

**BNS TRAINING MODULE FOLLOWED
BY PRINCIPALS OF ZSTCS NLR & KNL
FOUNDATION COURSE FOR CONDUCTORS (THEORY 1 WEEK)**

DATE	1st SESSION From 10.00 to 11.30 Hrs	2nd SESSION From 11.45 to 13.15 Hrs	3rd SESSION From 14.00 to 15.30 Hrs	4th SESSION From 15.45 to 17.15 Hrs
1st Day	INTRODUCTION - Objectives of Corporation - Role of Conductor - Duties and responsibilities of Conductor.	Organisation structure - Duty charts & their Importance - MTD 102 .	Reporting of duty Taking over and handing over of equipment etc.	Ticket Issuing systems for various types of services. STAR document, Postal Mailbags, Police warrants.
2nd Day	Remittance of Cash & equipment. Lost property procedure - Counselling and Its Importance.	Loss of Tickets - Reporting procedure. Public relations - Passengers, VIPS complaints - Complaint book.	Bus passes - types Luggage - Unaccompanied luggage - ANL parcel & courier service.	Commercial revenues Special Hire procedure - Prohibited articles in Buses.
3rd Day	Concept of scheduling - Bus crew scheduling MTW Act. Relationship with Driver for the conduct of a service in a successful manner.	Preparation of MTD 141 cards - Various types of services - Fare Tables. Absenteesim.	Marketing Schemes, Hail & Board, request and alight Shout and load and Halt and Go responsibility of crew to increase Corporation revenue	Jatra operations - Role of Conductor in case of robbery and looty, Agitations etc.
4th Day	Accidents - Types of Accidents responsibility of crew loss due to accidents. Formalities to observe at accident side.	First Aid, Breakdown failures - Refund of fore compensation paid in case of accidents.	Ticket checking systems.	Bus Station Management.
5th Day	Depot Incentive Scheme. O.R.	Steps to be taken to improve O.R. Team work.	Concept of "PRAYANIKULE - JEEVANADHARAM - MANUGUDAYU MARPU".	Present Market Scenario. Passenger friendly attitude towards children, ladies and aged people.
6th Day	Punishments - Charge Memo - Charge Sheet	Domestic Enquiry - Grievance procedure - Welfare scheme in APSRTC.	APSRTC CCA Regulations Provisions of Mis - Conduct.	REVIEW

Theory - 1 week
Practicals - 2 weeks