

## ANDHRAPRADESH STATE ROAD TRANSPORT CORPORATION

No. M/801(8)/2015-OPD(M)

O/o the VC & MD,  
Bus Bhavan, Hyderabad.

### **CIRCULAR NO. 16 /2015-OPD (M) Dated: 11.12.2015.**

Sub:**Passenger Information System(PIS) Fee** - Collection of Passenger Information System(PIS) Fee from OPRS Service Passengers, w.e.f 15.12.2015, to provide certain facilities as part of passenger friendly measures - Instructions issued - Reg.

Ref:Lr No. M/801(04)/2015-OPD(M), dated 09.10.2015.

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Corporation has been providing Advance reservation facility through Online Passenger Reservation System (OPRS) to enable the passengers to book tickets anywhere to anywhere up to 120 days in advance. The Online Passenger Reservation System (OPRS) is currently implemented at 110 Bus Stations throughout the Corporation for about 2,983 services with 2200 buses. Apart from APSRTC counters in Bus Stations, tickets can be booked online [www.apsrtconline.in](http://www.apsrtconline.in) and from the ATB Agents/portals of four B2C franchisees viz. M/s Abhibus Services (I) Pvt. Ltd, M/s Ticketgoose, M/s Redbus and M/s Travelyari.

Presently about 35,000 seats are being booked per day through OPRS and about 57,375 seats are being sold through TIM. Thus, a total of about 92,375 passengers are being transported daily by the OPRS services to various destinations.

The following passenger friendly measures are being implemented in OPRS:

- 1) New OPRS User Interface is introduced in an attractive manner which is more useful to intending advance booking passengers in the web application.
- 2) Facility of providing service driver's mobile phone number to the passengers mobile phone through SMS, up on generation of way bill at the starting point of the service, is implemented w.e.f. 15.10.2015. This facility enables the passengers to interact with the service driver over phone, if required, to know the location of the service bus, expected time of arrival at their boarding point, etc.

Further, the following modifications, to be integrated with OPRS application, will be carried out as part of passenger friendly measures in the near future:

#### **1) Connectivity to all the OPRS GPS/GPRS services:**

GPS/GPRS Connectivity to all the OPRS Services will enable the OPRS Service passengers (i) to track the location of Service bus on website/ through mobile app and (ii) to know the Expected Time of Arrival (ETA) of the service bus at different destinations enroute.

#### **2) E-Wallet:**

A closed E-Wallet facility in OPRS application will enable the passengers to topup money in advance in their accounts and purchase tickets. In case of cancellation, the refund amount will be automatically credited to the Wallet. The amount in the wallet can be used as and when the passenger requires to purchase tickets at a later date. This type of digital transaction enables to lessen the burden of paying payment gateway charges. Moreover the provision of E-Wallet reduces the burden of transaction failures enhancing the image of the Corporation. Even in case of failure transactions, through the E-wallet system, the money will be refunded to Wallet within 15-30 minutes.

**3) Mobile APP:**

Out of one Crore mobile users in India, nearly 40 lakh users are using smart phones. To catch up with the changing technological advancements, Corporation is planning to offer a mobile app in both Android/IOS platforms to the smart phone users to enable the passengers to book tickets, to track the location of the service bus and to know the expected time of arrival of the service bus at different destinations enroute.

**4) Link Tickets:**

Although the Corporation is running long distance services, there are some routes, wherein direct bus facility is not available between two important places, for example like SKLM – TPT. With the introduction of link ticket facility, as in the case of air travel, passengers can book ticket from the origin to an intermediate place and from there to the destination in a single transaction.

**5) Point of Sales (POS):**

Presently, the passengers are purchasing tickets at ATB agents, RTC counters by way of cash payment only. To encourage cash less digital transactions and to reduce problems in cash handling, Point of Sales (POS) will be provided at the counters enabling the passengers to pay through Credit/Debit cards.

**6) Additional payment gateway & open wallet system:**

At present, two payment gate way service providers are available in OPRS viz., EBS and HDFC. Considering the increasing demand for e-tickets, one more payment gate way service provider will be engaged, with open wallet facility, like Paytm, Payu money, etc, facilitating the passengers with additional payment options.

**7) Automatic refund for failure transactions:**

The online transactions carried out by the passengers are some times ending in failures and the refunds in these cases are being made manually unlike the automatic refund process available for e-ticket cancellations. With the introduction of automatic refund facility for failure transactions also, the unnecessary time consumption in manual refund can be avoided.

**8) Intergration with Intelligent TIMs:**

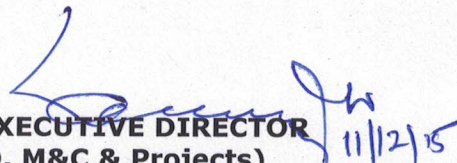
At present, tickets can not be booked in OPRS after way bill is generated. Integration of ITIMs, which are being introduced for important services, with OPRS application will enable sale of tickets even after way bill is generated, since the data is shared between OPRS server and ITIMs.

In order to compensate the cost involved in implementation of the above passenger friendly measures to enable the passengers to perform hassle free journeys, VC & MD has accorded approval to collect **Passenger Information System (PIS) Fee @ Rs. 1.00** per passenger per journey for the tickets sold for all OPRS bus services, through all modes (OPRS, RTC OPRS counters, ATB agents, e-tickets, TIMs, B2C franchisees and Conductors), in respect of adult and child passengers travelling in all OPRS services.

Therefore, all the Regional Managers / Unit Officers are hereby advised to implement the above orders from the first departure of all OPRS services w.e.f 15.12.2015, duly following the guidelines mentioned hereunder:

1. Unit Officers/Supervisors, Operating Crew, ATB agents, Counters Staff and authorized B2C franchisees shall ensure collection of PIS Fee from all the OPRS services passengers.
2. The Passengers who reserved seats prior to implementation date are exempted from payment of PIS Fee.
3. The IT department has taken up the necessary software modifications in TIMs and OPRS modules for all OPRS services.
4. The IT department shall also give a break up in CR Note to enable correct classification by the Accounts Department. In case of cancellation of reserved ticket, the PIS Fee is not refundable and necessary modifications in software shall be carried out accordingly.
5. The Revenue Generated on PIS Fee shall be credited under separate revenue ACCOUNT HEAD 9212 "PASSENGER INFORMATION SYSTEM FEE".

The Regional Managers and Unit Officers are hereby advised to issue instructions to the operating crew on the above lines. Necessary endorsement shall be made in MTD 141 Cards of all types of OPRS services. This has the approval of the competent authority.

  
**EXECUTIVE DIRECTOR**  
**(O, M&C & Projects)** 11/12/15

**To**  
**All Regional Managers,**  
**Depot Managers.**

Copy to: FA&CAO / Director(V&S) and All Executive Directors for information.  
Copy to: OSD to VC&MD for information.  
Copy to: All HODs for information and n/action.  
Copy to: CE(IT) for information with a request to carry out necessary software modifications as instructed above.  
Copy to: All Dy.CAOs/AOs/Dy.CTM for infrmn & n/action.  
Copy to: All principals/ZSTCs, Principal/TA for information.  
Copy to: ATM (HES)/Squad In-charges for information & n/action.  
Copy to: RAO, AG, APSRTC Resident Audit Branch for information.