



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M/171(3)/2017- OPD (M)

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

JOINT IT & OPD CIRCULAR No. 07/2017-OPD(M), dt. 10.04.2017

SUB: LINK TICKET: Introduction of Link Ticket facility for long distance bus services – Issue of instructions – Reg.

Introduction:

Andhra Pradesh State Road Transport Corporation is the state-owned road transport Corporation of state of AP in India. It is operating around 9615 buses (4 Vennela, 45 Amaravathi, 22 Garuda Plus, 41 Garuda, 105 Indra, 1268 Super Luxury, 539 Ultra Deluxe, 2 Deluxe, 2270 express and 5319 Teluguvelugu) to cater to the needs of various types of passengers like students, unemployed, employed persons, business people, marketing people & senior citizens and transporting nearly 65 lakh passengers daily. Out of this, 40,000 passengers are booking advance reservation tickets in long distance services. In these services, 565 buses are plying towards Hyderabad.

People are having roots in villages and are residing in cities like Hyderabad and they need seamless travel by low end products to high end products of APSRTC in advance with low cost, safe & hassle free journey. **There is always a demand from the customer to provide service at door step.** Every customer prefers to have bus from his own village to popular destinations. Unless we find ways to meet his travel demand, we stand to lose the market.

Out of 661 mandals available in AP state, 301 mandals are already having ATB agents. Each depot is catering to the needs of an average of 6 to 10 Mandals in its jurisdiction. It is apparent that there will be travel need for public residing in the remaining 360 mandals also to travel towards cities, major towns & pilgrimage centers. At present, APSRTC operates long distance services from geographically important locations with huge travel demand. All advance reservation ticket holders need to reach such connecting points to start their journeys by different modes of transport like autos, personal transport, different types APSRTC services. Further, most of these advance reservation passengers are from rural areas and have to reach connecting points to board OPRS services.

Present Scenario:

Public are moving duly exploring all the alternatives available to reach the destination. Availability of bus services of private travels to few major destinations from various places of AP is furnished below:

- | | | |
|--------------|---|-----|
| a) Hyderabad | - | 553 |
| b) Bengaluru | - | 350 |

c) Chennai	-	82
d) Visakhapatnam	-	198
e) Tirupathi	-	222
f) Vijayawada	-	196

Due to Globalisation, Industrialisation and growth in service sector, present transport scenario never let the passengers to choose their safe and secure transport facility. They tend to opt such unsafe transport vehicles without knowing consequences.

Objective of introducing Link Ticket:

Many transport modes are attracting the travelling public by picking up the passengers at their door step. Several representations are being received for introduction of direct bus facility to major destinations from their respective places of stay. Introduction of such services may not be economically viable. Hence, it is proposed to offer integrated transport facility. Main objective is to attract the passengers travelling from mandals to major destination by other modes by shifting to APSRTC buses. Pro citizen marketing strategies are needed to attract the customers as a plan of extending the availability to all public.

In order to mitigate the difficulties faced by public while travelling in unauthorised private vehicles as well as to improve market share, Corporation is introducing link ticket facility in OPRS project to the passengers to generate single ticket including the fare (pre-defined attractive fare) from starting point to connecting point and to the final destination while booking advance reservation ticket based on the passenger needs/search criteria.

Link Ticket:

A link ticket is one which will have the fare (pre-defined attractive fare) included from **starting point** to connecting point and to the final destination along with advance reservation ticket fare to enable the passenger to reach connecting point within specified period on the routes identified and introduced in OPRS application based on the passenger needs/search criteria.

Modus operandi for this scheme is to issue direct tickets for any destination being served by APSRTC & proposed by respective Regional Managers from Town/Village of stay of customer so that he can reach nearest boarding place for all aforesaid services duly utilising other RTC services of the same type or below type passing through his Town/Village.

Link ticket can be issued for up & down journey. Final destination for passenger during down journey is called **end point** (place of stay).

