

## CITIZENS' CHARTER

Assam State Transport Corporation was constituted under State Road Transport Corporation Act 1950 in order to provide adequate, economic and dependable public transport service to the people. Therefore, its prime objective is to cater to the travelling need of the people of Assam.

### CONNECTIVITY TO RURAL POPULATION

Population of Assam as per Census of 2011 was 31,169,272. Keeping the pattern of increase of population in view during the earlier years, the estimated population in 2017 stands at 34.492 million. Rural inhabitants of the state account for 68 percent of the total population. Providing adequate, dependable, fast and comfortable public bus transport service to the rural population is also a social obligation of the state devoid of any profit motive. In order to provide the much needed road connectivity to the rural populace, ASTC has chalked out a programme to operate an additional fleet of 833 buses to every nook and corner of the state wherever there is motorable road under Chief Ministers' Gramin Paribahan Yojona at cost of Rs.200 Cr. A total of additional 3,02,422 KMs will be covered daily catering to additional 1 lakh additional commuters daily.

Thus, easy and ample access of rural populace to the centres of education, commerce and business hubs and centres of employment will enhance the socio-economic condition of the rural people of the state.

### CLEAN & GREEN TECHNOLOGY: E-BUSES FOR CITY SERVICE

The urban population is also likely to experience faster, more dependable and more comfortable City and Sub-urban bus services. Air pollution in the cities has been a major irritant to the health of the city dwellers. Induction of Clean and Green Technology is in the offing. ASTC is planning to gradually replace all the Diesel operated City Buses with modern E-Buses which are free from Air and Noise pollution. As an initial endeavour in this direction 1000 State of the art E-Buses are proposed to be operated to Kamakhya from different points of disembarking in the city during the next 10 years in a phased manner.

### MODERN TECHNOLOGY

In order to offer best possible travel experience to the commuting public of Assam, modern technology is being adopted in its right earnest. Intelligent Transport Management System is being adopted whereby scores of modern facilities will be made available to the public. This includes online booking facility, cashless transaction through contactless smart cards, breakdown management system to minimise inconvenience in the event of breakdowns and introduction women safety measures like provision of panic button etc. in every bus.