

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

No.M/801(1)/2012-OPD (M)

OFFICE OF THE VC & MD  
MUSHEERABAD: HYDERABAD-624

**Circular No. 11/2012-OPD (MKTG) Dated 02.03.2012**

Sub: - **ATB AGENTS** - Increasing of ATB Agents network - Issuing of circular instructions - Reg.

**1. INTRODUCTION:**

At present there are 5,080 services with 2,05,084 seats available daily under BARAT. But on an average only 42,000 seats are being booked under BARAT. Only 20% of the seats are being booked through BARAT. There are about 825 manual and online ATB Agents who are booking tickets. There is much scope to increase ticket sales through advance booking.

**2. EXISTING PROCEDURE TO APPOINT ATB AGENTS:**

- ❖ Regional Manager will propose for new ONLINE ATB Agents with the details of the places and EMD amount. While proposing the place, the minimum distance between two ATB counters should be one Km..
- ❖ ED (Zone) approves it based upon the need, potentiality, competition and Market trends for releasing Tender Notification in News papers.
- ❖ The agent will be selected based on the highest security deposit quoted.
- ❖ The initial agreement period till 2011 is only 3years and it has been extended to 5 years w.e.f 07.07.2011.
- ❖ Extension of the tenure of Online ATB Agents is being considered at Corporate Office processed through ED (Zone) on satisfactory business.
- ❖ The ATB Agent is remitting the ticket amount at the respective Depots/Bank on the next day by 13.00hrs.
- ❖ ATB Agents are being supplied with pre-printed ticket stock by the concerned Depots. The opening/closing numbers of the ticket stock are fed in to the computer at the time of Issuing the ticket stock.
- ❖ The commission payable to ATB agents is based on the ticket fare in three different slabs, Originating place and Anywhere to Anywhere tickets.

**3. NEED FOR MODIFICATION OF GUIDELINES FOR APPOINTING ATB AGENTS:**

- ❖ To improve quantum of ticket sales in BARAT which is very low now.
- ❖ To motivate the interested entrepreneurs to take up APSRTC ATB agency
- ❖ To increase the number of ATB agents by simplifying the system of appointing ATB agents
- ❖ To increase the reach of APSRTC across the state and attract passengers into its fold.
- ❖ To develop competitive spirit among the ATB agents
- ❖ As the ATB counters are allotted through sealed tenders basing on the highest quoted security deposit, the response is poor.
- ❖ The distance factor i.e., 1 Km between ATB agents is also limiting the growth of ATB agents net work warranting liberalization.

#### **4. CONSTITUTION OF COMMITTEE:**

A committee has been constituted with Dy. CTM (MKTG) , COS (SE-IT), Dy. CTM (VJA), Dy. CTM (RR) and Dy. CTM (CTR) to study the pros and cons on increasing the ATB Agent network in APSRTC duly taking the following in to consideration.

- ❖ The existing system of appointing ATB Agents.
- ❖ The system adopted by private agencies for booking tickets.
- ❖ Appointment of ATB Agents without any distance restrictions in between two ATB Agent counters and also with APSRTC counters.
- ❖ Commission to be paid in the Indian Railways system.
- ❖ Allowing appointment of any number of sub Agents by the main Agent.
- ❖ Different commission rates for Peak & Slack days for improving the sales of tickets during slack days.
- ❖ Slab system in Security Deposit instead of tender system.
- ❖ On deleting the clause of "To sell only APSRTC tickets".
- ❖ Appointment of ATB Agents at small Bus Stations.
- ❖ Steps to increase number of ATB Agents.

