

INFORMATION OF TRAFFIC DEPARTMENT

B.E.S & T UNDERTAKING.

(Information mandatory under section 4 of Chapter II of Right To Information Act, 2005)



**INFORMATION MANDATORY UNDER SECTION 4 OF CHAPTER-II OF
RIGHT TO INFORMATION ACT, 2005**

CHAPTER II : (Right to Information and obligations of Public Authorities)

4(1)(b)(i) : The particulars of its organization, function and duties :

The particulars of department :

Name of the Department	Traffic Department
Office Address	DGM(TO)'s Office, 1 st Floor, BEST Bhavan, Electric House, Colaba, Mumbai 400 001
Contact No.(Tel.)	22799861, 22799863.

The functions and duties of department :

The prime responsibility of Traffic Department is to operate buses on the assigned routes and to provide efficient and affordable transport services to the commuters of the Mumbai City suburbs and extended suburbs like Thane, Navi Mumbai and Mira Bhayandar.

4(1)(b)(ii) : The powers and duties of its officers and employees :

(1) The functions and responsibilities of the Dy.General Manager (Traffic Operations) are as under :

1. He is responsible for the maintenance of efficient and economic operations of the bus services to the commuters of Greater Mumbai.
2. He is responsible for the achievement of targets and objective set in Traffic Department.
3. He submits various administrative, statistical, confidential appraisal reports in respect of officers working under him to the Management.
4. He carries out effective checks for the maintenance of discipline at all levels.
5. He offers guidance to his immediate subordinates connected with the problems and policies.
6. He maintains liaison with the various departments connected with the functioning of his department.
7. He scrutinizes and approves plans for man-power, vehicle requirements, route proposals, passenger amenities, staff amenities, stock-items and inventory, operational schedules, etc.
8. He initiates various procedure for the smooth and efficient functioning of his departments.
9. He hears grievances from the commuters regarding the services.

10. He discusses with Union Representatives on various staff grievances and settlement thereof.

(2) **The powers and duties of Chief Manager (Traffic) :**

The Chief Traffic Manager is incharge of the activities of Ticket & Cash department, Accident Department, Claims Section, e-ticketing and commercial (NOR Cell).

1. Co-Ordinate and control the activities of the sections under his control so as to increase efficiency.
2. Keep check/supervise fleet utilisation, man-power utilisation, etc.
3. Attend important meetings with senior officials.
4. Assist Senior Officers as and when required.
5. To exercise powers delegated to DGM(TO) as and when he is on leave (Reg.No.GM/AGM(P)/L/442/54282/99 dated 13.10.1999.)
6. To conduct fatal accident panel meetings. The panel members would be CM(Tr), Dy.CM(Tr)/DM, AM(Claims), AO(Accident) and concerned officers.
7. Generating revenues through Advertisement from the outside panel and inside cover panels on BEST buses.

(3) **The powers and duties of TM(Adm)/DDM (Adm) :**

He is the overall incharge of establishment and administrative matters of Traffic Department.

1. He gives the advice, suggestion in labour/legal cases and union matters.
2. He redresses the grievances of staff viz. Conductors, Drivers, Starters, Inspectors, etc.
3. He ensures that the staff posted at depots is in order.
4. He also looks after the work of giving suitable alternate employment to the staff who are invalidated and has been advised for light duty.
5. He scrutinizes the proposals forwarded by the Depot Managers to the GM.

(4) **The powers and duties of Dy.CMTr.(Planning & Control)/TM(Planning) :**

1. The Planning Sections prepared various action plan to meet the increase demand of the passengers.

2. It is primarily responsible for the effective utilization of bus and crew scheduling route planning movement of millions of passengers.
3. Various types of cost cutting measures are taken to minimize the losses of the Undertaking especially of the Traffic Department.
4. Various type of statistical data is prepared and maintained in Planning Section.
5. The surveys are conducted to achieve economy and efficiency of services.
6. The proposal for fare revision put up by the Planning Section.
7. The Planning Section prepares a comprehensive disaster management plan to monsoon period.
8. Reservation of buses is carried out in Planning Section.

(5) The powers and duties of Dy.CMTr-South Zone :

1. He is zonal incharge of Backbay, Colaba, Central, Worli, Wadala, Anik, Dharavi, Kalakilla and pratiksha nagar . His office is at Colaba Depot.
2. He is directly responsible to the CMTr./DGM(TO) for the maintenance of efficient economic operations of the bus services to the commuters.
3. He keeps a check on the traffic operations with particular reference to effective control on the attendance and deployment of Traffic staff.
4. He keeps a check of the officers working under him and ensures effective supervision on line.
5. He also redresses the grievances of passengers, VIPs, MLAs, MLCs and Corporators.
6. He is the second appellate authority.

