CHAPTER –II
OVERVIEW OF APSRTC

This chapter focuses on the evolution of transportation system with special emphasis on Andhra Pradesh State Road Transport Corporation. Keeping in view the analysis, the present chapter is divided into two sections. Section – A focuses on the historic development of transportation system in India with an examination on the need for and importance of transportation. Section –B concentrates on evolution of Andhra Pradesh State Road Transport Corporation (APSRTC), its vision, mission, objectives and functions. Further, a profile of APSRTC with reference to its workforce and facilities is presented under this section.

SECTION - A

2.1. NEED FOR TRANSPORTATION

A well-knit and coordinated system of transport plays an important role in the sustained growth of an economy. Transport has recorded an extensive growth over the years both in spread of network and in terms of output. Transport is a crucial infrastructure which is needed for the developmental process of a nation. Transport plays an important role for sustaining economic activities and creating employment opportunities.

The share of this sector in the total GDP (Gross Domestic Product) in India was over 5% in the nineties and reached approximately 5% in this decade. The growing economic activity necessitates migration of people from one place to another in search of meaningful opportunities. These economic activities have become urban centric. Thus the rural peasants and artisans and the people from mofussil localities started to move towards these economic centers very frequently. This increased mobility of people has necessitated significant development of transport industry.

In India the two important modes of transportation are Roadways and Railways. The Road Transportation has become a common man's mode of transportation. It is because of its accessibility to people in every nook and corner of each state. In this process it has become a dependable mode of transport for common man. The rural areas are well connected by road transport and thus it has
been instrumental in helping the rural folk commute speedily to the place of work or market.

Though it is a fact that rail transport is economical in certain ways, its restrictive accessibility has further burdened the road transport. The other mode of transportation i.e., airways, is highly selective and expensive catering only to the rich and people belonging to urban centers. The common people can not afford travelling by airways.

The most significant reason for developing the road transport is the inhabitation of the majority of people alongside the roadways in comparison to railways or any other mode of transportation.

2.2. OVERVIEW OF ROAD TRANSPORTATION SYSTEM IN INDIA

Among the five transportation systems, Road transportation system is one of the oldest and the most widely used form of transportation systems in India. The road transportation system in India has a long history. It is through roads, that every village, every city and every hamlet can be reached. As Roads are the key sources for transportation of men and materials, in a developing country like India, with the rapid increase in intensity of traffic and introduction of heavier vehicles, roads of better specialization and quality have become very necessary.

The road offers multiple facilities to the public not only for transportation of people but also other services like goods transportation, creating boundaries and providing means of development. The movement of goods is comparatively safer in road transportation system. Especially, as majority of the roads connect the villages, the culture transformation and diversity is made visible to all the people through roads. And also, in a developing country like India, road is considered as one of the harbingers of economic development and prosperity.

India has a long tradition of building roads since ancient times. It is observed that in the ruins of Indus Valley Civilization, the evidence of roads has been identified. Chandra Gupta Maurya and Ashoka were regarded as some of the great leaders who contributed to the development of modern roads. In Mughal period, Sher Shah took active interest in road construction.

After the independence, in 1951, India had a total length of 4,00,004 km of roads (surfaced roads being 1, 57,000 km). This length increased to 5, 24,000 km (surfaced roads 263,000 km) in 1960-61; 10, 22,000 km (surfaced roads 423,000 km) in 1970-71; and 17, 20,000 km (surfaced roads 720,000 km) in 1980-81.
km), in 1971-72; and 14, 91,000 km (surfaced roads 6, 84,000 km), in 1980-81. In 1991 the total road-length increased to 23, 27,362 km of which 10, 90, 167 km were surfaced and 12, 37,195 km unsurfaced roads. As on 31st March, 1999 the total road length was 25, 25,989 km of which 14, 48,629 km were surfaced (57.35 per cent) roads.

Maharashtra alone has 15.11 per cent of the total length of roads in the country, followed by Uttar Pradesh (11.27%), Orissa (10.39%), Madhya Pradesh (8.07%), Andhra Pradesh (7.10%), Tamil Nadu (6.06%), Karnataka (6.01 %), Kerala (5.87%), Rajasthan (5.58%), and Gujarat (3.69%).

These ten states together had 79.15 per cent of the total road- length of the country. Maharashtra also has the largest length of surfaced roads in India (19.95% of the country in 1999), followed by Uttar Pradesh (11.3%), Tamil Nadu (8.11%), Andhra Pradesh (7.60%), Karnataka (7.11%), Madhya Pradesh (6.36%), Rajasthan (6.17%), Orissa(6.10%), Gujarat (5.73%), and Punjab (3.63%).

These ten states together have over 82 per cent of the surfaced roads of the country. On the other hand, Sikkim, Mizoram, Nagaland, Manipur, Arunachal Pradesh, Meghalaya, Tripura and Goa share only 2.54 per cent of the total surfaced roads of India; the share of individual states being less than 0.42 per cent of that of the country.

A better measure is to analyse the road-length on the basis of area and population of the individual state. Table 25.1 gives state- wise length of total roads per 100 square km of area and per lakh of population. According to this table only 12 states i.e., Kerala, Goa, Tamil Nadu, Tripura, Orissa, Maharashtra, Punjab, Nagaland, Assam, Uttar Pradesh, West Bengal and Karnataka record higher road-length than the national average (76.84 km.).

Except Tripura, Assam, Nagaland, U.P. and Punjab all these are coastal states where road development has been given high priority. On the contrary, hilly states like Jammu & Kashmir, Arunachal Pradesh, Sikkim, Mizoram and Meghalaya; plateau state of Madhya Pradesh; semi-arid states of Rajasthan and Gujarat; and island territory of Andaman and Nicobar record less than 50 km of roads per 100 square kilometers of their area. Remaining states have moderate road-length (50-100 km) in respect of their area.

In respect of per lakh of their population the sparsely populated states like Arunachal Pradesh, Nagaland, Mizoram, Orissa, Goa, Manipur, Himachal
Pradesh, Tripura and Kerala record more than 400 km of road-length. Densely populated states like Bihar, West Bengal, Uttar Pradesh, Gujarat, Haryana and Union territories of Delhi and Daman & Diu lie on the other side of the scale with less than 200 km of road-length per lakh of their population. Remaining states and union territories of the country have road-length between 200-400 km per lakh of their population.

In view of such significance of road transport, the central Government has enacted the Road Transport Corporations Act in the year 1950 and amended it as and when it was necessitated. This act has become the guiding factor for establishing the State Road Transport Undertakings in the respective states. The role of Public Sector Road Transport has assumed greater significance because the private transport companies primarily are more concerned about their profits only. They are just meant for exploitation rather than social service. Further, they do not have any accountability to people on their running schedules etc.

In pursuance of the objective of social service, the Andhra Pradesh government also has established its road transport undertaking namely, 'Andhra Pradesh State Road Transport Corporation by adapting the NSR - RTD (Nizam State Rail and Road Transport Department) of the erstwhile state of Hyderabad.

