

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.R4/287(18) / 2008-OPD-CSC

Office of the VC & MD
Musheerabad, Hyderabad

CIRCULAR NO. 29/2008-OPD-CSC, DATED:04-09-2008

**SUBJECT: INSPECTIONS: INSPECTION OF DEPOTS BY DY.CTM'S OF REGIONS -
NEED FOR QUALITY IMPROVEMENT – GUIDELINES - REG.**

REF : Circular No. 23/2007-PD, DATED : 26-04-2007

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The DY.CTM Setup has come into existence with effect from 15-4-2007.

FOCUS:

The main objective of creating Dy.CTM set up is to have focussed attention on operations and in-depth market study at the back drop of proliferating illicit operations and also to constantly scout around for innovative market strategies to optimize the revenues.

The duty and responsibility of Dy.CTM is made more functional in nature with an emphasis on providing guidance to DMs in planning and implementing comprehensive strategies in operational front. His key function is to co-ordinate inter and intra regional schedules, to eliminate redundant operations and monitor closely the route-wise, service-wise, Product-wise performance of each depot in his jurisdiction apart from other traffic, accidents and operations related tasks that can improve and correct existing systems and also to innovate new strategies duly increasing sales of all types of tickets, passes and cards etc.,

INSPECTIONS BY DY.CTM's :

Inspection per se is a vital managerial tool to penetrate into the functioning of operational system of the Depot in-order to identify the shortcomings and provide remedial measures. **It is on the spot observation of how far the concepts are transformed into actions in depot environment**

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A critical look into the inspection reports submitted by various Dy.CTMs across the state has brought to light many inadequacies.

Some of the important shortcomings are furnished hereunder.

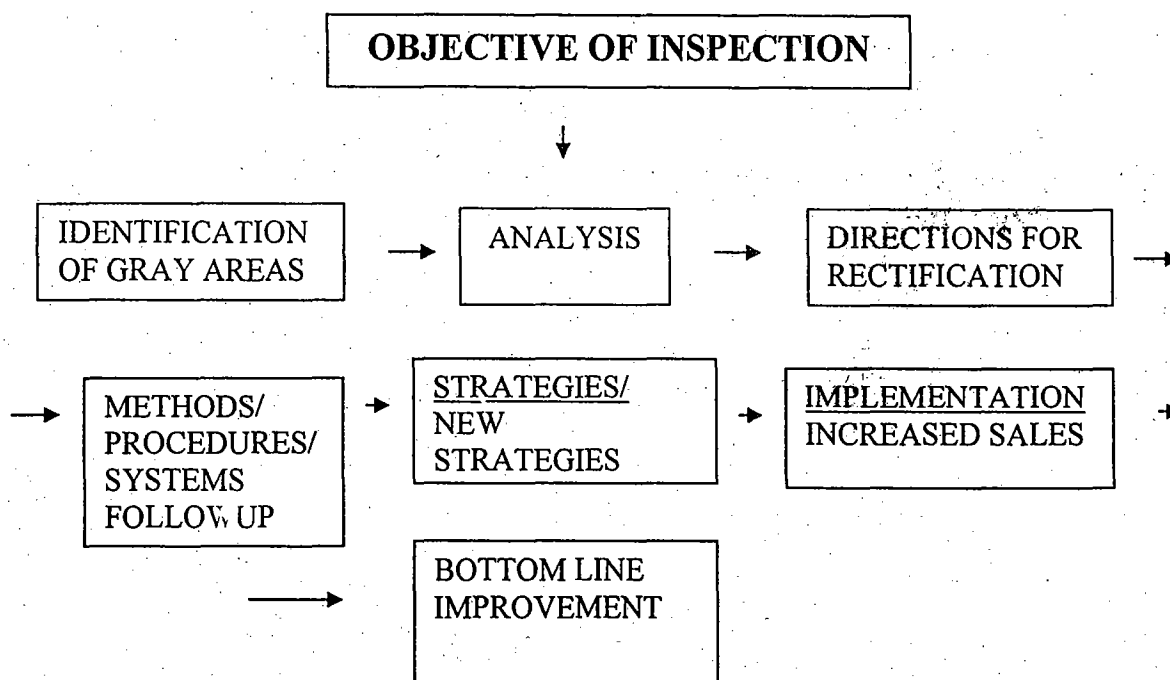
- Review of Targets vs Actuals of key parameters is restricted to the extent of furnishing of figures, **without indicating comprehensive action plan to reverse the negative trends.**
- Revenue analysis including product wise analysis not made.
- Review on RPIM Circular implementation & review not done.
- Mere mention of loss making/ negative performing services was made, **without analysis and suggestive measures to improve them with time bound action plan.**
- Particulars of crew absentees are just mentioned **without details like, LSA particulars, Action initiated by DMs, Counseling of habituated absentees not recorded.**
- **Ticket tray checking irregularities, software hacking/ fraud/ decontrol of systems detected - Action taken not incorporated.**
- **Strategies adopted to propagate marketing schemes through CRCs, ATB agents, Employee agents, Team 20 members are not being reviewed.**
- Motivational measures like awarding Best EPK conductor – Timely payment of Safety Driving Allowance whether implemented or not recorded.

