

➤ **Terms and conditions related to e-tickets**

- 1) The North Bengal State Transport Corporation, popularly known as NBSTC, offers the opportunity for reserving tickets on transaction with NBSTC'S Passenger Reservation System through internet in addition to the existing facility to book the tickets from the various reservation counters of the Corporation. NBSTC's rules for reservation of tickets apply to all such transactions along with the special conditions imposed for Internet based booking. The special terms and conditions applicable to Internet booking through the NBSTC website are detailed in this document.
- 2) The following terms and conditions will apply if you wish to use the NBSTC's online ticket booking service offered through the NBSTC website. Please go through the conditions carefully and if you accept them, you may register and transact on the site. No user can register more than once on NBSTC Website. Please note that once you register yourself on the NBSTC Website, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with these terms and conditions, you must not transact on this Website. Once you have clicked the agree button at the bottom of Terms and Conditions at login page, you have entered into a formal agreement with NBSTC for the purpose of transactions on this website.
- 3) NBSTC'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 NBSTC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by NBSTC with respect to such use. You agree that NBSTC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at NBSTC's complete discretion.
- 4) 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disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.
- 5) This agreement constitutes the entire agreement between the customer and NBSTC with respect to this Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and NBSTC with respect to this Web Site. 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.

➤ **Procedure for booking e-tickets:**

- 1) Online Booking (Internet Booking) will enable the passenger to book/cancel the seats and conduct other related transactions not only from designated Computerized Online booking counters of NBSTC through cash by booking personnel of NBSTC but also on his own through

internet or Apps even from remote places where NBSTC counters or franchisees/Agents are not available. The procedure and guidelines for Internet/Online booking are detailed as below:

- i. E-ticket can be booked by registered user through the Internet. Registered User will be given username and password after filling an E-form on the Internet by giving his personal details. 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. NBSTC cannot and will not be liable for any for any loss or damage arising from your failure to comply with this. In addition to this, Guest Registration Facility for urgent ticket booking is provided.
- ii. Tickets can be booked during reservation timings prescribed by NBSTC. Payments for tickets booked will have to be made through Credit Card / Debit Card / ATM cum Debit Card / Cash Card /Internet Banking/ Cash.
- iii. Passenger intending to book the ticket will have to access the NBSTC Online Reservation System. The passenger will select the seats in a service of his choice based on the availability.
- iv. Before confirming the booking, the passenger will have to provide payment details like 'Payment Gateway/Credit Card / Debit Card/Bank ' for accepting payment by the Payment Gateway. The booking will be confirmed after the Payment Gateway approves the transaction. At this stage, a Ticket No. will be generated for that ticket and the passenger shall note this number for further communication in future with NBSTC.
- v. Booking of tickets is subject to realization of fare and other applicable charges.
- vi. If for any reason the reservation does not materialize, the entire amount debited will be credited back to your account. If you want to try for the same reservation again, it will be treated as afresh booking.
- vii. After successful transaction passenger can print the e-Ticket. 'e-ticket' will be printed on a plain paper (A4 size) for acknowledgement and it will be valid for journey.
- viii. Alternatively, the passenger will have the option of getting the 'e-Ticket' printed at any other place where he has Internet connectivity and printing facility. He can print the 'e-Ticket' from Booked History.
- ix. After successful transaction this e-Ticket will be sent to passenger's mail address provided in his profile at the time of Registration. He can get the printout of this e-ticket from his mail.
- x. Users are advised to take print out of e-ticket immediately after booking so as to minimize inconvenience during instances of withdrawal of e-booking due to high traffic on website.
- xi. Passenger or any Person from a group intending to travel will have to produce the print out of E-ticket/SMS along with original Photo Identity Proof on demand at any time during the journey. Passenger may produce any one of the original Photo Identity like Passport, Driving License, Voter ID Card, PAN Card, Aadhar Card or any other photo identity card issued by employer/student's institution
- xii. The On-duty Conductor/Checking Staff or person authorized by NBSTC can verify the Photo Identity Card of the passenger with E-Ticket print out & Reservation Chart. If the passenger fails to produce the print out of E-ticket and the specified Photo Identity Proof in original during the journey, the ticket will be treated as INVALID and the passenger will be treated as "Traveling without Ticket". Photocopy of Identity proof is not allowed. The amount received by passenger would be forfeited by the Corporation. The passenger will be required to purchase fresh ticket.
- xiii. The ticket booked is not transferable cannot be proponded or postponed.

