## 3 DEPOT MANAGEMENT :

### 3-1 DEPOT :

**1)** The main function of the Traffic department is to ply public vehicles within the municipal limits of Greater Mumbai and in the extended areas permitted by the Government at the lowest possible expense and the lowest possible fare with the maximum convenience, comfort, punctuality and safety to the traveling public.

**2)** The Depot is the most important part of the Traffic Department and on it depends the efficiency of the Traffic department. The depot is responsible for turning out the buses in time and keeping them running on line in accordance with the schedules prepared by the Planning Cell. The schedules are prepared taking into consideration the requirements of the Depot Unit provided by the Depot Manager. There are two types of schedules- the duty schedules and the running schedules or time tables.

**3)** The Traffic Officers working in Depot (hereinafter called the Depot Officer) will arrange to prepare the Duty Board. It will be their responsibility to see that the duties are allotted in such a way that there is proper deployment of staff. This can be achieved by combining the broken duties of different routes, elimination of AOW duties, utilization of Badli/Spare staff in gainful manner, and as per the instructions given from time to time.

### 3-2 Duties of D.O.Assistant :

**1)** It will be the responsibility of the Depot Officer to display all the duty schedules. The DO. Asst.(Starter General) will assist the Depot Officer in preparation of Duty Board and Allocation of fixed duties to the Drivers and Conductors. The procedure for allocating 'fixed duties' will be as follows :

i) The schedule duties will be loaded in computer by the Planning Department and after generating hard copies; the same will be displayed on the Notice Board along with seniority list. The schedules duties will be fed in the duty allotment program. The duty board generated through the duty allotment program will be displayed in advance for the information of the staff.

ii) Applications in writing showing preference of duties will be obtained on the prescribed forms from the staff.

iii) The applicants will be allocated their duties in order of seniority and according to the preference outlined.

iv) Those staff who fail to get duty as per their application on the day of allotment will be allowed to make application with their preference of duties on the next day. The staff members, who do not apply for duties on the day fixed for their duty allotment, be allowed to submit their applications for duties on the next day. (Circular Sr.AOT/Adm/ 3244/ 2004 dated 11/10/2004)

v) The entire exercise, as far as possible, should be completed one week prior to the commencement of the new rotation.

vi) A Rota Board will be prepared comprising of vacant duties arranged in order of calling time and allotted to the staff as per their order of seniority.

vii) The Depot Officer will select certain duties with Saturday/Sunday as the Weekly Off to be offered to the Union Representatives. These duties will be either morning duties (first shift to be over by about 10.00 hours) or night duties preferably commencing at 14.00 hrs. (Ref. No. OSTr/TM (Adm) /1504/89 dated 28.2.1989). The ratio of morning duties to that with night duties should be normally 60% in AM and 40% in PM. Staff selecting morning duty will perform one shift before attending departmental enquies. Staff selecting night duty and desiring to represent at departmental enquiries in the morning, will have to work one shift in P.M. after attending the departmental enquiry. All employees desiring to appear as representatives will inform the Depot Officer/Depot Starter in writing in the prescribed form (Appendix 1) at least one day before the date on which they will be representing cases in the Office. The time spent by the Union Representatives in the departmental enquiries during off duty will be accumulated. He can avail of the same in the next following month. Union Representatives will be called to opt for the abovementioned duties according to their position in the common seniority list. Those not opting for the said duties will have the choice of duties from the general board, but will be given weekly offs attached to the fixed duties chosen by them.

2) Exchange of fixed duties or cancellation of fixed duties opted for, will not be permitted. Staff allotted fixed duties and not performing them regularly and found indulging in such practices, as result of which the bus service on the route is adversely affected, are liable to be removed from their fixed duties and put on the spare board.

**3-3 <u>Duties of staff</u> :**

1) In accordance with the provisions of the Motor Transport Workers' Act, the duty hours of staff will not exceed eight on any day. The hours of work will be so fixed that no period of work will exceed five hours before the staff has had a rest interval of at least half an hour. Provided that this provision for rest interval will not apply if the staff is not required to work for more than six hours on that day. The hours of work inclusive of rest interval will not be spread over more than 12 hours and it will not be split into more than two spells on any day. Further, there will be a gap of at least nine consecutive hours between the termination of duty on that day and the commencement of duty on the next day.

2) However, in the event of a breakdown, accident, natural calamities or any unforeseen reason, staff can be made to work continuously beyond 5 hours without a break. Even if the

first shift exceeds six hours, staff cannot refuse to work their second shift on the plea that have worked continuously for six hours without a break. In such cases staff will be given rest for ½ hr, and then called upon to work their scheduled 2nd shift. If the total duty exceeds 8 hours, the staff will be marked Overtime. If the staff refuses to work 2nd shift, they will be marked only "hours" worked on that day, apart from disciplinary action under the Standing Order. (Vide Sections 13, 15, 16 and 17 of M.T.W. Act, 1961 ) (Duty in case of breakdown : DL No.OSTr/451/64-65 of 18.5.1964)

## 3-4 STARTERS' DUTIES – DEPOT :

1) **Booking of staff :**

(i) Before the commencement of new month, each Conductor and Driver will be issued attendance card. This will be done by the Starter performing board / month ending work duty.

(ii) **Posting Register** : Posting Book Starter will work on the terminal of LAN system at the Depot. At first he will enter his starter number. He will check general message, if any, fed in the computer and then he will start posting the staff. When the staff reports for work, he will ensure that, the staff is in neat and clean uniform. While posting the staff, if he comes across any message to the particular staff, he will take action accordingly. If any staff is not available for work, he will post the staff from the spare pool. After posting the required staff, he will generate the hard copy of the trip card (Appendix 2) and bus card (Appendix 3) and will hand it over to the conductor and driver respectively. The crew thus formed will turn out the bus.

**2)** **Conductors** : The Conductor will report to the Posting Book Starter at his calling time with the time card, who will (i) enter the arrival time and next day's calling time on the attendance card. (ii) affix his initials thereto. (iii) Mark him present in the computer at his fixed duty.

3) Thereafter conductor will go to Tictet & Cash Dept and collect system generated Ticket Memo, ETIM machine alongwith additional ticket blocks if required & paper rolls. Before leaving T & C counter Bus Conductor will check the ETIM charging, zero valuation of ETIM, proper route & his proper Bus Conductor No. display on ETIM.

When the Conductor report back to him & presents the system generated ticket memo the Book Starter will (i) enter the route(s). Sr(s) for both the shifts on the ticket memo, (ii) indicate the turning-out time and destination in case the bus is turn- out from depot, (iii) indicate 1st shift relief point and 2nd shift relief time & relief point, if the Conductor is sent on line to give relief. He should indicate the readiness period, and place, if any on the ticket memo, when required, (iv) endorse the personal cash of the Conductor in excess of Re.1/- and if so after physically checking it, will enter the total amount, including Re.1/- on the ticket memo in the column provided and sign it, (v) in case the Conductor has no personal Cash in excess of Re.1/-, the Starter will draw a line across the column provided and will sign it and put his number legibly. Each conductor has been given amount of Rs.100/- as imprest cash (Bag Advance).

4) **Drivers** : A Driver will report to his Book Starter at his calling time and will present his Attendance card. The Starter will record thereon- (i) the arrival time for the day, (ii) the next day's calling time in case of spare time, (iii) particulars of the duty assigned, viz., route/serials(s), departure time, destination, relief point, II shift calling time, route(s), serial number, rest interval, etc., (iv) the readiness time and place, if any and(v) will sign in the column provided.(Appendix 7 )

5) **Mid-way reliefs** : The Starter will give preference to mid-way reliefs. In case he anticipates that the staff will not be available for mid-way reliefs he will, if feasible, inform the Terminus Starter concerned to book the bus upto the relief point. He will also contact the Relief Starter and inform him as above. If later he gets the staff and sends them in time, he will inform the Relief Starter concerned.

6) (i) Whenever a Book Starter gets a message that a staff already booked on duty will not be available for work for any reason such as sick /injured on duty, absent in 2nd shift, etc., he will arrange to send spare staff.

(ii) Such staff not performing full duty will be marked hours worked and marked "injured on duty" , "sick on duty", "absent in 2nd shift", etc., as the case may be.

(iii) If in case staff takes ill on duty, the book starter or terminus starter will make entry to that effect on their time cards so that they are not allowed to resume duty without production of resume duty slip from the office.

(iv) In case staff is not available for work on the pretext of answering nature's call, the Depot Starter, on receiving message from the District Starter will mark, hours worked of that staff.

**3-5 <u>Utilisation of staff</u> :**

**1)** To ensure proper utilization of staff, the Starter will follow the procedure laid down below **:**

(i) **<u>Recalling staff</u>** : If there is excess staff at a particular time, he will inform the Staff Control accordingly and loan the staff to other depots. If the staff is still excess he will allow the excess staff to sign off after two hours waiting and recall them according to requirement. The Starter will bear in mind, however, that the spread over of the staff does not exceed 12 hours from his original calling time and that the II shift does not exceed 5 hours.

(ii) **<u>Breaking duties</u>** : In case the Starter has two excess men at one time and if he knows that a duty at a later time is vacant, he will recall the staff- one for the first shift and the other for the second shift- subject to the spread over of 12 hours.

(iii) **<u>Joining duties</u>** : If the Starter has two or more broken duties which can both be performed by one staff, without contravening the provisions of the Motor Transport Workers' Act, he will assign these duties to one staff.

(iv) **<u>Any Other Work duties</u>** : There will be some fragmentary duties – some with 2 shifts; but the total duty hours not exceeding 6 hours required for completion of full duty- and others with just one shift of 5 hours or less. These staff is required to be given additional work to complete their duty. Such staff will be kept in "readiness" at the depot or important terminus, so that they could be utilized in case some other staff is not available for duty at the terminus. Readiness time should be written on Ticket Memo of Conductor and on Time Card of Driver.

**2)** The Starter will not make the excess staff wait in depot for more than two hours, if he is to be recalled.

**3-6 <u>Utilisation of Spare Staff</u> :**

1) The Starter will mark the attendance of the spare duty staff in the computer when the spare staff reports to him for duty. The time cards will be retained by the starter and arranged in the order to their calling time. The Time Card will be returned to the Conductor to collect his ticket memo. The spare staff will be used when the fixed duty staff is not available. With a view to utilize the spare staff properly and not breaking the duties, they will be utilized in the order of their calling time. If, however, by utilizing a spare staff with earlier calling time the provisions of the Motor Transport Workers' Act are likely to be contravened, the staff with the next calling time will be utilized.

2) Spare staff can be made to wait in the depot up to one hour before being posted for duty on line. Although more attendance of a duration of 15 minutes and over has been excluded from the definition of 'hours of work', the entire period, viz., the waiting time in the depot plus the allotted duty will be treated as the hours of work and the staff will be paid overtime if the total exceeds 8 hours in accordance with the rules in force. Spare staff refusing duty on the plea that the total duty exceeds 8 hours will not be given any work and will be marked absent for the day.

**3-7 <u>Deployment of Excess Staff</u> :**

**1)** In the event of excess/shortage of staff, the Starter will immediately contact his counter-part at other depots and arrange to book excess staff according to their respective requirements. The Starter will be in constant contact with the Staff Control to ensure that excess staff is immediately utilized wherever required. The Starter of the depot loaning the staff will book the staff as per the requirements of the depot to which the staff is loaned. This will reduce the traveling time and unnecessary detention and thus ensure maximum utilization of the excess staff.

2) After all the requirements of the staff are met, the staff remaining excess is kept in the depot in readiness & the excess staff will be utilised to turn -out the buses or to feed the line reliefs for further short position. However, while utilising AOW staff; the provisions of the Motor Transport Workers' Act should not be contravened.

**3-8 <u>Posting of Acting Men</u> :**

**1)** Acting duty (performing the duty of senior men) will be allotted strictly according to seniority except in emergencies. The staff performing such duties will be paid acting duty allowance in accordance with S.R.5.2, provided that he performs full duty (Ref.OSTr/356/82 dated 21.1.1982).

**2)** Staff with sufficient knowledge of the job of the post will be given preference.

**3)** The staff posted for acting duty will be shown, as acting in computer and their attendance will be included in the daily return of the Supervisory staff.

4) Senior men refusing acting duty will give it in writing and the same will be forwarded to the Office for the filing in his S.R.

**3-9 <u>Overtime</u> :**

**1)** Staff will not be made to perform Overtime to cover up shortage with-out the express orders from the DGM(TO)/CM(Tr).

**2)** Staff cannot refuse to work Overtime in the exigencies of the Undertaking and those who refuse to work Overtime are liable to disciplinary action under the Standing Orders. Such refusal will also constitute an offence under the Essential Services Maintenance Ordinance, 1968, (No.9 of 1968) and is punishable with imprisonment for a term, which may extend to six months or with 'fine', which may extend to two hundred rupees or with both.

3) Staff working over 8 hours due to accidents, breakdowns, floods, riots, traffic jams, etc., will be paid Overtime at the rate of twice his ordinary rates of wages in respect of the Overtime worked. The overtime will be mentioned in the computer.

**3-10 <u>Leave</u> :**

1) Casual leave/Privilege leave for 7 days and less.

(i) Staff who desires to or desirous of availing of Casual leave/Privilege leave for 7 days or less will fill up the Leave application forms, and present them to the Book Starter who will note thereon the calling time and date and time of receipt of the form. The Starter will forward these forms to the Starter General for further action. In case staff desires to know the orders immediately, the Starter will present the form to the Depot Officer accordingly. Under no circumstances will the form be handed over to the staff after its receipt by the Starter. The Depot Officer will pass his orders on the leave form and will return them to the Starter General who will inform the staff of the orders. Depot Officer will grant only 3% CL in advance and keep 1% balance for emergency after obtaining leave particulars on computer.

(ii) The staff will be informed whether the leave applied for is granted or refused. If it is refused, a note to that effect will be made on the application giving reason for the refusal. However, the onus of ascertaining whether the leave is sanctioned or not will rest with the staff. List indicating the staff whose leave is granted/regretted, will be displayed on the Depot Notice Board daily.

**3-11 <u>Privilege Leave for over 7 days</u> :**

1) Staff who desires to proceed on Privilege leave for over 7 days will fill up leave form and submit it to the Depot Starter (G) and entries of the same will be made in leave programme in computer.

**2)** (i) The Starter General after having endorsed the form and ascertaining the leave from the computer, will present the form to the Depot Officer for his orders. After the Depot Officer sanctions the leave, the Starter General will make entry into the computer. Depot Officer will grant 7% (of the avg.sch.) in advance. The Depot Officer will not sanction leave to those who are involved in serious case unless permitted by Depot Manager. The regretted forms will be sent to Leave Clerk and their numbers will be displayed in form 'B' on the Notice Board.

(ii) The enquiries about the sanction or otherwise of leave will be made by the staff with the Leave Clerk.

**3)** The Starter will mark Sick leave according to the Sick List obtained from the Medical department. After ascertaining the leave from the computer, the leave will be granted. The staff whom medical officer has recommended sick leave, and do not have any leave will be marked Sick Leave Not Due. The staff whom medical officer has not recommended sick will be marked absent.

4) The Starter(Gen) will take out print-out of previous day's summary of attendance and will put up absentee list on the Notice Board for the information of the staff.

**3-12 <u>Weekly Offs</u> :**

**1)** The mechanics of allocating and distribution of Weekly Off :

a) Weekly offs to be fixed as per requirement.

b) Spare Relievers to be given weekly offs preferably on Sundays if not possible on Saturdays.

**2)** A staff will be entitled to a day off with full wages for every six day's work. However, in the exigencies of the services of the Undertaking, the weekly off of a staff may be cancelled under express orders of DGM(TO)/CM(Tr) and he be given substitute weekly off within three days so that he does not work for a consecutive period of more than 10 days. A staff can also be given the substitute weekly off before it falls due.

3) The particulars of weekly off cancelled and substitute weekly off given should be fed in the Computer, Care should be taken that no staff get more than or less than 13weekly off in a quarter. It can be done either by cancelling or adjusting the weekly off as the case may be.

## 3-13 Issue of Calling Slips and Show Cause Notices :

1) **Calling Slips :**

On receipt of the calling slips (Appendix 5 ) from the Office, the Starter (Gen.) will sort them ut according to the staff numbers and hand over to the Book Starter in case of Drivers and Conductors.

2) The Book Starter will issue the slips to the Drivers in the following manner :

i) Enter the slip number against the date on which the staff is to attend the Office/Court, etc.
ii) Enter the time the staff is called and the place of attendance.
iii) Enter the date of issue on the calling slip, sign the slip and hand it over to the staff.

3) The Starter will not issue the slip if the date of enquiry happens to be the weekly off of staff except when the staff is required to attend the police court or police station or under the express orders of the Depot Manager. The slip will be returned to the office with the remarks "Weekly Off".

## 3-14 Resumption of staff attending enquiries, etc. :

1) The staff issued slips to attend court /office will be resumed by the Starter only on production of the resume duty slips **(Appendix 6)** from the Office. Staff will be given duty within one hour of their reporting to the Depot Starter and in the event they are sent back and asked to report to duty after one hour, they will be given only one shift duty.

2) The Starter will take care to see that there is gap of 9 hours, between the termination of duty on that day and the commencement of duty on the following day.

3) The Starter will indicate the time and duty on the time card and retain the resume duty slip.

4) Staff must report to the Starter immediately on receiving the resume duty slips. Staff when fail to do so will not be given work. However, staff given no work will be marked "LATE NO WORK" and will receive no pay for the day.

5) Staff who fails to report to the Starter with the resume slip will be marked absent for the day and no credit for the time spent in office will be given. Staff who do not want to work on line in such cases may apply to the Depot Officer for leave for the full day. However, grant of leave will depend on the exigencies of service & the quota fixed in this behalf.

**3-15 Resumption of duty after absence or expiry of leave :**

1) Staff remaining absent for 3 days or more will not be allowed to resume without the "Resume Duty Slip" from the office. However, staff producing medical chit from the Undertaking's Medical Officer for absence for more than 2 days will be resumed by the Depot Officer, if the office is closed.

2) Staff granted light duty on medical grounds and staff reporting sick on duty will not be resumed normal duty without the written orders to that effect from the office.

3) The staff returning from privilege leave of more than 7 days will be resumed only on production of a 'Resume Duty Slip' form the office, if leave is not sanctioned in advance. However, staff returning from leave on time on the days when the office is closed will be resumed by the depot Officer who will report the matter to the Divisional Office the next working day.

**3.16 Periodical Duties :**

1) **Checking of absence :** Numbers of staff absent from duty for a period of 15 consecutive days must be reported immediately by the Depot Officer on the 17th day of absence.

2) **Payment of Wages :** Pay slips as and when received from the E.D.P. department will be distributed to the staff by posting a man who is performing light duty. In the absence of light duty men, the Depot Officer will make alternate arrangements.

3) Staff required by the Depot Officer for enquiries will be directed by the Starter to him before issue of the card.

**3.17 Issue of Duplicate Time Cards :**

1) Before issuing duplicate time card to a Conductor, Starter will ensure that the Conductor is not absent more than 3 days or suspended to attend office/court for enquiries earlier or on that day or suspended by way of punishment or he is not long absent/ sick.

2) Before issuing the duplicate card, the Starter will (i) mark the weekly offs for the month, (ii) make entries, if any, on the time card of suspension for attending court/ office on any later day, (iii) give the calling time.

3) (i) In case of Drivers the Starter will issue the Attendance card and will maintain a register obtain the signature of the Driver therein.

(ii) The attendance card will be stamped "DUPLICATE" and before issue to the Driver, the Starter will follow the similar procedure of checking as in the case of Conductors.

(iii) A weekly list of duplicate issue of attendance cards to the Drivers and Conductors will be sent by the Starter to Office for recovery of charge of 50 paise each.

