



## ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.M/265(1)/2016-OPD(M)

O/o the VC & MD,  
RTC House, VJA

### **JOINT OPD & IT CIRCULAR NO. 16/2016 -OPD(M), Dt:21.06.2016.**

Sub: **E-Wallet:** Introduction of E-Wallet by APSRTC – Issue of instructions – Reg.  
Ref : Lr.No. ATM-II(M-IT)/OPRS(10)/16, Dt: 01.06.16.

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In order to have assured business, APSRTC has focused on realizing more revenue from sale of tickets through advance reservation system. To achieve this, Online Passenger Reservation System (OPRS) has been introduced. As on today, there are six options open to travelling public for booking seats in services run by APSRTC viz.,

- 1) Reservation counters run by RTC Operators.
- 2) ATB agents nearer to their place.
- 3) Online booking through PC.
- 4) Online booking through mobile phone.
- 5) B2C franchisees.
- 6) Mobile Apps.

In order to improve occupancy, several initiatives like "Enhancing rate of commission payable to ATB agents & B2C franchisees, reduction of non refundable allotment fee for ATB agents, Payment of additional commission to ATB agents who generate auxiliary waybills at originating point so as to encourage the agents towards improvement of ticket sales, adoption of flexi fare system, provision of 20% discount for seats located at rear two rows of services etc.," were implemented.

Product wise performance of services & booked seats details at Corporation level for the year 2015-16 are furnished below:

SL.No	Product	OR	% Of Seats Booked Through OPRS
1	Vennela A/C	70	72
2	Amaravati	91	45
3	Garuda Plus	69	61
4	Garuda	72	46
5	Indra	74	54
6	Desire	45	25
7	Metro Luxury A/C	84	46
8	Super Luxury	76	40
9	Ghat (S/L+Exp)	52	19
10	Ultra Deluxe	65	17
11	Deluxe	75	12
12	Express	71	7
<b>Corporation</b>		<b>70</b>	<b>27</b>

Despite of several efforts made, it can be observed that only 27% seats are getting booked in advance. Hence there is wide scope for improving quantum of seats booked through OPRS further.

With an objective of improving sale of tickets through OPRS, "e-wallet facility" was launched by honorable CM on 06.06.16. "e-wallet" is an online prepaid account where one can stock his money, to be used for purchasing RTC bus tickets through OPRS. M/s Abhibus Services (I) Pvt. Ltd., developed the e-wallet & also Mobile App for OPRS users. The e-wallet offered is closed type (i.e once certain amount of money is deposited by the customer in his e-wallet, it can used for booking seats in OPRS services, but no amount can be withdrawn from the e-wallet)

**Procedure to open e-wallet account:**

- Enter Google play store.
- Search for APSRTC.
- Select APSRTC logo & install.
- Open dash board of APSRTC mobile app by touching the logo.
- Open e-wallet icon by touching.
- The following details will appear on the screen  
User Name:  
Pass word:  
Login  
For new member? Sign up /forgot pass word
- New member has to touch "sign up"
- The following details will appear on the screen  
Login Name:  
Full Name:  
E-mail:  
Mobile Number:  
Submit
- The customer will receive pass word through SMS
- Login using this pass word. After initial login, prompt to "change pass word & confirm" will appear. Act according to the guidelines mentioned there. This pass word must be remembered for future usage
- Touch the icon "e-wallet". OTP (One Time Password) will be received through SMS & Wallet account gets opened & Rs.100/- gets credited to the account which can be utilized only after the customer deposits minimum Rs.100/- in the e-wallet account.
- OTP will also be received through SMS whenever money is transferred from one e-wallet to another.

### **Features of e-wallet:**

- E-wallet account can be opened even with zero amount.
- An amount of Rs.100/- of virtual money will be credited to his account immediately after opening the APSRTC e-wallet.
- This offer amount of Rs.100/- can be utilized for booking seats through OPRS, only after the customer deposits at least Rs.100/- into the wallet.
- No transaction charges towards loading of money into wallet will be levied on the customer.
- The Bank Charges levied by "Payment Gateway Banker" (M/s EBS & HDFC) over the amounts credited to the e-wallet by the customers will be borne by APSRTC on daily basis. The bankers will be allowed to deduct the charges and credit the balance amount to APSRTC on daily basis.
- Cancellation - Refund rules are relaxed for e-wallet account holders. If tickets were purchased through e-wallet channel and cancelled before 24 hours of scheduled departure time of the service at originating point, full amount except reservation charges will be refunded.
- 10 % discount on fare will be allowed to customers who purchase tickets through e-wallet, for a period of 3 months (i.e, up to 05/09/16) as promotional offer.
- Few more benefits may be passed on to these customers through "cash backs, free travel for frequent travelers etc." by the corporation.

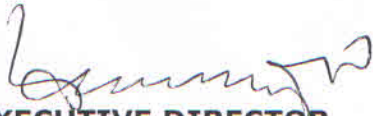
### **Benefits To Customers:**

- The activity of booking of seats in services covered under OPRS is made faster when compared with existing process of online booking wherein the customer has to spend more time in feeding details like " Name of person , debit /credit card no, expiry month & year of the card, card CCV etc".
- Amount released due the cancellation of tickets booked through e-wallet will instantaneously be credited to the respective to e-wallet account as against four working days period consumed in case of cancellation of tickets reserved through present system of online booking.
- The customer can avail various promotional offers provided by APSRTC from time to time.
- E-wallet account holder can travel up to destination without facing embarrassment of barrowing money from others, in case of theft of money or forgetting to carry money purse.
- The customer can transfer money from one e-wallet to another within no time & without incurring any transaction charges. (useful for transactions among family members and friends ).

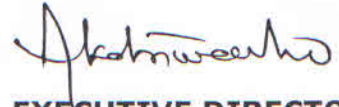
**Benefits to corporation:**

- E-wallet account holding customers will be induced to prefer travelling by APSRTC services due to the attractive features of the e-wallet, which will ultimately have positive impact on booking of seats through OPRS.

Hence all Regional Managers are requested to give wide publicity on e-wallet system through "Press note, pamphlets, banners etc" so as to improve booking of seats in services covered under OPRS further.



**EXECUTIVE DIRECTOR  
(O, M&C & Projects)**



**EXECUTIVE DIRECTOR  
(Engineering & IT)**

- Copy to : Director (V&S), FA & CAO, ED (A&P) for information.
- Copy to : OSD to VC & MD for information.
- Copy to : All ED(Zone)s for information & necessary action.
- Copy to : All HODs for information.
- Copy to : CE (IT) for information.
- Copy to : All RMs for information & necessary action.
- Copy to : All Dy. CTMs, Dy. CTM (M&C)/(Zone)s, Dy CTM(COMM), Dy CME (comp)-I & II, Dy. CAO/AOs for information & necessary action.
- Copy to : All Dy.CTM/ATMs of Bus Station, all Bus Station Managers for information & necessary action.
- Copy to : RAO/HO for information.
- Copy to : All Principals, TA & All ZSTCs for information.
- Copy to : All Depot Managers for information & necessary action.
- Copy to : PO(training) for information.