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ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.R2/287(5)/2011-OPD (CSC)

Office of the VC&MD.,  
Musheerabad, Hyderabad.

CIRCULAR No. 10 / 2011 - OPD(CSC) , Dt. 05-03-2011.

Sub: OCCUPANCY RATIO – Strategies to be adopted for improvement of the Occupancy Ratio - Instructions issued - Reg.

Ref: 1) Cir.No. 47/2004-OPD(MKTG) DATED 11.10.2004 ( On "Halt & Go)  
2) Cir.No. 49/04-OPD(MKTG) DT. 25.10.2004 (Gift Scheme)  
3) Cir.No. 54/2004-OPD(MKTG) DT. 25.11.2004 (On "Customer Relations Co-ordinators ")

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The Corporation earned total income of Rs. 5076.41 crores upto Jan-2011 and incurred total expenditure of Rs. 5330.31 crores in the same period there by incurring a loss of Rs.253.90 crores. This loss is quite alarming necessitating immediate steps to augment revenues. On further analysis it is revealed that while the fare hike was about 25%, the fare hike impact achieved is only 15% thus leaving a gap of 10%. The losses are mainly attributable to this gap. If this gap in OR achievement is covered, the Corporation will stand to achieve profits. Therefore, it is imperative to adopt strategies for improvement of Occupancy Ratio in a systematic manner.

The following important passenger friendly measures to improve the Occupancy Ratio are listed for immediate implementation by the Field Managers.

**I. BUILDING UP CREW AWARENESS\_:**

1. The concept of Halt & Go, Shout & Load, Alight on Request and Hail & Board should be incorporated in MTD-141 cards.
2. The Halt & Go stages identified shall be exhibited on notice boards and prominent places at Depots.
3. Pamphlets shall be got printed and circulated to all the crew and public.
4. On the STAR document of service Conductors, a caution stamp be affixed in Telugu.
5. The Station Managers / Controllers / Traffic Guides of Bus Stations, shall educate the Crew to implement the passenger friendly/marketing schemes such as CAT card, F CAT card, allowing long distance passengers in City services one hour before departure and one hour after arrival if the long distance service passenger show the reservation ticket.

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## II. OPERATIONAL STRATEGIES TO IMPROVE OR :

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### 1. Shout & Load :

To attract the passengers and to avoid the deflection of the traffic to private vehicles the concept of "Shout & Loud" is very powerful tool for the Corporation. The crew have to proactively solicit passengers by shouting the destination of the bus and loading the passengers.

- Action by DMs & Dy.CTM/DVMs & RMs
- Complete on or before 09.03.2011.

### 2. HAIL & BOARD :

Just like "Alight on Request" the concept of "Hail & Board" is also an important tool to attract the customer. Wherever the passengers hail their hands there is a need to pick up the passengers because if we pick up one additional passenger at each stage our Occupancy Ratio goes up by 2%.

- Action by DMs & Dy.CTM/DVMs & RMs
- Complete on or before 09.03.2011.

### 3. Halt & Go:

To improve the Occupancy Ratio and Revenues of our ordinary services there is a need to stop the Bus at traffic generating point on the important high density corridors at least 3 to 5 minutes basing on the gathering of the passengers at that point. This concept is useful to reduce the bunching of Buses and to reduce frequency gap. To identify the important traffic generating points necessary route survey has to be conducted.

The Depot Managers shall record Halt & Go stages in MTD 141 cards on routes proposed with the approval of Regional Manager and care to be taken on clash of timings by the 2 Depots operating on the same route. Passenger Guides are to be posted at Halt & Go stages to ensure regular monitoring. The crew of the Bus shall stop the Bus at important traffic generating points as mentioned in MTD-141 Cards and call the passengers by Shouting about the destinations of the service.

- Action by DMs, Dy.CTM/DVMs & RMs
- Complete on or before 09.03.2011.

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**4. ALIGHT ON REQUEST :**

On observation of the high density corridors where the private illicit vehicles are on high side, it is found that the passengers are getting attracted by the illicit vehicles as the passengers will be alighted wherever they wish to alight. To attract the passengers there is every need to alight the passengers wherever they intended to alight. If we build up the confidence among the passengers about " Alight on Request " our occupancy ratio will be increased considerably.

**Banners incorporating the salient points of all above passenger friendly schemes shall be displayed at two prominent places in every Depot.**

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 09.03.2011.