- xiv. Passengers will have to board the Bus from the boarding place printed on the ticket .
- xv. A maximum of 4(Four) seats can be booked per ticket at a time for a specified journey.
- xvi. Users will be informed about booking and cancellation of ticket or any bus services related alert by sending a SMS over the mobile number registered with NBSTC.
- xvii. Concessional E-Ticket facility will be allowed through online booking only from NBSTC Booking counters. Concessional E-Ticket facility will be allowed to eligible categories of passengers as per below mentioned Policy of concessional journey:

➤ **Free /Concessional Travel Policy:**

- Persons eligible for free travel (Ticket will be issued from counter Only)
 - 1) Hon'ble Freedom Fighter.
 - 2) Hon'ble M.P. & M.L.A
 - 3) Hon'ble Ex-M.P. & Ex- M.L.A
 - 4) Journalists having valid "Accreditation Card".
 - 5) Recipients of "Arjun Award" / "Khel Ratna Award" / "Khel Samman Award" / "Khel Guru" / Banglar Gourav Award"/ "Dronacharya Award" / "Life Time Achivement Award" etc
 - 6) As per Govt. Rule for physically challenged / physically handicapped person. But who are fully blind / mentally retarded and who are in-capable to move, such person will also be allowed with another accompanion with her/him. (except rocket / deluxe buses)
 - 7) Life challenged persons (like Cancer / AIDS / Thalassemia patient etc.) on the date of medical Treatment/ Treatment of ART centre / Check-up on production of medical certificate.
 - 8) Departmental Employee free pass card holder.
 - 9) Departmental Retired Employee free pass card holder.
 - 10) Departmental On duty employee pass holder.
 - 11) Police Bus Warrant holder.
 - 12) Special Free pass holder.

Valid card / Document are required to shown for getting such facilities.

In Concessional E-Ticket the actual value of the ticket will be mentioned but the payment amount will be shown as per concession offered.

- xviii. Ticket can be cancelled within a permissible time mentioned in the cancellation policy on giving the booked ticket details in the ORS.
- xix. Normally 30 days advance booking is possible. However the number of days fixed for advance booking may be changed on prior notification as per discretion of NBSTC authority.

➤ **E-Ticketing Fare, Reservation & Other Charges:**

- **Fare :**
 - i. Fare for journey will be charged as per prevailing rates & rules applicable for the specific bus service type.

- ii. The passengers will have to pay the additional amount in cash for the actual fare on the date of journey in case of fare revision, change in service type and change in route etc. i.e. if the reservation is made before any such revision and if the actual date of journey takes place after the revision, the revised rate of fares will be made applicable and the difference in fares will be settled at the time of journey. Similarly if the actual fare gets lowered for any such events the difference amount will be refunded to the passengers.

- **Service Charges:**

- i. For all booking of tickets through Online Reservation system a flat service charges of Rs. 10/- (Rupees Ten) per ticket will be charged from the passengers in addition to the basic journey fare.
- ii. service charges is non-refundable except in case of refund of ticket due to cancellation of service by NBSTC for operational or any other reasons.

- **Government Taxes:**

- i. In addition to basic journey fare applicable Govt. Taxes will be charged as a percentage of the basic fare.

- **Transaction Charges:**

- i. All transactions on internet through Net banking/ Debit Card/Credit Card are subject to the conditions stipulated by the Payment Gateway and subject to levy of applicable transaction charges as a percentage of the Total fare(Basic Fare + Service Charges+Govt. Taxes). Such charges are Non-refundable.

➤ **Cancellation Rules & Refund Procedure for e-tickets :**

- i. Only e-tickets booked from the Online Booking counters of NBSTC can be cancelled from any online reservation counters of NBSTC.
- ii. Other e-tickets booked digitally will have to be cancelled over internet through payment gateway on accessing the online reservation system of NBSTC.
- iii. Reservation Charges, Govt Taxes and Bank Transaction Charges that are levied by the Payment Gateway/Bank are not subject to refund in the event of cancellation of tickets by the customer.

