7 TICKET & CASH DEPARTMENT

The Ticket & Cash Department is headed by Senior Administrative Manager (Ticket & Cash) and is assisted by Assistant Administrative Manger (Ticket & Cash). The main functions of the Ticket & Cash Department are -

1) To issue Electronic Ticket Issuing Machines (ETIM), Paper Rolls and tickets blocks with Ticket Memo to Bus Conductors proceeding on line daily.

2) Receipt of Traffic Earnings from Bus Conductors and POS Centers through sale of Bus Passes and E-purse.

3) Banking of Traffic collections i.e. daily earning deposited by the Conductors and amount collected through sale of Bus Passes and E-purse amount.

4) Proper Accounting of Traffic Earnings.

5) Provision of Cash Bags, Paper Rolls and allied material to the Conductors.

6) Sundry payments to the staff members and advance to other departments and recoupment thereof.

7-1 DUTIES OF VARIOUS OFFICERS OF TICKET & CASH DEPARTMENT

1) Senior Administrative Manager (Ticket & Cash),Grade A-3 – Duties

The Sr.AMTC is Head of the Department and responsible for co-ordination, supervision and control over the entire functioning of Ticket & Cash Department, at all the 25 depots, C.C.R. and H.O. Depot Ticket & Cash offices work round the clock on all the 365 days of the year. 32 Officers, 131 Supervisors and 502 staff of various categories, report to Sr.AMTC for instructions. He is further responsible for -

(i) The daily accounting of traffic earnings.
(ii) Crediting the cash / daily earnings to banks.
(iii) Maintaining the account of Ticket issued to Conductors and sale of the same.
(iv) Maintaining the imprest of Rs.80, 00,000/-, under his control for payment of bills, vouchers etc. at depot level.
(v) To monitor monthly incentives payable to the staff of Ticket & Cash Department.
(vi) Payment of passenger tax to the State Government every month based on the monthly traffic earnings.

(vii) Accounting and depositing nutrition surcharge every month to the State Government treasury.

(viii) Material Equipment control.

(ix) Issue instruction; hold meetings with subordinate officers, **UNION REPRESENTATIVES** and conduct various types of inquires.

(x). Reconciliation of all accounts pertaining to Traffic Receipts, Advances and miscellaneous payments.

(xi) Visit 25 depot offices for surprise check and periodic inspection.

(xii) Review work procedure and evolve better methods of work.

(xiii) Plans and organizes the Ticket & Cash Office whenever new depots are planned.

(**xiv)** Submit Budget Estimate and Establishment Schedule of the department to the Management every year.

(xv) To hear the First appeal in case of dismissal of staff.

(xvi) To attend Industrial and Labor Courts in each of the Labor matters / ULP complaints pertaining to Ticket & Cash Department.

(xvii) To implement Bus Fare Revision.

(xviii) To implement and ensure smooth functioning of new projects launched by the Management.

(xix) To keep liaison with Government and Banking authorities.

2) Asst. Administrative Manager (AAMTC): No. of Posts 2,Grade – A-5

The AAMTC (I) has overall supervision over Sr.AOTCs / AOTCs / AAAOTCs and their staff. He is next to Sr.AMTC in the administration set-up of the department.

Duties:

(i) He practically carries duties and responsibilities only sub-ordinate to Sr.AMTC as far as operational and administration aspects of the department is concerned and ensures smooth working of the department at various levels including at depots and to attend to eventualities whenever situation warrants.

(ii) He is also required to pay visits to Ticket & Cash Depot offices to get first hand information regarding the progress of work, give guidance to the Sr.AOTCs / AOTCs / AAOTCs and to solve the grievances of the staff as & when brought to his notice.

(iii) Assists Sr.AMTC in carrying out the instructions and framing of various notes, statements etc. that are required by the management and various heads of the branches / department.

(iv) To ensure that the various procedures laid down in the department and instructions issued by Sr.AMTC from time to time are properly followed and implemented correctly.

(v) To guide in framing the Budget Estimates and staff matters, filling up the vacancies, staff transfers, initiating proposals for provision of staff etc.

(vi) To hold the discussions with the Representative and Approved Union on the various subjects.

(vii) To attend Industrial and Labour courts in case of the labour matters / ULP complaints pertaining to Ticket & Cash Department.

(viii) To hear the staff in appeal against the orders given by his subordinate officers.

(ix) To assist Sr.AMTC in preparing the Budget Estimate and Establishment Schedule.

(x) To attend Tender Committee Meetings in respect of procurement of materials.

(xi) To ensure proper banking of traffic earnings on day-to-day basis.\

(xii) To look after all establishment matters including Audit / MCA queries.

(xiii) To deal with the office of Transport Commissioner in connection with payment of Passenger Tax, Nutrition Surcharge, proposals of marrying of tickets and reimbursement of collection charges from the State Government.

Asst. Admn. Manager (I) is the overall in charge of Centralised Cash Room (CCR).

(i) He ensures proper functioning and smooth working of the Centralised Cash Room (CCR), through AAOTC (CCR) and ascertains daily from AAOTC (CCR) that the banking of the daily traffic earnings is properly done as per the schedule laid down.

(ii) To keep liaison with ICICI Bank daily for depositing Traffic Earnings.

(iii) To keep liaison with RBI for haulage of small coins.

(iv) To ensure proper maintenance of cash vans and its regular operation.

3) Asst. Administrative Manager (II) Grade A - 5 Duties

Asst.Admn. Manager (II) is the overall in - charge of Material and Equipment Section.

(i) To supervise and guide AAOTC (ME) in the matter of indenting, selecting, acquiring, distribution and also ensuring that proper and adequate stocking of various stationary items, ticket memos, ticket blocks, leather bags, paper rolls etc., which are of vital importance are in stock for smooth functioning of the department.

(ii) To initiate proposals for provision of furniture and office equipments for ew depots, addition / alteration at depots.

(iii) Assists Sr.AMTC in preparing the Budget Estimate.

(iv) To attend Tender Committee meetings in respect of procurement of materials and also attend Audit / MCA queries.

(v) To conduct Departmental Enquiries and to hear the staff in appeal.

(vi) To control over the supply of Ticket Blocks, Paper Rolls as per scheduled program.

(vii) To ensure enforcement of Annual Maintenance Contract in respect of Computer system, UPS, ETIM project and other vital items at all depots.

(viii) Visits Ticket & Cash depot offices to monitor depot activities.

(ix) To monitor Repair and Maintenance activities at all depots including inventory control.

(x) To ensure regular supply of Ticket Blocks, Paper Rolls to various depots as per scheduled program.

4) *Senior Administrative Officer Ticket & Cash Department Grade - A/G X Duties*

Sr.AOTC (I) is the zonal in-charge of Colaba, Backbay, Mumbai Central, Worli, Wadala, Anik and Pratiksha Nagar Depot.

He has to perform following duties: -

(i) To make fortnightly visits to depots.

(ii) To check the AOTCs / AAOTCs / Safe Supervisors imprest cash, registers and other various registers maintained in the office.

(iii) To check whether sufficient stock of Tickets blocks, Paper Rolls, Ticket memos, Conductors nylon / leather bags and computer stationary items is maintained.