For the purpose of understanding it is defined that:

- 1) The portion from the starting point to connecting point / from connecting point to end point is termed as **connecting ticket**.
- 2) The portion from connecting point to the final destination is termed as **Master ticket**.
- 3) **A link ticket shall have connecting ticket and master ticket.**

For example:

1. There are 2 A/C bus services & 1 non-A/C bus service from Visakhapatnam towards Tirupathi. Commuters staying at villages like Anandapuram, Tagarapuvalasa & Bhogapuram of VSP-SKLM sector, Inada & Jonnada of VSP-VZM sector and Pendurthi & Kottavalasa of VSP-S.KOTA sector can reach Dwaraka Bus station of VSP by other services of APSRTC to board respective Tirupathi bound services.
2. There are 2 A/C bus services & 12 non A/C bus services from Ongole towards Hyderabad. Commuters staying at villages like Uppugunduru of ONGL-Chirala sector, Chimakurthi & Santhanuthalapadu of ONGL-Podili sector, Tanguturu & Singarayakonda of ONGL-Kavali sector & Nagulauppalapadu Junction & Ammanabrolu of OGL-Kanaparathi sector can reach Ongole Bus station by other services of APSRTC to board respective Hyderabad bound services.

ADDITIONAL FACILITIES FOR LINK TICKET HOLDERS:

- Provide separate seats earmarked for them in bus stations with clear visibility & with a label "Link ticket holders".
- A board depicting features of Link ticket system like " Details of identified long distance services, villages/towns covered under Link ticket system, fare applicable for connecting ticket, courtesy call to customers duly reminding the journey on the day of departure etc.,".

FARE:

- Fare for master ticket will be the normal fare applicable for the designated service.
- Fare applicable for connecting ticket will be a flat rate of Rs. 15/- per head for travel by any connecting service of upto non AC type service over a distance of upto 35 Kms.
- Flat fare applicable for connecting ticket for child will be Rs. 8/- per head.

ADVANTAGES TO CORPORATION:

- Scope to increase OR/EPK.
- Reduction of deflection of passengers.
- Improving ATB Agent network.
- Flat rate from the rural areas/catchment areas to town trips will fetch additional revenue.

ADVANTAGES TO PASSENGERS:

- Value added service to the public.
- Facility to have single direct ticket from origin to connecting place to destination/s with pre-defined attractive fare for the portion from start point to connecting point & vice versa.
- Hassle free travel and transshipment of their luggage.
- Minimising waiting / travel time of the passenger.

- Availability of direct ticket purchase, through ATB agent at door step of their rural area / catchment area.
- Passengers are permitted to travel from starting point to connecting point & vice versa duly utilizing any service upto non AC type of APSRTC passing through their place of stay.

Proce
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"Link

METHODOLOGY:

OPRS application will provide the details of link ticket along with advance reservation ticket whenever any passenger/ATB Agent gives inputs like place name/ rural area/remote location/start point and Destination place. Based on the input search criteria, system will populate the available services list with link facility. The passenger/ATB Agent/Operator will need to select the service for generation of the link tickets.

Example:

Search criteria

When a passenger/ATB Agent gives input " Gudlur to Hyderabad" then,
"Start point of the passenger will be Gudlur,

Connecting point will be Kandukur

and destination will be Hyderabad."

For the above criteria, System will issue a link ticket including fare(pre defined) from Gudlur (start point) to Kandukur (connecting point) and advance reservation ticket fare from Kandukur to Hyderabad.

When a passenger/ATB Agent gives input " Bantumilli to Hyderabad" then,
"Start point of the passenger will be Bantumilli,

Connecting point will be Machilipatnam

and destination will be Hyderabad."

For the above criteria, System will issue a link ticket including fare (pre defined) from Bantumilli (start point) to Machilipatnam (connecting point) and advance reservation ticket fare from Machilipatnam to Hyderabad.

