



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Operations Department (Marketing), RTC House, Vijayawada

M1/535(12)/2022-OPD(M)

Circular No: 02/2023-OPD(M), Dt: 23.01.2023

Sub: Temple Tourism: Issue of Srisailam Darshan tickets along with APSRTC advance reservation tickets – Issue of instructions - Reg.

I. Introduction:

APSRTC is operating various types of bus services for different categories of passengers and also introducing new models of buses from time to time for the convenience of the passengers. The Corporation is also operating a number of Tour packages/trips connecting famous temples during auspicious days.

Further, APSRTC has launched varied schemes to attract passengers to make APSRTC their preferred choice in their travel needs. The facility of booking of 1000 TTD Seegra Darshanam tickets (Rs. 300/-) daily, along with bus tickets for the pilgrims bound for Tirupati was introduced in 2016, which is a huge success.

Srisailam is also one such pilgrim centre where passengers need assured hassle-free Darshan before start of the journey. Sri Bhramaramba Mallikarjuna Temple, dedicated to the deities of Lord Shiva and Parvati, located at Srisailam is referred to as one of the twelve Jyotirlingas of Shiva and also as one of the eighteen Shakti Peethas which is visited by thousands of pilgrims every day.

APSRTC operates 95 services daily to Srisailam from different parts of the state. In a bid to get more number of pilgrims into RTC buses, APSRTC is now introducing the facility of booking of Srisailam Darshanam tickets along with bus tickets in Srisailam bound buses through OPRS.

This scheme gives scope for increasing Occupancy on Srisailam sector buses by attracting passengers from other modes.

II. Darshanam tickets and time slots:

The following types of Darshanam tickets will be available along with the advance reservation tickets

Darshanam type	Cost per ticket	Time Slot	Number of tickets allotted
Sparsa Darshanam	Rs. 500/-	7:30 AM	25
		12:30 PM	50
		9:00 PM	200
Athi Seegra Darshanam	Rs. 300/-	--	300
Seegra Darshanam	Rs. 150/-	--	500

The above 1075 Darshanam tickets will be made available for APSRTC passengers daily excluding very peak demand days like Karthikamasam, Mahasivaratri, Ugadi etc as decided by the temple authorities in advance.

III. Service Charges:

A service charge of Rs. 20/- per each Darshanam ticket shall be collected from the passengers to meet the expenditure of deployment of man power in attending the related ancillary works with Devasthanam.

IV. Role of IT Department :

- a) IT Department will undertake required modifications in OPRS application to accommodate the allotted Srisailam Darshanam tickets in OPRS application.
- b) Srisailam Darshanam ticket will be displayed (in the box) in the advance reservation ticket itself.
- c) Providing of Aadhar number shall be made mandatory in advance ticket booking for darshan tickets.
- d) MIS reports shall be generated in OPRS containing (i) date wise, slot wise darshan tickets allotted, sold along with amount and (ii) details like pilgrim name, age, Aadhar no, type darshan booked etc.
- e) Exclusive User ID for EO/ Sri Bramaramba Mallikarjuna Swamy Temple shall be provided for viewing the MIS reports pertaining to sale of Srisailam darshan tickets.
- f) Publicity shall be given by forwarding e-mail & SMS alert to passengers whose details are available with APSRTC database.
- g) Necessary software modifications are to be carried out in UTS to enable to issue darshan tickets for Non-OPRS services also in due course.



V. Settlement of Darshanam ticket amount:

- a) DPTO Nandyala Office (Accounts Department) shall settle the payment on T+1 Day (T stands for date of Darshanam) basis for the number of Srisailam Darshan tickets sold in advance reservation ticket system. In case of holiday, the payment shall be made on the immediate next working day.
- b) The Darshanam ticket amount shall be paid through online transfer to the Account number provided by EO, Srisailam Devasthanam.
- c) Separate account head number shall be allotted by HO/Finance Department.

VI. Operational Instructions:

- a) DPTO / NDL shall appoint a person as nodal officer on behalf of APSRTC for coordination with Devasthanam officials.
- b) Bus station manager at Srisailam shall assist the pilgrims who booked tickets through APSRTC for arranging Darshanam.
- c) Care shall be taken that no passenger is left without darshan.
- d) Exclusive record shall be maintained at Srisailam Bus station with date wise type wise darshan tickets offered and tickets booked.
- e) Bus station crew shall be courteous with the passengers while assisting Darshanam ticket holders without giving any scope for complaints and criticism.
- f) In case of cancellation of ticket, refund will be given as per the existing cancellation rules in vogue and the darshan ticket amount will be refunded duly withholding the service charge of Rs. 20/-.
- g) Exhibit flexi banners at bus stations and stickers at reservation counters to publicise the Srisailam Darshanam ticket facility.
- h) Give wide publicity in print and electronic media create awareness among the travelling public about this facility.

Therefore, all the field Officers are advised to bestow their personal attention for success of this scheme duly giving wide publicity which should ultimately result in improvement in occupancy of services bound to Srisailam.

The above instructions will come into effect w.e.f., 01.02.2023.

Muea 23.01.2023

**Vice Chairman &
Managing Director.**

Copy to all Officers of Corporation.

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION
Operations Department (Marketing), RTC House, Vijayawada

No: M1/535(12)/2022-OPD(M)

Dt: 06.02.2023

To
The Executive Director (Zones) &
All the District Public Transport Officers,
APSRTC.

Sub: Temple Tourism-Srisailam: – Issue of Srisailam Darshanam tickets along with APSRTC advance reservation tickets – Modification of cancellation rules & other relevant instructions – Reg.

Ref: 1. Circular No: 02/2023-OPD (M), Dt: 23.01.2023.
2. MoU between APSRTC and EO/ Srisailam, Dt: 05.02.2023.

Vide reference 1st cited, circular instructions were issued on issue of Srisailam Darshanam tickets along with APSRTC advance reservation tickets in Srisailam bound buses through OPRS. Further under Operational instructions, it was communicated that self cancellation of tickets will be allowed in the Srisailam Darshanam enabled advance reservation tickets.

Now, the competent authority has accorded approval for the following:

1. To make available of allotted Srisailam Darshanam tickets through OPRS for the buses bound to Srisailam for maximum 15 days in advance and minimum 24 hours before date & time of Darshanam.
2. Cancellation of Srisailam Darshanam enabled APSRTC journey ticket is not permitted as is being done in case of TTD SED tickets.
3. Payment of Darshanam ticket amount to Srisailam Devasthanam shall be made on T+1 day basis where 'T' stands for transaction date of ticket.

Therefore, all the field Officers are advised to follow the above instructions along with the other Circular instructions cited above scrupulously without giving scope for any complaints from the passengers.

Further, all the field Officers are once again advised to bestow their personal attention for the success of this scheme duly giving wide publicity which should ultimately result in improvement in occupancy of services bound for Srisailam.


Executive Director (O)

Copy to ED(A) for information.
Copy to FA & CAO for information.
Copy to OSD to VC & MD for information.