#### **5. COMMITTEE RECOMMENDATIONS:**

**After detailed discussion on the points mentioned above the committee made the following recommendations**

1. To appoint ATB agents calling applications from the interested and finalizing after inspection of site by the regional committee instead of the existing tender system.
2. Any number of ATB Agents shall be allowed irrespective of the distance between ATB agents and APSRTC reservation counters to ATB agents.
3. Manual ATB agency system shall be dispensed with immediate effect. All the fresh allotted ATB agents shall carry out their ticket bookings on line only. Existing manual booking agencies shall be given 2 months time to convert into online booking.
4. To introduce Top Up system instead of remitting daily cash at the Depots duly maintaining a minimum balance of Rs.1000/-. If the balance reduces to Rs.1000/- the connection will get deactivated automatically unless the agent makes top up again to book the tickets.
5. The lowest limit for top-up may be fixed by the Regional Committee basing on the business potential of the place of the agency while entering into agreement.
6. The agents may be allowed to carry other business also at the reservation counters except private bus transport tickets.
7. Interstate agents may be allowed to sell other STU tickets also at their counters. since the number of APSRTC services will be less to the particular destination and exclusive agency for APSRTC services may not be viable for ATB agents.

8. The existing ATB agents who have paid stipulated security deposit on tender basis may be allowed to continue to operate the agency as usual till their completion of agreement or they may be permitted to opt for new system duly getting their security deposit refunded.
9. Existing licensees at small bus stations may be identified as ATB Agents without insisting for additional deposit and allotment fee in view of his/her existing security deposit remitted for the stall, to provide ATB agents even at smaller bus stations.
10. Non-refundable allotment fee may be collected at the time of appointing the agent basing on the business potential of the place subject to revision from time to time.

AREA	AMOUNT RANGE
RURAL	Rs 500/- to Rs 1000/-
DEPOT HQS / OTHER URBAN AREAS	Rs 2000/- to Rs 5000/-
DISTRICT HEAD QUARTERS	Rs 5000/- to Rs 10000/-
MAJOR CITIES	Rs 10000/- to Rs 25000/-

11. The Regional Committee will be the final authority to decide the non-refundable allotment fee.
12. Necessary soft ware modifications have to be carried out by the Computers department as per the committee recommendations.

#### **6. NEW GUIDELINES:**

On perusal and examining the committee recommendations, the following guidelines are issued after detailed discussions with the committee and other officials :

- ❖ Appointment of ATB agents through open invitations i.e., without Tender system.
- ❖ Non-refundable allotment fee instead of Security Deposit fixed differently for different places.
- ❖ Introduction of top up system for Payment of amount by ATB agents instead of manual system at the depot on the following day.
- ❖ The existing rate of commission is retained.
- ❖ Introduction of Boarding point Agents commission @ Rs. 1/- per passenger who are utilizing Boarding points maintained by ATB agents.
- ❖ Provision of CUG SIM cards for boarding point Agents for better communication with service crew and depot supervisors
- ❖ Appointing of ATB agents at B& C class Bus Stations to extend online reservation at Bus Stations
- ❖ Allowing ATB agents to do other business except booking tickets of Private operators.
- ❖ Introduction of paper tickets duly dispensing preprinted tickets at APSRTC & ATB counters
- ❖ Ticket Cancellation rules are revised as corporation is going for paper tickets.
- ❖ Necessary modifications in software are to be made to suit the new guidelines.

- ❖ Strengthening of personnel in audit wing for correct accountal of ticket sales.
- ❖ Training to DC (Earnings), Supervisors and ATB agents for acquaintance with the new software & new system of functioning of ATB agents.
- ❖ Undertaking wide publicity through print and electronic media about the changes made in appointment of ATB agents.

The above guidelines are enumerated below to increase number of ATB Agents massively and utilize newly introduced BARAT at optimum level, thereby increase the revenue of the Corporation.

