Andhra Pradesh State Road Transport Corporation
(Information Technology Department, RTC House, Vijayawada)

ATM-2(M-IT)/OPRS(3)2020

<u>JOINT CIRCULAR of AD & OPD(IT) NO. 3/2020-, Dt. 15-05-2020</u>

Sub: Cashless Transactions- Operational Guidelines on restoration of operations and action plan to promote cash/contact less transactions-Reg:

Ref: 1. Order No. 40-3/2020-DM-I(A) from GoI, Dated 15-04-2020.
2. Lr No: T1/535(07)/2020-OPD(T) Dt 05.05.2020.
3. Note file even dated 15-05-2020

The guide lines issued by the Ministry of Home Affairs vide reference 1st included a restrictions of operation of public transport vehicles as part of the Lock Down imposed on the nation from time to time. The current lock down period is extended up to 17th of May. These measures are necessitated to contain the spread and impact of the COVID-19 pandemic in the country.

Accordingly APSRTC had brought all its operations to a stand still as far as passenger transport is concerned, up to 17th May'2020. However, it is expected that the Government may lift the restriction on operation of buses for public transport after 17th May'2020, subject to observing certain precautions like social distancing, wearing of mask, sanitization etc.,

It therefore becomes imperative for APSRTC to develop a system, that serves the dual purpose of providing safe transport to commuters besides contributing to the restoration of economic activity and also contain the spread of COVID-19. This is possible only when every Organization and every citizen observes the cardinal principles of social distancing and other safety precautions advocated by the authorities from time to time

The role of Public Transport though is pivotal for the sustainability of the economy, however certain factors that are endemic to public transport operations in its present model act as a carrier for rapid spread of the virus COVID-19. Therefore In view of safety and public health drastic changes are necessitated in redesigning our business model and APSRTC is exploring multiple options towards achieving the stated objective.

The following guidelines are issued duly leveraging the technologies and resources available immediately with APSRTC to overcome the challenges in the immediate context of restoring operations post lifting of lockdown from 18th May2020(tentative)

1

1. Buses shall be operated with reduced seating capacity to maintain social distancing and
2. Eliminate human touch points in all forms of transactions.

One of the major human touch-point in public transport is cash handling crew. We shall endeavor to increase cashless transactions using all available digital platforms and reduce the spread of COVID-19. Currently, APSRTC ticket issues, in various forms per day are as given below:

1. OPRS @ 50 thousand transactions per day.
2. TIM based Tickets (in Bus) @ 42 lakhs transactions per day
3. In Express services @ 7 lakhs transactions per day.

On OPRS platform out of 50 thousand transactions 93% of the transactions are cashless transactions which is through e-ticketing and B2C. In view of high risk to the conductors and to avoid spread of COVID-19 it is very much needed to promote cash less transactions in all services of the corporation including pallevelugu services. The following action plan is to be implemented to promote cashless transactions, to avoid spread of COVID-19 and to safeguard the health of conductors.

1. All AC Services shall be operated with 100% cashless transactions only.
2. All Non-AC Special Type Services, whose route length is more than 150 Kms shall be operated either with OPRS booking or tickets at designated counters. For these buses enroute halts shall be as minimum as possible.
3. All Special Type Services with less than 150 Kms route length shall be operated with spot issue of tickets at designated counters.
4. Pallevelugu Services shall adopt Ground Booking at Bus Stations and at intermediate Bus stops by APSRTC staff or agents.

Action plan for implementation of Interstate services operation:

1. For all interstate services the concern (DyCTM- LDS, ATM-BNG, and ATM-CNI) shall identify the ground booking points for issue of tickets on each inter-state route.
2. The ground booking points shall not be ATB agent point
3. Manpower shall be arranged by nearest regions i.e. for Bangalore: Anantapur region, for Chennai: Nellore region and for Hyderabad: Guntur and Krishna regions.
4. ATMs and Regional Managers shall coordinate with each other while identifying the ground booking points
5. User name and password will be provided to all the conductors, who are to be utilized at identified ground booking points in the OPRS project.
6. Every user shall carry SMART PHONE for issue of tickets.
7. Cash shall be remitted at concerned bus station. The ATMs concerned shall remit the cash in region's account on the next day.

2

8. To encourage cashless transactions PoS machines can be supplied.
9. Necessary training will be given by OPRS supervisors of concerned bus station to the identified manpower.
10. Revenue sharing shall be as per existing inter depot transaction guide lines.

Example-1: If a service is operating between Vijayawada to Bangalore. The bus stations with ATB agents or RTC operator shall issue the tickets for intermediate points, and other than the bus station the man power deployed at Enroute shall issue the tickets in OPRS through the smart phones.