(iv) To check the duty list / register, B.R. Blocks sample, and whether sufficient stationary is in stock.

(v) To ensure whether statements of G.I.B., O.T. are prepared in time and whether test check of Rs.10/- denomination notes are carried by AOTCs / AAOTCs.

(vi) To solve the problems faced by AOTCs / AAOTCs at all depots regarding the computer operation.

(vii) To hold departmental enquiries.

(viii) To ensure sufficient availability of ETI machines and follow up for defective machines.

Sr.AOTC (II) is the zonal in-charge of Ghatkopar, Vikhroli, Deonar, Shivaji Nagar & Mulund Depot.

He has to perform following duties:-

(i) To make fortnightly visits to depots.

(ii) To check the AOTCs / AAOTCs / Safe Supervisors imprest cash, registers and other various registers maintained in the office.

(iii) To check whether sufficient stock of Tickets blocks, Paper Rolls, Ticket memos, Conductors nylon / leather bags and computer stationary items is maintained.

(iv) To check the duty list / register, B.R. Blocks sample, and whether sufficient stationary is in stock.

(v) To ensure whether statements of G.I.B., O.T. are prepared in time and whether test check of Rs.10/- denomination notes are carried by AOTCs / AAOTCs

(vi) To solve the problems faced by AOTCs / AAOTCs at all depots regarding the computer operation.

(vii) To hold departmental enquiries.

(viii) To ensure sufficient availability of ETI machines and follow up for defective machines.

5)Administrative Officer Ticket & Cash Department, Grade A/G IX OTC (I) DUTIES

(i) At present he is in-charge of Dindoshi, Magathane, Marol, Majas, Dharavi and Kurla Depot

(ii) To hold departmental enquires.

(iii) To assist Sr.AMTC and AAMTC (I) and AAMTC (II) in carrying out the instructions and framing various notes those are required by the management and various heads of the branches / department.

(iv) To ensure that the various procedures laid down in the department and instructions issued by Sr.AMTC from time to time are properly followed and implemented correctly.

(v) To scrutinize G.I.B. statements as regards savings in staff.

(vi) To conduct monthly meeting with the representatives of the Union and Sr.ATCs / ATCs of respective depots under his control and solve the problems / difficulties.

(vii) To observe procedural weakness / deficiencies and to discuss the same with Sr.AMTC.

(viii) To give information regarding the progress of work, give guidance to AAOTCs / AOTCs depots and try to solve the grievances of the staff as and when brought to his notice.

AOTC (II) and **AOTC (III)** are in charge of the zones allotted to them by Sr.AMTC. They pay visits to the depots under their jurisdiction and scrutinize & check the day-to-day operations and records / registers including imprest cash and Daily Traffic Earning. Also carry out the same duties mentioned against the duties of Sr.AOTC.

At present **AOTC (II)** is in charge of Goregaon, Oshiwara, Santacruz, Bandra, Gorai, Poisar and Malvani Depot having his Zonal Head Quarters at Goregaoan Depot.

AOTC (III) is in charge of Ghatkopar, Deonar, Shivaji Nagar, Vikhroli and Mulund Depot having his Zonal Head Quarters at Vikhroli Depot.

6) A LIST OF ITEMS TO BE CHECKED BY THE ZONAL OFFICERS DURING THEIR VISITS.

(i) Position of Leather / Nylon Bags.
(ii) Reconciliation of Ticket Blocks with Chowkies.
(iii) Reconciliation of Ticket Blocks Registers.
(iv) Issue of Shorts Slip to Conductors.
(v) Attendance of staff / Cash Counters activity.
(vi) Position of Conductors Lockers.
(vii) Waiting period of Conductors at counters.
(viii) Overall position of depot and Housekeeping cleanliness.
(ix) Disposal of scrap records and scrap material.
(x) Issue of Ticket Blocks in serial order.
(xi) ETIM Reports.
(xii) Random check of closing numbers from Conductor's Ticket box.
(xiii) Overall condition of UPS room.
(xiv) UPS Condition (Working of UPS)
(xv) Availability of ETI Machines and pending issues.

The activities of Ticket & Cash Department are mainly divided into -

(i)Ticket & Cash Head Office situated at Wadala.

(ii)Depot Units comprising of 25 depots.
(iii)Centralised Cash Room (CCR) situated at Wadala.

7-2 Ticket & Cash Head Office (WADALA)

The Ticket & Cash Head Office comprises of 3 Sections namely,

1) ESTABLISHMENT SECTION.
2) ACCOUNTS SECTION.
3) MATERIAL EQUIPMENT SECTION.

The functions performed by the above sections in brief are as follows:-

1) Establishment Section - Main Functions

(i) Assistant Administrative Officer Ticket & Cash (Est.) is in-charge of the section and in order to carry out the Day-to-day Functioning he is assisted by Supervisors, Clerks, Steno / Typist, Record Keeper & Daftaries.

(ii) Requisitions for vacancies occurred due to Superannuation, expiry, dismissals, resignations, transfers, promotions or reversions.

(iii) Putting up note regarding taking over / relieving of staff and preparation of training programs for the newly promoted / transferred Supervisors and Officers.

(iv) To update registers pertaining to staff, to deal with transfers and reversion cases, proposals for lapsed posts, annual increments etc.

(iv) Assessment of daily effective requirement of staff at depot and posting of staff accordingly. And preparation of monthly / quarterly statements of staff positions. Scrutiny of Bad Attendance cases of staff members.

(v) Put up proposals for compensation of accident, leave without pay and special leave on half pay, Acting arrangements, and payment thereof, invalidation and resignations.

(vi) Issue uniforms and umbrellas to the Sepoys / Jamadars and prepare requisitions to that effect.

(vii) To issue circulars, verify mark sheet, prepare statement and forward advices for payments in connection with Scholarships. Verifying applications of employees' son /daughter for employment, superannuation notices to the employees due for

retirement, issuing salary certificates and all other types of General certificates, preparation of grain requisition notes.

(ix) Preparing of Service Record files of promoted and transferred staff and updating the same, half yearly retirees list, surprise visits programs of Officers, recovery advices, monthly statements, advices, and Preparing recoupment bills for Xerox and tea utilized from STC's imprest.

(x) Attending to the Final Bills of separated employees and the follow – up thereon. Preparing of Service Termination slip, issue of Identification notes to ex-employees, to issue bus passes to Ex–employees and to keep a track of it. To issue a letter / inform over a telephone to ex – employees regarding their Final Dues Bills. And forwarding statement of final dues to G.M.

(xi) To effect change in address, change in name, authority to sign and put up a note to that effect, to make Payment / Recoveries in respect of GIB & CIB and to give reply to the Audit / Municipal Audit queries, Allocation of hours at each depot. To draw a circular in respect of payment of Festival Advance, compilations of Festival Advance applications received from depots, H.O., and CCR, and forward the payment advice to Audit & EDP, Drafting a letter to the family members of the deceased, To attend the forms of PF Nomination and Gratuity, Flag Day contribution work.

(xi) Preparation of O.T. statement (Emergency O.T.), Payment of Cash Handling Allowance and Daily Acting Allowance, Consolidated monthly O.T. statement file to be put up to CM (Traffic). Statement regarding retirees, deceased, resigned and invalidated, Preparing a statement of Service Certificates issued to ex – employees and loss of Identity card / Bus Token every month.

