

STATE EXPRESS TRANSPORT CORPORATION LIMITED
CHENNAI - 600 002

MANUAL

A BRIEF INTRODUCTION

01. In India's passenger Road Transport Sector, SETC is setting a benchmark in a large number of operational areas.
02. SETC has become the most preferred Transport service provided for the people of Tamil Nadu and its neighboring states.
03. SETC vehicles connecting Chennai City with adjoining states like Andhra Pradesh, Karnataka, Kerala and Pondicherry and with various Districts of Tamil Nadu.
04. It is the only Transport which runs Express buses to all District Head Quarters throughout Tamil Nadu linking Capital Cities historical, religious and commercial.
05. This Corporation is operating the Semi Deluxe, Super Deluxe Video Coach and Air Buses. It has a tradition of being a pioneer in several measures like introduction of online booking, payment of credit cards, 10% discount on return journey, 10% discount for the senior citizens, 10% discount for group booking, Zero waiting time, Reservation of seats for ladies, 10% discount on the reservation tickets against purchasing of one year valid Rs.500/- card, introduction of one week valid Rs.500/- card to travel any bus in SETC and if passenger travels five times for a particular destination the 6th time travel will be permitted at free of cost.
06. It is the only corporation to win the appreciation and accolades of the traveling public in Southern India because of the efficiency, punctuality, safety and reliability of its services.

07. The Corporation has provided an excellent Wireless communication system to get quick information from the branches regarding operation of buses, availability of seats, breakdowns, accident, etc.,
08. E.Mail facilities are provided at Head Quarters for passenger's enquiry and other day to day activity.
09. It has set up its separate bus Body Building Units at Trichy and Nagercoil and Reconditioning Unit and Tyre Retreading Unit at Trichy.
10. SETC is functioning with a dedicated team of Officers, Supervisory staff and workers, etc., with the sole aim of serving the traveling public to their satisfaction.

CUSTOMER RELATED MANAGEMENT

01. The crew of SETC were suitably trained to behave politely with passengers. Since beginning this Corporation has always maintained Cordial relations with passengers.
02. It assures for the reply if any enquiry relates to operation and Management.
03. The vehicles are being sent on line with proper maintenance. To ensure quality service 'Top Priority' is being given for replacement of old coaches in a phased programme. All the depots, Workshops are equipped with modern equipments and manned by experienced and well qualified staff and workers which ensures reliability and punctuality in our services.
04. The bus seats in SETC buses are so designed with ergonomic features considering the convenience of the traveling passengers. Before sent on line, the bus seats, bus body are properly cleaned and confirmed with "Nil leakage".

05. The vehicles provided with proper Route Name Boards, Lights and handles. No rattling of side window glass and body sheets.
06. The crew of SETC are dedicated towards the service needed by the old age persons, children and physically handicapped.
07. Well trained drivers are utilized to drive the vehicle as SETC covers long distance especially operating night services. The drivers are strictly instructed not to drive the vehicles in drunken mood.
08. Wearing of Uniforms, Name Badges by the crew are compulsory.
09. Established rules and regulations of corporation regarding reservation, cancellation, half ticket, journey departure time, arrival time, running timings, types of vehicles, fare, luggage fare collected etc., including toilet facilities and seating arrangement at Bus Stands.
10. In order to ensure comfortable travel, the vehicles are being halted at proper places for refreshment. The stoppage of buses at these motels give sufficient break in monotony during journey and it helps to ease the strain of passengers.
11. Convenient Boarding points are provided within the city limits which helps the passengers for easy alightment and boarding.
12. SETC permits Cancer and TB patients to travel on concessional fares from their native place to the nearest Government Hospital for taking treatment.
13. The bus seats in SETC are so designed so that the passengers can adopt different postures to avoid numbness, back-pain et., during travel.
14. Set up of public grievance cell exclusively to monitor and implement the suggestions made by the public. All the public grievances have been computerized effectively.

15. Public information counters have been functioning in the main bus stands of this Corporation throughout TamilNadu.

RESERVATION CENTRES

There are 21 Computerized Reservation Centres and 27 Manual Reservation Centres are existing in this Corporation as below:

COMPUTERISED RESERVATION

Sl.No.	Place	Sl.No.	Place
01.	Bangalore	01.	Chidambaram
02.	Chennai-CMBT	02.	Cumbum
03.	Chennai-Parrys	03.	Dindigul
04.	Chennai-Tambaram	04.	Erode
05.	Chennai-T.Nagar	05.	Ernakulam
06.	Coimbatore	06.	Guruvayur
07.	Kanyakumari	07.	Hozur
08.	Kumbakonam	08.	Krishnagiri
09.	Madurai-Mattuthavani	09.	Mannarkudi
10.	Nagapattinam	10.	Marthandam
11.	Nagercoil Moffusil Bus Stand	11.	Mayiladurai
12.	Nagercoil-SETC Bus Stand	12.	Namakkal
13.	Pondicherry	13.	Neyveli
14.	Salem	14.	Palani
15.	Thanjavur	15.	Pattukottai
16.	Tirunelveli	16.	Pollachi
17.	Thirupathi	17.	Rajapalayam
18.	Trichy	18.	Rameswaram
19.	Trivandrum	19.	Shencottah
20.	Tuticorin	20.	Thenkasi
21.	Velankanni	21.	Thuraiyur
		22.	Thiruchendur
		23.	Thiruvarur
		24.	Udumalaipet
		25.	Vellore
		26.	Villupuram
		27.	Ooty

REFUND OF FARE

TIME DETAILS	AMOUNT DEDUCTED FROM THE FARE
01. More than 48 hours before the departure time	10%
02. More than 24 hours but less than 48 hours before the departure time	20%
03. More than 30 Minutes but less than 24 hours before the departure time	25%
04. Within 30 Minutes before/after departure time	50%

RULES REGARDING THE FARE COLLECTED FOR HALF TICKET PASSENGERS

01. Half Ticket Fare collected to a child from the age of 3 years to 12 years.
02. When the Height of the child is above 130 cms. Fare collected for full Ticket.
03. If the passengers possess any admissible proof for the age of the child i.e.from 3 years to 12 years half ticket fare will be collected.
04. If there is no age proof produced during the journey time full ticket will be collected if the height of the child is above 130 cms.

RIGHT TO INFORMATION ACT 2005

As directed in the Government Letter No. 73270/BPE/05, Fin (BPE) Department, Dated 10.10.2005, and G.O.(3D) No. 353, Transport (J) Department, dated 10.10.2005, we have appointed that

01. The Managing Director as Appellate Authority.

02. The Company Secretary as Public Information Officer.

03. The SG. Asst. Manager (PR) as Asst. Public Information Officer.

OFFICIAL ADDRESS:

No.2, "Thiruvalluvar House",
Pallavan Salai, Chennai - 2.

E.Mail Address:

setc@vsnl.com