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**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

**No. M/804(8)/10-OPD (M)**

**O/o the VC & MD  
Musheerabad, Hyderabad - 624**

**CIRCULAR NO. 19/2011 - OPD (M) DATED 21.04.2011**

**Sub: ATB AGENTS:** Appointment of Online ATB Agents in Small Bus Stations where installation of OPRS server by the Corporation is not economical duly connecting the agents to the nearest OPRS Bus stations - Reg

**Introduction:**

Online Passenger Reservation System (OPRS) was introduced in APSRTC to issue tickets for journeys from anywhere to anywhere from any OPRS connected ticket issue counter. In this system tickets are issued through Internet. So far 91 Bus Stations were brought under OPRS connectivity. Still there are Bus Stations where the OPRS is not installed and tickets are being issued manually. By implementing OPRS at each and every Bus Station and at all ATB Counters, the manual ticket issue system can be dispensed with.

**New proposal:**

At all Small Bus Stations where services available for advance ticket reservation are few, it is not economical to connect with OPRS as it involves costs like installation of Computer hardware, Internet Connection, Modem, Man Power cost, maintenance of System etc. At such places it is ideal to appoint Authorised Ticket Booking (ATB) Agents duly connecting them to the nearest Bus station OPRS server.

**ADVANTAGES OF APPOINTING OPRS ATB AGENTS IN ALL SMALL BUS STATIONS:**

- ✓ Cost involved in bringing the Bus station under OPRS connectivity can be avoided.
- ✓ The passengers of the jurisdiction of the Bus Station can be provided with the facility of any where to any where ticket reservation. i.e. even though the particular Bus Station has less number of long distance services under operation, the passengers can reserve tickets from anywhere to anywhere.
- ✓ Space may be allotted in the Bus Station to the ATB Agent duly collecting rent.
- ✓ Electricity, telephone and Internet bills are borne by the Agent.
- ✓ All the long distance services of the Corporation may be brought under the purview of OPRS, enabling the passengers to book tickets from anywhere to anywhere and also more number of services may be provided for e-booking.

- ✓ The ATB Agent network will increase.
- The Agent can also sell all the Marketing Products to the customers.

**The Competent authority accorded approval to appoint the Online ATB Agents in all Small Bus Stations in all Regions as follows:**

1. Regional Managers to identify the small bus stations depending upon the need to implement OPRS.
2. To appoint Online ATB Agents in all Small Bus Stations where installation of OPRS Server by the Corporation is not economical.
3. To constitute a Committee with RM as Chairman and Dy.CTM, AO and Dy.EE as members to decide about the rent to be fixed for allotment of space in the Bus Station for erection of OPRS ticket issuing counter based on the location of Bus Station.
4. To issue guidelines to all the Regional Managers to take necessary steps to appoint ATB Agents in Small Bus Stations where OPRS is not installed.
5. To delegate ED (zones) with the powers to accord permissions for appointment of Online ATB Agents in all Small Bus Stations where installation of OPRS server by the Corporation is not economical.

**Guidelines:**

- The Agents should be appointed through Tender System.
- A committee consisting of RM as Chairman, Dy. CTM, AO and Dy. EE as members may be constituted to decide about the rent to be fixed for allotment of space in the Bus Station for erection of OPRS ticket issuing counter based on the location of Bus Station.
- The Agent has to pay license fee for allotment of such space.
- The Regional Managers while processing cases for appointment of Online ATB Agents in all Small Bus Stations where OPRS is not installed has to mention the financial impact by way of estimating commission to be paid to the agent and whether it is beneficial as compared to running of OPRS ticket counter with our own staff. The Regional Managers have to mention the details of OPRS Bus station server to which the Agent should be connected.
- RM concerned has to process the case to ED (zone) seeking approval of the rent fixed and for calling of Tenders. After the approval of the ED (zone), Tenders may be called for and ATB Agents may be appointed as per the procedure.

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- > After approval of the Tender Committee Proceedings by the ED (zone), RM has to enter into an agreement with the agents duly collecting the Security Deposit from the agent as quoted by him. In the agreements, details of rent fixed also should be mentioned in addition to the normal Agreement conditions for Online ATB Agents.

Therefore you are requested to implement the Scheme duly following the guidelines by 15.05.2011 and send compliance report to this office. You are also requested to send monthly performance in the enclosed proforma to this Office to apprise VC & MD.

**EXECUTIVE DIRECTOR (O&MIS)**

- Copy to :
- Dir (V&S), FA, CAO, ED(HRD), ED(E&IT) for information.
  - All Executive Directors of Zones for information & necessary action.
  - All HODs, DyCTMs, DVMs, for information & n/action.
  - All DMs, ATMs of Bus stations for information & n/action.
  - All Traffic In-Charges and BSMs for necessary action.

**PROFORMA:**

**APPOINTMENT OF ONLINE ATB AGENTS IN ALL SMALL BUS STATIONS IN \_\_\_\_\_ REGION**

S.NO	No of Total Bus Stations available	No of Bus Stations where Adv Reservation facility is not available	No of Bus Stations appointed with ATB Agents	No of Bus Stations yet to be appointed with ATB Agents
1				
2				