(i) Verification of registration of cars / scooters maintained by 'A' & 'B' grade officers. (Half-yearly Statement to be prepared), Verification of Medical Reimbursement forms of family members / employees and preparing bill thereof, Verification of Interest Subsidy forms, Provident Fund refundable and non – refundable loan forms and forwarding the same to the respective department and verification of LTA / Encashment forms.

(xiv) Attending to SR 4.4.10 cases and verifying whether the leave is recommended or not and then forward the same to TK for making payment (if recommended).

(ii) Filing of papers in SR files of all employees and dispatching the papers to the concerned depots. The job of Dispatching of important papers and Materials is also carried out by the Establishment section. The work of dispatch is now fully computerized. The Dispatch Clerk makes entry of all the papers to be sent to Depots / CCR, other departments in the respective program and the printout is sent alongwith the papers. Similarly, on receipt of the Dispatch Book from Depot / CCR

or other Departments, the concerned dispatch Clerk checks all the papers and make inward entry in the computer. Then he puts all the papers in the racks provided for each Section / Officer for and the Sepoy distributes the papers.

2) FUNCTIONS CARRIED OUT BY ACCOUNTS SECTION: -

The Accounts section in Ticket & Cash (H.O.) is a very important section. It is further divided into3 Sections, Viz: - shorts section, statistics section and passenger refund section.

(I) SHORTS SECTION FUNCTIONS: -

- Bag Advance Imprest Cash Register is maintained in the section. Noting of issue and return of Bag Advance recorded in this register.
- The amount of Returned Deficiency (i.e. the amount of shortage incurred by Bus Conductors while Depositing Daily Traffic earning is recovered from Bus Conductors at depot and forwarded to ICICI Bank along with the Traffic Earning. Advice of shortage amount deposited by Bus Conductors is forwarded to Accounts Section of Ticket & Cash Department for proper accounting.
- Recoveries of promoted conductors pertaining to loss of Ticket memos, time cards, locker key, ticket box, cash bags and shortage incurred is effected.
- All the above recoveries such as loss of Ticket memos, time cards, locker key, ticket box, cash bags and shortage incurred are effected in the Final Bills of the separated Conductors.

  The reverting entries in case of re- instated conductors are also effected and payment / recoveries are made through pay sheet.
- Recoupment bills of Personal Cash / Bag Advance returned to Conductors are prepared and amount is recouped from Cash department and deposited in CCR.
- Monthly statement sent to TM (P&C) with regard to payment of Incentive bonus to conductors from printouts generated by Trimax through ETIM System. Maintaining register for cancellation of missing and non-printed tickets and taking post facto sanction of the General Manager after every six months for cancellation of the same.
- Reconciliation of 4 Accounts with the Main Ledger maintained at Accounts Department:-
-

  i) 310 / 188 – Traffic Excess
  ii) 200 / 220 – Nutrition Surcharge Account
  iii) 200 / 614 – Conductors Deficiency Account
  iv) 320 / 615- Bag Advance to Conductors

- To pass necessary Journal Entries.

- A register is maintained for monthly reconciliation of shorts book adjustments of all depots. These adjustments are tallied with the statement of shorts send by depots and the
- Main Ledger maintained at Accounts department. Adjustments in respect of credit / recovery are checked with the Over charged / Under charged adjustment sheet.

- Recoveries are effected in assault / accident cases. The cases of amounts to be written off are forwarded to AM (Traffic) for taking necessary action. After committees' approval, the necessary journal entry is passed. A register is maintained for recording of such cases. After the approval of BEST Committee, the necessary remarks are passed in the register and the cases are closed.
- Line Notice is issued in cases of Loss of ticket blocks by the writers of Ticket & Cash. The recoveries are effected through Pay Sheet as per the order of the Trying Officer. A register is maintained at Accounts section of Ticket & Cash H.O.
- To prepare refund bills of writers / conductors.
- Bills in respect of Passenger Tax and Nutrition Surcharge are prepared, get the same duly audited and the cheque of the same is collected from Superintendent Cash (Colaba). After collecting the cheque from S.Cash the payment is made to the Transport Commissioner's office.
- The correspondence regarding the Payment and other matters of Passenger Tax and Nutrition charges is done by the Accounts Section.

- Statement of payment of Passenger Tax and Nutrition Surcharge is sent to the Transport commissioner's office.
- Outward bill memo is prepared for payment of Collection Charges @ 2.5% on the amount of Nutrition surcharge, which has to be collected from State Govt.

(II) STATISTICS SECTION FUNCTIONS

Assistant Administrative Officer Ticket & Cash (Est.) is assisted by 1 Supervisor and 2 Clerks to carry out the day-to- day functions of Statistics Section.

- Compilation of Daily Cash Summary.
- Preparing Reservation Register.
- Preparing Monthly Earning Register of Bus Service.
- Preparing Statements of: -
- Depot wise earning through Buses, Bus Pass Scheme, E-purse scheme, & Reserved Buses.
- Monthly Sale of Tickets on Bus Service, Bus Passes and E-purse scheme for payment of Passenger Tax & Nutrition Surcharge.
- Preparing Register of Clerical Short / excess.

• Effecting clerical Short / excess in 100 No. Register.
• Verification of Banking register with 100 No. Register.
• Noting of Daily earning into Stats & Earning register.
• Making entries into Memo Register.

• Attending Daily Cash Summary for discrepancies in cash as per Books & as per counting.
• Verification of Daily Cash Summary with depot wise valuation of Ticket Sale statement.
• Compilation of Undercharged (U / C) and Over Charged (O/C) statements.
• Helping I/C PR in making entries of Passenger Refund Bill Register & preparing of Money Order Statement.

(III) PASSENGER REFUND SECTION (P. R . Section)

All conductors working on line have to write invariably in the space provided on the Ticket Memo; all the relevant particulars pertaining to passengers' balance viz. Ticket No., Denomination, and Name of Passenger and balance amount. Conductor also issues passenger balance acknowledgement Ticket to the passenger and informs passenger to claim and report at Ticket and Cash H.O. Wadala after four working days.

Passenger can also claim his balance amount from the starter of the concerned Bus Station. In such cases, Traffic Officer verifies the Conductor's Ticket Memo and gives his order for refund of the balance amount and the balance amount is paid to the passenger as per procedure. All the Ticket Memos are scrutinized and the concerned AOTC / AAOTC / Supervisor at depot have to arrange to write all the relevant particulars of Passenger Balance, if any of that date on a separate form (as per specimen attached at Annexure), in triplicate and send the original along with Xerox copy of the Ticket memo immediately to Wadala (H.O) (P.R.Section). AOTC / AAOTCs are sending the second copy of the statement along with the original Ticket Memo to H.O. duly audited.

Similarly, claim for Refund of Passenger Balance can also be sent through Email. **The Email address of Sr.AMTC office is (stcoffice.stcoffice&gmail.com).** However after sending Email the concerned passenger has to visit Sr.AMTC Office at Wadala (HO) alongwith his Ticket for completing certain formalities. When a passenger complaints of excess fare charged by conductor, the amount is refunded to him by Sending Postal stamps after verifying conductor number and ticket number from memo and by recovering the amount from conductor.

