



20

Jammu and Kashmir
Road Transport Corporation

Citizen's Charter

19

Contents

SNO	Particulars	Page No's
01.	Objectives & Introduction of J&KRTC	3
02	Headquarters and Management	4-5
03.	Board of Directors of J&KRTC	6
04.	Capital Structure	6
05.	Administrative functioning of J&KRTC	7-10
06.	Expectation of J&KRTC from its Service Users	11
07.	J&KRTC Policy of fare and freight charging	12
08.	Concession in fares	13
09	J&KRTC Routes Under Operation	14-17
10.	J&KRTC Executives (Contact Sheet)	18-21

1. OBJECTIVES AND INTRODUCTION OF JKRTC

The J&K Road Transport Corporation (a successor to the erstwhile Government Transport Undertaking) came into existence on 1.9.1976 under Road Transport Corporation Act of 1950 and is aimed to provide adequate, economic and co-ordinate transport services for the convenience of general public. J&K Road Transport Corporation is also dutiful in serving the Government Departments, Government owned Corporations/Statutory bodies and Armed forces, besides providing transport services (on behalf of the Government), during eventualities like Hartals, Curfew and crisis like situations. The Organization has been actively engaged in serving the public of the U.T of J&K since 1948, immediate upon independence of the Country. The main objectives of the Road Transport in the Public Sector in U.T of J&K are summarized as under:

1. To make the transport system advantageous and convenient to the Public, Tourism, Trade, Industry and various other agencies.
2. To provide an efficient and economic Road Transport Service for the traveling public both within the Union Territory of J&K and on the Interstate routes.
3. To provide for highly integrated transport system for carriage of essential commodities of the Government agencies and under the Public Distribution System.

Accordingly, J&K Road Transport Corporation has currently been covering approximately 24.18 Lakh Kms per month and carries about 3.66 Lakh passengers to their destinations, besides transporting 07.75 Lakh Qntls (Approximately) of cargo legitimately to every nook and corner of the State thereby ensuring successful Public Distribution of food grains and essential commodities every month.

17

2. HEAD QUARTERS AND MANAGEMENT.

The Corporation has its corporate Headquarters at Srinagar with a Regional Headquarter at Jammu The Corporation is headed by the Board of Directors with the Advisor (B) to Hon'ble Lieutenant Governor, J&K as its full time chairman, who is assisted by the Managing Director as the Chief Executive of the Corporation.

The premises of JKRTC Headquarters, Regional Head Quarters and Divisional offices are located at the following sites:-

A). J&K Road Transport Corporation
Head Quarters,
Moulana Azad Road, Srinagar.

S.No.	Office of the	Phone No.	Fax No./EPBX
1.	Managing Director	0194-2472436	0194-2472389
2.	Financial Advisor & CAO	0194-2458947	0194-2458947
3.	General Manager(Mech)	0194-2475360	0194-2457301
4.	General Manager(P&S)	0194-2475360	0194-2457301
5.	General Manager (Load)	0194-2475360	0194-2457301

B) J&K Road Transport Corporation
Divisional Office,Kashmir
Moulana Azad Road, Srinagar.

S.No.	Office of the	Phone No.	EPBX No.
1.	G.M (Ops) Kashmir	0194-2483689	0194-2457301
2.	Divl. Accounts Officers, Kashmir	0194-2475360	
3.	Dy.General Manager(Admn),Srinagar	0194-2475360	
4.	Manager(P&S),Srinagar	0194-2475360	

16

C). **J&K Road Transport Corporation**
Regional Headquarters,
Railhead Complex, Opposite Vashnovi Dham, Jammu

S.No.	Office of the	Phone No.	Fax No.
1.	Managing Director	0191-2473245	0191-2476290
2.	Financial Advisor & CAO	0191-2470983	0191-2470983
3.	General Manager(Admn)	0191-2471607	-

D). **J&K Road Transport Corporation**
Divisional Office, Jammu
Bikram Chowk Jammu.

