CHAPTER - III
WELFARE MEASURES IN APSRTC

Employee welfare occupies a significant position in the organizational development as well as industrial development of the country. It is one of the important facets of industrial relations, the extra dimension, giving satisfaction to the employee in a way which even salary cannot. The growth in industrialization and mechanization of business has made the environment see a great change.

Employee welfare is concerned with maintenance function of employees in the sense that it is directed specifically to the preservation of employee health and attitudes. In other words, it contributes to the maintenance of employee morale. The welfare services in an industry try to improve the living and working conditions of employees and their families because the employees’ well-being determines the level of employee satisfaction, which, in turn, has a bearing on employee productivity.

Andhra Pradesh State Road Transport Corporation (APSRTC) is implementing a comprehensive method of welfare measures to all its employees. The organization is committed to promoting the well-being of its employees by providing various amenities in consultation with the APSRTC unions. In the survey it is observed that, with every settlement, the management concludes with employees union, the scope and coverage of employee’s services get extended. From the survey, it is noticed that the organization spends large sums of money for promotion of the well-being of the employees.

It tends to look upon welfare as a means of securing, preserving and promoting the efficiency and improving the quality of life of work force. Welfare amenities in the organization can broadly be classified into two categories. i.e, Statutory and non-statutory welfare measures. The welfare measures implemented in APSRTC can be classified into two sections. In section –A, the various activities of APSRTC with reference to statutory welfare measures are analyzed. Section – B concentrates on Non-statutory welfare measures.

The Welfare amenities extended to the employees are classified as statutory and non-statutory. While statutory provisions are those regarding drinking water, latrines, urinals, first-aid, medical aid, rest rooms, leave, provision of shelters, pit heat baths, canteens, appointment of welfare officers etc., non-statutory welfare amenities
are those such as maintenance of cooperative societies, medical, recreational facilities etc. These are provided by the Corporation. The following are some of the latest welfare measures that are provided to its employees.

SECTION – A

3.1. STATUTORY WELFARE MEASURES

Employee welfare measures taken up by APSRTRC in compliance with statutory provisions include washing facilities for storing and drying clothing, first aid appliances, canteen, shelters, rest rooms and lunchrooms.

1. WASHING, SITTING AND DRYING OF CLOTHES

The Corporation has made adequate arrangements at all workshops and body building units for washing and drying of clothes. Separate rooms are provided for wearing of uniforms and keeping of clothes in individual vaults of workers. Necessary sitting arrangements are provided to its mechanical staff workers at work shops and body units during their course of work. Plantation and greening of surroundings was done for better and healthier environment in workshops and depots.

2. FIRST AID APPLIANCES

A First Aid kit is to be provided in factories if there are more than 150 workers as per statutory provision. The Corporation accordingly had made adequate provisions for keeping first aid boxes at conspicuous places in all its workshops, body-building units and at places of maintenance in depots. Ambulance is to be provided in factories if there are more than 500 workers as per the Factories Act. The APSRTC has provided an ambulance with adequate provisions and prescribed equipment under medical and nursing staff.

3. CANTEENS

Canteen is one of the pre requirements for the employees for availing lunch and breakfast facilities during work. Because of the unplanned nature of working hours for APSRTC employees, food facilities available at canteens will facilitate convenience to especially drivers, conductors and frequently moving employees of APSRTC.

The Corporation is providing and maintaining adequate number of canteens only at all its workshops, for the benefit of shop floor workers. They run on ‘no profit
no loss’ basis on average there are 500 workers in a workshop. The Corporation established canteens at Vizianagaram, Tirupati, Karimnagar and Uppal. The Corporation is providing accommodation, furniture and other equipments as well as fuel and electricity with good ventilation to get fresh air. The workers are given 25% discount on all eatables in canteens.

4. REST ROOMS AND LUNCH ROOMS

Especially for drivers and conductors, the rest rooms are one of the very important requirements. Unplanned schedules and risky job hours and late night hour jobs demand periodic rest hours. Hence, the rest rooms along with lunch rooms will provide comfort and convenience to the employees.

