

# National Transport Commission

Grivence Management Summary Report form 01/01/2024 to 28/12/2024 ( Ongoing Public Complaint)

Operating buses under the influence of drugs, alcohol or smoking.	6
Operating a bus without valid route permit.	2
Operating beyond/violating the approved timetable or approved time period issued by the NTC.	63
Not charging the approved bus fare by the NTC.	166
Driving the bus while using mobile phones.	7
Driving outside the route authorized by a valid passenger service permit without proper permission from the NTC	9
Lack of Air Condition / Non-functioning of air conditioning during the passenger transport	6
Deploying a bus in a condition that does not conform to the approved specifications of the NTC for passenger transport	11
High speed / Reckless driving /Competitive driving.	86
Employing any other person in addition / outside the approved crew of the bus	1
Employing an NTC unregistered driver on the bus	9
Employing an NTC unregistered conductor on the bus	9
Conflicts between two or more buses regarding bus time schedules	16
Discourtesy towards passengers while operating the bus.	139
Not issuing formal or machine Bus Ticket / Not issuing Tickets for passengers.	112
Carrying passengers in excess of the approved number for Passenger Transport	29
Carrying passengers on the footboard of the bus.	2
Operating the bus when the NTC conductor's license has expired	3
Picking up passengers by shouting loudly to disturb the passengers and other buses.	1
Driving buses inside bus stations to interfere with other buses / Unnecessary stopping and picking up passengers into the bus at the intermediate places to disturb the other buses.	11
Loading baggage & merchandise unnecessarily as to disturb passengers on the bus.	1
Non-display of the registered number of bus crew inside of the bus.	1
Failure to display the bus fare table at a place clearly visible to the passengers.	1
Non - display of route number and destination board in proper place approved by NTC	1
Refueling while passenger transportation	4
GPS is not working properly/GPS Unit is not Installed	15
Other	151

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**Total Number of Ongoing Public Complaint**

**1072**