



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.M/437(1)/2020-OPD (M)

O/o the VC & MD,
RTC House, VJA,
Dt: 31.03.2020.

To
All Regional Managers,
APSRTC.

Sub: **ATB Agents** - Appointment of ATB agents to sell advance reservation tickets – Extension of **contract period for 3 more years** who have completed 8 years (5 years + extension of 3 years) – Issue of instructions – Reg

Ref: (1) Cir.No.11/2012-OPD (Mktg), dt: 02.03.2012.
(2) Cir.No.11/2014-OPD (Mktg), dt: 21.03.2014.
(3) Cir.No.4/2016-OPD (Mktg), dt: 31.03.2016.
(4) Cir.No.11/2017-OPD (Mktg), dt: 03.05.2017.

Corporation is operating about 3462 number of services under OPRS (Online Passenger Reservation System) platform duly offering 1,55720 seats/berths to travelling public per day. On an average, about 53,168 seats/berths are being booked per day through OPRS platform which comes to about 34% only. It is pertinent to note that occupancy ratio of all services at corporation level up to Feb'20 is 78% only i.e., about 32% of seats/berths are not being occupied, thereby missing opportunity for realization of revenue to that extent.

Out of all streams of sale of tickets through OPRS like "OPRS counters at bus stations, ATB agents, e-ticketing, B2C franchisee etc.", role of ATB agent is very important since agent is easily accessible, will have personal rapport with customers, saves time of customer in visiting OPRS counters at bus stations etc.,

Vide circular reference at 4th cited, the contract period of ATB agents beyond initial period of five years by another three years (upto Mar'2017) extended without collecting any additional fee or deposit with the same terms and conditions duly entering into supplementary agreement. The period of agreement for majority of the ATB agents will be completed during Mar'2020.

At present 1733 ATB agents are running OPRS counters who are located in 329 Mandals out of 662 Mandals and there is no presence of ATB agency in the remaining 333 Mandals. On review of performance of ATB agents, it is observed that out of 53,168 seats are being booked per day on an average through OPRS, around 10,452 seats are booked by ATB agents, which is 20% of seats booked by ATB agents and still there is dire need to improve network of ATB agents.

In order to improve occupancy level of OPRS services further, competent authority with the concurrence of FA&CAO decided to extend the contract period of existing ATB agents for another 3 years i.e., upto 2023.

Therefore, all Regional Managers are advised to extend the contract period of existing ATB agents who have completed 8 years (5+3 years extension) period for **further 3 more years** without collecting any additional fee or deposit duly entering into supplementary agreement with same terms & conditions mentioned in initial agreement & submit compliance report.

The terms and conditions of circular no. 11/2017, dated 03.05.2017 in extending 3 more years in addition to 5+3 years contract period is stands good.


Executive Director (O)

Copy to : All ED/zones for information.
Copy to : CE(IT) for information and necessary action.
Copy to : All DyCTMs for information and necessary action .