

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

No:M1/801(12)/2007-OPD(MKTG)

O/o. the VC & MD,  
Musheerabad:Hyderabad.

**CIRCULAR NO. 74/2011-OPD(MKTG) DATED:15.12.2011**

**Sub:** SCHEMES : Provision of "Dinner on-Board" for Garuda & Garuda Plus bus passengers – Issue of Circular Guidelines – Reg.,

**INTRODUCTION :**

Recently through the circular No 72/2011-OPD(T) instructions have been issued to increase speeds of SL, Indra, Garuda and Garuda Plus services to reach the destination early. A step forward in this direction, as a measure to reduce travel time and at the same time to add value added facility to the elite class passengers, it is proposed to introduce "Dinner on-Board" facility to Garuda and Garuda Plus services.

This has been implemented at Visakhapatnam region, for Garuda passengers for the Three Garuda services of Visakhapatnam Region of 16.30 VSP-Chennai, 17.30 VSP-Thirupati and 18.00 VSP-HYD services. A famous hotel at Visakhapatnam, has come forwarded to give their services on payment basis. The tariff of the menu items is enclosed for reference.

It has been decided to implement the "Dinner on-Board" facility for all the Garuda, Garuda Plus night services in the first phase.

**SELECTION OF HOTEL:**

The criteria for selection of hotel for providing dinner is as follows.

1. Regional Manager will be the Chairman of the Hotel / Caterer Selection Committee with Dy.CTM/DVM, Dy.CAO/AO, DM (concerned DM) / ATM as members.
2. The committee has to decide the Menu with quality & Quantity. All the items shall be supplied in hot packed aluminum foils with utmost hygienic condition.
3. The food items should not be liquid type for example Sambar, Rasam, Butter milk etc. to avoid spill over on the seats and co-passengers.
4. Regional Manager shall arrange to identify the prominent Hotels / Caterers in the towns from where Garuda and Garuda Plus night services are under operation.
5. Quotations shall be obtained from the interested and good hotels for items selected by the committee for supply of dinner items.
6. Process a note to ED (Zone) for approval of items and price.
7. If the quality of the food items is not upto the mark, notice shall be given to hotelier for termination of the agreement with in a week's time, duly making alternate arrangements.

8. Upon approval of ED(Zone), Regional Manager shall enter into agreement with the hoteliers.
9. Agreement shall contain all the necessary guidelines for effective handling of providing "Dinner on-Board" for Garuda & Garuda Plus night services for a period of one year initially. Based on the satisfactory performance, the tenure may be extended by one more year with the approval of concerned ED/Zone.
10. At other end bus stations, the respective RMs shall arrange to supply food items duly entering into agreements.
11. At Interstate places the concerned Regional Managers shall made similar agreements with hoteliers. ATMs / AM(T)s of Bengaluru, Chennai, Mumbai & Shirdi etc., shall take care of supply of "Dinner on-Board" to the Garuda and Garuda Plus services.

#### **PROCEDURE FOR BOOKING "DINNER ON-BOARD":**

1. In BARAT software, provision has to be made to capture the details of willingness of passenger to opt for dinner with the options "Yes" or "No".
2. If the passenger opts "Yes" a sub section shall appear on the screen with the menu items as identified by the respective Regions. Provision has to be made for a minimum of 10 items. (Item & price to be displayed)
3. Regional Core Group supervisor shall have permission to feed the items with the price as decided by the committee of respective Regions.
4. The price of the item selected shall be included in the fare (ticket fare, dinner item & price shall be displayed separately).
5. Food item selected by the passenger shall be printed in the ticket / e-ticket.
6. Provision to get print out of the details of food items booked by the passengers shall be made available 6 Hrs before to the departure of the service.

#### **MECHANISM FOR BOOKING & SUPPLY OF "DINNER ON-BOARD" :**

1. The passengers who book tickets at least 6 Hrs before to the service departure time are only be catered with this facility of "Dinner on-Board"
2. The shift Traffic Supervisor shall take the print out in triplicate of the details of food items booked by the passengers for the respective service before 6 Hrs to the departure time.
3. Hotelier has to collect the order copy in duplicate from the traffic section and supply the items as per the list at least 15 Mts before to the service departure time.
4. One supervisor has to be made responsible for getting food from hotel and handing over to the driver.
5. The service driver shall collect the food items and distribute to the passengers as per the list with the help of attendant.
6. Payment shall be made to the Hotelier as decided by the committee & as agreement conditions.
7. The spare driver has to announce serving time of food to the passengers.