APSRTC was established to serve as the source for rural development and easy commuting of common man. In tune with this objective, various services are provided to rural areas under Village Link Transport Scheme. Apart from this number of concessions are extended to various categories of people such as physically handicapped, students, journalists, senior citizens etc. as part of social responsibility.

The transport industry is well known for its dependence on human beings. It has a unique position in the economy as it is a big service providing industry. Logistics is the mantra of modern globalized world. The main objective of this industry is to provide these services through the involvement of staff of these transport undertakings to the people who are in need of such services.

In this context, it was felt necessary to study the people working with this transport corporation. The study primarily relates to the Employee Welfare Measures in APSRTC along with Social Security measures being implemented in APSRTC. The researcher has made a concerted effort to study these issues relating to APSRTC.
The road network of the state of Andhra Pradesh is covering an overall above 91,313 miles which approximately equals 1,46,954 km. The state public works department has the responsibility of looking after the road transportation system of the state of Andhra Pradesh. The road transportation network of Andhra Pradesh is made up of the following:

1. National Highways which cover 2,949 km
2. State highways which cover a span of 42,511 km or 26,415 miles
3. District Roads which cover 1,01,484 km or 63,059 miles

**Figure No.2.1: Road way system in Andhra Pradesh state**

Source: Turnkey software projects Private Limited
SECTION -B

2.3. ORIGIN OF APSRTC

The Origin of Andhra Pradesh State Road Transportation dates back to before independence in India with the establishment of NSR-RTD (Nizam State Rail Road Transport Department) which is considered as one of the wings of Nizam State Railway in the erstwhile Hyderabad State. In the beginning, NSR-RTD had 27 buses and 166 employees. It started its journey with less than 30 buses and reached the stage of more than 20 thousand buses with 778 bus stations. It had 21 Depots and 1,881 bus shelters in and around the state of Andhra Pradesh.

2.4. ROUTE NETWORK OF APSRTC

As on 31st January, 2008, APSRTC extended its route network by operating 1201 buses on 4/6 inter-state routes connecting different parts of important towns in the nearby states. The corporation extended its transportation system to the states including Karnataka, Tamilnadu, Maharashtra, Odisha, Chattisgarh, Goa and union territory of Pondicherry. The information regarding routes and number of buses information is specified below.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the State</th>
<th>No. of Routes</th>
<th>No. of Buses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Karnataka</td>
<td>261</td>
<td>708</td>
</tr>
<tr>
<td>2</td>
<td>Tamilnadu</td>
<td>96</td>
<td>251</td>
</tr>
<tr>
<td>3</td>
<td>Maharashtra</td>
<td>79</td>
<td>177</td>
</tr>
<tr>
<td>4</td>
<td>Pondicherry</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>Chattisgarh</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>Odisha</td>
<td>35</td>
<td>51</td>
</tr>
<tr>
<td>7</td>
<td>Goa</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>476</strong></td>
<td><strong>1201</strong></td>
</tr>
</tbody>
</table>

Source: APSRTC report on route network

From table No.2.1, it is clear that APSRTC is maintaining highest route network to Karnataka with a total of 708 buses. And it has maintained the highest routes to Karnataka state. Among the other states, it is observed that the next
highest numbers of routes are maintained to Tamilnadu with a total of 251 buses in operation. For the state of Maharashtra, APSRTC is maintaining 79 routes with a total of 177 buses. For the union territory, i.e., Pondicherry, APSRTC is maintaining a single route with 6 buses. For the state of Chattisgarh, APSRTC is maintaining 6 buses in 3 different routes. For the state of Odisha, APSRTC has 35 routes with 51 buses in operation. For the state of Goa, APSRTC has a single route with 2 buses. Overall, in other states, APSRTC has 476 routes with 1201 buses in operation to provide special service to the passengers visiting different states.

2.5. OVERVIEW OF APSRTC

The following table shows the coverage of APSRTC services to the public.

Table No.2.2: Services in operation by APSRTC

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Details</th>
<th>Number of services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Number of Depots</td>
<td>213</td>
</tr>
<tr>
<td>2</td>
<td>Number of Regions</td>
<td>23</td>
</tr>
<tr>
<td>3</td>
<td>Number of Zones</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Zonal Work Shops</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Bus Body Building Unit</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Tyre Retreating Shops</td>
<td>7</td>
</tr>
<tr>
<td>7</td>
<td>Printing press</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>Transport Academy</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>Staff Training Colleges</td>
<td>6</td>
</tr>
<tr>
<td>10</td>
<td>Dispensaries/Hospitals</td>
<td>35</td>
</tr>
<tr>
<td>11</td>
<td>Total Bus Stations</td>
<td>778</td>
</tr>
<tr>
<td>12</td>
<td>Number of Bus Shelters</td>
<td>1881</td>
</tr>
<tr>
<td>13</td>
<td>Number of Total buses</td>
<td>22507</td>
</tr>
<tr>
<td>14</td>
<td>Number of RTC owned Buses</td>
<td>19,240</td>
</tr>
<tr>
<td>15</td>
<td>Number of hired buses</td>
<td>3,267</td>
</tr>
</tbody>
</table>

Source: APSRTC website as on July, 2013

Table No.2.2 depicts the complete information relating to APSRTC under various heads. From the table, it is observed that APSRTC has extended its
operations to 213 depots which are almost equal to the total depots available in the state. Further, it is covering all the 23 regions, which specifies that it operates buses in all the 23 districts in the state. Further, it is maintaining 7 zones and 7 zonal workshops. The Corporation maintains 1 Bus Body Building unit and 7 Tyre Retreading Shops.

All the printing work is taking place at a branch in Hyderabad which is the only printing press for the printing of tickets. It has one Transport Academy and 6 Staff Training Colleges. The Dispensaries/hospitals to serve the employees in case of illness have been increased to 35. APSRTC carries on operations from a total of 778 bus stations and with a overall capacity of 1881 bus shelters. Further, it is understood that it owns a total of 19,240 buses which is equal to 85.4% and 3,267 hired buses and this forms 14.6% of the total fleet of buses.