#### A. APPOINTMENT OF ATB AGENTS:

- So, far ATB agents have been appointed through open tenders. Now It has been decided to appoint ATB agents duly inviting applications from the interested candidates.
- As soon as the application forms on white paper are received from the interested people, the Regional Committee consisting of Dy.CTM/DVM, Dy.CAO/ AO (where there is no Dy.CAO) of the Region, concerned DM/ATM as members shall inspect and finalize the points where the agency will be opened.
- Dy.CTM/DVM will be the Chairman of the appointing Committee with, Dy.CAO / AO (where there is no Dy.CAO), concerned DM/ATM as members and process the Committee proceedings for approval to Regional Manager.
- Regional Manager will approve the Committee proceedings and shall then enter into agreement with the new Online ATB Agents after collecting the non-refundable allotment fee as mentioned.
- The initial period of agreement will be for 5 years and this can be extended every year, basing on the performance of ATB Agent with the approval of the Executive Director (Zones) on recommendation of the Regional Manager.
- Any number of ATB Agents can be allowed irrespective of the distance between ATB agents and APSRTC reservation counters subject to approval of Regional Manager.

#### B. ALLOTMENT FEE:

It is decided to dispense the existing system of Security Deposit to motivate more number of business entrepreneurs to come in to RTC fold. In place of existing Security Deposit system, a non-refundable allotment fee shall be collected at the time of appointing the agent basing on the business potential of the place both intra and inter state places.

AREA	AMOUNT
Twin Cities of Hyd & Secbad and Inter state places	Rs 25,000/-
District head quarters & other important places like TPT,RJY,VJA	Rs 15,000/-
Other places	Rs 5,000/-

The existing ATB agents who have paid stipulated security deposit on tender basis will be allowed to continue to operate the agency. The Security deposit held with APSRTC shall be converted as TOP UP amount, duly adjusting the non-refundable allotment fee as applicable above.

- Regional Committee consisting of Dy.CTM/DVM, Dy.CAO/AO (where there is no Dy.CAO), concerned DM/ATM shall contact the existing ATB agents to convert into the revised system and the security deposit shall be converted as Top-up amount duly adjusting the non-refundable allotment fee.
- The existing ATB agents shall be brought into the new system within two months or by the completion of preprinted ticket stock with them, whichever is earlier. If the pre-printed ticket stock is still on hand with existing ATB agent, the balance pre-printed ticket stock shall be made obsolete duly following the procedure in vogue as being done in case of ticket of stock available in conductor trays.
- The new ATB agents appointed shall adhere to the terms & conditions in the new system as stipulated only.
- All the existing and new ATB agents shall be entered into fresh agreements as per the revised guidelines.

### **C. PAYMENT OF AMOUNT BY ATB AGENTS :**

- At present the sale proceeds are being remitted by the ATB Agents on the next day by 13.00 hrs at the Depot allotted for the purpose. Some of the agents in Hyderabad and at few Interstate places are remitting the cash through Bank.
- In order to facilitate the ATB agents for payment of ticket amount the following two modes are accepted.

#### **Top up System:**

- a) **At Depot :** Now, it has been decided to introduce Regular Top Up system instead of remitting daily cash at the Depots. Up to Zero "0" balance in the account, booking of tickets is allowed. If the balance is not sufficient to meet the ticket amount value, the ticket will not be generated, which will be checked by the system automatically.
- b) **Net Banking / Credit / Debit Card :** ATB agents can also issue tickets to the passengers by using Net banking / Credit / Debit Cards.
  - For provision of online remittances attaching with the operating unit Bank Account, the respective DM/ATM has to process a case for approval of FA for opening separate Bank Account for this purpose.
  - An alert message to be displayed on the computer screen when the balance is less than Rs.2000/-, facilitating for timely top up.
  - The existing ATB agents shall be allowed to continue to remit the cash as usual, during the transition period to revised system or 2months period whichever is earlier. The top up shall be made in the following system.
  - The online ATB agents have to remit the topup amount at the Depot attached to Depot Clerk (earnings). Through system DC(E) has to top-up the amount to the account of ATB agent after receiving the amount. Daily bus station wise Top up report has to be generated with the details of top up amount for each agent and Depot accounts authorities should verify this top up amount with the actual amount remitted by the agent physically or through online account transfer.

- If the online ATB agent does not book ticket consecutively for a period of one month the agency shall be terminated with out any prior notice. In case agent wish to continue the business, the agent has to approach concerned Regional Manager to reactivate ATB agency. Such deactivated Online ATB agents have to pay non refundable allotment fee again to activate the agency.

