

# National Transport Commission

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

Operating buses under the influence of drugs, alcohol or smoking.	27
Operating a bus without valid route permit.	14
Operating beyond/violating the approved timetable or approved time period issued by the NTC.	323
Not charging the approved bus fare by the NTC.	657
Driving the bus while using mobile phones.	33
Driving outside the route authorized by a valid passenger service permit without proper permission from the NTC	68
Lack of Air Condition / Non-functioning of air conditioning during the passenger transport	63
Deploying a bus in a condition that does not conform to the approved specifications of the NTC for passenger transport	123
High speed / Reckless driving /Competitive driving.	664
Employing any other person in addition / outside the approved crew of the bus	9
Employing an NTC unregistered driver on the bus	63
Employing an NTC unregistered conductor on the bus	144
Conflicts between two or more buses regarding bus time schedules	73
Discourtesy towards passengers while operating the bus.	617
Not issuing formal or machine Bus Ticket / Not issuing Tickets for passengers.	461
Carrying passengers in excess of the approved number for Passenger Transport	216
Carrying passengers on the footboard of the bus.	15
Operating the bus when the NTC driver's license has expired	9
Operating the bus when the NTC conductor's license has expired	12
Operating on a special hire without a valid temporary NTC permit.	1
Picking up passengers by shouting loudly to disturb the passengers and other buses.	14
Chewing betel and spitting in the bus and bus stand.	2
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.	27
Loading baggage & merchandise unnecessarily as to disturb passengers on the bus.	4
Entering the bus into a terminal other than the origin point of the journey as authorized in the relevant passenger service permit within the bus stand.	10
Non-display of the registered number of bus crew inside of the bus.	8
Failure to display the bus fare table at a place clearly visible to the passengers.	7

Non - availability of a bell which can be operated easily or the bell being non - functional / Non - availability of renewed fire extinguisher / Non availability of a functional clock in the bus.	3
Non - display of route number and destination board in proper place approved by NTC	4
No reservation of seats for clergy, disable persons and pregnant mothers / Non - display of "No Smoking" sign .	7
Non - display of the registered bus number inside the bus.	10
Refueling while passenger transportation	16
GPS is not working properly/GPS Unit is not Installed	65
Other	467
Not starting from the exact origin / not stopping at the exact destination/ not driving on specified route/Forcing down passengers from the bus before passengers' destination.	264
<b>Total Number of Colsed Public Complaint</b>	<b>4500</b>