book your bus tickets online, using Mobile, or in person
- You can choose from buses based on boarding points, timing and bus type

### **Do I need to register to book online (e-ticket)?**

Both Options provided, with registration and without registration (Guest user).

### **Is an e-mail ID essential?**

Yes. Without a valid e-mail ID registration can not be successful.

### **Does booking online (e-booking) cost me more?**

No. For e-bookings (e-ticket) we charge same as Counter booking.

### **How do I know about the successful transaction?**

Go to "PNR Enquiry" section of Menu, click on "Transaction Status" to know details of successful / failure transaction.

### **How do I know about the failed transaction ?**

Go to “PNR Enquiry” section of Menu, click on “Transaction Status” to know details of successful / failure transaction.

**Amount debited but ticket is not confirmed (failed transaction), what should I do?**

Please send e-mail to [onlinerefund@ksrtc.org](mailto:onlinerefund@ksrtc.org) mentioning e-ticket reference number or userid registered/ Guest user email id with KSRTC and date of transaction. Reference number can be found at your email id or “PNR Enquiry” Transaction Status.

Contact NO :080-22220386 and 080-22221321 Ext. 283 (Contact On Working Days In between 10:30am to 17:00pm, Saturday 10:30am to 13:00pm.)

**Does booking through mobile cost me more?**

No. For M-bookings (M-ticket) we charge same as Counter booking.

**Does booking at KSRTC franchisee (Agency) counters cost me more?**

No! The fare remains same in KSRTC owned counters and franchisee counters.

**Is it mandatory to carry ID proof for e-ticket?**

Yes. It is a must to carry photo ID proof [Driving License, Voter ID Card, PAN Card, Passport, AADHAR Card, Ration Card (with passenger photo), Senior citizen ID card (issued by KSRTC/Govt.), ID card (with Photo) issued by Govt. Departments. Original private company ID card (with Photo), Original Educational Institution ID card (with Photo), Credit/Debit cards (with photo)] and produce it at the time of boarding.

**Is it mandatory to take copy of e-ticket?**

Yes. It is a must to take copy of the e-ticket. For e-ticket / m-ticket SMS is sent to your mobile. SMS can be produced at the time of boarding to travel.

### **Is it mandatory to show both e-ticket and ID proof ?**

Yes. It is a must to show hard/soft copy of e- ticket along with prescribed ID proof.

### **I have lost my e-ticket / counter ticket. What should I do now ?**

You can generate your e-ticket online. Go to "PNR Enquiry" of Homepage, provide PNR number and Mobile number click on send Print/email/SMS to receive e-ticket to travel. A copy of the ticket also sent to you by e-mail when e-ticket and m-ticket is booked. Please take a print out of that mail and produce it at the time of boarding. .

If it is counter ticket by providing necessary details and producing identity proof you can get a duplicate ticket by paying 25% of the fare amount before two hours of service departure.

### **What is the age criteria for child fare?**

- Children up to age of 6 years ( $\leq 6$  years) are allowed to travel free.
- Children above 6 years ( $>6$  years) and up to 12 years ( $\leq 12$  years), Child fare will be charged.
- Children above 12 years ( $>12$  years), Adult fare will be charged.

OR

- Children with height greater than or equal to 117 cms and less than 140 cms will be charged child fare.
- Children with height greater than or equal to 140 cms will be charged Adult fare.

### **What is the criteria for child fare?**

Type of service Child fare All AC Buses (Volvo, Sheetal, Meghadooth, Corona, AC sleeper ) 75% of Adult fare Other Buses (Express, Karnataka Sarige, vaibhav, Rajahamsa) 50% of Adult fare

**I have booked e-ticket in my name can someone else travel in the ticket?**

No. It is not allowed.

**Is mode of payment option is only AXIS credit/Debit cards?**

Axis bank is only the payment gateway. You can use credit card issued by any bank in india with VISA/Master logo. You can also use Debit card with VISA/ Master logo provided that bank has enabled debit cards for transactions. You can use Billdesk if you have internet banking

**How can I lodge a complaint regarding operation/cancellation of service?**

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You can send email to [awatar@ksrtc.org](mailto:awatar@ksrtc.org) through the mail ID in which you have booked ticket. Also you can dial to call centre no **080-49596666 (24 hrs)**.

**What shall I do if I face any problem, while booking ticket online?**

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You can contact 080-49596666 (Call center – 24 hrs) or 7760990034 / 35 (Awatar Cell between 0700 and 2200 hrs) for any booking related query / assistance. Also you can drop a mail to [awatar@ksrtc.org](mailto:awatar@ksrtc.org)