**3-18 <u>Drivers licences</u> :**

1) (i) Checking of record- It will be the responsibility of the Starter to check that the Drivers whose licence are due for renewal in that
month, renew them. For this purpose the Depot Officer will maintain a record of licence of all Drivers. The Starter will stamp the attendance cards of the Drivers concerned against the due date with the stamp "RENEW YOUR LICENCE". Senior Traffic Officer will check the M.D.L. register maintained by the Depot Officer periodically.

(ii) Unless a Driver renews his driving licence by the date of renewal, work will not be assigned to him. The Starters will also maintain a register in the form. When the licence is renewed, the Starter (Gen) will make necessary entry and sign in the register in token of having checked the licence.

(iii) The numbers of Drivers whose licence are not checked because of their being away from work will be carried forward to the next month and the Starter will stamp their cards with the above stamp against first day of the month to ensure that they are not given work without the licence being checked.

2) The driving licence returned by the Accident Dept. or by the Inspectorial staff, collected in Accident/ Traffic offences cases, will be returned by the Book Starter to the Driver concerned. The Starter will maintain a register in the form and obtain the signature of the Driver vefore handing back the licence.

**3-19 <u>Conductors' Licence</u> :**

Bus Conductor has to renew their licence on or before expire dates. Bus Conductors are permitted to work after submitting License renewal Receipt. After verification of License renewal receipt, Bus Conductors are eligible for the reimbursement of an amount of ` 50/- as Renewal Fees which is disbursed through the salary.

**3-20 <u>Month –ending work</u> :**

1) The Starter carrying out the month-ending work will update the seniority list of Conductors and Drivers in Computer by taking into account the transferred staff to and from his depot.

2) (i) Drivers attendance cards for the next month will be prepared by entering thereon the month, the driver number, particulars of the duty and weekly off.

(ii) He will prepare the attendance cards of the bus conductors received from EDP dept. which are already numbered.

3) (i) The Court slips of Drivers which have not been issued to the Book Starter will be pinned by the Starter to the time cards of the Drivers concerned and an entry thereof will also be made by him against the date of enquiry before the cards are handed over to the Starter.

(ii) On receiving the time cards, the Book Starter will check up any pending court chits to be issued and make entries thereof on the respective time cards against the appropriate dates.

(iii) While issuing new cards to the Drivers, the Book Starter will carry forward to the new cards, any entries of calling slips/ other remarks on the old cards pertaining to the next month.

(iv) The time cards of the Conductors and Drivers will be kept ready on the last working day of the month.

(v) On the first day of the new month the Book Starter will check the old time cards for any entries thereon for the next month and will copy these on the new cards. If the staff does not produce the old cards, the Starter will ensure before assigning duty to the staff whether staff (i.e. Conductor or Driver) is not suspended by way of punishment.

4) The Starter will prepare a day-wise list of weekly off granted to the staff. He will prepare five copies and will send then to (1) Time Keeping dept. (2) Divisional Traffic Office, (3) Divisional Accident Office and fourth copy will be filed by the Starter in a file, (5) one copy to EDP.

5) The entire work pertaining to attendance register, weekly offs, and time cards should be finished two days before the month-end and the time cards should be ready by them.

**3-21 Allocation of buses :**

1) When a bus is not likely to be turned out because of shortage of bus, the book starter will keep the staff in space and will allot fresh duty if necessary.

2) At 11.00 hours and 19.00 hours a message will be given to the Traffic Control and Staff Control in respect of the morning and evening turnout respectively. For this purpose, the position as at 11.00 hours and 19.00 hours will be considered. Any buses turned out thereafter will be shown as not turned out for statistical purposes.

3) Starter(Gen) will write the particulars of position of buses turned out on the boards displayed in the office of the Depot Officer and the Divl. Head.

**3.22 Sick buses :**

1. When a defective bus is brought in depot the staff will report to the Starter in depot. Depot starter will enter the particulars of the bus in computer. The entries will be made in computer such as bus number, the place from which the bus has come, the person by whose order it has come, the staff numbers who brought the bus in and the 'IN' time. Thereafter, the Starter will instruct the Driver to report to the Foreman with the chit issued by the Line Mechanic/ Terminus Fitter. The Foreman will arrange for an immediate exchange or repairs. Buses brought in defective one hour before last turning out time should be exchanged immediately by Eng. Dept. (OSTr/3971/78 dated 28.8.1978).

2) (i) When the bus is given immediately and there is enough time for the staff to go off duty either in I or in II shift, the Starter will book the bus to such a destination that it will reach the relief point on the relief time. If the time is short, the bus may be booked straight to the relief point.

(ii) If the staff is about to go off duty in their second shift or have already exceeded their scheduled duty when the bus comes to the depot they will be allowed to go off provided the relief crew is still in the depot. The Starter will contact the Book Starter and find out whether fresh crew from depot is to give relief to the serial. In such cases, the crew will be asked to turn out the bus from the depot instead of taking it over at the relief point.

(iii) If the relief crew is waiting at the terminus, the Starter will follow the same procedure as outlined in Para (3-4)(6)(i)).

(iv) If the crew is about to go off duty in their first shift or have exceeded their first shifts scheduled duty, they should immediately be given rest. Since some other crew will be waiting at the relief point to take over the bus which has come to the depot and since the bus on which the bus staff is to work in their second shift would be detained at the relief point, the Starter at the relief point should be contacted and asked to change the serial number of the detained bus and book the waiting staff on that bus. The earlier staff after rest would be asked to turn out their second shift serial from the depot. Such exchanges save the traveling time required to be given to the staff and reduce the loss of Km.

(v) When, however, the staff bringing the bus to the depot has an extended rest interval, the procedure explained above is likely to increase the loss of Km. In such cases, it is better to ask the staff to report to their II shift relief point at their relief time and call the staff waiting at the terminus to turn out the bus from the depot, if arrangements cannot be made to send it to the relief point as explained earlier.

3) If a defective bus of other depot is brought into a depot and it is not possible to repair it, a spare bus may be given for turn out by the staff of the other depot. In such cases, the Starter in depot will inform the Starter of the other depot about the replacement of their bus by the bus of his depot bus. In case a S.D. bus is turned out in place of D.D. stabled or otherwise, this information too will be given.

4) Whenever a defective bus is exchanged, no fresh trip card will be prepared. The Starter should then make the turn out entry in the left hand side columns against the ‘IN’ entry of the defective bus. A fresh bus card will also be prepared and handed over to the Driver.

5) The Starter will ensure that the defective bus is turned out from depot (either exchanged or repaired) within fifteen minutes. For this purpose a form will be filled up and signed by the In-charge/Shop Recorder, Bus Eng. Department and the Starter. This form will indicate the time the bus was brought into the depot and the time it was turned out and the reason for delay or more than fifteen minutes. The form should be submitted to the DO(Traffic) the next day for further disposal.

6) **Fresh turn-out :** When a bus is detained on line because of accident or serious break down or when a bus is stabled at other depot and a message is received to that effect, the Posting Book Starter in depot will arrange to turn-out a fresh bus in its place. The Posting Book Starter in depot will follow the same procedure as in the case of turning out sick buses.

**3.23 Stabling of buses :**

1) When a bus comes to the depot for stabling, the Conductor will approach the Posting Book Starter and hand over the trip card and the ticket memo. The Book starter will enter the stabling time on the trip card, Bus number and IN time in the computer. He will stamp the ticket memo of the Conductor "TRIP CARD DEPOSITED" and return it to him. The Posting Book Starter will feed the stabling particulars in Computer.

2) If the bus is stabled more than ten minutes before the scheduled stabling time, he will bring it to the notice of the Conductor and submit a report.

3) The book starter will enter the particulars of buses brought in depot for shortage of staff in computer.

**3-24 Late Night Starter's duties :**

1) It will be the responsibility of the Late Night Starter to receive lost property from line and enter it into the Lost Property Register. He will store the lost property articles in the lost property box under lock and key. The Night Starter will hand over the charge of the lost property to the Morning Starter who, in turn, will hand it over to the Office Assistant for onward transmission to the lost property section after obtaining due acknowledgement. The starter posted for all night duty will bring to the notice of concerned authority about the computer breakdown if any and will make necessary entry in the computer breakdown register.

2) He will prepare the reconciliation statement in the numerical order of the Conductors who have gone out on line with bag and box. This statement will be reconciled with the register showing the issue of ticket memos maintained by the Ticket & Cash department.

3) He will post the staff for the night Workmen Special buses and any service reserved buses and will carry out other ancillary duties falling in his duty hours in the same manner as done by the Book Starter.

4) The Starter (General) will scrutinize the Attendance Register daily and will report to the Depot Officer any cases of overstaying of sanctioned leave even by a day.

5) The Late Night Starter will daily prepare a list of staff marked absent on that day. This list will be displayed prominently so that staff can check up whether they have been wrongly marked absent and, if so, immediately approach the Depot Officer and get the error rectified. The list will be on display for two days only.

**3-25. Allocation Starter on late night duty :**

1) He will turn out night staff special buses and any other buses due for turn out during his duty hours**.**

2) **Custody of chowky/ bus station keys :** Allocation Starter on late night duty will collect keys of Bus Station/ chowkies. AM Starter will issue them to Starters/ Conductors of the first bus.

3) All Night Starter (Allocation Starter) will take charge of all trip cards collected by Late Night Starter and arrange it in chronological order i.e. Route wise /Serial wise. Further, after last stabling of the bus he will generate Allocation Report which indictes Turn-Out stabling details. He will prepare a bunch of all Trip cards, Allocation Report and handover it to Early Morning Starter to dispatch the Cards and Allocation summary to Killage Writers.

**3-26. DEPOT OFFICER :**

1) The Depot Officer will be responsible to see that the Starters perform their duties as laid down. He will exercise general supervision oover all the staff, including Drivers and Conductors.

2) The Depot Officer will be solely responsible for the preparation of the duty board, the seniority list and allocation of fixed duties to the Drivers and Conductors.

3) The Depot Officer will closely supervise the work of the Starters working under him and ensure that all the buses are turned out in time and all the reliefs are fed with proper utilization of staff. In case of late-out or not-out buses, buses detained for relief, sick buses brought in depot and not being turned out within fifteen minutes, buses brought into depot for shortage of staff, etc., he will investigate the reasons thereof. He will satisfy himself that the above shortcomings were unavoidable and that they were not in any way due to the negligence of the staff.

4) The Depot Officer will issue instructions and ensure that mid-day, early stabled buses are turned out with the help of readiness/excess staff. During Turn-out check Depot Officer with the help of Bus Inspectors will check the destination blinds on regular basis and will ensure that no bus is Turned out without proper destination blinds / route letters. He will pay more attention to the depot terminating buses and ensure that buses are operated as per schedule.

5) He will ensure that the Union Representatives perform at least one shift preferably in the morning. He will maintain a register of their attendance in office with the details of duties performed, details of excess working and time off availed in lieu of excess working.

6) While checking the duty list from the computer, the Depot Officer will pay particular attention on Overtime, variation in the weekly offs granted to the staff, proper utlisation of Spare Staff / Readiness Staff and broken duties. He will himself check the attendance summary. He will thereafter sign the duty list.

**7)** The Depot Officer will prepare a list of buses to be suspended in case of withdrawal of buses for MOH or GP attention and other reservations. He will prepare this list in consultation with the Depot Manager, the ATO's and his counter part i.e. D.O. Engineering. The Depot Officer will also issue standing instructions to the Starters of his depot about the curtailment of buses on account of shortage of staff/buses, taking into account the route-wise monthly earnings per Conductor. At the time of suspending buses on account of various reasons, he will pay more attention for maintenance plan, i.e. he will not disturb buses meant for maintenance.

8) He will periodically have a check on the calling time of the staff from the duty board and the Posting Register of the staff.

9) The Depot Officer will check the register of renewal of Drivers' Licenses once in a month and will also carry out a sample check of the licenses of few Drivers.

10) It will be the responsibility of the Depot Officer to see that all the Line Notices and other notices are properly displayed on the Depot Notice Boards. In addition, he will give adequate publicity to important notices by writing on the black board the salient features thereof and announcing them on the Public Address System. He will also arrange to send the Line Notices to Bus Stations/Chowkies. He will ensure that important instructions regarding accident prevention, halting of buses on stops, behavior of Conductors with passengers and other important instructions are announced from time to time on P.A. system. He will also maintain a Register of important Line Notices written on the black board for records.

11) The Depot Officer will prepare a list of Starters, working in the depots/districts who are eligible for the Incentive Bonus. This list will be forwarded to the Bonus Clerk or the APF Supervisor of the Division for further action. The points assigned to each duty of the District Starter shall also be furnished to Bonus Clerk. At the commencement of the new quarter, he will prepare Starters' workload points and will pay more attention on saving of Starters' duties.

He will check the duty schedules received from Planning Section and will try to save duties and will try to eliminate AOW duties.

**3-27 <u>Check on absenteeism</u> :**

1) It will be a constant endeavour of the Depot Officer to see that the absenteeism is kept to the minimum. To achieve this, he will keep a through check on the attendance of the staff on attendance sheet available on computer. He will scrutinize the register.

2) The staff against whom Depot Officer cannot hold an enquiry in the depot due to their calling time falling outside their duty hours, will be dealt with by the Asst. Traffic Officers.

3) After the enquiries are over and relevant entries are made in the register, the case papers will be forwarded to the office for further disposal.

4) Reports of staff remaining absent from duty for a period of 15 consecutive days submitted by the Depot Starter will be scrutinized by the Depot Officer before forwarding to the Depot Manager.

**3-28 <u>LINE OPERATIONS</u> :**

**3-29** The operation is divided in 26 Depots, and these 26 Depots are distributed amongst 4 zones. These zones are, 1) City, 2) Western Suburb, 3) Eastern Suburb and 4) Central Suburb.

**3-30** Traffic Officers and Asst. Traffic Officers will be responsible for the actual operation of buses on line and will ensure that the buses run to schedule. They will supervise the work of the entire line supervisory staff, viz. Inspectors, Starters, and the miscellaneous staff. The regularity of the services can only be achieved if the Starters perform their duty efficiency. The primary function of the District Starter is to see that the buses start from the terminus on time and that a correct record of theirarrivals and departures is maintained and regular interval is adhered to.

**3-31** The allocation of duties to Starters will be on the basis of seniority-cum-choice.

**3-32** On being assigned a duty, the Starter will report to the Terminus/Depot, as the case may be and will sign the Visit Register giving his reporting time and duty number. He will also check whether any instructions are left for him in the visit register.

1) He will see that the time-tables of the routes are prepared and displayed in the chowkey. Whenever a revised running schedule is received, it will be his responsibility to prepare a new time-table and display it in the chowkey. The time-table will also show the relief time of each serial (by marking FR & R against the departure when there is relief) and the detention time of each serial, when buses are detained for crew rest.

2) The Starter will prepare a relief register as per printed register to show the serial wise relief timings, in accordance with the relief timings sent to him by the Depot Starter.

3) The District Starter will keep the Starters' Record form (Appendix 7) ready for the next day. Bus numbers/staff numbers will be entered by the Starter when the buses are exchanged (L/N 123/86 dated 04.04.1986)

4) No Starter on duty will carry personal cash on his person in excess of Rs.10/-. If he does, he will enter the entire amount in the Starters' Record at the commencement of his duty. This will be subject to a check by any member of the Inspectorial staff and Officers visiting the chowkey/terminus.

**3-33** When bus arrivers, the Starter will note down on the Starters' Record the actual arrival time thereof. When the Conductor approaches the Starter and hands him over the trip card and the ticket memo, the Starter will :

1) Check the trip card for correctness of the particulars entered therein. He will thereafter fill in the trip card by entering therein the terminus, the stage/destination to which he books the bus, actual arrival time of the bus, the scheduled and actual departure time of the bus of the earlier trip and remarks for irregular running, if any, on enquiry from the staff. The Starter will endorse the trip card by entering his number in the column provided and return the card to the Conductor two minutes before the schedule departure.

2) He will also check the particulars such as; route/serial and the bus number are correctly entered on the Ticket Memo. He will then refer to the reverse of the Ticket Memo and check that the particulars of second shift calling time, serial and the numbers of the associate staff are entered thereon.

**(i)** If ETIM Machine of Bus Conductor is not working & Bus Conductor has to issue tickets from ticket box then Starter will instruct the Conductor to announce the opening numbers of the ticket blocks. He will enter the last three digits on the Ticket Memo in the columns of the respective denominations by glancing at the ticket box and affix his initials.

**(ii)** He will enter other particulars on the memo viz. arrival time of the bus, the time of booking the bus, the place/stage from which the bus is booked and the destination to which it is booked (in case of the last two items the stage numbers will be given and not the names of the stages), where two conductors are posted on a bus, a similar procedure will be followed in case of the other conductor.

3) **Starters' Record** : He will enter staff numbers on the Starters' Record in the column provided. However, in the subsequent trips, staff numbers will be entered only when the crew changes. He will also put his signature with duty time.

4) **Relief Register** : If the terminus is the relief point, he will enter the staff numbers in the Relief Register against the serial/time concerned, so that he will know the staff who will be working on that serial at the particular time. In case the second shift serial/time is not mentioned on the Ticket Memo, the Starter will first make enquiry with the staff and, if necessary, with the Allocation Starter to find out the details. Similarly, the Starter will find out the driver's second shift calling time/serial and enter the particulars in the Relief Register. If any of the staff have "readiness duty" attached to the duty, the Starter

will enter their numbers and time (from / to) of their readiness duty in the Relief Register, and will utilize them if necessary. He will retain the ticket memo with him, till the readiness period is over. After the readiness duty is over, the Starter will enter the off time on the slip. If for any reason, the readiness staff is sent to other terminus, Book Starter will be informed accordingly.

5) **Fast Arrivals :** In case, a bus arrives more than 5 minutes earlier than the scheduled arrival time, the Starter will make enquiries with the staff and submit a report to the office for necessary action.

**3-34** Before the bus leaves the terminus, the Starter will handover the trip card to the conductor two minutes before the scheduled departure time of the bus. He will give a signal by blowing the whistle.

1) After the bus leaves the terminus, he will enter the departure time in the departure column of the Starters' Record. He will enter the "lay-over" i.e. the difference between the arrival and departure time of the bus and will also write the "interval" i.e. the difference between the departure of the bus and the departure of the previous bus booked for full trip.

**3-35** Late running & short trips :

1. An important function of the Starter is to adjust the irregular running of buses by giving short trips i.e. by booking the buses to short destinations, in such a manner, so that it arrives in time for the next trip. Short trip need not be given when the bus is not more than 20 minutes late (where the running time is more than 70 minutes), as it might be possible for the bus to make up the time. It may also be necessary to give a short trip to adjust the relief time of the staff. He should also take care that buses booked for short trip will not be in loss.A register is to be maintained for short trip record and he should work out the earnings in the register i.e. sale of tickets denomination wise. The format of Register to be maintained is as under :

| Route/ Sr. | Sch. Dep. | Actual Dep. | Booked to Destination | Cond. No. | Earnings | Short trip given by | Starter No. |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

2) The short trip is to be given as per the chart provided in the chowkey. In practice, however, other factor should also be taken into account.

**i)** There should be reversing facility at the short trip point.

**ii)** Short trip will preferably be given to a point, where Starter is available.

**iii)** The short trip point should be given to point where sufficient passengers will be available. It would be worth-while to send the bus twice for a short trip if the bulk of traffic can be carried by doing so. On short routes where the traffic is direct and heavy, it is better to allow the bus to run late.

iv) Short trip will normally be given against the flow of traffic. However, in case of through routes, the short trip should be given by the Starter at the suburban end. In case of feeder routes, serving railway stations, short trip should be given by the Starter at the railway station end.

v) Whenever possible, the Starter will postpone the short trip to off-peak periods, so that inconvenience caused to passengers is reduced e.g. if a bus is late in the peak hours, the Starter will not give the short trip immediately but allow the bus to run late till the peak hours are over, and then give the short trip to adjust the running. Even when the staff has relief in first shift, if their duty in that shift does not exceed five hours by sending them for a full trip he will do so. The staff may be given rest later and a short trip can be given to the serial on which the staff work in their second shift, if necessary.

iv) He will give short trip to a destination, which is available on destination board of buses.

vii) He will book short trip bus first and then the service bus will follow, so that direct passengers are not inconvenienced.

