

Frequently Asked Questions (FAQs)

1. In which corporations has Parcel Service been implemented?

Parcel service has been implemented in Karnataka Corporation, KKRTC Corporation and NWRTC Corporation.

2. Parcel service has been extended to how many districts of the state?

Parcel service has been extended to all district centers of the state. That means it has been implemented in 30 districts of the state.

3. Where to book parcel?

Booking by paying the fare amount at the official parcel counter of the nearest bus stand.

4. Where to receive the parcel?

Receiving the parcel at the counter of the bus station where the parcel has to be dispatched to a particular destination. No payment is necessary for this.

5. In how many bus stations parcel service has been implemented?

The parcel service has been implemented at 137 district, taluk and hubli bus stations within the state.

6. In how many inter-state bus stations parcel service has been implemented?

Parcel services have been implemented at 57 inter-state bus stations.

7. Parcel service extended to neighboring states?

Bus services of road transport corporations in the state of Karnataka have been implemented at bus stations in the states of Maharashtra, Goa, Andhra Pradesh, Telangana, Tamil Nadu and Kerala.

8. Is there a system for customer enquiries/complaints?

A 24-hour call center will be established for customers to inquire about parcel bookings and raise complaints. Call Center number: 8884445552. Also, the email address for logistics is Ksrtclogistics@ksrtc.org.

9. What are the benefits of this scheme to the customer?

The system has been implemented in a sophisticated manner by the corporation with the responsibility of transporting their parcels safely to the customers.

10. Is there an SMS system?

There is a system to send SMS about booking, manifest, receive and delivery of goods sent by customers.

11. Is there insurance facility for consumer goods?

Yes, insurance is provided for the customer's items

12. Is there door delivery and door pick-up in the parcel system?

This system will be implemented in the coming days.

13. Is there an online payment system for parcel delivery?

Presently implemented only on cash payment basis (Cash Transaction), Cashless transaction service will be implemented in the near future.

14. Is the relevant counter telephone number available?

Available, call center number 8884445552 to get the nearest parcel counter number.