➤ **Online Cancellation**

- i. Passenger's who have booked ticket digitally will have to cancel the ticket over internet on accessing and confirming the booked ticket details in the cancellation menu of the Online Reservation System of NBSTC.
- ii. Passenger will get a cancellation ticket/receipt and NBSTC will credit the amount of refund due, to the customer's account. No cash refund will be allowed.
- iii. The amount paid by the customer will be refunded electronically after deducting cancellation charges.
- iv. The cancellation charge is determined by the NBSTC's rules for cancellation based on the time of cancellation and the status of the ticket. The Reservation, Govt Taxes & Transaction charges will not be refunded.

➤ **Cancellation through Online Reservation Counters**

- i. Cancellation of e-tickets booked from counters can only be done through any of the NBSTC Reservation counters during the working hours of each counter.
- ii. To cancel a ticket, the customer will have to submit a requisition with the ticket at a NBSTC Reservation counter. Reservation counter will issue a cancellation ticket/receipt on making the cash refund as per applicable cancellation rules.

- iii. The Reservation/Service/Booking charges & Govt. Taxes will not be refunded.
- iv. Cancellation can be made within the service hours of the Online Reservation Counters as per operational duration of the place. Service hours are liable to be changed.
- v. In case, if passenger is absent for journey at the time of departure of bus no refund will be given to the passenger.
- vi. The cancellation policy is subject to change at the discretion of the NBSTC.

➤ **Cancellation Policy:**

Cancellation charge on basic fare against Cancellation Per Seat before departure of Service.

- i. Before 48 Hrs 10%
- ii. Before 24 Hrs 25%
- iii. Before 6 Hrs 75%

➤ **Refund in failed transactions:**

- i. In respect of refunds due to ticket not booked but amount debited from passenger's account, the entire amount will be refunded back to his account on verification, normally within 8(eight) bank working days.
- ii. If refunds are delayed passenger may send an e-mail to the help desk of NBSTC ORS.
- iii. NBSTC 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.

➤ **Refund due to cancellation of service by NBSTC**

- i. If the service is cancelled fully/partly by NBSTC for operational reasons, full/proportionate refund will be made to the concerned passenger on production of booking details.
- ii. Transaction charges will however not be refunded for service cancellation. Settlement of such refund will normally be made within 7(seven) days.

➤ **GENERAL RULES:**

- i. For any technical / net work Problem Corporation will not be liable by any reason.
- ii. Corporation has the absolute right for cancellation / rescheduling / diversion of any service without showing any reason & that cases the basic fare of the booked ticket / tickets will be refunded as per terms & condition.
- iii. Seat nos. may be changed / adjusted for any valid reason for the interest of the corporation.
- iv. All payments towards the cost of the tickets issued will be through one of the payment mode provided on the payment page.
- v. Booking through Internet is allowed round-the-clock on all days including Sundays and holidays. However, Counter booking will be allowed up to the charting time of that service.

- vi. NBSTC will provide 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.
- vii. All efforts are being made to ensure the prompt and timely service of the buses. NBSTC will not be liable for any delay/cancellation of service due to extraneous reasons.
- viii. The Courts at Cooch Behar have jurisdiction to entertain any suits or legal proceedings arising out of or in relation to the transactions or related issues.
- ix. Change in Date/Time of Journey, Name, Gender and Age etc. will not be allowed after seat reservation.
- x. NBSTC is a passenger transport service only. NBSTC shall not be liable to make good the loss of goods or property of passengers for any of the Acts, events, incidents whatsoever beyond the control of the company.
- xi. In case of full/partial cancellation of service and in the event of failure to provide alternative service NBSTC shall be liable to the passenger only to the extent of refunding the sum paid by the passenger as per the rules in force.
- xii. SMS service will be provided to the passengers as a ADD on service. You may not receive SMS in case there are issues/problems with your mobile phone, mobile network reach and technical issues with your mobile network provider.