The Corporation is providing rest and lunchrooms for its workers at all workshops and body-building units in addition to canteens. The Corporation is providing rest rooms for its staff at almost all bus depots where large numbers of staff members are required to halt at nights during their change over of duties. All such rest rooms are well furnished with good ventilation keeping them in a clean and tidy condition.

5. CRECHES

The Corporation is maintaining childcare centre at Musheerabad in Hyderabad for the benefit of children of women employees in administrative office. Children above the age of 3 months and below 6 years only are taken care at this centre. The children are provided with milk, bread, biscuits and fruits free of cost.
PART – B

3.2. NON STATUTORY WELFARE MEASURES

1. HOUSING FACILITIES

APSRTC has provided certain quarters meant for residential purpose. For officers and staff such quarters are situated mainly in twin cities and also in the districts. Departmental officers/Staff quarters are situated at Hyderabad and Secunderabad. Apart from the individual officers’ quarters at Hyderabad, 256 staff quarters (Flats) are provided at Kachiguda under the control of Regional manager, Hyderabad. Further there are about 644 quarters situated at various units of the Corporation. The competent authority strictly, as per the seniority of the applications registered, is allotting the quarters.

2. EDUCATIONAL FACILITIES

APSRTC is providing Educational Assistance to the children of the employees who are studying professional courses and is providing scholarship facilities to children of employees studying in SSC/Intermediate/Degree Courses and who have passed meritoriously. APSRTC also sanctions scholarships to Physical Handicapped children of employees. They are given scholarship of Rs.3000/- each once in a year. The scholarships are limited to 17 in each Zone i.e., Hyderabad/ Vijayawada/ Karimnagar/Cuddapah and to 16 in Vizianagaram/ Nellore and to 5 in each Head Office. The budget limit is Rs.6,03,000/- per year. APSRTC high school was started in the year 1954. It has been provided for the employee children in the Twin cities with Telugu and English Media classes for the Children of RTC Employees. It is a high school recognized by Andhra Pradesh Government.

APSRTC has been providing educational assistance towards cost of Books from Staff Benefit Fund. It is being sanctioned every year to the employees whose children are studying 6th to 10th class as shown below.
Table No.3.1: Monetary benefits to the children of APSRTC Employees

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Class</th>
<th>Monetary benefit in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6th Class</td>
<td>1000-00</td>
</tr>
<tr>
<td>2</td>
<td>7th Class</td>
<td>1000-00</td>
</tr>
<tr>
<td>3</td>
<td>8th Class</td>
<td>1500-00</td>
</tr>
<tr>
<td>4</td>
<td>9th Class</td>
<td>1500-00</td>
</tr>
<tr>
<td>5</td>
<td>10th Class</td>
<td>1500-00</td>
</tr>
</tbody>
</table>

Source: APSRTC draft on Educational facilities, 2013

a) SPECTACLE ALLOWANCE

For sanction of amount towards Spectacle Allowance the following information will be obtained from the employees of APSRTC.

a) The number of applications pending in the Category of Drivers who have crossed 45 years of age.

b) Applications other than the category of Drivers who have crossed 40 years of age.

3. CONVEYANCE FACILITIES

APSRTC provides staff buses free of cost which cover various destinations for the conveyance of the employees. Free bus passes are given to the employers for traveling all over state. A maximum of five tickets are given to the family members of the employees which are free of cost.

4. MEDICAL FACILITIES

As per the APSRTC Employees (Medical Attendance) Regulations, 1963, free Medicare is provided to the employees, dependent spouse/children and parents of employees.

APSRTC has taken exemption from operation of Employees State Insurance Act as it is providing medical facilities. Executive Director is head of the Medical Wing in APSRTC Hospital at Tarnaka, Hyderabad. This hospital is accommodating 200 in-patients in addition to attending to about 1500 outpatients daily.