**3)** All said and done, considerations of traffic come first and no hard and fast rules can be laid down. Further, traffic may differ from route to routeand from hour to hour. The Starters will get acquainted with the pattern of traffic, so that they can give intelligent short trips which will cause minimum inconvenience to the passengers.

**4)** Excepting for relief, short trips will not be given to two or more consecutive serials.

**5)** An unconventional way of giving short trip is to send the bus for the full distance or for a shorter distance via a faster route (assuming that there is traffic on this route also) e.g. buses of route 1 from Mahim can be sent to Hutatma Chowk via 1 Ltd. And back to Mahim via route 1, if there is traffic available for 1 Ltd.

6) If the time for the second trip is such that the bus cannot be profitability sent for a short trip on that route, it will be detained. However, it can be sent either for full trip or for a short trip on another route operating from that terminus, where there is traffic available e.g. if a 332 route bus is late with only 25 minutes left for its second trip and a short trip/extra bus has just left, instead of sending this bus too for a short trip on route 332, it can be sent to Chakala Cigarette Factory via route 331.

**7)** Short trip bus will always precede a bus going for the full trip.

8) When a bus booked for short trip arrives late/fast, the Starter will make thorough enquiry with the staff to find out the reasons for fast/late arrival.

**3-36 <u>Terminus Relief</u> :**

1) If fresh relief does not report, the Starter will contact the Allocation Starter, to find out whether relief staff has been sent in time. In case the reliefs have not been sent, available readiness staff will be booked on the bus, otherwise the Starter will arrange to have the bus parked aside and will send the subsequent serial before its scheduled departure, so as to reduce the gap. When staff go off duty from the terminus, the Starter will collect the trip card and bus card and hand it over to the fresh staff after making thereon the relevant entries. If fresh staff do not report on time, the Starter will make entries of detention on the trip card and the Starter's Record and will keep the cards with him. When the staff report, the Starter will enter in the Relief Book the actual relief time in pencil. (If they do not report at all, he will draw a line against the relief time to show that the bus was detained for the entire shift). Care should be taken not to copy out this changed relief time for the next day.

2) When staff does not report for the second shift and readiness staff is not available, the Starter will inform the Book-Starter to make arrangements for fresh staff. In the meantime, to avoid detention, the Starter will book the next serial staff, if available, on this bus provided they have/had at least 30 minutes rest. He can continue booking staff in this manner till the staff from depot reports. This staff will be booked on the serial, which is detained at that time under advice to the Book Starter. If the staff not reporting for the second shift in time does not report at all, the Book Starter will be informed accordingly and a report will be submitted. If the staff reports late, the Book Starter will be contacted to find out whether fresh staff has been arranged. If fresh staff has been arranged, the staff reporting late will not be given work and the Book Starter will be asked to mark the staff "absent in second shift". If fresh staff has not been arranged, the staff reporting late will be booked on the detained bus and will be marked "late working" under advice to the Book Starter. A report will also be sent to this effect.

**3-37 <u>Midway Relief</u> :**

1) In case of midway relief's the Relief Starter will take precaution to see that passengers are not delayed during the change-over of the crew.

If some relief staff do not report, Starter will book readiness staff of staff of later serials (who have had rest interval of a least ½ hour) on the bus (procedure explained in details in para 3-36.2). In case the staff to be relieved are due for rest and their first shift duty does not exceed 5 hours, they will be instructed to take the bus to the terminus and to avail of half-an-hour rest. These instructions will be given in writing on the trip card for the information of the Starter at the terminus. The Relief Starter will inform the Book Starter to arrange for staff to perform the second shift of the staff concerned. In case duty permits, the staff will be asked not to take rest at the terminus but to bring the bus back to the relief point, where arrangements can be made in the meantime for the relief.

2) If none of the options is open to the Starter, he will empty the bus and arrange to send the passengers by subsequent buses.

**3-38 <u>Staff not available for duty on line</u> :**

**1)** If a staff reports sick on line, the Chowkey Starter will arrange for an Inspector immediately to send the staff to hospital/Undertaking's dispensary. If an Inspector is not available, he will arrange to get one from nearby beats or through Traffic Control. He will contact the Book Starter for fresh staff. In the meantime, he will try to keep the bus running as explained earlier.

**2)** In case of Drivers, the Starter will make an entry "Reported sick on duty" on the time-card of the Driver.

**3)** In case of Conductors and Drivers, the Starter will inform the Book Starter to mark the staff "hours worked" and show them 'sick on duty'.

4) In case staff is not available for work and give the excuse of answering nature's call, the Starter will inform the Book Starter to mark the staff hours worked if the time taken is not reasonable. A separate report will be sent to the Depot Officer for necessary action.

**3-39 <u>Exchange of buses</u> :**

**1)** At times, the Starter working at a chowkey may find that he has one bus available but not its crew and another crew is available but not its bus. In such cases, the Starters will resort to "Exchange of Buses" by connecting the available bus and the available staff, so as to keep maximum numbers of buses running on line for maximum time.

**2)** The Starter will exchange the buses which had been detained for mechanical break down on several occasions during a day with good depot going buses after consulting Engineering Department, so as to minimize further changes or detention and consequent inconvenience to the passengers.

**3)** The procedure to be followed for exchange of buses is as follows :

**(i)** When both the buses to be exchanged and their trip cards are with the Starter, the Starter will only change the bus number on the original trip card.

**(ii)** When only one of the buses to be exchanged is available and the other has not yet arrived, the Starter will taken one fresh trip card and will fill in the particulars as mentioned above. The other trip card will be filled in only after the arrival of the bus. This precaution will avoid corrections to be made in the records in case the bus does not arrive.

**4)** On exchange the buses, the Starter will mention the new bus numbers below the old ones against the serials concerned in Starters' Record. He will also make the exchange entries in the Relief Register.

The trip cards will be pinned together to avoid misplacement. It will be borne in mind that a trip card is the history of the running of a particular serial of route and not of a particular bus. It is, therefore, obvious that whenever two or more trip cards are pinned together, they should be pinned serial-wise and not bus-wise.

**6)** On exchange of buses, the Starter will ensure that the bus numbers on the ticket memos of the Conductor are corrected. If a bus is exchanged in between the shift, the original bus number will not be struck off but the new bus number will be written after it necessary corrections will also be made in the Relief Book.

**3-40 <u>Late night buses</u> :**

1) Second last bus will not be detained at terminus till the arrival of last bus. No bus will be operated on a route after the last bus of the route has departed i.e. if the schedule last bus timing of route 84 Ltd is 21.20 hrs. & after sending bus at 21.20 hrs there are three buses still to proceed, these three buses will not be sent on route 84 Ltd. Instead these buses will either be operated on routes where the last bus timings are late and there is good passenger response or, the staff may be utilized on the buses detained for want of staff on other route or the buses will be stabled and the staff be kept in readiness.

2) The starter will inform the Depot Starter well in advance about the buses detained at his terminus for relief, so that if arrangements are not made within the duty hours of the Starter. The Line Inspector will man the bus. For this purpose, the Starter will inform the line Inspector well in advance to visit the terminus by the end of his (Starter's) duty hours. In case of buses detained at the terminus for breakdowns or accidents, same procedure as outlined above will be followed.

**3-41 <u>Parking of buses</u> :**

**1)** The Starter will ensure that-

i) Whenever terminus is situated on a road, the Drivers park the buses in such a way, as not to obstruct other vehicular traffic or block the carriageway of buildings.

ii) At night, when buses are stationary at the terminus, only one side body lights and the parking lights are kept on.

iii) Engines of buses stationary at the terminus are not kept idling.

iv) Miscreants do not tamper with the fixtures in the buses parked at the terminus, by keeping a general watch on the buses at the terminus.

**2)** In case of foreign depot buses, the particulars of detentions due to staff not being sent or sent late from depot will be being entered on the form of the depot to which the bus belongs. For example, route 332 & 340 are turned out from Majas & Marol Depots respectively. The detention of route 332 will be sent to Majas Depot and of route 340 to Marol Depot. After the computerization of posting book the detention record for staff is readily available at the depot. In case of staff falling sick, District starter communicates the same to Depot Starter who makes the necessary entries in the book to mark hours of the staff, In case of accidents, the Traffic Control informs the depot and either fresh bus is turned out or detention is directly marked. Since the data of detention on different windows, and summary of staff utilization is available on depot computers, the old practice of recording of detention on the form prescribed is not required in case of parent depot buses.

3) If the terminus fitter posted at a chowky does not report for duty, District starter will inform the engineering dept. for making substitute arrangement.

**3-42 <u>Issue of ticket blocks</u> :**

The A.M. Starter will bring the ticket blocks from depot when he arrives for the duty. While issuing ticket blocks to the Conductors, the District Starter will ascertain from the Ticket Memo, whether the said Conductor had taken adequate blocks before starting his duty. If not done, he will submit a report against such Conductor to the Depot Officer.

1) At chowkies where imprest of ticket blocks is maintained, the Starter will check the stock when he reports on duty, in case of discrepancy, he will immediately contact the A.T.O./Line Supervisory Staff. Any new blocks received, will be serially entered by the Starter in the register of ticket blocks. In case the starter finds that the imprest is insufficient, he will suggest its augmentation. In case of shortage of blocks due to continuous consumption on any of the days, the Starter will arrange to have the stock recouped through line supervisory staff.

2) Ticket blocks to the Conductors will be issued serially. Entries of the issue will be made in the register of ticket blocks and the recoupment slip book immediately. The Starter will enter in INK the number of the block on the Ticket Memo of the Conductor against the correct denomination and will sign the entry.

3) At the close of his duty hours, the Night Starter will check that whether all the blocks issued during the day have been entered in the recoupment slip, which will then be sent to the concerned Divisional Ticket & Cash Department with the conductor of the last bus. The slip can be sent to the depot with the Cash Starter also.

4) After the recoupment slip for the day is dispatched to them Ticket & Cash Department, the Starter on duty will prepare a separate recoupment slip for any further issue of blocks on that day. A remark "Late Night….. (date)" will be made on the top of the recoupment slip.. It will be forwarded to the Ticket & Cash Department along with the next day's recoupment slip.

5) In case a conductor brings to the notice of the Starter any cases of misprint or wrong binding in the ticket blocks, the Starter/Inspector will suspend such blocks and will send them to the Divisional Traffic Office/Assistant, Ticket & Cash, with a report. The Starter will make an entry of suspension of the ticket block on the Ticket Memo of the Conductors. If required, the Conductor will be issued fresh blocks.

**6)** The Starter assigned <u>cash duty</u> will maintain imprest cash for giving change to the Conductors. In the morning he will collect cash from the Divisional Ticket & Cash Office and then report to the terminus where he is posted. Change will be issued only to the Conductor and under no circumstances it will be issued to the outsiders. If the change is likely to be exhausted during the day, the Starter will arrange to obtain the change from the conductors reporting off, and as a last resort will recoup it from the Ticket & Cash Office through the line supervisory staff.

7) The evening Starter will take over charge of the cash from the morning Starter after counting it, He will at the end of the duty, deposit the cash with the Divisional Ticket & Cash Department. He will also collect the recoupment slip for the ticket blocks issued during the day form the chowkey and will hand it over to the Ticket & Cash Department.

8) Whenever an Inspector needs cash for payment of taxi fare in case of accident or assault, the Starter will pay the amount from the imprest cash against the Cash Advance Voucher signed by the Inspector. He will deposit the Voucher with the Ticket & Cash Dept. while returning the cash. In case of other emergencies, the amount will be paid from the imprest cash only after obtaining the orders of the Depot Manager.

**9) <u>Cleaning of Vomits / Rubbish</u> :**

If no Bus Miscellaneous / Widow is available to clean the vomit/rubbish, the Starter should get it cleaned by outsider on payment at the rate in existence, and Vouchers to that effect should be submitted with particulars (OSTr/Gen/5013/90 dated 22-10-1990).

**3-43 <u>Imprest of Ticket Memos, Fare Tables, Bus Guides etc</u>. :**

1. **<u>Ticket Memos- Duplicate Ticket Memo</u> :** The Starter will maintain a register for the imprest of ticket memos. The Ticket memos received from the Ticket & Cash Dept. as imprest will be entered in the register and issued in serial order. Duplicate memos will be issued to the Conductors in the event of the memo being torn, lost or suspended in a bag-check. Except in case of bag-check, the Starter will send a report to the DM/ Dy.DM/Asst.DM of the division for recovery of the cost. The Starter will ensure that sufficient stock of duplicate Ticket Memos is maintained, and will recoup the stock from time to time from the Divisional Ticket & Cash Office.

1) **<u>Fare Tables, Route Maps etc.</u> :** Now there is no provision of sale of fare table or
routes maps- In future also it is not necessary to need to keep fare tables or route map for sale purpose due to net mapping or site developed information.

**3-44 <u>Imprest stock of Trip Cards, Bus Cards and other items of stationery</u>** :

The morning starter after visiting depot to collect keys of bus chowkey will bring with him stationery items. He will inform the Sr.Inspector who is performing duties at depot in advance about the requirement of. The Bus Inspector performing duty at depot will arrange the stationery from Office. In case a bus starter directly starts work at chowkey/ bus station Bus Inspector who is performing depot duty will arrange to provide necessary stationery to such chowkey/ Bus Station.

**3-45 <u>Lost Property</u> :**

1) Wherever a lost property book is maintained, the Starter will accept articles found in the bus by staff/passengers. He will make clear and legible entries in the lost property book, giving full description of the articles deposited and will obtain the signature of the depositor. In case of passenger, he will obtain his name and address also. In case of postage stamps found, the Starter will specify the number of stamps, its stamp-wise value whether old or currently in use, etc. on the collection slips (Appendix 8).

2) A separate collection slip MUST be prepared for each finder and in case a single collection slip is found to be inadequate, another collection slip will be prepared and marked “Continued”. The staff number will be mentioned with his signature on the Collection slip.

3) A Starter is not authorized to return the lost property articles to the claimant. In case a claimant of lost property approaches an officer, Officer after verifying bonafides of the claimant must return the lost property.

4) Before returning the articles/ cash, the officer will collect the registration charges of Rs.10/- from outsider and Rs.5/- from staff for cash and Sundry articles. In case of valuable and semi valuable articles Rs.50/- from outsider and Rsa.25/- from staff member will be collected as registration charges. (Ref. no : GM/AGM (A)/5957/2003 dt. 06.02.2003) The officer returning the lost property will obtain the claimants signature as a token of having received lost property on the reverse of both the copes of the slip, together with his name & address. In the case of key, the bonafide of the claimant should be verified by deputing an Inspector to the address given by him. The Inspector will make enquiries with the neighbours and satisfy himself about the bonafided of the claimant.

5) In case of costly items ike gold ornaments, diamonds, etc. or large amount of cash deposited as lost property, the Starter will contact the Depot Manager for orders to send the articles/cash to office. Outside office hours and on holidays, such articles will be handed over to the in charge of the Ticket & Cash Department.

6) In case of perishable articles, the Starter will contact the Depot Manager for orders regarding the disposal of the articles.

**7)** On completion of his duty, the Night starter will arrange to send the lost property articles to the depot through the cash starter or a miscellaneous. Lost property articles deposited thereafter will be sent to the depot with an Inspector, or deposited by starter.

8) In case contraband is found by the Conductor as lost property, the Starter will not register it as lost property but will call an Inspector. The Inspector will contact Depot Manager or officer on duty.

9) Conductors should not touch any suspected articles., viz. brief cases, closed bags, etc. He should ask the passengers to vacate the bus, and contact nearest police station/Trafffic Control over phone. Driver should park the bus at the side of the road.

**3-46 Telephone :**

1) The telephone at a chowkey at a chowkey is meant to be used for the business of the Undertaking. The starter will not permit outsiders to use it, excepting police, Fire Brigade or Municipal staff after identification.

2) Each and every call must be entered in the telephone register maintained at the chowkey. Separate registers will be maintained for BEST staff and outside parties. The Starter will ensure that the person using the telephone makes proper and legible entries in the columns provided in the appropriate register.

3) There will be two sets of registers for alternate months. The starter will ensure that they are exchanged every month. In case telephone of chowkey is defective, he will inform the beat Inspectors/controller or lodge a complaint on complaint no of MTNL.

**3-47 Complaint Book :** The Passenger Complaint Books in triplicate maintained at a chowkey are meant for passengers to lodge their complaints. The Starter will hand over the book to a complainant passenger on demand. He will ensure that the complainant writes down his name and address legibly and that he furnishes all the particulars mentioned in the complaint form. He should also request the complainant to write down his telephone number so that further communication if required can be done over the telephone. The concerned starter will kept original compliant in compliant book and duplicate copy will be handed over to the complaint passenger.

**3-48 Cleanlines, Topping of radiators, etc.**

The Starter will supervise the work of scavengers; Miscellaneous/widows posted at the terminus and will ensure that the Scavengers properly clean the premises and that the miscellaneous are readily available for topping the radiators. Where a widow carries out the work of topping the radiators, etc. the Starter will report any lapses on the part of the widow including absence from duty or from the place of work. He will maintain attendance book for this purpose.

**3-49 Inventory of Furniture and Fixtures :**

An inventory of the articles in the chowkey signed by the Depot Manager will be displayed in a frame. The Starter will ensure that all the items mentioned in the inventory are in the chowkey. In case of loss of or damage to any articles or damage to chowkey, the Starter will immediately inform Traffic Control and the Asst. Traffic Officer/Depot Officer. If any items of furniture of fixtures are added or removed, necessary entries will be made in the inventory, which should be kept up-to-date.

**3-50 <u>Floods</u> :**

1) The Starter must know the flood points and the diversions to be effected in case of case of floods on routes controlled by him. On receipt of information about floods and diversion, he will guide the conductors and the drivers and inform the passengers accordingly.

2) After the floods recede and the Starter gets information about the restoration of normal services, he will try to bring back the buses to schedule by following the same procedure, when buses run late and short trips are to be given.

3) The Starter will leave his place of duty only after ascertaining that no more buses are to arrive at his terminus. In case the floods continue beyond his duty hours, the Night starter will remain at his post of duty till he is instructed to report off.

**3-51 <u>Incentive Scheme for District Starters</u> :**

**1)** The workload of Starters (District) is assessed in terms of points and loss of kilometers.For this purpose, it is necessary to evaluate the work load of all the duties of the District Starters within the Division in terms of points.

**2)** The points to be allocated will be as under :

i. Dispensing change to conductors : 6 points per cash imprest of Rs. 200/-
ii. Issuing ticket block : 6 points
iii. Dealing with telephone : 3 points
iv. Miscellaneous other work : 15 points
v. ContingenTcy : 5 points
vi. Looking after buses of more than one route : 1 point per route jn addition to one extra of different route.
vii. Dealing with a double deck : 3 points per bus dealt in an hour.
viii. Dealing with a single deck : 2 poits per bus dealt in an hour.

If there is a telephone at the chowkey, all Starters attached to the said chowkey will get 3 pooints each, in terms of (iii) above. Every Starter should be given 15 points for Miscellaneous work and 5 points for contingency in terms of (iv) and (v) above.

A Starter handling any 5 routes and extra routes should be allocated points as under :

3) **<u>Points</u>** :

1st route – Nil

2nd to 5th route – 4 points (at the rate of 1 points per route in excess of one)

All the Extras together including any other route of other chowkies touching for one trip- 1 point.

Consequently, a Starter who handles buses of one route only will get nil point whereas a starter handling buses of one route and some extras will get only one point (viz. nil for route and one point for the extras)

NOTE : No points are allocated for the 1st route or to a starter who handles only one route since in such a case there is no turning of pages of starter's record. Allocation of points under (vii) and (viii) above viz, for handling single and double deck buses, should be done on the basis of the number of single and double deck buses handled for every half an hour of the duty period.