2.6. KEY OPERATIONAL INDICATORS OF APSRTC

Operational key indicators specify the network capacity of APSRTC. Table no.2.1 clearly shows that the total number of routes as of June, 2013 have been extended to 7752 and these are covering 23,388 villages. Still APSRTC is not able to extend its services to 5010 villages. The corporation is, on an average, earning daily 1946.82 lakh rupees and its average daily volume of operations is to the tune of 80.77 lakh kms. The occupancy ratio of APSRTC buses is 70% which is comparatively better than that of advanced states in India. At present, the corporation is earning 2410 paise as Earnings per Kilometer (EPS) and for each bus, it is earning an average income of 8690 rupees per day. Through different bus networks, presently the corporation is transporting 154.63 lakhs of passengers daily and it is one of the very good corporations which has 95.76% of punctuality. APSRTC has received the status of 9 out of 100 accidents for 1lakh kilo metres and this is also one of the historic achievements of APSRTC.
### 2.7. MANPOWER OF APSRTC

**Table No.2.3: Manpower & Financial Indicators of APSRTC**

<table>
<thead>
<tr>
<th>PERSONNEL KEY INDICATORS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Employees (As on 31-07-2013)</td>
<td></td>
</tr>
<tr>
<td>Male 112650</td>
<td>122692</td>
</tr>
<tr>
<td>Female 10042</td>
<td></td>
</tr>
<tr>
<td>ii) BSR (on held)</td>
<td>5</td>
</tr>
<tr>
<td>iii) Crew Utilisation (in KMs )</td>
<td>163</td>
</tr>
</tbody>
</table>

**FINANCIAL PERFORMANCE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) For the year 2012-13</td>
<td></td>
</tr>
<tr>
<td>Loss ( Rs. in crs )</td>
<td>-80</td>
</tr>
<tr>
<td>Loss ( in ps/km )</td>
<td>-27</td>
</tr>
</tbody>
</table>

**Upto the Month of July, 2012**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Gross Earnings per km.</td>
<td>2791</td>
</tr>
<tr>
<td>in Ps</td>
<td></td>
</tr>
<tr>
<td>ii) Cost per km.</td>
<td>2873</td>
</tr>
<tr>
<td>in Ps</td>
<td></td>
</tr>
<tr>
<td>iii) Profit / Loss</td>
<td>-80</td>
</tr>
<tr>
<td>in Rs. /Crores</td>
<td>-38</td>
</tr>
<tr>
<td>iv) Profit / Loss</td>
<td>-82</td>
</tr>
<tr>
<td>in Ps</td>
<td>-70</td>
</tr>
</tbody>
</table>

**TYPES OF BUSES OPERATED BY APSRTC**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. VENNELA AC SLEEPER</td>
<td>17</td>
</tr>
<tr>
<td>2. GARUDA PLUS AC</td>
<td>41</td>
</tr>
<tr>
<td>3. AC GARUDA</td>
<td>96</td>
</tr>
<tr>
<td>4. AC CITY (JNNURM)</td>
<td>95</td>
</tr>
<tr>
<td>5. AC INDRA</td>
<td>155</td>
</tr>
<tr>
<td>6. AC MEGH. MALA</td>
<td>----</td>
</tr>
<tr>
<td>7. SUPER LUXURY</td>
<td>1767</td>
</tr>
<tr>
<td>8. DELUXE</td>
<td>1021</td>
</tr>
<tr>
<td>9. EXPRESS</td>
<td>4097</td>
</tr>
<tr>
<td>10. CITY ORDINARY (CNG)</td>
<td>254</td>
</tr>
<tr>
<td>11. GHAT</td>
<td>364</td>
</tr>
<tr>
<td>12. MINI ORDINARY</td>
<td>106</td>
</tr>
<tr>
<td>13. PALLEVELUGU</td>
<td>9727</td>
</tr>
</tbody>
</table>
Introduction of new buses

Every year new buses are being procured to meet the needs of replacement and augmentation.

<table>
<thead>
<tr>
<th>Year</th>
<th>Addition</th>
<th>Replacement</th>
<th>Total</th>
<th>Hired</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002-03</td>
<td>-</td>
<td>668</td>
<td>668</td>
<td>1307</td>
</tr>
<tr>
<td>2003-04</td>
<td>14</td>
<td>1333</td>
<td>1347</td>
<td>1445</td>
</tr>
<tr>
<td>2004-05</td>
<td>238</td>
<td>1732</td>
<td>1970</td>
<td>1689</td>
</tr>
<tr>
<td>2005-06</td>
<td>204</td>
<td>244</td>
<td>448</td>
<td>1604</td>
</tr>
<tr>
<td>2006-07</td>
<td>359</td>
<td>765</td>
<td>1124</td>
<td>146</td>
</tr>
<tr>
<td>2007-08</td>
<td>293</td>
<td>1573</td>
<td>1866</td>
<td>2483</td>
</tr>
<tr>
<td>2008-09</td>
<td>822</td>
<td>1000</td>
<td>1822</td>
<td>390</td>
</tr>
<tr>
<td>2009-10</td>
<td>1279</td>
<td>897</td>
<td>21606</td>
<td>4102</td>
</tr>
<tr>
<td>2010-11</td>
<td>653</td>
<td>937</td>
<td>1590</td>
<td>-</td>
</tr>
<tr>
<td>2011-12</td>
<td>987</td>
<td>3149</td>
<td>4136</td>
<td>-</td>
</tr>
</tbody>
</table>

Source: APSRTC website as on July, 2014

As table No.2.3 clearly shows, by the end of July, 2013, APSRTC has a total of 122692 employees working under various categories. Among those, 112650 are male and 10042 are females. It is also observed that the male employees’ ratio is 91.4% in comparison with 8.6% of women employees. For the financial year 2012-13, APSRTC has registered a loss of 80 crores. Among the total number of buses in operation, it is observed that the highest numbers of buses are of ‘Pallevelugu’ category. Among the remaining buses, the next highest number of buses account for ‘City Ordinary’. APSRTC has provided 4097 Express buses for the passengers. It has 1261 Metro Express buses, 1767 Super Luxury buses and 1021 Deluxe buses. Among the total new buses added for the
past 10 years, it is observed that for the financial year 2011-12, APSRTC replaced 3149 old buses with 4136 new buses. In the financial year 2010-12, and 2011-12, APSRTC did not hire buses from private agencies.

2.8. VISION OF A.P.S.R.T.C.

APSRTC is committed to providing consistently high quality of services and to continuously improve the services through a process of teamwork for the utmost satisfaction of the passengers and to attain a position of pre-eminence in the Bus Transport sector.

2.9. CORPORATE PHILOSOPHY

Since its inception, APSRTC has been emphasizing on providing safe, clean, comfortable, punctual and courteous commuter service at economic rates. Further, the Corporation is trying its best to provide employee satisfaction in financial and humanistic terms. APSRTC has been striving towards financial self-reliance in regard to performance and growth and also to attain a position of reputation and respect in the society.

