

Kerala State Road Transport Corporation

Welcomes to the Online Reservation System

Rules and Regulations

The Kerala State Road Transport Corporation, popularly known as KSRTC, offers the opportunity for reserving tickets through internet in addition to the existing facility to book the tickets from the various reservation counters of the Corporation.

KSRTC's rules for reservation of tickets apply to all such transactions along with the terms and conditions imposed for Internet based booking. The terms and conditions applicable to Internet booking through the KSRTC website are detailed in this document.

The following terms and conditions will apply if you wish to use the KSRTC online ticket booking service offered through the KSRTC website. Please go through the conditions carefully and if you accept them, you may register and transact on the site.

I User Registration

You must be a registered user to use our site to book tickets and for any type of enquiries. No user can register more than once on the site. You will receive a password and account designation upon completing our registration process. You are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your password or account. Ensure that you Logout from your account at the end of each session. KSRTC cannot and will not be liable for any loss or damage arising from your failure to comply with this.

II Agreement

Once you register yourself on this site, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with all these terms and conditions, you must not transact on this website. Once you have clicked the 'I Agree' buttons at the bottom of these Terms and Conditions you have entered into a formal agreement with KSRTC for the purpose of transactions on this website. If a user violates the terms and conditions or use by registering more than one user id and or booking tickets on such multiple userid, KSRTC reserves the right to deactivate all such user registration and cancel any or all ticket booked using these registrations without any notice.

KSRTC's performance of this agreement is subject to existing laws and legal processes of Government of India, and nothing contained in this agreement is in derogation of KSRTC's right to comply with law enforcement requests or requirements relating to your use of this website or information provided to or gathered by KSRTC with respect to such use. You agree that KSRTC may

provide details of your use of the website to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the website, at KSRTC's complete discretion.

If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

This agreement constitutes the entire agreement between the customer and KSRTC with respect to this website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and KSRTC with respect to this website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

This agreement is made between:

KSRTC ("Us") and The User ("You"), the individual, whose details are set out in the User Registration page.

Supply by Us: We agree to provide online ticket booking facilities to registered users who agree to the terms and conditions set forth in this document.

In this agreement, the following terms have the meanings stipulated against each:

KSRTC – Kerala State Road Transport Corporation.

Ticket – means any ticket issued by us. It is an authorization to travel using our ticket booking facility for the specified journey over the network of KSRTC.

E-ticket – refers to a reservation booked on this website, for the consummation of which the customer prints out an Electronic Reservation Slip which, along with the concerned authorized personal identification, constitutes the authority to travel, in lieu of the regular ticket on standard Stationery.

Charting time – The time at which the chart for a particular service is prepared at the bus station from where the service starts its journey.

ERS (Electronic Reservation Slip) – The printout in standard specified proforma containing reservation particulars, and instructions for use that can be used by the passenger along with the relevant authorized Identification, as travel authority for performing the journey. The user of the ERS is governed by these rules and the instructions that are available on the ERS itself.

Authorized ID – Proof of identity of the passenger.

III Security

All payments towards the cost of the tickets issued will be through one of the payment mode provided on the payment page. To ensure security, your card details are NOT stored in our Website.

IV Advance Booking

Normally 21 days advance booking is possible. However the number of days fixed for advance booking is liable to be changed.

V Maximum Tickets

A maximum of TEN SEATS can be booked per ticket at a time for a specified journey.

VI Service Hours

Booking through Internet is allowed round-the-clock on all days including Sundays and holidays. However current booking of e-tickets is possible only up to the charting time for that bus or one hour before the scheduled departure time from the starting place whichever is earlier. The chart is taken either half an hour before the departure time from the starting place or half an hour before closing down the Reservation Counter concerned from where the service originates whichever is earlier.

For example, in the case of buses leaving Thiruvananthapuram Central between 10.00 P.M. and 06.00 A.M. next day (actual departure), the chart is prepared at 09.30 PM. Tickets for those services can be reserved up to 09.30 PM. Only.

The existing reservation counters from where charts are prepared for the services originating from there and the service hours are shown below.

Service Hours of the Reservation Counters

<i>Thiruvananthapuram Central</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Ernakulam</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Thrissur</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Kozhikode</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Bangalore Majestic</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Bangalore Satellite</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Kottayam</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Kottarakkara</i>	<i>09.00 A.M to 05.00 P.M</i>
<i>Palakkad</i>	<i>02.00 P.M to 10.00 P.M</i>
<i>Kannur</i>	<i>09.00 A.M to 05.00 P.M</i>

❖ Service hours are liable to be changed.

VII Scope of Service

KSRTC supply the service to you with reasonable care and skill. All rules and regulations applicable for reservation of seats and charging of fare for reservation also apply to reservation through the Internet.

VIII Disclaimer

All efforts are being made to ensure the prompt and timely service of the buses. KSRTC will not be liable for any delay/cancellation of service due to extraneous reasons.

IX Fare

The actual fare on the date of journey will be realized from the passenger i.e. if the reservation is made before any fare revision and the actual date of journey takes place after the fare revision, the revised rate of fares will be made applicable and the difference in fares will be settled at the time of journey.

X Reservation Fee

Advance reservation fee of Rs.10/- per seat is charged for passengers booking seats in advance through online.

Reservation Fee is non-refundable except in case of 100% refund of ticket due to cancellation of the service by KSRTC for operational or any other reasons.

XI Payment Option

All transactions on Internet are subject to the conditions stipulated by the Financial Gateway and subject to levy of charges, if any. Facilities and the transaction charges are given below.

