



Major Advantages:

- Reduces human intervention in getting information
- Provide a 24/7/365 information service
- Encourage self service to the passengers

Passenger Information Kiosks at:

- Banashankari TTMC • Bannerghatta TTMC • Domlur TTMC
- ITPL TTMC • Jayanagar TTMC • Kempe Gowda Bus Station
- Kempe Gowda International Airport • Koramangala TTMC
- Shanthinagar TTMC • Shivajinagar Bus Station • Vijayanagar TTMC
- Whitefield TTMC • Yeshwanthapur TTMC



BMTC Passenger Information Kiosk:

Intelligent,
Interactive and
Informative!



Bangalore Metropolitan Transport Corporation
Central Office, K.H. Road, Shanthinagar, Bangalore - 560 027
24/7 Helpline: 155220 | www.mybmtc.com



Aims and Objectives:

BMTC aims at providing an adequate, efficient, safe, reliable, affordable and environment-friendly passenger road transport service to the people in and around Bangalore. Currently it meets the travel needs of nearly 50 percent of the citizens of Bangalore. However, the exponential growth in its population, mainly due to sudden growth in software and other allied industries, has significantly stressed the city's transport infrastructure. BMTC is working to convert such stresses to opportunities, in order to create a world-class passenger service.

BMTC has embarked on many initiatives with innovative services like fleet modernization, state-of-the-art infrastructure, IT implementation, Intelligent Transport System, Passenger Information KIOSKs at bus stations, Inventory Management System and many more. It has also incorporated a 24/7 Helpline - 155220, CCTV cameras in buses and bus stations and many more vigilance measures to ensure passenger safety.

Putting Commuters First:

BMTC intends to install a **Passenger Information System** - a PC-based interactive touch screen KIOSK at all 10 TTMCs, including Kempe Gowda Bus Station, Shivajinagar Bus Station and Airport. These Passenger Information Kiosks will be highly user-friendly for bus passenger, and BMTC has the distinction of being the first Transport Corporation in India to install this initiative.

Installation of these cutting-edge machines would cost approximately Rs. 30 lakhs, the fund is supported by DULT, and this investment would be greatly useful to around 52 lakh passengers who travel daily on BMTC buses. The Passenger Information Kiosks will work automatically, without the need for a human operator. The public would now be able to easily travel in buses, by knowing details of travel from one place to another. The Passenger Information Kiosks would also provide more information about the BMTC. BMTC has also planned to install an INTERNET KIOSK, which is a terminal to provide public Internet access.

Description of Passenger Information Kiosk:

A Computer Passenger Information KIOSK is a stand-alone computer and enclosure that allows users to access specific information. It is designed to be self-service (commuters can use it on their own), and predominantly has a touch screen user interface. Accordingly, in information technology, a Passenger Information kiosk (pronounced KEE-ahsk) is a small physical structure (often including a computer and a display screen) that displays information for people. Passenger Information KIOSK is a stall set up in a public place where one can obtain information. It performs specific functions, depending upon the requests made by users.

Key Features:

- Help passengers to find routes from source to destination
- Help identify which bus stations or TTMC the routes pass through
- Display the requested route in the form of a map, so commuters can precisely plan their journey
- Assist passengers/ public to access information about BMTC
- Display the route timing, bus stops and map related to the route required by passengers
- Display BMTC services available, like Airport Services, Bangalore Rounds, Vayu Vajra, etc.
- Give details about Bus Rentals
- Help commuters to find out the bus fares and also about the passes available
- Provide the latest news on BMTC careers and opportunities, tender notifications and any updated information about BMTC
- Have an option for passengers to submit feedback/ suggestions on the BMTC Website
- Help passengers with Right to Information (RTI) enquiries about BMTC
- Provide information in both languages: Kannada and English
- List Official and Helpline contact details for queries, suggestions and complaints

