

Issuance of BMTC Student Pass Smart Cards for the year 2019-20

Introduction: BMTC will start the issuance of Student Pass Smart Cards for the year 2019-2020 soon. The Smart Card program was launched last year (2018-19) and close to 3.5 lakh students benefited from the program. The Smart Card can be used by the student to travel without tickets from a bus stop near his home to a bus stop near his academic institution. Student will only have to pay (See Pass Rate Chart) for annual usage.

This communication is intended to draw the attention of all the stake holders and inform them regarding this year's methodology and procedures that will be required to be followed for smooth issuance process.

The tentative schedule for start date for issuance process is given below:-

SI No	Particulars	Time line
(i)	College registration form	15 th May 2019
(ii)	Students from 1 st to 10 th std (schools enrolled in SATS)	1 st week of June 2019
(iii)	Students from 1 st to 10 th std (CBSE/ ICSE schools)	1 st week of June 2019
(iv)	PUC students (I PU)	2 nd week of June 2019
(v)	PUC students (II PU)	1 st week of June 2019
(vi)	Students from 11 th to 12 th std (CBSE/ ICSE schools)	1 st week of June 2019
(vii)	Students studying in Degree/ Professional/ Evening colleges/ PhD	1 st week of July 2019
(viii)	Others (students studying in special schools)	1 st week of June 2019
(ix)	Technical/ Medical colleges	1 st week of August 2019

** The Online registration process for institutions will be started by 15th May 2019*

1. **Technology:** The student pass smart card is a personalized card with photograph and Name of the student on the face of the card. Each card has a unique number printed on the card as well as another unique number encrypted into its electronic chip. The **chip also has information related to the student, the source and destination between which he can travel from his/ her residence to the academic Institution.** It also contains the period of validity of the card. Till 2017-18 only paper passes were being issued and this had many disadvantages. Now with the help of the Smart Cards (which is based on closed loop technology), conductors in BMTC buses will be able to validate a student pass by tapping it onto the Electronic Ticketing Machines (ETMs) and authenticate that the student is travelling only on permitted routes based on his choice of source/destination and change over bus stops.
2. **Issuance process:** BMTC is aware of the difficulties faced by the students last year due to centralized issuance and limited number of issuance counters. It is also aware that there were certain gaps in the process of postal disbursement. Therefore, this year, a conscious decision has been taken to have adequate number of distribution/ issuance centers spread across **26 locations and 90 counters at various TTMCs and bus Stations** (attached as Annexure-2). Also **for Technical & Medical students** we will have additional counters open through **Bangalore One Centres.**
3. **Pre booking appointment:** This year we will also introduce the appointment booking system for students, so that the students can come to collect the pass from a desired centre at a desired time.
4. **Online Application process:** The detailed process for student's online application is given in "Instructions for students" section below. All students will be required to **apply online** either for renewal of their old smart cards or for new passes.
 - a. **for Renewing old passes:** Validity of cards issued last year will be expiring soon (passes are valid for 10/12 months), it will not be possible for the students to use these cards to travel in the upcoming academic year (2019-20) without **applying for renewal and**

rewriting the internal memory with new validity date/to and fro stops etc. It is recommended that students who were issued smart cards last year follow these steps:

- i. Apply online by choosing option to renew the old pass
- ii. Enter details of BMTC smart card pass number (previous year smart card number)
- iii. **Enter/Edit** details of caste/school/ standard/ college year etc
- iv. Go through the OTP verification process (the OTP will be sent to the mobile number entered in the student pass application)
- v. Wait for approval from institution/BMTC (an SMS will be sent notifying the approval)
- vi. On receiving the SMS of approval, book an online appointment for visiting the nearest pass issuance counter
- vii. Bring the card to the chosen issuance counter for rewriting the new validity date, to and fro stop details on it for use of the same card for current academic year.
- viii. (Note: The cost of renewal is lesser by Rs.30/- Also it is the environmentally friendly option.)

b. For Issuance of new passes: Students who do not have a smart card pass issued last year or who have lost their old cards can go through new card application process.

