

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Operations Department, Corporate Office, RTC House, Vijayawada

No. M/543(05)/2021-OPD(M)

Dt. 16.02.2022.

To

All Executive Directors (Zones) &
All Regional Managers,

Sub:-**BUS PASSES**- Introduction of Digital payments of student bus passes amount & Door delivery of passes to colleges/ institutions, on trial basis - Issue of instructions-Reg.


- Ref: 1. Representation of Students community to the Hon'ble Transport Minister on 25.10.2021 .
2. Minutes of the meeting with EDs/HOD s dt.26.10.2021.
3. Lr. No. AM-T/543(01)/2021-OPD M Dt. 03.11.2021.
4. Lr. No. ATM-II(M-IT)/PG(1)/1/2021 Dt.01.12.2021 of ED (A).
5. Case No. ATM-II(M-IT)/PG(1)/1/2021 Dt. 01.12.2021

Vide ref. 1st cited ,the students represented to the Hon'ble Transport Minister for online/digital payment of bus pass amount instead of cash transactions. Vide ref. 2nd cited, the instructions were issued by VC &MD for enabling online/digital payment of student bus pass amount.

Vide ref. 3rd cited,IT department was informed to prepare necessary software modifications.Vide ref. 4th cited,IT department has requested to communicate working instructions.Vide ref 5th cited , the competent authority accorded approval for door delivery of student bus passes at notified 16 locations at no extra cost to the student, as a introductory system up to 31.03.2022 (list of 16 locations is enclosed at annexure A).

Accordingly, the detailed set of instructions to be followed, are enclosed alongside at annexure B . Awareness programs are to be conducted involving all the stakeholders to launch this facility 01.03.2022. Wide publicity shall be given in Print & Electronic Media displaying banners, at bus pass counters & educational institutions.

Cargo team of the zone/region have to closely monitor the door delivery of the bus passes and actual cost incurred & submit the report as per the format enclosed vide Annexure -C. All efforts shall be made, for success of this intervention and submit the monthly compliance report on online sales & door delivery particulars to this office.


Executive Director (O)
16/02/2022

Copy to the ED (A) , ED (E) , FA & CAO for information.

Copy to OSD to MD for information.

List of 16 Door Delivery Locations

SNo	Region	Location
1	NEC	Srikakulam, Vizianagaram
2	VSP	Visakhapatnam
3	EG	Rajahmundry, Kakinada
4	WG	Eluru
5	KRI	Vijayawada, Machilipatnam
6	GNT	Guntur
7	PKSM	Ongole
8	NLR	Nellore
9	CTR	Tirupathi, Chittoor
10	KDP	Kadapa
11	KRNL	Kurnool
12	ATP	Anantapur

Annexure-B

Instructions to Students

Sno	Existing System	Proposed System
1	Physical formatted bus pass application is issued to the Student at the Counter or can take a print out from the website http://online.apsrtcpass.in or The student can apply online through http://online.apsrtcpass.in in the Fresh Registration Tab.	- Do -
2.	The filled in application, either physical or online print along with the photograph attested by the Head of Institution, Aadhar card & SSC Marks List (in case of Above SSC students) is to be submitted physically at the verification Counter , which will be verified with the List of Students given by the Institutions. If any correction is found, it will be edited for correctness & if eligible will proceed further.	- Do -
3	Requisite amount in cash specified for that type of pass will be collected at the counter and the fresh bus pass is issued. It consists of one bus pass ID & one Ticket. The ticket is renewed periodically (i.e. Monthly, Quarterly). The Monthly pass can be renewed on Monthly basis only and the Quarterly pass will be renewed quarterly only.	For issue of fresh bus passes, existing laid in procedure is to be followed.