For the calculation of points for handling buses, the total No. of Buses scheduled to be looked after by a starter during his duty hours from Monday to Friday should take excluding his rest interval, taken into account.

If a helping Starter is provided at a Chowkey for a certain period because of workload exceeding the norms, the No. of buses for the period will be equally distributed between the 2 Starters. If the helping Starter is provided for a short period, just because he is spare, all the points should be allocated to the original Starter.
In the case of mid-way relief starter, where no Starter records are required to be maintained, each relief should be treated as a single deck or double deck bus, as the case may be.

In the case of recess duty, gap duty and spare duty Starters, their points will be the average of all the other duties of the division concerned.

**3-52 <u>Inspectorial Staff</u> :**

Incentive Bonus Scheme for Bus Inspectors/ Spl. Inspectors has been revised from 1.6.1989. Under the scheme, the activities carried out by the Inspectorial staff are grouped into 3 parts mentioned below :

i. Deck checked inside.
ii. Time engaged in non-checking hours
iii. APF/OT Collection

Points at certain prescribed rates are provided in each part. The entire scheme is detailed in Circular-Ref : TS(P&C)/Plg/2762/89 dt. 15.5.89

1) The primary duty of the Inspectorial staff is to plug the leakage of revenue and to supervise the work of the Starters, Conductors, Drivers and the miscellaneous staff and perform standing duty to help passenger in getting buses. Whenever heavy rush is noticed, he should wait at that place and should clear the passengers. He should pass necessary remarks on his checking sheet.

2) The Inspectors will perform duty in the beat allotted to them in the duty list. The morning Inspector will catch the first bus and check it up to the terminus. On reaching the terminus, he will sign the visit register, and if the Starter has not reported, he will perform Starters duty. He will inform the depot starter to make alternative arrangements and will continue performing the Starters duty till the starter arrives. If the starter has reported on duty. The Inspector will immediately leave the terminus and will check that all the chowkies in his beat are manned, If not, he will perform Starter's duty till another Starter is arranged, if all the Starters have reported, he will commence checking on line. Whenever the starter reports late on duty, he will inform the Divisional Controller or D.O. Traffic to mark him late and he will forward a report to the division concerned.

3) When on late night duty, the Inspector (including Inspector assigned coupling duty) will catch the last bus leaving the terminus and will check it up to the end of his beat. If the second last bus has been converted as the last bus, he will look out for the last bus and if it is detained in his beat, he will get down from the bus and make enquiries. If the bus is detained for breakdown, he will instruct the driver to remain on the bus and the conductor to hand over the trip card to the driver and accompany him in the bus and give the detention break down message to Bus/Traffic Control, the late night Starter and then to report off. If the bus is detained for accident, the Inspector will instruct the Conductor to travel by the second last bus and give the accident message to Traffic Control/ Late Night Starter and then to report off. However, if the driver is injured and is required to be removed to the hospital,he will instruct the Conductor to do so and will engage himself in the accident case and will report off only after an accident Inspector takes over. He should also make necessary arrangement to man the bus involved in such cases, either by deputing coupling Inspector or by calling a driver/conductor from nearest depot.

4) When reporting on duty, an Inspector will fill up the Particulars in the checking sheet (Appendix 9) such as date, duty number, duty hours, Inspector numbers, beat etc. Thereafter he will have his watch adjusted to Traffic control time and start checking from any stop in his beat. He will make it a point to vary the starting point every day. As far as possible, he will stand unnoticed (without his hat) and rush as soon as the bus arrives. He will check the tickets of the alighting passengers, retaining a few tickets with him and thereafter check the destination board/route letter and board the bus. He should carry out checking in mufti on the days decided by the Management.

5) He will note down the boarding time and will collect the Ticket Memo of the Conductor and verify the ticket of the alighting passengers collected by him and then will check the Ticket Memo for correctness of the Particulars (including ticket blocks) entered thereon. He will check the trip card and the entries thereon to find out whether the bus is running as per schedule. He will check that the crew is properly dressed, that there is no excess tarveling by staff, etc. He will then check the tickets of the passengers in the bus, taking care always to refer to the ticket numbers mentioned on

the Ticket Memo. He will punch the ticket in the square where the denomination is printed, in token or having checked it, and return it to the passenger concerned. Normally, he will check tickets of all the passengers in the bus. He will occasionally ask passengers their boarding place.

6) After finishing checking the bus, he will make entries of time boarded and stage alighted and will sign on the reverse of the Ticket Memo in the columns provided. He will also put the time on the reverse of the trip card and will sign it. Thereafter he will make relevant entries on his checking sheet and will leave the bus. If possible, he will collect at least one ticket from the passengers alighting at the stop and attach the same to his checking sheet.

**7)** During his checking on line, he should pay attention on bunching of buses, display of proper destination blinds/ Route letters. Whenever he comes across a bus detained on line, he should immediately make enquiries about the detention of bus and take necessary action.

(i) If there is any irregularity about route letter /destination, entries on the ticket memo, trip card, uniform etc., the Inspector will get them regularized on the spot. If he intends to sends a report against the staff, he will inform him accordingly and make an entry on the Memo of the Conductor. The report will be sent on the report form (Appendix 10). During monsoon, the Inspector should note down the roof leakage of the buses and window glasses missing or jammed, and make an entry on the bus card.

(ii) If there is any irregularity about the tickets, he will make through enquiries with the passenger concerned about the place he boarded the bus, the amount he tendered, the destination to which he asked for the ticket, the amount returned by the Conductor, if any, the details as to where from the Conductor issued the ticket, whether the passenger had checked the ticket for value stage/direction punched etc.

(iii) He will also make enquiries, if necessary, with other passengers in the bus seated nearby the passengers concerned,. Thereafter he will call the conductor and invite his attention to the irregularity and will call for an explanation. If his explanation is not satisfactory and the irregularity is of a serious nature, viz. fraudulent issue of a ticket, then he will check the bag of conductor after following instructions.

**3-53.** **<u>Cheating Case : )</u>**In ETIM ticketing date & time of journey, Route No. Direction, ticket no. check no.of Bus Conductor, alighting & boarding place are printed automatically on the ticket, hence the incidents of fraudulent issue of tickets, receiving full fare & issuing a ticket of less value,re-issuing of tickets. Issuing tickets not entered on the ticket memo or issue of wrong punching tickets have been eliminated, however in following circumstances Bus Inspector will check the bag of Conductor –

**i)** **<u>Cheating</u> :**

a) Receiving fare and not issuing ticket.
b) Receiving full fare and issuing a ticket of less value :
c) Re-issuing a ticket.
d) issuing tickets not entered on the ticket memo.
e) Wrong punching where there is a possibility of re-issue
f) selling tickets from the middle of the book i.e. irregular sale of tickets.

**ii)** Complaints from passenger for non-return of balance amount due to them.

**iii)** Complaints regarding misappropriation of lost property amount.

**vi)** Assault/Accident cases, where Conductors report loss of money.

1. the Inspector intends checking the bag of the conductor, when he is conducting inside checking of the bus, he will give closing numbers

2. on the Ticket Memo and keep a watch on the conductor to see that the Conductor does not try to palm off excess money or does not issue excess value ticket to other passengers or dispose off money/tickets in any other way. If there are two Inspectors checking in the bus, one of them will receive fare from the passenger and hand it over to the conductor, refund the change and give ticket after confirming. The other Inspector will keep a watch on the conductor as aforefsaid. The Inspector will accompany the bus to other terminus, where they will check the bag of the conductor.

In case the passenger concerned is not willing to accompany the Inspector up to the terminus, the Inspector will note down his full name and address and, if possible, obtain his written statement in the presence of the conductor before the passenger leaves the bus. If the passenger concerned in a cheating case is illiterate, the Inspector/Officer should request some other passenger or any member of the staff to record the statement of the passenger concerned. Thereafter, the statement must be read out and explained to the said passenger. The thumb impression of the passenger concerned must be obtained in token of this and the same must be attested by the person who has written the statement. The Inspector will ensure that the conductor does not come to know the name and address of the passenger/witness. If the conductor produces any witnesses in his favour, the Inspector will note down their names and addresses also. If the passenger is from outside Mumbai or not likely to be

available at the departmental enquiry, his statement will be recorded in the presence of a Traffic Officer or AOTr. (Accident)/ATO(Accident). The Conductor will be permitted to cross-examine the passenger.

2 ) When the bus reaches the terminus, the Inspector will have it parked aside and will inform the starter that the conductor is required for bag check and that the starter may make alternative arrangement to send the bus on line.

3) When the passenger accompanies the bus to the terminus his statement will be obtained first. In the statement of the passenger in addition to the question asked earlier, all other relevant points will be covered, e.g.(a) In the case where fare is paid and a ticket has not been issued whether the Passenger had demanded the ticket, what reply the conductor gave, the circumstances under which the ticket was not issued etc.
(b) In the case where a ticket of less value has been issued, whether the passenger is a daily passenger and knows the fare and the destination to which the ticket was demanded. (c) In case of re-issue of ticket, whether the ticket was issued from the box or from any other place, whether it was punched in his presence, whether the passenger folded it and the place where the passenger kept it. The Inspector will obtain the signature of the passenger and conductor on the reverse of the ticket issued to him.
(d) The tickets tendered by the passenger will be endorsed by them. (e) Any other pertinent points will also be recorded to get, detailed information, which can throw light on the case. It will be recorded in the presence of the conductor as mentioned earlier and the conductor's endorsement to that effect will be obtained thereon. Similarly the statements of the witnesses will be obtained.
(f) The statement of the passenger must be recorded in the presence of the conductor involved in the cheating case.
(g) The conductor should also be made to sign the statement in token of it having been recorded in his presence. If he refuses to sign the statement, a note to that effect must be recorded.
(h) After the statement has been recorded, the officer or Inspector concerned must read it and explain it to the passenger concerned. The signature of the passenger must also be obtained in token of this.

4) Thereafter the conductor will be asked to write down his statement on the reverse of the ticket memo. The Inspector will ensure that the following points are covered in the statement of the conductor.
(a) Amount of bag advance and personal cash brought by the conductor, and whether it was entered on the Ticket Memo, if it was over Rs.1/-.
(b) Any amount spent by the conductor from the personal cash or from the bag.
(c) Whether there is any passenger balance with the conductor to be returned.
(d) Whether he mixed any amount of personal cash with sale of ticket amount.
(e) Whether any cash, by way of lost property was found by the conductor on that bus.
(f) All the details pertaining to the transaction.

5) After recording the statement of the conductor pertaining to the points mentioned above, the Inspector will process with the bag check as follows :

6)(i) Ask the conductor to take out from his pocket all the money thathe has and ask him to count it and enter it on the memo denomination-wise, stating “amount found on my person including my personal amount".

(ii) Take a careful search of the Conductor’s person to see that no money or tickets are hidden away. If any money/tickets are deteced, make the conductor to mention this in his statement. Get his signature, designation and date on the tickets and suspend them.

(iii) Ask the conductor to count the money in his bag, check it an make him enter it in his statement.

(iv) Ask the conductor to make the account of the sale of tickets, check it and ask him to enter them on the Ticket Memo.

(v) If there is any excess or shortage, make the conductor enter it on the memo, along with his explanation for the same.

(vi) The conductor will then be asked to recount the cash and take it in his possession and write in his statement to the effect that he has received the cash amount and that excess amount found, if any, has beeen suspended by the Inspector. The personal cash accounted for by the conductor will be returned to him.

(vii) The Inspector will then ask the conductor to sign the statement along with number and date.

(viii) The original Ticket Memo will be suspended and a fresh one will be prepared by the Inspector and issued to the conductor. The Inspector will endorse the duplicate memo by passing remarks “Original Memo suspended by Inspector No”. The conductor can be given the option of working or he can report off after depositing the sale of ticket amount.

**7)** The Inspector will ensure that the entire process of bag- check, especially the search of the conductor’s in person is done without undue fuss.

8) In case the conductor refuses to give his statement or there is any other difficulty in bag check, the Inspector will solicit orders from the officer on duty or a Depot Manager.

9) After the bag check is over, the Inspector will resume his normal duty.

10) The cheating case report will be written by the Inspector on the prescribed form (Appendix 11). While submitting the report on the Cheating case form, the Inspector will fill up the names and addresses of the passengers and the witnesses in the column provided at the bottom of the form. He will them tear off at the perforation and put the same in an envelope and submit it with the cheating case report as a confidential document.

11) The report will be personally handed over to the office next working day along with the suspended cash, if any. The Inspector will obtain a receipt for having submitted the cheating case on his checking sheet and a separate receipt for the suspended amount, if any.

**3-54. <u>A.P.F. AND EXCESS CHARGE</u> :**

1) While checking the tickets of the alighting passengers if an Inspector detects a passenger without a valid ticket, he will make enquiries with him and also with the conductor of the bus. If the passenger has failed to purchase the ticket or has over traveled, the Inspector after noting down the details and making relevant entries on his checking sheet will allow the bus to proceed. The Inspector will inform the passenger that he is liable to pay the excess charge as prescribed, in addition to the fare avoided, and will request the passenger to pay the same. If the passenger agrees to pay the excess charge he will pass a receipt thereafter. If the passenger refuses to pay the far/ excess charge, the Inspector will request the passenger for his name and address. The Inspector will satisfy himself that the name/address given by the passenger are correct, with the help of the identity card, railway pass etc. If the passenger refuses to give his name and address or the passenger gives false information, he will take the passenger to the police station or will seek police help to obtain correct name and address of the passenger. The passenger will then be informed that he will be proceeded against him in the court of the Metropolitan Magistrate for the recovery of the excess charge and the fare avoided. During his checking of the bus if the Inspector comes across any passenger traveling without a valid ticket for a considerable distance, Inspector will enquire with the other passengers whether Conductor had approached them, and if he is satisfied, he will request passenger to get down the stop then he will collect the APF from the passenger. (inside charging of APF is not advisable)

2) If the passenger makes part payment, the Inspector after passing the receipt, will mention the balance amount to be collected at the top of the receipt, so that when the passenger pays the balance amount subsequently, correct amount is collected by other Inspector or in the office. The Inspector, after completing the case, will make detailed entries in his checking sheet, showing particularly the time spenon the case.

3) The amount so collected will be deposited the very next day.

**(i)** An Inspector will deposit excess charges along with the checking sheet. A.P.F. supervisor will give the receipt of the same on the next day.

**(ii)** Excess charge will not be levied under the following circumstances-Guidelines.

a) A passenger, at the time of alighting states that he has lost his ticket. His statement will be verified from the conductor, and if the conductor confirms thatthe passenger had purchased the ticket, excess charge will not be levied but fresh fare will be charged from the place the bus started.

b) A passenger found over-traveling states that he had stated his correct destination, that the conductor had returned him a balance out of the amount tendered and that he was not aware of the correct fare.

c) In cases of wrong punching of tickets by the conductors resulting in passenger seemingly over-traveling i.e. a passenger boarding a bus stage No.4 up the above cases (b) and (c), proper enquiries will be made with the conductor as well as with the passenger's statement is corroborated, no excess charge will be levied. In case of (b) above, the difference between the fare paid and the fare payable, will be collected and a fresh ticket for the present fare payable will be issued. A credit slip will be issued to the conductor for the original ticket.

d) In cheating cases, where passenger has paid his fare but the conductor has issued him a ticket of less value, no excess charge will be levied.

e) Luggage Fare : Excess charge will not be recovered for non-payment of luggage fare but only luggage charges applicable will be recovered.

f) Where a passenger has purchased a child ticket and an Inspector suspects that he is over twelve years. Excess charge will not be levied but the full name and address of the passenger will be obtained and forwarded to the Depot Manager to enable him to recover the excess charge after verification of the age.

4) Tickets will not be issued to the passenger from whom excess charge has been collected, even if insists, but the amount of fare will be incorporated in the receipt passed.

5) BEST employees found traveling with invalid Free Travel tokens will be treated as passenger avoiding payment of fare or over-traveling and liable for levy of excess charge. BEST employee found traveling without valid token, the token is to be suspended and deposited in the Div. Office. If BEST Employee is found traveling with the relatives/friends without a ticket he is to be charged under APF and report against him is to be submitted.

6) Inspectorial staff have not been vested with discretionary powers to waive the excess charge on the plea that the passenger detected avoiding payment of fare or over traveling were new or that they have forgotten to alight at the point or destination to which they had paid the fare. They must, therefore, invariably levy the excess charge on such passengers**.**

**3-55 <u>Credit Slip</u> :**

**1)** A credit slip is issued to a conductor in lieu of fare for the ticket wrongly or incorrectly issued by him. It will be issued in the following circumstances.

**i)** Wrongly punched tickets- If a conductor punches a wrong denomination ticket or punches its wrongly and later on issue correct ticket, to the passenger credit slip will be issued to the conductor for the wrongly punched ticket.

**ii)** Passenger changing mind-If a passenger demands ticket to a particular destination and then changes his mind and asks for a ticket to another destination for which the fare is different the conductor will issue him a fresh ticket and a credit slip will be issued to the conductor for the original ticket.

**iii)** If a conductor detaches and punches a number of tickets together and is unable to issue all tickets a credit slip will be issued to him on demand for the tickets remaining un-issued only after proper verification.

**iv)** Doubtful coin- If a passenger tenders a doubtful coin, the conductor will issue him the ticket but will not return him the balance money, if any. A credit slip will be issued to the conductor for the ticket.

**v)** Telephone call charges paid by the conductor from his bag for urgent telephone calls made from private telephone for reporting accidents or giving Line message.

**vi)** If ticket is not printed or ticket printed improperly or ticket generated wrongly or in case of any defect in ETIM, Bus Conductor will stop issuing tickets from ETIM & issue tickets manually through ticket box. After completion of duty Bus Conductor will inform incident of ETIM Ticket not printed/improper print/ wrong generation/ defect of ETIM to Depot Officer/ Bus Inspector, for which credit slip will be issued to Bus Conductor.

**2)** In all cases, where credit slip is to be issued, the name and address of the passenger concerned will be obtained. In item no (iii) above the conductor will obtain the name and address of a passenger as witness for the excess tickets detached and punched.

**3)** The credit slip will be issued by an Inspector. In all cases, Inspector issuing credit slip will send a report.

4) Credit slip will not be issued to conductors who choose to issue a ticket on credit or do not receive fare from passenger to whom a ticket has been issued, for any reason whatsoever.

**3-56 Floods Operation :**

1) Buses should not be operated through floods when the water level reaches the rim of the tyre in case of SD buses, upto platform, in case of DD buses, and below the rim in case of A.C./ CNG buses.

**2)** The Inspector must know the flood points in his division and the diversion to be effected in case of floods. The Inspector will check around the flood points when there are heavy rains and as soon as a point is flooded, necessitating diversion, will the staff can/guide the passengers accordingly. In case of A.C. & C.N.G. buses special care will be taken during floods. Since Engine of the A.C. unit is on a lower level as compared to the engine of the bus, special attention is required. A.C.& C.N.G. buses will not be operated from flooded areas, as there are chances of water seeping into the engine and gas tanks.

**3)** It will be the responsibility of the Inspector to see that all the flood points in his beat are manned and, if necessary, he will arrange with the Depot Starter for standing duty men. The Inspectors on standing duty at the flood points will not leave their post of duty till relieved. Inspector on late night duty will not leave his post of duty at the floods point till the last bus passes through.

4) When the floods continue over night, the Inspector will inform the BRC Officers, and Depot starters concerned and will also leave a message for the morning Inspector of the beat. After the diversion is restored, the Inspector will inform Traffic Control/District Starters concerned about the time of restoration.

**3-57 Accidents :**

**1)** Accidents can be classified into collisions and personal injury cases. Collisions can be devided into minor and serious. Personal injury cases can be minor, serious and fatal.