- Test check about availability of EPK Books with Conductors – No where mentioned in the report.
- Review of Punctuality: Unpunctual services due to traffic or mechanical reasons not reviewed.
- Uniform distribution of Crew weekly Offs – Review not done.
- Not reviewed individual accident cases for remedial action.
- Directions given during previous inspection complied with or not. If not, reasons for not implementing the same - Not incorporated

The guidance provided by Dy.CTMs in motivating the field managers and in evolving business strategies to face competition in the present market scenario is of greater importance. It is reiterated that the inspection should be meaningful, purposeful, guidance giving, corrective in nature and assistance rendering. Concrete time bound measures be indicated in the inspection report to set right delinquencies. The main focus must be on revenue generation side, apart from providing satisfaction to the customer needs. Steps suggested in right direction by Dy.CTMs during inspections will always contribute towards improving marketing share and revenue.

Dy.CTMs shall not miss opportunity to interact with field staff during inspection time in order to amplify understanding, building awareness and crystallizing focus on operational efficiency.

All the Dy.CTMs of regions are advised to follow the inspection schedule scrupulously by covering all the depots in their jurisdiction for every two months. Any laxity in discharge of this basic function undermines the Objectives of the Dy.CTMs setup.



In order to ensure the overall inspection to be effective and covering all aspects a proforma of 27 columns has been designed for usage during inspections.

Copy of inspection report shall be submitted to E.D.(O&MIS) , ED Zones & RMs by 5th of every succeeding month. The ED(O & MIS) shall review the report and send his remarks to Dy. CTMs by 15th in the month.

Format of inspection report is herewith enclosed.

Please acknowledge.


VICE CHAIRMAN &
MANAGING DIRECTOR

To

All DY.CTMs

Copy to : Dir(V&S), FA,CAO for information & n/action.

All EDs for necessary action.

All RMs for necessary action.

All HODs for necessary action.

INSPECTION REPORT OF _____ DEPOT BY DY.CTM OF _____ REGION FOR THE MONTH OF _____

PRESENT:		S/Srt	FROM	PERIOD TO						
DEPOT MANAGER:										
ASST. MANAGER(T):										
DATE OF PREV. INSPEC:										
1 OPERATIONAL PARTICULARS										
PRODUCT:	RTC	HIRE	TOTAL	SCH.KMS	N/S	N/O	D/O	S/O	SCD	TOTAL
GARUDA										
MEGHDOOT										
SUP. LUX										
DLX										
EXP.										
PALLE VELUGU										
SPARE										
TOTAL										
V.U ON HELD										
2 TARGETS VS ACTUALS		UPTO THE MONTH		REASONS						
KMS	TARGETS	ACTUALS	VARIANCE							
EARNINGS										
EPK										
OR										
VU										
EPB										

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3	ACTUALS VS ACTUALS	LAST YEAR UPTO THE MONTH	CURRENT YEAR UPTO THE MONTH	VARIANCE	REASONS
	KMs				
	EARNINGS				
	EPK				
	OR				
	VU				
	EPB				
4	DIRECTIONS GIVEN IN PREY/INSPECTION:	DIRECTIONS IMPLEMENTED	REASONS FOR NOT IMPLEMENTATION		
	1				
	2				
	3				
	4				
	5				
	6				
5	REVIEW OF PRODUCT WISE PERFORMANCE UPTO THE MONTH				
			EPK	OR	VU
					EPB
					REASONS
	1) GARUDA	CURRENT YEAR LAST YEAR VARIANCE			
	2) MEGHDOOT	CURRENT YEAR LAST YEAR VARIANCE			
	3) SUPER LUXURY	CURRENT YEAR LAST YEAR VARIANCE			
	4) DELUX	CURRENT YEAR LAST YEAR VARIANCE			
	5) EXPRESS	CURRENT YEAR LAST YEAR VARIANCE			
	6) PALLEVELUGU	CURRENT YEAR LAST YEAR VARIANCE			