2.10. GUIDING PRINCIPLES OF APSRTC

(a) To provide efficient, effective, ethical management of the business.
(b) To assist the State administration in attaining good governance.
(c) To treat the customer, i.e. passenger, as the central concern of the Corporation's business and provide the best possible service.
(d) To explore and exploit technological, financial and managerial opportunities and developments and render the business cost effective at all times.
(e) To regularly and constantly improve the capabilities of employees for higher productivity.
(f) To focus on service conditions and welfare of the employees and their families consistent with their worth to the Corporation.
(g) To fulfill its obligation to the State and Central governments by optimizing return on investment.
(h) To emphasize environmental and community concerns in the form of reducing air and noise pollution.
(i) To consciously conform to the policy guidelines of the State in its business operations.
2.11. **AWARDS OF A.P.S.R.T.C.**

Having been recognized as the major transportation service provider in the state of Andhra Pradesh, APSRTC has several historic achievements to its credit. APSRTC has received Guinness Book of World Record on October 31st, 1999. And also, The Chartered Institute of Transport with its Head Quarters in Great Britain adjudged APSRTC as the safest R.T.C. AND AWARDED ‘Road Safety Award’ for the year 1996-97. APSRTC has received the Petroleum Conservation Research Association (PCRA) awards for the highest fuel efficiency for 1995-1996, 1996-97, 1997-1998 and 1998-99. Also APSRTC is the runner up for the highest KMPL for the year 1999-2000. APSRTC has been receiving the award for fuel conservation from Petroleum Conservation Research Association of Ministry of Petroleum And Natural Gas, Government of India.

2.12. **COVERAGE**

As a social obligation on the part of the Andhra Pradesh State Government, A.P.S.R.T.C. is extending various types of free/concessional bus passes facility to different categories of commuters, to travel in the buses operating both in cities / towns and mofussil areas. The details such as various types of passes under issue and their tariffs are given in Annexure 'A'. A brief account of each category of passes is as under.

In pursuance of the policy of Andhra Pradesh State Government, the Corporation has implemented the facility of issuing free bus passes to all the students below 12 years of age w.e.f. 01.02.1984, to travel free from the residence to school and back, irrespective of whether the Institution is of Government, aided or private one. There is no distance restriction for availing the bus pass. The facility is available in cities / towns and in rural areas.

Eligibility: The School / Institution shall be of Govt., Govt. aided or private registered one. The Head of the Institution shall certify the date of birth and bonafides of the students. Free route pass between residence and school will be issued by the nearest Depot Manager.
2.13. SERVICES OF APSRTC TO STUDENT COMMUNITY

Based on the decision of the Government of Andhra Pradesh vide letter No.12540/Tr.III(2)/2000-1, dt.21.08.2000, Corporation has implemented free travel facility to all girl students up to an upper age limit of 18 years, studying Class X and below. This facility is extended for travel between the residence and school by ordinary services up to a maximum distance of 20 KMs. in rural areas and 22 KMs. in cities / towns.

Girl students up to an upper age limit of 18 years, studying class X and below shall be issued with free route pass between the residence and school and back up to a maximum distance of up to 20 KMs. in rural areas and 22 KMs. in cities / towns. The students studying in Govt., Govt. aided or private registered school are eligible for which the Head of the school shall certify the date of birth and bonafides of the students.

2.14. STUDENT PASSES IN CITIES / TOWNS

The students studying in the colleges located in cities / towns are issued with slab rated quarterly route bus passes for a minimum slab of 4 KMs. to 22 KMs. maximum. These students are also issued Monthly as well as Quarterly General bus tickets on the strength of which they are allowed to undertake unrestricted journeys.

Eligibility: A school/ college / higher educational and Technical institution where the student is studying shall have recognition of the State or Central Govt. The courses shall be full time in nature. The students shall not be in receipt of any stipend / fellowship and should not have been employed. The institution shall have affiliation to any Board or University of the State / Central Govt. which conducts examinations and issues certificates. The students shall obtain certification of the Head of the Institution in the application form prescribed and submit it to obtain the bus pass from the nearest Unit Manager.

2.15. STUDENTS OF HIGH SCHOOLS / COLLEGES

Students above 12 years of age studying in various schools / colleges, Higher Educational Institutions, Technical Institutions including private unaided Cooperative Junior Colleges and ITIs which are of the Government or recognized by the Andhra Pradesh State Government or Central Government or by the
Government Board or affiliated to University are issued slab rated Monthly route bus passes whose tariff is based on the distance involved and valid for travel by the Ordinary buses only. These passes are issued for travel up to a maximum distance of 35 KMs. in the case of students of Colleges / Higher Educational Institutions and up to 20 KMs. in respect of High School Students.

Eligibility: A school / college / higher educational and Technical institution where the student is studying shall have recognition of the State or Central Govt. The courses shall be of full time in nature. The students shall not be in receipt of any stipend / fellowship and should not have been employed. The institution shall have affiliation to any Board or University of the State / Central Govt. which conducts examinations and issues certificates. The students shall obtain certification of the Head of the Institution in the application form prescribed and submit to obtain the bus pass from the nearest Unit Manager.

2.16. SPECIAL GENERAL BUS TICKETS

In addition to all the above types of bus passes, Corporation is also issuing Special Monthly General bus tickets in cities / towns to the students who are studying Job Oriented Courses. These bus passes are priced a little higher than the tariff charged to other regular students.

2.17. EXCLUSIVE TRIPS TO SPECIAL SCHOOL / COLLEGES

Corporation operates exclusive buses to special schools / colleges, where the number of students utilizing the facility is not less than 60. This facility is available both in cities / towns and in rural areas.

Students numbering not less than 60 and willing to avail exclusive student special pass shall be provided with exclusive bus facility. The minimum route length for operating the service is 16 KMs. in cities / towns and 20 KMs. in rural areas. The tariff shall be collected extra on pro-rata basis, depending upon the additional distance involved.

2.18. PHYSICALLY HANDICAPPED BUS PASSES

- Corporation is issuing bus passes to the physically challenged, mentally retarded, blind, deaf & dumb persons to travel free by the buses operating in cities / towns. In the case of services being operated in rural areas, these
physically challenged persons are allowed 50% concession in normal fares. Escorts to blind and mentally retarded are allowed when accompanying them. These escorts are charged a nominal fee for travel by city buses and provided 50% concession for travel by mofussil buses.

**Eligibility:**

1. Physically challenged, mentally retarded, blind, deaf & dumb shall produce certificate issued by the District Medical Board concerned.
2. The blind are those for whom sight is totally absent i.e., loss of sight in both the eyes.
3. Mentally retarded person is he who is under the category of IQ-69 and below.
4. Orthopedically challenged are those who have 40% and above disability.
5. Escorts for mentally retarded and blind persons are allowed based on the certification of the Medical authorities.
6. Deaf & Dumb are those in whom the sense of hearing and speaking is fully nonfunctional for ordinary purpose of life. He/she does not hear / understand sound at all even with amplified speech

2.19. **MONTHLY GENERAL BUS TICKETS**

These passes are issued in three categories viz., Ordinary, Metro Deluxe, Metro Express validating the holders of the pass to perform unrestricted journeys by the services applicable for which it is valid and operating in that city / town. The holders of superior class of bus passes viz., Metro Deluxe General bus ticket holders, are allowed to travel by other lower class of services viz., Metro Express or Ordinary up to the valid limits.

