



Andhra Pradesh State Road Transport Corporation®

Office of the VC & MD,
RTC House, Vijayawada.
Dt. 23.11.2018.

No. C2/541(24)/2018-Dy.CM(C)

Circular No.10/2018-Comm, dt. 23.11.2018

Sub: APSRTC Logistics – Inspection of logistics counters by ATM (C),
Dy.CM (C) – Guide lines – Reg.

The APSRTC logistics business which was started on 27.08.2017 has now been stabilized. We have 126 logistics counters in various Bus Stations and about 120 ATB Agents are also working as our business partners. We are handling about 16,000 bookings every day yielding revenue of about Rs. 20 lakhs per day.

M/s Galex are providing the hardware and manpower requirements and M/s Netxcell Ltd. have been providing the software support for our logistics business.

We now have ATM (C) in every Region and Dy.CM (C) in every Zone to develop and improve the logistics business and to supervise the operations at the ground level. We have classified the APSRTC logistic counters into A, B and C categories depending on their daily volume of operations.

It is felt necessary for the ATM (C) and Dy.CM (C) to inspect these logistics counters regularly and periodically to evaluate their performance, give suggestions for improvement and identify business development opportunities.

The areas to be focused on during these inspections are given in Annexure- A. The categorization of logistics counters is furnished in Annexure-B. The proposed inspection schedules for ATM (C) and Dy.CM (C) are given in Annexure-C.

The inspecting Officers shall submit the inspection reports to the concerned Zonal EDs and RMs with copies marked to the concerned DM, Dy.CM (C) and ED (C) on the same day of inspection. The concerned Business Executives shall report compliance within the period before the next scheduled inspection as per Annexure-C.

ED (C) and CTM (C) will ensure compliance of these instructions.


(N.V. SurendraBabu, IPS)
VC & MD

Copy to : All EDs, Director (V&S), FA & CAO, EDs of Zones.
Copy to : All RMs & HoDs.
Copy to : OSD to VC&MD for information.
Copy to : Dy.CMs(C)/Zones, Dy.CTMs of Regions.
Copy to : All DMs & ATMs(C).

Annexure-A
INSPECTION REPORT OF _____ COUNTER

Date: _____

1. Revenue:

- a) Number of bookings/day :
- b) Revenue/day :
- c) Reconciliation of earnings with remittance :
- d) Customers with booking(Prepaid) :
- e) Prime customers :
- f) High revenue potential customers :
- g) Pending POD claims / payments :
- h) Logistics net revenue improvement :
- i) Breakup of Revenue:

Sl. No.	Item	I week	II week	III week	IV week
i.	General				
ii.	Perishable				
iii.	Electronics				
iv.	Courier				
v.	Bulk				
vi.	Contracts				
vii.	Prime/Prepaid customer				

2. Operations Review:

- a) Items not loaded with in 12hours :
- b) Identification of services for loading :
- c) Additional requirement/modification :
- d) Transhipments pending :
- e) Change in Transhipment requirements :
- f) Mis-route items available :
- g) Items without identification :
- h) Action taken for clearance :
- i) Undelivered items for more than 3 days :
7 days :
30 ays :
- j) Hour-wise activity in the counter :

Sl. No.	Period	Booking	Receiving	Delivery
i.	00.00 – 02.00			
ii.	02.01- 04.00			
iii.	04.01- 06.00			
iv.	06.01- 08.00			
v.	08.01- 10.00			
vi.	10.01- 12.00			
vii.	12.01- 14.00			
viii.	14.01- 16.00			
ix.	16.01- 18.00			

x.	18.01- 20.00			
xi.	20.01- 22.00			
xii.	22.01- 24.00			

- k) Token system working condition :
- l) Average waiting time for booking receiving :

3. Customer related information display:

- a) Tariff table :
- b) Prohibited items :
- c) Phone numbers :
- d) Utilisation of QR code for pre-booking :
- e) No. excess charges on LR :

4. Customer facilities:

- a) Pick-up facility :
- b) Timely pick-up :
- c) Receiving items booked by Agents and customers :
- d) Door delivery :
- e) Delivery Run sheet preparation for handing/taking over between counter and delivery boys :
- f) Pendency of door delivery :
- g) Seating arrangement to customers :

5. Customer complaints:

Sl. No.	LR number	Date of complaint	Description	Action taken
a)				
b)				
c)				
d)				

6. Procedure adherence:

Yes/No (give details of deviations)

Inspection of the parcels to ensure permitted items are only booked, marking, pasting packing slip. Preparation of manifest, obtaining crew acknowledgement, receiving through system and proper stocking.

