

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. Dy. CME-1(SM-IT)/TC(1)/2017-IT

O/o the VC & MD,
RTC HOUSE, VJA.

CIRCULAR No.3/2017-IT, dt. 04.04.2017

Sub : **TELE CONFERENCING** - APSRTC Tele Conferencing System - Certain guidelines - Reg.

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INTRODUCTION

Tele Conferencing is a telephony application that allows multiple phone users to be connected to a single phone call. All officers can join Tele Conference as and where condition without any problem. This system has been provided with an aim to have a Tele Conferencing facility to communicate with every officer in the corporation easily.

At present AP Government has the Tele Conference facility. APSRTC is also using the same Tele Conference facility with the URL "<http://www.ivrs.ap.gov.in>" (PBFTS) which is taken from the Public Broadcast & Feedback Telephony System. It is an automated telephony system that integrates Bulk Broadcasting of SMS and Voice Calls, Integrated Voice Response (IVR) and Audio Conferencing Services to effectively monitor implementation of government services and schemes, gather feedback from the citizens on government performance and communicate en masse with all government officials.

The System can be used for Tele Conferencing between Head Office and Regional/Zonal Offices or among different Regional/Zonal Offices wherever necessary.

GUIDELINES

RMs are requested to arrange to ensure that the guidelines given hereunder are followed for effective utilization of the System.

- a) When a Tele Conference is made, an automatic call will come from the number "8333999999".
- b) Save this number in your mobiles. So that whenever called, you can recognize the call immediately.
- c) Instruct all the officers under your jurisdiction to save the number in their mobiles and answer the call whenever called.
- d) Tele Conference date and time will be intimated by an "SMS" or through whatsapp groups in advance.
- e) All the field managers are advised to attend Tele Conference in their respective chambers to maintain silence at the time of Tele conference.
- f) A female Voice will come till all the participants are connected, with a request to hold on line.
- g) During teleconference all participants voice will be in mute position.
- h) Only Chairman voice will be audible to all, to avoid noise and confusion.
- i) **If any one wants to speak during teleconference, just press "0" from the dial pad of your mobile (called as "Hand Rise" option).**
- j) Immediately the moderator who conducting the teleconference will come to know your request and with the permission of teleconference chairman, speech access will be given to the "hand raised persons".
- k) Please don't disconnect yourself from teleconference, when the Tele Conference is over it will be disconnected automatically.

A requisition may be sent to the ED (E & IT) by the concerned HODs, regarding conducting of Tele Conferencing, at least one day in advance, so that necessary arrangements will be made for the Tele Conference on the required date and time with the list of participants expected. All Regional core group members will be trained ^{on} as how to use the Tele Conference, so that it can be used at regional level also. For any guidance, the IT Department, HO may be contacted from time to time @ Dy.CME-1 (SM-IT) - 9959224490 and Aruna - 7382864815.

All the Regional Managers are requested to ensure that the above guidelines are followed scrupulously for best utilization of the Tele Conferencing System.


VICE CHAIRMAN & MANAGING DIRECTOR

Copy to Director (V & S) for information.
Copy to all EDs of Corporate Office, FA & CAO, all EDs (Zones), for information.
Copy to all RMs, Dy.CTMs, Dy.CMEs, DMS of Corporation.
Copy to Resident Senior Audit Officer, AG/RTC for information.