The hospital has been equipped with diagnostic equipment like ultra scanner, semi auto analyzer and endoscopic equipment in addition to the existing facilities like X-ray unit, MA Odelka Unit and Blood Bank. In addition to this, a 12 bed Hospital is provided at Karimanagar. In addition to this 5 more Dispensaries are functioning in
twin cities and 27 Dispensaries are functioning at Zonal/ Regional/ Divisional Head quarters levels. For providing medical facilities to the employees of Depots where the RTC Dispensaries are not available, the Medicare is provided through separate clinics opened in Government Hospitals. Corporation is also directing the patients to Super Specialty Hospitals to undergo major treatment/ surgeries viz. Cancer, Kidney Transplantation and Heart diseases and payment is made without any ceiling.

5. RECREATIONAL FACILITIES

APSRTC is providing Officers Club at Railway vikas. The clubs provide indoor games like carroms, table tennis etc. and also provide news papers and important magazines. The officer’s club has a shuttle badminton court. One common Gym is also provided at corporate Musheerabad.

6. TRANSPORT FACILITIES

Concessions given to the retired employees/ officers for travel in RTC Buses:

a) To permit the retired employee and spouse to travel free of cost in all cities/sub-urban, in ordinary and metro express services.

b) To permit 50% concession in ticket fare to both employee and spouse to travel in AP round the year any number of times. (Upto deluxe services for employees, upto super Luxury for JSO and SSOs and in all types of services for EDs and HODs).

Retirement due to failure to conform to the requisite standard of physical fitness: in the case of retirement of a driver on medical grounds, he may be extended all terminal benefits apart from an Ex-Gratia payment equivalent to one and half month’s emoluments (Pay+DA) last drawn, for each completed year of service or the monthly emoluments at the time of retirement on medical grounds multiplied by the balance months of service left before normal date of retirement whichever is less. Service of more than 6 months shall be treated as one year. Benefit under voluntary/medical retirement: employees after putting in a minimum of 20 years of service are eligible for voluntary retirement. Employees who are declared medically unfit will be retired on the medical grounds.
7. HOUSING

Housing as rightly pointed out by the committee on labour welfare, being a basic human necessity needs a very high priority in any scheme of national Planning and Industrial Development in India. It has been a social problem affecting all sections of populations in some measure or the other, particularly in developing countries like India. The provision of housing has a direct bearing on the health and efficiency of the factory workers.

In fact, a solution for the health and efficiency of the industrial workers lies in providing cheap, health and adequate accommodation to them. It may be mentioned here that healthy accommodation includes adequate space, ventilation, lavatories, drainages and other sanitary arrangements. But as against this, inadequate and poor quality of housing has become the bane of urban industrial life.

The Corporation has provided a total number of 1,273 staff quarters and also encouraged the employees to form Cooperative Housing Societies and a sum of Rs.6.51 lakhs has been given for purchase of land. It has also advanced a total sum of Rs 6.5 crores towards loans for construction of houses to individual employees. For the construction of house, an employee will get 60 months basic pay as loan. The scheme is meant for such of those who would like to construct houses of their choice on a plot owned by them. A nominal interest of 8 ½% per annum has been charged. The Corporation plans to construct 256 quarters in twin cities behind Kachiguda Railway Station. House Building Advance Scheme was introduced in the year 1975-76.

8. HOUSE BUILDING ADVANCE

House Building Advance Scheme was introduced in the year 1975-76. At present House Building Advances are granted to the Employees/Officers on the basis of 80 times of present pay or Rs. 1.00 lakh in the case of staff (Class II to Class IV) and Rs. 1.75 lakhs in the case of Officers (ED’s to Jr. Scale Officers) whichever is less.
9. HOUSING SOCIETIES

Corporation is encouraging employees in providing loans for purchase of land through Cooperative Housing Societies. So far 12 Cooperative Housing Societies have availed of this facility. As per the Circular instructions an employee is entitled to get 20% of the eligible House Building Advance or cost prescribed by the concerned Sub-Registrar or market value whichever is less.

