

CONNECTIVITY

# Public Transport Node

## WHAT THIS INSTITUTION IS

This is not an institution in the conventional sense – it is the bus stand, railway station, or transport hub that connects a young person in a small town or village to the district headquarters and to opportunity centres like the nearest ITI, college, employment office, or skill centre. Without functional, affordable, and frequent public transport, physical access to every other institution in this guide is blocked. If you cannot get to the district headquarters easily, every government service becomes harder to reach.

### WHY THIS MATTERS TO YOU

If you need to travel from your village or block to the district headquarters for an exam, a government office, or a training programme, public transport is how you get there. Knowing what routes exist, how often they run, and what they cost is essential.

## GOVERNANCE

LAW / POLICY	SCOPE
Motor Vehicles Act, 1988 (amended 2019)	Regulates road transport, licensing, permits
Railways Act, 1989	Governs Indian Railways operations and passenger rights
State Road Transport Corporation Acts	State-specific laws establishing UPSRTC, RSRTC, etc.
National Urban Transport Policy (NUTP), 2014 (MoHUA)	Urban-transport policy framework – public transport priority, last-mile connectivity, affordable access (urban scope)
Rights of Persons with Disabilities Act, 2016 (sections 40-41)	Mandates accessibility standards at bus stops, railway stations, ticketing facilities; universal design across modes
MoRTH Accessibility Guidelines for Bus Terminals and Bus Stops, 2023 (MoRTH)	Norms for ramps, tactile paving, accessible toilets, low-floor boarding at bus terminals/stops
PM-eBus Sewa Guidelines (MoHUA)	Central funding for electric bus deployment in cities

- **Bus services:** State road transport corporations – UPSRTC ([upsrtc.up.gov.in](http://upsrtc.up.gov.in)), RSRTC ([rsrtc.rajasthan.gov.in](http://rsrtc.rajasthan.gov.in)), Haryana Roadways, MPRTC, BSRTC
- **Railways:** Indian Railways, managed through zones and divisions; Station Master at each station
- **Last-mile:** Private auto-rickshaws, shared tempos, and cycle-rickshaws – largely unregulated
- **Funding:** State transport corporations run on ticket revenue and state subsidies; railways funded centrally



## KEY POSITIONS

POSITION	RESPONSIBILITY
Transport Commissioner (state)	Apex state-level authority for road transport – policy, inter-state coordination, appellate matters
Regional Transport Officer (RTO) (region)	Issues stage-carriage / contract-carriage permits at regional level; vehicle registration; licensing; inter-district route approvals
District Transport Officer (DTO) (district)	District-level transport official; in many states acts as district executive of the Regional Transport Authority – vehicle registration, licensing, enforcement at depots and bus stands. Permit-issuing powers vary by state
Bus stand in-charge / Depot Manager	Manages operations at major bus stands
Divisional Railway Manager (DRM) (railway division)	Senior-most officer at divisional level – oversees station operations, passenger facilities, grievance escalation across all stations in the division
Station Master	Manages train operations, passenger facilities, and complaints at railway stations
Auto-rickshaw / tempo drivers	Last-mile transport providers operating from informal stands

## MANDATED SERVICES

- **Bus stands:** scheduled, frequent, affordable bus connectivity between district headquarters, block towns, tehsil towns, and major junctions; displayed route information and schedules
- **Railway stations:** train connectivity for longer-distance travel; booking facilities, waiting rooms, drinking water, and toilets
- **Student concessional passes** for education-related travel (state transport corporation and Indian Railways)

## LINKED SCHEMES

- **Student concessional bus/train passes** – reduced fare for education travel (state-specific rules)
- **Railway concessions** – reduced fare for students, SC/ST candidates attending interviews, persons with disabilities
- **PM-eBus Sewa** – central funding for electric bus procurement in selected cities
- **State subsidised transport schemes** – vary by state

## HOW TO LOCATE

**Portal:** enquiry.indianrail.gov.in – train schedules, station list, and running status

**Railway apps:** NTES (train running status), IRCTC Rail Connect (reserved booking), UTS on Mobile (unreserved/suburban tickets), RailMadad (grievance)

**Bus apps:** State RTC apps (e.g., KSRTC, MSRTC, APSRTC) for schedule and live tracking; in some cities, unified bus-locator apps (e.g., Chalo) and city-transport apps

**Also:** State transport corporation websites for bus routes and schedules; bus stands exist in every tehsil and block headquarters



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## KEY FACILITIES

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A bus stand should have: a pucca structure with shelter, seating, toilets, drinking water, and a route/schedule display board. Railway stations follow Indian Railways norms based on station category (A1 to F) – platforms, waiting rooms, toilets, water, lighting, and accessibility features.

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## WHAT A FUNCTIONING PUBLIC TRANSPORT NODE LOOKS LIKE

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- From the block headquarters, the district headquarters is reachable by public transport within a reasonable time and cost
- A direct bus connects the block to the nearest ITI, college, or employment office
- Buses run at least 2-3 times a day on the most relevant route
- The bus stand has shelter, seating, and a visible schedule board, increasingly with live tracking and digital displays in better-equipped terminals
- The bus stand and railway station are accessible to persons with disabilities – ramps, tactile paving, accessible toilets, and (for buses) low-floor boarding wherever the fleet supports it
- Safety features at terminals (CCTV, lighting, women-only waiting areas where feasible) support evening and night travel
- A young woman can safely use public transport to return home in the evening
- Student bus pass schemes exist and students are aware of them

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## GRIEVANCE REDRESSAL

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**During service delivery.** The first point of contact is the Bus Stand In-Charge / Depot Manager (for buses), Station Master (for railways), or Booking Clerk. Women-safety incidents should be reported immediately to on-site RPF / GRP, the integrated Rail Madad helpline 139 (security menu) on trains, or the 112 helpline.

**After service.** Escalation is to the state transport corporation's divisional office, the Railways' Divisional Manager (for IR stations), and the Municipal Commissioner (for municipal transport nodes). The District Collector has administrative oversight.

**External.** For Indian Railways, the RailMadad portal ([railmadad.indianrailways.gov.in](http://railmadad.indianrailways.gov.in)) and helpline 139 handle passenger grievances. State Road Transport Corporations have dedicated grievance numbers. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) ([pgportal.gov.in](http://pgportal.gov.in)) handles Ministry of Road Transport and Highways and Ministry of Railways complaints. For women-safety incidents at transport nodes, the RPF helpline 139 and Women's Helpline 181 have jurisdiction; the NCW ([ncw.nic.in](http://ncw.nic.in), helpline 14490 – 24x7 short-code launched November 2025; also 7827170170) accepts complaints of sexual harassment, including incidents in public transport.

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