**2)** In all accidents/collisions, an Inspector will note down all the particulars mentioned on the Accident Report form only. (Appendix 12)

| | |
|---|---|
| 1) Date | 2) Time |
| 3) Place (along with the nearest pole number). | 4) Route/Serial/Direction. |
| 5) Bus Number/ Depot | 6) Staff Number on Duty. |
| 7) Names and addresses of witness (Residence & Office ) if any. | 8) Nature of Accident |

| | |
|---|---|
| 9) Condition of Road, Lighting & Weather | 10) Damage to the vehicle Volved |
| 11) Position of the vehicles | 12) Version of staff/witness about accident |
| 13) Name of the hospital Cot. No., Bed No. | 14) Bed No. Injury details and condition of injured. |

3) In addition to the names and addresses furnished by the conductor as witnesses, the Inspector will, on his own find out the witness from amongst the members of the public and note down names and addresses. The Inspector will furnish the particulars to the traffic control at the first opportunity.

4) The Inspector will act as follows, depending on the type of accident/ collision.

**(I) Minor collision :**. He will arrange to send the vehicle involved in collision immediately on line without causing undue detention after obtaining all the particulars. Thereafter, he will report the matter to the respective police station along with the license particulars of the Driver.

**(II) Serious collisions**

i) He will inform the police on phone or in person if the police station is nearby, the occurrence of the collision and till the arrival of the police, keep the vehicles in the same position. In case the vehicles cause traffic jam, he will seek the help of Traffic police on duty, mark all the wheels by Chalk and then remove the vehicle to the kerb-side. In case the vehicles are badly entangled, the Inspector will inform Bus Control to make the breakdown vehicle available as and when the police give the order.

ii) In case the driver of the other vehicle insists on the name and addr4ess of the Driver of our vehicle, he will collect the same from our driver and furnish it to the other vehicle driver.

**(III) Personal Injuries :**

**i)** he will arrange to remove the injured person to the hospital immediately by Taxi/Auto Rickshaw and will obtain his name and address. He will also obtain the nature of injuries sustained from the O.P.D. of the hospital.

**ii)** He will note down the number of the Taxi/Auto Rickshaw and pay the taxi/Auto Rickshaw fare from the Conductors cash bag. He will reimburse the

conductor from the imprest cash kept at various chowkies or at the depot by drawing cash against an advance voucher, duly filled in an signed.

**iii)** He will inform the police about the accident on telephone or in person and will ensure that the vehicles involved in the accident are not allowed to be removed without their orders. If the vehicle is causing serious traffic jam, he will remove the vehicle to the kerb-side with the help of the nearby traffic police on duty but only after marking all the wheels by chalk.

**iv)** He will ensure that the belongings of the injured pedestrian if scattered on the road, remain in the same position where they are lying.

**v)** He will, on the orders of the Accident Officer, arrange to remove the injured to his residence in case he is treated and allowed to go.

**vi)** In case the injured person refuses medical aid, a statement to that effect will be obtained from him in writing in presence of police personnel. In such cases, the Inspector will also note down the nature of injuries sustained by the injured person.

**vii)** If the staff is injured, he will act as follows :

a) In case the employee is to be hospitalized, he will arrange to inform his relatives, collect the personal belongings and deliver them to his residence after obtaining a receipt.

b) If any nominal hospital fees are required to be paid, he will draw the amount from the conductor and issue him a voucher for the same.

c) In case of employees injured on duty, he will fill in the injury certificate form (Appendix 13) and hand it over to the employee.

d) If the duty conductor is injured, the Inspector will take charge of his bag and box and deposit them in the Ticket & Cash Department.

**(IV) <u>Fatal Accident</u> :**

**i)** He will inform the police the accident,

**ii)** He will advise the driver not to leave his seat and keep himself locked in his cabin.

iii) As far as possible, the Inspector will arrange to cover the dead body.

iv)

**iv)** He will ensure that the bus is not removed from the spot under any circumstances, till ordered by the police.

**5) General Instructions about Accident/ Collisions :**

**(i)** He will ring up Traffic control to turn out another bus in place of the bus involved in the accident/collision, if it is likely to be detained for a long time.

**(ii)** He will assist the police officer in drawing up the punchnama and arrange to jot down the punchnama details, preferably without the knowledge of the police officer.

**(iii)** In case the vehicle detained is likely to cause traffic jam, he will arrange to divert other buses.

**(iv)** In case accident has occurred at a bus stop, he will temporarily shift the bus stop, so that other buses are halted away from the place of accident and will inform the intending passengers accordingly.

**(v)** He will not interfere in the work of the police officer.

**(vi)** He will ring up the bus control and obtain the dates of fitness certificates etc. to furnish them to the police.

**(vii)** If permitted to stay at the police station while recording the statements of the witnesses, drivers, etc., he will reproduce the same in his report.

**(viii)** In all cases to be reported to the police, he will collect the driving licence of the driver and return the same to the depot starter, when done with.

**(ix)** Whenever the Inspector is required to go to the police station and the bus is sent on line, he will ensure that the staff do not report off but are detained till such time the police inform him that the staff are no longer required.

**(x)** He will indicate on the Ticket Memo and the bus card the actual time the staff/vehicle is released by the police. If the Conductor due to the Accident incurs any shortage, the Inspector will pass a remark on the Ticket Memo.

**(xi)** When an Accident Inspector reports on the scene of the accident, the Inspector will hand him over all the particulars he has obtained and leave the place. Before leaving, he will get the departure time entered and certified on his checking sheet by the Accident Inspector.

**(xii)** While submitting his report, the Inspector will fill in all the columns including the names and addresses of the witnesses in addition to attaching their witness slips to the accident report. He will also draw a sketch of the accident on the accident form.

**3-58 <u>Assault Cases</u> :**

**1)** The Inspector will inform the police and the traffic control and will take the assailant in his custody with the assistance of the passengers or the public.

**2)** He will try to get the names and addresses of the witnesses and obtain the name and address of the assailant.

**3)** He will remove the injured to the police station, will accompany the Police Constable to the hospital and will obtain the nature of injuries from the O.P.D. If the staff is admitted to the hospital, he will take steps as mentioned in para 3-57(III)vii)

4)At the police station he will count the cash bag of the conductor in the presence of the police officer and after making accounts, will note down the shortage, if any on the ticket memo of the Conductor with the remarks "Due to assault".He will ensure that the conductor mentions in his statement to the police the amount of the shortage, if any, incurred by him.

**5)** He will obtain the diary entry number and the name of the police officer.

**6)** He will report the case on Assault case form (Appendix 14)

**3-59 <u>Excess Travelled cases</u> :**

If the passenger refuses to alight inspite of request the Inspector will arrange to get police help. The bus will not be taken to the police station except when the police station is on the route of the bus before the next stop. In this case also, Traffic control will be contacted and if instructed a complaint will be lodged at the police station.

**3-60 <u>Miscellaneous cases</u> :**

**1)** The Inspector will contact the Traffic Control for the course of action to be taken in respect of the following :

i) Theft of articles,
ii) Breaking of chowkies.

iii) Damage to buses by stone throwing
iv) Complaints from staff about intimidation.
v) Complaints regarding contraband like liquor.
vi) Sickness of the employees on duty and removing them to hospital on their complaint or on direction of the Medical department. He will inform the book Starter to mark sick on duty and in case of drivers, will also pass the remark on his attendance card.

**2)** Under no circumstance, the Inspector will proceed to the police station on his own without permission of the Traffic control/Accident Officer.

**3-61** **General Instruction :**

**1)** Staff Member in uniform should not occupy seats.
**2)** Police personnel in uniform are not permitted to occupy seats.
3) Stops and shelters-An Inspector will check the stops in his beat. If any stop plates/stage boards are hanging loose or if any shelters are in dirty condition, he will submit a report to the S.T.O. He will also send in suggestion regarding re-organisation of stops if the arrangement in force is not convenient to the passengers. He will check the condition of the shelter in his beats regularly and submit reports for repairs/attention etc.

**4)(i)** An Inspector will get conversant with all the routes/extras especially those operating in his beat, along with their intervals number of buses etc. He will find out the various plans viz. convoy, action plans waiting Time and will monitor the operation and suggest improvements.

**(ii)** Traffic- An Inspector will keep a close watch on the traffic movement in his beat and will send suggestion for changes in schedules, routes, etc. on the report form,

**(iii)** Occasional Traffic- If the traffic on a particular route in his beat is heavy on a particular day because of some festival etc., an Inspector wil inform the Asst. Traffic Officer of his division for making arrangements for its clearance.

**(iv)** Roads- An Inspector will check the road condition in his beat and if any roads require repairs, he will send a detailed report to the Depot Manager for necessary action. He will also lodge a complaint in writing to the concerned ward office and will submit the complaint to the Depot Manager.

5) Switch over buses in the event of unforeseen heavy traffic on a particular route and irregular running he will immediately arrange to switch over buses from other routes, obtaining orders from the Depot Manager or the Traffic Officer/Asst. Traffic Officer/BRC Officer/Traffic Control.

6) An Inspector will take down all the complaints/ suggestion from the passengers and staff will forward them to the office.

7) While waiting at a stop, an Inspector will ensure that passengers maintain proper queue and board the buses in strict order of their position in the queue. He will also look out for any vehicles parked at the bus stops and request the drivers to remove the vehicles from the stops. If the vehicle is unattended or if the driver refuses to move off, the matter will be reported to the police and a report be sent to the office.

8) **Crossing the beat :** An Inspector will stick to his beat and only in exceptional circumstances will cross it. Reasons for the same must be mentioned in the checking sheet.

9) An Inspector will be allowed half an hour's time for writing reports. The reports will be written in one of the chowkies in then beat and the Inspector will indicate the time taken for writing the reports (Which should not exceed half an hour) on the checking sheet. It is to be clearly understood that the Inspector will be on duty during this half an hour and must attend emergency calls. To ensure that this facility is not misused, the Inspector will check at least two buses before reporting off. Under no Circumstance should report writing of the previous day be taken on next day.

10) An Inspector will visit the terminus in his beat frequently and check the staff complaint book. If any complaint is written by a staff member it is the duty of the Inspector to forward the same to the Depot Manager. If no complaint is written on the staff complaint book, he will pass remarks, complaint book checked-no complaints.

11) Inspectors on late night duty will contact Traffic control every 2 hours (after 22.00 hrs).

12) Special checking : Inspectors on special checking with officers will fill in separate checking sheet for the period they are on a special checking.

13) Inspector on coupling duty :

**i)** When Inspectors are assigned coupling duty, one of them will sign the trip card and the other the ticket memo while checking a bus.

ii) In minor accidents only one Inspector will remain engaged in the case, while the other will continue checking on the line.

14) An Inspector will render all assistance to the starter in respect of recouping imprest of ticket blocks change etc.

15) **Supervision over miscellaneous staff :** An Inspector will check that the miscellaneous staff performs the duties allotted to them, especially cleaning the chowkies i.e. Starter chowkey ,staff rest rooms and staff Lavatories, Toilets / Urinals. (No water topping work is in existence)

16) **Ring route :** An Inspector will pay special attention to the ring route operating in his beat to see that staff does not detain the bus at the unmanned end.

17) **Breakdowns :** If an Inspector comes across a bus detained on line, he will make enquires to find out whether breakdown message has been given or not. If required, he will himself give the message so as to minimize the detention, During peak hours if any bus is detained for mechanical defect and the passengers are stranded, then he should try to arrange an extra bus from near by terminus or depot and thus accommodate the passengers within shortest possible time.

18) **Remarks on the checking sheet :** In all cases the Inspector will pass a suitable remark on his checking sheet of his having been engaged in Accident/Assault/miscellaneous case, along with the time engaged and will complete the checking sheet in all respects.

19) He will be smartly dressed and put on a clean uniform while reporting on duty. He will display his epaulettes and wear the peak cap.

20) The most important function of an Inspector is that of keeping a liaison between the management, staff and passengers. He will behave very politely with the staff and the passengers, so that a good image of the Undertaking is created in the minds of the public. His duties being of a supervisory nature, he will take all steps to see that the services run as per schedule and that no inconvenience is caused to the passengers.

**3-62 <u>Asst. Traffic Officer</u> :**

1) The ATO's will be under the direct control of the Depot Manager. The Senior Traffic Officer will assign them duty. The A.T.O. on morning duty will report to depot and will supervise the turn out, if the Depot Officer (A.M.) is not available. Whilst in depot, he will ensure that all the chowkies and the Inspectorial beats are manned. He will look after the cleanliness of depot in the morning. He will also monitor posting of staff and ensure timely turnout of buses.

**2)** The ATO holds a key position as far as the traffic operation on line are concerned. His main job is to supervise the traffic operations. Since he is responsible for the traffic operation, he will supervise the work of traffic supervisory staff and operating staff working under him and ensure that they perform their duties according to the rules and instructions issued to them. For this purpose, the ATO will thoroughly get himself acquainted with the various duties and functions to be performed by these staff, and will ensure that they perform duties as laid down in the manual.

**3)** The District Starter holds an important role in the actual operation of services. On him depends, to a large extent, the regularity of a service. The A.T.O. will thereafter ensure that the Starters in his zone carry out their duties efficiently. He will frequently visit the various termini in his zone to supervise the operations.

**4)** On reaching a terminus, an ATO will first check each of the buses waiting, whether they have came before time, whether they are wasting time, etc. If he notices any malpractice, he will take necessary action.

**5)** He will go to the chowkey, check the starter's record to see whether proper entries of the buses waiting outside have been made. He will also see that the Starter maintains the Starters record as per instructions. To check that correct arrival/departure times are shown by the Staarter, an A.T.O. will carry out incognito checks, i.e. he will watch and note down the arrival/departures of the buses from a distance unnoticed, and will compare these with the timings given by the Starter. He will report Starters showing incorrect time. He must check incidence of bunching and skipping of buses every day and submit report to Depot Manager. He should ensure that proper destinations are displayed.

**6)** In scrutinizing the Starter's record he will locate gaps, bunching, short trips or other regularities. He will pay particular attention to see whether the same crew reports short trips, bunching, breakdowns and other malpractices. If he suspects, he will follow up these staff.

**7)** In case of gaps, he will see that the starters follow the standing instructions about switching over buses.

**8)** He will see that the Starter follow the instructions about exchange of buses properly.

**9)** The A.T.O. will detach the passenger complaints in the complaint book maintained at the chowkey, make necessary entries in the index of the book and forward the complaints to the office with his findings, wherever necessary.

**10)** The A.T.O. will carry out a periodical check of the ticket blocks, ticket memos, bus route maps, fare tables, etc. maintained at the chowkey. He will also periodically carry out a physical check of the items of furniture in the chowkey.

**11)** He will inspect the chowkey/relief shelters for cleanliness.

**12)** He will utilize the readiness staff, if any in case of relief detentions.

**3-63. Maintenance points :**

The A.T.O. will keep a watch at the maintenance points to see whether any crew takes the bus to a maintenance point on fictitious grounds or whether the same crew does it frequently. He will also ensure that the staff does not waste time at the maintenance points.

**3-64 Midway Relief :** The A.T.O. will visit the chowkies where midway relief's are given, and will check whether buses arrive fast at the time of relief. If the fast/slow arrivals are uniform, it is a case for change of the relief time. He will see that the staff's giving reliefs do not detain the bus unnecessarily as it is annoying to the passengers.

**3-65 Running and Duty Schedules :**

The A.T.O. will get himself thoroughly conversant with the timetable of the routes operated from his depot as well as those terminating or passing through his division. He will also get acquainted with type of duty schedules of routes terminating in his division. This will help him in guiding the supervisory sraff/ Passengers. He will also get himself acquainted with board duty work depot diary and book starter work.

**3-66 Checking the work of Miscellaneous, Conductors, Drivers and Inspectors –**

**1)** **Miscellaneous :** The A.T.O. will visit chowkies and ensure that the miscellaneous/scavengers clean the chowkies, bus stations lavatories, etc. properly and regularly as per the fixed duties prepared for the Miscellaneous/ Scavengers.

**2)** **Conductors**: While moving in buses, the ATO will observe the working of conductors for (i) uniform of the staff, (ii) courtesy with passengers, (iii) fast/slow bell, (iv) announcing the stops (v) taking the correct fare from passenger, (vi) off duty staff traveling in the bus etc. He will instruct erring staff. He will also submit reports against staff who commit the offences.

**3)** **Drivers :** While moving in buses, the ATO will watch the driving habits of the driver particularly, (i) dangerous driving/ over taking (ii) cutting lanes, (iii) jerky gear changing, (iv) riding the clutch, (v) not giving signals, (vi) cruising (vii) changing to lower gears to cut speed, (viii) bad parking, etc. He will instruct the defaulting drivers. A report will be sent to Depot Manager, in case of repeaters.

**4.(I)** **Inspectors :** The ATO is responsible for the performance of the all Inspectors in general and Inspectors assigned to him in particular. Whenever an ATO meets the Inspector on line, he will scrutinize checking sheet of the Inspector to ensure that (i) the Inspector is working in his beat, (ii) he gives correct boarding/alighting time, (iii) does not miss a bus, and (iv) in a bus the Inspector checks the tickets of all the passengers. For this purpose the A.T.O. himself will check the tickets of some passengers in the bus after the Inspector has alighted. After scrutiny of the checking sheet, the A.T.O. will sign it.

**4.(II)** The checking sheets of the Inspector assigned to him will be periodically checked by the A.T.O. along with the Ticket Memos and the trip cards, visit registers and traffic control register (OSTr/7012/86 dated 1.12.1986)

4.III) Particularly, an ATO will carry out surprise checks to see that the Inspector do not waste time by missing buses. He will daily check the imprest cash/ticket blocks of at least ten Conductor either on line or in Depot. ATO should also check all the stationary required to be carried by Inspector while on line. He will check whether Inspector have O.T. points reckoner written in their dairy.

4.IV)

**3-67 <u>Traffic Pattern</u> :**

**1)** The ATO will extensively move in his division preferably by buses and will observe the traffic heavy loading and unloading points at different hours of the day.

**2)** While moving on line, he will watch the traffic and its clearance. If he observes a big queue/crowd at a certain place, he will make enquiries to make arrangements for its clearance. He will find out whether the queue is a regular feature, in such case he will suggest measures, such as (i) extra buses, (ii) double-booking, (iii) switch-over of buses from another route where there is less traffic, on the route having rush/demand, He will make suggestions to prepare the action plan for passenger clearance.

**3)** The ATO will study the traffic pattern on all the routes operated from his division and the routes passing through his division in general and those allocated to him in particular. He will study the loading curves, waiting time surveys, etc. pertaining to the routes allocated to him and ascertain from personal observations and independent surveys carried out by him. If required, that the conclusions based on the loading curves/waiting time surveys etc. are correct and suggest measures such as (i) extension, (ii) diversion, (iii) curtailment, (iv) amalgamation of trips, (v) augmentation etc to improve utility and profitability of the routes.

**4)** He will also be on the lookout for any residential colonies, industrial establishments, etc. springing up in the division and suggest service to cater to the traffic offered. He should also get well acquainted with statistical data of each route of his division.

5) The A.T.O. will bear in mind that he is primarily responsible to look to the convenience of the passengers, at the same time he will pay attention to commercial aspect of the operation. He will, therefore, take such other measures as would serve these objectives.

**3-68 <u>Incognito Checks</u> :** The A.T.O. will ensure that the staff do not detain buses of ring routes at the unmanned ends in his zone. To this end, he will carry out surprise checks by observing the arrivals and departures of buses at the ring-end/Unmanned ends, from a distance, unnoticed by the staff, (Incognito check), He will also keep an eye on the point where short trips are generally given.