Eligibility: General public is issued monthly season tickets in rural areas and route passes in cities/towns. The holders of this pass will be charged 20 days (one 'Up' and one 'Down') fare i.e., 1/3rd concession allowing them to perform journey on all days of the month. Monthly General Bus Tickets are issued for travel by City Ordinary, Metro Express and Metro Deluxe services at a monthly cost of Rs.500/-, Rs.600/- and Rs.700/- respectively. Holders of the pass are permitted to perform unrestricted journey by the services for which the pass is valid.
2.20.  **BUS PASSES TO NGO's.**

As per the policy of the Government of Andhra Pradesh, the NGOs i.e., Govt. employees working in twin cities, Visakhapatnam, Vijayawada and Warangal are being issued Monthly General bus passes for travel by the city / suburban services operating in these cities to enable them to attend to their duties. The employees will pay 1/3rd cost of the General bus ticket while the balance 2/3rd cost is reimbursed by the Andhra Pradesh State Government.

2.21.  **FREE BUS PASSES TO YOUTH ATTENDING INTERVIEWS**

Youth attending interviews conducted by the Government agencies like APPSC, DSC and State owned Public Sector Undertakings are issued "to & fro" free bus pass for which the Government of Andhra Pradesh will reimburse the cost of journeys in full to the Corporation.

2.22.  **MONTHLY SEASON TICKET**

Monthly season tickets are issued to the regular commuters like office goers, students, business men etc., in rural areas up to a maximum distance of 100 KMs. (20 stages). These passes are of two types’ viz., Pallelevelugu and Express Monthly season tickets. The tariffs of these passes are fixed basing on the distance the pass holder intends to travel from one stage to another.

2.23.  **MONTHLY ROUTE PASSES (CITIES / TOWNS)**

Monthly route passes have been introduced for the benefit of general commuters to travel by the city / town services operating in Visakhapatnam and Vijayawada w.e.f. 01.04.2002. This facility is also extended to Warangal and Hanumakonda cities w.e.f. 01.06.2002. These passes are issued in three slabs i.e., upto 4 KMs., 8 KMs., and 12 KMs. Tariff for these passes is fixed at 20 days normal fare.

Eligibility: the General public is issued with monthly season tickets in rural areas and route passes in cities/towns. The holders of this pass will be charged 20 days (one 'Up' and one 'Down') fare i.e., 1/3rd concession allowing them to travel on all days of the month.

Monthly General Bus Tickets are issued for travel by City Ordinary, Metro Express and Metro Deluxe services at a monthly cost of Rs.500/-, Rs.600/- and
Rs.700/- respectively. Holders of the pass are permitted to perform unrestricted journey by the services for which the pass is valid.

2.24. TRAVEL FACILITIES FOR MLAs AND MP

In accordance with the orders of the Government of Andhra Pradesh, Corporation is allowing all the MLA's., their spouses and MP's hailing from A.P. to travel free by all its services viz., City, Pallelevelugu, Express and AC Coaches. An attendant is allowed when MLA or spouse of MLA travel singly. When MLA and spouse of MLA travel together, they are not allowed to take one attendant. The Government of Andhra Pradesh have been reimbursing subsidy to the Corporation @ Rs.100/- per MLA, spouse of MLA and MP per month.

2.25. PASSES FOR FREEDOM FIGHTERS

In pursuance of the policy of the Government, Corporation is issuing bus passes to all the Freedom Fighters of Andhra Pradesh who crossed 65 years of age and receiving pension either from the Government of Andhra Pradesh or from the Central Government. The Freedom Fighters holding passes are allowed to travel free by all types of services of the Corporation. The Government of Andhra Pradesh will reimburse the cost of travel to Corporation for the claim preferred which is based on the cost of operation from time to time.

2.26. EMPLOYEES’ CHILDREN

As a welfare measure to the employees of the Corporation, all the children of the employees studying in schools / colleges are extended student bus pass facility at an additional concession of 75 % over the rates of bus passes charged to other students.

2.27. MARKETING SCHEMES

APSRTC has launched several schemes to the passengers for encouraging their journey in RTC buses. Some of the important schemes provided by APSRTC are given below.

i) Navya Cat (Concessional Annual Travel) CARD

The existing CAT card has been rechristened as Navya CAT card duly rationalizing the denominations. Navya CAT cards have been introduced w.e.f
Any passenger intending to purchase Navya CAT Card must be above 5 years of age and there is no upper age limit to become a member of Navya CAT Card. The customer will be issued with an identity card, duly affixing a photograph incorporating user’s personal profile. The existing CAT card holder can continue with the CAT card till its expiry.

1. **Fresh Card:** The tariff of Navya CAT card is Rs 250/- with one year validity.

2. **Renewal Card:** Only one single denomination of Rs 150/- for renewal every year.

3. **Add on Card:** All the fresh & renewed “Navya CAT Card” holders are eligible to get “Add on Navya CAT Card” @ `100/- to maximum of four family members viz., spouse, sons & daughters (unmarried), which will be issued at the Depot where parent card is purchased.

4. A concession of 10% is given to the Navya CAT cardholders in all types of Intra & Interstate services except AC and City services.

5. Additional Compensation An additional compensation of Rs 1.75 lakhs for fresh card and Rs 2 lakhs for renewal card shall be provided in the case of death of a Navya CAT card holder, while traveling in APSRTC bus due to accident. “Add on Navya CAT Card” holder is also eligible for additional compensation as in the case of parent Card i.e., Fresh / Renewal Navya CAT Cards.

6. Renewal of Navya CAT Cards is allowed up to one month after completion of validity.

7. 10% concession is given on the ticket fare except on minimum fare.

8. Navya CAT card is not transferable. If lost, fresh card has to be purchased.

9. Card should be produced for availing up to 10% concession and also for checking by the officials on demand.

10. No other concession is applicable to the Navya Cat card holder.

11. Duplication of the card in any form is not valid for travel.
ii) Vanitha Family Card
Will be issued to all the members mentioned in White Ration Card.
1. **Tariff**: Rs.100/- Vanitha Family Card is issued in the name of Woman passenger availing the concession.
2. **Concession**: 10% concession will be extended to the family members either to travel individually or in group.
3. **Validity**: The validity of the card is two years and valid for travel in all Pallevelugu and Express Buses.
4. **Additional Compensation**: There will be compensation payable to the extent of Rs. One Lakh per member for loss of life in case of accident while traveling in APSRTC Bus.

iii) Vihari Card
Vihari cards were introduced w.e.f 06.03.2013 replacing JHT, IJHT and CGC.
   a. It is the right product to have hassle free ride for 7 days with 50% fare discount in all Non A/C Intra & Interstate services of APSRTC.
   b. As a general rule of thumb, if the passenger intends to travel for 7 days, it delivers better value for money spent.
   c. It entitles the holder to unlimited travel for 7 days.
   d. It makes sightseeing / tour / Pilgrimage experience more joyful and cost efficient.
   e. Need not count journeys on 7 days.
   f. Travel more & Save expenses.