7. Utilisation of software reports as a tool to improve the business : Yes/No

8. Manpower allotment :

Sl. No.	Activity	Number of shifts	Shift timings	Requirement	Actual
a)	Booking				
b)	Forwarding				
c)	Receiving				
d)	Delivery				
e)	I/c & Customer Care				

9. Resource effectiveness :

- a) Staff in Uniform with ID card :
- b) Trained staff :
- c) Availability and punctuality :
- d) Proper deployment of staff :
- e) Staff behaviour :
- f) Effectiveness of staff :
- g) Coordination with other counters :
- h) Attending customer calls :

10. Infrastructure:

- a) Cleanliness and ambience of counter :
- b) Storage place for items booked/received:
- c) Availability of sufficient racks :
- d) Orderliness and safety of items :
- e) Availability of lock and keys for dickeys :
- f) Availability of tarpaulins and ropes for safety of items loaded on roof top :

11. Previous inspection action taken particulars :

Sl. No.	Activity	Remarks
a)	Date of previous Inspection/ Report submitted	
b)	Report submitted to RM/ED office on	
c)	Date of submission of action taken report by Depot Manager	
d)	Suggestions	Action taken

12. Hardware equipment and their working condition :

Sl. No.	Activity	Computers	Printers	Weighing machine	Scanners	Cell phones
a)	Booking					
b)	Forwarding					
c)	Receiving					
d)	Delivery					
e)	Spare					
f)	Total					
g)	Present available					
h)	Not working					

- i) CC cameras :
- j) Label printers :
- k) Internet connections :
- l) Dongles :
- m) LR issuing machine :
- n) Bluetooth printer :
- o) Mobiles :
- p) Weighing machines working condition and integration:

13. Porters availability and their services to customers :

- a) Number of porters available
- b) No. of shifts
- c) Shift timings
- d) No. of porters per shift
- e) Porter charges paid as per shift wise transactions statement or not:
- f) Complaints and action taken on additional demand of money by porters :

14. Business executive effectiveness:

Sl. No.	Name of the OD conductor	Week				Amount realised
		I	II	III	IV	
a)						
b)						

15. Registers maintained in logistics section:

Sl. No.	Name of the register	Remarks
a)	Attendance registers of RTC, GALEX & Porters	
b)	Daily Earnings register	
c)	Internet/Hard equipment breakdown monitoring register	
d)	Customer Complaint register	
e)	Software problems	

16. New revenue source identification :

17. Assistance required, if any :

18. Suggestions for improvement, if any :

Signature of Inspecting Officer
Designation

Annexure-B

Categorisation of APSRTC Logistics counters							
Sno	Zone	Region	Depot	Counter	Avg. booking per day	Avg. revenue per day	Category
1	VZM	NEC	Srikakulam	Srikakulam	207	13726	A
2	VZM	NEC	Vizianagaram	Vizianagaram	216	13176	A
3	VZM	NEC	Palasa	Palasa	37	5920	B
4	VZM	NEC	Parvathipuram	Parvathipuram	25	1452	C
5	VZM	NEC	Saluru	Saluru	6	661	C
6	VZM	VSP	Gajuwaka	Gajuwaka	87	17599	A
7	VZM	VSP	Visakhapatnam	Visakhapatnam	815	73667	A
8	VZM	VSP	Anakapalle	Anakapalle	93	8629	B
9	VZM	VSP	Narsipatnam	Narsipatnam	48	3855	B
10	VZM	VSP	Maddilapalem	Maddilapalem	20	1543	C
11	VZM	VSP	S.Kota	Araku	4	1201	C
12	VZM	EG	Amalapuram	Amalapuram	136	15922	A
13	VZM	EG	Kakinada	Kakinada	372	28240	A
14	VZM	EG	Rajamahendravaram	Rajamahendravaram	685	65375	A
15	VZM	EG	Ravulapalem	Ravulapalem	175	21709	A
16	VZM	EG	Tuni	Tuni	105	16601	A
17	VZM	EG	Amalapuram	Ambajipet	11	3294	B
18	VZM	EG	Razole	Razole	45	8455	B
19	VZM	EG	Rajamahendravaram	Kadiyapulanka	28	1131	C
20	VZM	EG	Rajamahendravaram	Kotipalli-b.stand	58	2490	C
21	VZM	EG	Ramachanpuram	Mandapeta	25	2692	C
22	VZM	EG	Ramachanpuram	Ramachanpuram	27	2669	C
23	VZM	EG	Tuni	Annavaram	4	800	C
24	VJA	WG	Bhimavaram	Bhimavaram	171	12608	A
25	VJA	WG	Eluru	Eluru	194	13056	A
26	VJA	WG	Jangareddygude	Jangareddygude	55	3548	B
27	VJA	WG	Tadepalligudem	Tadepalligudem	79	7985	B
28	VJA	WG	Tanuku	Tanuku	98	7034	B
29	VJA	WG	Bhimavaram	Palakol	37	2463	C
30	VJA	WG	Eluru	Chintalapudi	7	611	C
31	VJA	WG	Kovvuru	Kovvuru	6	609	C