Action plan for implementation of Ground Booking

1. For all ground booking services the concern Regional Manager with the coordination of Depot manager and Dy.CTMs shall identify the ground booking points for issue of tickets.
2. Regional Managers and Dy.CTMs shall coordinate while identifying the Ground booking points where operation is between two regions and zones
3. Based on route lengths the halt points should be identified, and the route length between one point to another is at least 10 kms
4. TIMS will be issued for issue of tickets.
5. Cash shall be remitted at concerned bus station. The ATMs concern shall intern remit the cash in regions account on the next day.
6. For encouraging cashless transactions mobile ticketing will be introduced as like in Vijayawada city.
7. Each conductor is able to issue the tickets for other depot services also
8. Software modifications will be done accordingly
9. Amount will be shared between the depots based on the reports available.

Example-1: If a service is operating between Guntur to Chirala, the Depot Managers of Guntur, Ponnur, Bapatla and Chirala shall identify the ground booking points and Regional Managers Guntur and Ongole shall also involve in this exercise. Based on the reports available amount shall be shared between the depots.

Strategies to increase cashless transactions:

1. **AC Services:**
   i. All services shall be made available in OPRS Portal.
   ii. To the extent possible, avoid cash transactions.

2. **Non-AC Special Type Services with Route Length more than 150 KMs.**
   i. All services shall be made available in OPRS Portal.
   ii. Permit Current Booking at all platforms before 60 minutes of departure up to 15 minutes prior to departure using OPRS Portal.
   iii. All bus stations shall be provided with OPRS counter.
   iv. If RTC operated counter is not available, identify open space/built space and allot to an ATB Agents as per the guidelines in force.

3

v. Identify ground booking point's enroute for issue of tickets.

3. **Non-AC Special Type Services with Route Length up to 150 KMs**
   i. To the extent possible, make services available in OPRS Portal.
   ii. All Non-Stop services shall be available in OPRS Portal.
   iii. Utilize the OPRS counters at bus stations and issue tickets using Current Booking.
   iv. Identify ground booking point's enroute for issue of tickets.

4. **Pallevelugu Services**
   i. Identify Services which can be operated as limited halts.
   ii. All services shall be operated with ground booking at Bus Stations and enroute pick up points.

5. **Manpower Utilization:**
   i. As APSRTC is promoting cashless transactions in all services, on-board conductor can be dispensed with immediate effect.
   ii. All services shall be planned without conductor only.
   iii. APSRTC shall engage Conductors and ATB agents at all traffic generating points and Bus Stations for issue of tickets initially and move towards increasing the agent network.
   iv. Conductors shall be utilised to issue tickets at Bus Station OPRS Booking Counters, Ground Booking points using TIMs at Bus Stations and en-route pickup points.
   v. Each agent/ conductor shall be equipped with TIM loaded with Ground Booking Software.
   vi. Deployment of personnel for ground booking points may be planned based on nearby depot to that traffic generating point.
   vii. Manpower shall be planned judiciously and ensure availability of booking clerks/conductors as per the operational requirement.

6. **ATB Agents:**
   i. Conduct Audio conferences with all agents by Depot Managers and Dy Chief Traffic Managers.
   ii. List out the issues & suggestions given by the agents and attend their issues & implement key suggestions to improve cashless transactions.
   iii. Advise all existing ATB agents to provide PoS Machines at their Counters and other digital payments (UPI, QR Code, wallets etc.,)
   iv. Regional Managers shall expand the network of ATB agents extensively to cover each and every traffic generating points.

Operational Procedure:

1. **Inside the bus:**
   i. Only single door shall be operated. Already all special type of services are provided with single door only.

[signature] 4

ii. In all pallevelugu buses the 2nd door shall be closed with scrap bus stretch panel sheets or other aluminium paneling, so as to restrict unauthorized boarding and alighting of passengers and for effective control.

iii. Conductors shall not be deployed on board any bus

iv. Conductors may act as dispatch controller and verify the passenger's ticket details before boarding the bus.

v. No cash collection and Ticket issue inside the bus.

2. **OPRS Portal:**

i. As per the Plan, list of DCP Code services and its associated trips shall be listed out.

ii. Each trip shall be treated as one Service in OPRS.

iii. Regional schedule section shall provide the OPRS service numbers.

iv. Each Trip shall be having the following pre-requisites before creation of services in OPRS.

    a. Trip Details:

        1) Type of Bus: The above-mentioned layouts are made available in OPRS portal for use.

        2) Time of Schedule Departure at origin

        3) OPRS Service Number

        4) Stage wise Arrival and Departure Timings

        5) Classification of stages as - Boarding, Alighting and Null.

        6) Fare Matrix of the Trip

        7) Days of operation.

        8) Waybill Closure points

    b. Routes Création:

        1) Verify the availability of Routes in OPRS Portal with all stages as per the proposal.

        2) If not available, the same may be communicated to OPRS:HO for creation of routes or inclusion of stages as required. Approved 141 cards shall be sent to oprshoap@gmail.com.

