



## **KARNATAKA STATE ROAD TRANSPORT CORPORATION CENTRAL OFFICES: BENGALURU – 27**

### **Press note**

Shri.Shivayogi C Kalasad, MD, KSRTC visited the KSRTC control room and monitored bus operation in view of Bundh.

1. MD personally handled some of the calls with regard to bus operation from KSRTC depots.
2. Reviewed control room activities and passenger feedback mechanism.
3. Asked to collect operational information in fast track mode.
4. To find ways and means to reduce passenger response time.
5. Verified accident and incident management system.
6. An app to be developed for ksrtcjobs.com website.
7. The operational details of other corporations such as BMTC, NWKRTC and NEKRTC should be monitored during Bundh/Strike days.
8. Everyone may not be having e-mail id's so new mechanism to be developed on receiving complaints through whatsapp/SMS.
9. Reviewed nature of passenger grievances.
10. Refund mechanism was reviewed and instructed to reduce the response time.

KSRTC control Room working 24\*7 basis in 3 shifts with 10 staffs.

Sd/-

Public Relations Officer