iv) Silver Cards
   a. Silver cards are issued separately for Pallevelugu and Express types.
   b. Silver cards are issued up to 75 Kms with 5 Kms slabs.
   c. Passengers intending to travel from 76th km to 100th Km are facilitated to travel with a single slab tariff of 80 Kms fare.
   d. There are no child tickets for Silver Cards.
   e. For first two stages Silver card is not issued for Express buses.
   f. Toll Plaza User Fee shall be collected from the Silver Card holders while traveling in the bus wherever applicable.
v) **Free Travel Facility For Long Distance Passengers**

To attract more long distance (250 Kms and more) passengers into the fold of APSRTC, free pick up and dropping facility is extended by city and district buses (bound to peripheral colonies) from their residence to the journey origin point and on arrival at main bus station to reach their places of residence in the peripheral areas (In Hyderabad, Vijayawada & Visakhapatnam).

vi) **Treats (Travel Regularly And Earn An Additional (Free) Trip) Scheme**

Within a span of 60 days if a passenger enrolls in TREATS and performs 5 trips in any of the routes like HYD-Vijayawada, HYD-Bangalore and HYD-Adilabad, he is offered the 6th trip free.

vii) **Tirumala Tirupati Link Tickets Through Trains And Buses**

Pilgrims traveling to Tirumala can purchase Tirupati to Tirumala tickets either at their respective railway stations or in the buses. This relieves them of waiting in the queue at Tirupati Bus Stations.

viii) **Accommodation Linked Tickets To Shirdi**

On selected routes like Hyderabad to Shirdi, accommodation linked tickets to the passengers, through which they can book even their accommodation right from the boarding place. The accommodation linked to journey ticket by Volvo from Hyderabad to Shirdi costs Rs 1718/- and Rs 1154/- by Super Luxury Buses.

ix) **Common Stages For City And District Services Within Twin Cities**

10 Sectors have been identified with a route length of 10 Kms from MGBS and JBS under the scheme. All District Ordinary Buses stop at all city bus stages within City limits upto 10 Kms in Twin cities. Under the scheme, city passengers are allowed to travel on a flat fare of Rs.5/- and city bus pass holders are allowed to travel free on the strength of GBT/SGBT in District Palle Velugu (Ordinary) buses.

x) **Telephone Service**

A unique telephone number system has been introduced to enable the passengers to easily access any bus station in the state by simply prefixing the STD code with 12666. Presently 237 bus stations are connected through this system.
xi) E-Ticketing
   E-Ticketing system enables passengers to book their tickets from anywhere to anywhere right from their home or office with the click of a mouse.

xii) OPRS – Online Passenger Reservation System
   To give passengers a facility to book their advance reservation of seats from anywhere to anywhere, OPRS system is introduced. This system is introduced in 63 important and major Bus Stations. The passengers can book their tickets from any Bus Station counter or from any ATB Agent.

xiii) Reservation Through E-Seva Centres
   A proposal is under process for collaborating with the state government’s e-Seva centres for providing seat reservation facility. The state wide network of e-Seva centres is expected to increase the reservation business by leaps and bounds.

xiv) Hail & Board, Alight on Request
   For the added convenience and to attract more passengers Pallelugu services are stopped wherever the passenger hails the hand enroute and all the buses are stopped to allow the passengers to alight on request at their choice places.

xv) Reservation of Tickets Through Credit Cards
   Advance reservation of tickets with Credit / Debit cards facility is available at MGBS/Hyderabad and JBS/Secunderabad duly having a tie up with Citi-Bank.

xvi) Cancellation and Refund Rules:
   The ticket Cancellation slabs and the amount eligible for refund are given in the following table.

Notice of Cancellation Amount deducted
   a. More than 48 hrs before the Scheduled departure of the bus only reservation charges.
   b. From 48 hrs before and up to 24 hrs. Before the Sch. Dep. Time of the bus 10% of the actual fare + reservation charges.
   c. From 24 hrs, before and upto 2 hrs. Before the Sch. Dep. Time of the bus 25% of the actual fare + Reservation charges.
d. Upto 1 hr. before Sch. Dep. of the bus at the Origin (Paper tickets through agents, e-tickets...) 50% of the actual fare + Reservation charges.

e. Within 1 hr of Sch. Dep. / After Sch. Dep. of the bus at the Origin (Paper tickets through agents, e-tickets...no refund

f. Upto Sch. Dep. Time of the bus (For printed stock tickets purchased in RTC Bus Stations) 50% of the actual fare + reservation charges.

g. upto 1 hr. after Sch. Dep. of the bus ( For printed stock tickets purchased in RTC Bus Stations)75% of the actual fare + reservation charges.

h. After 1 hr. of Sch. Dep. of the bus( For printed stock tickets purchased in RTC Bus Stations) no refund

2.29. BUS PASSES FACILITY TO DIFFERENT CATEGORIES OF COMMUTERS

As a social obligation on the part of the Andhra Pradesh State Government, A.P.S.R.T.C. is extending various types of free/concessional bus passes facility to different categories of commuters to travel by its buses operating both in cities / towns and mofussil areas.

2.30. BUS PASS ELIGIBILITY CRITERIA

1. Students Below 12 Yrs

The School / Institution shall be of Govt., Govt. aided or private registered one. The Head of the Institution shall certify the date of birth and bonafides of the students. Free route pass between residence and school will be issued by the nearest Depot Manager.: 

2. Girl Students Studying upto Class X

Girl students up to an upper age limit of 18 years studying class X and below shall be issued free route pass between the residence and school and back up to a maximum distance up to 20 KMs. in rural areas and 22 KMs. in cities / towns. The students studying in Govt., Govt. aided or private registered school are eligible for which the Head of the school shall certify the date of birth and bonafides of the students.
3. **Students monthly / Quarterly Route Passes and General Bus Passes**

The school / college / higher educational and Technical institution where the student is studying shall have recognition of the State or Central Govt. The courses shall be of full time in nature. The students shall not be in receipt of any stipend / fellowship and should not have been employed. The institution shall have affiliation to any Board or University of the State / Central Govt. which conducts examinations and issues certificates. The students shall obtain certification of the Head of the Institution in the application form prescribed and submit to obtain the bus pass from the nearest Unit Manager.

4. **Physically Challenged**

Physically challenged, mentally retarded, blind, deaf & dumb shall produce certificate issued by the District Medical Board concerned. The blind are those in whom the sight is totally absent i.e., loss of sight in both eyes. Mentally retarded person is he who is under the category of IQ-49 and below. Deaf & Dumb are those in whom the sense of hearing and speaking is fully non functional for ordinary purpose of life. He/she does not hear / understand sound at all even with amplified speech.

