

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

Operations Department (Marketing), RTC House, Vijayawada

No: M1/535(25)/2022-OPD(M)

Dt: 11.05.2023

To  
The Executive Director (Zones) &  
All the District Public Transport Officers,  
APSRTC.

Sub: **Multi-City Journey Reservation System:** – Introduction of Multi-City Journey Reservation System in APSRTC- Issue of instructions – Reg.

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APSRTC is providing online ticket reservation facility for 4,077 services for the convenience of the travelling public. These services are operated by connecting all District Headquarters / Towns / Cities in Andhra Pradesh and major cities in the neighbouring States and daily about 50,000 passengers are availing advance online reservation facility.

Corporation is introducing many passenger friendly schemes from time to time like concession on Return Journey tickets and discount on Group tickets etc to make APSRTC a preferred mode for travelling public and also to increase the sale of advance reservation tickets.

Now, APSRTC has come out with yet one more passenger friendly scheme, namely, Multi-City Journey ticket which is similar to a Change-over ticketing provision available in Air Travel.

**The following are the salient features of the scheme:**

- 1) Passenger can reserve bus tickets in a single booking between two places which are not connected directly.
- 2) Passenger can break his/her journey en-route and proceed to his/her final destination.
- 3) Passenger is permitted to choose different products of his choice for different legs of the journey.
- 4) The minimum layover period at the changeover place is 2 hrs.
- 5) All the concessions available for different categories are permitted for the tickets under this scheme.
- 6) Highest single Seat Reservation Tariff (SRT) among the products selected will be collected as an incentive to encourage Multi-City Journey.
- 7) This scheme will serve the passenger's needs with the same inventory of buses where there are no direct buses.
- 8) This scheme also gives feedback to APSRTC to understand the direct bus requirements and to plan for operation of direct buses.

**For example,**

If a passenger wants to travel from Madanapally to Bhadrachalam, where there is no direct bus in operation, the passenger can choose and reserve his journey in the services which run from Madanapally to Vijayawada and from Vijayawada to Bhadrachalam as shown below:

**Madanapally to Vijayawada**

**Madanapally to Bhadrachalam**

No direct buses found from MADANAPALLY to BHADRACHALAM  
You might be interested in the following connecting services with one stop

**Connecting Services:**

5713	17:15 - 05:45	SUPER LUXURY Non-AC 2+2 Push Back	Dep: Madanapally	115429	₹861
47277	18:00 - 05:45	SUPER LUXURY Non-AC 2+2 Push Back	Dep: Madanapally	115429	₹861
47413	19:30 - 08:30	SUPER LUXURY Non-AC 2+2 Push Back	Dep: Madanapally	115429	₹861

**Vijayawada to Bhadrachalam**

9383	08:00 - 12:30	ULTRA DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹281
4144	08:20 - 13:20	DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹229
3617	08:40 - 13:00	DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹257
9310	09:00 - 13:30	DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹229
3668	10:00 - 14:35	DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹229
9391	11:00 - 15:50	DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹229
9393	11:30 - 16:00	ULTRA DELUXE Non-AC 1+2 Push Back	Dep: Vijayawada	115429	₹281

Further, the following points are to be noted by the field Officers:

1. Multiple ticket SMS for service wise interconnected tickets will be forwarded to passengers to have clarity for passengers and as well as crew.
2. The existing guidelines on ticket cancellation and refund rules are also applicable to the tickets issued under this scheme  
ie., If a passenger booked ticket from Madanapalle to Bhadrachalam with changeover point at Vijayawada, the passenger has provision to cancel his ticket from Madanapalle to Vijayawada or Vijayawada to Madanapalle, in such a case cancellation charges are applied and refund will be given as per the normal cancellation rules prevailing.
3. The existing guidelines on Preponement and Postponement of journeys are applicable for the tickets issued under this scheme.
4. Passengers can also book TTD-SED tickets for the services bound to Tirupati and SSLM-SED tickets for the services bound to Srisailem under this scheme.

5. While cancelling the services during un-avoidable situations, care shall be taken that the passengers with Multi-city Journey tickets are informed and preference shall be given while transferring the seats.
6. A report with the details of multi-city journey tickets booked is available in OPRS ([www.agents.apsrtconline.in](http://www.agents.apsrtconline.in)) under Reports tab → Online Reports → Multileg ticket transactions report.

This Multi-City ticketing system will be of great use to those passengers who need to break their journey at a changeover point in order to complete their business or personal work and still assured of seat for onward journey. In the 1st phase, Multi-City bus ticketing system was introduced in 137 routes and it will be extended to other routes in a phased manner, depending on the response from the public. The list of 137 routes is enclosed for ready reference.

**Marketing:**

All the field Officers are requested to bestow their personal attention for marketing and success of this scheme duly giving wide publicity by

- (a) exhibiting flexi banners at bus stations and stickers at reservation counters,
- (b) publicity through print & electronic media
- (c) announcements thorough public address system in bus stations
- (d) communicating to all OPRS agents to inform passengers coming for advance reservations regarding the availability of this break -journey facility

and create awareness among the public on the scheme which should ultimately result in improvement of OR of these services.

Encl: List of 137 routes.

  
**Executive Director (O)**

Copy to ED(A) and FA & CAO for information.  
Copy to OSD to VC & MD for information.