When a passenger/ATB Agent gives input " Tagarapuvalasa to Vijayawada " then,
"Start point of the passenger will be Tagarapuvalasa,

connecting point will be Visakhapatnam

and destination will be Vijayawada."

For the above criteria, System will issue a link ticket including fare (pre-defined) from Tagarapuvalasa (start point) to Visakhapatnam (connecting point) and advance reservation ticket fare from Visakhapatnam to Vijayawada. Similar methodology shall be followed while booking Link ticket during **Down journey** also.

Process for Booking of link ticket at OPRS counters :

- For booking Link ticket from Mangalagiri to Hyderabad, select "Booking" and then "Link Ticket" tab. Relevant screenshot is shown below:

Available Credit: **773.29**

Search Type: One way

Source: Destination:

Journey Date:

Adult(s):

Child(s):

Service Bus Type:

Route Code	Total Fare	Duration(Hrs)
MANGALAGIRI - VIJAYAWADA - HYDERABAD MGBS	15/15	00:10

[Please click here to verify offline service time table](#)

- Click "Offline service time table" to get time table pertaining to Offline services on the stretch between Mangalagiri and Vijayawada. The relevant screenshot is furnished here under:

APSRTC LIVE TRACK

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Currently Running

GUNTUR-VIJAYAWADA In Route

SCH. Departure at 14:10 (MANGALAGIRI)

SCH. Arrival at 14:42 (VIJAYAWADA)

ETA AT MANGALAGIRI: 14:06

ETA AT VIJAYAWADA: 14:38

Schedule In General

GUNTUR-VIJAYAWADA

SCH. Departure at 00:16 (MANGALAGIRI)

SCH. Arrival at 00:50 (VIJAYAWADA)

Telugu Velugu

GUNTUR-VIJAYAWADA

SCH. Departure at 00:36 (MANGALAGIRI)

SCH. Arrival at 01:10 (VIJAYAWADA)

Telugu Velugu

GUNTUR-VIJAYAWADA

SCH. Departure at 05:30 (MANGALAGIRI)

SCH. Arrival at 06:05 (VIJAYAWADA)

Telugu Velugu

- Click "Route code" to get list of services available from Vijayawada to Hyderabad. Select service,. The relevant screenshot is shown below:

Route Code	Total Fare	Duration(Hrs)
15-103-0981-VIA VJWADA-HYDRABAD-01088	157.00	00:10

[Please click here to verify offline service time table](#)

WBG - Waybill Generated | TUP - TIME UP

Service No.	Service Name	Depot Name	Via Place	Distance (KM)	Departure Time	Arrival Time	Adult Fare	Child Fare	Type	Seats
Bus Type: SUPER LUXURY(HIGH-AC, 2 + 2 PUSH BACK), Services: 16										
8007	VSP-1088	Vizakhapatnam		259	08:00	08:00	313.00	157.00	REGU	31
7998	ATLR-098	Aulonagaraja	HND S REGR HUMHABAD	261	08:00	12:00	283.00	142.00	REGU	31
8010	ATLR-1088	Aulonagaraja	add srpt	259	08:15	12:15	283.00	142.00	REGU	31
8012	ATLR-1088	Aulonagaraja	add srpt	261	09:00	13:00	283.00	142.00	REGU	31
7834	VJW-BHEL	Vijayawada	add srpt	259	08:15	12:15	283.00	142.00	REGU	31
7998	VJW-KPHB	Vijayawada	SRPT	264	12:10	12:10	313.00	157.00	REGU	31
7734	VJW-1088	Jaggahpet	JET KDC SRPT	269	13:00	19:00	313.00	157.00	REGU	31
7734	VJW-1088	Jaggahpet	JET KDC SRPT	269	14:00	20:00	283.00	142.00	REGU	31
7734	VJW-1088	Jaggahpet	JET KDC SRPT	269	15:15	21:15	283.00	142.00	REGU	31

- Select seat, enter remaining details & make payment to obtain the ticket. Relevant screenshot is furnished below:

