

ANDHRAPRADESH STATE ROAD TRANSPORT CORPORATION

Lr.No. AME-II(Mgr-IT)/TIMs(cir)/07-IT

O/o the VC & MD.
MSRD, HYDERABAD,

CIRCULAR NO.IT- Dtd 18.02.2008 IT

Sub: TIMs – Communication of the duties of different functionaries handling TIMs Transactions – Regarding.

Hitherto TIMs had been implemented with drivers on some of the special type services. Now a decision has been taken to implement TIMs in all special types of services.

Depot Managers, field staff and audit who are involving in Ticket Issuing Machines transactions are need to be issued with procedural guidelines from Head Office. Hence it is felt essential to issue comprehensive guide lines in a Circular form, duly defining the roles and duties of the staff involving in implementation and operation of TIMs. The Circular instructions are as follows.

1. SYSTEM SUPERVISOR

- Preparation of TIM master files.
 - Preparation of MTD 141 cards in the computer for transferring them into the TIM.
 - Sending failure TIMs to AMC firm along with the Unit History cards for repair and return.
 - Allotting Unit History cards for each TIM and updating Hardware problems, repairs carried out by the firm etc., in the history card.
 - Porting of PC side software whenever modifications are carried out, in co-ordination with the Regional Core Group Member after approval from Head Office.
- Imparting training to ADCs on TIM Uploading/downloading, TIM waybill receipt, updating of crew details such as driver, conductor, vehicle number etc.
- Imparting training to Drivers about the TIM operation, battery charging procedures, usage of TIM consumables like paper roll, printer ribbon cartridge etc.
 - Inform the Head Office about Damaged / Burnt TIMs periodically to remove from AMC through Traffic In-charge / DM.

- Sending of TIM periodicals to Head Office in the prescribed proforma
 - In case of TIM failure on line, he shall assist the D.C to verify the cash remittance particulars and if needed send to firm for retrieval of factual reports of ticket sales etc.
 - Any Technical assistance regarding TIMs shall be given to ADCs/DCs, whenever required.
 - Assisting the DC in assessing the requirement of paper rolls & Ribbon Cartridges while placing indents.

2. DISPATCH ADC

- Downloading of MTD 141 cards and Trip details from PC to TIM before dispatching.
 - Issuing of TIM (with proper paper roll and ribbon cartridge), manual MTD 141 card, cash bag, duly endorsing TIM no, TIM opening Ticket No., RTC-131 opening folio number in case of Interstate service .etc., in the STAR document with attestation.
 - The particulars of TIM issued shall be entered in TIM dispatch /receiving register of which is specified in the Annexure-1.
 - Supplying of RTC 131 for issuing in lieu of tickets, in case of en-route failure of TIMS for Inter State Services (only and approval of Zonal Executive Director may be obtained whenever new inter state service is introduced).
 - Ensure proper printer ribbon for better printing quality duly getting print out of MTD-141 and also ensure whether sufficient paper roll is supplied or not.
 - Ensure whether the supplied TIM is in maximum charging position or not.
 - TIM should not be connected to PC while the TIM is switched on. Otherwise it will damage the communication ports(COM 1, COM 2) on mother board.
- TIM should not be kept for charging while the TIM is connected to PC for Uploading or downloading. This will damage the com ports on motherboard.

3. RECEIVING ADC

- Receive the TIM , manual MTD 141 card, cash bag, Auxillary waybills, Toll gate receipts, Other depot money receipts, STAR document and all other reports generated by the Driver through the TIMs such as Total remittance Report, Tickets Report, Stage wise issue report etc and enclose the reports to STAR document.
 - After receiving, make entries in the TIM Dispatch /Receiving register duly obtaining the signature of the driver/conductor as indicated in Annexure.

