



**Jammu and Kashmir**  
**State Road Transport Corpn.**

...

**Citizen's Charter**

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## **1. OBJECTIVES AND INTRODUCTION OF JKSRTC**

The J&K State Road Transport Corporation ( a successor to the erstwhile Government Transport Undertaking ) came into existence on 1.9.1976 under Road Transport Corporation Act of 1950 and is aimed to provide adequate, economic and co-ordinate transport services for the convenience of general public. J&K State Road Transport Corporation is also dutiful in serving the Government Departments, Government owned Corporations/Statutory bodies and Armed forces, besides providing transport services (on behalf of the Government), during eventualities like Hartals, Curfew and crisis like situations. The Organization has been actively engaged in serving the public of the State since 1948, immediate upon independence of the Country . The main objectives of the Road Transport in the Public Sector in J&K State are summarized as under

1. To make the transport system advantageous and convenient to the Public, Tourism, Trade, Industry and various other agencies.
2. To provide an efficient and economic Road Transport Service for the traveling public both within the State and on the Interstate routes.
3. To provide for highly integrated transport system for carriage of essential commodities of the Government agencies and under the Public Distribution System.

Accordingly, J&K State Road Transport Corporation has currently been covering approximately 24.18 lac Kms per month and carries about 3.84 lac passengers to their destinations, besides transporting 31.489 lakh tons of cargo legitimately to every nook and corner of the State thereby ensuring successful Public Distribution of food grains and essential commodities every month.

## **2. HEAD QUARTERS AND MANAGEMENT.**

The Corporation has its corporate Headquarters at Srinagar with a Regional Headquarter at Jammu The corporation is headed by the Board of Directors with the Hon'ble Minister for Transport of J & K Government as its full time chairman, who is assisted by the Managing Director as the Chief Executive of the Corporation.

The premises of JKSRTC Headquarters, Regional Head Quarters and Divisional offices are located at the following sites:-

- A). J&K State Road Transport Corporation  
Head Quarters,  
Moulana Azad Road, Srinagar.

<b>S.No.</b>	<b>Office of the</b>	<b>Phone No.</b>	<b>Fax No./EPBX</b>
1.	Managing Director	0194-2472436	0194-2472389
2.	Financial Advisor & CAO	0194-2458947	0194-2458947
3.	General Manager(Mech)	0194-2475360	0194-2457301
4.	General Manager(P&S)	0194-2475360	0194-2457301
5.	General Manager(Load/Adm)	0194-2475360	0194-2457301

- B) **J&K State Road Transport Corporation**  
**Divisional Office, Kashmir**  
**Moulana Azad Road, Srinagar.**

<b>S.No.</b>	<b>Office of the</b>	<b>Phone No.</b>	<b>EPBX No.</b>
1.	G.M (Ops) Kashmir	0194-2483689	0194-2457301
2.	Divl. Accounts Officers, Kashmir	0194-2475360	
3.	Dy.General Manager(Admn),Srinagar	0194-2475360	
4.	Manager(P&S),Srinagar	0194-2475360	

C). **J&K State Road Transport Corporation**  
**Regional Headquarters,**  
**Railhead Complex,opposite Vashnovi Dham, Jammu**

S.No.	Office of the	Phone No.	Fax No.
1.	Managing Director, J&K SRTC	0191-2473245	0191-2476290
2.	Financial Advisor & CAO J&K SRTC	0191-2470983	0191-2470983
3.	General Manager(Admn)	0191-2471607	-

D) **J&K State Road Transport Corporation**  
**Divisional Office,Jammu**  
**Bikram Chowk Jammu.**

S.No.	Office of the	Phone No.	Fax No.
1.	G.M(Ops) JKSRTC, Jammu	0191-2435262	0191-2435262
2.	Divl. Accounts Officer JKSRTC,Jammu	0191-2452503	-
3.	Litigation Officer, J&K SRTC,Jammu	0191-2430550	-
4.	Manager(P&S) J&K SRTC,Jammu	0191-2430550	-

### 3. **Board of Directors of J&K SRTC**

Board of Directors acts as main governing body of the corporation for providing a vision on the plans, policies and the strategies to be followed besides, taking an overview of the achievements and the overall activities of the organization. The Board has both official and non-official members on its panel. The Board of Directors of the J&K SRTC constituted by the Government consists of the following members :-