Sno	Zone	Region	Depot	Counter	Avg. booking per day	Avg. revenue per day	Category
32	VJA	WG	Narsapuram	Narsapuram	39	2596	C
33	VJA	WG	Nidadavolu	Devarapalli	8	1567	C
34	VJA	WG	Nidadavolu	Nidadavolu	10	865	C
35	VJA	KRI	Machilipatnam	Machilipatnam	127	13220	A
36	VJA	KRI	Vijayawada	Vijayawada	1576	158644	A
37	VJA	KRI	Avanigadda	Avanigadda	29	4028	B
38	VJA	KRI	Gannavaram	Gannavaram	13	3571	B
39	VJA	KRI	Gudivada	Gudivada	68	5174	B
40	VJA	KRI	Nuziveedu	Hanuman Junction	33	4663	B
41	VJA	KRI	Nuziveedu	Nuziveedu	62	5447	B
42	VJA	KRI	Vidhyadarapuram	Vidhyadarapuram	24	3670	B
43	VJA	KRI	Jaggiahpet	Jaggiahpet	13	1046	C
44	VJA	KRI	Jaggiahpet	Nandigama	11	819	C
45	VJA	KRI	Tiruvuru	Tiruvuru	11	693	C
46	VJA	GNT	Guntur	Guntur	622	51089	A
47	VJA	GNT	Chilikaluripet	Chilikaluripet	70	4722	B
48	VJA	GNT	Narsaraopet	Narsaraopet	122	9189	B
49	VJA	GNT	Piduguralla	Piduguralla	41	3995	B
50	VJA	GNT	Repalle	Repalle	41	7809	B
51	VJA	GNT	Tenali	Tenali	87	8874	B
52	VJA	GNT	Vinukonda	Vinukonda	56	3858	B
53	VJA	GNT	Bapatla	Bapatla	27	2176	C
54	VJA	GNT	Macherla	Macherla	29	2207	C
55	VJA	GNT	Mangalagiri	Mangalagiri	11	1189	C
56	VJA	GNT	Ponnur	Ponnur	31	1811	C
57	VJA	GNT	Sattenapalle	Sattenapalle	30	1610	C
58	NLR	PKSM	Chirala	Chirala	119	12884	A
59	NLR	PKSM	Ongole	Ongole	381	26933	A
60	NLR	PKSM	Kandukur	Kandukur	49	2922	B
61	NLR	PKSM	Markapur	Markapur	59	5845	B
62	NLR	PKSM	Addanki	Addanki	34	1664	C
63	NLR	PKSM	Addanki	Medarametla	34	1798	C
64	NLR	PKSM	Giddalur	Giddalur	34	2136	C
65	NLR	PKSM	Kanigiri	Kanigiri	31	1535	C
66	NLR	PKSM	Podili	Podili	22	1517	C

Sno	Zone	Region	Depot	Counter	Avg. booking per day	Avg. revenue per day	Category
67	NLR	NLR	Kavali	Kavali	147	11393	A
68	NLR	NLR	Nellore	Nellore	613	54068	A
69	NLR	NLR	Kandukur	Ulavapadu	11	3450	B
70	NLR	NLR	Atmakur_N	Atmakur_N	7	1003	C
71	NLR	NLR	Gudur	Gudur	33	2115	C
72	NLR	NLR	Gudur	Naidupeta	30	2030	C
73	NLR	NLR	Sullurpet	Sullurpet	17	1582	C
74	NLR	NLR	Udayagiri	Udayagiri	27	994	C
75	NLR	NLR	Venkatagiri	Venkatagiri	24	1355	C
76	NLR	CTR	Chittoor	Chittoor	142	10742	A
77	NLR	CTR	Madanapalle	Madanapalle	152	17834	A
78	NLR	CTR	Tirupathi	Tirupathi	619	56387	A
79	NLR	CTR	Puttur	Puttur	28	3598	B
80	NLR	CTR	Kuppam	Kuppam	17	1355	C
81	NLR	CTR	Pileru	Pileru	31	2561	C
82	NLR	CTR	Srikalhashti	Srikalhashti	38	2280	C
83	KDP	KDP	Kadapa	Kadapa	595	39237	A
84	KDP	KDP	Proddutur	Proddutur	213	14463	A
85	KDP	KDP	Badvel	Badvel	59	4142	B
86	KDP	KDP	Jammlmadugu	Jammlmadugu	41	5497	B
87	KDP	KDP	Mydukur	Mydukur	90	8431	B
88	KDP	KDP	Rayachoti	Rayachoti	101	6349	B
89	KDP	KDP	Badvel	Porumamilla	18	1159	C
90	KDP	KDP	Pulivendula	Pulivendula	43	2438	C
91	KDP	KDP	Pulivendula	Vempalli	25	1670	C
92	KDP	KDP	Rajampet	Rajampet	37	2213	C
93	KDP	KRNL	Kurnool	Kurnool	465	42316	A
94	KDP	KRNL	Nandyala	Nandyala	263	17564	A
95	KDP	KRNL	Allagadda	Allagadda	45	3254	B
96	KDP	KRNL	Yemmiganur	Yemmiganur	31	3360	B