- Upload the data from TIM to PC and carry out waybill receipt.
- TIM should be kept for charging after receiving, if needed.
- TIMs should be charged only when it is fully discharged and the red LED light is glowing on the TIM. If the TIM is charged without fully being discharged the life of the battery comes down and also the charging availability .
- Generate PC side reports after uploading and hand over to DC(E) .
- In case of failure of TIM service en-route, receive cash as per last stage updating report and RTC 131 amount, if any and inform to DC (E)/System Supervisor about the failure and the cash received particulars.
- Shall ensure that the last stage is updated in the TIM before receiving bus cash
- TIM should not be connected to PC while the TIM is switched on. Otherwise it will damage the communication ports(COM 1, COM 2) on mother board.
- TIM should not be kept for charging while the TIM is connected to PC for Uploading or downloading. This will damage the com ports on motherboard.
 - In case of C&T Case ensure whether relevant documents are enclosed (tagged) to STAR or not.

4. DEPOT CLERK (EARNINGS)

- Daily ensure the Driver staff No. on Total Remittance reports and driver wise individual reports of TIMs with the daily incentive statement of PC whether the actual operated driver received the commission and the incentive of that particular service or not.
- DC is the custodian of all TIMs including spare.
- Shall maintain the record of TIMs with unit history cards as specified in Annexure-2 item No5.
- Shall maintain adequate stock of TIM ribbon cartridges and paper rolls and issue to ADCs duly maintaining a register for proper accountal.
- Shall maintain reports generated through TIM and PC for all the TIMs separately, for a period of two years.
- Shall collect new TIM from the Stores Supervisor with its accessories i.e. TIM STAND(FOR FIXING AT BUS DASH BOARD) ,RS-232 cable (Data transfer cable from computer to TIM and TIM to Computer), One AC Adopter and power charging cables for bus battery connection.
- Shall procure and arrange to provide cash bags through Dispatch ADC for TIM service drivers.
- In case of Thermal printer TIMs, since the reports will be faded, the important reports like Total remittance reports& Ticket reports etc., shall be taken from PC side only.

5. DRIVER.(TIM SERVICE)

The Driver / TIM handling person Should check the TIM in following aspects.

- Cross check the MTD-141 report generated through TIM with Manual MTD-141 card issued by dispatch ADC. Any discrepancy found, should be brought to the notice of dispatch ADC.
- Ensure the availability of good printer ribbon cartridge and sufficient paper rolls required for the completion of the service.
- TIM should be fixed to the Stand on dashboard and then connect it to the three pin plug power cable for charging.
- Switch OFF the TIM whenever the Vehicle is going to be started. TIM Should not be in ON mode position while starting the vehicle. If the vehicle starts, when the TIM is in ON mode position there is scope for corruption of the software in the TIM due to sudden supply of high voltage power
- Enter all reservation particulars in to the TIM as per Auxiliary Waybill.
- Update the each stage after reaching the immediate next stage.
 - Enter all Toll gates and Out Depot Remittance particulars immediately after the transaction.
- Should not open and repair the TIM at any cost.
 - If the TIM fails en-route, issue RTC 131 for Inter- state services and for other services, report to the station manager of the nearest bus station available and get the tickets issued through booking. Submit a written statement about TIM failure with relevant reasons.
 - Shall update the last stage after completion of the duty, generate Total Remittance Report, Tickets Report, Stage Time Report and Driver wise report through TIM and remit the bus cash.
 - In case of change over, feed the particulars like staff number, name, Vehicle number of taking over staff through CREW DETAILS key and generate driver wise revenue reports of handing over and taking over drivers. These reports are to be attested by both the drivers for submitting them in the depot after completion of duty.

6. TRAFFIC INCHARGE (STI/ CI) :

- The MTD 141's prepared for loading into TIMs shall be verified and certified.
- Whenever there is a change in Schedule of TIM service, it should be informed to System Supervisor to make necessary changes and should also certify the modified MTD 141 that is being loaded in TIMs.

- Rotation of TIMs shall be ensured for maximum TIM utilization..
- All reports generated through TIM as well as DCP server shall be checked randomly.
- 10% of spare TIMs calculated on TIMs in use (on services) shall be ensured in the Depot.
- He shall ensure that TIMs drivers are issuing tickets at bus stations, only after closing the issue of the tickets by booking clerk. It shall be done by inspecting all the bus stations under the Depot jurisdiction wherever booking points are available.
 - Any cases pertaining to abnormal functioning of TIMs leading to cash discrepancy shall be brought to the notice of the Head Office. Such TIMs should be sent to firm immediately for analysis and retrieval of data.
 - The Traffic In-charge shall ensure proper discharging of duties by the System Supervisor / ADCs / DCs / Driver or any one handling the TIMs apart from the above specific functions.

