

Delhi Transport Corporation

FREQUENTLY ASKED QUESTIONS

On e-District Services provided by DTC

1. TYPES OF GENERAL & CONCESSIONAL BUS PASSES

Q1. What types of bus passes can be made online and what are their charges per month?

Ans. All types of bus passes i.e. Conventional Bus Pass as well as e-Bus Pass can be made online as per following monthly charges:

General Bus Passes

| S.No | Type of Bus Pass | Monthly Charge | Quarterly Charge | Half-Yearly Charge | Yearly Charge |
|------|--|----------------|------------------|--------------------|---------------|
| 1 | General All Route Non-AC bus | Rs.800/- | Rs.2280/- | Rs.4440/- | Rs.8640/- |
| 2 | General All Route AC bus | Rs.1000/- | Rs.2850/- | Rs.5550/- | Rs.10800/- |
| 3 | Airport Express/Coaches AC and Non AC bus (in NCT of Delhi Only) | Rs.1400/- | NA | NA | NA |
| 4 | Delhi-NCR- Airport AC and Non AC bus | Rs.1800/- | NA | NA | NA |
| 5 | Delhi to Gurgaon | Rs.1500/- | NA | NA | NA |
| 6 | Delhi to Faridabad | Rs.1800/- | NA | NA | NA |
| 7 | Delhi to | Rs.1160/- | NA | NA | NA |

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|---|--------------------|-----------|----|----|----|
| | Bahadurgarh | | | | |
| 8 | Delhi to Ghaziabad | Rs.1640/- | NA | NA | NA |

Concessional Bus Passes

| S.No | Type of Bus Pass | Monthly Charge | Two Months Charges | Quarterly Charge | Five Months Charges | Half-Yearly Charge | Yearly Charge |
|------|--|----------------|--------------------|------------------|---------------------|--------------------|---------------|
| 1 | Student Destination Pass | Rs.100/- | Rs.200/- | Rs.300/- | Rs.500/- | -- | -- |
| 2 | Student All Route Special Pass | Rs.150/- | Rs.300/- | Rs.450/- | Rs.750/- | -- | -- |
| 3 | Press All Route AC Pass | Rs.200/- | Rs.400/- | Rs.600/- | Rs.1000/- | Rs.1200/- | Rs.2400/- |
| 4 | Press All Route Non-AC Pass | Rs.100/- | Rs.200/- | Rs.300/- | Rs.500/- | Rs.600/- | Rs.1200/- |
| 5 | Senior Citizens Above 60 Years (AC Pass) | Rs.150/- | Rs.300/- | Rs.450/- | Rs.750/- | Rs.900/- | Rs.1800/- |
| 6 | Senior Citizens Above 60 Years (Non - AC Pass) | Rs.50/- | Rs.100/- | Rs.150/- | Rs.250/- | Rs.300/- | Rs.600/- |
| 7 | BPL/AAAY Family members (All Route Non-AC Bus Pass) | Rs.500/- | Rs.1000/- | -- | -- | -- | -- |
| 8 | Physically Challenged Persons (Deaf & Dumb/ Blind/ Ortho) AC Bus | -- | -- | -- | -- | -- | Free |

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|----|---|----|----|----|----|------|------|
| | Pass (For One Year) | | | | | | |
| 9 | Physically Challenged Persons (Mentally) AC Bus Pass with one Attendant Free (For One Year) | -- | -- | -- | -- | -- | Free |
| 10 | Freedom Fighters with one Attendant Non-AC Bus Pass (For One Year) | -- | -- | -- | -- | -- | Free |
| 11 | International Sports person (For One Year) | -- | -- | -- | -- | -- | Free |
| 12 | National Award Winners Non-AC Bus Pass (For Six Months) | -- | -- | -- | -- | Free | -- |
| 13 | War Widows & their Dependent (For Six Months) | -- | -- | -- | -- | Free | -- |
| 14 | MLA/MP Attendant Pass Non-AC (For One Year) | -- | -- | -- | -- | -- | Free |

2. DOCUMENTS-RELATED

Q2. What kinds of documents are required for Concessional Bus Pass?