        3) This communication shall reach the head office by 18th without fail.

v. Depot Managers shall define the availability of those services on various OPRS booking Platforms i.e., e-Ticketing, Agents, B2C, RTC operator etc.

vi. Booking shall be restricted to 7 days in advance only.

vii. Current Booking Time may be set till 23 hrs prior to the departure.

viii. Utilize Copy Service option, to create multiple trips in OPRS.

ix. As a contingency plan, some spare buses may be kept without OPRS slot. They may be utilized using TIMs Ground Booking Software.

The regions Schedule Section shall allot OPRS service numbers to depots as per the need and requirement.

5

The Region wise OPRS service numbers are allotted as below.

S.NO	REGION	NO OF TRIPS	OPRS NUMBERS		TOTAL NUMBERS ALLOTTED (COUNT)
			FROM	TO	
1	KRNL	4290	10000	14999	4957
2	ATP	4058	15000	19999	4920
3	KDP	4048	20000	24999	4657
4	CTR	9428	25000	37999	11419
5	NLR	4246	38000	42999	4962
6	OGL	4077	43000	49999	5396
7	GNT	7490	50000	61999	9506
8	VJA	3143	62000	66999	4213
9	WG	3000	67000	70999	3889
10	EG	3551	72000	76999	4940
11	VSP	1454	77000	78999	1999
12	NEC	4886	79000	86999	5772
TOTAL		53671			66630

3. **Ground Booking:**
   i. Identify the Ground Booking points at Bus Stations and en-route Pickup points.
   ii. Load the latest Ground Booking TIM software, utilize Analogic TIMs if available.
   iii. Update all enroute depot codes in the TIMs.
   iv. Ground Booking Counters at Bus Stations and traffic generating points shall be used to issue tickets to all pallevelugu services and leftover seats in OPRS services.
   v. At each traffic generating point, all services plying across that point shall be available in ground booking TIMs.
   vi. All the routes including nearby depot routes shall also be fed in to TIM for issue of tickets on spot.

4. **At Depot:**
   i. **Waybill Issue:**
      a. **To facilitate issue of tickets by Agents**
         1) OPRS Agents Enroute may be provided with Ground booking TIMs duly maintaining some security deposit with APSRTC.
         2) On agent code, waybill is issued to the agent.
         3) Permitted to collect cash and issued tickets.
         4) Commission may be paid based on no of tickets issued or on amount of transactions.

      b. **To facilitate issue of tickets by Conductors**
         1) Waybill is issued to the Conductor.
         2) Permitted to collect cash and issued ticket.
      c. **To facilitate One Man Services by Drivers**
         1) Waybill is issued to the Driver.
         2) Permitted to accept OPRS waybills.

6

      3) Permitted to accept ticket report issued by Ground Booking staff at Bus Stations and traffic generating points.

ii. **Waybill Receipt:**

  a. **Drivers Waybill:**

    1) On receipt of the driver waybill - earnings will be posted to respective service

    2) Proper accounting shall be ensured to add ground booking earnings and OPRS earnings before remittance.

    3) Currently each DCP code is mapped to one UP OPRS and one DN OPRS services and earnings are captured during waybill receipt. Modification shall be taken up in CIS module to enter and fetch more than two (02) OPRS Service earnings (auxiliary way bills) into a single DCP Code.

    4) Necessary instructions shall be given to waybill receiving ADC to fetch multiple OPRS services earnings and proper accounting of Ground booking earnings to the service.

    5) Necessary incentive shall be calculated.

    6) No cash receipt. Only waybill Receipt.

  b. **Agents Waybill or Conductor Waybill:**

    1) On receipt of the Agents waybill - earnings will not be posted

    2) Necessary incentive shall be calculated. In case of Conductor, incentive is initialized to zero.

    3) Only cash receipt.

iii. **Reconciliation and Distribution of amount:**

  a. Reconciliation is required for cash received.

  b. Cash is converted as earnings during waybill receipt.

  c. Agents/Conductors collected amount by ground booking shall not be considered as earnings of that depot.

  d. Out Depot Bookings shall be transferred as per procedure in force.

Future roadmap to promote cash/contact less transactions

1. Introduction of mobile ticketing / open ticket
2. Replacement of TIMS with Smart Phones
3. Paperless tickets in all types of ticketing modes
4. Implementation of smart card system
5. Implementation of dynamic / static QR code payments system
6. Implementation of UPI and closed wallet payment system

Detailed guidelines for implementation of the roadmap to promote cash/contact less transactions will be circulated separately. All RCGs and OPRS supervisors are involving to develop the above system.

Hence all Regional Managers are instructed to submit consolidated

1. Depot-wise action plan on each product of operation.
2. Requirements, Planning and Deployment of Manpower.
3. Action plan on increase of Cashless Transactions.
4. Action plan on increase of ATB Agents before 20-05-2020 to corporate office.

Executive Director(O)

Copy to: ED (A), ED (E), FA & CAO for information.
Executive Assistant to VC & MD for information.
All ED(Zones) for information & necessary action.
All Regional Managers for infn. & n/a.
All Dy. CTMs for infn. & n/a.
All Depot Managers for information & necessary action.