Jenab Abdul Ghani Kohli, Hon'ble Minister for Transport	Chairman.
Principal Secretary to Govt, Planning & Dev. Department	Director
Principal Secretary to Govt, Finance . Department	Director
Commissioner/Secretary to Govt, Transport Department	Director
Commissioner /Secretary to Govt., Housing & Urban Dev. Deptt.	Director
Transport Commissioner, J&K Government.	Director
Director General, Budget, Finance Deptt.	Director
Joint Secretary, Ministry of Shipping & Transport Govt. of India.	Director
Managing Director, J&K SRTC	Director
Chief Engineer, R&B, J&K	Director

#### **4. Capital Structure :**

Under the provisions of RTC Act ,1950 [Sec. 23 (1) the State and Central Government agreed to provide Capital contribution to the Road Transport Corporation of a State in the ratio of 67:33.

Capital of JKSRTC as on 31.03.2015 is Rs. 163.35 crores. Out of which Rs. 15.01 crores has been provided by the Central Government (now converted into equity share capital )

The Current Capital funding of JKSRTC is only through State Government in the shape of Annual Plan Allocations. However, central share has been taken up to be revised by request through State Govt. after planning commission review.

#### **5. Administrative Functioning of JKSRTC**

Re-structuring of the Corporation with a view to achieve self sustenance was felt as the need of the day and accordingly, the Board of Directors of JKSRTC on 18-10-2010 after threadbare examination approved the constitution of (5) Profit Centres in the organization, each headed by a Profit Centre Head whose responsibility and sphere of functioning are well defined read with their duties enshrined in the Operations Manual, JKSRTC.

For future efficient functioning of the Corporation in order to meet its operational costs, the focus of Managers has to be effective utilization of Buses and Trucks with the objective to achieve optimum vehicle utilization in terms of Kilometers per day, better fleet utilization in terms of maintaining 90% operative level and higher vehicle earnings per day through route rationalization with optimum capacity utilization. Regular monitoring and co-ordination has therefore to be ensured by both the Operations and Maintenance units.

The Corporation has undertaken a Re-Structuring exercise in order to reduce the strength of its employees and downsizing of the fleet strength in-consonance with the business potential so as to limit its expenditures. Alongside, revised Service Regulations of the Corporation has been re-framed so that capabilities of its staff get enriched with improved career advancement avenues and shall help in improving the over all financial and physical health of the Corporation such that its quality of service will substantially improve with the passage of time after adequately qualified and experienced staff shall address public requirements more effectively.

## **Profit Centres:-**

S.No.	Operation wing	Maintenance wing	Profit Centre	Reporting Officers
1.	<b><u>TOURIST SERVICES DIVISION,J&amp;K</u></b> Tourist Fleet Kashmir(including Tourist Services Srinagar, Jammu, Leh and Kargil operations and Tourist Depot Katra operation.	Tourist fleet workshop Pampore(includes maintenance depots at Leh and Kargil and Sub Workshop, Tourist fleet, Jammu	Tourist Services Division to be headed by General Manager nominated as <u>GM (Tourist Services Division /Ops) with HQ's at Srinagar.</u>	DGM(TSD/Ops stationed at Jammu, MTS Sgr,MTS Jammu for Katra operation DM, Leh DM,Kargil DM Katra Works Manager(TF)Sgr, WM(TF), Jammu, LO Delhi.
2.	<b><u>DISTRICT/CITY SERVICES DIVISION (KMR)</u></b> Passenger services Kashmir (including Depots at Baramulla, Anantnag, Sopore, Kupwara Pulwama and Handwara), City Contract Services, Sgr	Passenger Maintenance Division Bemina (including sub-workshop facilities at Sopore, Kupwara, Anantnag, Pulwama etc.)	District Services Kashmir to be headed by <u>Dy.G.M(DSU) with HQ's at Srinagar</u>	Manager Passenger Services,Sgr, TM(City, Contract Services, Sgr  WM(PMD), Sgr  Depot/Booking Managers Anantnag, Baramulla, Kupwara, Pulwama Handwara, Sopore.