S.No.	Office of the	Phone No.	Fax No.
1.	G.M (Ops) Jammu	0191-2435262	0191-2435262
2.	Divisional Accounts Officer, Jammu	0191-2452503	-
3.	Litigation Officer, Jammu	0191-2430550	-
4.	Manager(P&S) Jammu	0191-2430550	-

3. **Board of Directors of J&KRTC**

Board of Directors acts as main governing body of the Corporation for providing a vision on the plans, policies and the strategies to be followed besides, taking an overview of the achievements and the overall activities of the organization. The Board has both official and non-official members on its panel. The

15

Board of Directors of the J&KRTC constituted by the Government consists of the following members:-

1.	Advisor (B) to Hon'ble Lieutenant Governor, J&K	Chairman
2.	Financial Commissioner, Finance	Vice – Chairman
3.	Administrative Secretary, Transport	Director
4.	Administrative Secretary, Housing & Urban Development	Director
5.	Administrative Secretary, Public Works (R&B)	Director
6.	Managing Director, J&K Road Transport Corporation	Director/Member Secretary
7.	Chief Engineer, Mechanical Engineering Department Kashmir.	Director

4. Capital Structure:

Under the provisions of RTC Act ,1950 [Sec. 23 (1) the State and Central Government agreed to provide Capital contribution to the Road Transport Corporation of a State in the ratio of 67:33.

Capital of JKRTC as on 31.03.2019 is Rs. 192.95 crores and Rs. 15.01 crores has been provided by the Central Government (now converted into equity share capital).

The Current Capital funding of JKRTC is only through State Government now UT of J&K in the shape of Annual Plan Allocations.

5. Administrative Functioning of J&KRTC

Re-structuring of the Corporation with a view to achieve self-sustenance was felt as the need of the day and accordingly, the Board of Directors of JKRTC on 18-10-2010 after threadbare examination approved the constitution of (5) Profit Centers in the organization, each headed by a Profit Centre Head whose responsibility and sphere of functioning are well defined

read with their duties enshrined in the Operations Manual, JKRTC.

For future efficient functioning of the Corporation in order to meet its operational costs, the focus of Managers has to be effective utilization of Buses and Trucks with the objective to achieve optimum vehicle utilization in terms of Kilometers per day, better fleet utilization in terms of maintaining 90% operative level and higher vehicle earnings per day through route rationalization with optimum capacity utilization. Regular monitoring and co-ordination has therefore to be ensured by both the Operations and Maintenance units.

The Corporation has undertaken a Re-Structuring exercise in order to reduce the strength of its employees and downsizing of the fleet strength in-consonance with the business potential so as to limit its expenditures. Alongside, revised Service Regulations of the Corporation has been re-framed so that capabilities of its staff get enriched with improved career advancement avenues and shall help in improving the overall financial and physical health of the Corporation such that its quality of service will substantially improve with the passage of time after adequately qualified and experienced staff shall address public requirements more effectively.

Profit Centers:-

S.No.	Operation Wing	Maintenance Wing	Profit Centre	Reporting Officers
1.	<p><u>TOURIST SERVICES DIVISION, J&K</u></p> <p>Tourist Fleet Kashmir Including Tourist Services Srinagar, Jammu, Leh and Kargil operations and Tourist Depot Katra operation & E-buses.</p>	<p>Tourist fleet Workshop Pampore</p> <p>Includes Maintenancedepots atLeh and Kargiland Sub Workshop, Tourist fleet, Jammu</p>	<p>Tourist Services Division to be headed by General Manager Nominated as <u>General Manager (Tourist Services Division/Ops) with HQ's at Srinagar.</u></p>	<p>DGM(TSD/Ops) Stationed at Jammu, MTS Sgr,MTS Jammu for Katra Operation, DM, Leh, DM,Kargil DM Katra WorksManager(TF)Sgr/ Jammu, LO Delhi.</p>