7. CHECKING OFFICIALS

- Checking officials should take the TIM into their custody after boarding the bus for checking.
- Should take out the 141 cards (through TIMs) by pressing the designated “TTI” key on the TIM key board.
- Verify TIM MTD-141 card with Manual MTD-141 card issued by depot authorities. Also cross check the TIM No. printed on the 141 card taken from TIM with the TIM No. and TIM ticket opening No. endorsed in the STAR document by the ADC.
- Should take out the Tickets report by pressing the designated ‘TTI’ key on the TIM key board and verify the passenger tickets with this report.
- They can issue TPT if necessary through the TIM by pressing the designated ‘TTI’ key on the TIM key board.
- **As the thermal printer generated reports/tickets shall fade away over a period of time , the checking officials in case of C&T irregularities have to ensure that , the following reports 1. Total remittance report 2. Ticket report 3. TOP punch ticket 4. Confiscated tickets and 5. TTI report shall be taken from the TIM and also obtain the signature of conductor/driver who involved in case , on the reverse side of each report on the spot . Later on 2 sets of Xerox copies of the above reports shall be taken , Out of two sets of above reports one Xerox copy set along with Original tickets/reports set shall be sent to the Depot Manager Concerned and another set can be retained with TTIs for record .**
- **In case of thermal printer TIMs the checking officials has to ensure that the Depot Manager concerned soon after receiving the C& T irregularity case reports from them has to arrange to obtain the signatures of the Driver/conductor who involved in the C&T irregularity case on the reverse side of each report/ticket Xerox copy set just below the earlier signature of the reports once again.**

- TTI report generated through the TIM can be used for bus cash check and also the no. of passengers in the bus at the time of check.

8. Mechanical In-charge.

- He shall get the TIM stands fixed on Bus Dash Boards, whenever TIM services are introduced in the Depot.
- He shall ensure that an arrangement should be made on the dash board to connect the 3 pin plug with ON /OFF switch to TIM power cable for bus batteries connection.
- He shall ensure that only direct Connection should be given from Bus Battery Terminals ('+' and '-') to TIM.
- He shall ensure that there shall not be any earth connection from Chassis or Self- starter at any time.

9. Accounts In-charge

- Accounts In-charge shall cross check the Ticket Details of each TIM with the TIM wise ticket Reports duly covering 10% of TIMs in a month in addition to the existing Ticket tray checking and also check the TIM opening and closing ticket numbers with STAR opening & closing ticket numbers.
- Accounts In-charge shall cross check the TIM amount with the total remittance report of the TIM and also check the commission received for the tickets > Rs.50/ & < Rs.50/- and machine handling charges as per circular.
- Accounts In-Charge shall cross check randomly the Driver staff No. of Total Remittance reports and driver wise report of TIMs with the daily incentive statement of PC for confirmation whether the actual operated driver received the commission and the incentive for that particular service or not.
- Accounts In-charge shall cross check the Total TIMs to be received and actual TIMs received at that point of time for that day.
- Accounts In-charge randomly check the RTC -131 books used by TIM Drivers for their accountal and ensure proper remittance of cash as per the sale of tickets through RTC-131 book.

10. DEPOT MANAGER

- To ensure the proper accountal of TIM transactions, Depot Managers should randomly verify the records and registers being maintained by the ADC's and DC's for the Ticket accountal and TIMs accountal.