In addition to the above facilities, the Corporation has given facility to its employees who have taken loans from Housing Federation, under LIC Housing Scheme, A.P. Housing Board and house loans advanced by Commercial Banks and Cooperative Banks for reimbursement to the extent of balance amount advanced by the above institutions.

10. ADVANCE FOR PURCHASE OF CAR/TWO WHEELERS

Officers who are drawing Rs. 9,000/- Basic pay and above alone are eligible for car loan 18 times of Basic Pay or Rs. 2 lakhs or cost of the car whichever is less. Rate of interest chargeable is 8 ½%

Employees in Class II and III whose basic pay is Rs.6,000/- and above only are eligible for Two Wheeler Advance. Eligible amount is 12 times of basic pay or cost of the vehicle whichever is less. This is also applicable to the officers. Rate of interest chargeable for two wheelers is 7 ½%.

11. SCHOLARSHIP

An educational facility through scholarships is another welfare measurement to benefit the families of employees of APSRTC. Education promotes reasoning and thinking in a person. Literacy enhances general awareness among individuals, driving away innocence and ignorance. It also helps them to be industrious and helps cope with general economic and social environment.

A) PROFESSIONAL SCHOLARSHIPS

Professional Scholarships were introduced in the year 1984 as a welfare measure to the children of Employees/Officers.

An amount of Rs. 25,000/- (maximum) will be granted to the children of the employees/officers who are prosecuting professional courses like MBBS, B.E,
B.TECH, & MBA etc., to meet the expenditure pertaining to tuition fee, cost of the books and Hostel charges etc. This will be continued till the course is completed.

B) MERIT SCHOLARSHIPS

Merit Scholarships were introduced in the year 1986 vide Resolution No. 991 dt. 16-6-1986 as a Welfare Measure to the children of Employees/Officers.

Merit Scholarships are granted to the children of Employees/Officers who secure the highest marks in SSC, Intermediate, Graduation and Post Graduation at the following rates.

1. SSC Passed (60% above) --------- Rs. 2,000-00
2. Intermediate Passed (I year & II year) --------- Rs. 2,500-00
3. Degree Passed --------- Rs. 3,000-00
4. Post Graduation --------- Rs. 3,500-00

No. of Scholarships is restricted to 10 for each region and in the case of Head office; it is 5 in each case.

12. STAFF BENEVOLENT-CUM-THRIFT FUND

The Staff Benevolent-Cum-Thrift Scheme was introduced in the year February 1980. This scheme was started as a Welfare Measure for Class I, II, III & IV Employees. Each member shall pay a subscription which shall be recovered through monthly salary at the rate of Rs. 200/- and Rs 350/- in the case of staff and officers respectively. The revised and enhanced rates have been implemented with effect from 1-4-1990 and the recovery for lower slab is Rs. 300/- and for Higher slab it is Rs. 400/-. Options have been called for Class II, III & IV service employees to opt for higher slab also which is for Class I Service members.

8% interest is paid by SBT while making settlement to members. Payment of Ex-gratia for lower slab is Rs. 55,000/- and for higher slab it is Rs. 1,00,000/- in case of death. Addional Ex-gratia is Rs. 20,000/- shall be paid towards risk in accidental eventualities such as accident, burning, dog-bites, drawing, electrocution, murder, snake-bite etc.

In case of SBT, for a member who is retiring from service, the contribution paid by the employees plus interest will be paid.
13. EMPLOYEES DEPOSIT LINKED INSURANCE FUND (EDLIF)

The health of the employee is of cardinal importance not only to him but also in relation to general organizational development. Organizations concerned usually provide their own medical facilities as they observed that sickness and ill-health are the most widespread causes of absenteeism, low moral standards, bad time-keeping and bad employee-employer relations. Health care for employees helps to reduce the incidence of sickness and therefore, absenteeism among them and increases productivity.

