

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M1/517/(3)/2009-OPD (MKTG)

Office of the VC&MD,
Musheerabad, Hyderabad.

Circular No. 44/2011-OPD (Mktg) Dated 17.08.2011

Sub: ABAIS: Implementation of ABAIS for Special type services at intermediate points duly utilizing the BARAT (Bus Advance Reservation Anywhere to anywhere Travel) systems - Instructions issued - Reg.

Introduction:

ABAIS has been implemented on all important high density Pallevelugu routes, throughout the State by providing 1424 CUG SIM Cell phones connecting important destinations and enroute points, duly deploying Passenger Guides on both the directions.

Basic Functioning of ABAIS:

From Bus Station / major Traffic generating point, a call from Cell under CUG will be made to the next traffic generating point about the departure of the particular route bus. The Traffic Guide / Controller at the next major traffic generating point in the route / Bus Station would receive call and announce immediately to the public that particular route Bus (along with Bus Number) is about to arrive. Then passengers, with this information would not be tempted to travel in unsafe mode of transport viz., Auto, Jeep etc., but would wait for APSRTC bus to arrive. This would improve confidence level in the waiting passengers on the APSRTC services.

As the ABAIS implemented for Pallevelugu services is well received from traveling passengers, now it has been decided to implement ABAIS for Special type services.

MECHANISM OF ABAIS FOR BARAT SERVICES:

There must be a mechanism to monitor information of the arrival / departure times of long distance services available in BARAT and inform the vacant seat position to the intending passengers from time to time. This activity enhances the image of the Corporation and improves the OR in APSRTC long distance services by encouraging passengers to purchase tickets in advance.

Therefore, it has been decided to monitor the arrival / departure times of BARAT services at major bus stations and flash vacant seat position to the next stage. In the first phase, 20 routes have been selected for implementation for which 18 Bus stations needs to be connected, 24 X 7 in BARAT.

The following are the routes identified for implementation in the first phase.

Route	No. of Services				Imp. Bus Stations enroute-additional requirement of manpower shown in brackets	Total addl Manpower required
	Garuda	SL	DLX	TOTAL		
1)HYD-KDP	0	22	14	36	Kurnool(1), Nandyal(1) & Kadapa (1)	3
2)KRNL-TPT	0	9	13	22		
3)HYD-TPT	3	7	0	58		
	3	38	27	68		
1)HYD-BGLR	7	12	0	19	Kurnool, Gooty(2) & ATP(1)	3
2)HYD-ATP	0	13	0	13		
	7	25	0	32		
1)HYD-NLR	0	14	2	16	Nalgonda(1), Miryalguda(1), Narsaraopet(1) & Macharla(1)	4
2)HYD-GNT	0	17	19	36		
	0	31	21	52		
1)HYD-VJA	19	80	0	99	Suryapet(1),VJA & Rajmundry(1)	2
2)HYD-VSP	2	19	0	21		
3)VJA-VSP	1	13	11	25		
	22	112	11	145		
1)VJA-NLR	0	5	8	13	Guntur(1), Ongole(1), Nellore(1) & Tirupathi	3
2)VJA-BGLR	5	3	0	8		
3)VJA-TPT	0	20	6	26		
	5	28	14	47		
1)HYD-ADB	0	17	6	23	Nirmal(1)	1
2)HYD-NRML	0	8	4	12		
3)HYD-NGPR	0	2	0	2		
	0	27	10	37		
1)HYD-BDCM	0	14	3	17	Suryapet, Khammam, VJA & RJY	0
2)HYD-RJY	0	7	0	7		
3)HYD-VSP	1	3	0	4		
4)HYD-KKD	1	2	0	3		
	2	26	3	31		
20 ROUTES	39	287	86	412	18 Bus Stations	16

KRNL, NDL, KDP, GTY, ATP, NLG, SRPT, MLG, NRT, MCL, VJA, RJY, GNT, OGL, NLR, TPT, NRML & KMM Bus stations.

METHODOLOGY OF IMPLEMENTATION:

A) INFRASTRUCTURE:

- 1) Depots operating the Garuda, Super Luxury and Deluxe type services on the above routes shall provide CUG SIM cards to all the crew fixed on the particular key. In case double driver is there, both the drivers shall be provided CUG SIMS
- 2) Regional Managers shall identify such services in all the Depots of District and to send the names of employees with their staff numbers to CPM for allotment of CUG SIM cards (as per the decision taken to allot SIM cards with CUG facility duly paying rental charges by Corporation to all the employees of the Corporation) in first phase on priority basis.
- 3) CPM to procure 18 CUG SIM cards and CCOS to procure 18 Cell phone instruments and to allot to the 18 bus stations as mentioned in the table exclusively for utilization of BARAT counters.
- 4) The additional manpower shall be deployed by the concerned RMs at the Bus stations as mentioned in the table to facilitate functioning of BARAT counter round the clock.