- Ensure whether the Traffic In charge is cross verifying the MTD 141s prepared by the system supervisor for loading into TIMs.
- Review the performance of TIMs services through stage wise passengers analysis report from PC side which gives the details of the no of passengers boarded and alighted stage wise for taking managerial decisions like service/trip augmentation/curtailment etc
- **In case of the thermal printer TIMs the checking officials will send the Xerox copies of the C& T irregularity tickets/reports of the crew who involved in the case, soon after receiving the Xerox copies of above reports of the crew , the Depot Manager shall invariably arrange to obtain the Signature of the Driver/Conductor on the reverse side of the reports just below the earlier signatures once again.**
- Ensure that the following instructions are followed by on duty ADC & System In-charge scrupulously.
 - 1)TIM should not be connected to PC while the TIM is switched on. Otherwise it will damage the communication ports(COM 1, COM 2) on mother board.
 - 2)TIM should not be kept for charging while the TIM is connected to PC for Uploading or downloading. This will damage the com ports on motherboard.
- Ensure that the following instructions are followed by on duty DC scrupulously.
 - 1) Security TIM paper rolls should be procured from stores and good quality ribbon cartridges should be used for longer life of Printers.
- Ensure that the following instructions are followed by drivers scrupulously.
 - 1) “Vehicle be never started, when the TIM is ON by connecting to the bus battery”. This causes the power fluctuations which may lead to damage/ burning of the circuit in the TIM, and also not to charge the TIM unless the battery is totally discharged.
 - 2) TIM should be fixed to the stand and always connected to the bus battery. Because, TIM will be using the power directly from the bus battery while issuing tickets and the TIM will be getting charged when the tickets are not being issued. This practice will tremendously reduce the battery discharge and low battery charging problems.
 - 3) In case of non-availability of TIMs Paper rolls and Ribbon Cartridges in Stores, the DM shall purchase good quality rolls and cartridges locally for 15 days requirement only.

REGIONAL CORE GROUP MEMBER(RCG)

- He shall port the TIMs software in all depots of the region and impart training to the System Incharges and ADC's concerned in preparation trip details , 141 cards and uploading and down loading of data to TIMs .

- He shall ensure Porting of PC side and TIM software whenever modifications are carried out in all TIMs of each depot in the Region.

- Imparting training to Drivers about the TIM operation , battery charging procedures, usage of TIM consumables like paper roll, printer ribbon cartridge etc.

- Imparting training to TTIs on Checking procedures with TIMs.

- Inform the Head Office about Damaged / Burnt TIMs in the Region periodically to remove from AMC.

- **He shall ensure that TIM periodicals are sent to Head Office in the prescribed proforma**

MAINTENANCE OF REGISTERS & REPORTS CONNECTED WITH TIMS

11. REGISTERS

- A manual Register shall be maintained by the ADC dispatch to enter all relevant particulars, while dispatching the TIM from the Depot .The receiving particulars of the TIM shall be entered in the same Register by the cash receiving ADC on return of the TIM. As specified in proforma-1 at Annexure-1.
- A manual Register shall be maintained by DC, to enter the particulars of TIMs received from stores as well as other Depots and also the details of TIMs transferred to other Depots. As specified in proforma-2 at Annexure-1.

12. REPORTS

1. TIM TICKETS REPORT (3 COPIES) : 1st copy should be enclosed to STAR document for record and scrutiny at Depot, 2ND copy should be enclosed with MTD 4R in Depot and 3rd copy should be sent to RM's Office for audit verification.
2. TIM TOTAL REMITTANCE REPORT (3 COPIES) : 1st copy should be enclosed to STAR document for record and scrutiny at Depot , 2ND copy should be handed over to DC along with Bus Cash, ODRs , Auxiliary waybills, Police Warrants, Tolgates and 3rd copy should be sent to RMs office for audit verification.
3. STAGE TIME REPORT (1 COPY) : One copy should be enclosed to STAR document for record and scrutiny.

4. DRIVER WISE REPORT: All driver wise reports should be enclosed to STAR document for further audit verification.

Reports generated through Server

5. Total Remittance Report and Tickets Report (2 copies) – 1st copy should be enclosed to STAR document for record and scrutiny at Depot. 2nd copy shall be sent to RM's Office for audit.

6. Other Reports generated through server shall be enclosed with STAR document for record and scrutiny at Depot.

13. SPARES

1. There should be 10 % of Spare TIMs at Depots. Spare should be calculated on the no of TIMs used on the services at Depot.
2. The Spare TIMs must be kept in the custody of DC.