3.	<p><b><u>CARGO SERVICES DIVISION,J&amp;K</u></b></p> <p>Load/Cargo Services Kashmir(including depot at Khanabal) Load Services Jammu (including Pathankot)</p>	<p>Load/Cargo Workshop Srinagar and Jammu(including sub workshops at Khilani, Udhampur and Rajouri)</p>	<p>Cargo Services Division JKSRTC to be headed by <u>GM (Load)</u> with HQ's at <u>Srinagar</u></p>	<ul style="list-style-type: none"> <li>• DGM(Load) to be stationed at Jmu</li> <li>• TM(Load) Sgr,</li> <li>• TM(Load) Jmu,</li> <li>• WM(Load) Kashmir,</li> <li>• WM(Load) Jammu</li> </ul>
4.	<p><b><u>INTERSTATE SERVICES DIVISION, JAMMU</u></b></p> <p>Interstate Services, Jmu(including Pathankot Depot and Interstate Depot, Delhi)</p>	<p>Passenger Maintenance Division, Jammu(including sub-workshop at Pathankot</p>	<p>Interstate Services Division including District Services operation Jammu province to be headed by <u>GM (Interstate Division)/(Ops) Jammu.</u></p>	<ul style="list-style-type: none"> <li>• MPS Jammu</li> <li>• WorksManager (PMD),Jmu</li> <li>• DM,Pathankot</li> <li>• DM,Doda</li> <li>• LO Delhi.</li> </ul>
5.	<p><b><u>NON OPERATIONAL REVENUE DIVISION, J&amp;K</u></b></p> <p>Sangam, DTI, Recovery Services,Infrastrural Dev.Fund, Motor Vehicle Inspections, Rents of Estates, etc.</p>	<p>Non-operational Revenue from Workshop Inspectors assigned the job of Accidental Inspections, Commercial exploitation of recovery cranes commercial utilization of other maint. Wing services viz M/c shops, etc.</p>	<p>General Administration headed by <u>GM(Admn)</u> with HQ's at <u>Srinagar.</u></p>	<ul style="list-style-type: none"> <li>• Manager(Vig./ Checking /Estates) stationed at Srinagar/Jmu,</li> <li>• Labour officer/ Depot Manager Printing Press,</li> <li>• Law Officers Sgr/Jmu.</li> </ul> <p>And other subordinate officers/ Officials. Adm/Estates/Vig. &amp; Security.</p>

The top level & upper levels of Management including Managing Director, Jt. Managing Director and functional heads viz FA&CAO, GM(Mech), GM(P&S) & GM(Admn) exercise powers and expedite legitimate functions in accordance with the delegation of powers vested to them. However, at the executive level for focusing on results achievement viz realization of revenue and fleet productivity as per targets, the Profit Centre Head i.e, General Manager's /Dy.General Manager has to utilize the resources economically and optimize the performance both physical and financial so as to meet the expenditures including fixed and variable costs of the respective Profit Centre.

The above Profit Centers under the charge of respective GM's carry out their normal activities in accordance with the guidelines laid down in Operations Manual of the Corporation and the activity charter defined while formulating the Profit Centers after approved Re-structuring.

**The Management of day to day working of the Corporation is through the following major offices/units to expedite its services to different sectors of its operations.**

### **1) Operational Wing.**

- **Tourist Fleet Kashmir (includes Tourist Services Jammu, Leh and Kargil operations and Tourist Depot Delhi).**
- **Passenger Services Kashmir (includes Depots at Baramulla, Anantnag, Sopore, Kupwara, Pulwama and Handwara).**
- **Load Services Kashmir (includes depot at Khanabal).**
- **Contract Services, Srinagar.**
- **Interstate Services Jammu includes Pathankot Depot and Interstate depot Delhi).**
- **District Services Jammu(includes Katra Services)**
- **Load Services Jammu (includes Pathankot).**

## **2) Maintenance Wing :**

- Tourist Fleet workshop Pampore(includes maintenance of depots at Leh and Kargil)
- Passenger Maintenance Division Bemina(includes sub-workshop facilities at Anantnag, Kupwara, Pulwama, Sopore etc.)
- Load Workshop Parimpora.
- Central Workshop Srinagar.
- Central Workshop Jammu.
- Tourist Fleet workshop Jammu(includes sub workshop Ramban)
- Load Workshop Jammu (includes sub workshops at Khilani, Udhampur and Rajouri).
- Passenger Maintenance Division Jammu includes sub-workshop at Pathankot.

The addresses contact phone numbers, etc of above units are separately detailed in “JKSRTC Contact Sheet” in following pages.