Government of Andhra Pradesh issued a G.O.Ms No 230 Dated 17.11.2006 permitting the Corporation to issue concessional bus passes to Dwarf persons on par with orthopedically handicapped persons. Orthopedically challenged are those who have 40 % and above disability. Escorts for mentally retarded and blind persons are allowed based on the certification of the Medical authorities.

5. **Student Exclusive Bus Pass**

Students numbering not less than 60 willing to avail exclusive student special pass, shall be provided with exclusive bus facility. The minimum route length for operating the service is 16 KMs. in cities / towns and 20 KMs. in rural areas. The tariff shall be collected extra on pro-rata basis, depending upon the additional distance involved.
6. **NGOs Bus Pass**

AP State Government employees working in twin cities, Visakhapatnam, Vijayawada and Warangal and whose pay is below the scale of Rs.8335/- to 17905/- (pre-revised), are issued NGOs bus passes priced at Rs.500/- for City/Sub-urban travel. The Controlling Officer will certify the bonafides of the NGO for obtaining this pass. The NGO will pay 1/3rd cost of the pass and the balance 2/3rd's cost will be reimbursed by AP State Government. The NGO and Government are sharing the cost of GBT.NGO - CITY ORD at Rs 235/- NGO CITY METRO EXPRESS and Rs 335/-NGO CITY METRO DELUXY Rs 435/-.

7. **Monthly Season Tickets /Monthly Route Passes /Monthly G.B.T:**

General public are issued monthly season tickets in rural areas and route passes in cities/towns. The holders of this pass will be charged 20 days (one 'Up' and one 'Down') fare i.e., 1/3rd concession, allowing them to perform journey on all days of the month. GBT monthly tariff Rs.700/-, Metro Express Rs 800/- Metro Deluxy Travel Card Rs 900/-, Shetal Rs 1750/-, Airport Metro Rs 1050/- Route Passes for General Commuters 4Kms Rs 280/- 8 Kms Rs 360/-, 12 Kms Rs 440/-, 16 Kms Rs 560/- and for 18 Kms Rs 600/- 20 Kms Rs 640/-.

8. **Mmts - Rtc Combined Ticket (Hyderabad & Secunderabad) Rs 800/-**

Monthly General Bus Tickets are issued for travel by City Ordinary, Metro Express and Metro Liner services at a monthly cost of Rs.700/-, Rs.800/- and Rs.900/- respectively. Holders of the pass are permitted to perform unrestricted journey by the services for which the pass is valid.

2.31. **FUNCTIONS OF ORGANIZATION**

(a) To provide clean, comfortable, clock-work-like and courteous commuter service at an economic fare

(b) To provide employee satisfaction in financial and humanistic terms.

(c) To strive forwards financial self-reliance in regard to performance and growth.

(d) To attain a position of reputation and respect in society.
2.32. DUTIES

(a) To provide efficient, effective, ethical management of the business.
(b) To treat the customer i.e., passenger, as a central concern of the Corporation's business and provide him the best possible service characterized by cleanliness, punctuality, safety, comfort and courtesy.
(c) To explore and exploit technological and financial developments to render the business cost effective at all times.
(d) To regularly and constantly improve the capabilities of employees for higher productivity, superior performance and career advancement through a planned process of counseling, training, placement and job enrichment.
(e) To focus on the service conditions and welfare of the employees and their families consistent with their worth to the Corporation.
(f) To fulfill its obligations to the State and Central Governments by optimizing return on investment and attaining financial self-reliance for organization’s growth.
(g) To emphasize environmental and community concerns in the form of reducing air and noise pollution. Improving ecology and aesthetics of the surroundings in which the Corporation is required to operate and generally contribute to the corrective weal of the community.
(h) To consciously confirm to the policy and guidelines of the State in its business operations.

To reach a position of pre-eminence in bus transport Business and win respect and reputation in society through all round excellence in performance.

2.33. POWERS AND DUTIES OF OFFICERS & EMPLOYEES

A) Executive Director (ZONES): He is responsible for translating the corporate objectives, policies and systems into action at field level and utilize the resources optimally. He shall render effective and efficient bus operations streamlining the inter-regional bus operations, ensure timely supply of the spares from Zonal Stores, re-condition units from the Zonal Workshops and tyres from the Tyre Retreading Shops. He shall closely monitor the manpower unitization and the financial health of depots and give timely advice after careful inspections. He is assisted by Regional Managers.
B) **Regional Manager:** He is responsible for the district level operations & performance of business according to the corporate policies. He is to streamline the inter-division and inter-depot operations and closely monitor manpower utilization, financial performance, requirements of depots, and the performance of depots in several operational and mechanical engineering parameters. He is the review authority in disciplinary matters.

C) **Divisional Manager:** He is responsible for the operational and maintenance aspects of the depots in his jurisdiction that sprawl approximately half of the district. He shall study the operational requirements in field; inspect the mechanical engineering sections, stores and personnel sections. He will give the necessary advice on all aspects of functioning of the depot by closely monitoring the depots. He is the appellate authority in disciplinary matters.

D) **Employees:** All the employees will discharge their designated duties under the guidance and supervision of their respective officers according to the organizational structure with the sole aim of achieving the corporate objective.

2.34. **THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING THE CHANNELS OF SUPERVISION AND ACCOUNTABILITY**

According to RTC Act, 1950 and its [(Section 4(1)(b)(iii)](https://example.com), the Organization Structure showing the decision-making process and flow of authority for supervision and accountability is furnished in Table No.3

Decision making process involving exercise of power in operations /Administration / Engineering etc. is governed by delegation of powers as approved by the Board from time to time. The procedure followed is either through circulation of note files or through committee method wherever applicable. The decisions pertaining to the service conditions and discipline of the employees are made as per the regulations of APSRTC which are approved by the Government of A.P. from time to time.
2.35. THE NORMS SET BY IT FOR THE DISCHARGE OF IT'S FUNCTIONS

According to RTC Act, 1950 and its [(Section 4(1)(b)(iv))], as a part of its relentless striving for higher efficiency levels, performance in all parameters is assessed regularly, usually, monthly, and targets are fixed in all parameters like crew productivity, employee productivity, passenger satisfaction in terms of reliability, punctuality, regularity conservation of Lub and HSD, tyres, springs, and spares consumption, OR, EPB, EPK and CPK etc. The efforts are then constantly monitored by the authorities concerned. After achieving the desired targets, new targets are fixed taking environmental constraints into consideration.

2.36. THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS, HELD BY IT OR UNDER ITS CONTROL OR USED BY its EMPLOYEES FOR DISCHARGING IT'S FUNCTIONS

Section 4(1) (b) (v) & (vi) under for discharging respective duties and responsibilities by the Officers and employees, the Corporation has formulated relevant Rules, Regulations, Instructions and Manuals. Depending upon the changes in macro environment, latest circular of instructions is issued as and when necessary for regular functioning. The following Manuals are followed.

1. Office Manual
5. Stores and Purchase Manual
6. Accounts & Audit Manual

To make the decision making process speedy, timely and accurate, computers have been introduced in several departments and manuals are prepared on how to put the computer packages to use, department wise. The same are listed hereunder.

