

**The Brihanmumbai Electric Supply & Transport Undertaking
(Of the Brihanmumbai Mahanagarpalika)**

Applications in prescribed format are invited from Travel Agents / Tour Operators for appointment as Agents for accepting booking of BEST buses on reservation basis for various purposes such as Mumbai Darshan Tours, picnics, birthday parties, events, etc. in the operational area of the BEST Undertaking.

The interested travel agents / tour operators may therefore collect the application form from the office of the Chief Manager (Traffic), Reservation Section, 3rd floor, Traffic Administrative Building, Tilak Road Extn., Wadala Depot, Wadala, Mumbai 400 031. The form is also available on BEST website www.bestundertaking.com.

The general terms and conditions are as under:

1. The application form shall be submitted alongwith Demand Draft of Rs.10,000/- drawn on any Nationalised Bank and payable in favour of the BEST Undertaking at Mumbai towards security deposit, at Reservation Section, Wadala. Application without security deposit will not be considered.
2. The registered agents for tours and travels with the concerned registering authority only can apply.
3. The competent authority reserves the right to reject any or all applications without assigning any reason whatsoever.
4. All corrections and additions made in the application should be initialed.
5. In the event of the application being submitted by a firm, it must be signed by authorized signatory of the firm under proper seal and authorization letter.
6. The right is reserved to revise or amend the application format, rules and terms and conditions relating to the scheme of agency for booking the buses on reservation fully or partly from time to time and deviations / amendments if any, shall be communicated in the form of corrigendum or by letter as may be considered suitable.
7. Applications which do not fulfill all or any of the conditions or incomplete in any respect are liable for rejection.
8. The General Manager, BEST, reserves the right to select / appoint only required no. of agents.
9. The decision of the General Manager or person authorized by him will be final and binding.

**GENERAL MANAGER
BEST Undertaking**

The Brihanmumbai Electric Supply & Transport Undertaking
(Of the Brihanmumbai Mahanagarpalika)

APPLICATION FORMAT

Passport size
photograph

To,
The General Manager,
The BEST Undertaking,
BEST Bhavan, BEST Marg,
P.B.No.192, Colaba,
Mumbai -400 001.

Dear Sir,

Sub : Request for appointment of agent for booking
of buses on reservation.

I, Shri / Smt. _____, residing at
_____, desire to submit my application for the
appointment of agent for booking BEST buses on Reservation basis. The
detailed required information is given below :

1. Full name of the applicant :
2. Name of the agency :
3. Booking office address of
the agency :
4. Agency Registration No. :
5. Telephone No. with email ID :
6. Past experience :
7. PAN No. :
8. **Name, branch & address** :
of Payee Bank with details
 - a) Bank Account No.
 - b) Title of the account
 - c) Nature of account
 - d) Branch's MICR Code No.
 - e) IFSC code

9. Amount of Security Deposit :
with receipt No. and date
(copy of receipt enclosed)

I / We have read and understood all the terms and conditions relating to the scheme of agency for booking BEST buses on reservation, a copy of which is attached with this application alongwith the schedule of charges for reserved buses and I/We agree to abide by it. In token thereof, I/we sign the application and copy of each and every page of the terms and conditions and schedule of charges.

I/We hereby declare that if the above information is found to be untrue /wrongful, misleading at any time i.e. before appointment of agency, the application will stand rejected and after the appointment of agency, the appointment of agent with the Undertaking will be terminated and in both the cases as stated above, the security deposit will be forfeited.

Yours faithfully,

Name & signature of applicant

Place: Mumbai

Date:_____

Terms & conditions for reservation of buses by Agents:

1. The tenure of agent for carrying out business relating to reservation of buses will be initially for One year from the date of appointment, which will be extended / renewed for further period of 3 years, on revised terms and conditions as acceptable to the General Manager subject to the satisfactory performance of the agent during the above tenure of One year.
2. The Agent so appointed shall have his own office in the operational area of BEST and he shall be solely responsible for booking of buses on reservation. The Agent shall not appoint sub-agents or create any third party interest.
3. The Agent shall deposit with the Undertaking an interest free refundable Security Deposit of Rs.10,000/- either by cash or DD in favour of “ BEST Undertaking”, payable at Mumbai, for carrying out business of reservation of buses on behalf of the BEST Undertaking.
4. The agent can display on their letter-head, visiting card “BEST’s authorized Reservation Booking Agents for BEST operational network”.
5. The agent shall promote various tourism destinations within the bus operational limits of BEST through package tours, book BEST Buses for marriages, picnics, events, etc. in the operational limits of BEST.
6. The agents shall be allotted a 3 digit unique ID Number for identification. All future correspondence shall be based on this 3 digit unique Code No.