## **7. EXPECTATIONS OF JKSRTC FROM ITS SERVICE USERS**

The commuters on JKSRTC buses and freight booking Agencies/ Government Departments of JKSRTC trucks are broadly expected to :-

- Pay the fare or freight as per demand of SRTC representative.
- Collect a receipt from JKSRTC representative in token of service availed.(Ticket, Cash Receipt, Goods Challan)
- Use SRTC Bus or Truck in a manner a self owned bus or truck is made use of.
- Keep the SRTC bus/truck clean and protect this property of Corporation as a responsible citizen of the Country/State.
- In case of any shortcoming in service of SRTC, a formal complaint may be lodged with the Corporation for redressal.

## **8. PUBLIC/USER'S GRIEVANCE REDRESSAL**

(i) In case of any shortcoming observed in SRTC services or complaints, the contact persons for the service availed, as per area of operation shall be the Unit Officer. Address and Phones of same are summarized in "JKSRTC Contact Sheet" in following pages.

(ii) In-case the Unit Officer concerned is unable to redress or satisfy the complainant , the grievance can be projected for redressal to Profit Centre Head of the Division concerned, the address and phone of same have been summarized in "JKSRTC Contact Sheet" in following pages.

(iii) The grievance of SRTC service user for any shortcoming shall also be addressed by

<b>a. General Manager(Ops)</b>	<b>JKSRTC Headquarter</b>
<b>JKSRTC Kashmir</b>	<b>M.A.Road,Srinagar</b>
<b>Ph.No.0194-2483689</b>	

<b>b. General Manager(Ops)</b>	<b>JKSRTC, Divisional Office</b>
<b>JKSRTC,Jammu</b>	<b>Bikram Chowk,Jammu.</b>
<b>Ph No.0191-2435262</b>	

**9. J&K SRTC POLICY OF FARE AND FREIGHT CHARGING.**

The passenger fares in J&K State are revised from time to time and notified by the Transport Commissioner J&K as a matter of State fare policy and same are adopted by the Corporation. However, the fares are periodically reviewed in-view of seasonal demands on certain routes and are reduced at times for Corporation services to remain competitive vis-à-vis private operators on said routes, which is duly advertised.

Freight revision and fixation in respect of Cargo Services rendered to different Government Departments, Government owned Corporations/statutory bodies, Armed forces etc is notified by the Managing Director, JKSRTC under the provisions of Government Orders as a State Policy.

JKSRTC is actively involved in movement of freight of CAPD Department and other Government Departments, Government owned Corporations and Autonomous bodies who are under obligation to utilize only SRTC fleet of trucks or those hired by it for movement of any freight of their Department.

The guiding spirit of Government orders is contained in SRO-157 issued by Transport Department on 26-04-2001 and its operative part is reproduced here under: \_

“To bring the State Government Departments/Undertakings outside the purview of the State Transport Authority freight structure with the stipulation that a committee headed by the Managing Director JK State Road Transport Corporation shall fix freight rates on yearly basis in respect of their own fleet for carriage of goods destination-wise. All Government Departments/ Undertakings shall utilize the services of truck fleet available with J&K State Road Transport Corporation in meeting their requirement of vehicles and shall invariably obtain no objection certificate from J&K State Road Transport Corporation before hiring of trucks from the open market.”

## **10. CONCESSIONS IN FARES:**

i) Under the provisions of notification issued by the office of Transport Commissioner, J&K, the following categories of commuters are exempted to the extent of 50% for traveling in SRTC Buses.

1. Physically handicapped/disabled persons who shall have to produce valid identity card attested by a Medical Officer. Same fare concession to freedom fighters and Pthalacaemia patients along with one attendant has also been extended.
2. Any person suffering from cancer or is deaf, dumb or blind provided he/she holds a card duly certified by the Principal Medical College, Srinagar/Jammu or from a specialist of Government Hospitals in the State.
3. Students traveling from their places of residence to the location of their Education Institutions and back, once a day, provided that the students shall have to produce a bonafide and valid Identity card of the Institution in which he/she is studying.
4. War widows for their journey within the state subject to the condition that they shall produce valid identity card from Zila Sainik Board.
5. No charge shall be collected from any handicapped person for carrying a wheel chair, tricycle or any other such mobility aid while traveling.
6. For children traveling in JKSRTC Buses;
  - i) A child up to 12 years of age shall be reckoned as half and charged half journey fare.
  - ii) A child upto 3 years of age shall not be reckoned for any journey fare.

