



NATIONAL TRANSPORT CORPORATION

CUSTOMER SERVICE CHARTER

OUR COMMITMENT

The NTC is strongly committed to provide a comfortable, safe, and reliable public transport service. We strive to continually make our best to improve our service delivery and to meet passengers' demands as far as practicable.

WE PLEDGE TO

- Deliver our services with due care and attention to the needs of passengers and treat them with respect and courtesy.
- Keep our buses clean, comfortable and reliable.
- Collect the exact fares and issue to passengers the correct fare value ticket.
- Equip our buses with the latest in-bus technology to improve passengers' convenience.
- Adequately train our crews and officers for improved service delivery.
- Ensure easy access and seating of elderly passengers and those with special needs in our buses.
- Provide passengers with an accessible communication channel to the NTC.
- Promptly respond to complaints and take remedial actions.
- Gradually replace our fleet with better accessible and eco-friendly buses.
- Be a gender equality service provider and make our services available on the same terms and conditions to all our passengers.

WE EXPECT PASSENGERS TO

- Pay for their travel fares and to require their travel tickets.
- Be respectful of sanitary protocols in force.
- Treat our crews and officers with respect.
- Not to use offensive language and physically assault our crews and officers.
- Not to vandalise our buses.
- Not to litter our buses.
- Provide feedback and suggestions to the NTC for the improvement of our services.
- Be courteous and respectful of fellow passengers.
- Give their seats to those who need them more.
- Increase their ridership as we improve the quality of our buses and services.