7. The total no. of buses to be booked on reservation basis collectively by all approved Agents per day shall not exceed 50 Ordinary SD buses, 25 AC Buses, 10 DD buses and 04 Open Deck buses. There is no limit to the number of buses booked by each agent provided it does not exceed the maximum number of buses stated above.
8. In case of reservation of any bus, the agent shall first confirm its availability either with Central Reservation Section or Traffic Control at Wadala before confirming the booking.
9. The agent shall intimate about the requirement of buses on reservation basis atleast one day in advance either to our Central Reservation Section, Wadala, on telephone No.24128266, 24186346 from 9.00 hrs. to 16.30 hrs.and thereafter to Traffic Control, Wadala latest by 20.30 hrs. on telephone nos.24137645, 24143611 & 24184489. On Sundays/Holidays, the intimation in this respect shall be given to Traffic Control during the above period.
- 10.The charges towards reservation as provided for in the schedule of charges including applicable service tax shall be paid by the agent in advance. The commission amount shall not be deducted by the agent on their own from the reservation charges.
- 11.For buses booked beyond the municipal limits of Greater Mumbai in the operational area of the Undertaking, the toll charges and any other charges as applicable shall be paid by the agent alongwith the reservation charges at Reservation Section or at the Ticket & Cash Dept. of the nearest depot, BEST.
- 12.The reservation charges shall be deposited either in cash or DD by the agent in advance between 9.00hrs. & 16.30hrs. at Central Reservation Section and /or by 20.30hrs. at the respective Ticket & Cash Dept. of the nearest depots under intimation to Traffic Control, Wadala.

13. Cancellation/postponement of booking shall be informed by the agent in advance at Reservation Section / Traffic Control. The cancellation / postponement charges as applicable shall be payable by the agent and the same shall be remitted to the BEST Undertaking the same day as mentioned below:

If order is cancelled with a notice in writing

Less than 24 hours	40% of the estimated reservation charges
24 hours to 48 hours	20% of the estimated reservation charges
48 hours to 72 hours	10% of the estimated reservation charges
More than 72 hours	Rs.200/- per bus

14. The BEST Undertaking shall have the right to cancel and/ or confirm bookings without notice under extra-ordinary circumstances and the agent shall have no right to claim damage or compensation. However, the advance collected on account of the booking will be refunded.

15. Pre-ponement and postponement of booking will be permitted with 3 day's notice in writing. The charges for pre-ponement and postponement will be Rs.200/- per bus and less than 3 days notice will be treated as cancellation and will be charged accordingly.

16. The agent shall maintain proper books of accounts which will be either produced or made available for scrutiny to the officers / authorized person of the Undertaking for the purpose of cross-tallying the same with the register maintained at Reservation Section.

17. The agent shall deposit the temporary receipts of reservation charges obtained from Ticket & Cash Dept. with the Central Reservation Section immediately on the next working day so as to issue fresh receipts to that effect from Reservation Section.

18. The agents shall be paid commission at the rates as applicable for total business generated at the end of each month as per the norms detailed below:

<u>Sr.No.</u>	<u>Monthly Booking Amount (excluding Service Tax)</u>	<u>Percentage of Commission</u>
1.	Upto Rs.1,00,000/-	5%
2.	Rs.1,00,001/- to Rs.2,00,000/-	6%
3.	Rs.2,00,001/- to Rs.3,50,000/-	7%
4.	Rs.3,50,001/- and above	8%

19. No commission shall be payable to the agent on cancelled bookings.

20. Unpaid / disputed amount shall be receivable /recovered from the Security Deposit of the agent.

21. The necessary permissions, licences, registration to be obtained from the appropriate authorities to run the booking agency shall be the sole responsibility of the agent and the BEST Undertaking shall in no way be responsible for any acts of commission or omission whatsoever pertaining to the operation of the agency.

22. Taxes if any, levied by the Govt. at any period of time during the period of appointment of the agent shall be borne and payable by the agent.

23. The booking agent shall abide by the directions of the BEST Undertaking and follow the rates for reservation of buses strictly as approved by the BEST Undertaking.

24. All expenses of running establishment, maintaining accounts, all outgoing taxes, licences, term fees, etc. shall be borne by the Booking Agent and the BEST Undertaking shall in no way be liable for the same.

