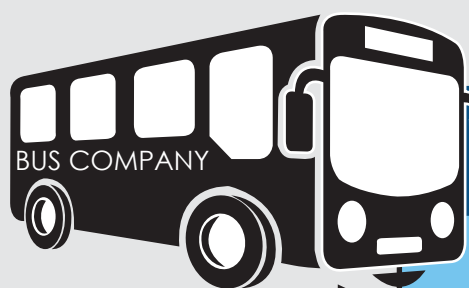




A Guide to Communicating your views to your Bus Company.



If you are dissatisfied with the standards of service delivered by your local Bus Company you will need to raise these concerns directly with them. They need to hear from you as customers of your areas of concern so that they can address the issues of sub-standard performance.



1

You need to tell the bus company in the first instance.



- Which service you were travelling on



- Where you got on (or tried to get on)



- Where you were travelling to (or hoping to travel to)



- The day and date

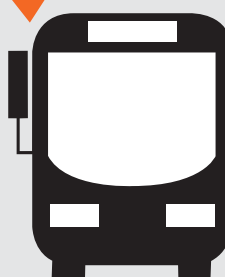


- The time (be as precise as possible)

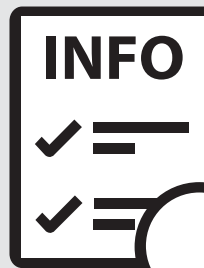


- What went wrong.

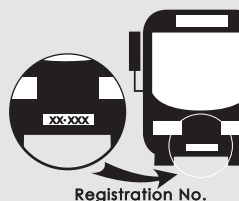
2



BUS COMPANY



Give the bus company as much information as possible such as:



- bus registration number



- driver's name if possible



- ticket receipt (date/time if not in the receipt)

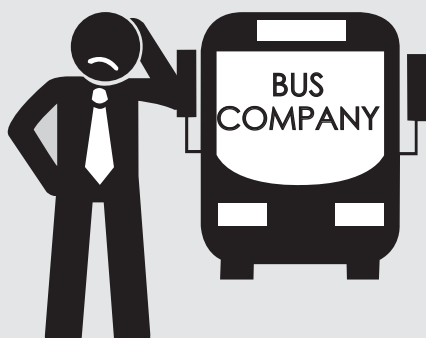
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Some examples of sub-standard performance are given below:

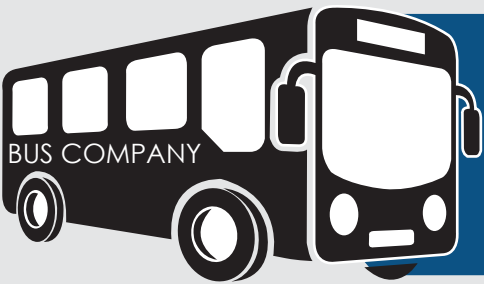


- Late arrival of your bus. Bus ran early. Buses must NEVER run early.
- Bus overcrowding
- Driver or passengers playing Loud Music;
- Buses not operating on the correct route, missing out part of the route.
- Inappropriate behaviour from the driver;
- Careless or Dangerous driver;
- Dropping off passengers in "a no drop zone" e.g. middle of the road;
- Blocking the Bus Terminals or Bus Stops due to inappropriate parking;
- Road Safety issues;
- Taking cash from passengers instead of eTransport card payment;
- Overcharging customers;
- Any other bus related issues that are not highlighted in 1 to 11 above;
- Unacceptable condition of vehicle – please specify

4



If you're not happy with the response from the bus company or you get no response at all then please contact the organisation below:



A list of excuses that many bus companies give are not acceptable as they are caused by factors directly under their control. These are listed in Table 1 below. Table 2 lists excuses that are deemed acceptable.



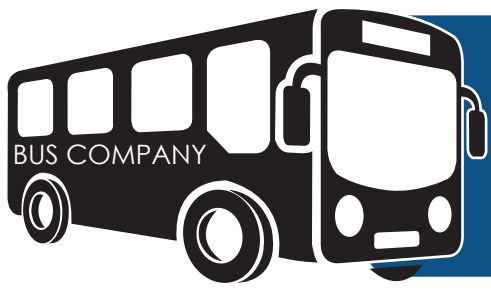
Table 1.0: Excuses which are NOT acceptable