Ans. Following documents required for each category of Concessional Bus Pass: -

| S.No | Pass Category | Documents Required | | |
|------|---|--|---|-----------------------------|
| | | Document 1 | Document 2 | Document 3 |
| 1 | Students (Destination & All Route Pass (Ordinary / Special) (Non-AC / AC Buses) | The Application Form duly filled & a photo -both attested by the Authorized Signatory of Institute | The latest fee receipt issued by the Institute. | -- |
| 2 | BPL/AAY Family member (All Route Non-AC) | TBPL/AAY Certification/ i.e. Food Security card AAY/PR-S Cards documentation issued by Competent Authority of GNCTD. | Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport. | -- |
| 3 | Senior Citizen (60 Years & above) All Route (Non - AC / AC) | Age proof (Any One) Passport, School Certificate, Driving License, Pension Book, Radiological Report, Birth Certificate and PAN Card. | Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.. | -- |
| 4 | Physically Challenged Persons: - Blind, Orthopedics Deaf & Dumb | Medical Certificate or Disability Certificate issued by a Govt. Hospital. Blinds (1/60 to 6/60 - both eyes) Physically Handicapped (40% or above) only are entitled. Deaf & Dumb (60 decibel). | Residence proof of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport | I.D. Card issued by the SDM |
| 5 | Mentally Retarded or ill | Disability Certificate | Residence | I.D. Card issued |

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| | Persons (along with one attendant) | issued by a Govt. Hospital. | proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport | by the SDM |
| 6 | Freedom Fighters (along with one attendant) | Pension Payment Order, for recipient of pension under "SwatantraSainikSamman" Scheme, Bank Certificate. | Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport. | -- |
| 7 | War- widows & dependents | Certificate issued by Ministry of Defense (War-widows/dependents children of the mart yrs of 1962, 1965 & 1971 War only are entitled). | Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport. | -- |
| 8 | National Award Winners | Certificate of Award, (Valid for Bharat Ratan, PadamBhushan, Padam Vibhushan & Padam Shree only are entitled). | Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport. | -- |
| 9 | International Sports Persons | Certificate issued by Sports Authority of India and host country for representing India in any event in Asian & Olympic | Residence proof of Delhi (any one) Ration Card, Election ID | -- |

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|----|-------------------------|-------------------------|---|----|
| | | games | Card, Aadhar Card, and Passport. | |
| 10 | MP / MLA with attendant | MP / MLA Identity Card. | Residence proof of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport. | -- |

3. GENERAL QUERRIES

Q3. What is the procedure to apply for online bus pass?

Ans. Online bus pass can be made in following three steps:

1. Go to URL www.dtcpass.delhi.gov.in and fill up the application form by selecting the appropriate type and duration of bus pass, and upload soft copy of the required document in case of Concessional Bus Pass.
2. Make the payment online.
3. Conventional Bus pass shall be delivered at applicant's residential address within 5 working days and e-Bus Pass shall be sent through SMS via a link on applicant's mobile number within one working day.

Q4. What is required to apply for an online bus pass?

Ans. You require the following to apply for a non-concessional bus pass online: -

- Your scanned copy of passport size photo with full face visible (image size limit 20Kb-50Kb).
- Valid mobile phone number for receiving alerts/ OTP.
- Valid payment method (Debit Card/Credit Card/Net banking).

Q5. What is the minimum age to apply for a bus pass?

Ans. Above 5 years.

Q6. Can I change the applicant details or edit the form after submitting the online form?

Ans. No, you cannot edit form details after final submission.

Q7. To which areas are the Bus Pass delivery services available? What are the delivery charges?

Ans. The delivery services are available all over India. Postal delivery charges would be applicable as per actual charges levied by India Post.

Q8. In how much time will I receive the online bus pass?

Ans. Conventional Bus pass shall be delivered at Applicant residential address within 5 working days and e-Bus Pass shall be sent through SMS via a link on applicant's mobile number within one working day. This excludes the date of transaction of payment.

Q9. Can I personally collect my bus pass from the DTC office?

Ans. No, only in case the postal authorities return the bus pass due to following circumstances, applicant can collect the bus passes from the pass section, DTC Scindia House, KG Marg Connaught Place, New Delhi-110001 between 10:00 AM to 4:00 PM on all working days:

1. Incorrect/Incomplete address.
2. Door Locked/ Addressee out of station.
3. No such person residing at this address.
4. Address shifted.
5. Refusal.
6. Other Reason.

A SMS and Email will be sent to the applicant notifying the return of the bus pass.

Q10 Will bus pass be re-dispatched in case of return by Postal Authority?

Ans. No, pass will not be re-dispatched if it could not be delivered by India Post due to any of the aforesaid six reasons. In this scenario, the applicant shall have to collect his/ her pass from DTC pass section at the address mentioned above in answer 16.

Q11. Where and how to contact?

Ans. **Address:** Pass Section,
Delhi Transport Corporation,
Scindia House, KG Marg
Connaught Place, New Delhi 110 001.
Phone number: 011-23752770 Ext.226.
Mobile number: 8744073213

Q12. How do I track my bus pass once I have applied?