**5. GIFT SCHEME :**

The Gift Scheme is a sort of incentive scheme to retain the existing customers and to attract new customers in Pallevelugu services. The detailed instructions on this scheme are contained in Circular No.18/2010- OPD (MKTG), Dt.19.05.2010. If the Scheme is implemented in true spirit, there will be good result and the route performance will be improved. This scheme is useful to attract the passengers from other modes of transport and to maximize our revenues of ordinary services by increasing our Market share. Gift scheme is a business concept. Now a days most of the business companies and even shops are also offering Gifts to attract more number of customers.

- a. Gift scheme to be introduced on the selected routes "MANA DEPOT BANGARUGANULU" on the selected routes where high frequency, high traffic potential and competition is on high side with other modes of transport to improve market share.
- b. Span of the Gift scheme is 15 days.
- c. Draw to be taken up from ticket dump.

This scheme shall be implemented continuously for one year.

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 15.03.2011.

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## 6. PRAJALAVADDAKU R.T.C. / MASSIVE ALIGHTING CHECKS PROGRAMME :

At Regional level massive alighting checking programme shall be organized with a team of CRCs on the selective routes and points where the traffic movement is on high side. All the CRCs of the Region shall be pooled and put on one route for two days every fortnight, preferably on Mondays and Tuesdays. If any or both the days happen to be holidays then some other two consecutive days of the week shall be chosen for the programme. The Dy.CTMs shall plan and Supervise the programme for effectiveness. The CRCs should be available at all selected en-route stages of that particular route and check the alighting tickets and collect the grievances and suggestions from the passengers. The concerned Depot Manager should go through the grievances / complaints and redress them within 15 days. The route on which the system collecting grievances through CRCs is being implemented, shall be published at least one day before. This will help public in lodging their complaints. It is preferable to implement these programmes on routes identified as "Bangaruganulu" routes. It is advised to take up 2 routes in a month.

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 31.03.2011.

## 7. CONCENTRATION ON "MAA DEPOT BANGARUGANULU":

The routes which are having 5 or more than 5 buses which constitutes for more than 30% of the revenue of the Depot are to be closely monitored. These routes are to be named as "MAA DEPOT BANGARUGANULU" and the following strategies are to be adopted scrupulously for improvement of high density routes.

- Endorsement of Halt and Go stages in MTD-141 and ensure for implementation scrupulously.
- Distribution of pamphlets on "Halt & Go" stages to the passengers.
- Distribution of Route Time-Table once in two months.
- Stage poles to be erected.
- Gift Scheme to be introduced.

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- Deployment of Passenger Guides at important Traffic Generating points along with Cell phones, make shift tents, megaphones and route timing board to inform the passengers about bus arrival on the lines of ABAIS and ensure that passengers are boarded.
  - Adoption of Depots by DMs/POs/AOs to make these routes positive.
  - CRCs to travel on these routes and give feed back to the DMs.
  - To identify a important place on that route and name the service with that name so as to identify the service from a distant place. (Branding of services)
  - To ensure that there are more sales of CAT cards.
  - There should be no cancellation of these routes.
  - If possible arrange for Video / FM Radio in these services.
  - Fixation of Crew and Bus.
  - Regular route review meetings with the fixed crew to be arranged.
  - To inform the RTA / Police Officials and arrange for check on these routes – Special drive.
- Crew to be educated on the Break-Even EPB of these services.  
 - Action by DMs, Dy.CTMs/DVMs & RMs  
 - Complete on or before 15.03.2011.

**8. COUSELLING REGISTER :**

Performance of the service should be more than the last year performance. The type of the service should be positive compared to last year. Every day when the service is not getting the last year EPB the Conductor has to be counseled and his reasons should be recorded in the register. The actual EPB achieved cumulative upto the month of the last year is the target for this month. A register has to be maintained in the following format.

**COUNSELLING REGISTER**

Route: \_\_\_\_\_ Target EPB : \_\_\_\_\_  
 (Last Year Upto the Month EPB)

Service: \_\_\_\_\_

Sl.No	Date	Name of the Con/Dri	Staff No.	EPB	Statement of Con./Dri.	Signature of crew	Signature of DM/Supdt(T)

- Action by DMs  
 - Complete on or before 09.03.2011.

