

**PRESS RELEASE****PASSENGER GRIEVANCE AND COMPLIANTS REDRESSAL HELP LINE AND  
COMMON WEBSITE (ARASU BUS) FOR ALL TRANSPORT CORPORATIONS**

The Hon'ble Minister for Transport Thiru. S.S. Sivasankar, on 09/03/2023 has launched the above Projects in presence of Dr. K. Gopal, I.A.S., Additional Chief Secretary to Government, Transport Department and Officials of Transport Corporations for the benefits of common Public and Bus passengers

**1. PASSENGER GRIEVANCE AND COMPLIANTS REDRESSAL HELP LINE  
ASSEMBLY ANNOUNCEMENT**

Various initiatives and reformative measures are being taken in Tamil Nadu State Transport corporations to ensure Public is served better in Bus Transport. With a view to ascertain the expectations of travelling Commuters and General public in Tamil Nadu State Transport Corporation (TNSTCs) buses and to take immediate steps to speedy redress the Grievances and Complaints, the "**Hon'ble Minister for Transport**" in the Floor of Assembly has announced that Integrated Passenger Grievance and Complaints Redressal Help Line will be established for all eight State Transport Corporations.

**SYSTEM FLOW & FUNCTIONALITY**

The Toll free number to contact the Help Desk is **1800 599 1500** and the number will be widely published. The Passengers who are travelling, waiting at bus stops, bus stands and general public can make phone calls through Toll free number and lodge the complaints and grievances and also can seek information. The Operator for receiving calls from Passengers and General Public will be deployed at MTC Head Quarters at Pallavan Illam on 24x 7 basis. Received complaints and Grievances will be assigned with Unique ID and registered and then acknowledgement SMS will be texted to the Passengers – (Your Compliant is received, Compliant ID is MTC 00011, Will be resolved"). The received Complaints and grievances can be monitored by the respective Transport Corporations through User ID and initiate steps for speedy redressal.

**MAKING COMPLAINTS/GRIEVANCE/SEEKING INFORMATION BY PASSENGERS**

The Passengers and common Public can lodge their complaints and grievances related with STUs Bus Cleanliness, Late run, Bus Break down, No bus available at Bus stands to reach their Destinations, long waiting at Bus stops in peak hours, Skipping of bus Stops by Drivers, Luggage lost, Crew ill behaviour in Buses, harassment by co-passengers, Rash Driving, ill maintenance of buses, accidents, Flood, Riots and also can seek information on Bus operation related Enquiry, special Bus Operation for festive season etc. The Bus Crew can make calls to inform any alert messages on untoward incidents. Differently abled persons can also make their complaints and grievances to the Help line from their phone using "Google Voice Assistant."

**FORWARDING THE COMPLAINTS / GRIEVANCE TO STUs FOR QUICK REDRESSAL**

The received Complaints and grievances can be monitored by the respective Transport Corporations. After resolving the issues by the respective Transport Corporations, again SMS will be sent to the Passengers. To monitor the functionality of the Help Line system required persons will be deployed at Help Line Centre at MTC and at respective Transport Corporations.

## ENHANCING THE SERVICE LEVEL INLINE WITH PASSENGER EXPECTATIONS

Passenger Help line system will provide Transport Corporation wise status on complaints received, in progress, pending and closed on daily, weekly and monthly basis. The Functional Managers from Transport Corporations can closely monitor and focus on the passenger complaints / grievances and initiate suitable measures for improving the level of service in line with public expectations and can also identify the areas of improvements, so that passenger satisfaction on bus operation by Transport Corporation could be further enhanced.

## **2. COMMON WEBSITE FOR ALL TRANSPORT CORPORATIONS.**

[www.arasubus.tn.gov.in](http://www.arasubus.tn.gov.in)

For the benefit of travelling Commuters of about 1.70 crores per day in all State Transport Undertakings buses and for the general public, Common Website “ **(Arasu Bus)**” has been developed for the benefit of Passengers.

The purpose of the Website is to provide information to the Passenger and Public on Bus timings, about State Transport Undertakings and their passenger services, Top Management details, Organization Structure, Board of Directors, Operational Jurisdiction, Photo Gallery, Contact details to lodge their complaints and grievances and GST numbers of respective STUs.

The Public and passengers can navigate the website pages like Home page, About STUs, Passenger related services, About STUs Management and Contact details and can access the updated information from the Website in all days.

Link facility has been created to access the Metropolitan Transport Corporation (MTC) website and “Chennai Bus App”. and the passengers can get information on MTC Bus operation, route information, stage to stage buses and fare structure etc. The passengers can download the “Chennai Bus App” to track the MTC buses in real time, expected time of arrival and Trip Planner, which would benefit the passengers by reducing their waiting anxiety at Bus stops, especially during peak hours.

The Travelling Commuters through Link can access the Online Ticket Reservation System (OTRS) for booking the tickets in advance for State Express Transport Corporation and other STUs long distance buses. The information on special bus operation is also provided in the common Website.

For the benefit of Public, a Link facility is provided to access the website of Government of Tamil Nadu, Institute of Road Transport (IRT), Tamil Nadu Transport Development Finance Corporation (TDFC) and Chennai Metro Rail Corporation (CMRL).

On commencement of Low Floor Buses in Transport Corporations, the Origin, destination, route length with bus timings will be provided in the website. Separate Link

will be provided so that the Differently abled persons can access the information on operation of Low floor buses. Search facility will also be enabled in the website so that Route Number, Origin and Destination wise bus information will be known to the Differently abled persons.

The Website has been designed and developed both in English and Tamil, as a user friendly and easy for navigation and can be accessed and viewed by the public through the URL- ([www.arasubus.tn.gov.in](http://www.arasubus.tn.gov.in)).

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