Ans. Once your Online bus pass is out for delivery, you will receive a consignment number via SMS on the registered mobile number. You can track your delivery at: <https://www.indiapost.gov.in/layouts/15/dop.portal.tracking/trackconsignment.aspx>

Q13. Can bus passes be still made offline at DTC pass sections?

Ans. Yes, applicant can also buy all types bus passes through offline procedure at any of the existing pass section of DTC.

Q14. Can I renew my offline bus pass online?

Ans. No, user can not renew offline bus pass online.

Q15. Can I use the bus pass as an ID card?

Ans. No, bus pass can only be used for travelling purposes in DTC & Cluster buses only.

Q16. Can I take a printout of my online bus pass?

Ans. No, you cannot take printout of the online Bus Pass. The conventional Bus Pass will be delivered at your residence via Speed post and e-Bus Pass will be delivered through SMS via a link on the applicant's mobile number.

Q17. Can all types of bus passes be made online?

Ans. Yes, all types of bus passes i.e. Conventional Bus Pass (Printed Ticket Type) and e-Bus Pass can be made online as well as offline process.

Q18. What is the difference between e-Bus Pass and Conventional Bus Pass?

Ans. e-Bus Pass
e-Bus Pass is a bus pass generated dynamically by the system and can be viewed by clicking the link delivered through SMS on the applicant's mobile number.

Conventional Bus Pass

Conventional Bus Pass is a Printed Ticket Type bus pass generated by the system and is delivered at the applicant's residence through Speed Post.

Q19. In case of lost/damaged bus pass, can I apply online for a duplicate bus pass?

Ans. In case of lost/damaged bus pass, no duplicate pass will be issued. Applicant will have to apply for a new bus pass.

Q20. How to get e-Bus Pass, in case SMS or Email Containing Link is deleted?

Ans. Visit URL : <http://dtcpass.delhi.gov.in/> , click on Get e-Pass tab & submit the required information to get link through SMS.

Q21. Can a Group of applicants get a common/single Bus pass?

Ans. No.

Q22. Can I carry forward the period of my unused Bus pass due to some reason?

Ans. No.

4. PAYMENT-RELATED**Q23. What are additional charges for buying online bus pass?**

Ans. Apart from the above charges, the following charges will be applicable: -

- Any Bank Charges charged by bank for each online transaction should be borne by customer, which will vary from bank to bank.
- Printing and stationary charges of Rs. 15/- for each pass.
- Speed Post charges of Rs 18/- for local area pin codes and Rs 41/- for non-local area pin codes for each pass.
- For e-Bus Pass, no additional charges are applicable except bank transaction charges.

5. CANCELLATION-RELATED**Q24. What is the process for cancellation of the bus pass?**

Ans. To cancel your bus pass, you will have to visit any of the DTC pass sections and hand over your bus pass for cancellation to DTC official. The amount due will be refunded to your bank account via the payment method used at the time of applying for online bus pass.

Q25. What are cancellation charges of a bus pass?

Ans. An amount of Rs. 10/- would be charged for each cancellation.

6. REFUND-RELATED

Q26 What are the Refund Rules?

Ans. The refund of fare in case of partly used bus pass is made after charging for the period, the bus pass has already been utilised, on a weekly basis, treating the month as consisting four weekly parts and treating part of a week as full week for this purpose. For example, if a Bus Pass having value Rs 800/- is valid from 01.05.2018 to 31.05.2018 and it is surrendered: -

- i. Between 01.05.2018 and 07.05.2018, refund calculations are as under: -
 - a. One-week Bus Pass fare: Rs. 200 (i.e. $\frac{1}{4}$ th of Monthly bus pass Value)
 - b. Refund Charge :Rs. 10/-
 - c. **Amount to be refunded: Rs. 590/-** [i.e. $800-(200+10)$]
- ii. Between 08.05.2018 and 14.05.2018, refund calculations are as under: -
 - a. Two-week Bus Pass fare: Rs. 400 (i.e. $\frac{1}{2}$ th of Monthly bus pass Value)
 - b. Refund Charge :Rs. 10/-
 - c. **Amount to be refunded: Rs. 390/-** [i.e. $800-(400+10)$]
- iii. Between 15.05.2018 and 21.05.2018, refund calculation are as under:-
 - a. Three-week Bus Pass fare: Rs. 600 (i.e. $\frac{3}{4}$ th of Monthly bus pass Value)
 - b. Refund Charge :Rs. 10/-
 - c. **Amount to be refunded :Rs. 190/-** [i.e. $800-(600+10)$]
- iv. On 22.05.2018 and 31.05.2018, **No refund is made**

Q27. In how much time will I receive the refund after cancellation of bus pass?

Ans. The time for the refund varies from bank to bank. It is usually processed within 7 to 14 working days.