#### D. COMMISSION PAYABLE:

The commission rates communicated through circular no 37/2011-OPD (M) dated: 15.07.2011 mentioned hereunder shall be continued.

#### NORMAL TICKETS:

Fare slabs	Commission payable			
	upto TARGET		Above TARGET	
	ADULT	CHILD	ADULT	CHILD
<b>TYPE OF SERVICE</b>				
<b>A) For VENNELA, GARUDA PLUS, GARUDA &amp; INDRA Services</b>	Rs.	Rs.	Rs.	Rs.
i) For fare upto Rs.425/-	10.00	7.50	12.00	9.00
ii) For fare from Rs.426/- to Rs.785/-	20.00	15.00	24.00	18.00
iii) For fare above Rs.785/-	50.00	38.00	60.00	45.00
<b>B) For SL, DLX &amp; EXP type services:</b>	Rs.	Rs.	Rs.	Rs.
i) For fare upto Rs.150/-	5.00	2.50	6.00	3.00
ii) For fare above Rs.150/-	10.00	5.00	12.00	6.00
<b>C) For all other services to ATB Agents of Hyderabad &amp; Secunderabad, Bangalore, &amp; Chennai:(any fare)</b>	10.00	10.00	12.00	12.00

#### ANY WHERE TO ANY WHERE TICKETS:

Fare slabs	Commission payable			
	Upto TARGET		Above TARGET	
	ADULT	CHILD	ADULT	CHILD
<b>TYPE OF SERVICE</b>				
<b>A) ) For VENNELA, GARUDA PLUS, GARUDA &amp; INDRA Services</b>	Rs.	Rs.	Rs.	Rs.
i) For fare upto Rs.425/-	11.00	8.00	13.00	10.00
ii) For fare from Rs.426/- to Rs.785/-	22.00	16.50	26.00	19.50
iii) For fare above Rs.785/-	55.00	41.00	65.00	49.00
<b>TYPE OF SERVICE</b>				
<b>B) For SL, DLX &amp; EXP type services:</b>	Rs.	Rs.	Rs.	Rs.
i) For fare upto Rs.150/-	5.50	3.00	7.00	3.50
ii) For fare above Rs.150/-	11.00	5.50	13.00	6.50
<b>C) For all other services to ATB Agents of Hyderabad &amp; Secunderabad, Bangalore, &amp; Chennai:(any fare)</b>	11.00	11.00	13.00	13.00

For Mumbai & Pune agents, separate commission rates as followed shall be allowed as per the letter No. O1/801(11)/2011-ATM-II MGBS communicated.

SL NO	Service & Route	Adult (Rs)	Child (Rs)
1	<b>For other than Garuda services:</b>	20.00	10.00
2	<b>For Garuda services:</b>		
a)	Mumbai-Hyderabad	80.00	60.00
b)	Pune-Hyderabad	60.00	45.00
c)	Mumbai-Pune	30.00	22.50

#### **E. Boarding point Agents commission :**

There are about 40 boarding points in twin cities of Hyderabad & Secunderabad. The agents at these points are helping passengers to board the bus as facilitators. The boarding place agents have to maintain following Infrastructure for the convenience of the passengers:

- Seating facility for waiting passengers
- Attending to the passengers enquiries
- Public Address system
- Drinking water facility
- Assistance to the passenger to board the bus reserved for

For providing above infrastructure the agent has to invest some amount, Hence it is decided to pay Rs.1/- per passenger, for all the tickets booked at ATB counters, Bus Stations and e-ticketing passengers, which are having boarding point at that particular place. This commission amount shall be paid at the end of the month.

Regional Managers have to identify the boarding points where ATB agent counters are located and approval of Head Office to be obtained. DyCTMs & DMs shall inspect these places periodically on provision of the above facilities by the Boarding point ATB agents.