2.	<p><u>DISTRICT/CITY SERVICES DIVISION (KMR)</u> Passenger Services Kashmir</p> <p>(Including Depots at Baramulla, Anantnag, Sopore, Kupwara, Pulwama and Handwara) City Contract Services, E-buses Srinagar</p>	<p>Passenger Maintenance Division Bemina (Including sub workshop facilities at Sopore, Kupwara, Anantnag, Pulwama etc.)</p>	<p>District Services Kashmir to be headed by <u>Dy.G.M(DSU) with HQ's at Srinagar</u></p>	<p>Manager Passenger Services, Sgr, TM(City, Contract Services, Sgr) WM(PMD), Sgr Depot/Booking Managers Anantnag, Baramulla, Kupwara, Pulwama, Handwara, Sopore.</p>
3.	<p><u>CARGO SERVICES DIVISION, J&K</u></p> <p>Load/Cargo Services Kashmir</p> <p>Load/Cargo Services Jammu</p>	<p>Load/Cargo Workshop Srinagar and Jammu(including sub workshops at Khilani and Udhampur)</p>	<p>Cargo Services Division JKSRCTC to be headed by <u>GM (Load) with HQ's at Srinagar</u></p>	<p>DGM(Load) to be Stationed at Jmu TM(Load) Sgr, TM(Load) Jmu, WM (Load) Sgr, WM(Load)Jmu.</p>
4.	<p><u>INTERSTATE SERVICES DIVISION, JAMMU</u></p> <p>Interstate Services, Jammu(including Pathankot Depot and Interstate Depot, Delhi)</p>	<p>Passenger Maintenance Division, Jammu(including sub-workshop at Pathankot)</p>	<p>Interstate Services Division Including District Services operation Jammu province to be headed by <u>General Manager (ISD/Ops) Jammu.</u></p>	<p>MPS Jammu Works Manager (PMD) Jammu DM, Pathankot DM, Doda LO Delhi.</p>
5.	<p><u>NON OPERATIONAL REVENUE DIVISION, J&K</u></p> <p>Sangam, DTI, Recovery Services, Infrastructural Dev. Fund, Motor Vehicle Inspections, Rents of Estates, etc.</p>	<p>Non-operational Revenue from Workshop Inspectors assigned the job of Accidental Inspections, Commercial Exploitation of recovery cranes commercial Utilization of other Maint. Wing Services viz M/c Shops, etc.</p>	<p>General Administration Headed by <u>GM(Admn) with HQ's at Srinagar.</u></p>	<p>Manager(Vig./ Checking /Estates) Stationed at Srinagar/Jammu. Labour officer, Depot Manager Printing Press, Law Officers Sgr/Jmu And other subordinate officers/ Officials. Adm/Estates/Vig. & Security.</p>

The top level & upper levels of Management including Managing Director, Joint Managing Director and functional heads viz FA&CAO, GM (Mech), GM (P&S) & GM (Admn) exercise powers and expedite legitimate functions in accordance with the delegation of powers vested to them. However, at the executive level for focusing on results achievement viz realization of revenue and fleet productivity as per targets, the Profit Centre Head i.e, General Manager's /Dy.General Manager's has to utilize the resources economically and optimize the performance both physical and financial so as to meet the expenditures including fixed and variable costs of the respective Profit Centre.

The above Profit Centers under the charge of respective General Manager's carry out their normal activities in accordance with the guidelines laid down in Operations Manual of the Corporation and the activity charter defined while formulating the Profit Centers after approved Re-structuring.


The Management of day to day working of the Corporation is through the following major offices/units to expedite its services to different sectors of its operations.