25. Breach of any terms and conditions would result in termination of the agency with the Undertaking and in such an eventuality, the security deposit shall be forfeited.
26. The General Manager is empowered to make changes in terms and conditions listed above.
27. The General Manager reserves the right to appoint required no. of agents all over Brihanmumbai for booking of BEST buses on reservation basis.
28. Both the agent and the Undertaking shall be at liberty to terminate the arrangement at any time by giving one month's notice without assigning any reason whatsoever.
29. If any dispute arises in respect of the aforesaid terms and conditions, the decision of the General Manager, BEST, shall be final and binding on the agent.
30. All terms & conditions of the existing scheme of hiring of buses shall also be applicable to this scheme.

THE BRIHAN MUMBAI ELECTRIC SUPPLY AND TRANSPORT UNDERTAKING
(Of the Brihan Mumbai Mahanagarpalika)

Schedule of charges for Reserved buses w.e.f. 29/10/2013
(B.C.R.No.143 dated 19/08/2013 & C.R.No. 832 dated 28/10/2013)
(B.C.R.No.94 dated 25/06/2015 & C.R.No. 493 dated 06/07/2015)
& (B.C.R.No.07 dated 18/04/2016 & C.R.No. 265 dated 03/05/2016)

A) General Reservation (Km basis)

Type of bus	Rate/Km(Rs)	Subject to minimum charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	65/-	2,600/-
Double Deck bus	100/-	4,000/-
Open deck bus	100/-	4,000/-
Air conditioned bus	100/-	4,000/-

Detention Charges

Detention of 15 minutes is allowed free for vehicle reserved for a single journey and 30 minutes when reserved for a return journey.

Type of bus	Detention charges	
	For first two hours	Above two hours
Single Deck bus (includes Midi & low floor bus)	Rs.300/- per hour or part thereof.	Rs.500/- per hour or part thereof.
Double deck bus	Rs.400/- per hour or part thereof.	Rs.600/- per hour or part thereof.
Open deck bus	Rs.500/- per hour or part thereof.	Rs.700/- per hour or part thereof.
Air conditioned bus	Rs.400/- per hour or part thereof.	Rs.600/- per hour or part thereof.

B) Reservation on Flat Rate

Hire charges for buses to be given on Hire basis to Police Authority/Home Guard or any outside Party for a period of more than one day at a time. If desired by the party, the bus can be booked on flat rate even for a period of one day or less, as per the following rates:-

Type of bus	Full Day (Rs.)	Half Day (Rs.)
Single Deck bus (includes Midi & low floor bus)	12,000/-	6,000/-
Double Deck bus	18,000/-	9,000/-
Open deck bus	20,000/-	12,500/-
Air conditioned bus	18,000/-	9,000/-

Note:-

1. Day starts from 00.00 hrs and ends at 24.00 hrs.
2. Full day is calculated for 24 hrs. and Half Day is calculated for 12 hrs. However, if the booking is done covering morning peak hours (i.e. 8.00 hrs. to 12.00 hrs.) and evening peak hours (i.e. 16.00 hrs. to 20.00 hrs.) the party will be charged for Full day.
3. If the buses are booked for a period of more than 12.00 hrs. and upto 24.00 hrs., the charges will be recovered for a Full day.
4. Half Day's charges will be recovered, if the buses are reserved upto 12.00 hrs or less.
5. The charges will be computed at a flat rate as mentioned above irrespective of the Kms. operated.

B1) Reservation on multiple occasions (with effect from 16/06/2016)

The charges and conditions in case of booking of buses on multiple occasions will be as under :

Period	A.C.	S.D.	D.D.	Midi	Open Deck
Full day	15,000/-	12,000/-	15,000/-	12,000/-	20,000/-
16 hrs.	10,000/-	8,000/-	10,000/-	8,000/-	14,000/-
Half day (12 hrs.)	7,500/-	6,000/-	7,500/-	6,000/-	11,000/-
8 hrs.	5,000/-	4,000/-	5,000/-	4,000/-	8,000/-

Note :

- 1) Buses can be reserved for a period of 8 hrs., 12hrs., 16hrs. and 24hrs.
- 2) The period of 8 hrs., 12hrs., 16hrs. and 24hrs. shall commence from the time the bus is booked.
- 3) Distance / time shall be calculated from the place of booking and not from the depot.
- 4) In case of multiple bookings of AC buses in broken period the reservation charges will be applicable on actual hours of use of AC buses though in a broken period, as per the approved time slots mentioned above. Minimum applicable charges will be for 8 hours.
- 5) The Security Deposit shall be accepted at the time of first booking and the same shall be used for subsequent bookings.
- 6) All other conditions shall remain unchanged.

