6 TRAFFIC TRAINING CENTRE

6-1. **Training:**

1) Selection of drivers:

Selection of drivers includes: conducting of Table Test, driving test & also providing induction training to them.

Table test :

(i) During table test Representative / Officers of Personnel Dept, verify documents produced by Candidate driver.

(ii) Driving licenses & RTO badges are checked by Representative of training school i.e. Asst. Depot Manager (Trg) / Senior Traffic Officer (Trg) & Head Instructor Driver etc. The Contents & validity of driving license & P.S.V. Badge according to M.V. Act is being checked by the Officers and HID of the Traffic Training Centre.

(iii)Candidates are interviewed by Asst. Depot Manager (Trg) / Senior Traffic Officer (Trg) & Head Instructor Driver on the points of experience, technical knowledge of vehicle & knowledge about Traffic Rule, Regulation, & Road signs.

(iv) Successful candidates during table test are called for driving test as per the schedule program. Driving test is conducted by panel of the "A" grade officer from Traffic & Engineering Department.

v) During driving test, more emphasis is made in following aspects by the panel officers:-

a) Starting of vehicle

b) Engagement of gear up/down

c) Steering control

d) Handling of vehicle on corner.

e) Stopping of vehicle at given point

f) Reversing

g) Traffic sense

h) Overall control of vehicle

Successful candidates in driving test are sent to medical department for Medical examination as per the stipulated program.

i) Induction Training

Successful candidates in medical examination are admitted as trainee driver in Traffic Training Centre-Dindoshi.

Induction training of 4 weeks is imparted to Trainee driver.

First Week: In Class room training Introduction & History of the BEST Undertaking, Basic knowledge of the vehicle, Lectures on Rules for Road Regulations, Traffic Sings, Signals, knowledge of lanes/marking on road, Good Qualities of Bus Drivers is imparted. Practical driving training on Highways/Open Roads/ Congested roads to assess the ability skill of fresh candidates i.e. steering control, effective changing of gears, traffic sense, handling of vehicle while taking turns, over all control of vehicle/ bus etc. The knowledge of road marking, signs & signal manual as well as mechanical signals.

Second Week: On wheel training on selected routes with wide variety of road conditions by driving in lean, medium and heavy vehicular traffic throughout the Mumbai City & Suburban area of the City.

Third Week: Two hours in house training & eight hours practical training on bus .During this week practice training is imparted in thickly populated area as well as on heavy congested road, especially at market places, controlling of vehicle on gradient without applying break, reversing of vehicle on narrow road etc. Duty of driver to take precaution at unguarded railway level crossing, Duties of driver in case of accident, Duties of driver to give priority to certain vehicle like ambulance, fire brigade, vehicle of minister & Government, Driving & reversing of vehicle on S band, precaution at U turn, driving at intersection, Importance of mirror, signal & maneuver i.e. (MSM) important of position, speed & look (PSL). During this week personality development course are conducted for trainee candidates. i.e. 3 days Art of Living course which includes yoga, meditation, Pranayam etc, Audio & video presentation on anti tobacco drive, lecture on stress management by Prajapita Bramhakumari, Workshop by NAB i.e. expectation of blind from best driver & conductor. Lecture by retired ACP from Mumbai Traffic Police stating the importance & discipline of road lecture on rules for Road regulations.

Fourth Week: During this week two hours training in-house & eight hours on wheel training is imparted for six days & on last full day in-house training is imparted. During this week due care is being taken to cover entire operational area & all depot during on wheel training. Candidates are being trained on all types of buses i.e. Volvo, Kinglon, ULF, DD & other buses having different transmission system specially gear pattern. During this week, performance of each candidate is evaluated by head of the Traffic Training Centre & HID. During in house training lectures are conducted on following subject by HID, officers of Traffic Training Centre & other senior officer of Traffic dept.

Lectures on Duties & Responsibilities of Bus Drivers as per M.V. Rules, M.V. Act, brief on various acts related to Public Vehicle Drivers to maintain discipline & safety on the road with the help of Authorities of Police of Traffic Branch. Lectures of Traffic & Accident Officers on Marketing, Diesel Conservation, Accident, Duties & Responsibilities of Drivers, Service Regulation, Standing Order, Badli Points, Behavioral aspects, Attendance, Importance of Passengers, Financial aspects of the Undertaking. Lecture & presentation on Diesel Conservation (KMPL) with the help of Officers & Guest Faculty of PCRA, Video presentation pertaining to Accident, diesel conservation, bad parking Safe driving etc. After assessment of the performance of each candidate, only successful candidate are absorbed in Undertaking as Badli Bus Driver Candidate having poor performance are not sent on line. Training of the candidate whose performance is not up to the mark is extended for few weeks. In spite of repeated extension, performance is not found satisfactory then name of the said candidate is deleted from the Badli register.