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**9. Commuters meet :** Once in two months commuters meet shall be conducted at Depot level and once in four months commuters meet shall be conducted at Regional level.

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 09.03.2011.

**10. Dial your RM programme** shall be conducted in true spirit once in a month regularly as per letter No.T3/287(22)/02- OPD-T, Dt.07.10.2002 and 12.11.2002 every second Friday once in a month.

- Action by RMs
- Complete on 11.03.2011.

**11. Employee Agents / Team -20 Schemes** shall be implemented in true spirit. The relevant Circulars are Circular No.28/2002 OPD-T, Dt.15.05.2002, Circular No.66/2002 OPD(MKTG), dt.05.10.2002. Circular No.27/2004 OPD (MKTG), dt.06.05.2004, Letter No.M/541/(1)/04-OPD(MKTG),dt.22.12.2007. The Regional Managers and Dy.CTMs /DVMs shall evince personal interest to boost the sale of Marketing products such as CAT Cards, JHTs, CGCs, FCCs, etc., through Employee Agents and Team-20 Members.

- Action by DMs,Dy.CTMs/DVMs & RMs
- Complete on 15.03.2011.

**12. Plan of operation :** The Regional Managers shall collect the Monthly Operational Planners duly planning peak day schedule/slack day schedule from all the Depots in their respective jurisdiction, consolidate the same and submit the Regional Operational Planner every month latest by 30<sup>th</sup> of the month to ED (O&MIS).

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 31.03.2011.

**13. Ground Booking :** Important Traffic Generating points shall be identified and Ground Booking shall be arranged at those points duly utilizing TIMs.

- Action by Dy.CTMs & RMs
- Complete on or before 15.03.2011.

**14. Scrutiny of Documents and Physical Checking :**

- a. **Scrutiny of STARS :** The objective of STARS Scrutiny shall be
  - i) To ascertain stage wise load pattern
  - ii) To ascertain operational delinquencies like late Departures, failures, late arrivals, failure picking up passengers.
  - iii) To find out alterations, closing of STARS and C&T checks.

Scrutiny of STARs should be done as per the instructions communicated vide Circular No.19/94-OPD - T , Dated: 19.05.1994. At least 10% of SRs of loss making routes shall be selected daily for scrutiny besides those of 5 negative performance routes.

Dy.CTM / RM / ED (Zone) shall include this item in their Depot / Route inspections and record their observations for further analysis. Observations shall be recorded in the Register w.e.f. 01.03.2011.

Sl. No	Date	STAR No.	Route with Route course	Type of Service	B u s N o.	Irregularities noticed	Loading pattern of the service	Remarks

- b. **Bus Travel & Checking of Buses by DMs / Dy.CTMs /DVMs and by Traffic Supervisors** : The Dy.CTMs /DVMs / DMs should inter-act with the passengers during their bus travel to take suitable action based on feed back. They shall also exercise checks on buses as per the instructions in vogue. Cir.No.17/90-OPD-C, dt.18.05.1990. They should take suitable action based on feed back . The DMs shall exercise at least 60 line checks each in every calendar month and shall enclose the MTD-43/R folios with the 2<sup>nd</sup> fortnight tour diary submitted to their respective RMs every month. The Dy.CTMs/DVMs shall ensure this activity done by DMs and also they have to conduct at least 50 checks in every month. The RMs shall review the quality of checks and guide the DMs for further improvement. The CI/STI whoever happens to be the Traffic wing incharge of the depot shall exercise at least 50 checks on line per month, out of which atleast 15 shall be on interior n/o services with surprise element i.e. in the last trip before n/o or first trip after n/o.

- Action by DMs/Dy.CTMs/DVMs/RMs
- Complete on or before 31.03.2011.

- 15. Avoidance of un-healthy competition & Bunching of Buses:** - The Regional Schedule Cell ensure that clash of Bus services between the Depots of same Region are avoided and on common routes the buses are streamlined with regulated frequency. Similarly the Inter-regional services shall not bunch / no unhealthy competition, be ensured by Zonal Schedule Cell and Schedules shall be approved by RM/ED (Zone) . RMs & EDs to certify that there is no unhealthy competition on Intra-Regional and Inter-Regional routes. No subsequent change of timings on the common routes shall be allowed with out the approval of ED/RM as the case may be. Regional schedule cell to take up inter regional routes and intra region depot wise routes.