C) Hire charges for Schools (for all days)

Buses may be hired to the Schools to convey children, to and from school and residence and for picnic, etc. These special rates will also be applicable for funeral purposes. However, as a special case, Municipal schools will be charged concessional rates. The charges are as given below:-

Type of bus	For Schools & for funeral purpose		For Municipal schools	
	Rate/Km (Rs)	Subject to Min. charges of (Rs.)	Rate/Km (Rs)	Subject to Min. charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	60/-	2,400/-	50/-	2,000/-
Double deck bus	90/-	3,600/-	75/-	3,000/-
Open deck bus	90/-	3,600/-	75/-	3,000/-
Air conditioned bus	90/-	3,600/-	80/-	3,200/-

Detention Charges:- As applicable for General Reservation on km basis.

D) Hire charges for shooting films/TV serials/Advertisements/promotional campaign, etc.

Type of bus	General Category		Marathi Films/Serials	
	Per Hour (Rs.)	Subject to Minimum charges of (Rs.)	Per Hour (Rs.)	Subject to Minimum charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	7,000/-	28,000/-	5,000/-	20,000/-
Double Deck bus	10,000/-	40,000/-	7,000/-	27,000/-
Open deck bus	15,000/-	60,000/-	12,000/-	45,000/-
Air conditioned bus	10,000/-	40,000/-	8,000/-	30,000/-

For non-commercial, educational documentary films, concessional rates at the discretion of the General Manager may be charged.

E) Hire charges for Transport equipment:-

Equipment	Charges per day (Rs.)
Ticket Box, Cash Bag and Ticket punch	800/-
Uniform - Khaki (including Badge)	1,000/-
e-ticketing machine	2,000/-

F) Cancellation and Postponement of Booking:-

i) Cancellation: - The charges for cancellation of booking pertaining to single/ double deck buses including Midi bus, low floor bus, open deck bus & A.C. Bus will be recovered as under:-

If order is cancelled with a notice in writing	
Less than 24 hours	40% of the estimated Reservation charges
24 hours to 48 hours	20% of the estimated Reservation charges
48 hours to 72 hours	10% of the estimated Reservation charges
More than 72 hours	Rs.200/- per bus

ii) Preponement & Postponement :- Preponement & Postponement of booking will be permitted with 3 days notice in writing. The charges for preponement & postponement will be Rs.200/- per bus and less than 3 days notice will be treated as cancellation and will be charged accordingly.

G) Meal allowance:-

An additional charge equivalent to the Meal allowance payable to the staff posted in the bus is levied when buses are utilised for more than 8 hours in a stretch. However this will not be applicable when the buses are booked on a flat rate or for shooting purpose.

H) Booking of the order:-

i) Estimated charges(including service Tax, Toll Tax, etc) plus 50 % of the estimated amount is to be paid in advance for booking the order. On flat rate basis, if bus is booked for half day, security deposit of equal amount is to be paid. Buses are to be booked on receipt of 72 hours advance notice. For open deck bus booked for full day, security deposit equivalent to half day charges is to be paid.

ii) For buses booked beyond the municipal limits of the Greater Mumbai in the operational area of the Undertaking, the Toll Tax in existence levied by the Government, and any other applicable charges is also to be paid alongwith the Reservation charges.

iii) For single journey, the kilometers will be calculated on the basis of the distance from the depot from which the bus is turned out to the nearest Bus depot/Bus Station/Terminus upto which the bus is booked. This is not applicable for open deck bus.

iv) If the bus is booked for the return journey, the kilometers will be calculated on the basis of the distance from the depot which the bus is turned out and till the bus comes back to the same depot.

v) For the all other type of the reservations the period/kilometers is calculated from the time of departure of the bus from the depot to the time of arrival back in depot.

vi) Service Tax as applicable on total charges.

All or any of the above charges are subject to revision, alteration, addition etc. without any prior notice or assigning any reason whatsoever.

For booking - contact:- **Reservation section,
3rd Floor, Traffic Administrative Bldg.,
Wadala Bus Depot, Tilak Road Extn., Wadala,
Mumbai – 400 031. (Tel. No. 24186346, 24128266)**