#### **F. PROVISION OF CUG SIM FOR BOARDING POINT AGENTS:**

It is decided to provide each one CUG SIM Card to all the Boarding point ATB agents to communicate with the service crew and as well as with the officials. For any complaints / grievances regarding cancellation of service / late arrival information can be exchanged between Drivers & Boarding point agents. Monthly rental shall be borne by the Corporation and for extra billing towards non CUG calls shall be borne and topped up by the concerned Agent.

#### **G. EXTENDING ONLINE RESERVATION AT BUS STATIONS :**

Online Passenger Reservation System was introduced in APSRTC to issue tickets for journeys from anywhere to anywhere from any BARAT connected ticket issue counter. In this system tickets are issued through Internet. So far 112 Bus Stations were brought under BARAT connectivity. Still there are Bus Stations where the BARAT is not installed and tickets are being issued manually. By implementing BARAT at each and every Bus Station and at all ATB Counters, the manual ticket issue system shall be dispensed with.

To provide online reservation facility at such small bus stations wherever BARAT connectivity was not given, BARAT has to be extended duly implementing the Circular guidelines issued vide Gir NO. 19/2011-OPD (M) DATED 21.04.2011 and BARAT shall be made available at all remote small bus stations. However agreement condition shall be included with regard to issuing tickets through Top-up system, Paper ticketing etc., In case, more than one person shown willingness to appoint as ATB agent, Agency shall be given to the person who offers more Security Deposit / Rent for utilising the RTC premises. All other terms & conditions remain same as of other ATB agents.

#### **H. ALLOWING OF OTHER BUSINESSES AT ATB COUNTERS:**

As per the guidelines in force, ATB agents are not allowed to do any other businesses at the ATB counters. To utilize the petty shop owners to increase the ATB Agent network to various Colonies, remote areas, Cities and towns, this rule has been now relaxed as following:

- The agents are allowed to carry other business at the reservation counters except booking of tickets for private buses.
- Interstate agents are allowed to sell other STU tickets also at their counters, since the number of APSRTC services will be less to the particular destination and exclusive agency for APSRTC services may not be viable for ATB agents.

#### **I. ISSUING OF TICKETS:**

At present paper ticket is extended to e-ticketing passengers only. In the revised system, paper ticket to be issued at all APSRTC & online ATB agent counters duly dispensing the usage of pre-printed tickets.

In this regard the following modalities have to be followed as being observed in dealing with e-ticketing passenger.

- 1) The passenger who book ticket through BARAT either from ATB agent or APSRTC bus station counter automatically will be flashed a message to his/her mobile number which was submitted to the booking counter clerk at the time of ticket booking.
- 2) The passenger shall be allowed to travel with the paper ticket print out or with the SMS ticket forwarded to his mobile number.
- 3) The passengers allowed to travel on the strength of the paper print out ticket /SMS ticket, shall carry any one of the following photo ID proofs with them while traveling in the buses or while canceling their tickets:
  - 1) Driving License
  - 2) Election Card
  - 3) Ration Card
  - 4) Identity card Issued by Central/State Govt./Private Organizations
  - 5) Adhaar Card
  - 6) PAN Card
  - 7) Passport
  - 8) Credit card with Photo identification
  - 9) Student ID Issued by any Institute.
  - 10) Pass Book with Photo issued by any Nationalized Bank
  - 11) CAT card issued by the Corporation

This ID proof is mandatory for the passenger to carry while traveling to identify genuine passenger in case the same seat number is claimed by two or more passengers, to safe guard genuine passenger.



- 4) The passenger has to show the identity proof tallying with his name as per the details given at the time of booking his/her ticket
- 5) The service driver has to cross check the details of SMS ticket or paper ticket with auxiliary way bill duly verifying the identity proof, then only allow the passenger to travel in the bus.
- 6) Paper ticket passengers shall not be allowed to travel other than the service reserved for.
- 7) To continue pre-printed tickets at APSRTC counters for two months or till commissioning of issue of paper tickets which ever is earlier.

