

National Transport Commission

Grivence Managment Summary Report form 01/01/2024 to 28/12/2024 (Pending Public Complaint)

Operating buses under the influence of drugs, alcohol or smoking.	3
Operating a bus without valid route permit.	3
Operating beyond/violating the approved timetable or approved time period issued by the NTC.	49
Not charging the approved bus fare by the NTC.	116
Driving the bus while using mobile phones.	6
Driving outside the route authorized by a valid passenger service permit without proper permission from the NTC	4
Lack of Air Condition / Non-functioning of air conditioning during the passenger transport	19
Deploying a bus in a condition that does not conform to the approved specifications of the NTC for passenger transport	30
High speed / Reckless driving /Competitive driving.	261
Employing any other person in addition / outside the approved crew of the bus	1
Employing an NTC unregistered driver on the bus	3
Employing an NTC unregistered conductor on the bus	3
Conflicts between two or more buses regarding bus time schedules	20
Discourtesy towards passengers while operating the bus.	112
Not issuing formal or machine Bus Ticket / Not issuing Tickets for passengers.	90
Carrying passengers in excess of the approved number for Passenger Transport	73
Carrying passengers on the footboard of the bus.	1
Picking up passengers by shouting loudly to disturb the passengers and other buses.	1
Chewing betel and spitting in the bus and bus stand.	5
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.	8
Loading baggage & merchandise unnecessarily as to disturb passengers on the bus.	2
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.	1
Failure to display the bus fare table at a place clearly visible to the passengers.	1
Non - availability of a bell which can be operated easily or the bell being non - funtional / Non - availability of renewed fire extinguisher / Non availability of a functional clock in the bus.	1
No reservation of seats for clergy, disable persons and pregnant mothers / Non - display of "No Smorking" sign .	2
Refueling while passenger transportation	5
GPS is not working properly/GPS Unit is not Installed	25

Other	162
Unnecessary delay / taking an excessive travel time to the destination	3
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.	129
Total Number of Pending Public Complaint	1139