

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

No. T3/565(2)/2011-OPD(T)

Office of the VC&MD,  
Bus Bhavan, Hyderabad.

**CIRCULAR No. 69/2011- OPD(T ), Dated 27/10/2011.**

**Sub:** Punctuality - Review of **On Time Arrival Punctuality**  
Of Garuda Plus/ Garuda/ Indra/ Sup.Lux & Deluxe bus  
services—Monitoring Punctuality at Intermediate points  
through ABAIS-Observance of On-Time Arrival  
Punctuality Fortnight from 01-12-11 to 15-12-11 -  
Instructions Issued- Reg.

- Ref:** 1. Circular No: 12/96-OPD-T dated 07/03/96.  
2. Circular No: 37/96-OPD-T dated 10/06/96.  
3. Circular No: 43/96-OPD-T dated 12/07/96.  
4. Circular No: 2/2007-OPD-T dated 10/01/07.  
5. Circular No: 44/2011-OPD(M) dated 17-08-2011

**INTRODUCTION:**

Punctuality of the bus services is one key parameter which influences customer satisfaction and profitability of the organization. In the present competitive market scenario Punctuality plays a vital role to win the hearts of traveling public. More so, in the light of recent fare hike to avoid deflection of traffic and to bring back the clientele from other modes of transport to RTC fold punctual operation of buses with **'ON-TIME ARRIVAL'** punctuality is the need of the hour.

Several Circulars were issued vide reference cited to improve punctuality of services. It is pertinent to mention that even though significant improvement was achieved in departure punctuality still much concentration is required on **ON-TIME ARRIVAL PUNCTUALITY**. It is felt that field managers are focusing on departure punctuality more duly taking corrective measures wherever and whenever necessary and are neglecting **"ON TIME ARRIVAL PUNCTUALITY"** thinking that arrival punctuality depends on various external factors and they could do a little in this regard.

It is true to some extent that departure punctuality depends more on internal factors on the part of organizational mechanism and we will not have the same amount of control on arrival punctuality. But the fare paying passengers who travel, in our buses with lot of trust that they will reach their destinations in time, demands **"on-dot departure"** and **"ON-TIME ARRIVAL"** of buses.

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To turn our focus equally on "on-time departure punctuality" and "on-time arrival punctuality", it is now decided to review "On-Time Arrival punctuality" also on par with "departure punctuality" of the Depots / Regions.

**I. METHODOLOGY TO REVIEW ON-TIME ARRIVAL PUNCTUALITY:**

As a first step in this direction it is decided to review "On-Time Arrival Punctuality" of all DLX, SL, Indra, Garuda and Garuda Plus services critically with immediate effect.

In this regard all Depot Managers and Regional Managers are instructed to adhere to the following instructions.

- 1) Depot managers should monitor the arrival punctuality of their DLX, SL, Indra, Garuda and Garuda Plus services both at Depot and at Destination everyday.
- 2) On duty traffic controller / supervisor at the Depot / destination has to record the scheduled and actual arrival time in the control chart with specific reason for late arrival with signature of conductor / driver / Tim driver and should make an endorsement of the same on STAR Document.
- 3) Every depot should maintain *DLX / SL / Indra / Garuda / Garuda Plus Services Daily Arrival Punctuality Monitoring Register* in the proforma shown in **Annexure-I.**
- 4) Every depot should maintain *Summary of DLX / SL / Indra / Garuda / Garuda Plus Services Daily Arrival Punctuality Monitoring Register* in the pro-forma shown in **Annexure-II.**
- 5) At every destination to record actual arrival time of DLX / SL / Indra / Garuda services of various depots the controlling authority of the respective destination should maintain *DLX / SL / Indra / Garuda/Garuda Plus Services Arrival Punctuality Monitoring Register* at destination in the format shown in **Annexure-III.**
- 6) DyCTM and Regional Manager should review the Arrival Punctuality Monitoring Register (**APMR**) at the Depots during their inspections / visit and take corrective action where ever required and make suggestions to improve "Arrival Punctuality" of services.

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7) **Cash reward to crew for On-Time Arrival of services:**

In order to encourage drivers and conductors to achieve "**on-time arrival punctuality**", it is proposed to reward every conductor & driver of Garuda Plus, Garuda, Indra, Super Luxury and Deluxe, conductor services and TIM drivers in case of TIM services with Rs.100/- in cash whenever they reach their destination on schedule arrival time. This is applicable for both up journey and down journey separately.