1) Operational Wing

- Tourist Fleet Kashmir (includes Tourist Services Jammu, Leh and Kargil operations and Tourist Depot Delhi).
- Passenger Services Kashmir (includes Depots at Baramulla, Anantnag, Sopore, Kupwara, Pulwama and Handwara).
- Load Services Kashmir (includes depot at Khanabal).
- Contract Services, Srinagar.
- Interstate Services Jammu includes Pathankot Depot and Interstate depot Delhi.
- District Services Jammu (includes Katra & E-bus Services)
- Load Services Jammu (includes Pathankot).

2) Maintenance Wing :

- Tourist Fleet Workshop Pampore (includes maintenance of depots at Leh and Kargil)
- Passenger Maintenance Division Bemina (includes sub workshop facilities at Anantnag, Kupwara, Pulwama, Sopore etc.)
- Load Workshop Parimpora.
- Central Workshop Srinagar.
- Central Workshop Jammu.
- Tourist Fleet workshop Jammu (includes maintenance unit of E-buses & sub workshop Ramban)

- 
- Load Workshop Jammu (includes sub workshop at Udhampur).
 - Passenger Maintenance Division Jammu includes sub workshop at Pathankot.

The addresses contact phone numbers, etc of above units are separately detailed in "JKSRTC Contact Sheet" in following pages.

7. EXPECTATIONS OF JKRTC FROM ITS SERVICE USERS

The commuters on JKRTC buses and freight booking Agencies/ Government Departments of JKRTC trucks are broadly expected to:-

- Pay the fare or freight as per demand of JKRTC representative.
- Collect a receipt from JKRTC representative in token of service availed (Ticket, Cash Receipt and Goods Challan)
- Use JKRTC Bus or Truck in a manner a self-owned bus or truck is made use of.
- Keep the JKRTC bus/truck clean and protect this property of Corporation as a responsible citizen of the Country/State.
- In case of any shortcoming in service of JKRTC, a formal complaint may be lodged with the Corporation for redressal.

8. PUBLIC/USER'S GRIEVANCE REDRESSAL

- (i) In case of any shortcoming observed in RTC services or complaints, the contact persons for the service availed, as per area of operation shall be the Unit Officer. Address and Phones of same are summarized in "JKRTC Contact Sheet" in following pages.
- (ii) In-case the Unit Officer concerned is unable to redress or satisfy the complainant, the grievance can be projected for redressal to Profit Centre Head of the Division concerned, the address and phone of same have been summarized in "JKRTC Contact Sheet" in following pages.

(40)

(iii) The grievance of RTC service user for any shortcoming shall also be addressed by :

- a. General Manager(Ops)
JKRTC Headquarter
M.A.Road,Srinagar
Ph.No.0194-2483689
- b. General Manager (Ops)
JKRTC Divisional Office
Bikram Chowk,Jammu.
Ph No.0191-2435262

9. J&KRTC POLICY OF FARE AND FREIGHT CHARGING.

The passenger fares in UT of J&K are revised from time to time and notified by the Transport Commissioner J&K as a matter of fare policy and same are adopted by the Corporation. However, the fares are periodically reviewed in-view of seasonal demands on certain routes and are reduced at times for Corporation services to remain competitive vis-à-vis private operators on said routes, which is duly advertised.

Freight revision and fixation in respect of Cargo Services rendered to different Government Departments, Government owned Corporations/statutory bodies, Armed forces etc is notified by the Managing Director, JKRTC under the provisions of Government Orders as a Policy.

JKRTC is actively involved in movement of freight of FCS& CA Department and other Government Departments, Government owned Corporations and Autonomous bodies who are under obligation to utilize only JKRTC fleet of trucks or those hired by it for movement of any freight of their Department.

The guiding spirit of Government orders is contained in SRO-157 issued by Transport Department on 26-04-2001 and its operative part is reproduced here under: _

"To bring the State Government Departments/ Undertakings outside the purview of the State Transport Authority freight structure with the stipulation that a committee headed by the Managing Director JK State Road Transport Corporation shall fix freight rates on yearly basis in respect of their own fleet for carriage of goods destination-wise. All Government Departments/ Undertakings shall utilize the services of truck fleet available with J&K State Road Transport Corporation in meeting their requirement of

9

vehicles and shall invariably obtain no objection certificate from J&K Road Transport Corporation before hiring of trucks from the open market."

