

## QR codes, apps, counters: How Dhaka' new bus e-ticketing system will work

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Dhaka: To reduce traffic congestion and bring discipline to public transport, a counter-based e-ticketing system is being introduced for buses in the capital.

The system, jointly launched by the Dhaka Transport Owners' Association and the Dhaka Metropolitan Police (DMP) Traffic Division, was inaugurated on January 19 at a press conference in the capital. Authorities said it will be fully operational within a week.

Under the new system, passengers must purchase an e-ticket before boarding a bus. Tickets can be bought by scanning QR codes installed at more than 800 designated bus stops, downloading an app, and purchasing tickets digitally. For passengers without smartphones or internet access, tickets will also be available from more than 3,500 appointed ticket masters.

UrbanMove Tech is providing technical support and managing the system through agreements with transport companies operating on different routes.

Several rules will be enforced once the system begins. Buses will only pick up and drop off passengers at designated stops, all passengers must travel with a valid e-ticket, and fares must follow government-approved rates. Students will continue to receive half fare.

Saiful Alam, General Secretary of the Dhaka Road Transport Owners' Association, said, the system is expected to reduce traffic jams, accidents, unfair competition among buses, and illegal fare collection. Fixed stops and advance ticketing, he said, will prevent buses from stopping randomly on roads, improving traffic flow and passenger safety.

Officials noted that while the app-based system will save time by eliminating long queues, its success will depend on efficient counter services and adequate internet access for passengers.