8) The crew must obtain endorsement on the actual arrival time from the on duty controller / traffic supervisor at the last halting point of the destination along with signature of at least one passenger as a token of recognition of "**on-time arrival**" on STAR document and TIM report generated (on real time basis) on reaching the destination to ascertain the exact time of arrival. On returning to depot basing on their eligibility the crew can receive Rs.100/- or Rs.200/- as on the spot cash reward while remitting cash at the depot on certification by the on duty controller / traffic supervisor at the depot. Basing on the endorsement on STAR and real time based TIM report made by the on-duty traffic supervisor at the destination of the respective service over the actual arrival time of the service the on duty traffic supervisor at the depot will certify for the payment of on the spot cash reward for punctual arrival as mentioned in MTD-141 card for up-journey/down-journey or for both up and down journeys as per eligibility.

9) Regional Managers and Executive Directors shall give instructions to the enforcement squads under their control to check the arrival time of various Garuda Plus, Garuda, Indra, Super Luxury and Deluxe bus services as per the format given in Annexure-IV and shall analyse, take corrective action to improve **arrival punctuality**.

10) **The drivers shall make announcements before leaving starting place through mike of "Passenger Announcement System"(PAS) fitted in front of him on the scheduled arrival time of service at the destination, arrival time of various enroute stages and actual arrival time just before arriving the destination to facilitate the passengers and to have effective connectivity with them in order to enhance the level of passenger satisfaction and their trust on RTC.**

Hence all the Depot Managers and the Regional Managers are instructed to critically review the Arrival Punctuality of DLX / SL / Indra / Garuda / Garuda plus services every day and make all out efforts to improve the arrival punctuality to enhance the level of quality of operations to increase O.R.

## **II. IMPLEMENTATION OF ABAIS FOR SPECIAL TYPE SERVICES AT INTERMEDIATE POINTS:**

### **Introduction:**

ABAIS has been implemented on all important high density Pallevelugu routes, throughout the State by providing 1424 CUG SIM Cell phones connecting important destinations and en-route points, duly deploying Passenger Guides on both the directions.

### **Basic Functioning of ABAIS:**

From Bus Station / major Traffic generating point, a call from Cell under CUG will be made to the next traffic generating point about the departure of the particular route bus. The Traffic Guide / Controller at the next major traffic generating point in the route / Bus Station would receive call and announce immediately to the public that particular route Bus (along with Bus Number) is about to arrive. Then passengers, with this information would not be tempted to travel in unsafe mode of transport viz., Auto, Jeep etc., but would wait for APSRTC bus to arrive. This would improve confidence level in the waiting passengers on the APSRTC services.

As the ABAIS implemented for Pallevelugu services is well received from traveling passengers, now it has been decided to implement ABAIS for Special type services, to monitor intermediate punctuality, thereby improving 'On Time Arrival of Bus'.

### **MECHANISM OF ABAIS FOR LONG DISTANCE SERVICES:**

There must be a mechanism to monitor information of the arrival / departure times of long distance services and inform the vacant seat position to the intending passengers from time to time. This activity improves the 'on time arrival' punctuality of buses.

Therefore, it has been decided to monitor the arrival / departure times of all services at major bus stations and flash vacant seat position to the next stage.

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20 routes have been selected for implementation for which 18 Bus stations needs to be connected, 24 X 7 in BARAT.

