

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No:M/795(2)/96 OPD(M)

Office of the VC & MD,  
Musheerabad,Hyderabad.

**CIRCULAR NO.10/2000 OPD(MARKETING) DATED 28.03.2000**

**SUB : RESERVATION OF SEATS ON TELEPHONE & DOOR DELIVERY  
OF TICKETS - Strengthening of the system of  
reservation of seats on telephone - Regarding.**

**REF : Circular Letter No.M/795(2)/96 OPD(M) Dt 17.12.96**

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Consequent to change in policy of the Telecom Department, RSTD facility has been provided within the District limits widening the scope of communication by Telephone throughout that District.

Due to the RSTD facility, the passengers can now contact our Bus Stations where telephone and reservation facilities are made available from any corner of the District. Added to this, due to slashing down of the initial deposit amount and providing telephone on demand, the number of subscribers to the telephones has tremendously increased in the recent times.

In the changed scenario, it is necessary to further strengthen our system of Reservation of seats on Telephone & Door Delivery of Tickets and also to counter the ever increasing competition from the private operators.

It is a common feature at most of our Bus Stations that the Telephone available is kept with on duty Controller or with Enquiry Booking Clerk. The Advance Reservation Booking Clerk is closely located only at some Bus Stations nearer the Enquiry Telephone. At majority of places, the Advance Reservation Booking Clerk is only attending on to the passengers through Counter as the telephone of the Bus Station is available far away with SM or with the Controller on duty.

To effectively implement the system of reservation of seats through Telephone, to furnish the seat vacancy position and details of services having Advance Reservation facility, it is essential to provide direct telephone link to Advance Reservation Booking clerk at bus stations.

In the direction of further strengthening the system, guidelines are worked out for implementation as detailed hereunder;

1) Extension Telephone line is to be provided to the Advance Reservation Booking clerk from main Bus Station Telephone / Enquiry Telephone for direct accessibility not only to local area passengers but for the passengers from the nook and corner of the district.

2) To examine the feasibility of allotting an exclusive Telephone to the Reservation Booking Clerk with only incoming facility duly adjusting within the functioning telephones available in the Unit.

3) To relocate, if necessary, the Advance Reservation counter adjacent to Enquiry counter / Station Manager for sharing of Telephone.

All RMs are advised to take immediate necessary action on the guidelines detailed above duly giving wide publicity to the local contact Telephone number for reservation of seats on Telephone.

A compliance report and measures undertaken to boost up sale of tickets shall reach this office by 01.04.2000.

Acknowledge receipt.

**Sd/- V.APPA RAO IPS.  
VICE CHAIRMAN &  
MANAGING DIRECTOR**

Copy to:

FA, CAO & Director (V&S) for information.

Executive Directors of Zones for n/action.

RMs of regions for n/action.

Dy CTMs of regions for n/action.

Dy CTMs (M&C) of Zones for n/action.

ATMs of Bus Stations for n/action.

All DMs & Traffic in charges for information and n/action.