TRAFFIC CONTROL:

5-1 General :

i) The Officers are posted round the clock in Traffic Control room as Bus Running Control Officer. These Officers ensures that all depots are manned by Traffic Officers or Assistant Traffic Officers in order to have smooth functioning of Traffic Operations. Traffic Control conveys important / urgent messages of Management to respective Dy. CMs(Tr), DMs, Dy.DMs, Astt.DM's and related department, if any. BRC Officer is maintaining attendance records with reporting calls/movements of all Dy.CMs(Tr), DMs, Dy.DMs, Asst.DMs and Accident Officers.

ii) During monsoon BRC officer co-ordinates with Disaster Management Control Room of MCGM for water logging locations / diversions and accordingly passes on this message to divisional officers. BRC Officer also communicates the important incidents, accidents, earnings and other important events to CM(Tr)/DGM(TO)/Addl.GM/GM. The BRC Officer records the messages given by Divisional Officers about Rasta Roko, Morcha, Bandh, Major diversions, flood, stone throwing incidents, accidents involving major damage and personal injuries to employees, passengers or pedestrians, Disruption of railway service, stoppage of taxis, auto rickshaws, Electricity failure, diesel pumps not functioning, etc. and coordinate with Traffic Officers on line. BRC Officer communicates updated information in this connection to G.M., Addl.GM, DGM(TO), CM(Tr), Dy.CM(Tr), DMs, Dy.DMs, Astt.DMs, Accident Deptt. and other connected departments.

Traffic Control also co-ordinates with Traffic Police, Mumbai Police and Disaster Management Control for assistance. BRC Officer also gives information about fatal/ major accident and serious mishaps to Chairman, GM, Addl.GM, BEST Committee members, DGM(TO), CM(Tr), Dy.CMs(Tr), DMs, Dy.DMs, Astt.DMs, PRO & Secretary.

iii) To ensure proper balance of excess and shortage of operating staff at depots the Staff Position is also collected from all the depots and necessary action is initiated.

iv) Traffic Control collects feedback of Corridor checking particulars received from "A "Grade & "B" Grade Officers on Corridor checking days. Traffic Control obtains Railway position and informs divisions to operate extra buses, whenever required.

v) In case of death of an employee, BRC Officer informs Depot Managers to arrange for immediate monetary assistance. Officers of Traffic Control takes hour wise turnout and staff position whenever bus operation is affected especially on days of Strikes / Bandh etc. and also conveys matters displayed on Union Boards to the GM, CM(Tr), Dy.CMs, DMs, Dy.DMs, Astt.DMs.

5-2) **1)** Traffic Control is manned by Writers who are posted round the clock to maintain attendance record i.e. ON / OFF & movements calls of all "B" Grade Officers, working in Traffic and Accident Section. Traffic Control Writers record all the accident cases i.e. Fatal & Serious accidents, Major Collisions and Minor Collisions, Personal Injury etc. They also monitor the entire bus operation. They convey messages to the Welfare Officers/ Inspectors as and when Staff is hospitalized and ensure timely assistance to sick staff.

2) Traffic Control writers convey the information to Accident Officers, Accident Inspectors/ Enquiry Inspectors in case of Major collisions, Injury cases, Fatal Accident and co-ordinate further action with Divisional Officers / Inspectors. They also maintain various records such as Daily Earnings, Turnout, follow-up of pending messages registers, Corridor Checking particulars etc.

5-3) Bus Staff Control Cell:-

i) The Bus Staff Control Cell looks after the posting of operating staff i.e. Bus Conductors, Bus Drivers, Special Inspectors, Inspectors, Starters, Bus Misc., Scavengers, Muccadam & Mali etc. This Cell is effecting transfers of staff as and when there is change in

the requirement as furnished by Planning Section. This Cell is headed by STO(Control) who report to Dy.Chief Manager(Traffic)(General)

ii) Bus Staff Control monitors the daily staff position and transfers 'Badli' Staff to depots where detention on account of staff is on higher side with the permission of Dy.Chief Manager(Traffic)(General) This Cell also obtains the information pertaining to daily turn-out, relief detention, R.A given to 'Badli's and plus minus staff position. Submission of information about turn-out position and earning position etc. to Management on day to day basis is done by this cell. The Bus Staff Control also post Light duty staff as per Light duty jobs available at sports club or at depots after obtaing order of Dy.Chief Manager(Traffic)(General).

iii) STO (Control) also maintains imprest cash of Best Staff Family Welfare fund and arranges for payment to Administrative/ Assistant Administrative Officer on receipt of Application form for obtaining Financial Assistance in case of deceased staff member on confirmation/verification and also follow up timely recoupment of the said amount from Supt.Cash. STO(Control) maintains the attendance record of all 'A' & ' B' grade Traffic officers & forward the same to CM(Tr) / DGM(TO). Control Rooms maintains and submits the feedbacks to Management on the following issues, viz., Corridor Checking, Long Absent staff , Condition of Staff Cars, VHF/ Walkie-Talkie sets, Megaphones, P.A.System provided to various divisions / bus stations, Category wise Staff positions, fatal/ Major accidents, Statement of Light duty, Compile the data regarding the Accident cases received from the Zonal accident department to be forwarded to Management as & when required, etc.

iv) The depot-wise earning details indicating the depotwise turn out, earnings, earning target, earning per bus, etc are prepared by the control and submitted to the management on day to day basis.

5-4) <u>BEST Helpline :-</u>

The BEST Helpline is available on Toll Free no. 1800227550 or 022-24137937. This Helpline is in operation round the clock and helps passengers to get the details of convenient bus route for their travel. On this Helpline the passenger can also lodge their complaint. The complaint is forwarded from helpline centre to the concerned depots for taking necessary action.

5-5) <u>Operation Monitoring Cell and KMPL Cell :-</u>

These cells are recently introduced ie from the year 2014 to check the bus operation and fuel conservation.

The Operation Monitoring Cell is divided into four zones and are headed by Senior Traffic Officers. They are carrying out checking in civil clothes with bus inspectors, to check the crew and the passengers travelling without ticket.

The KMPL Cell imparts training to Bus Drivers in fuel conservation and also carries out checking to detect bad driving by bus drivers.