2) Selection of Conductors: Bus Conductors are selected by the Personnel Dept. by conducting written as well as oral test. The selected candidates are sent to Traffic Training Center for 3 weeks training which includes as follows-

First Week- In house Training- Duties & Responsibilities of Bus Conductor, M.V. Rules, M.V. Act, Service Regulation, Standing Order & Important Line Notices.

Second Week- On Line Training- Practical Training on Training bus – Behavioral aspect, Marketing aspect, Issue of proper tickets through Ticket Box/ETIM,

handling Cash Bag & other equipments, self balancing in running bus without disturbing passengers, Importance of time factor, Space management in the bus to carry maximum nos. of passengers, Importance of giving sufficient time to board & alight the bus to avoid accidents. Bell is the medium of communication between driver & Conductor i.e. single bell, double bell etc.

Third week- 3days Art of Living Course which comprises Yoga, Meditation, Pranayam, Lectures & Video presentation on Anti Tobacco Drive, Lectures on Stress Management, workshop on blind/ mentally retarded/ handicap passengers with the help of NAB, Lectures on Duties & Responsibilities of Bus Conductor according to M.V. Rules, M.V. Act, workshop on Gender **Sensitization** with the help of the Office bearers of AKSHARA, Lectures by Mumbai Police Security Branch on Bomb precautions.

3) Training of Bus Inspectors: Newly promoted Bus Inspectors from the post of Drivers/Conductors are posted for induction training at Traffic Training Centre for 3 week which includes-

i) Duties & responsibilities of Inspectors, Spl. Insp/SSI as regards to their work & working of subordinate operating staff.

ii) Importance of Bus Inspectors post in the traffic operation special emphasis on plugging the leakage of revenue & increasing the efficiency of traffic outdoor staff.

iii) Revenue analysis

a) Financial performance

b) Classification of routes: A.B,C

c) Non-operational revenue

d) Transport terms

e) Procedure of the reservation of buses

iv) **On the part of working of Bus Inspectors, lapses generally which are noticed by Traffic Officers on line resulting financial losses to the Undertaking.**

v) Type of various checkings -

a) Submission of detail report against delinquent employees.

b) Procedure/Handling of bag check case. Procedure /handling of accident case on duty injured, sick cases, handling of lost property.

c) Lapses likely to be committed by Inspector & consequences therefore action against bus Inspectors for such lapses.

d) Important instructions used from time to time regarding safety of buses park at termini, special reference to bomb blast, role of Inspector to implement new scheme e.g. reserved seats for ladies & handicapped persons, gender sensitization, reservation of buses ,bus concessional passes, zero waiting time, smart card, OLTAS & lane system etc.

e) Cleanliness of bus Chowkey/Bus Station.

4) Training of Starter: Newly promoted starters from the post of Bus Conductors are posted at Traffic Training centre for induction training of 1 week which includes:

i) Objective of BEST Undertaking & role of Bus Starter with regards to bus operation

ii) Importance of bus starters post in the traffic operation special emphasis on punctual operation of buses giving correct & economical short trip giving actual arrival & departure timings & last No. of sale of tickets on memo.

iii) Duties & responsibilities of Bus Starters with reference to the work of operating staff special emphasis on the road of Badli staff ,R.A. spare staff, recall & proper utilization of staff & buses, maintaining registers & starters record properly & neatly proper guidance to the passengers, handling of lost property & procedure thereof, Procedure to be followed at the time of defect & punctured buses etc.

a) Revenue analysis

b) Financial performance

c) Classification of routes A,B,C

d) Non operational revenue

e) Transport terms

f) Procedure of bus reservation

iv) Starters lapse generally noticed by traffic officer on line & financial losses incurred due to such lapses. The expected duties & efficiency by starters.

5) LMV/HGV training for traffic officers & engineering officers/staff etc.

LMV/HGV training for 8 weeks is given to Traffic officers & Engineering officers/staff at Traffic Training Centre, which includes;

First week- Classroom training- duties & responsibilities of bus driver, M.V. Rules, M.V. Act, service regulation, standing order & important line notices. In Practical training control of bus, steering & effective changing of gears, Traffic signals & signs, Traffic sense.

Second week- Driving training bus selected routes with wide variety of road conditions by driving in lean, medium & heavy vehicular traffic congestions.