**The following are the routes identified for implementation.**

Route	No. of Services				Imp. Bus Stations enroute-additional requirement of manpower shown in brackets	Total addl Manpower required
	Garuda	SL	DLX	TOTAL		
1)HYD-KDP	0	22	14	36	Kurnool(1), Nandyal(1) & Kadapa-(1)	3
2)KRNL-TPT	0	9	13	22		
3)HYD-TPT	3	7	0	58		
	<b>3</b>	<b>38</b>	<b>27</b>	<b>68</b>		
1)HYD-BGLR	7	12	0	19	Kurnool, Gooty(2) & ATP(1)	3
2)HYD-ATP	0	13	0	13		
	<b>7</b>	<b>25</b>	<b>0</b>	<b>32</b>		
1)HYD-NLR	0	14	2	16	Nalgonda(1), Miryalguda(1), Narsaraopet(1) & Macharla(1)	4
2)HYD-GNT	0	17	19	36		
	<b>0</b>	<b>31</b>	<b>21</b>	<b>52</b>		
1)HYD-VJA	19	80	0	99	Suryapet(1),VJA & Rajmundry(1)	2
2)HYD-VSP	2	19	0	21		
3)VJA-VSP	1	13	11	25		
	<b>22</b>	<b>112</b>	<b>11</b>	<b>145</b>		
1)VJA-NLR	0	5	8	13	Guntur(1), Ongole(1), Nellore(1) & Tirupathi	3
2)VJA-BGLR	5	3	0	8		
3)VJA-TPT	0	20	6	26		
	<b>5</b>	<b>28</b>	<b>14</b>	<b>47</b>		
1)HYD-ADB	0	17	6	23	Nirmal(1).	1
2)HYD-NRML	0	8	4	12		
3)HYD-NGPR	0	2	0	2		
	<b>0</b>	<b>27</b>	<b>10</b>	<b>37</b>		
1)HYD-BDCM	0	14	3	17	Suryapet, Khammam, VJA & RJY	0
2)HYD-RJY	0	7	0	7		
3)HYD-VSP	1	3	0	4		
4)HYD-KKD	1	2	0	3		
	<b>2</b>	<b>26</b>	<b>3</b>	<b>31</b>		
<b>20 ROUTES</b>	<b>39</b>	<b>287</b>	<b>86</b>	<b>412</b>	<b>18 Bus Stations</b>	<b>16</b>

(Contd....6)

## **METHODOLOGY OF IMPLEMENTATION:**

### **INFRASTRUCTURE:**

Depots operating the Garuda, Super Luxury and Deluxe type services on the above routes shall provide CUG SIM cards to all the crew fixed on the particular key. In case double driver is there, both the drivers shall be provided CUG SIMs.

Regional Managers shall identify such services in all the Depots of District and to send the names of employees with their staff numbers to CPM for allotment of CUG SIM cards (as per the decision taken to allot SIM cards with CUG facility duly paying rental charges by Corporation to all the employees of the Corporation) in first phase on priority basis.

CPM to procure 18 CUG SIM cards and CCOS to procure 18 Cell phone instruments and to allot to the 18 bus stations as mentioned in the table exclusively for utilization of BARAT counters.

The additional manpower shall be deployed by the concerned RMs at the Bus stations as mentioned in the table to facilitate functioning of BARAT counter round the clock.

Once the above infrastructure is provided to the BARAT counters and operating crew, information can be given to the intending passengers accurately regarding the service arrival / departure and vacant seat position. Vacant seats in the bus can also be booked in advance.

### **IMPLEMENTATION PROCEDURE:**

#### **Way bill generation**

While generating way bill at the starting point the concerned operator / ATB agent shall invariably enter the Driver data i.e., Name, Staff No, Phone No and Vehicle No. Then only the way bill print out shall be taken. After generation of auxiliary waybill the vehicle dispatch time shall be entered in service tracking option immediately. If any waybill is found Without the Driver and Vehicle details, the concerned shall be taken up for disciplinary action.

#### **Role of Crew**

The service crew shall ensure for feeding of data of their name, staff No, Mobile No & vehicle No before taking the auxiliary way bill print out. The crew has to attend the phone calls from next point and inform about the number of vacant seats and approximate arrival time. The crew has to report at all points enroute, assigned to the service without fail. If any seat is filled after generating the waybill crew shall inform the same to the next Bus station BARAT operator.

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### **Service tracking**

In addition to waybill, the time shall be entered in service tracking module, by each dispatching operator / agent at all the intermediate points assigned to the services.

The information of service arrival & departure time and Seat Vacancy position shall be passed on to all the Bus Stations connected with BARAT in enroute places in up and down trips as per the procedure shown above.

### **Advantages of ABAIS for BARAT services:**

There will be constant liaison between BARAT counter operator and service drivers so that the exact time of arrival/departure of bus at the next stage can be announced.

Service driver can intimate the seat vacancy position to the next bus station BARAT counter to enable issue of tickets to the intending passengers in advance as per the availability. This will help in increasing the occupancy ratio of the service.

Passengers who booked tickets for the long distance services will get accurate information of arrival / departure of service. This system prevents deflection of customers to private modes and generates word of mouth publicity regarding the responsiveness of APSRTC BARAT counters.

### **BARAT Operator & Crew Awareness programmes:**

The BARAT operator and operating crew of long distance services have to be educated regarding the ABAIS for accurate information of service arrival / departure to the intending passengers and also enabling the next BARAT counter to book vacant seats in advance. Depot Managers have to conduct gate meetings and educate the crew on above aspects. The BARAT operators have to be educated about Waybill generation with all the details and on how to talk to drivers.