**J. CANCELLATION OF TICKETS:**

It is decided to go for paper ticketing at all APSRTC counters and online ATB counters, instead of issuing pre-printed tickets. As per the guidelines in force, e-ticketing passengers are allowed to cancel the tickets, one hour before the schedule departure time of the service, to prevent possible malpractices.

Now, on implementation of paper ticket, cancellation is allowed upto one hour before the scheduled departure time of the service at originating point only and production of ID proof is compulsory for cancellation of tickets.

**a) For the tickets taken at Bus stations:**

- In case of the paper ticket being purchased at Bus Station, the passenger can cancel the ticket at any of the Bus station counters and the refund will be arranged at the place of cancellation itself. The intended passenger has to produce ID proof.
- Cancellation of paper tickets issued at APSRTC counter is not allowed at ATB counters.

**b) For the tickets taken at ATB Agent counters :**

- The passenger who intendeds to cancel his/her paper ticket which was purchased at ATB counter shall produce a copy of his/her ID proof for verification to avoid any mal-practice of impersonification, In case it is cancelled at Bus Station counter.
- However there is no need to submit ID proof to cancel this paper ticket if approached the ATB counter from where it was purchased. **The refund amount shall be immediately be credited to the ATB agent account.**
- The passenger can cancel paper ticket purchased at any ATB counter other than ATB counter where he has purchased ticket. But the amount will be refunded at the place he has purchased the ticket within seven days only. **The refund shall be arranged after submission of cancelled ticket vohure with necessary certifications of cancelled Agent and the passenger with due audit. A rubber stamp shall as following shall be affixed on the paper ticket cancelled.**

Name of the ATB agent :		
Place	Town	
Date & Time of cancellation :		
Refund amount :		
Signature of the agent (cancelled)	Signature of agent (amount paid)	Signature of passenger who Received Amt

- Daily, Depot clerk and accountant have to cross check the cancelled ticket vouchers to verify the correctness.
- The guidelines issued pertaining to commission eligible on cancelled tickets stands good.

#### **K. SOFTWARE MODIFICATIONS:**

To implement the revised instructions in BARAT following software modifications have to be carried out:

1. In the existing system, the Agent is remitting the ticket amount duly deducting the commission amount from the total ticket amount. In the revised system, the agent has to maintain balance amount in their account to generate tickets. To implement this, necessary software modifications shall be carried out by the Computers Department for TOP UP SYSTEM and to deduct commission of the agent online immediately after completion of ticket booking.
2. In case ticket is either fully or partly cancelled by the same agent the refunded amount has to be credited to his top up amount immediately. In case if it is done at other agent, refund amount shall be topped up to the agent (who refunded the amount) after producing the certification at concerned Depot.
3. To prevent malpractices, paper ticket has to be generated only once at the time of ticket issue only. At the same time an SMS ticket is also to be sent to the mobile number of the passenger. Even in case of non-generation of ticket due to some technical problems the SMS ticket can also be used by the passenger for travel.
4. An SMS has to be sent to the passenger mobile number at the time of ticket booking, cancellation of ticket, pre/postponement of ticket.
5. An SMS is also to be sent as soon as auxiliary waybill generated at origin point to all the passengers of respective service with the details such as "Driver mobile number, Bus No, Service No and Call center No" to facilitate passenger to enquire about the bus arrival if required, as a passenger friendly measure.
6. Without entering the vehicle no and mobile numbers of crew auxiliary way bill shall not be generated.
7. A monthly report has to be generated showing the details of Boarding point commission of Rs.1/- per passenger to the Boarding point ATB Agent for the tickets having boarding place of that particular point to make payments manually at the month end by concerned Depot/Bus station authorities.

#### **7. AUDIT AND ACCOUNTAL OF REMITTANCES:**

Audit wing has to be strengthened at Depot Level to monitor sale proceeds of ATB agents, as huge number of Agents are going to be deployed in the revised system. DM / ATM concerned are responsible for the activities and for strict implementation of following guidelines.