		REASONS	MEASURES SUGGESTED	MEASURES SUGGESTED	
10 PUNCTUALITY (%)					
A) LATE DEPARTURES (W/O CREW %)					
B) LATE DEPARTURES (W/O BUS & LATE SUPPLY %)					
11 REVIEW ON EARLY MORNING DEPARTURE OF SERVICES BEFORE 6:30HRS		DM	REASONS FOR CANCELLATION AND LOW PERFORMANCE	MEASURES SUGGESTED	
S.NO	ROUTE SERVICE EPK OR CANCELLED KMS				
1					
2					
12 REVIEW ON LATE ARRIVAL OF SERVICES AFTER 10.00PM		DM	REASONS FOR CANCELLATION AND LOW PERFORMANCE	MEASURES SUGGESTED	
S.NO	ROUTE SERVICE EPK OR CANCELLED KMS				
1					
2					
13 ILLICIT OPERATIONS:					
SECTOR WISE:	NO.OF RTC BUSES	AUTOS/JEEPS/PVT.BUSES	RTC FARE	PVT.FARE	STRATEGIES RECOMMENDED
1					
2					
3					
4					
5					
TOTAL					
14 TRAY CHECKING	DM	AM(T)	OTHERS	TOTAL	REASONS FOR NOT CHECKING BY DM/AM(T) & OTHERS
NO.OF TRAYS CHEKED :					
% OF TRAYS CHEKED					
15 MARKETING STRATEGIES	UPTO THE MONTH	TARGETS	ACTUALS	VARIANCE	REASONS ANALYSED FOR LOW SALES
CAT CARDS					ACTION PLAN
COUPLE GIFT CARDS					
JHT TICKETS					
TAYL TICKETS					

16 ACCIDENTS ANALYSIS	FATAL	MAJOR	MINOR	BRIEF DESCRIPTION OF FATAL ACCIDENTS		ACTION TAKEN
NO.OF ACCIDENTS TOOK PLACE FROM THE DATE OF LAST INSPECTIONS						
ROLE OF SAFETY INSPECTOR						
NO.OF DRIVERS IDENTIFIED						
NO.OF DRIVERS TRAINED						
17 EPK BOOKS INSPECTIONS	HOW MANY MAINTAINING		REASONS FOR NOT MAINTAINING			
CONDUCTORS ON ROLL						
EPK BOOKS PROVIDED						
18 A)PAYMENT OF CASH AWARDS						
HIGH EPK COND.						
B) EXHIBITION OF 5 HIGH EPK AND 5 LOW EPK CONDUCTORS NAMES (DAILY)						
19 DISTRIBUTION WEEKLY OFFS TO CONDUCTORS/DRIVERS						
SUNDAY	MONDAY	TUESDAY	WED-DAY	THURSDAY	FRIDAY	SATURDAY
COND						
DRI						
20 DESTINATION BOARDS		NOT PROVIDED				
NO.OF BUSES/SERVICES						
21 ATB AGENTS PERFORMANCE	UPTO THE MONTH		LY UPTO THE MONTH		VARIANCE	
NAME OF THE AGENT:	NO.OF TICKETS	AMOUNT REALISED	NO.OF TICKETS	AMOUNT REALISED	TIC	AMT
22 BUS STATION MANAGEMENT		YES	NO	ACTION PLAN		
A) DRINKING WATER						
B) PUBLIC ANNOUNCEMENT SYS.						
C)EXHIBITION OF SECTOR WISE LATEST TIMINGS						
D) CLEANLINESS						
E) RESERVATIONS						
F) TOILETS						
G) PUBLIC COMPLAINTS						
H)CONTROL CHARTS						
I). CLASH OF TIMINGS						
J) INTRODUCTION OF UN-AUTHORISED SERVICES						
K)SUMMARY OF SERVICES NOT TURNED UP						

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23. C.R.C'S PERFORMANCE REVIEW		INTER REGIONAL/INTRA REGIONAL		ACTION PLAN	
NO. OF LOW PERFORMANCE CONDUCTORS IDENTIFIED					
NO. OF TIMES FOLLOWED THE ABOVE CONDUCTORS BY CRCS					
24. CLASH OF TIMINGS		INTER REGIONAL/INTRA REGIONAL		ACTION PLAN	
NAME OF THE SERVICES					
1					
2					
25. GIFT SCHEME		DATE OF INTRO.		PERFORMANCE BEFORE	
				EPK OR	
SERVICE				AFTER	
1				EPK OR	
2					
3					
26. NODAL POINTS INSPECTION		DM		SUPERVISOR	
1				OTHERS	
2				ACTION PLAN	
3					
27. TICKET & BUS PASSES ACCOUNTAL SYSTEM TO BE CERTIFIED BY INSPECTING OFFICIAL					
A) TICKET ACCOUNTAL PROCEDURE DEVIATION (If any)					
B) BUS PASSES ACCOUNTAL PROCEDURE DEVIATION (If any)					
C) PROCEDURES OF VERIFICATION DONE BY DEPOT OFFICIALS OR NOT					
D) GENERATE 4R DOMINATION BUS PASSES					
ii) CHECK THE 4R FOR SERIAL ISSUE OF BLOCKS					
iii) CHECK 4R WITH ISSUE/INDENT NOTE					
iv) TICKET STOCK VALUATION FOR ADD ON BUS PASS MODULE STATEMENTS					
v) RECONCILIATION STATEMENT -PART I OF TICKET SOLD VALUE AND NET CASH REALISED OF PART II SHOULD BE THE SAME					
vi) DAILY TRAY SUMMARY STATEMENT					