Traffic congestion if:	General or regular or known about by the bus operator in advance
Random	e.g. at Sugar Railway Level-Crossings
Congestion at Bus Stations/Stands	
Substantial built in recovery times – Excessive is deemed to be more than 10 minutes particularly applies to Long Distance Limited Stop buses.	
Inbound Services ran late Return services ran to time	
Drivers	Absence,shortage,driver went to toilet,new driver,elderly or slow driver,driver malpractice
Maintenance Staff	Absence,shortage
Maintenance Facilities	Inadequate
Ticket Machine Failure	For any reason
Administrative Error	Driver rostering
Drivers or vehicles being used on Charter or Private Hire Services	
Non-achievable Timetable	
Market Day Congestion	
Driver Confusion	
Driver did not know route or got lost	
Driver stopped by Police or LTA for a misdemeanour	
Insufficient serviceable vehicles	
Road Conditions if:	Progressive deterioration of the road has occurred and not been previously flagged up by the operator to the FRA



Table 2.0: Excuses Deemed Acceptable

Vehicles Vandalised to such an extent that they cannot be safely used in service
Road Blocked unlawfully & Police Informed
Driver's Wife rushed to hospital
Tsunami, cyclone, typhoon or another force majeure event
Waiting for schoolchildren
Serious Road Traffic Incident where Police are involved
Passenger taken ill on bus
Bridge or river crossing closed & traffic diverted
Experimental Traffic Signals



If you want to compliment the bus service you can do that too.

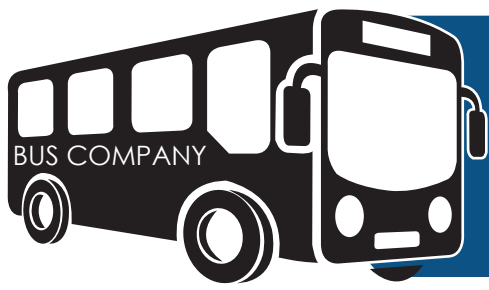
We have provided you with a listing of all bus company contacts throughout Fiji.



BUS COMPANY CONTACTS

CENTRAL EASTERN DIVISION

	BUS OPERATOR	Contact Person	Mobile Contact	Email Address
1	Central Transport Company Ltd	Nitin Nitesh Nand Tulsi Ram	9929949 9929952	centraltransport@connect.com.fj
2	Citiline Transport	Mr Vimal Angelyn	9995969 9994959	citilinebuses@gmail.com
3	Dee Cees Bus Service	Mr Reginald Mohan Mr Temo	9908878 9908862	decees@connect.com.fj
4	George Transport	Sublesh Singh Nithlesh	9941738 9988519	rickikmr@hotmail.com
5	Island Buses Ltd	Mr Virendra Ravendra	9963834 9274838	islandbuses@connect.com.fj
6	Buresala Transport	Mr David Mr Pranil	8324330 7724714	fijisearoad2@gmail.com
7	Sunbeam Transport	Mr. Nasib Ali Mr. Sanjay Nand	9992701 9992709	sunbeamtrans@connect.com.fj
8	Sunset Express	Mr Jale/Wise	9294336 /6727778	sunsetexpressfijigmail.com
9	Tacirua Transport	Reception Number	9906392/3321700	ttcl@connect.com.fj
10	Zakreen Holdings	Mr Shakeel Mohammed	9928786/9831350	zakreenholdingltd@yahoo.com.au
11	Wainibokasi Transport Bus Services Limited	Mr Mani Lal Ashneel Lal	9221026 9895555	wbsl008@yahoo.com
12	Taunovo Bus Company	Mr Dharendra Singh Bimlesh	9947141 8660015/ 3361476	taunovobus@connect.com.fj
13	Shore Buses Limited	Mr Jasper Singh	9920555 / 3361000	jasper@shorebuses.com.fj
14	Shankar Singh Transport	Andrew Lal	9612494	shankarsinghtransport064@gmail.com
15	S.Nairs Transport	Mr Ali Mr Ritesh Nair	8000050 8075584	nairstransport@gmail.com
16	Raiwaqa Buses Ltd	Pranil Oni	9991897 9992331	raiwaqabus@gmail.com
17	Ravindra Transport	Mr Justin Ravindra Sada	9994987 9922111	info@narerebuses.com
18	Kwick Kall Buses Ltd	Pranil Oni	9991897 9992331	raiwaqabuses@gmail.com
19	Pacific Transport	Nitesh Chand Izyan shah	9994072 /9994369 9994369	pacifictans@connect.com.fj
20	Nasese Bus Company	Jack Kumar Ricki	9269545 9964434	rickikmr@hotmail.com nasesebuses@gmail.com
21	Nakasi Davuilevu Buses Limited	Ritesh Mr Ali	8075584/ 3411999 8000050	nair_riteshrishi@yahoo.com nairstransport@gmail.com
22	Nadera Transport	Subhas Sharmila	9922880/ 3342820 9925146	naderatransport@yahoo.com
23	Maharaj Buses Ltd	Shiu Maharaj Ravindra Maharaj	9921218 / 8009979 9290655	maharajshiu@gmail.com
24	Lodoni Transport Ltd	Rajnesh	9922881/ 3392888	lodoni.trans@gmail.com
25	Luturi's Transport Ltd	Chattu Lal	9438090	luturitransport@yahoo.com
26	Dawasamu Transport	Rajendra Prasad Monil Prasad	9200439/ 3622119 9201079	dawasamutransport@yahoo.com
27	Estol Holdings (KR Latchans)	Priti/Kishore	9816095/9099889/ 3477268	info@krlatchans.com