However, the standard of medical care offered varies from organization to organization and industry to industry in the same locality. The factories Act, 1948 and the constitution of several welfare funds aim at ensuring medical and health amenities to the workers in industries. The facilities include medi-claim insurance for employees, ambulance for medical care round the clock, first aid facilities etc.

The EDLIF scheme was introduced on 1-1-1985. The EDLIF scheme was started as a welfare scheme. The corporation is contributing to the EDLIF based on the Pay + DA of the employees on the prescribed rates. Corporation will arrange payment in case of death of an employee during service Rs. 1,50,000/- will be paid to the legal heir of deceased employee. No amount will be paid the case of retirement of the employee.

14. FAMILY PENSION SCHEME

Pension is a contract for a fixed sum to be paid regularly to a person, typically following retirement from service. There are different types of pensions, including defined benefit plans, defined contribution plans, as well as several others. Pensions should not be confused with severance pay; the former is paid in regular installments, while the latter is paid in one lump sum.

A retirement plan is an arrangement to provide people with an income during retirement when they are no longer earning a steady income from employment. Often retirement plans require both the employer and employee to contribute money to a fund during their employment in order to receive defined benefits upon retirement. It is a tax deferred savings vehicle that allows for tax-free accumulation of a fund for later use as a retirement income.
This scheme was started as a welfare scheme in the corporation on 1-3-1971. Contribution towards Family Pension scheme will be made from the Provident Fund @ 1 1/6%. In case of death of employees, payment will be made based on the length of service and contribution. The payment is arranged by RPS Commissioner.

15. APSRTC HIGH SCHOOL

APSRTC High School was started in the year 1954. The High school has been provided for the employees children in the Twin Cities with Telugu and English Media classes for the children of RTC Employees. It is a High school recognized by the Andhra Pradesh State Government.

a) There are about 2,000 students in the school.

b) Staff: There are 39 teaching and 24 non-teaching staff members in the school.

c) Every year the children studying in the school will have an opportunity of Educational tour.

d) Consolidated amount of Rs. 2,000/- is being given to the contingent staff of RTC School.

16. APSRTC BASIC TRAINING CENTRE

APSRTC Basic Training Centre was started in the year 1984-85. For providing employment opportunities to the children of employees, Basic Training Centre is opened for training one child of an employee in service/deceased employees for three years. He will be given free training. Boarding and Lodging is also provided free of cost. He will be given certificate and employed as Mechanic in the case of future vacancies. Every year 50 such candidates will be trained.

17. STAFF BENEFIT FUND

The Staff Benefit Fund (SBF) was started in the year 1981 vide Resolution No.111/1981 dt. 2-11-1981. The Corporation contributes a sum equivalent to Rs. 13/- per annum per employee from the financial year 1990-91 onwards.

The Following Assistances come under SBF :

a) Educational Assistance

b) Sickness Assistance

c) Spectacle Assistance

d) Funeral Expenses
Beside contribution from APSRTC, the amount collected towards fines will also be included in the Staff Benefit Fund. With this fund, the following Welfare activities are provided. As per the recent draft amended in the year 2013, an amount of Rs.5000/- is paid towards funeral expenses to the family in case of death of an employee. The application for grant of the amount shall be submitted within six months from the date of death of the employee.

**a) Reimbursement of Cost of Books**

To meet the cost of books, a sum of Rs. 300/- to class VI and VII and Rs.400/- to class VIII and IX and Rs.500/- to Class X to the children of the employee will be given every year. The facility is provided to the employees who have not availed of tuition fees.

**b) Sickness Assistance**

Sickness Facility will be provided to all officers and Class II to IV staff who have put in more than 15 years of service at the rate of Rs. 850/- per month for Ordinary Diseases.

**c) Funeral Assistance**

A sum of Rs. 2,000/- will be paid to Class II, III & IV employees and Rs 2,500/- to officers to meet funeral expenses of those who died during the course of service.