Once the above infrastructure is provided to the BARAT counters and operating crew, information can be given to the intending passengers accurately regarding the service arrival / departure and vacant seat position. Vacant seats in the bus can also be booked in advance.

B) IMPLEMENTATION PROCEDURE:

i) Way bill generation

While generating way bill at the starting point the concerned operator / ATB agent shall invariably enter the Driver data i.e., Name, Staff No, Phone No and Vehicle No. Then only the way bill print out shall be taken. After generation of auxiliary waybill the vehicle dispatch time shall be entered in service tracking option immediately. If any waybill is found Without the Driver and Vehicle details, the concerned shall be taken up for disciplinary action.

ii) Role of Crew

The service crew shall ensure for feeding of data of their name, staff No, Mobile No & vehicle No before taking the auxiliary way bill print out. The crew has to attend the phone calls from next point and inform about the number of vacant seats and approximate arrival time. The crew has to report at all points enroute, assigned to the service without fail. If any seat is filled after generating the waybill crew shall inform the same to the next Bus station BARAT operator.

iii) Service tracking

In addition to waybill, the time shall be entered in service tracking module, by each dispatching operator / agent at all the intermediate points assigned to the services.

The information of service arrival & departure time and Seat Vacancy position shall be passed on to all the Bus Stations connected with BARAT in enroute places in up and down trips as per the procedure shown above.

Advantages of ABAIS for BARAT services:

- There will be constant liaison between BARAT counter operator and service drivers so that the exact time of arrival/departure of bus at the next stage can be announced.
- Service driver can intimate the seat vacancy position to the next bus station BARAT counter to enable issue of tickets to the intending passengers in advance as per the availability. This will help in increasing the occupancy ratio of the service.
- Passengers who booked tickets for the long distance services will get accurate information of arrival / departure of service.
- This system prevents deflection of customers to private modes and generates word of mouth publicity regarding the responsiveness of APSRTC BARAT counters.

BARAT Operator & Crew Awareness programmes:

The BARAT operator and operating crew of long distance services have to be educated regarding the ABAIS for accurate information of service arrival / departure to the intending passengers and also enabling the next BARAT counter to book vacant seats in advance. Depot Managers have to conduct gate meetings and educate the crew on above aspects. The BARAT operators have to be educated about Waybill generation with all the details and on how to talk to drivers.

TIME BOUND PROGRAMME:

- Identification of long distance services operating on the routes and processing of note to CPM for allotment of CUG SIM cards to the drivers for all the routes mentioned in the table shall be completed by 31/08/2011.
- The additional manpower shall be deployed by the concerned RMs by 31/08/2011, at the Bus stations as mentioned in the table to facilitate functioning of BARAT counter round the clock.

-Action by RMs

- Allotment of 18 CUG SIM cards to the 18 bus stations by 31.08.2011.
- Allotment of CUG SIM cards to all the drivers as per the notes processed by Regional Managers, by 31/08/2011.

- Action by CPM

- Procurement and allotment of 18 Cell phone instruments to the 18 bus stations as mentioned in the table by 31/08/2011.

- Action by CCOS

Therefore all the Regional Managers are advised to implement ABAIS for BARAT services from 10.09.2011, which shall result in Customer Satisfaction and increase in occupancy ratio of long distance services.

19/8/2011

**VICE CHAIRMAN &
MANAGING DIRECTOR**

To

All Regional Managers

Copy to

Director (V&S), FA, CAO, all EDs, all HODs of the Corporation

CE (IT& MS) for necessary action.

CPM with an advise to allot CUG SIM cards to the drivers as per the notes to be processed by RMs and also to Bus stations through concerned RMs.

CCOS for procurement of Cell Phone instruments and to allot to the respective Bus stations through concerned RMs.

DVMs, Dy.CTMs, Dy.CMEs, Principals, Dy.CAOs, DMs, AOs, POs, ATMs for information and n/a.

All Traffic Incharges, Accounts Incharges for necessary action.