



## ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M/732(01)/2017-OPD (M)

Office of the VC & MD,  
RTC House, Vijayawada.

### CIRCULAR NO. 04/2017-OPD (MKTG), DATED 21.02.2017.

Sub: **TRAVEL RESPONSE CARD**: – Obtaining opinion of passengers on operation of Long distance services of APSRTC -Issue of instructions– Reg.

- Ref: 1) Circular No.20/95-OPD (Marketing) dt: 02.05.1995.  
2) Circular No 39/96-OPD (Marketing) dt: 28.06.1996.  
3) Circular No.71/2001-OPD (Marketing) dt 14.12.2001.

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As per recent survey conducted, there are about 2,174 number of illicit vehicles under operation by private travels on different sectors in Andhra Pradesh state. The dominance of sellers which was used to be there earlier in the market got gradually shifted to buyers. Indian transport industry has witnessed several changes due to "Liberalization, Privatization & Globalization" (LPG) policy adopted by the Union government. Now, travelling public are flooded with many alternatives to meet their transport needs.

There is an adage in economics, which points out that customization of product is a fair process than trying to attract customers through offer of various freebies. So, operation of services punctually, reliably & with high level of customer satisfaction should be our motto. In order to know preferences of customers, it is proposed to get feedback on quality of services through circulation of "**Travel Response Card**".

### WORKING INSTRUCTIONS:

Feedback shall be obtained from passengers of all services covered under OPRS. The Bus station Controllers/Bus station Managers have to be supplied with "**TRAVEL RESPONSE CARDS**". The Controllers/BSMs shall distribute the cards at the alighting points to the passengers disembarking from the services so identified and collect their opinions in the given format from at least five passengers per each service during their duty hours and submit the cards to the traffic incharge of the depot.

The information collected from the Travel Response Cards shall be fed to the computers and a statement shall be prepared for analysis after scrutiny.

The Depot Manager concerned shall analyse the feed back in detail and take corrective action. The Depot Manager shall submit the report of analysis made and action taken in statement given at Proforma-I to the Dy Chief Traffic Manager and Regional Manager concerned on a day-to-day basis.

The Reports of analysis and action taken by the Depot Managers shall be submitted to Dy CTM's and RM's and they shall be thoroughly examined by them for further corrective action, if required. Consolidated statement along with reports of analysis and action taken at all Depots in that particular Region in a statement given at Proforma-II has to be directly sent to the Central MIS through mail for inclusion in monthly periodical booklets at corporate level duly marking copies to the Executive Directors (Zones).

**SUPPLY OF TRAVEL RESPONSE CARDS:**

The Regional Managers of the Region concerned are advised to assess the monthly requirement of the Travel response cards and arrange for printing in regions itself & supply the same to the units concerned for usage at bus stations.

These instructions will be applicable to all services covered under OPRS.

The above instructions will come into force w.e.f., 1-3-2017

Please acknowledge.

*d/Walato*  
**VICE CHAIRMAN & 19/2**  
**MANAGING DIRECTOR**

Encl: Model "Travel Response Cards"  
Proforma – I & II.

## TRAVEL RESPONSE CARD

1) ప్రయాణం చేసిన తేది :

2) ప్రయాణం చేసిన రూటు.....నుండి..... వరకు

3) బస్సు నెం :

4) బస్సు పరిశుభ్రత ఎలా ఉంది?

బాగా ఉన్నది /లేదు

5) కండక్టర్ / డ్రైవర్ ప్రవర్తన ఎలా ఉంది?

బాగా ఉన్నది /లేదు

6) మీ బస్సు ప్రయాణం సౌకర్యవంతంగా ఉన్నదా?

ఉన్నది /లేదు

7) ప్రయాణికుని పేరు:

8) ఫోన్ నెం :

PREFORMA-1

**PROFORMA ON ANALYSIS AND ACTION TAKEN STATEMENT ON TRAVEL RESPONSE CARDS**

**ZONE:** \_\_\_\_\_ **NAME OF THE DEPOT:** \_\_\_\_\_ **REGION:** \_\_\_\_\_ **MONTH:** \_\_\_\_\_

S NO	TOTAL NO. OF CARDS DISTRIBUTED	NO. OF CARDS RESPONDED	DATE	ROUTE/ SERVICE	BUS NO	TOTAL NO. OF COMPLAINTS/S UGGESTIONS RECEIVED ON CLEANNESS OF BUSES	ACTION TAKEN/ PROPOSED	TOTAL NO. OF COMPLAINTS/S UGGESTIONS RECEIVED ON CONDUCTORS/ DRIVERS BEHAVIOUR	ACTION TAKEN/ PROPOSED	TOTAL NO. OF COMPLAINTS/ SUGGESTIONS RECEIVED ON CONVINIENCE OF TIME	ACTION TAKEN/ PROPOSED	TOTAL NO. OF COMPLAINTS/S UGGESTIONS RECEIVED ON PUNCTUALITY OF SERVICE	ACTION TAKEN/ PROPOSED	NO OF COMPLAINTS/S UGGESTIONS PENDING ON EACH ITEM	ANY OTHER REMARKS
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															

**DEPOT MANAGER**



**PROFORMA ON ANALYSIS AND ACTION TAKEN STATEMENT ON TRAVEL RESPONSE CARDS**

ZONE:

REGION:

MONTH:

S NO	TOTAL NO.OF CARDS DISTRIBUTED	NO.OF CARDS RESPONDED	DIVISION/ DEPOT	DATE	ROUTE/ SERVICE	BUS NO	TOTAL NO.OF COMPLAINTS/S UGGESTIONS RECEIVED ON CLEANNES OF BUSES	ACTION TAKEN/ PROPOSED	TOTAL NO.OF COMPLAINTS/S UGGESTIONS RECEIVED ON CONDUCTORS/ DRIVERS BEHAVIOUR	ACTION TAKEN/ PROPOSED	TOTAL NO.OF COMPLAINTS/ UGGESTIONS RECEIVED ON CONVIENENCE OF TIME	ACTION TAKEN/ PROPOSED	TOTAL NO.OF COMPLAINTS/S UGGESTIONS RECEIVED ON FUNCTUALITY OF SERVICE	ACTION TAKEN/ PROPOSED	NO.OF COMPLAINTS/S UGGESTIONS PENDING ON EACH ITEM	ANY OTHER REMARKS
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

REGIONAL MANAGER