Third week - Driving training on bus in city area.

Fourth week – Driving Training on bus-Night driving in city & suburbs area.

Fifth week- 3 Days Technical Training at TTC (WD)

Sixth week- On training bus-Early morning & noon traffic

Seventh week- Night driving-driving hazards of monsoon

Eighth week - Training on various types of buses i.e.AC bus, vestibule bus, CNG bus, Double Decker bus.

6) Training to Asst./Traffic Officers:

Staff promoted as Asst. Traffic Officers/Traffic Officers are posted at Traffic Trg. Centre for induction training of 1 week, which includes;

i) Duties & responsibilities of Asst. Traffic Officer/Traffic Officers.

ii) Traffic operation, Traffic operational Control, line Supervision, Discipline amongst subordinate staff, Departmental enquiries, Maintenance management, co-consequences of Engg. The importance of Losses due to bad driving habits, precautionary measures to avoid the same.

6-2 Refresher course:

At Traffic Training Centre, Refresher courses for different categories for staff are arranged.

(I)Daily Refresher Course for Bus Conductor:

For bus conductors- Daily refresher course of 1 day is conducted and following points are covered in refresher course-

a) Purpose of Refresher Course.

b) Objective of the BEST Undertaking and the role of Bus Conductors.

c) The necessity of skills & knowledge and attitude for the job.

d) Financial condition of Traffic Department & competition in mass transport operations.

e) Importance of Regular and punctual attendance

f) Importance and punctual turnout and schedule operation of buses/display of proper destination boards and route numerical.

g) Behavior with passengers colleagues, staff members and supervisory staff/officers.

h) BEST Productivity Day, the role of Bus Conductor/Driver.

i) Suspected articles precaution to be taken to avoid untoward incidents, Instructions regarding Bomb-Scare.

j) Accident- Causes and Consequences, Preventive measures by Bus Conductors/Bus Drivers

k) Importance of Cleanliness with regards to uniform, buses and depot premises.

l) Transport economics classification of Route „A" , „B" and „C" analysis.

m) Co-operation to school going children, handicapped persons, pregnant ladies
and senior citizens.

n) Offences committed by drivers/conductors and consequences thereof e.g. wasting time, skipping/bunching of buses.

o) Spitting habit of conductors & drivers, Introduction of modern techniques in day to day working of the Undertaking.

p) Accident Prevention and Safe Driving Causes & Consequences of accident, Preventive Measures, Activities carried out by the BEST and Govt.
Authorities to avoid accident important, hints for Conductors.

q) Importance of physical presence of bus conductors in the bus at the time of turning out & stabling of the bus.

r) Importance of taking arrival and departure timings and the last numbers from the Chowkey Starters and depositing the trip cards Importance of collecting accurate/correct fare from the passengers.

s) Shortages, results/consequences and precautionary measures to avoid incurring Shortages, importance of counting of daily earnings and depositing correct amount of sale of tickets. Importance of announcing the name of the bus stops and halting of bus properly at each scheduled bus stop and picking up maximum passengers, the role of bus conductor to implement new scheme such as Reserved Seats for Ladies, Handicapped Persons and Senior Citizens. Conductors having bad habit to throw ticket buds in the bus, bus station and depot premises. How importance of closing of windows during the running of the bus in the rainy season, during day and night stabling.

t) Importance of clean and neat uniform displaying number and regional badges properly, Ensure bus passes of travelling BEST employees & retired Employees & concessional bus passes of other travelling, commuters.

Procedure of passengers balance amount.

u) Group discussion.

(II) Refresher cum diesel conservation courses for Bus Drivers conducted - For this course, average 50 Bus Drivers of adopted Depot and 1 Bus Driver from other remaining Depots are sent for 5 days. In refresher course, almost all the point, which are mentioned in Conductors Refresher course, are covered. In addition to this imparted training at Technical Training School to create awareness amongst drivers about damages to spare parts due to bad driving habits & technical aspects with regard to diesel conservation.

The details of course programme are given below-

1st day- Yoga Training, Lectures by HID on KMPL with concept of power point accelerations , financial impacts of dab driving habits. On wheel training, power point presentation without stops individual KMPL monitoring is shown.

2nd day - Yoga Training, Lectures on financial condition of Undertaking & importance of fuel conservation, reduction in cost of operation are given by STO

(Trg). On wheel training, power point presentation with stops individual KMPL monitoring is shown.