**d) Spectacle Assistance**

A sum of Rs. 600/- will be paid to the employees who crossed 40 years of age and Rs.700/- in the case of Drivers who crossed 45 years of age will be given once in his service to purchase spectacles. There is no age restriction for employees injured while on duty.

**e) Waival of Advances**

The Corporation writes off the loans given to the employees for the purpose of House Construction on the death of an employee while in service. Similarly, Co-operative Credit Society loans and Festival advances are also written off in the case of death of an employee.
18. MEDICAL FACILITIES

The APSRTC provides free medical assistance to its employees, families and also to their aged parents besides reservation of beds exclusively for APSRTC employees in the notified Hospitals like Osmania General Hospital, T.B. Hospital and Eye Hospital. All drugs inclusive of injections are given free of cost to the employees. There is no limit on the expenditure on any individual employees or his family. Hospital in Hyderabad is provided to cater to the medical needs of the employees. Dispensaries have been opened in the Divisional Head Quarters.

Medical aid for Special Treatment

The amount without limit spent by the employees in connection with diseases like Open Heart Surgery, Kidney Transplantation etc is reimbursed.

19. CHILD CARE CENTRE

The Corporation has provided a Child Care Centre at Hyderabad and Vijayawada. All Women employees can leave their babies in the child care center where they can be taken care of by the staff provided in the centre during their working hours on a nominal payment of Rs. 100/- per month.

20. PHYSICALLY HANDICAPPED ALLOWANCE

Physically Handicapped Allowance was started as a Welfare measure in the year 1981. Based on the higher percentage of disability (i.e), more than 40% as certified by the Chief Medical Officer of the Corporation, a maximum 10% of basic per month is paid to the Physically Handicapped Employee as conveyance allowance.

The following Assistance is being sanctioned from Staff Benefit Fund to the Physically Challenged employees and to the Physically Challenged children of the employees who are having 40% and more disability.

Table No.3.2: Financial assistance to Physically handicapped children

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Item</th>
<th>Amount Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hearing Aids</td>
<td>1,950/-</td>
</tr>
<tr>
<td>2</td>
<td>Tri-cycle</td>
<td>5,000/-</td>
</tr>
<tr>
<td>3</td>
<td>Artificial Limbs</td>
<td>2,000/-</td>
</tr>
<tr>
<td>4</td>
<td>Two-in-one Tape Recorder/MP3</td>
<td>2,000/-</td>
</tr>
<tr>
<td>5</td>
<td>Walking Sticks</td>
<td>100/-</td>
</tr>
<tr>
<td>6</td>
<td>Lumbar belt</td>
<td>500/-</td>
</tr>
</tbody>
</table>

Source: APSRTCT draft report on sanction of Assistance to Employees, Dated: 06-02-2013.
21. ADDITIONAL MONETARY BENEFIT TO THE EMPLOYEE

In view of the high bus staff ratio, the Corporation is not able to provide employment to the spouse/children of deceased employees/retired employees. At present however, the recruitment of the spouse/children of deceased employees is open for the productive categories like Conductor, Drivers and Cleaners. Where employment cannot be provided to the candidates, who do not fulfill the qualifications for the three categories, an amount of Rs 15,000/- plus additional sum depending on the left over service on a formula is credited to Cooperative Credit Society account. The interest is paid every month and the beneficiaries will get the total amount on the date the employee would have actually retired from service on superannuation.

This amount has been enhanced to Rs. 25,000/- in respect of deaths in harness on or after 26-10-1989. The dependent of employees who have been selected/recruited through proper channel and working on casual basis but not regularized and died in between are also eligible for payment of additional benefit.

23. RETIREMENT BENEFIT SCHEME

The Retirement Benefit Scheme was started as a welfare measure on 1-5-1989. Each employee-member shall pay a monthly subscription at the rate of Rs. 200/- per month which shall be recovered through salary during the period of service up to a maximum of 30 years or the date of retirement on superannuation/medical grounds whichever is earlier.