Regional Schedule Cell conduct meeting once in a month preferably on day of Traffic Supervisors meeting to prepare Depot level, Regional level (Inter Depot routes) Zonal level (Inter Regional routes) as per Circular No.33/2008-OPD(CSC) dt.26.09.2008.

- Action by DMs/Dy.CTMs/DVMs/RMs
- Complete on or before 31.03.2011.

- 16. Rationalization of weekly Offs of crew with a view to maximize the availability of crew and supporting staff to clear the extra traffic on peak days like Mondays, Thursdays and Saturdays.**

- Action by DMs/ Dy.CTMs/DVMs & RMs
- Complete on or before 09.03.2011.

**17. GATE MEETINGS:**

RMs and Dy.CTMs / DVMs shall conduct Gate meetings whenever they inspect the Depot and emphasize the importance of achieving Break-even to the Crew. They should also educate the Crew and other Staff on the various OR improvement methods. The Depot Managers shall also conduct Gate Meetings and counsel the Conductors and TIM Drivers to obtain collections more than Break-even EPB.

- Action by DMs/ Dy.CTMs/DVMs/RMs
- Complete on or before 15.03.2011.

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**18. PUNCTUALITY IMPROVEMENT ( Departure punctuality) <sup>34</sup>**

- a) Exhibition of daily punctuality Board at conspicuous places shall be ensured.

DEPOT PUNCTUALITY		Date :
	FOR THE DAY	UPTO THE DAY
PUNCTUALITY		
REASONS FOR DELAY		
a) Want of Crew		
b) Want of Bus		

- b) Hour wise gist of departures shall be mentioned in the control chart (MTD-102-A).

SL.NO	TIME UPTO	NO.OF SERVICES		TOTAL SERVICES DELAY	NO.OF SERVICES DELAY			
		TO BE OPERATED	ACTUAL OPERATED		0-15 Mts.	15-30 Mts.	30 Mts - 1Hour	Above 1 Hour
1	6.00							
2	8.00							
3	10.00							
4	12.00							
5	14.00							
6	16.00							
7	18.00							
8	20.00							
9	22.00							
10	0.00							

- Action by DMs  
- Complete on or before 09.03.2011.

**19. TRAY CHECKING :**

It shall be ensured by the DM that Tray checking is done 100%.  
Checking is to be done in the following manner:

- a. Traffic Incharge      20%
- b. TI-II/TI-III            30%
- c. D.C (E)                 40%
- d. Accounts Supervisor 10%

Depot Manager has to cross check atleast 10% of trays every month. Special attention to be made in respect of Bus pass trays, Jathara trays, spare trays, non moving trays etc. There should not be idle trays.

- Action by DMs
- Complete on or before 31.03.2011.

20.ABAIS: Advance Bus Arrival Information System should be implemented by deploying Traffic Guides at important traffic generating points along with Cell phones. ABAIS scheme should be implimented route wise, instead of random selecting poits. All these high frequency routes (MANA DEPOT BANGARU GANULU) shall be covered under ABAIS for better passenger patronage. To send proposals for introduction of ABAIS by 15<sup>th</sup> March.

- Action by DMs, Dy.CTMs/DVMs & RMs
- Complete on or before 15.03.2011.

21. PROVISION OF EPB BOOKS :- Achievement of Break-even EPB should be the real Target for all Operations Managers. To realise this Target

- i. Break-even EPB Books should be supplied to all the Conductors and TIM Drivers
- ii. The mind set of Conductors and TIM Drivers should be attempted to be changed so that they strive for Break-even Target rather than incentive Target.
- iii. The Break-even Target should be split trip wise and the Conductors shall be educated to calculate the Back-log in earnings at the end of each trip so that they can strive to cover the back-log by the end of the service.
- iv. The performance of each Conductor / TIM Driver shall be rated by the No. of times he achieved Break even EPB divided by Number of duties performed by him in the month.
- v. A computer generated statement shall be taken out and the Conductors / TIM Drivers shall be counseled by the DM and Traffic Supervisors as per the Table shown below :

<u>No.of Times BE EPB achieved.</u>	<u>To be Counseled by</u>
11 - 15	TI-III / TI-II
6 - 10	AM(T) / Supdt.(T)
Below 5	DM

- vi. Employees who are having good communication skill shall be identified in the Depots and named as KRANTI KARTHALU. They shall be utilised for checking the availability of Break-even EPB Books with all the Conductors / TIM Drivers at least once in a fortnight.

