Andhra Pradesh State Road Transport Corporation

Circular No. 01/2022-OPD(C), Dated. 04.04.2022

Sub: **APSRTC Logistics** – Booking & delivery of Couriers in service buses by crew through TIMs – Instructions issued – Reg.

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Introduction:

APSRTC Logistics for transportation of parcels & couriers started in the year 2016 for enhancement of non-traffic revenue to supplement traffic revenue. Vide Cir No. 13/2016-OPD(C-2), Dt. 03.06.2016 Standard Operating Procedure for couriers / parcels booking and dickey / rooftop booking was communicated.

Logistics earnings improved from Rs.9 cr. in 2015-16 to Rs.122 cr. in 2021-22 by taking various measures like monthly dickey / rooftop contracts, DGTs on Special Hire, operation of dedicated corridor DGTs, introduction of door delivery service, expansion of agent network and transportation of Government organizations material. However there is lot of untapped potential in the logistics market for improvement of revenue further.

During review meeting of all EDs & RMs with VC&MD held on 22-03-22, the Target of gross revenue on logistics is fixed as Rs.250 cr. for 2022-23. To achieve the daily target revenue of Rs. 68 lakhs with 40,000 bookings, possible stream wise additional revenue sources are identified based on the potential.

At present, 422 agents and 94 depot bus station counters maintained by contractors are carrying out logistics business and realizing Rs. 40 lakh revenue with 20,500 bookings per day. There are 672 Mandals and 17,286 revenue villages in the State and the only network that has connected over 14,123 revenue villages through road transport is APSRTC. This shows the scope for increasing our cargo business. Booking & delivery of couriers through service buses by crew can increase revenue from couriers & non-availability of wide Agent network can also be compensated.

Accordingly, competent authority accorded approval for booking & delivery of couriers in service buses by crew through TIMs. The required TIM software is developed by IT Department and made available in Analogic and Quantum TIMs with CIS integration.

The tariff, guidelines and the roles of Crew, ADC, DC, Depot Accountant & System supervisor in booking and delivery of couriers by crew in service buses are furnished below:

1. Tariff:

The following approved rates are incorporated in Analogic & Quantum TIMs for booking of couriers through TIMs in service buses by crew.

Description	Upto 250 gms	251 - 1000 gms
In PVG services	Rs.60/-	Rs. 75 /-
In Special type services for distance below 200 Kms	Rs.90/-	Rs. 125 /-
In Special type services for distance above 200 Kms	Rs.120 /-	Rs. 175 /-

2. Guidelines:

1. Courier booking, transport and delivery is allowed in all types of services viz., PVG,EXP, DLX, SLX and A/C.
2. In conductor services, courier transportation & delivery is the responsibility of the Conductors & in TIM services it is the responsibility of the drivers.
3. Crew incentive of Rs.10/- for each courier booking payable at end of schedule service is incorporated in TIM reports. Crew incentive is shared equally between the crew, conductor & driver or double drivers, as the case may be.
4. Delivery (with acknowledgment) incentive of Rs.5/- to conductor in PVG services is also incorporated. However, it is meant for driver in OMS TIM services and to be shared equally between the drivers in case of double drivers. Efforts should be made to inform the receiver on his phone number before reaching delivery point for successful delivery.

5. Crew incentive and delivery incentive are applicable & payable to the crew of both RTC & Hire buses including outsourced drivers.

6. a) Courier(s) not collected by customer(s) at scheduled time shall be handed over at the end of service at Depot Logistics counter along with receiver slip by service Conductor / Driver duly taking acknowledgement in the STAR document.

b) In such case, delivery incentive will not be paid to crew. However, delivery charges are payable to Contractor / Agent of Logistics counter on delivery of courier to consigner / consignee.

c) If the Logistics counter is either not available or closed then courier shall be handed over in Earnings Section to on duty ADC.

7. a) Integration of TIM software with Logistics software module is required to be developed by M/s. Netxcell Limited to facilitate scanning of the bar code & accept undelivered couriers from crew and to send SMS to consignee and acknowledgement to crew.

b) Till then, the undelivered items can be taken manually by the Logistics counter operators duly maintaining a register for the purpose.