**3-69** **Special Checking :** The A.T.O. will daily carry out ticket checking at stops and in buses with the help of an Inspector or two. He will carry out this exercise through various checks at difference hours on different days at different places. He will try to bring an element of surprise in his checking and will cover as much of his division as possible. He will check at least 15 buses in two hours, of which 50% buses should be checked inside, and will also pay attention to display of destination boards, uniforms of staff, excess traveling and other irregularities. A separate checking sheet will be filled in by the Inspectors for the TOSC and submit reports for irregularities detected during the special checking. The A.T.O. will note down the particulars, viz. time of checking, number of buses checked, places visited and the number of Reports submitted (item wise) to incorporate in his daily report form (Appendix 15). The A.T.O. will sign the checking sheet and will also put the time when, he relieves the Inspectors.

**3-70** **Accidents :** On receiving a message of accident in his division, the A.T.O. will immediately proceed to the place of accident. On reaching there, he will first see that the traffic is not jammed and kept moving smoothly and that the injured, if any, are removed to the hospital immediately. He will also make on the spot enquiries with the crew of the bus and with the witnesses of the accident. He will observe the position of the vehicles, damages to the vehicles. Condition of the road, lighting, brake marks/skid marks, distance from the bus stop etc. and will submit a report giving his opinion on the accident. He will, however, not discuss the merits/demerits of the case with outsiders. In case the bus is to be detained he will also make arrangements for turning out a fresh bus from the depot. Whenever Inspector is called in Mufti, the ATO should carry out checking in mufti and in cases where he feels that being in mufti he will be in a position to detect malpractice on line, with the prior permission of the Depot Manager; he may carry out the check in mufti.

**3-71** **Floods Duty of ATO :** The A.T.O. must know the flood points in his division and the diversions to be effected in case of flood along with the postings of Inspector at the flood points. In case of heavy rains, he will move around the flood points in his division to ensure that as soon as floods set in, necessitating diversion, the buses are diverted along the pre-planned routes by the traffic supervisory staff. He will also ensure that diversion messages are conveyed to the terminii and the traffic control. It is expected of an ATO that he will not report off duty till relieved. A.T.O. on evening duty will remain on duty till the floods recede. In case the floods continue overnight, he will ensure that all buses have passed through and that necessary arrangements for the next morning are made.

Before the on set of monsoon he will ensure that trimming of trees/branches is completed, especially on the roads where diversions are required to be effected, where generally we do not operate D.D. Buses.

**3-72** **Stops & Shelters :** The A.T.O. will see that the stops of buses are located in such a way as to be convenient to the traveling public. At the same time, the stops should not be too close nor should they hinder other vehicular traffic. In case any stops are not properly citied, the A.T.O. will put up suggestion for their re-citing/re-adjustment and get them shifted on receiving approval. He will also put up suggestion for providing shelters at heavy loading points. He will periodically check the conditions of shelter and stops. Whenever the shelter is damaged he should submit a report and follow up with bldg. Dept. He will also submit report whenever stop/shelters are encroached by hawkers, hutment dwellers. Whenever a new route isintroduced/ extended/diverted,he will ensure that the route Numbers, are painted well in time.

If he comes across a damaged queue shelter in his division he should immediately investigate and lodge a police complaint and then forward a detailed report to Depot Manager/Bldg. Dept, AOTr.(Accident)

**3-73** **Road Conditions :** The ATO will contact the Municipal or other authorities concerned for getting the roads in his division repaired whenever he notices any pot-holes, ditches, uneven road surface, etc. He will also put up proposals for providing channelising islands, removing bottlenecks, adjustment of signal timing, improving street lighting etc. He will also look out for any overhead obstructions such as tree branches fouling the carriageway and ensure that same should be removed immediately.

1) **Contact with Traffic Control :** The ATO will report on duty and will inform traffic control over telephone/wireless accordingly stating the place. He will report on and off duty from a place in his division. While reporting on/off, traffic control must be contacted and informed accordingly. He will contact Traffic Control at least once in two hrs for any messages. Every time he contacts Traffic Control, the place from where he is calling and the place to where he intends to proceed will be intimated. He will keep Traffic Control informed about the operation of services in his division. As far as possible, he will give call on wireless. Every time he visits a chowkey/terminuis, he will sign the visit register and will also make entries in his diary about the time of visit, gaps in service, any buses switched over to other routes, running of the routes operating from the chowkey, etc. for incorporation in his Daily Report Form, which will be submitted to the Depot Managers the next day.

2) **Lost Property :** An ATO will return the lost property to the claimants on line after obtaining the orders from a Depot Manager and after fully satisfying himself about the bonafides of the claimants after collecting registration charges as per prescribed norms and following laid down procedure. (For details refer Para C-45).

**3-74.** **Disciplinary cases :** The ATO will hold departmental enquiries as and when directed by the Depot Manager.

**1)** Staff Welfare – The ATO will be concerned about the welfare of the staff. He will ensure that at the terminii, where staffs take rest, they have the facilities of relief shelters, canteen, urinals, etc. and that drinking water is provided at as many terminii as possible. He will also see that the bus Chowkies/Rest Rooms/Canteens, relief shelters and urinals are kept in a clean and hygienic condition and that the water pots/steel tanks maintained at the terminii are daily cleaned and filled in.

**3-75** **General :** The ATO represents management in dealing with the passengers and the staff. He will, therefore, act as a liaison between the management on the one hand and the staff and the passengers on the other. He will take the opportunity of talking to the staff at the terminii/depot but he should keep distance and maintain the status. Similarly, he will talk to the passengers to get their views and suggestions. He will forward any complaints/suggestions from the staff and passengers to the Divisional Office along with his comments.

**(I)** **Route Adoption/Quality Service Circle :** He will select a route in consultation with Depot Manager, where performance is lean in the depot ("C" class). He will be the group leader and will talk to Cond/Driver working on the said route and take necessary action for its improvement.

**(II)** **Duties and functions of Bus Station Officers :** The Assistant Traffic Officers, posted at Bus stations are called as Bus Stations Officer. The Bus Station Officers posted at the bus stations will be responsible for the financial viability of the routes operated from the Bus Station. He will ensure better level of service to the satisfaction of the commuters in consultation with superior officers and Planning Department and also considering the trend of traffic demand. The Bus Station officers will be required to carry out the following duties :

1. To ensure timely arrival and departure of buses as per schedule.

2. To investigate cases of bunching, gaps in service, indiscriminate short trips, late arrivals, etc., and take necessary corrective steps on the spot.

3.To space out evenly the buses of various routes coming in bunching so as to eliminate further bunching.

4. To ensure proper short trips of buses arriving late.

5. To carry out incongnito checks on starters working at the bus station, by recording arrival and departure time of buses and submit report to the Depot Manager concerned.

6. To switch over buses to cover the gaps whenever deemed necessary and inform BRC Officer/Traffic Control.

7. To observe uneconomic trips and suggest its curtailment to the concerned Depot Manager.

8. To ensure that proper relief's are fed by keeping liaison with the concerned District Starters.

9. To supervise alighting check of buses at Bus Station by the Inspectors whenever they are posted for queue control/pushing out of buses at the bus station.

10. To attend to passenger complaints/suggestions with regard to bus operation and report suitably to the Depot Managers for further action.

11. To keep liaison with Depot Starters of various routes terminating at the bus stations for the purpose of timely turn out of buses, feeding relief's etc.

12. To settle disputes, if any, in the matter of short trips, fast arrivals etc., and ensure timely departure of buses.

13. To supervise the work of District Starters at the Bus Station.

14. To ensure that utmost cleanliness is maintained at the bus station by keeping close supervision on the work of scavengers/bus miscellaneous/ widows/casual labour.

15. To ensure that adequate terminal amenities including canteen are provided to the members of the staff.

16.To maintain statement of terminal statistics and should be thoroughly conversant with the statistical information.

17. To study the performance of extra buses of terminating/ operating from the bus stations.

18. To suggest augmentation of buses on particular routes having heavy passenger traffic.

19. To ensure proper functioning of telephones, P.A. Systems, Wireless Sets, fans, lighting, etc., at the bus stations.

20. To inform Traffic Control for making adequate arrangement to meet the situation that may be caused by dislocation of trains, power failure, natural calamities etc., resulting in sudden rise in passenger traffic.

21. To carry out ticket block checking of bus stations/chowkey periodically.

22. To carry out any other work that may be assigned by the superior officers.

23. To carry out Special checking everyday in the vicinity of Bus Station. The Bus Station Officers are required to submit a monthly report to their respective Depot Manager showing their observations and also suggestions, etc.

**3-76 CONDUCTORS :**

**Allotment of duty :** Conductor will be allotted duty in accordance with the procedure laid down in Para 4.1 and 4.2. He will be issued a time card every month, showing thereon his name, check no., weekly offs for the month, the duty allotted to him and the calling time of the duty.

**3-77 <u>Reporting on duty</u> :**

**1)** A Conductor will report to his Book Starter by or before his calling time and will present him his time card. The starter will note down the arrival time and the next day's calling time on the card and will return the card to the conductor, directing him to the Ticket & Cash Department.

**2)** He will be properly dressed and will put-on a clean uniform while reporting on duty and will display his metal badge number and the Public Service Vehicle (PSV) badge separately on the left side chest pocket.

**3)** He will carry with him his identity card, the fare table, the punch and the bag advance of Rs. 100/- in change.

4) He will be fully conversant with the stops, fare-stages and the fares of all the route, and line notices issued from time to time.

**3-78 <u>Ticket Box with the Bus Conductor</u> :**

**1)** For ETIM ticketing Conductor will be provided ETIM Machine & required nos. of paper rolls. In case there is any defect in ETIM Machine, for manual ticketing Conductor will be also provided with a ticket box containing required nos. of ticket blocks. The ticket box will remain entrusted to the care and custody of the Conductor During the tenure of his service, however after completion of the duty Bus Conductor will deposit ETIM Machine with T & C Dept.

**2)** A Conductor will be provided with a locker for safe custody of his ticket box, and bag advance during the time he is not working on bus. The locker will be liable to be opened for verification of ticket blocks as and when required. This will be done in the presence of the conductor as a rule and, if absolutely necessary, in his absence, in the presence of a Depot Officer and a Security Guard/ Union Representative. Conductor should not misuse his locker or allow others to misuse his locker.

**3)** At the time of separation or promotion, the bag advance of Rs.100/- and the ticket box will be returned with balance unsold ticket blocks and leather bag /nylon bag which will be compared with the records maintained and in case of discrepancy the conductor will have to make up the same. He will deposit the locker key with Ticket & Cash Dept.

**4)** **<u>Issue of Ticket memo</u> :** A Conductor will be provided a pre-printed facing numbers computerized ticket memo ( Appendix 4 )while proceeding on duty.

**5)** A Conductor will be issued required paper rolls for ETIM ticketing on the counter by T & C Writers. In addition to this for manual ticketing Conductor will be issued the ticket blocks on counter on his oral demand and computer entry of such ticket blocks issued to him will be made on the ticket memo by the Writer.

**6)** **a)** At the close of his duty for ETIM ticketing the Conductor will hand-over his ETIM & Ticket Memo to T & C Writer. T & C Writer will (i) connect his ETIM with computer, (ii) up-load his ticketing data/transactions in the system & as per the account inform Bus Conductor to deposit the amount of ticket sale. Accordingly Bus Conductor will deposit the amount of sale of tickets with T & C Writer. T & C Writer will (i) record cash deposited details for particular date on Time Card of Bus Conductor, (ii) will sign the time card as acknowledgement for cash deposition and (iii) return the time card to Bus Conductor.

**b)**If the ETIM machine gets defective on line & Bus Conductor issue tickets manually then at the close of his duty the Conductor will write down the closing nos. in ink on the Ticket Memo and will present the same with Ticket box to the writer on counter who in turn will record Closing nos. of ticket blocks from ticket box in the computer and as per the account Conductor will handover his cash to the Writer on counter for manual ticketing. For other ETIM transactions he will follow procedure as follows :

**i)** If there is an issue of ticket not printed/ ticket printed improperly or ticket generated wrong before deposition of cash Bus Conductor will obtain Credit Slip form Bus Inspector & deposit the Credit Slip with amount of ETIM /manual ticketing in T & C Dept. for proper reconciliation.

**ii)** If there if any defect in ETIM & it is not up-loaded in system at the time of cash deposition, Bus Conductor will deposit the total collected amount form sale of tickets excluding Rs. 100 of imprest cash & deposited amount will be entered on his Time Card by the Writer of T & C Dept. with counter signature.

**iii)** On the next day after necessary repairs of ETIM the actual accounting of ETIM ticketing will be calculated by AO(TC) & Bus Conductor will deposit the difference of amount deposited & actual amount of sale of tickets. If the excess amount is deposited by Bus Conductor he has to give application to DM/Dy DM for refund. After proper investigation of AO (TC) & after the approval of Divisional Head excess amount will be refunded through salary.

**3-79 <u>Assignment of Duty</u> :**

**1)** He will present the Ticket Memo to the Starter who will book him on duty.

**2)** He will declare to the Starter his personal cash if it is more than Rs.1/- and will get it entered on the Ticket Memo under the signature of the Starter.

**3)** He will obtain the associate conductor nos. in case of D.D. buses and driver number and will enter them in the columns provided on the Ticket Memo.

4) If the Conductor has a spare calling time, he will find out the details of the duty allotted to him.

**3-80 <u>Drawing ticket blocks before proceeding on line</u> :**

**1)** In case, the Conductor has to turn out a bus from the depot, he will collect computerized trip card and bus card from posting book starter on which associate bus conductor no. If it is DD and driver no, bus no., parking place will be printed.

**2)** He will then board the bus; a) check the bus for missing seats (b) grab-handles, (c) cleanliness of the bus and seats.

**3)** The responsibility for displaying correct destination and route letter is fixed on him vide Line Notice No. 337/67-68 dated the 22nd December 1967. The Conductor will ensure that correct destination/route letter is displayed by driver in case of SD before his bus is turned out.

**4)** It is the duty of the staff to turn out the bus in time. In the event of delay for any reason whatsoever, the Conductor will get the actual turnout time on the trip card and Ticket Memo corrected by the Posting Book Starter.

**5)** When the bus is stopped by the driver at the out-gate for search by the Security Guard, the Conductor will give the starting signal to the driver only after clearance from the Security Guard.

**6)** At the time of stabling the Conductor will ensure that all the passenger windows are properly closed.

**7)** Passengers must be picked up on buses proceeding from depot to the terminii and vice-versa. The conductor will therefore, ensure that the bus is stopped at all the scheduled bus stops en-route and passengers are picked up.

**8)** Even after opting a fix duty, in the event of emergency/exigency, the Conductor will have to work on any route/any duty allotted to him.

**3-81 <u>At the Terminus</u> :**

**1** **(i)** On reaching the terminus, the conductor will immediately repo rt to the Starter and present him the trip card and the ticket memo.

**(ii)** If the ETIM is defective & Bus conductor has to work on manual ticketing then at terminus Bus Conductor will call out the facing numbers of the ticket blocks starting from Re. 1.00 denomination, holding the box in such a way that the Starter also would be in a position to see the numbers.

**(iii)** After the Starter returns him the Ticket Memo and trip card, duly filled in, he will check the facing numbers given on the Ticket memo and refer to the trip card for the destination to which the bus is booked and the departure time.

**(iv)** It is the duty of conductor to ensure the correct route numerical (front & rear) and rear destination blind are displayed properly on S.D. Buses whereas in case of D.D. Buses it is the duty of Upper Deck Conductor to ensure the display of proper route numerical and destination blinds.

**(v)** In case the bus is booked for a short trip and the destination is missing in the destination roll, a blank tin plate should be obtained from the Starter and destination to be written by chalk.

**(vi)** If passengers are permitted to board the bus at the terminus, the conductor, will issue tickets to maximum number of passengers as possible before the bus is scheduled to start.

**(vii)** He will give the starting signal for the Driver to start the bus on orders from the Starter.

**(viii)** After completion of every trip, he will check the bus thoroughly to locate unclaimed articles/lost property, and if he comes across the suspected article, he will follow the procedure outlined in Circulars issued from time to time.

**2)** Giving relief on line : (Midway relief)- In case of relief's on line, the conductor will go to the relief point and present his Ticket Memo to the Relief Starter who will book him on duty. The relieved conductor will put the off-duty time on the trip card and hand it over to the Relief Starter. The relieving conductor will put the staff numbers and on duty time on the trip card before starting the bus. Before leaving the bus he should ensure that tickets are issued to al the passengers.

3) It is the duty of conductor to fill up required information given on reverse of the trip card such as route No., Bus No., Serial, his own number, Driver No., Actual On Car Time and Off Car Time.

**3-82 <u>Running the buses on line</u> :**

**1)** A bus should be halted at all the scheduled bus stops, irrespective of whether there are passengers to alight/board or not and the conductor will ensure that the bus is halted by the Driver at all the scheduled bus stops.

**2)** The conductor will announce the names of all the important stops en-route before the bus approaches them. If any passenger specifically requests the conductor to alight him at a particular stop, the conductor will do so without fail. (Line Notice No. 23/79 dated 22-1-1979).

A conductor should announce those stops when the fare changes in order to avoid over travel by passengers.

**3)** When the bus halts at a stop, the conductor will come to the entrance of the bus and will see that passengers alight from the exit only.

**4)** In case the destination is not displayed, the conductor will announce it clearly and loudly to guide the passengers.

**5)** In case there is one entrance-cum-exit, the conductor will stand clear thereof and will not allow intending passengers to board till passengers have alighted.

**6)** When working on the upper deck, the conductor will give a single bell to indicate to the lower deck conductor that there are passengers to alight. After all the passengers have alighted, he will give a double bell and also announce the number of vacant seats.

**7)** The conductor will allow the passengers to board the bus in their queue order and willpick up all the intending passengers.

**8)** Standee passengers will be permitted on the lower deck, provided seats are not available on both the decks. The conductor will, therefore, request the passengers to go on the upper deck before permitting standees on the lower deck. He will, however, not force the old and ladies with the babies in arms, to go on the upper deck.

**9)** The conductor will collect fares from the passengers and will issue them tickets in accordance with the fare table. Fares are charged from stage to stage and not from stop-to-stop. Hence, a passenger boarding at a stop between two stages should be charged fare from the preceding fare stage. Likewise, a passenger alighting at a stop between two fare stages should be charged fare up to the succeeding stage. Correct procedure of issue of ticket is explained in Para 87.

**10)** **<u>Hail & Board facility</u> :**

If the conductor comes across any passenger with a request to bus driver to stop the bus on a route where Hail & Board concept is introduced, he will give a single bell to stop the bus in order to enable the passenger to board the bus. Likewise, conductor will also assist the passengers to get down wherever passenger desires to get down, by giving a single bell.

11) The conductor should ensure that after 22.00 hrs. till 6.00 hrs. the bus is halted at any bus stop enroute, irrespective of scheduled stop, to pick up passengers who request to stop the bus by waving their hand. (Line Notice No. 412/02 dated 23-10-2002).

**3-83** **<u>Bell signals</u> :** The staff will observe the following code of bell signals.

**1)** **<u>Signals from the lower deck conductor to the Driver</u> :**
One ring –stop
Two rings – start.
Three rings – Emergency stop.

**2)** **<u>Signals from the upper deck conductor to the lower deck conductor</u> :**

One ring- Passengers alighting**.**
Two rings – No passenger to alight**.**
Continuous rings – No room.

3) Reversing with whistle.

**3-84** **<u>Issue of tickets</u> :** The conductors will follow the following instructions in issuing the tickets –

**1)** Start issuing the tickets from the exit side.
**2)** Approach the passenger from the front and say 'Fare please'.
**3)** Do not click the punch- when the passenger states his destination, tell him the correct fare if he has not offered it.

**4 )** On collecting the fare, check it for its correctness and any doubtful coins etc.

**5)** On receipt of a fare, the conductor will first issue a ticket and then refund balance, if any. The conductor will retain in his hand the fare received till the transaction is completed.

6) For manual ticketing detach the correct value ticket from the ticket block in strict numerical order, taking care not to tear the ticket. **<u>Do not use spittle to moisten your fingers for detaching the ticket</u>**.