1. VEMAS - Vehicle Maintenance System
2. STOINS - Stores and Inventory Management System
3. FACTIS - Finance and Accounts Information System
4. OLTAS - On Line Ticket Accounting System
5. OLIMS - On Line Inventory Management System
6. PMS - Personnel Management System
The above manuals are used for regular routine decision making and for any major policy changes, the Corporation's Board of Authorities.

2.37. A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER IT'S CONTROL

1. [(Section 4(1)(b) v (i)] Annual Administrative Report
2. Department-wise Performance Reports

Annual Administrative Report is submitted to the government annually. The other department wise performance reports on crew/employee productivity, earnings, occupancy ratio, density of routes, fuel conservation, tyre performance, spring consumption etc., are generated monthly and are used for exercising effective managerial control.

2.38. STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ITS ADVICE, AND AS TO WHETHER MEETINGS OF THOSE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC, OR THE MINUTES OF SUCH MEETINGS ARE ACCESSIBLE FOR THE PUBLIC:

A.P.S.R.T.C. is governed by Central RTC Act, [(Section 4(1)(b)v(iii)] .The Board constituted by the Govt. of A.P. and its committees periodically meets and takes decisions.

2.39. THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE

As per Section 4(1) (b) (xv) Enquiry Counters are available at all major Bus Stations/Call Centers. The citizens can also obtain any information relating to the Corporation from any of the 202 Depot Managers' Offices.
2.40. ORGANIZATIONAL STRUCTURE AT DEPOT LEVEL

From Figure No.2.2, it is clear that the structure of organization at depot level consists of various hierarchy levels. 5 departments including Personnel wing, Accounting, Maintenance Department, Traffic Department and Security Department function under the Depot Manager.

Further, in Personnel wing, 5 levels of employees coordinate the activities of personnel work process. These include Superintendent, Senior Assistant, Junior Assistant, Record Assistant and Sweepers. Further, under accounting wing, 4 levels of employees will work. These include Accounting Wing, Accountant, Senior Accountant and Junior Accountant. The Maintenance Department consists of 6 levels of employees.

The employees under Maintenance Department are Mechanical Foreman, Assistant Mechanical Foreman, Mechanical Incharge, Leading Head, Mechanics and Other Staff. The Traffic Department consists of the highest hierarchy. It consists of 7 levels of employees to work for traffic clearance, inspection. Under this Traffic Department, the categories include Chief Inspector, Sub-Traffic Inspector, Traffic Inspector-2, Traffic Inspector-3/Depot Clerk, Controller/Assistant Depot Clerk, Conductors and Drivers. The Security department consists of 4 levels of employees in its hierarchy.

Under the Security Department the employees work at the level of Senior Inspector, Assistant sub-Inspector, Head Security Guard and Security Guard. Overall, the depot level is a very crucial level which has various levels of employees under its organizational structure.
Figure No. 2.2: Organizational Structure of Depot Level

Source: Records of APSRTC
2.41. ORGANIZATIONAL STRUCTURE AT REGIONAL LEVEL

Figure No.2.3 clearly specifies the structure of APSRTC at regional level. At the regional level, 8 levels of employees will take instructions and guidance from Regional Manager. Under Divisional Manager 1 & 2, Depot Manager functions. Under Deputy Chief Audit Officer, an Accounts Officer will perform the duties. Under Controller of Stores, a Stores Officer will perform the duties. An Assistant Works Manager will perform the duties as per the instructions of Works manager. Under Personnel Officer, a Deputy CME will perform the duties.

The Assistant Mechanical Engineer directly co-ordinates the activities of Deputy CTRM. An Assistant Traffic Manager will perform the duties and coordinates the activities of Deputy CPM. A Statistical Officer will be supervising the Supervisor and Clerical Staff.

Overall, Supervisor and Clerical Staff will directly make contacts with the 2nd hierarchy level of employees (Depot Manager, Accounts Officer, Stores Officer, and Assistant Works Manager, Personnel Officer, Assistant Mechanical Engineer and Assistant Traffic Manager).

Figure No.2.3: Organizational Structure at Regional Level

Source: Records of APSRTC
2.42. ORGANIZATION STRUCTURE AT ZONAL LEVEL

Figure No.2.4 shows the complete authority of hierarchy at zonal level. Executive Director acts as supreme head at Zonal level. Under his authority, 9 levels of in charges co-ordinate the activities. These include the following authorities.

a) Administrative Personnel
b) Accounts
c) Traffic
d) Mechanical & Maintenance
e) Security
f) Work Incharge
g) Tyre Retreading Shop and its employees
h) Zonal stores
i) Training College

a) Administrative Personnel: Under Administrative Personnel, 5 levels of employees share the responsibilities. Administrative Personnel Manager assigns the tasks to Deputy Personnel Manager, and he coordinates the activities with Personnel Manager. The Personnel Manager again coordinates with Assistant Personnel Manager. The Senior Assistant and Junior Assistant share the responsibilities ordered by Assistant Personnel Manager.

b) Accounts Division: Under this section, 7 level of employees co-ordinate the activities of company’s accounts. The employees including Chief Accounts Officer, Accounts Officer and Assistant Manager Co-ordinate the management activities related to accounts. The Superintendent, Deputy Superintendent and Junior Assistant share the responsibilities in the next level of hierarchy.

c) Traffic: Under this section, 4 levels of employees including Chief Traffic Manager, Senior Traffic Inspector, and Traffic Inspector-2 & 3 share the responsibilities. Mechanical & Maintenance Division, Security, Workshop and Tyre Retreading Shop mutually coordinate the activities among them. Among the remaining sections, the Zonal Stores co-ordinates the activities with Controller Services and other stores. The training college of APSRTC is guided by a Principal. All the activities of Traffic, Personnel and Maintenance will be co-ordinated by the Executive Director of The APSRTC.
Figure No.2.4: Organizational Structure at Zonal Level

EXECUTIVE DIRECTOR

Admin. Personnel

Dy. Personnel Manager

Personnel Manager

Asst. Personnel Manager

Sr. Assistant

Jr. Assistant

Accounts

Chief AO

Accounts Officer

Asst. Manager

Superintendent

Dy. Superintendent

Traffic

CTM

Sr. Traffic Inspector

Mechanical & Maintenance

Security

Inspector

Work Manager

Asst. Work Manager

Tyre Retreading Room

Zonal Stores

Asst. Mech Engineer (T)

Controller

Principal

STD-1

STD-2

STD-3

DBT

MECHANICAL FOREMAN

MECHANICAL CHARGEMAN

PERSONNEL

TRAFFIC

MAINTENANCE

Source: Record of APSERC
REFERENCES:

1. http://india.gov.in/topics/transport
8. Source retrieved from en.wikipedia.org/wiki/Transport_in_India