### **III. ON-TIME ARRIVAL PUNCTUALITY FORTNIGHT:**

In this endeavor it is decided to conduct "**ON-TIME ARRIVAL PUNCTUALITY FORTNIGHT**" throughout the corporation from **01.12.2011 to 15.12.2011.**

**Broadly there are two activities to be targeted to achieve in this fortnight :**

- 1) Instill awareness on importance of *ON-TIME ARRIVAL* punctuality among the crew.**
- 2) Achieving **100% On-Time Arrival punctuality** during the fortnight.**

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This Fortnight is to be observed as **ON-TIME ARRIVAL PUNCTUALITY Fortnight** and activities have to be planned on all the 15 days.

A specially designed leaflet be published at each Depot duly indicating the Depot's punctuality from April,11 to November,11(cumulative)duly comparing with other Depots of the Region. The employees must be made aware the type of delays and the ways and means to prevent such delays must be explained in detail.

**ACTION PLAN:**

1)A pamphlet released by **VC&MD** appealing the staff to concentrate on "**on-time arrival punctuality**" of all Garuda plus, Garuda,Indra, Sup Lux and Deluxe services and to achieve 100% arrival punctuality to win the hearts of the traveling public and to improve the revenues of the corporation in the present competitive scenario has to be distributed among all the employees of the depots duly taking their acknowledgement in a manuscript register. All inspecting officials shall review this register invariably when they visit units.

2) Instructions given in the methodology to monitor **On-Time Arrival Punctuality** in the pre-paras of this circular shall be followed scrupulously.

3)Professional Counselors should be identified locally to counsel the crew at every depot on the importance of **On-time arrival punctuality**, need to improve **On-time arrival punctuality**, how to attract passengers from other modes of transport to APSRTC fold with maintenance of utmost On-time arrival punctuality, the need to re-orient themselves to achieve best departure and **On-time arrival punctuality**. The professional counselors should cover the entire crew & mechanical staff of the depot during this fortnight.

4) Banners of "**ON-TIME ARRIVAL PUNCTUALITY FORTNIGHT**" and flexi banners on the content of this fortnight which are prepared by the corporate office shall be exhibited in the Depots at conspicuous places in the staff rooms, at out-going control chart room, Earnings section and at all prominent places in the Depot and in the Bus stations to emphasize the importance of **On-Time Arrival Punctuality**.

5) Timing boards must be provided in all buses as per instructions given in circular No:43/2011-OPD-T,dated: 02.09.2011 with updated timings as per the specifications and colour pattern.

6) Every Bus station shall have the updated Time table Boards.

7) The time table boards/stage poles exhibited in the enroute villages shall also be updated.

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8) The Bus station/Depot time tables must be distributed to the passengers during this **On-Time Arrival Punctuality Fortnight**.

9) Gate meetings shall be conducted in each Depot and the importance of **On-Time Arrival Punctuality** and the ill-effects of un-punctual operations should be explained to the employees as mentioned here under:

**DM shall conduct a minimum of 15 gate meetings**

**DY.CTM/DVM shall conduct at least 2 gate meetings per depot**

**RM shall conduct at least one gate meeting per depot**

10) The appeal given by the VC & MD shall be read out in all the gate meetings.

11) A pledge shall be undertaken by the staff after completion of gate meeting.

12) RMs, Dy.CTMs must conduct a meeting of CRC, RTC Nesthams and SDI at every depot prior to the **On-Time Arrival Punctuality Fortnight** and 'strong communication team' be formed such that through out this fortnight, these teams will educate the employees on various aspects of maintaining **On-Time Arrival Punctuality**.

13) The Dy.CTMs should cross check the **On-Time Arrival Punctuality** of buses at enroute points, respective destinations and enquire with the crew for the reasons of delay and on the importance of **On-Time Arrival punctuality**.

14) Regional / Zonal / Vigilance / Head Quarters enforcement squads shall be instructed to check the **On-Time Arrival Punctuality** of services when they exercise checks. The data shall be reviewed by Dy.CTM/RM and necessary corrective action shall be taken.

15) Irregular and unpunctual crew be counseled vigorously duly explaining them about ill effects of unpunctual operations in the present competitive market scenario.