24. HIRE PURCHASE SCHEMES

The Hire Purchase Scheme was introduced in the year 1989. The Corporation has extended this facility to its employees to purchase TVs & Two wheelers on installment basis from any of the financial institutions approved by the APSRTC.

A Finance Company with a minimum turnover of Rs. 10.00 crores for a minimum period of 3 years is normally approved by APSRTC to provide finance to its employees for purchase of Televisions or Two wheelers. The following are the Financial Institutions.


b) M/s. Industrial Credit & Development Syndicate Ltd.

c) M/s. Citi Bank

24. APSRTC COOPERATIVE CONSUMER’S STORES

Employees have been encouraged to form Cooperative Consumer’s societies for supply of essential commodities to the families of employees. The management offers subsidy towards staff salaries, free accommodation and working capital at a nominal interest. Even the share capital of the employees is contributed to the corporation and is being recovered later. For the twin-cities, a fair price shop and general stores have been provided to supply rationed and non-rationed items numbering about 125, to the employees and their families.

25. ALTERNATIVE JOBS TO DISABLED EMPLOYEES

Employees of the corporation who are injured on duty are provided with alternative jobs duly protecting their emoluments, in addition to the payment of compensation admissible under the provisions of Workmen’s compensation act. Alternative jobs are offered to the employees declared medically unfit during the course of periodical medical examinations to the extent of vacancies duly protecting their emoluments.


The management of public enterprises has always been aware of the welfare aspect of the implemented labour welfare schemes like P.F., Workmen’s Compensation Act, E.S.I., housing recreation, sports, education, cooperative societies, and transport. All these facilities are to be provided to the employees.

During the course of the study a number of questions related to the various aspects of the schemes were asked to the respondents. The respondents came out with numerous responses on various aspects of the Welfare Schemes.

27. APSRTC KALYANA MANDAPAM

As part of welfare measures, APSRTC has introduced Kalyana mandapam at Hyderabad for providing benefit to the families of employees of APSRTC. Through the welfare measures introduced by APSRTC, the employees can avail Kalyana mandapam for any event such as marriages, birthday function and others by paying a rent of Rs.12,000 per day including deposit, room rents and other facilities. The retired employees of APSRTC can avail the facility with 50% concession for performing marriages of their children. The contribution of APSRTC through this
facility is largely benefiting the employees in view of high rates for engaging a Kalyana mandapam (function halls) in and around the city.

28. MATERNITY BENEFIT

Female employees are eligible for financial benefit of Rs.5,000/- towards delivery expenses for two issues only and the same has to be claimed within one year from the date of delivery.

29. FAMILY PLANNING SCHEME

An amount of Rs.2000/- is given under this scheme upto two children only. Application for sanction of benefit under the scheme shall be made within one year from the date of operation. The benefit is not applicable to the employees, whose salary is above Rs. 10,000/-.

3.3. OVERVIEW OF APSRTC, TIRUPATI REGION

The present research study primarily focuses on Tirupati region of APSRTC. Tirupati received identity as one of the most historic pilgrimage centres in the world and especially in India. It is a region that comes under a part of Chittoor district and presently it is the 4th largest growing city of Indian State Andhra Pradesh after the capital city, i.e., Hyderabad. The city is well connected with all major cities in India, i.e., Chennai, Bangalore, Hyderabad and Chittoor.

The bus depot at Tirupati is named as ‘Sri Hari Bus station’ which is one of the largest in the state and has direct bus services to nearby towns and major cities across South Asia. Further, APSRTC has provided a nearby special service by arranging a bus stand at Alipiri for buses to Tirumala.