10. CONCESSIONS IN FARES:

Under the provisions of notification issued by the office of Transport Commissioner, J&K, the following categories of commuters are exempted to the extent of 50% for traveling in JKRTC Buses.

1. Physically handicapped/disabled persons who shall have to produce valid identity card attested by a Medical Officer. Same fare concession to freedom fighters and Pthalacaemia patients along with one attendant has also been extended.
2. Any person suffering from cancer or is deaf, dumb or blind provided he/she holds a card duly certified by the Principal Medical College, Srinagar/Jammu or from a specialist of Government Hospitals in the State.
3. Students traveling from their places of residence to the location of their Education Institutions and back, once a day, provided that the students shall have to produce a bonafide and valid Identity card of the Institution in which he/she is studying.
4. War widows for their journey within the state subject to the condition that they shall produce valid identity card from Zila Sainik Board.
5. No charge shall be collected from any handicapped person for carrying a wheel chair, tricycle or any other such mobility aid while traveling.
6. For children traveling in JKRTC Buses;
 - i) A child up to 12 years of age shall be reckoned as half and charged half journey fare.
 - ii) A child upto 3 years of age shall not be reckoned for any journey fare.

A bus may carry upto 6% passengers of its seating capacity at concessional rates during its journey.

(Stage carriage passenger upto 6% seating capacity only are allowed concessional travel)

11. Routes under the Operation of JKRTC

i) Inter-District Services Kashmir			
S.No.	Name of Route	S.No.	Name of Route
1	Srinagar-Ganderbal Manigam	34.	Srinagar-Shopian
2.	Srinagar-Budgam	35.	Panthachowk-Banihar
3	Srinagar-Chadoora	36.	Anantnag-Banihar
4.	Srinagar-Anantnag	37.	Anantnag-Jammu
5	Srinagar-Banihal	38.	Anantnag-Chandergiri via Kulgam
6.	Srinagar-Dooru	39	Anantnag-Hafatnar
7.	Srinagar-Tral	40	Anantnag-Pantchowk Srinagar
8.	Srinagar-Shopian	41.	Anantnag-Pulwama viz Shopian
9.	Srinagar-Pulwama	42.	Sopore-Srinagar
10.	Srinagar-Ratsun	43.	Sopore-Bandipora
11.	Srinagar-Tangmarg	44	Bandipora-Kupwara
12	Srinagar-Khansahib	45.	Bandipora-Gurez
13	Srinagar-Chrarisharief	46.	Sopore-Kupwara
14.	Srinagar-Hajin	47.	Pulwama-Pantachowk Srinagar
15.	Srinagar-Kriri- Sheikhpora	48.	Uri-Srinagar
16.	Srinagar-Bandipora	49.	Baramulla-Dangerpora
17	Srinagar-Kupwara	50	Baramulla-Nambla
18.	Srinagar-Tral Narastan	51.	Baramulla-Safapora
19.	Srinagar-Sopore	52.	Baramulla-Uri
20.	Srinagar-Baramulla	53.	Baramulla-Kupwara
21.	Srinagar- Saderkoot Bala	54.	Baramulla-Handwara
22.	Srinagar-Naidkhai	57.	Baramulla-Srinagar
23.	Srinagar- Khour	58.	Baramulla-Manurood Uri
24.	Srinagar-Phalgam	59.	Kupwara-Srinagar
25.	Srinagar –Uri	60.	Tharatpora-Srinagar
26.	Tangmarg-Baramulla	61.	Kupwara-Jammu
27.	Tral-Pulwama		
28.	ChrariSharief-Pulwama		
29.	Srinagar-Beerwa		
30.	Srinagar-Ashmuqam		
31.	Srinagar-Kreeri		
32.	Srinagar-Babanagri		
33.	Srinagar-Verinag		