16) The drivers shall make announcements before leaving starting place through mike of "Passenger Announcement System"(PAS) fitted in front of him inside the bus on the scheduled arrival time of service at the destination, arrival time of various enroute stages, announcing names of stages on reaching the respective stages and actual arrival time just before arriving the destination to facilitate the passengers (just like a pilot announcing timings in a flight) and to have effective connectivity with passengers in order to enhance the level of passenger satisfaction and their trust on RTC.

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17) It shall be ensured that **all the employees must be covered in the gate meetings** duly taking their signatures in a manuscript register.

18) **Wide publicity shall be ensured** on the observance of On-Time Arrival Punctuality Fort Night in print and electronic media.

19) After completion of the fortnight comprehensive report on activities during the **on-time arrival punctuality fortnight** shall be sent as per the format enclosed at **ANNEXURE - V**.

Hence all the Depot Managers and the Regional Managers are instructed to critically review the Arrival Punctuality of DLX / SL / Indra / Garuda/Garuda Plus services every day at intermediate points through ABAIS utilizing BARAT systems & respective destinations and make all out efforts to improve the arrival punctuality to enhance the level of quality of operations of special type services to improve the patronage and to increase O.R. in the present competitive environment.

This has the approval of FA

  
4/11/201.  
**VICE CHAIRMAN &  
MANAGING DIRECTOR**

To  
**All the Regional Managers  
All the Dy.CTMs/DVMs,  
All the Depot Managers**

Copy to Director (V&S) for information  
Copy to all Executive Directors, FA,CAO  
Copy to all HODs for information  
Copy to all Dy.CAOs/AOs for information and necessary action  
Copy to all Principals of ZSTCs/TA(HPT) for information

**DELUXE / SL / INDRA / GARUDA / GARUDA + SERVICES INDIVIDUAL DAILY ARRIVAL PUNCTUALITY MONITORING REGISTER  
(ANNEXURE-1)**

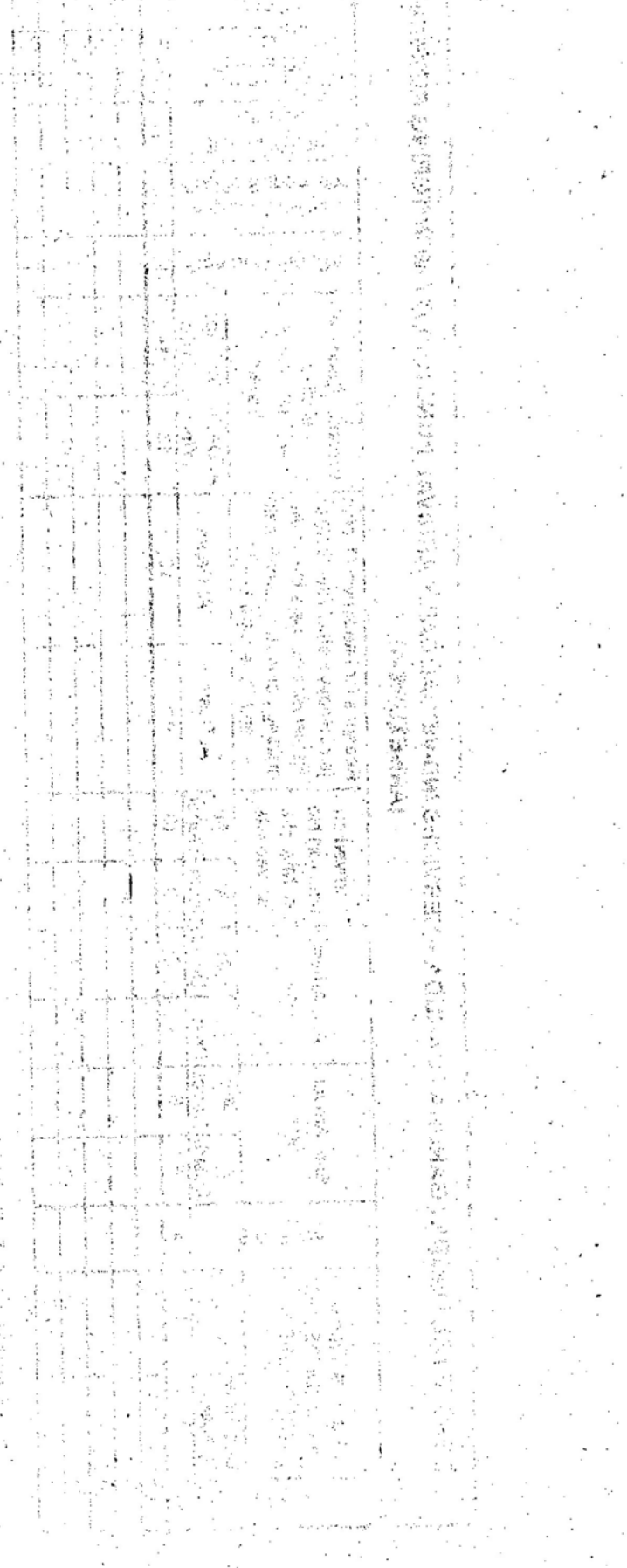
Date	Name & Type of service (DLX/SL/IND /GRD / GRD+)		STAB No	Sch. Arrival time			Act. Arrival time			Arrived on time (or) No. of Mts/ Hrs arrived late			Reasons for late arrival (Traffic jam/ Heavy traffic/ Rly. Gates/ Rains/ Bad rd./ Late Dept. At starting point/ Accident/ Break dn./ Others (Specify))			Weather Cond/ Dri. Is eligible for Rs. 100/- Cash Reward		Sign of Cond/ Dri.	Sign of On-Duty Traffic Supervisor	Sign of Traffic Incharge	Sign of DM	Remarks/ Corrective action taken
	Dep. Time & Name	Type		At Desin.	At Depot	At	At Desin.	At Depot	At	At Desin.	At Depot	At	At Desin.	At Depot	At	At Desin.	At Depot					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19				