Sno	Zone	Region	Depot	Counter	Avg. booking per day	Avg. revenue per day	Category
97	KDP	KRNL	Adoni	Adoni	37	2345	C
98	KDP	KRNL	Allagadda	Chagalamarri	36	1179	C
99	KDP	KRNL	ATMAKUR_k	ATMAKUR_k	18	1455	C
100	KDP	KRNL	Banaganapalle	Banaganapalle	25	1476	C
101	KDP	KRNL	Dhone	Dhone	26	1796	C
102	KDP	KRNL	Koyalkuntla	Koyalkuntla	13	744	C
103	KDP	KRNL	Nandikotkur	Nandikotkur	7	487	C
104	KDP	KRNL	Pattikonda	Pattikonda	7	437	C
105	KDP	ATP	Anantapuramu	Anantapuramu	550	36602	A
106	KDP	ATP	Rayadurgam	Rayadurgam	51	11359	A
107	KDP	ATP	Darmavaram	Darmavaram	71	8906	B
108	KDP	ATP	Guntkal	Guntkal	56	3906	B
109	KDP	ATP	Hindupur	Hindupur	68	8043	B
110	KDP	ATP	Kadiri	Kadiri	91	6436	B
111	KDP	ATP	Tadipatri	Tadipatri	89	5486	B
112	KDP	ATP	Gooty	Gooty	25	1756	C
113	KDP	ATP	Kalyandurg	Kalyandurg	15	1043	C
114	KDP	ATP	Puttaparthi	Puttaparthi	10	814	C
115	KDP	ATP	Rayadurgam	Bellary	8	2148	C
116	KDP	ATP	Uravakonda	Uravakonda	8	431	C
117	I. State	INTER		Hyd-KPHB	343	56657	A
118	I. State	INTER		Hyd-MGBS	114	24089	A
119	I. State	INTER		Vanastahlipuram	54	11549	A
120	I. State	INTER		Hyd-Aramghar	30	7685	B
121	I. State	INTER		Hyd-ECIL	44	7138	B
122	I. State	INTER		Hyd-Hayathnagar	9	3853	B
123	I. State	INTER		Hyd-Jeedimetla	27	6984	B
124	I. State	INTER		Hyd-RC Puram	11	5649	B
125	I. State	INTER		Hyd-Miyapur	10	1673	C
126	I. State	INTER		Hyd-Telephone Bhav	4	1469	C

Annexure-C

Inspection Schedule for Dy CM(Comm)						
Sl. No.	Zone	Monthly A category	Once in two months B category	Once in three months C category	Total	Number of counters to be inspected per month
1	KDP	6	11	17	34	17
2	NLR	7	4	15	26	14
3	VJA	5	15	14	34	17
4	VZM	9	5	9	23	15
5	HYD	3	5	2	10	6

Inspection Schedule for ATM(Comm)						
Sl. No.	Region	Weekly A category	Once in 15 days B category	Once in a month C category	Total	Number of counters to be inspected per month
1	ATP	2	5	5	12	23
2	KRNL	2	2	8	12	20
3	KDP	2	4	4	10	20
4	CTR	3	1	4	8	18
5	NLR	2	1	6	9	16
6	PKSM	2	2	5	9	17
7	GNT	1	6	5	12	21
8	KRI	2	6	3	11	23
9	WG	2	3	6	11	20
10	EG	5	2	5	12	29
11	VSP	2	2	2	6	14
12	NEC	2	1	2	5	12
5	HYD	3	5	3	11	25

NOTE: Every ATM and DyCM should have 10 days minimum inspection period. Each ATM/DyCM can plan inspection of more than one counter depending on the requirement in a day of inspection.