4	In case of renewal of the bus pass, the student has to visit the nearest bus pass counter along with the ID & Ticket with attestation of the Head of institution on it by paying the pass amount and Rs 40/- service charges by Cash only.	The renewal of the student bus pass is facilitated for online payment through http://online.apsrtpass.in . Student/commuter shall fetch the existing bus pass details by entering ID details. Bus Pass application will calculate the amount based on the bus pass issued. Portal will prompt for payment of requisite fare (which includes Bus Pass Fare and PG Charges). Bus pass application will display the status of bus pass renewal. Further, student/commuter shall note down the unique reference no. displayed in the bus pass confirmation page. An sms in this regard will be sent to student/commuter registered mobile no. as well.
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Bus Pass Operator Work Flow:

1. After confirmation of bus pass renewal in the application, bus pass details will be pushed.
2. One exclusive report is developed by APCFSS with the following fields:

a. Sno	b. Bus Pass ID	c. Pre printed Stationery SIno.	d. Route From
e. Route To	f. Paid Amount for renewal	g. Payment Status	h. Unique Ref. No. Generated to collect bus pass at counter
i. Bus pass renewal status	j. Existing Validity	k. New Validity	l. Pre-printed Stationery Sl. No.(old)

3. Operator shall generate this report at 08:00 hrs and 17:00 hrs
4. Operator shall take printout of the report.
5. Operator shall generate and print bus passes for all successful bus pass renewed status.
6. Multiple generation and printing is not allowed.
7. Under any circumstances, once generated and printed, duplicate pass shall not be generated or printed.
8. Once bus pass is generated, new pre-printed stationary details shall be updated in the above report.
9. Operator shall segregate all student bus passes from other types of bus passes.
10. All student bus passes shall be handed over to Asst Manager (T) of depot/ Bus Station for handing over to designated door delivery executive.
11. Apart from the above door delivery system, operator shall be able to generate bus pass as and when the student/commuter visits bus pass counter.
12. Operator shall obtain unique reference number, its bus pass renewal status, operator may generate and print the bus pass.
13. Operator shall handover the renewed bus pass ticket only after verification of original Bus Pass ID issued by APSRTC.

Door Delivery of student bus passes (at 16 DD locations only):

1. As a pilot, door delivery of bus passes at schools/colleges is restricted to 16 places, where door delivery of parcels is specified in Annexure A .

2. Based on the confirmation of the payment. Information will be pushed to respective bus pass counters.
3. Counter operators will generate the student bus passes.
4. DM/ATM-Bus Station shall identify one door delivery boy from existing door delivery contractor at Logistics section exclusively for delivery of bus pass packets to the identified schools/colleges within 10 KMs range.
5. The door delivery boy shall collect daily institution wise bus pass packets (packet containing below 50 passes) along with the list of student names at Bus Pass section duly giving the acknowledgement.
6. After delivery at institution, the door delivery boy shall take acknowledgement from the institutions and handover the acknowledgement to the Bus pass section.
7. Cargo team of the zone/region have to closely monitor the door delivery of bus passes and actual cost incurred & submit the report as per the format enclosed vide Annexure -C before 5th of every month.
8. At the end of the month the DM/ATM- Bus Station shall arrange payment @ Rs.12/- + 18% GST per each packet to the existing door delivey contractor by 10th of every month.

Collection of Bus Passes at Bus Pass Counter (at all BP counters):

1. Student/Commuter shall furnish the unique ref number provided during online renewal to bus pass counter operator.
2. On confirmation of correct ref number, operator will generate the bus pass.
3. Student/Commuter shall produce original Bus Pass ID issued by APSRTC to collect the renewed bus pass.

Failure transactions & Refunds:

1. For online failure transactions, the existing procedure for refunds in OPRS will be followed duly availing the services of the CCC.
2. Refunds will be done by CCC in similar to the case of OPRS refunds.

Action Plan:

1. Logistics section shall identify exclusive door delivery executive for delivery of buses at notified locations.
2. As an introductory offer till 31.03.2022, it is proposed not to collect any charges from students for door delivery of bus passes at schools/colleges.
3. Regional Managers shall issue suitable communication to all schools/colleges on door delivery of bus passes.
4. Wide publicity may be given by field managers at all notified available locations, before implementation.

Annexure-C

Details of location wise Door delivery of bus passes

SNo	Region	Location	Name of Institution	Distance from B/Stn.	No. of bus passes Door delivered	Contractor Claim Amount(Rs).

Sig. of ATM (C)

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