- 1) Audit and accountal of remittances shall be done at unit level i.e., at Depot or ATM/ Bus Station only.
- 2) Mechanism of Top-up limit allocation to the agents through payment at Depot / Net Banking / Credit card / Debit card.
- 3) Generation of tickets, cross verification with top up amount.
- 4) Cancellation of tickets and refunds to the passenger

- 5) Transferring cancelled ticket sale proceeds to the service operating depots.
- 6) Verification of cancelled paper tickets at Bus station, with ID proofs and certification for refund.
- 7) Periodical inspection of ATB agent points.
- 8) Verification of facilities provided by the Boarding point ATB agents.

## **8. TRAINING :**

### **a) CREW AWARENESS PROGRAMME:**

There is need to improve crew awareness before implementation of Paper Ticket & SMS Ticket to all the passengers who book ticket, so as to inhibit conductors and drivers from not allowing paper ticket passengers/ with SMS ticket.

Hence following instructions are given to improve crew awareness before implementation of paper / SMS ticket for BARAT passengers.

- 1) The crew of specials Type services shall be educated at all the Depots by the Depot supervisors and Depot Manager, regarding permitting paper/SMS ticket passengers to travel in the buses on showing paper/SMS ticket along with their identity proof.
- 2) Gate meetings shall be conducted by the Depot Managers improving awareness regarding allowing Paper/SMS ticket.
- 3) Pamphlets to be distributed.
- 4) The DyCTMs of all the Regions shall conduct a meeting with all ATB Agents, Depot Clerks, Booking clerks and Bus Station incharges before implementing the new system, to explain the new system of ATB agents and method of ticket booking as per the revised guidelines .
- 5) No single BARAT ticketing passenger shall be left over for want of printed paper ticket by any of the driver & conductor, with ignorance of non-allowing SMS ticket sent to the passenger mobile number under any circumstances.
- 6) The service driver & conductor shall have to cross check the details of SMS ticket or paper ticket with auxiliary way bill duly verifying the Identity proof, then only allow the passenger to travel in the bus. But, in case of two passengers turning up for same seat number, ID proof can be insisted to identify genuine passenger.
- 7) Left over passengers having paper ticket purchased at ATB agent shall not be allowed in the services other than the services for which the ticket was booked for.

### **b). Depot Clerks and ATB agents :**

The ATB agents, Depot Clerks and Booking clerks are to be imparted one day training programme in phases, at Zonal Staff Training Colleges of concerned zones on the following items.

- feeding of top-up of amount to the ATB agent account through system.
- to acquaint with the system of ticket booking, cancellation, pre-ponement, postponement etc., in the new software.
- generation of various reports regarding auxiliary way bill generation, payments to APSRTC, commission amount credited to ATB agent, etc.,

Chief Engineer (IT) is advised to arrange for organising the training programme at respective ZSTCs.

**9. PUBLICITY:**

- Aggressive publicity may be given on liberalizing the terms and conditions of ATB agents through flexi banners, print and electronic media to attract more agents.
- BARAT webpage shall be upgraded with publicity message for enrolling as Online ATB agents.

All the Field Managers are advised to give wide publicity for appointing more number of ATB agents in the revised simplified system of appointing online ATB agents.

The above circular guidelines shall come into force **w.e.f., 10.03.2012**, superseding the earlier circular guidelines on appointing online ATB agents.

This has the concurrence of Financial Advisor.

  
2/3/2012  
**VICE CHAIRMAN &  
MANAGING DIRECTOR**

To  
All Regional Managers,

**Copy to:**

Director (V&S), FA, CAO, ED (O, MIS & AM), ED (E&IT), ED (Medical & Secy to Corporation) & ED (A & HRD) for Information.

All EDs of Zones for information and necessary action.

CE(IT) with an advise to modify the BARAT software.

All HODs for information.

All DyCAOs, AOs of the HO, Zones and Regions, RAO/HO for Information.

All DyCTMs, DVMS, for information and necessary action.

All DMs, ATMs of Bus stations for information and necessary action.