Facilities Available

- a) Internet Banking (Direct debit from bank account for HDFC account holders)
- b) Payment by Master, Visa Debit/Credit Cards
- c) Point-of-Sale (POS) Terminals (at notified places of KSRTC)

Transaction Charges

Particulars	Commission Charges
a. Internet Banking (HDFC account holders)	Nil
b. Credit/Debit Cards	Rs. 20/- per Passenger
c. POS Terminal	Rs. 20/- per Passenger

All *Visa* and *Master* Credit and Debit cards will be accepted through the payment gateway for internet booking.

The Bank's VISA/MASTER debit card accepted through Payment gateway should have registered with VBV/Master secure.

XII Confirmation of Booking

Your booking and reservation will be confirmed online, after you complete the transaction successfully. Further, the system will issue you a unique Transaction ID for each booking. Payment on your credit card is processed by HDFC Payment Gateway. Booking of tickets is subject to realization of fare and the service charges (including Service Tax) from concerned Bank through the Payment Gateway. You will be responsible for all charges, fees, duties, taxes and assessments arising out of your use of this Website.

If, for any reason, the reservation does not materializes, the entire amount debited from your card account will be credited back to your card account. If you want to try for the same reservation again, it will be treated as a fresh booking. Non-authorization of payment by payment gateway for tickets booked by you is liable to result in deregistration of your account with this site, without any notice.

XIII Cancellation

E-tickets can be cancelled through internet and at the selected computerized reservation counters of KSRTC. Reservation charges and Bank charges that are being levied by the Payment Gateway/Banks are not subject to refund in the event of cancellation of tickets by the Customer.

Online Cancellation

For e-tickets, cancellation is possible through Internet. Passenger will get a cancellation ticket/receipt and KSRTC will credit the amount of refund due, to the

customer's account. No cash refund will be allowed. The amount paid by the customer will be refunded electronically after deducting cancellation charges.

The cancellation charge is determined by the KSRTC's rules for cancellation based on the time of cancellation and the status of the ticket. The service charge is not refunded.

Cancellation through Reservation Counters

Cancellation of e-tickets can also be done through any of the KSRTC Online Reservation counters during the working hours of each counter. To cancel a ticket, the customer will have to submit a requisition with the ticket at a KSRTC Reservation counter. Reservation counter will issue a cancellation ticket/receipt and KSRTC will credit the amount of refund due, to the customer's account. No cash refund will be allowed.

The existing reservation counters and the service hours are shown below.

Service Hours of the Reservation Counters

<i>Thiruvananthapuram Central</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Ernakulam</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Thrissur</i>	<i>06.00 A.M to 10.00 P.M</i>
<i>Kozhikode</i>	<i>06.00 A.M to 10.00 P.M</i>
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<i>Kottarakkara</i>	<i>09.00 A.M to 05.00 P.M</i>
<i>Palakkad</i>	<i>02.00 P.M to 10.00 P.M</i>
<i>Kannur</i>	<i>09.00 A.M to 05.00 P.M</i>

❖ Service hours are liable to be changed.

General Conditions for Cancellation

Cancellation of E-tickets can be done up to one hour before the scheduled departure time from the starting place or before the charting time whichever is earlier. The chart is prepared either half an hour before the departure time from the starting place or half an hour before closing down the Reservation Counter from where the service originating whichever is earlier.

For the reservation counters with working hours 9.00 am to 5.00 PM, journey charts for those schedules depart between 5.00 PM and 9.00 AM on the next day are prepared at 04.30 PM on the day. So Cancellation of these schedules is stopped at 04.30 PM on the day itself.

For the reservation counters with working hours 6.00 am to 10.00 PM, journey charts for those schedules depart between 10.00 PM and 6.00 AM on the next

day are prepared at 09.30 PM on the day. So Cancellation for these schedules is stopped at 09.30 PM on the day itself.

For example, in the case of buses leaving Thiruvananthapuram Central between 10.00 P.M. and 06.00 A.M. next day (actual departure), charts are prepared at 09.30 P.M. Tickets of these services can be cancelled up to 09.30 PM. only.

a.) Refund in failed transactions

KSRTC offers no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions.

b.) Refund due to cancellation of service by KSRTC

100% Refund of ticket due to cancellation of the service by KSRTC for operational or any other reasons is done through various reservation counters of KSRTC on production of the e-ticket and ID proof given while booking the ticket. However passenger shall prefer such refund with in 7 days after the scheduled departure time of the service.

c.) Cancellation Fees

The cancellation slabs (excluding the reservation fee, which is not refundable) are as shown below.

Cancellation Fee	Duration
Fee at 25% of the basic fare	Up to 24 hours before the departure time.
Fee at 50% of the basic fare	Between 24 hours and one hour before the departure time at the service originating place only.
No refund	Within one hour before the departure time at the service originating place,

XIV ID Proof

The passenger booked an e-ticket should carry the authorized ID mentioned while booking the e-ticket in original during journey and same will be accepted as proof of identity failing which the passengers will be treated as traveling without ticket and shall be dealt with as per KSRTC Rules.

Following are the authorized IDs – the personal photo identification card – allowed for booking e-ticket.

- i. Voter Identification Card
- ii. Driving License
- iii. Student's Identity card issued by recognized institutions
- iv. PAN Card
- v. Passport
- vi. Employee Identity card issued by State Government or Central Government
- vii. Employee Identity card with photograph issued by any reputed private/public organizations
- viii. Attested copy of photograph affixed Secondary School Leaving Certificate.

For Non-Indians, their country's passport will constitute sole authorized ID.

XV Not Transferable

The ticket booked is not transferable.

XVI Duplicate Ticket

If an "e-Ticket" is lost, copy of the same can be printed by using the "Duplicate Ticket" option in the KSRTC's Web site.

XVII Jurisdiction of Courts

The Courts at Thiruvananthapuram shall have jurisdiction to entertain any suits or legal proceedings arising out of or in relation to the transactions.