As the passenger, balance is paid through the Imprest Cash the voucher is prepared for the recoupment of the amount spent.

REFUND OF BALANCE AMOUNT IN CLEAR CASES Procedure

• On receipt of the claim, the in charge of Passenger Refund Section at Wadala verifies the particulars entered on the form.
• In charge, P.R.Section registers the claim in the register.
• The concerned supervisor / clerk refers the statement sent by the concerned depot, and the amount of passenger balance is refunded to the passenger across the table if the passenger has personally visited the office, otherwise the amount is sent by the Money Order after deducting the Money Order commission. After refunding the Passenger balance it is recorded in the Refund Register and the Imprest register.

REFUND OF BALANCE AMOUNT IN DISPUTED CASES Procedure

In case conductor had not deposited the balance amount and the passenger claims the refund, in such cases, the claim is accepted from the passenger and the receipt is given to the passenger to that effect. Thereafter all the documents are sent to the conductor's parent depot. If the conductor agrees for the recovery of the balance amount through his pay sheet then Traffic Officer passes the order of recovery of the amount from Conductor's salary. In-charge, Passenger refund section sends original recovery advice to EDP department and the duplicate is sent to the Audit department.
If conductor denies of the fact that there was any passenger balance amount in his traffic earnings, in such cases the passenger and the conductor are called for enquiry in Divisional Traffic Office and each case is decided on merits. The decision in the case is informed to the Ticket & Cash Dept. H.O.
• Procedure at present being followed i.e. reference to Traffic Authorities and getting the Recovery Advice after obtaining conductor's version.
• The amount of money order commission is deducted from passenger's claim amount.

The money order commission charges recovered from the claim amount are as follows:

Amount	Commission Charges
Rs.20/-	Rs.1/-
Rs.40/-	Rs.2/-
Rs.60/-	Rs.3/-

Rs.1/- money order commission charges are increased for every additional Rs.20/-.

3)MATERIALS EQUIPMENT SECTION

Materials Equipment section is one of the important sections of Ticket & Cash Department. The section is further divided into three sub sections viz.
a) Stationery, b) Ticket, and c) Purchase.
Three different clerical supervisors supervise these sub sections. The detailed functioning of the each section is given below.

(I) STATIONERY SECTION

The Clerical Supervisor of the section is in–charge of the section. He works under the supervision of AAOTC (M/E) / AAMTC and assisted by clerks and Sepoy. He is fully responsible for the availability of stationery items required for day to day functioning of the department. He manages following important Stationery Items:

- Paper Rolls for ETIM
- Stapling Machines of various sizes.
- Stapling pins required for Stapling Machines
- Locks and keys.
- Conductors cash bags
- Conductors Ticket Boxes and Belts
- Markers
- Calculators of various sizes / types.
- All type of new Wooden / Steel furniture
- Camp Cots
- Various Stationery items required for Administrative work
- Furniture and stationery required for depots except Ticket Memos.
- Bus Conductors Lockers.

All above stationery items are most essential for smooth functioning of the department. The Stationery Supervisor always co-ordinates with other two supervisors of the section. Apart from above jobs recovery of loss of keys and locks, Servicing of Typewriters, he is maintaining the important duplicate keys. He arranges for scrapping of old / unserviceable / surplus / redundant items and for the procurement of new stationery items. As soon as the stock position of the stationery items reduces to the certain level, he takes further procurement action by raising Purchase Forms. He is required to obtain sanctions for purchasing / scrapping of items. Apart from above stationery items he makes arrangements of sundry items, which are required for the smooth functioning of the department.

(II) TICKET SECTION

Supervisor Ticket Section is looking after the Ticket Supply required to each depot. The main functions of Ticket section are as given below: -

• Preparation of Stock Statement

At the end of every month AAOTCs / AOTCs posted at depots, prepare balance sheet of Ticket stock available in depot and forward the same to Ticket supervisor. After receipt of statement (Balance sheets) from all the depots, Ticket supervisor prepares a statement of balance stock of Ticket blocks of various denominations and make entry of the same in the computer provided at ME Section. However after implementation of E- Ticketing scheme the Ticket Blocks are not supplied at depots. Instead of Ticket Blocks Paper Rolls are supplied at Depots as per the schedule every week. In city depots Paper Rolls are supplied fortnightly.

Separate vehicle is provided for supply of Paper Rolls to various depots. Everyday Ticket Van is sent to various depots as per schedule for disbursement of Paper Rolls. A schedule is prepared in such a way that all the depots are covered in a week. Ticket Van is operated on all working days except Saturday, Sunday and Bank Holidays. One 2 - 3 Sepoys are posted on this van to carry out this job.

• **<u>Cancellation of Ticket Blocks</u>: -**

Sometimes Ticket Blocks are cancelled at depot level for various reasons. The Audit Staff posted at depot verifies the cancelled Ticket Blocks and forwards the duly audited Cancellation statement through AOTC / ATC, to the respective Zonal Officer. The loose cancelled Tickets are cut into the pieces at depot level and the Full puddies are scrapped after the approval of General Manager. After receiving the cancellation statements from all the depots Ticket Supervisor in M.E.Section (H.O.) prepares a consolidated statement and forwards it for the approval of Management.

Ticket Supervisor also prepares various statements such as,

• Half Yearly statement of Ticket Blocks suspended by Traffic Authorities,
• Ticket Blocks cancelled at depots for various reasons,
• Ticket Blocks returned by Conductors on rotation and re-issued to other Conductors i.e. Transferred

Ticket Blocks Statement, on the basis of information received from AOTCs / AAOTCs of Depots and submit the same for Audit verification.-

CONTROL REGISTER: -

Ticket Supervisor maintains a Control Register for recording supply of Ticket Blocks to various depots. The main purpose of maintaining the Control Register is to trace out the location of each and every Ticket sold to the passenger.

Ticket Supervisor is responsible for replying each and every query raised by the Officers of Ticket & Cash Department and also by the Traffic Department.

CANCELLATION OF REDUNDANT TICKET BLOCKS AFTER FARE VISION:

After Fare Revision Tickets of few Denominations always becomes redundant. As far as possible efforts are made to sell such tickets by marrying. For which necessary sanction of General Manager as well as Transport Commissioner is obtained. In cases where permission of marrying of tickets is not granted by the authorities, the Ticket Supervisor has to assess the stock in hand at Depots, and then he has to put up a note for G.M.'s approval for Cancellation of such redundant tickets.

a) **PRINTING OF STATIONERY ITEMS**: -

In addition to above, Ticket Supervisor is also looking after the printing of Stationery items. As soon as the stock of printing items reduces, he has to initiate Printing Requisitions and arrange future requirement. Ticket Memos and few important registers are the main printing items. At the end of the month, the AOTCs / AAOTCs of the various depots inform the balance stock of Ticket memos, and Continuous Stationery and based on that Ticket Supervisor arranges for the supply of the same to various depots.

• After receiving the printing items from the Supplier Ticket Supervisor prepares material Requisition and forwards the same to Materials Management Department for further needful action.