(6) The powers and duties of Dy.CMTr-North East Zone:

1. He is zonal incharge of Deonar, Shivaji Nagar, Ghatkopar, Kurla, Marol, Majas, Dindoshi Vikhroli and Mulund.. His office is at Kurla Depot.
2. He is directly responsible to the CMTr./DGM(TO) for the maintenance of efficient economic operations of the bus services to the commuters.
3. He keeps a check on the traffic operations with particular reference to effective control on the attendance and deployment of Traffic staff.
4. He keeps a check of the officers working under him and ensures effective supervision on line.

5. He also redresses the grievances of passengers, VIPs, MLAs, MLCs and Corporators.
6. He is the second appellate authority.

(7) **The powers and duties of Dy.CMTr-West Zone :**

1. He is zonal incharge of Bandra, S'Cruz, Oshiwara, Goregaon, Malad, Malvani, Poisar, Gorai and Magathane. His office is at Oshiwara Depot.
2. He is directly responsible to the CMTr./DGM(TO) for the maintenance of efficient economic operations of the bus services to the commuters.
3. He keeps a check on the traffic operations with particular reference to effective control on the attendance and deployment of Traffic staff.
4. He keeps a check of the officers working under him and ensures effective supervision on line.
5. He also redresses the grievances of passengers, VIPs, MLAs, MLCs and Corporators.
6. He is the second appellate authority.

(8) **The powers and duties of Depot Manager/DDM/ADM :**

1. The DM/DDM is the head of a Traffic Division and will be responsible for line operations and administration of the depots/offices within the jurisdiction of the division, as far as Traffic Department is concerned. He will be directly responsible to the CM(Tr)/DGM(TO) and will report to him on all important matters/problems/policies which require his decision/approval or on such routine work, as may be necessary. However, in emergencies requiring prompt action, he need not wait for orders from higher authorities and shall be the final authority to decide matters, as far as his division is concerned.
2. All out going correspondence/papers directed to the higher authorities and all important correspondence letters, etc. with outside agencies, such as Municipal Ward Officers, Police Officials, Unions, replies to letters from passengers, etc. are replied by him.
3. He exercises controls the work done, eliminate delays in disposal of cases and other papers, and assess whether proper action is taken in disciplinary cases and so on.
4. He plans, allocates, guides, controls and evaluate the work of subordinate officers to maintain a high level of efficiency of administration. He put up annual appraisal reports of officers working under him.

5. He associates himself with the preparation of duty schedules and allocation of work to Traffic Officers, Administrative Staff and other Line Supervisory Staff, such as Starters, Inspectors, Controllers, etc. in the division.
6. He puts up budget proposals in respect of his division and maintain budgetary control revenue/expenditure.
7. He scrutinises, appraises and forward all cases of termination of services, extension of probationary period, transfer of staff to permanent establishment, etc., put up by Senior Traffic Officers. He will also strike of the names of badlis from badli register whenever necessary.
8. He hear appeals of employees/union, arising of dismissal/discharge from service of the Undertaking for mis-conduct and all appeals in accident cases heard under charge-sheet enquiries.
9. He sanction leave of Traffic Officers working under him to the extent powers have been delegated to him.
10. He will ensure that the office routine work is carried out as per procedures laid down from time to time.

(9) The powers and duties of Senior Traffic Officer :

1. He is be primarily responsible for the entire Traffic office administration and depot management, as far as staff matters are concerned and will intimately acquaint himself with the line work within the jurisdiction of the depot. He will be assisted by the Depot Officer(Traffic) for depot management and AOTr./AAOTr. as far as the office administration of traffic is concerned. He reports to DM on all important matters, problems, policies requiring his attention/decision pertaining to the depot and will route all papers directed to the higher authorities, through him.
2. The office of the Senior Traffic Assistant will be located in the depot to which he is posted.
3. He will be responsible for the entire administrative work of the Depot Traffic Office.
4. He plans, allocates, control and supervises the work of clerical and administrative staff of the Depot Office.
5. He hold departmental enquiries (both summary and chargesheet) against scheduled and non-scheduled traffic outdoor staff, attached to the depot. He will, be assisted by Depot Officer(Traffic) in holding departmental enquiries under S.O.20(f) pertaining to overstay of leave/habitual absenteeism.
6. He periodically checks the various registers maintained in the office such as the booking register, summary trial and chargesheet cases registers, suspension register, passenger complaint register, A.P.F. register, imprest cash register, etc. and ensue that no delays occur in booking of cases, that the punishments are imposed, that accounts of imprest cash/A.P.F. are correctly maintained and so on.