7

II) <u>Inter-District Services Jammu</u>			
S.No.	Name of Route	S.No.	Name of Route
1.	Jammu-Katli Billawar	24	Doda – Kishtawar
2.	Jammu-Poonch	25	Doda – GandohGwari
3.	Jammu- Gurha	26	Doda – Chimot (Root & Mongata)
4.	Jammu- Panssa	27	Doda – Rajpora Chowri
5.	Jammu-Mendhar	28	Doda – Gandoh
6.	Jammu Railway Stn – Katra	29	Doda – Chilli
7.	Jammu Baderwah	30	Doda – Kastagarh
8.	Jammu-Kishtawar	31	Doda – Rakholi Panchai
9.	Jammu-Doda City	32	Doda – Manthala (Badarwah)
10.	Udhampur – Reasi	33	Doda – Jodhpur
11.	Jammu-Katra from GBS Jammu	34	Doda – Chatta Dhara
12.	Jammu –Bhasoli Bani	35	Kishtawar – Paddar
13.	Jammu-Gool	36	Kishtawar – Patimhal
14.	Jammu-Basantgarh	37	Kishtawar – Passarkot
15.	Jammu-Ramnagar	38	Kishtawar- Kashwan
16.	Jammu - Parmandal	39	Kishtawar- Tangdaroo
17.	Jammu- Krishanpur Manwal	40	Kishtawar-Singhpora
18.	Ramban-Daram	41	Kishtawar-Bhatan Bhagan
19.	Ramban- Batote	42	Kishtawar – Paddar
20.	Ramban-Rajghad	43	Kishtawar – Patimhal
21.	Ramban-Mundak Bas	44	Kishtawar – Paddar
22.	Ramban-Summer	45	Kishtawar – Patimhal
23.	Doda – Baderwah		
III) <u>Inter-State Services</u>			
A)	<u>Ex-Kashmir Region</u>		
	<u>Srinagar-Delhi</u>		
1.	a) Sleeper Coach		
	b) Volvo Coach		
2.	<u>Anantnag-Amritsar</u>		
B)	<u>Ex-Jammu Region</u>		
1	Jammu-Ajmer sharief		
2.	Jammu-Jaipur		
3	Jammu-Alwar		

4.	Jammu-Agra
5.	Jammu-Meerut
6.	Jammu-Delhi via Billawar
7.	Jammu-Delhi
8..	Jammu-Hardiwar
9.	Jammu-Dehradoon
10.	Jammu-Patiala
11.	Jammu-Chandigarh via Ludhiana
12.	Jammu-Chandigarh via Hoshiyar Pur
13.	Jammu-Ludhiana
14.	Jammu-Jalandhar
15.	Jammu-Ganga Nagar
16.	Jammu-Anoopgarh
17.	Jammu-Amritsar
18.	Jammu-Simla via Chandigarh
19.	Jammu-Manali
20.	Jammu - Daramshala
21.	Jammu-Chamba
22.	Jammu-Pathankot
23.	Udhampur-Haridwar
24.	Jammu -Basoli – Delhi
IV	<u>Contract & Other Special bus Services</u>
1.	Secretariat Duty operations Summer months Srinagar(through Director Estates)
2.	Secretariat duty operations(winter months)
V)	<u>Mission City bus operations under JnNURM & E-Buses</u>
a)	<u>Srinagar City</u>
1	Lal-chowk to Harwan
2	Lal-chowk to SKIMS(Soura)
3	Lal-chowk to Gulabbagh via Hazratbal
4	Lal-chowk to Pampore
5	Lal-chowk to Budgam