Annex to Cr no: 69/2011-OPD(T), Dt: 27.10.2011

**DEPOT DLX / INDRA/ GARUDA / GARUDA PLUS SERVICES ARRIVAL PUNCTUALITY MONITORING REGISTER (SUMMARY ) ANNEXURE - 2**

Date	Total sch. Services to be arrived (Dlx/SL/IND/GRD/GRD+)	No. of Dlx/ SL/ IND/ GRD/ GRD + services arrived punctually	No. of services arrived				Total Dlx/ SI/ Ind/ Grd/ Grd + services arrived lately	REASONS FOR LATE										Observations of Traffic Monitoring Supervisor	Sign of Traffic Incharge	Sign of DM	Remarks / Suggestions of inspecting officials	Sign of inspecting official							
			LATE					Traffic Jam	Heavy Traffic	Rly. Gates	Rains	Bad Rd.	Late Dep. At starting point	Break Dn.	Accidents	Others (Specify)	% of Arrival Punctuality						Break Dn.						
			0-15 mts	16-30 mts	31-60 mts	1-2 Hrs	more than 2 hrs	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25						
1	2	3	4	5	6	7	8	9																					

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DELUXE/ SL/ IND/ GRD/ GRD + SERVICES DAILY ARRIVAL PUNCTUALITY MONITORING REGISTER AT ... (DESTINATION) ANNEXURE-3													
DATE	DEPOT	Name of service		STAR No.	Sch. Arrival time at Destination	Reasons for late arrival (traffic jam/ Heavy traffic/ Rly. Gates/ Rain/ Bad Rd./ Late Dep. At starting point/ Accident/ Break Dn./ Other reasons (Specify)	Whether Cond./ Dri is eligible for Rs. 100/ Cash award (Yes/No)	Sign of Cond. / Dri.	Sign of on-duty traffic supervisor who made endorsement of act. Arrival time on STAR document	Sign of Traffic Incharge	Sign of DM of destination point	Remarks / Suggestions of inspecting officials	Sign of inspecting officials
		Dep. Time & Name	Type										
1	2	3	4	5	6	7	8	9	10	11	12	13	14

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**CHECKING REPORT OF TTIs ON ARRIVAL PUNCTUALITY OF GARUDA + / GARUDA / INDRA / SUPER LUXURY / DELUXE BUS SERVICES ( ANNEXURE - IV)**

SL NO	DATE	BUS NO	ROUTE		DEPOT	SERVICE DETAILS	SCH. ARRIVAL TIME AT DESTINATION	ACTUAL ARRIVAL TIME AT DESTINATION	ARRIVAL ON TIME (Y/N)	LATE BY (IN MINUTES/HOURS)								REASONS FOR DELAY								SIGNATURE OF COND/ TIM DRIVER	Signature of TTI	REMARKS		
			FROM	TO						0-15 Mts	16-30 Mts	31-59 Mts	1-2 Hrs	2 Hrs above	11	12	13	14	15	16	17	18	19	20	21				22	23
1	2	3	4	5	6	7	8	9	10		11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27			

End to Cir in case no: T3/565(2)/11-OPD(T)