**A bus may carry upto 6% passengers of its seating capacity at concessional rates during its journey.**

**(Stage carriage passenger upto 6% seating capacity only are allowed concessional travel)**

## **11. Routes under the Operation of JKSRTC**

S.No.	Name of Route
<b>i)</b>	<b><u>Inter-District Services Kmr.</u></b>
1	Srinagar-Ganderbal Manigam
2.	Srinagar-Budgam
3	Srinagar-Chadoora
4.	Srinagar-Anantnag
5	Srinagar-Banihal
6.	Srinagar-Dooru
7.	Srinagar-Tral
8.	Srinagar-Shopian
9.	Srinagar-Pulwama
10.	Srinagar-Ratsun
11.	Srinagar-Tangmarg
12	Srinagar-Khansahib
13	Srinagar-Watkul
14.	Srinagar-Chrarisharief
15.	Srinagar-Hajin
16.	Srinagar-Asham
17	Srinagar-Kriri- Sheikhpora
18.	Srinagar-Bandipora
19.	Srinagar-Kupwara
20.	Srinagar-Khaipora
21.	Srinagar-Sopore
22.	Srinagar-Baramulla
23.	Srinagar- Mukhdoomyar
24.	Srinagar-Naidkhai
25.	Srinagar-Banihal
26.	Srinagar-Phalgam
27.	Srinagar –Uri
28.	Tangmarg-Baramulla
29.	Tral-Pulwama
30.	Chrari Sharief-Pulwama
31.	Srinagar-Beerwa
32.	Srinagar-Ashmuqam
33.	Srinagar Khur Ahmadpur
34.	Srinagar-Kriri
35.	Srinagar-Babnagri

36.	Srinagar-Duroo
37.	Srinagar-Verinag
38.	Srinagar-Shopian
39.	Srinagar-Shadab
40.	Anatnag-Jammu
41.	Anantnag-Qazigund-Banihal
42.	Anantnag-Banihal via Verinag
43.	Anantnag-Pantchowk Sgr.
44.	Pulwama-Pantachowk Sgr.
45.	Sopore-Srinagar
46.	Sopore-Bandipora
47.	Bandipora-Kupwara
48.	Bandipora-Gurez
49.	Sopore-Kupwara
50.	Sopore-Harwan
51.	Uri-Srinagar
52.	Madana-Srinagar
53.	Baramulla-Dangerpora
54.	Baramulla-Nambla
57.	Baramulla-Safapora
58.	Baramulla-Uri
59.	Baramulla-Kupwara
60.	Baramulla-Handwara
61.	Baramulla-Nagabal
62.	Baramulla-Bandipora
63.	Baramulla-Srinagar
64.	Baramulla-Wagoora
65.	Baramulla-Manurood Uri
66.	Kupwara-Srinagar
67.	Tharatpora-Srinagar
68.	Kupwara-Jammu(MCV 19 seater)
<b>II)</b>	<b><u>Inter-District services Jammu</u></b>
1.	Jammu-Katli Billawar
2.	Jammu-Poonch
3.	Jammu-Rajouri
4.	Jammu-Shahdra Sharief
5.	Jammu-Mendhar
6.	Jammu-Manjakot



7.	Jammu Baderwah
8.	Jammu-Kishtwar
9.	Jammu-Doda City
10.	Jammu-Manzakot
11.	Jammu-Katra from GBS Jammu
12.	Jammu-Udhampur
13.	Jammu Bhasoli
14.	Jammu-Gool
15.	Ramban-Kabi
16.	Ramban-Daram
17.	Ramban-Banihal
18.	Ramban-Ukhral
19.	Ramban-Mundak Bas
20.	Ramban-Neel Batu
21.	Ramban-Gool
22.	Doda – Baderwah
23.	Doda-Kishtwar
24.	Doda- Gandoh Gwari
25.	Doda-Chimot
26.	Doda-Manchar
27.	Doda-Swara Gandoh
28.	Kishtwar-Paddar
29.	Kishtwar-Patimhal
30.	Kishtwar-Pasarkot
31.	Kishtwar-Bhatta
32.	Kishtwar-Sarthal
33.	Kishtwar-Thakratic
34.	Kishtwar-Chatroo
35.	Kishtwar-Dool
36.	Kishtwar-Horna
37.	Jammu to Manjerkot
38.	Jammu- Katra (From GBS Jammu)
<b>III)</b>	<b><u>Inter-State Services</u></b>
<b>A)</b>	<b>Ex-Kashmir Region</b>
1.	a) Srinagar-Delhi(Sleeper coach) b) Super deluxe
2.	Anantnag-Amritsar