5

6	T.R.C. to Airport (Special)
7	Lal-chowk to Rainawari, Saidakadal, Hazratbal, University
8	Lal-chowk to Hazratbal via Lal bazar
9	Lal-chowk to Railway Station Nowgam via Panthachowk
10	Lal-chowk to Narbal
11	Lal-chowk to Chadoora
12	Lal-chowk to New Khanda via Bhagti Kanipora
13	Lal-chowk to Khrew
14	Lal-chowk to Wuyen
15	Lal-chowk to Chatterhama

b)	<u>Jammu City</u>
1	Railway Station to Jagti
2	Railway Station to Shivkhori
3	Railway Station to Katra
4	Railway Station to Reasi
5	Railway Station to Pathankot

VI) Buses on NHW & Other Special Bus Services

1	Jammu-Srinagar	14	Rajouri-Srinagar
2	Srinagar - Jammu	15	Srinagar-KalaKote
3	Srinagar - Leh	16	Kalakote - Srinagar.
4	Leh - Srinagar	17	Srinagar - Pahalgam
5	Srinagar _Kargil	18	Srinagar - Sonamarg
6	Kargil -Srinagar	19	Srinagar - Gulmarg
7	Srinagar - Delhi	20	Srinagar - Yousmarg
8	Delhi - Srinagar	21	Srinagar - Kokernag
9	Jammu Railway Station - Katra	22	Srinagar- Verinaag
10	Katra - Jammu Railway Station.	23	Srinagar - Daksum
11	Srinagar - Poonch	24	Srinagar - Aharabal
12	Poonch - Srinagar	25	Srinagar- Mughal Garden.
13	Srinagar-Rajouri		

(4)

12) J&KRTC CONTACT SHEET- List of Executives

S.No	Name	Designation	Contact No.	Office	FAX
1	Angrez Singh Rana	Managing Director		0191-2473245 (Jammu) 0194-2472436 (Srinagar)	0191-2476290 (Jammu) 0194-2472436 (Srinagar)
2	J.S.Tandon	Joint Managing Director		0191-2473245 (Jammu) 0194-2472436 (Srinagar)	0191-2476290 (Jammu) 0194-2472436 (Srinagar)
Finance					
1	Nidhi Gupta	Financial Advisor & CAO		0191-2470983	
2	Mohd Shafi	Manager (Finance)	9419401119		
3	Naresh Sawhney	Divisional Accounts Officer, Jammu	9419132063		
4	Peer Rafiq Ahmad	Divisional Accounts Officer, Srinagar	9419016841		
Administration					
1	Hafiz Ahmad	Dy. General Manager (Admn)	9596508530	0191-2471607 (Jammu)	0191-2471607
Planning					
1	Farhat Jan	General Manager (Planning)	9419011594	0191-2477185 (Jammu)	
Load/Cargo					
1	Mushtaq Ahmed Chanda	General Manager (Load), Srinagar/Jammu	9419008181		
2	Bashir Ahmed Sofi	Dy. General Manager (Load) Jammu	9419032433		
3	Mohinesh Arora	Traffic Manager (Load), Jammu	9419828894	0191-2476962	
4	Mohd Yaqoob	Traffic Manager (Load), Srinagar	9419573961		
Operations					
1	Farhat Jan	General Manager (Operations) Kashmir	9419011594		
2	Sudesh Gupta	General Manager (Operations) Jammu	9419158489	0191-2435262	