8. Between 21 Hrs to 22 Hrs dinner items are to be served to the Passengers. After serving the food, the service driver has to run the bus slowly for 10 to 15 minutes, to avoid spillage of food items and for smooth completion of dinner by the passengers.
9. The attendant has to assist passengers to wash their hands with an empty bucket.
10. The garbage to be collected in disposable polythin bag as per the Govt standards and disposed at convenient place.
11. After completion of dinner top air blowers to be opened to get in fresh air and then AC to be operated.
12. Feedback from the passengers may be taken regularly regarding quality of items and to be informed to the hotel.

**PUBLICITY :**

Publicity has to be given at all the bus stations from where Garuda & Garuda Plus services are under operation. Banners shall be displayed at the reservation counters of Bus stations and also at ATB counters regarding the provision of "DINNER ON-BOARD" for the passengers of Garuda & Garuda Plus services. Publicity shall also be made in print and electronic media.

Regional Managers concerned shall conduct a meeting with the ATB agents to educate them regarding the "Dinner on-Board" facility to Garuda & Garuda Plus services operating on respective destinations, so that they will inform to the intending passengers.

**LAUNCHING OF THE SCHEME :**

Selection of hoteliers, entering into agreements shall be completed by 24th Dec, 2011 and launching of the scheme to be done on 26.12.2011 duly inviting local VVIPs, by organizing a function and compliance report shall be submitted to this office.

  
26/12/2011  
**VICE CHAIRMAN &  
MANAGING DIRECTOR**

To  
All Regional Managers  
All Deputy Chief Traffic Managers  
All Depot Managers

**Copy to:**

Director (V&S), FA, ED (O&MIS), CAO, ED(E&IT), ED(HRD & Medical) & ED (A&M) for information.  
All ED (Zones) & HODs for information  
Copy to CE(IT) to complete the software modifications before launching date for implementation.  
All other Officers of the Corporation  
PO (Training) to include in the Monthly index of circulars  
All Traffic Incharges, Bus Station Managers and all Squad Incharges for necessary action.



# ఆంధ్రప్రదేశ్ రాష్ట్ర రోడ్డు రవాణా సంస్థ



ద్వారకా బస్ స్టేషన్, విశాఖపట్నం

ఈ క్రింది వార్షిక బస్సు సర్వీసులకు శ్రీ సాయిరాం షార్లర్  
వారిచే భోజన సదుపాయం కలదు

1. 16.30 Vsp - Chennai
2. 17.30 Vsp - Tirupathi
3. 18.00 Vsp - Hyderabad

## MENU

<u>Item</u>	<u>Rate</u>
<b>1. IDLY -2PCS</b> (2 Varieties of Chutneys & Sambar)	<b>Rs. 25/-</b>
<b>2. CHAPAPATI - 2PCS</b> with Alu Curry	<b>Rs. 40/-</b>
<b>3. VEG. FRIED RICE</b> (Onion Raita + Kurma)	<b>Rs. 60/-</b>
<b>4. CURD RICE</b> (Lemon Pickle)	<b>Rs. 50/-</b>
<b>5. PULKA WITH CURRY 3PCS</b> (Any One Curry) a) Paneer Butter Masala b) Mix Veg. Curry c) Veg. Manchuria d) Dal Fry	<b>Rs. 75/-</b>
<b>6. PULKA WITH CHICKEN CURRY</b> (BoneLess)-3PCS	<b>Rs.110/-</b>
<b>7. CHICKEN BIRIYANI</b> ( Onion Raita + Boneless Chicken Curry)	<b>Rs.110/-</b>
<b>8. CHAPATHI - 2PCS</b> ( Boneless Chicken Curry)	<b>Rs.110/-</b>

కూపన్లు టిక్కెట్ కౌంటర్ వద్ద పొందవచ్చును