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 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 (<= 6 years) are allowed to travel free.
- Children above 6 years (>6 years) and up to 12 years (<=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?

You can send email to 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?

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