3

3	Habibullah Reshi	Dy.General Manager (DSU/E-Buses) Kashmir	7298522480		
4	Rafiq Ahmed Tabitbakal	Dy.General Manager (TSD) Kashmir	9419013373		
5	Pawan Deep Singh	Manager Inter-State Services, Jammu	7780987099		
6	Ahfaq Hussain	Manager Tourist Services, Srinagar	9419713856		
7	Vivek Hans	Manager Tourist/District Services, Jammu	9086049814	0191-2576562	
8	Maqsood Ahmed	Depot Manager Anantnag	8082347056		
9	Dev Raj	Traffic Manager Pathankot/ Incharge TCP Lakhanpur	9469210780		
10	Mohammad Hussain	Depot Manager, Leh & Kargil	9469776503		
12	Darshan Lal	Incharge Depot, Katra	8082347056		
13	Mohd Kameel	Incharge Depot, Rajouri	8082107474		
14	Mumtaz Ahmed	Incharge Depot, Poonch	9797648971		
15	Ajaz Hussain	Incharge Depot, Doda	9018632037		
16	Mohd Ashraf	Incharge Depot, Ramban	9697660367		
17	Ravi Raj Singh	Incharge Depot, Baramulla	9149513921		
18	Bashir Ahmed	Incharge Depot, Sopore	7889913204		
19	G.M. Shah	Incharge Depot, Kupwara	6005198703		
20	M.K. Magray	Incharge City Services, Srinagar	8803727166		
21	Jan Mohammad	Incharge Depot, Udhampur	7006705336		

Electric Bus Operations

1	Ravinder Kumar	I/c E-Buses, Jammu	7006353707		
---	----------------	--------------------	------------	--	--

Liaison Officer

1	Subash Chander	I/C Liaison Office Delhi	8800511175		
---	----------------	-----------------------------	------------	--	--

Maintenance					
1	Surinder Kumar	General Manager (Mech) Jammu	9419766565		
2	Shakeel Ahmed	General Manager (Mech) Srinagar	9419087357		
3	Surinder Kumar	Dy.General Manager (Mech) Jammu	9419766565		
4	Showkat Ahmad Ahanger	Dy.General Manager (Mech) Kashmir	9419075671		
5	Parvaiz Abdullah	Dy.General Manager (Maint/Load), Srinagar	9419128416		
6	Sandeep Gupta	Works Manager (PMD), Jammu	9419209595		
7	Syed Siraj-u-din	Works Manager (PMD), Srinagar	8825093041		
8	Rajan Singh	Works Manager (Tourist Fleet) Jammu	6005111604		
9	Nissar Ahmad Shah	Asstt. Works Manager (Tourist Fleet) Srinagar	8803087147		
10	Tariq Bhatt	Asstt. Works Manager (CWS), Jammu	7006735447		
11	Sheikh Nasir Wahid	I/C Works Manager (CWS), Srinagar	9906804901		
12	Gurmeet Singh Bali	I/C Works Manager (Load), Jammu	7889723759		
Electric Bus Charging /Maintenance					
1	Syed Siraj-u-din	Works Manager (E-Buses), Srinagar	8825093041		
2	Mahmood Riaz	I/c E-Buses (Maintenance), Jammu	7889341981		
Estates					
1	Farhat Jan	General Manager (Estates) Kashmir	9419011594		
2	Sudesh Gupta	General Manager (Estates) Jammu	9419158489	0191-2473532	
3	Tajinder Singh	Manager (Estates) Jammu	9419220804		
4	Imtiyaz Ahmed	Manager (Estates) Kashmir	9469433315		

①

Purchase & Stores					
1	Mushtaq Ahmed Chadda	General Manager (Purchase & Stores) Srinagar/Jammu	9419087357	0191- 2474402(Jammu)	
2	Bashir Ahmed Sofi	Dy. General Manager (Purchase & Stores) Srinagar/Jammu	9419013373		
3	Tajinder Singh	Manager (Purchase & Stores)Jammu	9419220804		
4	Abdul Mateen Bhat	Manager (Purchase & Stores)Srinagar	7298020731		
Law					
1	Sudesh Gupta	General Manager (Litigation) Srinagar/Jammu	9419158489		
Driving Training Institute					
1	Sunil Kumar	Principal DTI, JKRTC, Jammu	9469797883	9419220766	
2	Tariq Hussain Runga	Principal DTI, JKRTC, Srinagar	9906676167		