- i. Apply online by choosing option of new pass
- ii. Enter SAT/PU enrolment number or admission numbers for non state board students and others. (admission number is the unique number given by the institution at the time of student's admission)
- iii. **Enter** details of caste/school/ standard/ college year etc
- iv. Go through the OTP verification process (the OTP will be sent to the mobile number entered in the student pass application)
- v. Wait for approval from institution/BMTC (an SMS will be sent notifying the approval)
- vi. On receiving the SMS of approval, book an online appointment for visiting the nearest pass issuance counter

- vii. Appear in person and get yourself photographed in the selected pass counter.
- viii. Collect your card from the issuance counter.

c. **Status Tracker and SMS notifications:** SMS notifications will be sent at each stage of the application process and therefore it is necessary that a valid mobile number be provided for OTP verification. No more than 3 applications shall be allowed for any one mobile number. After submitting the application, the student can track the status of his application online. Once their application is approved by their College/School authorities/BMTC officials, they will receive a SMS and be requested to book an appointment to come and *collect their new cards or rewrite their existing cards* from distribution/issuance centres at a date and time of their choice. Students holding smart cards issued last year will have to come and renew their old cards and others who are applying afresh shall be issued new smart cards.

d. **Choice of Bus stop Details:** Students should **choose the To and From Stops and via 1 and via 2 stops** (in case there is a change over required) carefully when applying in the online application. This information is stored in the card memory and is used when student boards the bus and taps the card on the ETM machine to allow him to make the travel without having to buy a ticket.

e. **Testing Period:** The validation feature is being rolled out to the various machines in phases and students are requested to assist and co-operate with the Conductors during the testing phase of the validation.

5. **Instructions for Students:** Application process has been modified based on category of students depending on their Board i.e., SATS/CBSE/ICSE or depending on the course the student is pursuing for higher studies.

a. Students studying in 1st to 10th std & PUC in State board schools/ colleges (SATS & PU Board)-

- i. The schools/ colleges that come under the State Board have mandatory SATS/ PU enrolments and will have to follow the process as prescribed. For students in State Board it will be mandatory to enter their SATS / PU enrolment number and date of birth before they can proceed.
- ii. Only for students between 1st to 10th standard, approvals will be done by BMTC Officers and Schools will not be burdened by the job of approval.
- iii. For PU students applications will be approved by their colleges

iv. Documents to be uploaded:

- Students from 1st to 10th standards will also have to **upload attested copy of the document in the prescribed format** (attached as Annexure-3)
- **PU students will have to upload**
 - ✓ Passport size photo in jpg format (upto 1mb)
 - ✓ Copy of fee paid receipt

b. Students studying in 1st to 12th std in CBSE/ ICSE schools and studying in Degree/ Professional/ Technical/ Medical/ Evening/ Phd courses/ special schools recognized by Social welfare Department, GOK –

- i. Students have to enter **their admission number as it appears in the fee paid document** they will upload and have to follow the process as prescribed
- ii. The applications will be approved by their institutions
- iii. Documents to be uploaded**
 - Passport size photo in jpg format (upto 1mb)
 - Copy of fee paid receipt (fee paid receipt should have the admission number)

6. **Instructions for Institutions:** All Schools i.e.1st PUC, 2nd PUC, ICSE & CBSE and other boards are requested to register on BMTC website for approval of student pass since they shall be the key agencies for scrutinizing the documents and applications submitted by the student. The following process will need to be followed:

- a. **Online Registration/appointment of Nodal officers:** Head of the Institutions are requested to appoint one nodal officer from their Institution, who will be the single point of contact for BMTC. From **BMTC's end the nodal officer** will be the Divisional Traffic Officer, Planning (e-mail:- dtostudentpass@mybmtc.com). The nodal officer for each institution shall register online and provide all necessary details as well as upload the following documents:
 - i. Authorization note from the Head of the Institution as per the prescribed format (attached as Annexure-4)
 - ii. Institution recognition copy.

- b. **User name and password:** Once the online registration is completed by the nodal officer of each institute, the user name and password shall be emailed to the nodal officer's email id. They shall use these credentials for logging onto the student pass portal. They will be responsible for scrutinizing and approval of student pass applications submitted by students of their institution.

- c. **Scrutiny by nodal officers:** The nodal officer will have to examine the following details before giving an online approval of the student application
 - i. If she/he belongs to the institution or not
 - ii. If she/he has paid the fees for the academic year 2019-20
 - iii. has entered the correct admission number
 - iv. Caste entered by the student is correct as per the admission details
 - v. Other student details entered are correct

- d. **Due Diligence to be followed:** There have been instances last year where due diligence was not initiated by nodal officer and criminal proceedings have been initiated against the responsible staff and applicant. It is therefore of utmost importance that nodal officers are sensitized to their responsibilities and crucial role that they are playing in this scrutiny process. The responsibility to do this lies with the head of the institution.
- e. **Training and communication:** A Facebook has been created for all such institutions to enable easy sharing of information as well as training videos.

Note: As explained above for students of State Board (SATS) from 1st to 10th the applications will be examined at BMTC directly before the students can collect fresh cards /renew their old cards from designated distribution centre.

Enclosures:

Annexure 1- Pass rate chart

Annexure 2- List of pass counters list

Annexure 3- Prescribed format for SATS

Annexure 4- Prescribed format for nodal officer appointment