(III) PURCHASE SECTION : -

Purchase section is one of the important wings of the Material Equipment section. The supervisor in-charge is working under the supervision and control of AAMTC & AAOTC (ME).

(a) T**o Initiate The Purchase Proposal**

Ticket and cash department is located in each bus depot. Considering the nature of work, this department requires various types of stationery items and Hardware accessories as well as other items in huge quantity. These items are purchased by purchase section. Necessary approval of Management has to be obtained before purchasing items.

Supervisor posted in this section obtain such sanctions and procure the same through Materials Management Department by raising Purchase Forms. He also gives reply to queries raised by Audit / Material Management Dept. Sundry Items not exceeding Rs.2000/- are purchased directly by making payment through Traffic Earnings. In short, he is fully responsible for the purchase activities of the department.

(b) Preparation of Budget Estimate

Budget estimate is most important aspect as far as purchasing is concerned. At the beginning of every financial year, he is required to make sufficient provision for Capital as well as Revenue budget. While making provision under budget he is required to consider the amount sanctioned in last year and items purchased against the provision of budget grant on that basis he makes provision for next financial year. Also to ensure utilization of budget grant every year.

(c) Other Miscellaneous Activities

Apart from above mentioned jobs, Purchase Supervisor has to carry out other miscellaneous jobs such as, (1) to pass recommendation against tender, (2) to fill up Purchase forms for refilling of ribbons, repairing of various items located at depots, (3) to make payments to the contractors, (4) to maintain Inventory Register of all the items purchased under Revenue and Capital Budget. Centralised Inventory Records of all Hardware material including UPS and ETI Machines, Pocket Validators are maintained by this section.

7-3 TICKET & CASH DEPOT OFFICES FUNCTIONING

AOTC/AAOTC is the in-charge of the Ticket & Cash Department Depot offices.
(i) Administrative Officer Ticket & Cash (AOTC) or Assistant Administrative Officer Ticket & Cash (AAOTC) works as a head of Ticket & Cash Department depot Unit. On an average, he Controls about 25 to 35 staff and supervises the work Assigned in different categories, viz. OAPs, Supervisors, Writers, Jamadar / Sepoy.

(ii) Checks the attendance of staff posted on duties. In case of absence of any staff, adjusts the duties so as to function depot working smoothly, particularly in case of cash counting work and counter duties in Ticket Section.

(iii) Makes payment of miscellaneous, petty cash, accidental death in case of emergency, makes payment in respect of wrong recoveries, makes advances to Transportation Engineering Department for cash purchase of spare parts and Traffic Depot Managers for payment to scavenging contractors.

Makes Advance payments to the Welfare Department towards Hospitalization, medicines etc. and also to Accident & Claims department towards Casualty etc.

- Ensures that the shortages incurred by the staff / conductors are made good / recovered in time.
- Makes payment towards Monetary Assistance to the heirs of the deceased staff members through the representative of the respective department.
- Accepts cash received towards Reservation of Buses.
- Disbursement of maturity payment of Postal Recurring Deposit among the depot staff.

(iv) Ensures that traffic earnings, 'One Kit Bag' is securely kept in the Strong Room and banked with ICICI Bank through their cash collecting Agency M/s. Brinks Arya.

(i) Miscellaneous work including carrying out test check of standard purses of coins at random prepared by the cash counting staff is carried out so as to ensure accuracy of the contents, random checking of Rs. 10/- notes packets prepared by Writer, verifies the ticket boxes, attends Traffic departmental enquiries.

- To attend Good House-Keeping visits at depots along with the panel and submit report to the Sr.AMTC thereof.
- Payment of Stipend to the Technical Trade Apprentices. Ensures proper maintenance of hardware of 'On Line Ticket Accounting System (OLTAS)' and UPS.
- Ensures that monthly statistical information and advices in respect of CIB/GIB / Overtime are sent in time to T & C (H.O.)

(i) ON LINE TICKET ACCOUNTING SYSTEM (OLTAS)

- The Online Ticket Accounting System was implemented at Magathane Depot on experimental basis w.e.f. 03 / 12 / 1997. The system was implemented at all depots in a phased manner. On implementation of OLTAS at Poisar Depot w.e.f. 18 / 12 / 2003, all the 25 Depots are now covered under OLTAS.

- The scheme envisages the issue of Ticket Memos and Ticket Blocks to Conductors across the Counters through Computers and accounting of the Tickets as well as the Cash deposited by the Conductor at the Counter of the Ticket & Cash Department.

- **(i)** Further in the year 2010 it has been decided by the Management to implement **E – Ticketing system** at all the depots accordingly the same has been implemented at Wadala Depot w.e.f 01 / 02 / 2010 and subsequently the same was extended at all other 24 depots.

(1) **ACCOUNTS SUPERVISOR**

(DUTY TIMINGS 10.30 to 17.00 with ½ Hr.Rest)

FUNCTIONS TO BE CARRIED OUT

a. performs the duties as Accounts Supervisor as well as Ticket Supervisor.
b. Prepares Duty List.
c. To attend Cash Wagons whenever present on duty.
d. To take Drilling of Cash Writers.
e. Submit monthly payment / recovery advices in respect of loss of Time Cards, ticket memos, nylon cash bags, ticket boxes, locks and keys, CIB, GIB.
f. Issue Ticket Boxes, belts, nylon cash bags to conductors.
g. Control over locks and keys and allotment of lockers to conductors.
h. To accept cash deposited by POS staff for Bus Pass / E-purse sale.
i. To assist AOTC / AAOTC in day to day work and to carry out various jobs assigned by him.
j. To perform the duties of AOTC / AAOTC in his absence in addition to his own.
k. To supervise the work being performed by the writers on terminals, guide them in case of difficulties.

l. All jobs pertaining to procurement of ticket blocks of various denominations, entry in relevant registers, reconciliation of ticket stock, scrapping of ticket blocks. Cancellation, suspension, re-issue of ticket blocks.

2. To maintain and control the stock / inventory of ETI machines, paper rolls, charging racks. To ensure the charging of all ETI Machines and also to maintain the record of defective machines and chargers.

To take charge from 1st shift supervisor and hand it over to 2 nd shift supervisor. In case 2nd shift supervisor does not report on duty he will continue / carry out the work of 2nd shift supervisor till 3 rd shift supervisor joins his duty.

(2) FIRST SHIFT SUPERVISOR (CONSOLIDATION SUPERVISOR)

(DUTY TIMINGS 06.30 to 13.00 with ½ an hour Rest.)

FUNCTIONS TO BE CARRIED OUT

To take the charge of keys, imprest cash, etc. from night supervisor. He will carry out entire Consolidation work pertaining to traffic earnings, look after jobs performed by writers on terminals / printers, exercise necessary guidance to them, carry out misc. work. To attend Cash Wagon in absence of Accounts Supervisor. To carry out the jobs if any assigned by AOTC / AAOTC from time to time. To ensure sufficient ETI Machines and Paper Rolls are provided / available in advance at BR Counters.

(3) SECOND SHIFT SUPERVISOR

(DUTY TIMINGS 16.30 to 23.00 with ½ Hr. Rest)

However, in some depots the Supervisor is also posted to work for 15.30 or 16.00 p.m. duty as per the convenience of the staff.