7) punch the ticket on the stage number from which the passenger is to be charged the fare in the 'UP' or 'Down' column, depending on the direction in which the bus is proceeding.

8) Re-check the ticket before handing it over to the passenger.

9) In all cases, the Conductor should ascertain the passenger's destination before detaching the ticket.

10) In case a passenger demands two or more tickets, request him to point out the person(s) for whom they are meant.

11) Do not generate / take-out ETIM tickets in bunch or do not detach punch the tickets in a bunch during manual ticketing.

12) When passengers boarding at difference stages get mixed, ask them their boarding place before issuing the tickets. Do not take for granted that the passenger has boarded at the preceding stage. This will ensure that passengers are not under-charged.

**13)** Ensure that all the passengers have been issued with tickets and that no passenger over-travels. For this purpose, move up and down in the gangway, demanding fares. In case of doubt, request the passenger politely to produce his ticket for inspection.

**14)** After detaching ticket from the box, close the flap thereof and while moving in the bus, take care that the box does not hit a passenger.

**15)** In case of midway relief's ensure before leaving the bus that all the passengers in the bus have been issued the tickets and that the balance, if any, is refunded before alighting.

**16)** Similarly, after taking charge of a bus, check the tickets of all passengers in the bus, so that you know the place up to which each passenger is entitled to travel.

17) In token of having checked the tickets, punch them in the right side top corner.

**3-85** **Safety of the cash :** The Conductor should wear the cash bag across his shoulder, so that it does not slip down nor can it be snatched away. Currency notes should be kept in the chest pockets and not in the cash bag.

**3-86** **Child tickets :** Children under 12 will be charged prescribed concession in fares as given in the fare-table. One child under 3 years of age and not occupying a seat will be carried free when traveling with an adult fare-paying passenger. In both the cases, the age of the child passenger should not be disputed. In case of doubt, a child ticket should be issued or the child should permitted free travel as the case may be. However, the name and address of the child-passenger should be noted and a report should be given to the line supervisory staff. Pass holders, Free Travel token holders and uniformed employees are permitted to carry a child below three years of age, free.

**3-87** **Blind & Handicapped person :** Free Travel facility is provided to Blind & also handicapped person having permanent disability of 40% and above on the basis of certificate issued by Government Medical Officer.

**3-88** **Free Travelling Facility** : Following personals are permitted to travel free.

1. M.L.A. /M.L.C. with his spouse/one member.
2. Freedom fighter.
3. Municipal Councillor
4. V.I.P. Driver

In addition to this from 16th May 2011 Municipal Councilors are permitted to board the bus from front exit (Ref. Line Notice No. 195/2011 dtd. 11.05.2011)

**3-89** **Marrying of tickets :** The conductor will issue married tickets as per instructions issued from time to time, i.e. two tickets with value equivalent to the fare charged. The 'SP' column, the relevant stage numbers column should be punched in both the married tickets.

1. **Ground booking :** The conductor posted for ground booking should issue the ticket according to the stage from where he is giving ticket. He should punch the ticket according to the direction of the bus and place where he is posted for ground booking. In order to indicate the date of issuing ticket, he should issue the ticket on opposite direction indicating stage number as a date up to 26. Thereafter he should punch on the space provided for child, special, luggage, joint, arrow for dates 27, 28, 29, 30 and 31 respectively.

**3-90** **Luggage :** Luggage that could be conveniently carried by the passengers without obstructing others is permitted and it should be charged as per the fare structure. For luggage tickets, ordinary passenger tickets will be issued by punching the boarding stage and the special column for luggage. Holders of passes, tokens for free traveling on the Undertaking's bus services and uniformed employees are not permitted to carry luggage free of charge on buses. Such persons can carry luggage on payment of the prescribed luggage fares as are chargeable to the traveling public. If the passenger is carrying more than one luggage, which is chargeable, the conductor should ensure that same numbers of luggage tickets are issued to him.

3-**91** **<u>Refund of passenger's balance</u> :**

**1)** When a passenger tenders currency notes of higher denomination and the conductor does not have sufficient change, he will inform the passenger that he does not have sufficient change and that the balance amount would be refunded to him in due course by money order by deducting money order commission or that he should collect it in person from the Ticket & Cash Dept. at Head Office (Wadala Depot). If the passenger does not agree to this, he will be requested to leave the bus. If the passenger is agreeable to the proposal, the conductor will accept the currency note, will issue him the ticket, return him the balance he can and :

i. Write on the reverse of the ticket issued to the passenger the exact amount of balance due and sign with date and number legibly by way of a receipt to the passenger.

ii. Note down the name and address of the passenger, the ticket number, denomination and the balance due.

2) If the conductor is in a position to return the balance before the passenger alights or at the terminus, he will ensure that he cancels the receipt passed by him on the reverse of the ticket. If not, he will deposit the balance along with his cash collection. He will write down the details regarding the amount due, ticket number, its denomination and the name and address of the passenger in the columns provided on the ticket memo. In ETIM Ticketing when a passenger tenders currency notes of higher denomination and the conductor does not have sufficient change, he will inform the passenger that he does not have sufficient change and that the balance amount would be refunded to him in due course by money order by deducting money order commission or that he should collect it in person from the Ticket & Cash Dept. at Head Office (Wadala). If the passenger does not agree to this, he will be requested to leave the bus. If the passenger is agreed to the proposal Conductor will (i) accept the currency note, (ii) will issue him the ticket, (iii) return him the loose amount then (iv) Bus Conductor will generate balance amount receipt/ ticket by using functions of ETIM (as Y + R + last 4 nos. of the ticket + ENTER + Balance Amount + ENTER). The balance amount receipt/ ticket will be handed-over to the passenger for claim purpose. In ETIM Ticketing system the passenger balance amount details will be up-loaded automatically in the systems.

**3-92 <u>Credit Slip</u> :**

**1)** A conductor will obtain a credit slip in lieu of fare for the ticket wrongly or incorrectly issued by him. It will be issued in the following circumstances :

i) Wrongly issue tickets,

ii) Passenger changing mind,

iii) Excess tickets issue,

iv) Doubtful coin/ currency,

v) Tickets not print,

vi) Improper printing of ticket,

vii) Ticket generated wrong,

viii) Defect in ETIM Machine.

**2)** A conductor will also obtain a credit slip for the amount spent by him for the telephone calls made from private telephones to give urgent messages viz. breakdowns, accidents, assaults, etc. Further in ETIM Systems Bus Conductor will generate voucher for the amount spent for breakdown, accidents, assaults etc. by using functions as Y + D +2 + Bill No. of Medicines + ENTER + Amount of Expenditure + ENTER.

**3)** Details about the circumstances mentioned above and the details about the issue of the credit slip, are given under the heading 'Credit Slip' in para C-55.

**4)** CREDIT SLIP WILL NOT BE ISSUED TO CONDUCTORS WHO CHOOSE TO ISSUE A TICKET ON CREDIT OR DO NOT RECEIVE FARE FROM PASSENGERS TO WHOM A TICKET HAS BEEN ISSUED FOR ANY REASON WHATSOEVER.

5) While depositing cash earnings with the Ticket & Cash Department, the conductor will enter the number of the credit slips and their value on the Ticket Memo in the column provided.

**3-93 <u>Passes and RFID Card /Free Travel Tokens</u> :** If a passenger when approached by the conductor for a ticket, states "Pass" or makes a sign to indicate that he has a Pass / RFID Card / Free Travel Token, the conductor will not take it for granted that he has a Pass / RFID Card / Free Travel Tokens but will make it a point to physically check on the e-ticketing machine to ascertain that the RFID Card is issued in favour of the person producing it an that it is valid.

**3-94 <u>Standing Travel</u> :**

**1)** Traffic outdoor staff and Security Dept. staff in uniform is permitted to travel standing on our buses, subject to the following :

i) Single deck buses – Two employees.

ii) Double Deck buses – Two employees on each deck.

**2) <u>Facilities for travel to members of Brihan Mumbai Police Force on BEST buses</u> :**

The following personnel of the Brihan Mumbai Police Force are permitted to travel free on our buses.

a) Police Officers and Policemen in uniform.
b) Plain clothes Officers/Policemen with identity card.
c) Women Constables wearing official badge, subject to the following conditions :
i) Not more than two constables shall travel on a double deck bus-
One on the lower deck and one on the upper deck.
ii) Only one constable shall be permitted to travel on a single deck bus.

**3)** The policemen traveling on our buses are expected to come to the assistance of our staff whenever required, and the Conductor will seek their help whenever necessary.

4) The conductor on duty will ensure that only the specified number of persons, as mentioned above, travel in his bus and that they do not hinder the boarding and alighting of the passengers.

**3-95 <u>Free Travel Sitting</u> :** Persons holding passes / free travel tokens / RFID Card, who are permitted to travel free sitting in our buses are not permitted to board the bus **from exit door** or out of queue order and/ or in excess. The Conductor on duty will ensure that these persons board the bus from the queue.

**3-96 <u>Recoupment of blocks on line</u> :** On taking charge of a box, a conductor will ascertain that he has sufficient stock of ticket blocks in the box. Similarly, a Conductor will ensure that all the times he has sufficient stock of ticket blocks in his ticket box. In case his stock gets depleted on line he will recoup it from the chowkey. On recouping the blocks, the Conductor will ensure that the issuing Starter on the Ticket Memo thereof makes correct entries. These blocks will be inserted below the existing blocks, so that the blocks are sold serially.

**3-97 <u>Lost Property</u> :**

**1)** Under Rule 34 (xvii) of the Maharashtra Motor Vehicles Rules 1989, it is mandatory for the Conductors to make reasonable search of the bus on arrival at the terminus for any property that may have been left behind by any passengers and take into his Custody anything so found by him. Conductors must deposit the lost property found by them with the Terminus Starter or the Depot Starter in case of depot going buses. While depositing the lost property, the conductor will sign the lost property slip in the column provided as a proof of his having deposited the lost property.

**2)** Under no circumstances should a Conductor return lost property found by him to a claimant nor should he disclose the details of the lost property to a passenger.

**3)** In case of passengers finding lost property and handing it over to the Conductor, similar procedure should be followed. In case a passenger does not desire to hand over the lost property to the Conductor, he should be taken to the Starter where he can deposit it himself.

i. Conductors and Drivers should be very vigilant in view of the recent incidents and question the passengers boarding the bus with any bag or any parcel giving rise to suspicion that the contents are not safe.

ii. While the bus is in service and if any article is found in the bus which no passenger claims as his/her own, the bus should be parked aside, passengers vacated and matter be reported to Traffic Control and the Police.

iii. Under no circumstances, should the suspicious article be touched or allowed to be touched by any person.

**3-98 <u>Reversing</u> :** Whenever a bus is to be reversed, the Conductor on duty (in case of D.D. Buses, lower deck conductor) will give the reversing signal to the Driver by blowing whistle. While giving the signal, the Conductor will look out for any obstructions at the rear and will give the stopping signal well in advance.

**3-99 <u>Break downs</u> :**

**1)** If the bus breaks down at a terminus, the Conductor will ask the Driver for details of the defect. He will then inform the Starter.

**2)** If the bus breaks down on line, the Conductor will request the passengers to alight from the bus and form a queue. He will then make arrangements to send the passengers of his bus by buses of other routes and/or by the next serial of the same route. At a stop, the passengers of a sick bus will have precedence over passengers in the queue. Passengers of a defective bus can be sent either by an ordinary or a limited route bus. The conductor will inform the conductor of the other bus about the passengers of the defective bus.

**3)** In case there is only one conductor on duty in the bus, the function of sending the passengers by other buses will be performed by one of the crew and the other will proceed to the nearest terminus/police chowkey from where he will give the message to the Bus Control furnishing the time from which the bus is detained and other details required. He will also obtain from the Bus Control the message number, which he will write on the trip card and ticket memo.

**4)** In case the Undertaking's telephone or a police chowkey is not close by, the Conductor will give the message from the nearest telephone (PCO) by paying the telephone charges required from his cash bag. He will also inform the Bus Control that he was speaking from a private telephone, give the telephone number and the charges paid therefore from his cash bag. He will specify and record the charges on his Ticket memo and obtain a credit slip before depositing the cash bag.

**5)** In case, the crew is due for relief, the conductor will inform Bus Control accordingly.

**6)** He will thereafter return to his bus immediately and will wait in the bus till either the line mechanic or the relieving crew arrives. If the relieving crew arrives, he will furnish him the details of the breakdown and will report off. If then line mechanic arrives before the relieving crew he will take the bus on line after it is attended.

**3-100 <u>Accident</u> :**

1) **<u>Minor collisions</u> :** In case of minor collisions, a bus will not be detained. The conductor will note down all the relevant particulars (detailed in Para C-57) and will lodge the complaint furnishing all the details with the nearest supervisory staff and/or he will lodge complaint in the staff complaint book kept at terminus or depot.

2)

**2)** **Serious collisions :** The bus will not be removed till the arrival of the Police. The conductor will note down all the details, will arrange to send the passengers by other buses as explained earlier, and will give the collision message to the Traffic Control. As soon as Inspector arrives on spot, the conductor will furnish him all the details along with the witness slips collected by him.

**3)** **Personal injuries :**

**(I)** The Conductor will arrange to remove the injured person to the nearest Govt./BMC hospital immediately (procedure for payment of taxi fare detailed in para C-57-4) (III) (ii)) and as soon as possible, give a message to the Traffic Control. In case, he takes the injured to the hospital, he will ask the Driver/his associate conductor to arrange for the transport of the passengers of his bus. He shall note down the names and addresses of the available witnesses and furnish them

**(II)** In case the injured refuses medical aid, a statement to that effect should be obtained from him in writing along with his name and address. In such case, the nature of injuries should be carefully noted down. The bus, however, should be detained till the arrival of the police.

**4)** **Fatal accident :**

**a)** In case of fatal accident the Conductor's duty covers:
i) Collection of witnesses.
ii) Giving immediate messages to the Traffic Control.
iii) Arranging to send the passengers of his bus by subsequent buses.

**b)** He will await the arrival of the Officer/Inspector and under no circumstances should the bus be moved.

**3-101** **Bag check :** In case an officer or Inspectorial staff wants to check the bag of a conductor, he will submit to the bag check without any argument.

**3-102** **Stabling of buses :**

1) Immediately when a bus comes in the depot for stabling the conductor will report to the Posting Book Starter. He will hand him over the trip card. At the gate he should wait till search of the bus is carried out by Security Personnel. At the time of stabling, he should close all the windows of the bus before leaving.

2)

**2)** He will then report any body defects like seat defects, window defects, missing bulbs and glasses, etc., by writing on the bus card.

**3)** In case the Conductor finds any lost property on his depot coming trip, he will deposit it with the Depot Starter.

**4)** In case he has been handed over any chowkey key or recoupment slip, he will hand them over to the Starters/ In-charge of Ticket & Cash Dept. respectively.

**3-103** **<u>Accounts & Depositing of Cash</u> :** On finishing his duty, a Conductor will :\

i) Write down the closing numbers of ticket blocks in the column provided on the Ticket memo & also ETIM collection.

ii) Approach the Tickets & Cash Writer and will hand him over his Ticket Memo.

iii) Count the cash and write it on the Ticket Memo.

iv) Attach any credit slips/ vouchers to the Ticket memo.

v) Fill in passenger's balance to be refunded, if any and the name and address of the passenger on the Ticket Memo.

vi) Deposit the cash and his Ticket memo under OLTAS to writer.

vii) refer to his time card given by Depot Starter for any entries made thereon, such as change of calling time.

iii) He will refer to the Notice Board for any fresh notices displayed.

iv) He should write down his earnings on the time card. (L.N.No.59/91 dtd. 14.2.91).

At the close of his duty the Conductor will hand-over his ETIM & Ticket Memo to Writer. Conductor will attach any Credit Slip/Voucher to the ticket memo. T & C Writer will connect his ETIM with computer & up-load his ticketing data/transactions in the systems & as per the account inform Bus Conductor to deposit the amount of ticket sale. Bus Conductor will deposit the amount of sale of tickets with T & C Writer. T & C Writer will record cash deposited details for particular date on Time Card of Bus Conductor will sign the time card as acknowledgement for cash deposition. Bus Conductor will also write down his earnings on the time card if the same are not mentioned by T & C Writers.

Bus Conductor will refer his card for any entries made thereon such as change in calling time, remarks of court chits. He will also refer Notice Board for any fresh notice displayed. For ETIM & manual both ticketing procedure of cash deposition of ticket sale amount is given in para no.3-78.6.

**3-104** **Restrictions on passengers :** The Conductor may refuse to carry and require to alight form the bus forthwith any passenger, who :

i) Has bulky luggage of a form or description, which obstructs, annoys or inconveniences another passenger or is likely to do so, or carries a suspected article.

ii) Carries any animal, bird, flesh or fish (other than tinned food in its original packing), any instrument, element, substance or any other article which annoys or inconveniences or is offensive to any other passenger or is likely to do so or be so, or

iii) Without lawful excuse occupies any seat exclusively reserved for female passengers, physically handicapped, and for senior citizen.

iv) Sings or plays upon any musical instrument, or

v) Rings without lawful excuse or otherwise interferes with any signal of the stage carriage, or

vi) Reasonably suspected to be suffering from any contagious or infectious disease, or

vii) Knowingly or intentionally enters a stage carriage which is carrying the maximum number of passengers according to the seating capacity specified in the certificate of registration of the vehicles and any additional number permitted under the terms of the permit to be carried excess of the seating capacity of the vehicle, or

viii) Has dress or clothing, which is likely to soil or damage the seats or the dress or clothing of another Passenger or which, for any other reason, is offensive to other passengers or

ix) Commits or abets any breach of the provisions of the Motor Vehicle Act or Maharashtra Motor Vehicle Rules, or

x) Smokes in the bus.

**3-105 <u>Duties, responsibilities and obligations</u> :**

**1)** The duties and conduct of Conductors of stage carriages (buses) are governed by Rule 34 of Maharashtra Motor Vehicles,Rules (1989). And sub Rule 102 and 103 of the aforesaid Rules govern the conduct of persons using stage carriages.

**2)** The Conductor will be fully conversant with all these rules and will observe the provisions thereof.

3) The Conductor is the foremost public relations man of the Undertaking. He will, therefore, be courteous and polite at all times. He will remember that he is a public servant and this is the best way to serve the public. He must guide the passengers and answer all their enquiries properly. The use of word "jee" is preferable.

**3-106 <u>DRIVERS</u> :**

**<u>Allotment of duty</u> :** A Driver will be allotted duties in the same way as Conductors. He will be issued an attendance card every month showing therein his weekly off for the month, the duty allotted to his and the calling time of the duty.

**3-107 <u>Reporting on duty</u> :**

1) He will put on a proper and clean uniform while reporting on duty and will display his metal badge number and the P.S.V. Badge on the left side chest pocket.

**3-108 <u>Turning out buses</u>-** He will check the bus and bring it at the turning out gate where it should be stopped for inspection by the Security Guard. He will start the bus only after receiving the starting bell form the conductor.

**1)** In case he does not know the destination to which the bus is booked, he will enquire with the conductor and will proceed towards the destination after displaying the board.

2) On way to the terminus, he will halt his bus at all the schedules stops. Whether there are passengers to alight or not and will start his bus from the stops only on getting the starting bell from the conductor. (L.N.No.214/79 dated 31.8.79).

**3-109 <u>At the Terminus</u> :**

**1)** On reaching the terminus, he will hand over his time card to the Starters. On getting bus number from the Starter, he will take charge of the Bus after checking it. He will not test the bus at the terminus unless, defect is written by the relieved Driver.

**2)** In case the Driver has to give relief on line, he will go to the relief point concerned and present his attendance card to the relief starter. In case the bus to which he has to given relief has not arrived, he will obtain the bus number from the Starter and wait near the chowkey. As soon as the bus arrivers, he will collect the bus card from the relieved Driver and will check the bus for any fresh damages/missing fitments, which he will point out to the relieved Driver and get them entered on the bus card. The relieved Driver will enter the 'off duty' time and closing number of kilometer on the bus card.