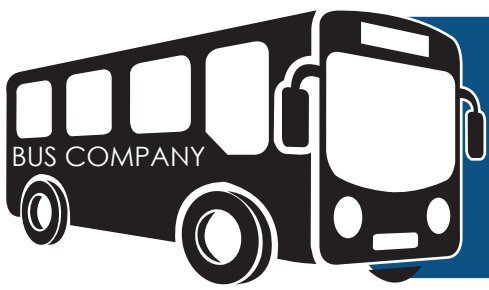
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BUS COMPANY CONTACTS

WESTERN DIVISION				
	BUS OPERATOR	Contact Person	Mobile Contact	Email Address
1	Coastline Transport pte limited	Mr Intiaz Gul Faran	9253422 9999982	coastline_transport@yahoo.com
2	Paradise Transport pte limited	Mr Rohit Mr Pillay	8337766 9846278 / 6500028	rohit.singh@paradisefiji.com info@paradisefiji.com
3	Pacific Transport pte limited	Mr Esu Nandan Mr. Jaswant Kumar Mr. Esu Nandan	9220587 9913070 9994364 / 6500088	pacifitrans@connect.com.fj jaswant.kumar@pacifictransport.com.fj esu.nandan@pacifictransport.com.fj
4	Dominion Transport	Mr Satya Lina	8981025 9672860	dominionttd@yahoo.com
5	Sunbeam Transport	Mr Hasrat Virmo	9992708 / 9272113 8781013	sunbeamtrans@connect.com.fj
6	Valley Comfort Buses	Mr Hari Shankar	No contact	singhrosleen@yahoo.com
7	Empire Buses Ltd	Mr Simrath Singh Mr Harjeet Singh	9006019 8361972	simrath196@gmail.com empire@connect.com.fj
8	Fiji Transport	Mr Anil Singh	9999268	fijitransport@gmail.com
9	Cosmic Transport	Mr Nazim Khan	9954424	cosmictransport07@gmail.com
10	Allied Buses	Mr David Khan	9685197	josephali2477@gmail.com
11	Sher Ali Khan Buses	Mr James Khan Mr Azam Khan	9260117 9925750	sheralikhantransport786@gmail.com
12	Baitul Motors Company	Mr Mohammed Sattar Ayaz Mohammed	9962130 9996953	baitul@connect.com.fj
13	Nadan Buses Limied	Mr Rajesh Nadan / Dharmesh Nadan Yogesh Nadan	9791340 9942863	Nadan.buses@yahoo.com
14	Kedar nath buksh Tranport (KBL)	Mr Nisar Ali Tasdiq Shah	9929881 9924567	nisar@kbl.com.fj
15	Flying Prince	Mr Satendra Prasad Ramila	9928996 9928997	flyingprince@connect.com.fj
16	Akbar Buses(green & Orange)	Mr Razak Khan Mr Fazil	9922064 / 9933515 9975022	akbarbuses@connect.com.fj
17	Chaman Lal Transport	Mr Nisar Ali	9929881 / 9924567	nisar@kbl.com.fj
18	Cosmic Holdings	Mr Ashwak Mr Khan	9363907 2196462/ 9954424	cosmictransport07@gmail.com
19	Lautoka General Transport.CO.Ltd	Mr Pyara Singh Komal	9908590 9908593	lautokageneral@connect.com.fj
20	M.R.Khan Bros	Mr Rizwan Poonam	8374446 8332667	info@mrkhanfiji.com
21	Shahabud Dean Transport	Quaiyum	9906397 9071582	sdeantrans@connect.com.fj
22	West Bus Fiji	Mr Vijendra Kumar Rakesh Kumar	9957641 9922205	westbus@connect.com.fj
23	West Bus Nadi	Mr Ajay Sharma	9957642	westbusnadi@connect.com.fj
24	Sunwest Buses Limited	Mr Francis	9928068	valleycomforttransportltd@yahoo.com
25	Coastline Buses	Iliyaz Faran	9784741, 6502065 9999982	coastline_transport@yahoo.com
26	Classic Buses Ltd	Adnan Kalaam	9990134 9957651	info@classicbusesltd.com kalaam@classicbusesltd.com
27	Khan & Qoro Buses	David / Sabrina	9929194 9262734	sheralikhantransport786@gmail.com
28	Khan Buses	Nahid Manisha	9067186 9361471	info@khanbuses.com naved@khanbuses.com
29	M Janif Buses Limited	Emroz Akbar/Mrs Fatima	9067186/9361471	mjbuses@gmail.com
30	Nadi General Transport	Jagdishwar Pawan	9274444 9858447	nadigeneral@yahoo.com