FUNCTIONS TO BE CARRIED OUT

- To take charge of the strong room with cash therein from the Accounts Supervisor.
- Take charge of BR Ticket blocks from Accounts Supervisor.
- Take charge of the relevant keys from the Accounts Supervisor.
- To take Drilling (i.e. taking charge of earning boxes by counting No. of notes packets and Change purses prepared by the cash-counting writers as per mentioned in CPS prepared by them and keep the earning boxes in Strong Room with the help of Sepoy on duty.)

- Make necessary arrangement in case of sudden absenteeism of staff by granting Emergency Overtime to the staff available.
- To accept APF amount from the chowky starters / Inspectors.
- To accept cash in lieu of chowky change from the chowky starters.
- To accept cash deposited by POS staff for Bus Pass / E-purse sale.
- To prepare necessary advices for the above & to keep ready the cash with the advices to be sent to CCR.
- To supervise the work being carried out by the Writers on cash and BR counters.
- To solve their difficulties on the spot.
- To receive Ticket puddies, get them arranged denomination wise in the ticket store.
- To ensure sufficient stock of Ticket Blocks, Paper Rolls and ETI Machines on the BR counters.
- To ensure proper charging of ETI Machines.
- To ensure earning boxes of cash writers are properly sealed and kept in Strong room.
- To keep ready change (loose coins) and ticket blocks (chowky wise) for disbursement on the following day in the morning and to make necessary entries in the relevant registers.
- To ensure overall smooth functioning.
- To carry out the Line Block Tracing job before carrying out the drilling after completion of job of cash writers by verifying the individual ticket memos with the help of Master file of the Bus Conductors on the Monitor screen. If any discrepancy noticed while tracing out the Line Block, the
- Master File of the said conductor be updated accordingly by inserting the Line Ticket Block and report to that effect may be submitted to AOTC / AAOTC. They will also submit their report in respect of Line Blocks issued at chowky to AOTC / AAOTC in Form NO.8.
- To hand over the charge to next shift supervisor.

(4)THIRD SHIFT SUPERVISOR

DUTY TIMINGS (22.30 to 07.00 with 2 ½ Hr.Rest)

However, in some depots the Supervisor is also posted to work for 22.00 Hrs. or 22.30 Hrs. duties as per the convenience of the staff.

FUNCTIONS CARRIED OUT

- To take over the charge from earlier Shift supervisor.
- To ensure proper sealing of earning boxes containing cash and secure them in the Strong Room.
- To accept cash in lieu of change supplied to chowkies from chowky Starters.
- To ensure sufficient stock of Ticket puddies, Paper Rolls and ETI Machines on BR counters to be operated from the First Turn out of the Buses.
- To verify the print outs drawn by the individual Writer during their duty hours in respect of Receipt of Cash (Summary), and Ticket Blocks issued to Conductors (Summary).
- To ensure that all the conductors have deposited their Traffic Earning and ensure that all ETI Machines are received back.
- To confirm that the conductors posted at Foreign Depots have deposited their Cash at Foreign Depots.
- To ensure that all machines are placed in the charging racks for charging.
- It being peak hours during his duty timings, he should ensure adequate staff is posted for Receipt of Cash from the Conductors. He should physically help the Cash Writers to accept the Cash from the Conductors speedily so that there should not be any displeasure among the conductors.
- He should supervise and ensure smooth functioning till the last Conductor deposits his Traffic Earning.
- To segregate the print outs of different jobs, verify the same, and file them in respective individual file.
- To issue earning boxes containing chowky change and Ticket Blocks to the Chowky Starter in the morning (Chowky wise).
- To supervise over the Writers carrying out their job at BR Counter.
- Issue additional change required by the chowky Starter.
- To carry out the Line Block Tracing job before carrying out the drilling after completion of job of cash writers by verifying the individual ticket memos with the help of Master file of the Bus Conductors on the Monitor screen. If any discrepancy noticed while tracing out the Line Block, the Master File of the said conductor be updated accordingly by inserting the Line Ticket Block and report to that effect may be submitted to AOTC / AAOTC.They will also submit their report in respect of Line Blocks issued at chowky to AOTC / AAOTC in Form NO.8.
- Hand over the charge to Morning Supervisor.

(5) **WRITERS**

There are various duties for Writers starting from 00.30 a.m. in the early morning till 22.30 p.m. in the late night. AOTCs / AAOTCs / Accounts Supervisors are allowed to post the Writers as per the schedule of Turning Out and Stabling in Timing of the Buses. The main functions of Writers is issuing Ticket Memos, Paper Rolls and ETI Machines and ticket blocks and to work on Cash Counter to accept the Cash (Traffic Earnings) from the Conductors across the Counter.

Block Recoupment Counter (**Duty: 7 ½ Hour Duty with ½ Hr. Self Rest)** **Cash Counter duty: 5.00 Hrs**: **(Accepting Cash from Bus Conductors across the Counter, 1/2 hour rest interval and 2 hours for miscellaneous work)** such as tallying of cash accepted across the counter, preparing Note bundles and sorting of notes.

(6) CONSOLIDATION WRITER

DUTY TIMINGS 06.30 to 14.00 with ½ Hr. Rest

Nature of Job: - Counting of change received from Traffic Earning and preparing Gunny Bags of the same. To assist consolidation supervisor to consolidate daily Traffic Earning.

(7) SEPOYS

There are various duties of Sepoys however the Sepoys are mainly posted for the following duties at depots: -

a. 06.30 a.m. to 13.45 p.m. (½ Hr. Rest)
b. 09.30 a.m. to 16.45 p.m. (½ Hr. Rest)
c. 10.00 a.m. to 17.15 p.m. (½ Hr. Rest)
d. 12.00 Hrs. to 19.15 P.m. (½ Hr. Rest)
e. 15.30 p.m. to 22.45 p.m. (½ Hr. Rest)
f. 22.30 p.m. to 06.45 a.m. (1 ½ Hr. Rest)

DUTIES TO BE PERFORMED BY SEPOY

- Cleaning all counters, tables etc.
- Arranging Ticket Blocks / Puddies at BR Counters.
- To place the ETI Machines at charging racks for charging.
- Arranging Paper Rolls at BR Counters.

- Arranging charged ETI Machines on BR Counters.

- Keeping defective ETI Machines in the boxes kept for the purpose, so as to hand over the same in the morning to the representatives of the Trimax / Balaji for necessary repairs.
- Arranging Ticket Puddies in Ticket Room.
- To keep earning boxes in Strong Room.
- To keep standard purses of coins in Strong Room.
- To help Supervisor, Writer in their Consolidation work.
- To keep the Kit Bag of Traffic Earning in the Strong Room.
- Taping of Note Packets.
- Tying of Note Bundles.
- Sealing of standard purses of coins.
- Filling Scrap in Gunny Bags.
- Tying / Sealing of Gunny Bag of currency to be deposited with ICICI Bank.
- Keeping stationery / printing materials in storeroom in arranged manner.
- To carry out all duties as may be entrusted to them by AOTC / AAOTC / Supervisors and Writers from time to time.
- Attending of Ticket Wagon – for unloading of Paper Rolls Boxes.
- Attending of Cash Wagon of ICICI Bank.
- To clean the Deco – Grills of the all the BR, Cash Counters and Bus Pass Counters.
- To clean the partition glasses of the ATC cabin, the Computer Server Room and the UPS Room.
- To operate Heat Shrinking Machine while sealing the plastic bag of currency Notes.