**3)** He will enter 'On Car' time opening number of kilometer and his staff number on the bus card.

4) He will start the bus immediately on receiving the starting signal from the conductor.

**3-110 <u>Driving</u> :**

**1)** **<u>Rules of the road</u> :** While driving a bus, a Driver will observe all the rules of the road concerning :

**i)** **<u>Speed Limit</u> :** They must adhere to be speed limit laid down, which is 40 km. per hour in the Brihan Mumbai Area, excluding the Express Highway. The Driver will always keep a safe distance between his bus and the vehicle in front.

**ii)** Giving signals,

**iii)** Traffic signals,

**iv)** Pedestrian crossing : (**a)** When Drivers approach a pedestrian crossing they must proceed at a speed which will enable them to stop before reaching the crossing, unless they see that there is no pedestrian on the crossing. **(b)** When a pedestrian crossing place is controlled by police or light signals, they must give way to the pedestrian on the crossing, **(c)** They must not stop on any pedestrian crossing unless forced to do so either by circumstances beyond their control or to avoid an accident.

v) Keeping to the left.

vi) Stopping within two feet of the kerb.

vii) Overtaking only from the right except when the Driver in front has signaled his intention to turn to the right. Slow moving vehicles not to be overtaken while approaching the bus stops. After overtaking, not to cut sharply to the left.\

viii) Giving way to the traffic on the right except when emerging on the main roads. Vehicles on the main road have priority at all times.

ix) Target of KMPL : To achieve the desired KMPL. Target, every bus driver while reaching to bus stop should apply the concept of cruising.

**2)** Safety and comfort of the passengers : The Driver will inculcate in him good driving habits, so as to make the journey of his passengers safe and comfortable. He will particularly avoid (1) jerky gear changing (2) sudden and violent braking, (3) fast turns, (4) riding on the clutch, (5) changing to lower gears to reduce speed, etc.

**3-111** **Stops :1)** A Driver will halt his bus at a request stop only when a passenger signals him to stop or when a conductor gives a single bell indicating a passenger is to alight. Otherwise the bus should not be halted at such stops.

**2) Permanent stop** Passengers will be picked up and set down only at stops (except in case of the routes on which "Hail, Board, and Alight" concept is implemented). Buses will not be slowed down or stopped in between the stops to pick up/ set down passengers/members of the staff personnel.

**3-112** **Bell signals :** The staff observe the following code of bell signals.
Signals from the lower deck Conductor to the Driver :

One ring : Stop
Two rings **:** .Start
Three rings : Emergency stop.

**3-113** **Parking the bus** :

**1)** A Driver will park his bus in such a way, as not to obstruct other vehicles or carriageways.

**2)** He will have the radiator topped up at the end of each journey and will see that the radiator cap is secure. If the water topping point ism en-route, he will top the radiator at such point.

**3)** He will check up all the lights around 16.00 hrs. so that defects, if any, could be rectified except one row of saloon lights on each deck and the parking lights.

4) While starting the engine, he will switch off all the lights.

**3-114** **Defects :**

**1)** Buses will not be detained on line for the following defects but kept running in service and a report should be made to the Engineering Dept. at the time of stabling.

(1) head light or one time of stabling :
(2) Either tail light or number plate light defective.
(3) Few interior lights or any one line fused or one line defective.
(4) Bell cord broken.
(5) Minor body defects.

However, if one of the terminii is maintenance point, the defect may be pointed out to the terminus fitter.

**2)** Buses will not be detained on line but taken to the nearest maintenance point for the following defects :

(1) Steering hard.
(2) Brakes defective or pulling one side etc. but not entirely failed.
(3) Radiator water dripping.
(4) radiator water steaming.
(5) Horn defective.

**3)** In case one of the rear tyres is punctured, the Driver will take the bus to the nearest depot without passengers, after arranging to send the passengers by the following buses.

**4)** Buses will not be moved in case of the following defects/damages but a message should be given to the Bus Control to arrange for a line mechanic :

(1) Radiator damaged and water run out.
(2) Radiator water leaking badly.
(3) Fan jammed or fouling with the radiator.
(4) Engine racing badly (in such instances the Driver must pull out the stopping lever or push in the fuel pump control rod and thus top the engine).
(5) Engine knocking.
(6) Engine oil leaking for any reason.
(7) Fuel oil leaking badly.
(8) Clutch slipping.
(9) Brakes failed.
(10) Electrical fire (in such instances, the Driver should immediately disconnect any one battery main wire and try to extinguish the fire)
(11) Front tyre puncture.
(12) Front axle bent or damaged.
(13) Engine damaged.
(14) Heavy accident damages etc.

(I) CNG Fire - The Compressed Natural Gas is light in the weight as compared to the air. As such it is leaking slowly. However there is possibility of accumulating CNG in engine bonnet or lower portion of the bus. In such Cases there is possibility of caught fire when Driver starts the engine & due to the spark of self starter. If the percentage of CNG is more than 500 P.P.M. in the air, there is possibility of fire. Of course when the % of CNG is more than 500 P.P.M. there will be a stench to Bus Driver & he can feel that there is leakage of CNG. Hence before starting the bus, Bus Driver has to take care of CNG leakage.

In case of CNG leakage Bus Driver has to take precautionary measures as follows –

(1) Bus Driver will switch off the main switch.
(2) He will switch off the starting switch & get down from the bus.
(3) He has to open the right side body cover of the bus & switch off the cylinder switch which looks like an ice or which is very cool.

Then Bus Driver will switch off the main switch of all cylinders (Red Colour Switch) & will give CNG-Fire/Leakage message to Bus Control.

**5)** Buses will be taken to depot only on the written authority from the terminus /line mechanic, except in case of one of the rear tyre punctures.

**6)** CNG Fire : The Compressed Natural Gas is light in the weight as compare to the air. As such it is coming up slowly. However there is possibility to accumulate CNG in engine bonnet or lower portion of the bus. In such cases there is possibility of catching fire when we start the engine & due to the spark of self starter. If the percentage of CNG is more than 500 P.P.M. in the air, there is possibility of fire. Of course when the % of CNG is more than 500 P.P.M. there will be a stench to Bus Driver & he can feel that there is leakage of CNG. Hence before starting the bus, Bus Driver has to take care of CNG leakage.

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**3-115** **Breakdown :** Please refer to Para 3-99 (Conductors)

**3-116** **Accident** : Please refer to Para 3-100 (Conductors)

**3-117** **Monsoon precautions :**

**1) Wipers :** A driver will operate the wipers only when it is raining and will not keep them moving when the bus is stationary.

**2) Flood :** A driver will not drive through the flooded area when the water level reaches the rim of the tyre (Approx.). He will in such cases, follow the route indicated by the standing duty staff. After coming out of the flooded area, he will check the brakes for their efficiency.

3) **Avoiding skids :** Driver will drive cautiously dutring and after the first rains when the road surface becomes slippery. He will resort to pumping the brakes, instead of violent braking, and will avoid sudden swerving of the steering.

**3-118** **Stabling :**

**1)** On bringing the bus to the depot for stabling the driver will proceed to the fuelling shed and after it is fuelled, he will take the bus for parking to the place indicated by the Engineering Department through the static washing machine.

**2)** Appropriate time will be provided for this purpose in schedule.

**3)** If the bus arrives late in the depot for any reason whatsoever or if the Depot HSD oil pump fails, the Driver will be required to fuel the bus at other depot or outside private pumps and thereafter bring the bus in the depot for parking as mentioned in Para (120.1). In such circumstances, the Driver will be paid overtime in accordance with the rules in force, in case his duty exceeds 8 hours.

**4)** He will hand over the bus card to the Bus Conductor who will deposit the same with Night Starter along-with Trip Card, after noting the defects and the off duty time thereon.

5) He will refer to the notice board for any fresh notices displayed for the information of the staff.

6) Duties and conduct of drivers of stage carriage are governed by Rule 20 of Maharashtra Motor Vehicles Rules 1989. The drivers must be fully conversant with this rule and will observe the provisions thereof, especially the following.

(i) The driver of a stage carriage shall not hold more than one badge issued by an authority.

(ii) The driver of a stage carriage shall, on demand by a police Officer in uniform or any Inspector of Motor Vehicles, produce his driving license for inspection.

**3-119 <u>Miscellaneous</u> :**

Miscellaneous staff, as the designation itself suggests, will do the miscellaneous jobs allotted to them from time to time. Their main duties are :

**1)** Collect lost property and office mail from Depot Starters and depots and deliver the same at Head Office/ Divisional office.

**2)** Stamp dates on office mail and sort out according to departments.

**3)** Make delivers of office papers to respective departments, District Starters etc. at their chowkies.

**4)** Collect report boxes from various terminii/chowkies and deliver the same to the head office/ Divisional office. Collect empty boxes from the office and return to the terminii/chowkies.

**5)** Clean buses messed up by passengers by flushing water.

**6)** Sweep the chowkies, relief shelter, booths, offices, etc.

7) Carry cash box to terminii along with Starter and carry ticket blocks from/to chowkies to/ from depot.

8) Work as Sepoy when called upon.

**3-120 Miscellaneous appointed, as Scavengers will also do the additional jobs of :**

**1)** Maintaining water closets. Lavatories, bathrooms etc. in clean condition by scrubbing, washing and cleaning with washing soda, soap nitric acid, phenyl, bleaching powder etc.

**2)** Sweeping terminus area/depot/canteen/restroom, etc.

**3)** Cleaning buses messed up by passengers.

**3-121 MALI :** he will prepare and maintain lawns and gardens in the depot /bus station/terminus premises.

**3-122 MUCCADAM :**

**1)** He will supervise the work of the Miscellaneous, Scavenging Miscellaneous staff and the Mali attached to the depot.

**2)** He will indent and draw materials required for gardening and scavenging work and will ensure that the materials are not misused or wasted.

**3)** He will recommend leave of the staff working under him.

**3-123 Senior Traffic Officer : W**hen working on line, the STO will supervise the work of ATO's and guide them in their work. He will visit the chowkies and termini in the division, observe the traffic and running of services and will make suggestions for improvement of the services. He will also attend serious accidents and floods in his division.

He will especially ensure that the ATO's check the work of the Inspectors allotted to them and regularly check the running of the routes allotted to them and put up reports for improvement.

On his rounds, STO will check all the registers, maintained at the chowkies and report discrepancies, if any. Also the Senior Traffic Officers will be directly responsible for the functioning of the Divisional Traffic Office.

The Senior Traffic Officers will also ensure that the department enquiry cases are disposed off regularly.

## 3-124 DUTIES, FUNCTIONS AND RESPONSIBILITIES OF ADMINISTRATIVE OFFICER /ASSISTANT ADMINISTRATIVE OFFICER

The Administrative Officer/ Asst.Administrative Officer in Grade A/GVIII and A/GIX posted in the Traffic Divisional Offices will be mainly responsible for assisting the Senior Traffic Officer in the entire administrative work of the Depot Traffic Office. He will be responsible for carrying out the following functions:-

1) The AO/AAO will keep in his custody the imprest cash allotted to the Traffic Divisional Office and disburse payments from the imprest cash due to casual contractors, gardener, canteen Manager, purchase of material for office use etc. as also any other items permissible under the rules in force. He will initiate Bills, Vouchers in the name of AM(Tr) for recoupment of the imprest cash disbursed by him. He will maintain the imprest cash register for this purpose.

2) He will maintain inventory of furniture in the office premises, depot premises, bus stations and chowkies within the operational jurisdiction of the depot.

3) He will arrange Joint-Shop Level Council in consultation with the Divisional Heads and forward copies of Minutes to various authorities. He will also prepare DLs and obtain reports from various authorities on various items discussed in the meeting.

4) He will prepare DLs on establishment matters, confidential DLs as regards work/conduct/attendance of staff for promotion, after obtaining orders/ instructions from the Divisional Heads, keep a track of confidential reports in respect of Badli staff re-employed on specific terms and conditions.

5) He will prepare and forward absentee memo of the Officers attached to the Depot to Sr.M.(Audit)/Dy.M.(Audit)/STK.

6) He will put up draft letters/replies to passenger's complaints/ suggestions, Line Notices/replies to Audit Queries.

7) He will authenticate salary certificates, identification notes for all kinds of payments.

He will exercise effective supervision over the clerical and administrative staff working in the Divisional Office and ensure that administrative work is efficiently and smoothly carried out in the office.

**ALLOCATION OF WORK OF DIVISONAL ADMINISTRATRIVE STAFF ARE AS UNDER :**

**1) <u>APF Table</u> :**

1. Daily receiving of APF Receipts and Cash. Preparing Office Receipts/Punching data on PC. Taking printout of statement & getting it audited the next day and deposting cash.

2. Preparing Bonus Statement at the end of every month of Bus Inspectors & Starters and taking printouts, etc.

3. Scholarship work (once in a year).

4. Financial Assistance Forms (once in a year) (`.1000/-)

5. Helping Establishment Table and any other work allotted by AOTr.

6. Allocting demerit points to Badli Staff and putting up SR's for "Strucking-Off Staff".

7. Attending to Sr.Citizens/Mentally Retarded & Physically Handicapped persons for concession facility.

8. Renewal of Licence re-imbursement thereof

9. Festival Advance to the staff.

10. Work pertaining to RTI application and sending information to the Information Officer.

**2) <u>Establishment Table</u> :**

1. Grading of Conductors/Drivers including Reduction/Restoration of Grades & also attending audit queries.

2. Sending & receiving SR's of Staff on transfers/promotions.

3. Sending ST Slips and preparation of Final Bills – issuing ID Notes to Ex.Staff and filling pension forms

4. Looking after work relating to Caste Validity Certificate.

5. Putting up SR's for promotions/Permanent Establishment, etc.\

6. Putting up records for Awards/Rewards for 7.2.5, etc. (BEST DIN).

7. Monthly Statements at the end of each month.
1. Wastage of staff i.e. retired/resignation/struck-up/dismissed.
2. 1st & 2nd Appeal Reinstatment
3. Staff restored by Court Order.

**3) Leave Table :**

1. Accepting Medical Certificates of Outdoor Staff – putting up the forms to STO, feeding the data on PC, etc.
2. Putting up proposals for "Leave without pay".
3. Preparing Long Absence Report.
4. Putting up proposals for "Attendance Chargesheet".
5. Putting up medical re-imbursement/leave regret appeals, etc.
6. Issuing Metal Badges/Buttons, Punches, etc. & Recovery Advice thereof.
7. S.R.4.4.10
8. Filing the attendance sheet with particulars of leave/absence.

**4) Chargesheet/Summary Table :**

1. Registering – a) Chargesheets, b) Summaries, c) Passenger Complaints, d) Accident Reports, e) Line Reports, f) Misc.Reports, etc.
2. Putting up and looking the abovementioned cases reports.
3. Making entries in SR's on the offence sheet and filing important papers in SR.
4. Attending to "Letter of Approach" cases and putting up papers to Legal Department.
5. Booking appeals – making entries on PC & SRs
6. Making entries of "Suspension dates".
7. Putting up statements at the end of each month.

**5) DVR Table :**

1. Punching data from Trip Cards daily.
2. Preparing of Loss of Kms. Statement.
3. Preparing of Drivers Bonus.
4. Any other work allotted by AOTr/AAOTr.

**3-125) Various Incentive Bonus Schemes of Traffic Department**

**1) INCENTIVE BONUS SCHEME FOR CONDUCTORS**

The Bus Conductors are issuing tickets and collecting the exact fares of the issued tickets from the passengers. In this process, to encourage Conductors to carry maximum numbers of passengers, they are paid incentive bonus every month. The incentive bonus scheme is based on "Ticket amount (Excluding nutrition surcharge)" collected by the Conductors in a month. For this purpose, a minimum control limit is fixed and the bonus is paid at the rate fixed by the Management, on the entire ticket amount (excluding nutrition surcharge). The minimum control limit is revised after every fare revision. For deciding the revised minimum control limit, the percent increase in the ticket amount after fare revision is analysed. The minimum control limit is increased @ `500/- for every 1% increase in ticket earning.(MCL as on April 2015 is ` 85,000/-)

For working out the incentive bonus amount, passenger load is computed to assess the workload of the conductor. The passenger load is nothing but the ratio between numbers of tickets issued by the conductor for collecting `100/- (excluding nutrition surcharge).

For passenger load up to 40, the conductor is paid incentive bonus @ `1/- for every `100/- for entire collection excluding nutrition surcharge. The maximum rate is `1.40 for every `100/- (Excluding surcharge), if the passenger load is above 100. To be eligible for getting incentive bonus, the total ticket amount collected (excluding nutrition surcharge) by the conductor, during a month has to be equal to or more than the minimum control limit.

Incentive Bonus is also paid to Conductor for bus pass checking @ 5 paise per valid bus pass check.

## 2) INCENTIVE BONUS SCHEME FOR DRIVERS

The bus drivers are required to complete the schedules trips in the scheduled time on day-to-day basis. It is the bus driver who is directly responsible for the regular operation of the buses. This further helps us to maintain the frequency of the buses, and faster passenger clearance. To encourage the bus drivers to complete the scheduled trips of his duty spells, within the prescribed time, incentive bonus is paid to them on monthly basis.

In this scheme bus drivers are allotted one point for each spell, if he completers all the scheduled trips of the particular spell in the prescribed scheduled time. As such he can earn maximum two points in a day.

To become eligible for getting incentive bonus, the bus driver has to accumulate more than 24 points in a month on his account. The rate of per point is gradually increasing and is ranged between Rs. 3.50/- to Rs.12/-.

During a month, the bus driver can get minimum of bonus of Rs.87.50/-, and maximum bonus of Rs.648/-.

## 3) Incentive Bonus Schemes applicable to the various categories of Staff members including officers.(i)Incentive Bonus Scheme for loss of Kms.

This bonus scheme is evolved in order to avoid/reduce loss of schedule kilometers by taking various measures like to keep check on absenteeism, to maintain regularity in the operation by avoiding loss of kilometers due to adverse operational conditions on roads etc. This scheme is applicable to Depot Starter, Asst. Traffic Officers, Traffic Officers, Sr. Traffic Officers and some categories of Traffic Planning and Control Dept. as well as Vigilance Squads.

The scheme is based on loss of kilometers to that of schedule kilometers. Where in rate of bonus applicable is determined on % of loss of Kilometers linked with % of schedule turnout of individual depot. The depots having loss about 10% to the schedule kilometers are not eligible for payment of incentive bonus.

**(ii) Incentive bonus scheme for Bus Inspectors/Special Inspectors**.

The work of Bus Inspector/Special Inspector includes inside, alighting checking of buses, detection of APF/OT cases, recovering of excess charges in APF/OT cases detected by other, reporting of cases pertaining to irregularities noticed during linesupervision, standing duty and other such assignment for more than two hours but other than line supervision. In this scheme points are allotted to cash category of work, which broadly classified in three parts.

1. Number of buses checked inside

2. Time engaged in other ancillary work other than line supervision.

3. Monthly collection of Excess Charges/Balance against APF/OT cases detected by him or others.

In this scheme Bus Inspector/Special Inspector is eligible for payment of Incentive bonus for minimum of 43 points, the rate of which is Rs.1/-. This rate gradually goes on increasing with the increase in eligible points to Rs.2/- for 189 pts and above for all points above 42 points.

**iii. Incentive Bonus Schemes for District Starters**

The scheme for payment of incentive bonus to District Starters is based on (1) work load in terms of points and (2) loss of kilometers. The points are allotted for the different types of work District Starter require to carry out in this working period. It includes mainly looking after buses of more than one route and other allied work related to bus operation, as also points earned for miscellaneous work and contingency of work.

The minimum amount payable to District Starter is 9% and the maximum amount payable is 39% for all working days for the loss from 0-1%. Whereas for loss between 11.1 to 12% the % of minimum payment is 2% and maximum for 226-120 points it is 24%.