3. Courier booking procedure by crew in TIMs:

a) Crew shall ensure receiver name & phone number, destination, shipment value and item description on the top of the cover before starting the booking process.

b) Crew shall select luggage key in service TIM.

c) Two options in Luggage key i.e., (1) Luggage; (2) Courier, will appear.

d) Select (2) for courier booking.

e) Enter the delivery stage number as per MTD-141.

f) Select Weight of the courier.

g) Conductor / Driver shall diligently assess approximate weight whether it is a small cover (below 250 gms.) or a big cover (below one Kg.).

h) Enter Sender mobile number.

i) Enter Receiver mobile number.

j) Confirm the details with customer.

k) Press Enter key to print courier booked receipt.

l) Courier ticket will generate in triplicate with QR code i.e., (1) Courier ticket acknowledgement slip; (2) Sender slip; (3) Receiver slip

m) Crew shall sign on the Sender slip and handover to sender duly taking acknowledgement.

n) After delivery of the courier to the receiver, crew shall obtain acknowledgement.

o) If receiver does not turn up, courier along with receiver slip shall be handed over at parent Depot Logistic counter duly informing the same to the sender by the Conductor over phone.

p) Logistics counter operator shall check the courier & receiver slip and receive the courier duly giving acknowledgement to crew in STAR document.

q) All the courier acknowledgment slips shall be handed over to the ADCs by crew along with STAR document.

r) Crew can collect the spot incentive for courier booking & delivery at Earning Section.

4. Role of Depot Manager:

a) All DMs shall conduct awareness programme to all crew and traffic supervisors in the depot.

b) Wide publicity shall be given through print & electronic media for information to the public particularly in the village sectors.

c) Courier boxes shall be arranged in all buses with lock & key well before implementation of the project.

5. Role of ADC :

a) ADC shall collect all Courier ticket acknowledgment slips along with STAR document.

b) After connecting the TIM for way bill receipt in CIS, the details of couriers booked are available under Parcel and Courier information page.

c) ADC shall cross check the delivery details with Courier ticket acknowledgment slips. If details are not tallied, edit the same as per Courier ticket acknowledgment slips.

d) Separate incentive is shown for courier booking to the crew.

e) Courier amount will be shown separately before submitting the waybill receipt final page.

f) ADC shall pay spot incentive to the crew as per eligibility.

6. Role of DC

a) DC shall tally the sum total of TIM courier amounts of all ADC's cashbooks with DC Cash book.

b) Collect all the Courier acknowledgment slips.

c) Courier Commission amount for crew is reflected in Part 3 of ADC cash book. It is shown under Deductions of payments / refunds.

d) Separate register shall be maintained for date wise entries of undelivered couriers.

e) DC shall update daily revenue realised through couriers booked in service buses by crew through TIMs in www.apsrtclogistics.in under Manual earnings category until integration with CIS module.

7. Role of Depot Accountant:

a) Accountant shall ensure that courier revenue is accounted in AH group 93xx.

b) TIM courier amount and commission amounts shall tally in all the reports like MTD 108 and TRR.

c) At the end of the month, Accountant shall tally the undelivered items recorded at logistics counters and DC earning section as per the MIS reports & registers.

9. Role of System Supervisor:

a) The modified TIM software and note on implementation procedure for Quantum and Analogic TIMs is ported in RTCWAN in "DCP/TIMS/SOFTWARE-TIMS/COURIER" folder.

b) Above folder shall be downloaded and implement the same in Quantum and Analogic TIMS.

c) The System Supervisor shall take reports every day and analyze for software updations required if any.

d) Any software issues shall be informed to IT Department for addressing for smooth functioning of the project.

10. Role of Regional Manager:

a) Regional Managers shall organize training programme to Depot Managers, Traffic Supervisors, Depot Clerks, System Supervisors & Crew before commencement of the project.

b) Awareness campaigns shall be organized to crew through gate meetings, exhibiting banners at crew interface places and through posters & pamphlets.

c) Wide publicity shall be given through print & electronic media on booking of couriers in service buses by crew.

d) Inaugural functions may be organized at Region / Depot duly involving local Officials & public representatives.

Competent authority approved for implementation of the project in Guntur Region on trial basis. Accordingly, training programe for all stake holders in Guntur Region is conducted on 11.02.2022 on booking of couriers through TIMs in service buses by crew. It shall be implemented in Guntur Region on trial basis **w.e.f. 06.04.2022.** On its successful execution, the project will be implemented in all Regions.

This has approval of MD with concurrence of FA&CAO.

Executive Director (O)
4|4|2022.

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