- Action by DMs, Dy.CTMs/DVMs & RMs  
- Complete on or before 15.03.2011.

**22. PROMOTION OF MARKETING SCHEMES :**

Various Marketing Schemes and products such as CAT Cards, JHT, Family CAT Card, Monthly season Ticket, General Bus Tickets etc. shall be promoted with renewed vigour. The target for sale of these products shall be communicated to the DMs every month well in advance by the Regional Managers and progress shall be monitored every fortnight. Action shall be completed latest by 15<sup>th</sup> March, 2011 by RMs.

- Action by DMs, Dy.CTMs/DVMs & RMs  
- Complete on or before 15.03.2011.

**23. CASH AWARDS:** The DM shall conduct a function once in every month on 15<sup>th</sup> to distribute

- i. CASH AWARDS to 3 Conductors and 3 Drivers who have achieved Break even EPB highest number of times in the previous month. A circular on this aspect is being issued separately.
- ii. Highest KMPL drivers
- iii. Conductors who achieved highest percentage of amount earned over the targeted amount for the duties performed by them in the previous month.
- iv. The function shall be performed under the banner "ADARSHA UDYOGULA - ABHINANDANA SABHA"

- Action by DMs  
- Complete on or before 15.03.2011.

**24. SPECIAL DRIVE:** Special Drive shall be undertaken on routes infested with rampant illicit operations duly obtaining the assistance of Police and RTA authorities by convening DLC meetings regularly. Similarly in the Depots "PARIRAKSHANA COMMITTEES" shall be constituted duly drawing committed workers from the Depot staff to work at designated points in their weekly OFFs voluntarily.

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The Depot Managers may draw refreshment allowance @ Rs.20/- per volunteer per day as per the Lr.No. O3/159(24)/2007-OPD(T) Dt. 26.06.2007.

- Action by DMs, Dy.CTMs/DVMs, RMs  
- Complete on or before 31.03.2011.

25. BHADRATA SUKTI BANNER shall be exhibited at prominent place, preferably at the out gate of the Depot, to educate the drivers regarding safe driving. Similarly sensitization programme shall be continued vigorously.

- Action by DMs  
- Complete on or before 9.03.2011.

26. Display of names of stages at waist level of bus. The names of stages shall be prominently displayed at the waist level of all buses including PHBs.

- Action by DMs  
- Complete on or before 15.03.2011.

27. BRANDING OF SERVICES: As per the traffic pattern obtaining in particular sectors NON STOP or LIMITED HALT services may be introduced. Such services shall be branded with catchy names which can be easily identified with the special features/culture of the area. For Ex. a non-stop service can be named as JET-SPEED service or a limited halt service can be named as MERUPU. Colour of the Branded Bus shall be as per specifications in the Circular on this subject. Action shall be completed with in 15 days of issue of the Circular.

Action by DMs, Dy.CTMs/DVMs & RMs

The above instructions shall be implemented to improve Occupancy Ratio and to enhance customer satisfaction and the Dy.CTMs/DVMs shall submit fortnightly report on the above instructions as per the proforma enclosed here with. ED/RM shall ensure implementatin of above instructions. The progress in the implementation of Action shall be discussed in the RM/HODs meeting and during inspections. Any laxity in implementation of the instructions will be viewed seriously.

Encl : As above.

  
VICE-CHAIRMAN &  
MANAGING DIRECTOR

Copy to : Director (V&S), FA, CAO, for necessary action.

Copy to : Secretary to Board.

Copy to : All EDs for n/action.

Copy to : CE (I&T)/HO for n/action.

Copy to : All HODs / CA/CFM/RMs for n/action.

Copy to : All Dy.CTMs / DVMs / DMs for n/action.

Copy to : Chief Manager HRD to file in the Index of Circulars.