7-4 FUNCTIONS CARRIED OUT AT CENTRALISED CASH ROOM (CCR)

The main function of Centralised Cash Room, popularly known as CCR is proper accounting of Traffic Earning including Bus Pass Earning and E-purse earning and reconciliation of the same with the Bank Accounts.

- Daily Earning statements are received from the depots namely, **Window Cash Summary**: Total cash counted by each cash Writer and the cash received by Consolidation Supervisor is entered separately and tallied at depots. These figures are entered in Register known as 100 Number Book. The total of 100 Number Book is the total Traffic earning collected on that day.

- **SUMMARY PAPER**: - In Summary paper, the Traffic Earning is shown Denomination wise i.e. in currency Notes, Change and the Vouchers. These figures are entered in Rough Summary Book, which is also known as PENCIL BOOK. The total of the PENCIL BOOK should tally with that of 100 NUMBER BOOK.

- The opening balance, which is mentioned at Sr.No. 2 is added to this amount and this becomes the Closing Balance.
- The vouchers received in Traffic Earnings are segregated and entered in separate Voucher register.
- The equivalent value of vouchers is replaced in the Traffic Earning from Sr.AMTC's imprest cash.
- These vouchers are subsequently recouped from respective departments from time to time and Sr.AMTC's imprest made good.
- The Sr.AMTC's imprest is Rs.80 lakhs including Bag Advance imprest.
- Particulars of currency notes and coins deposited with various banks and the remaining balance amount is entered in TRANSIT BOOK.
- The Daily Traffic Earning is entered in a FAIR REGISTER date wise and the amount deposited with Banks of that day is shown below it.
- Respective forms (showing Traffic Earnings, Amount Deposited with the Banks and) are sent to C.A. and Supdt. Cash along with the Bank Slip book and advices duly audited.
- The Shortage incurred by the Cash Writers, which are shown on Window Cash Summary and the Shorts detected at CCR are entered in SHORTS REGISTER depot wise and is recovered from them monthly through PAY SHEET under "Recovery Code 125" and the amount is Credited to the Account Code 320 / 614.
- Record of forged currency notes detected by the Bank is maintained separately.
- The Shorts and the Bad Coins of each Writers detected at Banks are entered in a separate register depot wise and the amount is recovered from them monthly through Pay Sheet under 'Recovery Code 127' and the amount is credited to A/C 610.
- When Shortages are detected at Banks, our representative confirms it and makes the amount good from the amount taken from Sr.AMTC's imprest. This amount is then recouped by preparing a bill under Account Code 320 / 610.
- Before recovery from the concerned staff is made the shorts received is adjusted against excess, if any, sent by him on that day of earning. If so then the adjusted amount is recouped by preparing a bill under Account Code 310 / 188.

- If an excess amount is detected by Banks the amount is remitted with Superintendent Cash under "Account Code 320 / 188".
- Lost property amount, Bus Reservation amount, APF Amount etc. are routed through CCR from depots to Traffic Head Quarter and Planning Department.
- Requirement of loose coins is informed to ICICI Bank on weekly basis through an E-mail and on behalf of the Undertaking the
- work of haulage of loose Coins in the denomination of Rs.1/-, Rs.2/- and Rs.5/- from RBI is carried out by ICICI Bank through their agency M/s. Brinks Arya. Work of distribution of loose coins is also carried out by M/s. Brink Arya on our behalf.

- Amount of Stipend payable to the Trainee Apprentices of Engineering Departments also send to Depots for disbursement.
- Sr.AMTC Imprest of Rs.80, 00,000/- is maintained by CCR and it is tallied daily.
- All Accounts viz. Traffic Earning, Bus Pass / E-purse amount, Traffic excess, MIS accounts are reconciled with Accounts Department.

7-5 VARIOUS SCHEMES IN OPERATION IN TICKET & CASH DEPARTMENT

(I) ONE KIT BAG PER DEPOT SCHEME

One kit Bag per depot or Consolidation of Traffic collection at depot is the process of clubbing / putting collection of all the cash counting staff at depot level and making one single lot. The entire work of Consolidation is carried out at depot level as per the procedure followed at CCR prior to implementation of One Kit per Depot Scheme. After receipt of cash from the cash counting staff, full packets of higher denomination currency notes of Rs. 100/-, Rs. 50/-, and Rs. 20/- are recounted at Depots by Consolidation Supervisor. The note packets of higher denomination notes once recounted by the Consolidation Supervisor are authenticated by him on note slip. The broken packets of notes are consolidated into full packets and coins of Rs.1/-, Rs.2/-, and Rs.5/- less than Rs.100/- will be replaced with equivalent value of currency notes. Standard purses of Rs.2/- (2500 Coins i.e. Rs.5000/-) and Rs.5/- (1000 Coins i.e. Rs.5000/-) are prepared at depot level. One kit bag is prepared for the consolidated Traffic earning of the day and is banked with ICICI Bank through their cash pick-up agency M/s. Brinks Arya. Traffic Earning of Colaba Depot is banked with Bank of India (electric House Branch). However, Summary Paper of Banking and CPS are sent to Centralised Cash Room, Wadala on the following day. Till that, time kit is kept in the strong room at depot. ICICI Bank collects entire Traffic Earning from the 24 Depots through their cash collecting agency M/s. Brinks Arya.. Since, the consolidation of cash is carried out at depots; there is no risk of pilferage / misappropriation. On the contrary, the discrepancies if any, is immediately located and corrective action is taken.

(II) PROVISION OF NOTE COUNTING MACHINES AT DEPOTS

As per the guidelines issued by the Reserve Bank of India about depositing unstapled note packets while banking the amount, we have provided Note Counting Machines at all the depots to support manual cash counting. As per the existing procedure the Writers working on Cash Counters at depots are preparing Note Packets on completion of their duty and hand over the charge of the same to the Shift Supervisor

on duty by tying the packets of 100 Notes of each denomination with the thread ring and putting Note slip and Brown Tape without stapling the same.

The Shift Supervisor on duty then recounts the Note Packets of the denomination of Rs.500/-, Rs.100/-, Rs.50/-, Rs.20/-, and Rs.10/- on Note Counting Machine immediately in presence of the Writer. Then the Supervisor on duty prepares bundle of 10 Unstapled Note Packets (1000 pieces) of all denominations and put his signature on the Note Slip in the column "Recounted By". Then he keeps all the earning in the Earnings Boxes without wrapping in the Plastic Wrappers. In the morning, Consolidation Supervisor opens the Earning Boxes of all Writers one by one, prepare bundle of 10 packets. The entire Traffic Earning of 24 depots is banked with ICICI Bank and Traffic Earning of Colaba Depot is banked with Bank of India. In case of breakdown of machine counting is carried out manually.