<b>B)</b>	<b>Ex-Jammu Region</b>
1	Jammu-Ajmer sharief
2.	Jammu-Jaipur
3	Jammu-Alwar
4.	Jammu-Agra
5.	Jammu-Meerut
6.	Jammu-Delhi via Billawar
7.	Jammu-Delhi
8..	Jammu-Hardiwar
9.	Jammu-Dehradoon
10.	Jammu-Patiala
11.	Jammu-Chandigarh via Ludhiana
12.	Jammu-Chandigarh via H.pur
13.	Jammu-Ludhiana
14.	Jammu-Jalandhar
15.	Jammu-Ganga Nagar
16.	Jammu-Anoopgarh
17.	Jammu-Amritsar
18.	Jammu-Simla via Chandigarh
19.	Jammu-Manali
20.	Jammu Daramshala
21.	Jammu-Chamba
22.	Jammu-Pathankot
23.	Udhampur-Hardwar
24.	Pathankot -Basoli
<b><u>IV</u></b>	<b><u>Contract &amp; Other Special bus Services</u></b>
1.	Secretariat Duty operations Summer months Srinagar(through Director Estates)
2.	Secretariat duty operations(winter months)
<b><u>V)</u></b>	<b><u>Mission City bus operations under JnNURM</u></b>
<b>a)</b>	<b><u>Srinagar City</u></b>
1	Lal-chowk to Harwan
2	Lalchowk to SKIMS(Soura)
3	Lalchowk to Gulabbagh via Hazratbal
4	Lalchowk to Pampore
5	Lalchowk to Budgam

6	T.R.C. to Airport(Special)
7	Lalchowk to Rainawari,Saidakadal,Hazratbal,University
8	Lalchowk to Hazratbal via Lal bazar
9	Lalchowk to Railway Station Nowgam via Pantha chowk
<b>b)</b>	<b><u>Jammu City</u></b>
1	Railway Station to Jagti
2	Railway Station to Shivkhori
3	Railway Station to Katra
4	Railway Station to Riasi
5	Railway Station to Pathankote
<b>VI)</b>	<b><u>Buses on NHW &amp; Other Special Bus Services</u></b>
1	Jammu-Srinagar
2	Srinagar - Jammu
3	Srinagar - Leh
4	Leh - Srinagar
5	Srinagar _Kargil
6	Kargil -Srinagar
7	Srinagar - Delhi
8	Delhi - Srinagar
9	Jammu Railway Station - Katra
10	Katra - Jammu Railway Station.
11	Srinagar - Poonch
12	Poonch - Srinagar
13	Srinagar-Rajouri
14	Rajouri-Srinagar
15	Srinagar-KalaKote
16	Kalakote - Srinagar.
17	Srinagar -Pahalgam
18	Srinagar - Sonamarg
19	Srinagar - Gulmarg
20	Srinagar - Yousmarg
21	Srinagar - Kokernag
22	Srinagar- Verinaag
23	Srinagar - Daksum
24	Srinagar - Aharabal
25	Srinagar- Mughal Garden.

## 12) J&KSRTC CONTACT SHEET- List of Executives

<b>SNO.</b>	<b>Hierarchic status</b>	<b>Residential address</b>	<b>Tel.No.</b>
<b>A</b>	<b><u>General Managers</u></b>		
1.	Suhail Ahmad Khan General Manager (Adm/Load)	Hyderpora Bypass, Sgr.	0194-2457301-(O) 0194-2475360-(O) 9419076418-(M)
2.	General Manager (Ops) / (InterState ) Jammu		0191-2435262-(O)
3.	Farhat Jan General Manager(Ops)/(Plg) Kashmir.	Hyderpora, Srinagar	0194-2483689-(O) 941911594-(M)
<b>B</b>	<b><u>Deputy General Managers</u></b>		
1.	Arshad Ahmad Trambo Dy.General Manager(P&S/ Maint)Kashmir	Feteh kadal Srinagar	9419088970-(M)
2.	Sudesh Gupta, Dy.General Manager(P&S/Maint)/Ops, Jammu	Channi Jammu	9419158489-(M)
3.	Mushtaq Ahmad Chanda, Dy. General Manager (ISD) Jammu.	Sanat Nagar, Srinagar	0191-2435262-(O) M-9419008181-(M)
<b>C</b>	<b><u>Traffic Managers</u></b>		
1.	Sh. Zahoor Ahmad, MTS ,Jammu	Nanak Nagar, Jammu	9419076462 -( M) 0191-2 476962 -(O)
2.	Sh. Hafiz Ahmad T.M(Load) Sgr	HMT,Zainakote, Sgr	0194-2490369 -(O) 9596508530- (M)
3.	Sh. Abdul Hamid MPS,Srinagar	Tailbal,Sgr.	0194-2472266-(O) 9419003322- (M)
4.	Mohd Younis Chella I/C MTS,Srinagar.	Lalchowk, Srinagar	0194-2562290-(O) 9697013536 -(M)

