

## Commitment #14

Improve public bus transport based on passenger needs and feedback		
1 <sup>st</sup> March 2019– 31 <sup>st</sup> August 2021		
Lead implementing agency/actor	Ministry in charge of Transport	
Commitment description		
What is the public problem that the commitment will address?	<p>Public transport is dominated by bus transport with current shares at around 45 per cent of the passenger km. Over many years, citizens have experienced very little in terms of improvement in their daily commute. They face difficulties in day today travelling due to poor quality of transport facilities; inadequate transport facilities; lack of engagement and coordination between passengers and transport authorities. The National Transport Commission has guidelines on Bus Passenger Rights but many of these are not properly adhered to by the service providers.</p> <p>The bus transport is supplied by 6,000 state owned buses operated by the SLTB and a further 20,000 private buses mostly owned by individual entrepreneurs regulated by provincial and national transport authorities.</p>	
What is the commitment?	The commitment is about improving the quality and reliability of bus transport based on feedback from citizens on their concerns and opinions.	
How will the commitment contribute to solve the public problem?	<p>The bus transport is supplied by 6,000 state owned buses operated by the government and a further 20,000 private buses mostly owned by individual entrepreneurs regulated by provincial and national transport authorities. Passenger societies will be established in Colombo and Gampaha Districts. A comprehensive survey will be conducted to collect basic information of passenger needs through these passenger societies. A transport related database will be developed and maintained with the participation of all stakeholders.</p>	
Why is this commitment relevant to OGP values?	This commitment enhances public participation as a mechanism is provided for citizens to voice their concerns and opinions and have their grievances addressed. It promotes technology and innovation for openness and accountability through website for information gathering and communication.	
Additional information	This commitment will facilitate the programmes of the National Transport Commission.	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
1. Surveys will be conducted by the National Transport Commission to collect information for route designing.	July 2019	September 2019
2. A transport related information database will be created and access will be provided through transport ministry's website	October 2019	December 2019
3. A coordinating mechanism will be developed by the National	January 2020	2020 onwards

Transport Commission to obtain feedback regarding the transport service from passengers and a grievance handling mechanism will be set up.			
Contact information			
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Other Actors Involved	State actors involved	National Transport Commission, Road Passenger Authority, Western Provincial Council.	
	CSOs, private sector, multilaterals, working groups	Passenger societies /bus owners association	