

# USER MANUAL

## 1. The top section contents screen reader access with

- A. Text size change facility
- B. Dark and light theme
- C. Facebook and Twitter link
- D. Login to personal dashboard

### **1.1 Text size change facility :**

It will help in increasing and decreasing the text size of the page.

### **1.2 Dark and Light theme :**

It will help in changing the theme of the page.

### **1.3 Facebook and Twitter Link :**

The Facebook and Twitter page of this website can be accessed.

### **1.4 Login to personal dashboard :**

The Bus Operators and the Authorities will be able to login to their respective dashboards.

## 2. OPTICS provides the following facilities for Public

1. Bus between location
2. Bus at location
3. Know your bus
4. Bus rating
5. Bus fare
6. Complaint against bus
7. District wise route
8. Black spot area
9. Speed limit
10. Permit certificate copy
11. BGGY/OSRTC/CRUT Buses
12. Contact us

### **2.1 Bus Between Location :**

- By entering the origin, destination and the time between you want to travel, you will be able to know all the buses with their individual route description, departure time, fare & timing details.
- The fare and timing details includes the stoppage names, arrival time, departure time, total distance and fare.

## **2.2 Bus At Location :**

- By entering the Bus stop name and the time between you want to travel, you will be able to know all the buses with their individual route description as well as timing and fare details.
- The fare and timing details includes the stoppage names, arrival time, departure time, total distance and fare.

## **2.3 Know Your Bus :**

- By entering the Vehicle number, you can be able to know the Permit Info, Bus Info, Route descriptions, Timing details, Fare, Overall ratings, Individual ratings (by clicking View More button).
- By clicking the Rate Now button, the page will be redirected to Feedback page where you can give feedback and rate that bus.
- In this page, Rather than knowing the bus info by its registration no, you can also Locate the bus, File Complaint, Know the Bus info by its name.
- Clicking the Locate My Bus button, the page will be redirected to Bus At Location page(as mentioned in 2.2).
- Clicking the File Complaint Button, the page will be redirected to Complaint Against Bus page where you can file complaint about that particular bus.
- Click on the Search by Bus Name to get the Bus Info by its name. All the buses having the name as searched will be viewed with their registration numbers. Clicking individual Registration numbers you can get the bus details with ratings.

## **2.4 Bus Rating :**

- You can give feedback about a bus and rate it.

## **2.5 Complaint Against Bus :**

- You can file complaint against a bus by verifying your mobile number.

## **2.6 District Wise Route :**

- By selecting any of the district from the drop down list, you can view the route map of that district.

## **2.7 Black Spot Areas :**

- It will display all the black spot areas.
- The right menu is for filtration of District HQ, Black Spot Locations, NH/SH, State Boundary, District Boundary.

## **2.8 Permit Certificate Copy :**

- Here applicant can apply for the Permit Certificate by giving valid mobile number, purpose and identity proof details.
- Click on the Proceed to Pay button for the payment to complete the application.

- Click on the Track Your Application button to track the application status by entering the application number sent to your mobile no.

## **2.9 BGGY/OSRTC/CRUT Buses :**

- It provides information about Biju Gaon Gadi Yojana, OSRTC, CRUT.
- Biju Gaon Gadi Yojana gives info on
  - a) District-wise achievement on plying of vehicles
  - b) Revenue earned (Taxes & Fees) for last Three Years in Crore
- Clicking the OSRTC button will give info about
  - a) Operation of A/C Deluxe “Rajdhani Express” and VOLVO Buses
  - b) The routes operational under newly launched Rajdhani Express
- Clicking CRUT button will give info about their objectives, key functions, responsibilities.

## **2.10 Contact US :**

Here you can get the Office Address, Helpline numbers, Email Address, and Social media links such as Facebook and Twitter.