14. REPAIRS AND RETURNS OF TIMS

1. Whenever a TIM is not working it should be handed over to Firm representative stationed at MGBS, Hyd and some other designated places in future along with the Unit History Card. If the problem is minor it will be repaired and returned immediately. In case of major problem, another TIM will be given as exchange till the handed over TIM is repaired and returned.
2. It should be ensured that the details of hardware problem and dates of handing over to firm and receiving back from firm shall be entered in Unit History Card of the TIM.

15. PERIODICAL TO BE SENT TO HEAD OFFICE

- TIM wise hardware problems for the month to be sent before 5th of every month in specified proforma to computer Dept. In case there are no problems experienced during the month nil report may be submitted. As specified at proforma-3 in Annexure-1.
- New TIMs received and TIMs transferred if any for the month to computer Dept.. As specified at Proforma-2 in Annexure-1.
- TIMs utilization report for the month in specified proforma to computer Dept. As specified at Proforma-1 in Annexure-2.
- TIMs performance report for the month to OPD

16. ROLE OF COMPUTER DEPARTMENT/HEAD OFFICE

- Preparing Hardware/ Software specifications to meet the requirement of the users.
- Assisting the Units for rectification of the Hardware/ Software problems, modifications, enhancement etc.,
 - Review Hardware/ Software problems.
- Entering into AMC agreement.

17. ROLE OF INDUSTRIAL ENGINEERING DEPARTMENT/HEAD OFFICE

- Review and Issue of incentive circulars pertaining to TIMs.
- Review of the incentive payments being done.

18. ROLE OF OPERATIONS DEPARTMENT/HEAD OFFICE

- Review the performance of TIMs services.
- Review of the utilization status of TIMs.
- Assessing the requirement of TIMs periodically.

The above instructions regarding the Role & responsibilities of Staff on TIMs shall be followed scrupulously with out any deviation.

VICE – CHAIRMAN &
MANAGING DIRECTOR

To

All Executive Directors, Regional Managers, Dy.CTM's,Dy.CMEs,
Depot Managers for information & n/action.

CC to: Dir(V&S),FA,CAO,All EDs,HODs for information.

CC to : Dy.CTM(O),Dy.CTM(M), Dy.CTM©, Dy.CTM(CSC) of OPD & Regions
ATM(Enforcement), In-Charge of all Squads.

CC to : All Principals of ZSTCs.

ANNEXURE-1

1. TIM DESPATCH / RECEIVING REGISTER

TIM NUMBER :

(1)

MAKE :

(2)

DESPATCH ADC

RECEIVING ADC

Date	Service	Driver No	Staff No	Opening Tkt. No.	Signature Drv. ADC	Closing Tkt No.	TIM amt.	Aux. amt.	Tot. amt.	Tickets >50 <50	Signature Drv ADC	
(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14) (15)	(16) (17)

2. REGISTER OF TIMs

SNo	TIM No.	MAKE	Recvd. date	Instld Date	Service/ Spare	TRANSFERRED TO DEPOT/ RECVD FROM DEPOT /ZWS	DATE OF TRANSFER/ RECVD	MTD68B No.	REMARKS
(1)	(2)	(3)	(4)	(5)	(6)	(6)	(7)	(8)	

3. HARDWARE PROBLEMS FOR THE MONTH

SNo.	ZN	RGN	Dep	TIM No.	Make	Dt. of Failure	Dt. of HO to Firm	Nature of Failure	Dt. of Recpt as per service report	Recvng date from the firm	Diagnosis by firm	Spr parts replcd as per service report
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)

4. REPLACEMENT STATUS OF TIMS

SNo.	ZN	RGN	Dep.	OLD TIMS DETAILS	REPLACED TIMS DETAILS
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(1)	(2)	(3)	(4)	MAKE (5)	TIM No (6)	DATE OF INSTL. (8)	MAKE (9)	TIM No (10)	DATE OF INSTL. (11)
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ANNEXURE-2

5. UTILISATION STATUS OF TIMs

SNo.	ZN	RGN	Depot	Details of TIMs							List of TIM Nos	List of Burnt TIM Nos	Rmks	
(1)	(2)	(3)	(4)	Make	Suppl	Utlsd	Spr	Idl	Brnt, N/w, Theft	(10)	(11)	(12)	(13)	(14)