3rd day - Yoga Training, Classroom session on Accident Prevention and Safe Driving. Road Driving Session by ADM (Trg), safe driving, factor responsible for accident, causes of accidents, time & place of accident vehicle, population in Mumbai, and financial burden of accident impact of accident are given. On wheel training, power point presentation with stops individual KMPL monitoring is shown.

4th day- Lectures on financial condition of BEST Undertaking, positive attitude of driver will lead to improve financial condition, marketing aspect importance of commercial view in day to day working, population of competitor vehicles in Mumbai city are held. Lecture by KMPL cell & Planning officer are given to improve KMPL & saving of diesel, concept of duty efficiency.

5th day- Tech. Training on financial impact of bad driving habits of the Undertaking1st gear demonstration on Tata buses Lectures by Guest faculty & R/C certificate distribution program is carried out. In 2nd session discussion on training improvements, suggestions to improve Undertakings financial condition and reduce the cost, course concluding with distribution of Course Certificates.

III) Refresher course for Starters & Bus Inspectors:

Refresher course for starters & Inspectors are conducted for 1 day in a year. In this course topic regarding their works, duties & responsibilities are covered & emphasis is also given on explaining the importance of their post in their operation.

6-3 Accident prevention Cell (APC) -Accident prevention cell comprising of ADM-Trg at Traffic Training Centre. The activities carried out through this cell to prevent accident are as follows-

Preventive measure of accidents- In training & refresher, special emphasis is given on accident prevention lectures & video films are shown on the subject. Through mobile Accident Prevention Van (Ashwini) training/face to face counseling program of 3 days are conducted at depot level.

Every year Road Safety Week is observed in the 2nd week of January to bring awareness amongst our bus drivers to ensure the safety of the pedestrians /passengers. During this week various activities such as display of banners; special message of the GM in the form of appeal etc is given to the crew.

6-4 Duties & functions of various categories working at traffic Training Centre

1) Head Instructor Driver (HID)

The primary duties of HID are related with the recruitment & driving training of newly recruited bus drivers.

He supervises the work of driving teachers & posts them for driving habit & diesel conservation checking of Dy. CMs /DMs /Dy. DM (Tr)/ Asst. DMs (Tr).

He posts Driver Teacher (DT) for accident prevention checking of accident dept. He carries out feasibility survey for the new/diverted/extended bus routes. He scrutinizes the checking sheets of DTs. He trains DTs on new buses & also makes arrangements to give such training to the Bus Drs. e.g. training on various buses, synchromesh gear box bus, hi-tech buses etc. He trains the Officers & Employees of the Undertaking, to drive heavy motor vehicles & make necessary arrangements for RTO tests. He trains re-instated Drivers & Drivers who are involved in fatal accident cases. He conducts diesel conservation programs/training for the bus drivers who attend refresher course. He posts DTs for standing duties during various fairs, festivals, diversions, new routes etc.

He checks the drivers reported by the division for bad driving habits. He carries out daily maintenance of buses, which are allotted to the Traffic Training Centre. Last but not the least, he carries out any other duties assigned by ADM (Trg)/STO (Trg)/TO (Trg) as & when required.

2) Instructor Conductor(IC)

The main duty of the Instructor conductor is to train the trainee bus conductors in respect of their duties, discipline & efficiency. He will address candidate, conduct classes & complete all the formalities before sending them on line. He will also address in refresher course of Conductor/Inspector/Starter etc. He will impart training to the promoted Inspectors covering all aspects of duties & functions of Inspectors with model line reports, writing of various types. He will

also impart training to promoted starters as to make them responsible & duty conscious. He will mark the attendance of trainee conductors, promoted Inspectors, starters & other regular conductors sent to Traffic Training Centre. He will maintain the files of Line Notices & prepare index of important line notices. During the practical training on bus he must demonstrate to trainees the correct method of accepting proper fares & issuing of proper tickets to the passengers. He will also carry out any other duties pertaining to the training that may be assigned by ADM (Trg)/STO (Trg)/TO (Trg) Driving Teachers (DT).

3)Driver Teachers (DT)- Driver Teachers trains various practical aspects of driving on different types of buses and impart training as per the training program to newly recruited candidate Bus Drivers also trains Officers/Engg Staff to drive buses. He checks driving habits of B. Drs on line during his 8 hrs duty in which he has to check 28 B. Drs. & submit reports of bad driving habits if any. Further DTs trains the candidates of heavy private driving training candidates.

4) Driver Supervisors (DS)- Driver Supervisors checks driving habits of Bus Drivers. In his 8 hrs duty, he has to check 28 Bus Drivers & submit reports of bad driving habits. In the exigencies he will also carry-out duties of DTs regarding driving training.