



BussBuzz Emergency Services Contact List

Number	Relevant Authority
110/1990	Ambulance
111	Fire and Rescue
119	Police Emergency Service
1955	National Transport board (Reckless driving complaints)

Bus Passenger's Rights as per National Transport Commission (NTC)

- You have the right to buy a ticket at the start of your journey, prior to the bus leaving the bus stand
- You have the right to obtain a ticket depicting the location of boarding and dismounting, the ticket fare date, and the number of the bus.
- You should be able to travel safely up to the destination to which the fee was paid for.
- You should receive courteous, welcoming service by a well-mannered, smartly and decently clad bus conductor and driver.
- If a bus in normal service, children between the ages of 3 and 12 years should be able to travel at half the normal adult bus rate.
- If a luxury bus service, you should enjoy air conditioning facilities and travel in a service not carrying more than the approved number of passengers.
- As smoking is forbidden in public transport services, you have the right to travel in a smoke free environment.
- You have the right to oppose driving that is of high speed, reckless and dangerous or is breaking road rules. You have the right to oppose the use of a mobile phone by the driver, whilst driving the bus as well.
- You have the right to travel in a bus that uses only a radio in terms of audio/visual devices. You have the right to travel in a bus, which if using a radio, should use it to a maximum volume of 80 decibels only.
- When travelling in the bus which is under authority of the license department, you should be able to perceive that the doors are closed during moving of vehicle.



- As the paying passenger is the most valued person in the bus, he/she should receive the deserving polite and friendly service.
- You should be serviced by un-intoxicated service personnel.
- If in a semi-luxury bus, it should not carry a number of passengers of more than the allocated seating.
- It should be apparent that the bus service starts and ends as per the time table. The starting time and end time should be displayed inside the bus.