**PROGRESS REPORT ON THE IMPLEMENTATION OF 27 POINTS ACTION PLAN**

SL.NO.	OPERATIONAL STRATEGIES	WHETHER IMPLEMENTED YES / NO	REMARKS
1	<b>SHOUT &amp; LOAD</b> i) Stamping on STAR & 141 Cards. ii) Display of Banner. iii) Issue of pamphlets		
2	<b>HAIL &amp; BOARD</b> i) Stamping on STAR & 141 Cards. ii) Display of Banner. iii) Issue of pamphlets		
3	<b>HALT &amp; GO</b> i) Stamping on STAR & 141 Cards. ii) Display of Banner. iii) Issue of pamphlets		
4	<b>ALIGHT ON REQUEST</b> i) Stamping on STAR & 141 Cards. ii) Display of Banner. iii) Issue of pamphlets		
5	<b>GIFT SCHEME</b> i) No.of route ii) Date of latest lucky dip		
6	<b>PRAJALAVADDAKU R.T.C. (mass alighting)</b> i) Route name : ii) Date : iii) Compliants received - solved		
7	<b>BANGARUGANULU ROUTES</b> i) No. of routes. ii) No. of traffic generating points identified iii) Implementation of strategies.		
8	<b>COUNSELLING REGISTER</b> i) No.of Depots maintaining ii) List of Depots not maintaining or not upto date. iii) No. of conductors/Drivers counselled.		
9	<b>COMMUTERS MEET</b> i) DM           Date Place ii) RM           Date Place		
10	<b>DIAL YOUR RM</b> i) Date ii) No.of Compliants received iii) Replied iv) Solved v) Pending		

SL.NO.	OPERATIONAL STRATEGIES	WHETHER IMPLEMENTED YES / NO	REMARKS
11	<b>EMPLOYEE AGENTS / TEAM - 20</b> i) List of depots T 20 formed ii) No. of Teams iii) No. of employees enrolled		
12	<b>PLAN OF OPERATION</b> i) Sent on time of Region. ii) Depot wise route wise plan of operation filed in RTC WAN		
13	<b>GROUND BOOKING</b> i) List of points ii) Facilities provided iii) Checked by DM/Dy.CTM Date		
14	<b>SCRUTINY OF DOCUMENTS AND PHYSICAL CHECKING</b> i) No. of STARs scrutinised ii) No. of irregularities detected iii) Timings changed specify iv) No. of line checks effectively done by DM Dy.CTM / DVM RM		
15	<b>BUNCHING OF BUSES</b> i) Preparation of flow charts Inter Depot Inter Regional Intra Regional		
16	<b>RATIONALIZATION OF WEEKLY OFFS AT DEPOTS</b> Done		
17	<b>GATE MEETINGS</b> i) No. of Gate Meetings conducted by DMs Dy.CTMs/DVMs RMs		
18	<b>PUNCTUALITY IMPROVEMENT</b> i) Exhibition of board & updation ii) Hour wise entries in MTD 102-A chart iii) Monitoring of early hours departures by Supervisors / DM		
19	<b>TRAY CHECKING</b> i) No. of trays to be checked ii) No. of trays checked iii) Irregularities & action there on iv) No. of Non-moving / idle trays		
20	<b>ABAIS</b> i) No. of routes identified. ii) Points identified iii) No. of passenger guides deployed / Mobile phones supplied		

SL.NO.	OPERATIONAL STRATEGIES	WHETHER IMPLEMENTED YES / NO	REMARKS
21	<b>PROVISION OF EPB BOOKS</b> i) No. of Conductors in the Region ii) No. of Conductors Supplied EPB Books iii) No. of Conductors counselled		
22	<b>PROMOTION OF MARKETING SCHEMES</b> i) CAT Cards ii) JHT iii) MST iv) GBT (in Cities) <i>W.C.C.C</i>	Target Actuals	
23	<b>CASH AWARDS</b> ( <i>ବନ୍ଧୁ ଦାମ୍ଭାଳ - ବ୍ୟସନାମ</i> ) i) Whether all Depots function conducted ii) List of Depots not conducted function		
24	<b>SPECIAL DRIVE</b> i) Route on which Spl. drive done ii) Cases booked iii) Amount of fine iv) DLC meeting conducted (date)		
25	<b>BHADRATA SUKTI BANNER</b> i) Whether exhibited at prominent places. ii) Sensitisation of drivers done.		
26	<b>DISPLAY OF NAMES OF STAGES AT WAIST LEVEL OF BUSES</b> i) Whether painted on RTC buses- If not by what date ii) Whether painted on PHBs-if not by what date		
27	<b>BRANDING OF SERVICES</b> i) Route/ Routes ii) Brand name.		