5.	Sh. Tejinder Singh I/C MPS,Jammu	Nanak Nagar	0191-2577474-(O) 9419220804-(M)
6.	Sh. Zahore Ahmad TM(Load),Jammu	c/o Nanak Nagar	0191-2476962-(O) 9419076462-(M)
7.	Fayaz Ahmad Malik I/C TM City.	Soura,srinagar	9419014263-(M)
8.	S. Jamwal I/C Liaison Officer Delhi	Talab Tiloo Jammu	011-23864581 9469050077-(M)
<b>D.</b>	<b>WORKS MANAGERS</b>		
1.	Sh. Habibullah W.M(TF/CWS), Pampore,	Tral,Kashmir	8803806087(M)
2.	Sh. Pervaiz Abdullah W.M(Load) Sgr	Anantnag Kashmir	8858400920(M)
3.	Surinder Kumar Works Manager(CWS), Jammu	Janipur,Jammu	9419112646(M)
4.	Sh. Rafiq Ahmad Manager (P&S),Kashmir	Lal Bazar Srinagar	0194-2 (O) 94191013373-(M)
5.	B. A. Sofi. Works Manager (PMD) Srinagar	Baramulla	0191-249 3407-(O) 9419032433(M)
6.	Sh. Vivek Hans A.W.M. (Load),Jammu		9419112410(M)
7.	Sh. Vivek Kumar A.W.M (T/F),Jammu.		9419209062-(M)
8.	Sh. Mateen Ahmad A.W.M.(P.M.D.),Jammu	Bemina,Sgr.	9469118240-(M)

<b>E</b>	<b>ASSISTANT MANAGERS/INCHARGE DEPOTS AND BOOKING OFFICES.</b>		
<b>1.</b>	Kam Raj, I/C TM, Pathankot .	Kangrail, Muthi, Jammu.	9419201498
<b>2.</b>	Dev. Raj , Depot Manager, Katra.	Samba	9469210780
<b>3.</b>	Deepak Abrol, I/c Depot Udhampur.	Jammu City	94119143340
<b>4.</b>	Sirahu-din, DM, Baramulla, Sopore, Kupwara.	Baramulla	
<b>5.</b>	Zahid Hussain BM,TSD,Srinagar.	Bharampora, Anantnag	9205053234
<b>6.</b>	Mohd Amin I/C Cargo Ops, Khanabal	Kulgam	9697766982
<b>7.</b>	Mohd. Hussain I/C Depot Kargil	Kargil	9419184280
<b>8.</b>	Dilip Razdan I/C Depot Leh	Leh	9419016968
<b>9.</b>	Mohd Altaf I/C TCP/B.O, Ramban,	Ramban	9419665036
<b>10.</b>	Ghulam Mohd I/C TCP/B.O, Banihal	Banihal	9419041680
<b>11.</b>	Ab. Rashid, I/C B.O, Kupwara	Kupwara	9797280784
<b>12.</b>	Shiv Kumar I/C B.O Jallandhar	Jammu	9592055023
<b>13.</b>	Vijay Kumar I/C B.O, Amritsar	Jammu	9501215009
<b>14.</b>	Kamal Kishore I/C B.O.,Lakhanpur	Kathua	9796488038
<b>15.</b>	Manzoor Ahmad I/C Booking Office Pulwama	Pulwama	
<b>16.</b>	Yesh Pal I/C Booking Office Rajouri	Jammu	9419854838
<b>17.</b>	P.P.Singh I/C B.O.,Poonch	Jammu	9419277557
<b>18.</b>	Bashir Ahmad I/C B.O. ,Bandipora	Bandipora	9906849165
<b>19.</b>	Ajay Pal Singh I/C B.O., Doda	Doda	