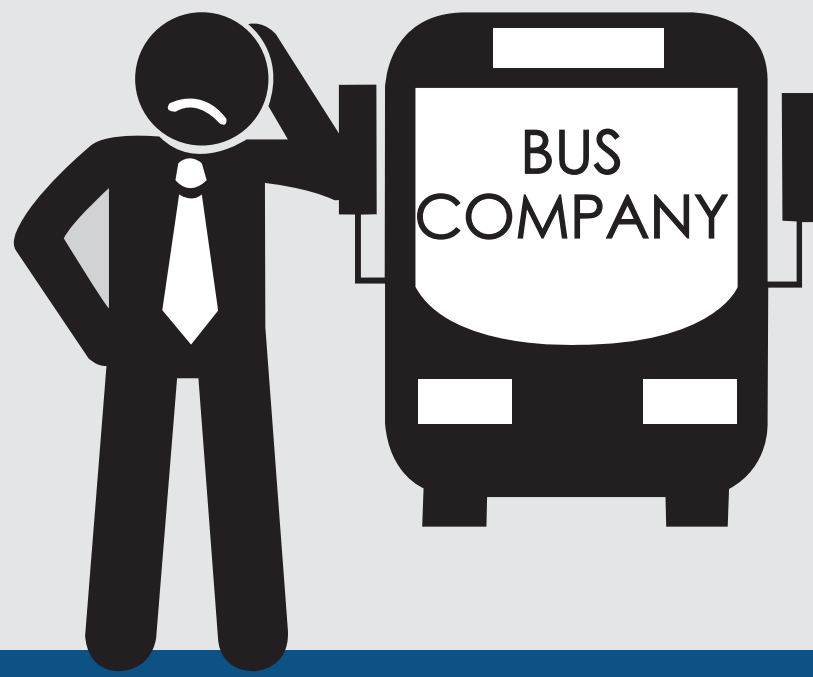
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BUS COMPANY CONTACTS

NORTHERN DIVISION				
	BUS OPERATOR	Contact Person	Mobile Contact	Email Address
1	Dalip Chand & Sons	Mr Rohinil Chand Rainil	9920580 9982709	dalipchandsonltd@yahoo.com
2	Parmod Enterprises	Edwin Chand Parmod Chand	9926445 9921444	pelbuses@gmail.com edwinchand@connect.com.fj
3	Northen Buses Ltd	Mrs Sarita Jiten Rajen	9922747 9425442 9922743	bulilekahire@connect.com.fj
4	Vishnu Holdings Limited	Shoblin	8850276 / 9088415	shoblin.singh@yahoo.com
5	Coastline Buses Limited	Shoblin	8850276 / 9088415	shoblin.singh@yahoo.com
6	Taveuni Buses PTE LTD	Mr Prakash Sami	9994368/ 8880278	prakashsami8@gmail.com



If you're not happy with the response from the bus company or you get no response at all then please contact the organisation below:



A. CONSUMER COUNCIL OF FIJI – For General Complaints and Comments

i. SUVA (Head Office)

Address: Level 5, Vanua House, Victoria Parade, Suva or Private Mail Bag, Suva

Phone: (679) 3300 792 | 3310 183

Fax: (679) 3300 115

Mobile: (679) 9716255 | 7155699

Email: Complaints@consumersfiji.org

ii. LABASA (North Regional Office)

Address: Level 1, Lot 41 Raza Properties Ltd, Nasekula Road, P.O Box 64, Labasa

Phone: (679) 8812 559

Fax: (679) 8812 559

Mobile: (679) 9736799

Email : Complaints@consumersfiji.org

iii.LAUTOKA (West Regional Office)

Address: Suite 4 Popular Building, Vidilo Street, P.O Box 5396, Lautoka

Phone: (679) 666 4987

Fax: (679) 665 2846

Mobile: (679) 9262807

Email: Complaints@consumersfiji.org Or Call the Council on Tollfree number 155 or lodge the complaint using the Consumer Council of Fiji mobile app.