7-6 Implementation of New Smart Card Bus Pass Scheme: -

New RFID Smart Card Bus Pass Scheme having in built Identity Card has been implemented on trial basis at Wadala Depot w.e.f 07 / 12 / 2010. The scheme was extended at all the depots, important bus stations and Bus chowkies in a phased manner. The cash collected from the sale of bus passes at various POS (point of sale) is directly lifted by ICICI Bank through their Cash Collecting Agency M/s. Brinks Arya. Rs.20/- are charged to the Bus Pass Holder towards 'New Registration RFID Card Fee' and 'Administration Fees of Rs. 5/- for Monthly Bus Pass and Rs.15/- for Quarterly Bus Pass are charged to the passenger.

(I) Implementation of Electronic Ticket Issuing Machines (ETIM) project: -

The scheme of issuing Thermal Paper tickets to the passengers through Electronic Ticket Issuing Machine (ETIM) was implemented on trial basis at Wadala Depot, initially on 2 routes viz. 440 Ltd. And 69 w.e.f. 08/02/2011 and subsequently it was extended at all depots in a phased manner. Adequate number of ETI Machines and Charging Racks for ETIM were provided at all depots.

(II) ISSUE OF TICKET BLOCKS

Before going on line, the Conductor produces his Attendance Card, duly endorsed by the Depot Starter at the Block Issue Counter (B.R. Counter). The Writer at the Counter confirms on Computer whether the Conductor belongs to the Depot or otherwise by keying the Conductors number on terminal. Therefore, there is no possibility of a foreign depot Conductor being issued the Ticket Blocks at the depot. After punching the Conductor, number on the Computer the previous day's memo

with Closing Numbers appears on the Screen. The Closing Numbers of previous day becomes Opening Numbers of the next day in respect of old ticket blocks. The staff of the same counter issues fresh ticket blocks of the various denominations as per his requirement. All fresh blocks are recorded on his master file. The attendance card then returned to the Conductor for producing the same at the time of depositing his day's earnings. The Ticket Memo indicated the Opening Numbers of all ticket blocks including fresh ticket blocks are printed on the computer and computerized ticket memo is issued to the Conductor before he proceeds on line. Blocks issued at Chowkies, if any, are entered in the Master File at the time of depositing cash. However on implementation of E-ticketing system the use of pre-printed tickets is now minimized and the same are used only if the machine gets defective while Bus Conductor is working on line or if the Computer system is shut down for whatsoever reason and the ETI Machine could not be issued from the depot. Under E-ticketing system separate way bill of each conductor is generated through the system (on screen).

(III) <u>Issue of ETI Machines with Thermal Paper Rolls</u>: -

After implementation of ETIM scheme i.e. issuing of Thermal Tickets through Electronic Ticket Issuing Machines the use of pre-printed tickets is negligible. The pre-printed tickets are used only in case of machine goes defective while Bus Conductor is working on line or ETI machines are not issued to Bus Conductors from depots because of system failure for whatsoever reasons.

As per present procedure at the time of Conductor proceeding 'on line' he approaches Ticket Issuing Counter at Ticket & Cash Department, where activated ETI Machine and required number of Paper Rolls are issued by 'Writer working on Ticket Issuing Counter', and proceeds on line.

(IV) <u>FACE-TO-FACE COUNTING</u>

At the close of duty, the Conductor will return his ticket memo along with ETI Machine to the Cash Counting Writer posted to work on Cash Counter. ETI Machine is connected to the personal computer at cash counter for downloading data from the machine. The staff at the cash counter will first enter the Conductors number and the ticket blocks taken by him on line, if any (i.e. the ticket blocks issued from chowkies). Then executes certain commands on the PC and all the relevant data such as Number of Tickets Sold by that Bus Conductor, Valuation of Tickets Sold, Amount

to be deposited, shortage / excess if any, Credit Slip Amount if any, Voucher / Assault Amount, Passenger Balance if any are displayed on PC Screen.

Writer posted on Cash Counter enquires Bus Conductor whether he has sold any pre – printed tickets from his Ticket Box. If the pre-printed Tickets are issued / sold by Bus Conductor closing numbers of all ticket blocks written on the Ticket Memos are updated in his waybill. The Writer at the counter then physically counts the cash tendered by the Conductor face to face and records the same on the computer. The computer then displays the position of cash as per valuation i.e.the cash deposited by the conductor as per the valuation i.e. the cash deposited by the Conductor and shortage if any. After accepting the Cash from the Bus Conductor, the Writer working on Cash Counter has to give acknowledgement on Conductors Time Card for having accepted the Cash from Bus Conductor. After completing the entire cash collection of that Bus Conductor the Writer on Cash Counter deactivate the machine by erasing the data on the machine with 'Erase Data' option. While taking back the machine he checks its condition and any damage / defect are recorded by him. Machines are then placed at charging racks for charging by sepoy.

The Writer posted to operate the cash counters to accept the cash at the counter to accept the cash at the counter work for 5 .00 Hours, and thereafter in remaining 2 Hours he counts and tallies the cash so collected with the computerized statement and secure the same in the earning boxes. In order to minimize the detention time of Conductors, proceeding on line as also those who come to deposit the cash, adequate number of counters are operated during the peak hours, depending upon the number of Conductors reporting either to go on line or to deposit their cash at counter.

7-7 BEST Cashless Travel Project - Introduction of E-Purse facility on RFID based photo ID:

In order to overcome the problem of tendering exact change towards the fare it has been decided by the Management to introduce e-purse facility on RFID based photo ID i.e. Cashless Travel Facility to the passengers, w.e.f. 7th August 2012.
RFID based photo Identity cards for issue of Daily Pass have been made mandatory. Now an additional feature has been added to these RFID based photo Identity Cards so as to enable cashless travelling by the passengers in the buses of the Undertaking. These cards can be charged with prepaid amount at all Point of Sales (POS). The

Electronic Ticket Issue Machines (ETIM) available with the Bus Conductors have been enabled to issue the tickets by deducting cost of the tickets from the amount charged of the card.

Salient Features of the E-purse Scheme: -

1 Top-up of any amount in multiple of `100/- subject to maximum of `10, 000/- is allowed.
2. The validity of usage of this amount is limited to 6 months from the date of last usage
3 For every recharge of `100/-, the passenger will be entitled to use the card for the Ticket worth `105/-.
4 No refund shall be made for loss of card.
5 If card is returned in damaged condition, the new card at cost will be issued by transferring balance amount within 7 days after confirming its usage.

7-8 Collection of Traffic Earning by ICICI Bank: -

Previously the Traffic Earning collected at depots was consolidated at depots, and then forwarded to CCR (Wadala). After reconciling the same at CCR it was banked with various banks. However, at present the ICICI Bank collect the entire Traffic Earning from depots, as well as entire Bus Pass amount and E-purse amount collected at Point of Sales (POS) through their cash collecting agency M/s. Brinks Arya.

7-9 Haulage of Loose Coins from Reserve Bank of India and distribution of the same through ICICI Bank: -

Previously the work in respect of haulage of loose coins from Reserve Bank of India and distribution of the same at depots was carried out by CCR (Wadala). However, this work has now been entrusted to ICICI Bank. The depot wise weekly requirement of loose coins is informed to ICICI Bank through an E-mail. After receiving our e-mail ICICI Bank lifts the loose coins from Reserve Bank of India and distributes the same to the depots for usage of Bus Conductors.