The ancient and sacred temple of Sri Venkateswara is located on the seventh peak, Venkatachal (Venkata Hill) of the Tirupati Hill, and lies on the southern banks of Sri Swami Pushkarini. It is by the Lord’s presidency over Venkatachala, that he has received the appellation, Venkateswara (Lord of the Venkata Hill). He is also called the Lord of the Seven Hills.

APSRTC has provided many operators connecting to Tirupati and to other major cities and towns such as Chennai, Hyderabad, Vijayawada, Visakhapatnam and Bangalore. Despite its proximity with Tamil Nadu and Karnataka, buses from KSRTC, TNSTC, and SETC also operate to Tirupati, APSRTC has its own status of
running majority of the services to these places. A glance of entrance to APSRTC Tirupati bus depot is specified in figure no. 1.

**A) PASSENGER SERVICES AT TIRUPATI REGION**

Tirupati region of APSRTC is one of the heavily crowded places due to huge number of pilgrims floating to Tirumala. APSRTC has arranged information boards for providing information about the bus services to different parts. Further, it is also observed that APSRTC has printed the information about the services in different languages for guiding the passengers to reach their destinations. Figure No. 2&3 provides a view of the services of APSRTC.
3.4. OBSERVATIONS ON WELFARE MEASURES AT TIRUPATI REGION

As part of primary data collection, the observation method is applied in order to identify the evidences for the welfare measures conducted by APSRTC at Tirupati region.

A) INFORMATION BOARDS

At Tirupati region, APSRTC has provided information boards for regular information sharing to the employees. It is observed that much of the information shared in the information boards is about the route information for drivers, the information about the revenue achieved through APSRTC bus services and also the notices issued by the Depot Manager. The glance of Information Board is specified in figure no. 4.

Figure No. 3.4: Information Boards at Tirupati Region
B) REST ROOMS AT TIRUPATI REGION

APSRRTC has provided adequate facilities of rest rooms at Tirupati region, especially to the drivers and conductors who generally operate night time services. Further, the bed facilities are arranged to the drivers to take rest and to refresh themselves from physical tiredness. Figure no.5 and 6 depict the visual on the rest room facilities arranged by APSRTC.

Figure No. 3.5: Rest room Entrance at Tirupati Region

Figure No. 3.6: Rest Rooms for the Employees at Tirupati Region
C) CONVENIENCE FACILITIES

At Tirupati region, APSRTC has provided convenience facilities including separate preservation rooms for conductors to preserve trays and boxes when they are off-duty. Figure No.7 & 8 show the visuals of preservation facilities to the conductors.

Figure No. 3.7: Conductors’ Tray Division at Tirupati Region

Figure No. 3.8: Conductors’ Box Preservation Room at Tirupati Region

D) TRAINING FACILITIES

It is observed that Tirupati which comes under Chittoor region is one of the largest facilities of APSRTC. The traffic and the floating at Tirupati region is the highest in the Chittoor District for the reason that is world renown and historic pilgrimage centre, i.e., Further, it is noticed that, the training facilities are arranged at
Tirupati region for ensuring that the drivers get proper knowledge and training facilities to drive in ‘Ghat roads’, which are highly vulnerable.

As most of the buses are reserved for ‘Tirumala’ which has Ghat road to reach, efficient training for the drivers and conductors is found necessary. From the observation, it is noticed that, arrangement of Training centres for drivers; conductors and workshop employee are provided in Tirupati region. Figure No.6 shows the visual of training centre located in Tirupati region.

**Figure No. 3.9: Training Centre Image at Tirupati Region, Chittoor District**

![Training Centre Image at Tirupati Region, Chittoor District](image)

**Figure No. 3.10: Traffic Signals Information Board at Tirupati Region**

![Traffic Signals Information Board at Tirupati Region](image)

It is observed that APSRTC has arranged special sign boards with symbols specifying the traffic signal information to the drivers. The signals board has been arranged for the information and awareness the drivers about the various situations that they may face during the driving.
REFERENCES

   Source retrieved from
8. Source retrieved from en.wikipedia.org/wiki/Tirupati_(city)