WBG - Waybill Generated | TUP - TIME UP

Service No.	Service Name	Depot Name	Via Place	Distance (KM)	Departure Time	Arrival Time	Adult Fare	Child Fare	Type	Seats
Bus Type: SUPER LUXURY(HIGH-AC, 2 + 2 PUSH BACK), Services: 16										
8007	VSP-1088	Vizakhapatnam		259	08:00	08:00	313.00	157.00	REGU	31

1	3	7	11	15	19	23	27	31
2	4	8	12	16	20	24	28	32
								33
	5	9	13	17	21	25	29	34
	6	10	14	18	22	26	30	35

Available Seats
 Ladies Seats
 Booked Seats
 Conductor Seat


Full Name:
 Mobile No:
 Email Id:

Category:
 Gender:
 Name:
 Age:
 Seat No:
 Basic Fare (Rs):

Payment Type:

Reservation Fee(+)	20.0
Service Fee(+)	0.0
Concessions(-)	0.0
Seat Discount Fare (-)	0.0
Seat Extra Fare (+)	0.0
Toll(-) Price(+)	0.0
Levies (-)	24.0
LinkTkt Service Fare(+)	15.0
LinkTkt Reservation Fare(+)	5.0
LinkTkt Service Toll Fare(+)	5.0
LinkTkt Other Levies(-)	5.0
Total Fare	387.0
Grand Total	387.0

➤ Confirmed ticket is furnished below:

Onward Journey Ticket Details					
		ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION NTR ADMIN. STATIVE BLOCK, RTO - H.O. LEE Telephone No. 0888 2570003 E-MAIL: OFFICE.SUPPORT@APSTCOPhone.IN WEBSITE: WWW.APSTCOPhone.IN			
Ticket No.	23528723	Date of Journey	02-Apr-2017		
Service Code/Name	5030/MSP-MGBSS	Service Category	SUFLUX		
From	VIJAYAWADA	To	HYDERABAD MGBSS		
Pickup Point	VIJAYAWADA	Depart On	02-Apr-2017 05:00		
No. of Seats	1 Adult + Conductor	Arrival On	02-Apr-2017 05:00		
Platform No.		Start Time at Origin	22:00 hrs		
User Code	W.A.C.C.T				
Original Basic Fare (+)	313	Reservation Fee (+)	20		
Concession Amount (-)	0	Conductor Amount (-)	0		
Basic Fare (+)	313	Tax Fee (+)	0		
Levy Fee (+)	241 CESS OTH : 3; SERVICE TAX : 15; SAFETY CESS : 1; PIS_TAX : 1; 1		Service Fee (+)	0	
Total Price (+)	357				
Connecting Link Ticket					
Date of Journey	02-Apr-2017		To	VIJAYAWADA	
From	MAHILGIRI		Link-Tkt Service Concession	0	
Link-Tkt Service Fare	15		Link-Tkt Service Tax Fare	5	
Link-Tkt Reservation Fare	5		Link-Tkt AC Service Tax	0	
Link-Tkt Other Levies	5				
Link-Tkt Service Total Amount	30				
Grand Total	387				
Passenger Name	Age	Category	Gender	Seat No.	
SREE	45	ADULT	MALE	7	
Photo Valid: During bus journey one of the passenger on an e-ticket appears should carry the original identity card such as: Driving License, Election Card, Ration Card, Photo ID card issued by Centre/State Govt/Private Organizations, Adhar Card, Pan Card, Passport, Credit Card with Photo, Identification, Student ID issued by any Institute, Pass Book with Photo issued by any Nationalised Bank, CAT CARD issued by APRTC.					
Important: <ul style="list-style-type: none"> The seat booked under this ticket is not transferable. This e-ticket is valid only for the seat number and bus service specified herein. 					

TERMS AND CONDITIONS:

- Passengers are permitted to travel with any one of the photo identity proofs like AADHAR, PAN, Voter Card, Official identity etc. within the time period specified in the ticket details/SMS.
- As there is possibility of misuse of link ticket for travelling from the start point to connecting point/ from connecting point to end point i.e., connecting ticket portion as there is no verification like waybill, all conductors shall be educated to insist on production of identity proofs as mentioned above.
- No cancellation is allowed for the part of connecting ticket portion of link ticket. However master ticket portion can be cancelled with existing rules.
- No Preponement/Postponement is allowed for the part of connecting ticket portion of link ticket. However master ticket portion can be allowed to Prepone/Postpone with existing rules

Role of Regional Managers:

1. To arrange for identifying long distance services to be provided with link ticket facility, on regular basis & for listing out villages/ towns from where connecting tickets are proposed to be issued provided such villages/towns have high frequency of RTC services.
2. To increase ATB agent network duly guiding Depot Managers so as to ensure availability of ATB agents at all places through which our services pass through.
3. To undertake campaign about the link ticket system in OPRS ticketing by conducting press meets and exhibiting boards etc. at Bus stations & ATB agent counters.
4. Information of routes for which link ticket facility is implemented in current month shall be sent to CTM by 1st of every month.

Role of Depot Managers & Dy.CTMs/ATMs/SMs of Bus stations:

1. To ensure operation of services with regularity without fail on such routes where link ticket facility is provided.
2. To instruct the System -In Charges of OPRS project to modify the service master in OPRS application to create link ticket feature.
3. Care shall be taken to ensure the link ticket holders reach the connecting point duly ensuring the following instances.
 - a) A link ticket shall not be generated for the services for which no APSRTC service departs at start point to reach connecting point.
 - b) Link ticket facility will have to be given to the services for which the last APSRTC departure will reach the connecting point to enable the link ticket holder to board the service concerned with considerable cushion time.
 - c) Link ticket holding passengers shall be permitted to travel to connecting points by boarding eligible service plying on the routes up to one hour before schedule departure time of the long distance services on the day of journey.
 - d) Link ticket holding passengers shall be permitted to travel from connecting point to end point during down journey by boarding eligible service plying on the route on the day of arrival.
 - e) On duty traffic supervisor of bus station where customers board the respective long distance services shall ensure that they are provided warm welcome & are comfortably seated in the seats earmarked. He shall also ensure that they have hassle free boarding.
- 4) OPRS Supervisor shall give details of sale of link tickets to depot manager concerned every day.
- 5) Depot Manager shall daily review Link tickets sold at 08.00 Hrs pertaining to current day.

- 6) Make a courtesy call to Link ticket holders 3Hrs before schedule departure of services covered under master ticket portion duly reminding them about the journey.
- 7) Sale of Link tickets shall be monitored closely for all selected services.
- 8) All conductors & TIM drivers shall properly be explained about the concept of Link Ticket system.

Role of Information Technology Department.

1. IT department will undertake required modification in OPRS application to accommodate the link ticket facility in OPRS application.
2. IT Department will impart necessary training to core group personnel to give the inputs required in OPRS application to generate link ticket wherever required/to be introduced.
3. SMS alert on sale of Link ticket shall be sent to Depot Manager concerned.

All concerned are therefore advised to attend the activities enumerated above for introduction of link ticket facility in the Corporation to improve the OR as well as realize additional revenue to the Corporation.

The above circular instructions will come into force w.e.f. 14.04.2017.

21.04.2017

W. Malalo

14/4/2017

VICE CHAIRMEN & MANAGING DIRECTOR

To

ED (A&P), ED (E&IT), FA, Dir (V&S) & all ED (Zones) for infn.

CAO, CE (IT), CME(C & B), CCOS & CM (F&A) for infn.

All Regional Managers for n/a.

All Dy.CTMs of Zones/ Regions/Bus stations for n/a.

All Depot Managers, ATMs of Bus stations for n/a.

All Regional Core Group Members for n/a.