7. He certify and sanction standard increments of salaries/wages in respect of scheduled and no- scheduled employees respectively working under him.
8. He will attend to and dispose of, all administrative work of the depot such as replies to passengers (routine letters only) recommending of P.F. and Loan Forms, Scholarships to the children of traffic staff, scrutiny and forwarding of various routine statements both pertaining to operations and administrative work.
9. He will sanction monetary assistance to scheduled and non-scheduled employees working under him, suffering from T.B. Pulmonary as well as non-pulmonary and wasting diseases mentioned in appendix "A" to S.R.4.4.10, as permissible under the said service regulations.

(10) The powers and duties of Traffic Officer :

1. Each depot will have two Traffic Officers to look after the depot management and will be designated as Traffic Officer (Depot).
2. The Traffic Officer (Depot) is entrusted with the direct management of the depot – traffic operations - and will be functionally responsible to the DM/DDM in respect of operational matters and to Senior Traffic Officer in respect of staff matters. All papers.cases/reports directed to higher officer will be routed by him through the Senior Traffic Officer.
3. His office will be in the depot to which he will be posted.
4. The Traffic Officer (Depot) will be responsible for traffic operations those originate in the depot, such as turning out of buses, deployment of relief crew, stabling of buses, etc. Being a man on-the-spot, he will supervise the field operation in the depot and ensure that buses are turned out in time, that proper destination/route signs are displayed on buses; that buses are in a clean condition; that reliefs are sent from depot to the terminus in time; that buses are allocated by Transportation Engineering Department as per schedule and so on. He will check the depot operations daily and take immediate action to correct the imbalance, if any.
5. He allocate duties and work to Starters working in the depot and check their work regularly.
6. He will check and ensure that the various operational registers maintained in the depot, such as attendance registers, summary registers, badli registers, stand-off slip registers, daily earning register, staff utilisation register, routewise earning register, various action plan register are maintained in the depot.
7. He associate himself with the rational preparation of duty boards, viable units and ensure that the fixed duties are assigned to traffic outdoor staff as per procedure laid down in this respect and supervise the work thereof.
8. He sanction leave - casual/privilege - to the traffic outdoor staff to the extent to which powers have been delegated to him.

(11) The powers and duties of Assistant Traffic Officer :

1. Assistant Traffic Officer is forms a very vital link between Management and operating staff. Through him, policies, programmes and decisions of Management are communicated downward.
2. Various types of checking are carried out by Assistant Traffic Officer viz. ticket-checking at stops and in buses with the help of an Inspector or two. He will also pay attention to leakage of revenue, skipping of bus stops, correct display of destination boards, proper uniforms of staff, excess traveling of staff and police personnel and other irregularities
3. A separate checking sheet will be filled in by the Inspectors for the special checking and report of irregularities detected during the special checking will be submitted by the Inspectors with him.
4. The Assistant Traffic Officer will note down the particulars, viz. time of checking, number of buses checked, places visited and the number of reports submitted type-wise, for incorporation in his daily reports form. The Assistant Traffic Officer will sign the checking sheet and will also put thereon the time he relieves the Inspectors.
5. ATO will report on duty and off duty inform to Traffic Control on Telephone.
6. Any other duties assigned to him by superiors.

(12) The powers and duties of Ag. STO[Adm]

1. He looks after the establishment, Lost Property and General Section.
2. He deals with promotional matters of outdoor staff
3. Matters relating to Badli Staff appointment, transfer to permanent establishment, confirmation, seniority, promotions, etc. of Outdoor Staff.
4. Promotion/Transfer/Posting of Clerical staff, AAOTr./AOTr., Sepoys, etc.
5. Superannuation of staff and deputation of officers.
6. Prepare proposal under S.R. 7.2.4 (ii) & 7.3.2 .,etc.
7. General Section deals with budget preparation of Traffic Department.
8. Maintenance of office furnitures, equipments & Inventory of Traffic Department.
9. Engagement of widows of ex-employees for Cleaning & Sweeping Lavatory Blocks, etc. at Depots.
10. He also maintain the Circulars, Line Notices, Important Correspondence in the Filing Section.

11. APF and Imprest Cash is maintained at Traffic Head Office.
12. The Stationery items, printed or resographed and made available to 25 Depots.
13. S.O.28 complaints are forwarded to AM(Tr) for holding enquiries.
14. RFID Card data feeding of Traffic, Ticket & Cash, Accident Departments, etc.

(13) The powers and duties of AOTr(General) Traffic H.O. :

1. Looking after the administration work of General Section.
2. Putting up proposals to higher authorities for obtaining Managements' sanction.
3. Supervision and control over the staff working under him.

1. Supervisor (General) :

1. To see the repairs and maintenance scrapping and replacement of office furniture and equipment.
2. To maintain Annual/Biennial maintenance contract of various machine.
3. To collect Flag Day amount from all Departments of the Undertaking.
4. Procurement of consumable items.
5. To initiate proposal of brief case issue to 'A' Grade Officers.

2. Despatch Section Clerk : -

Despatch received from other Departments and Traffic Divisional Offices are sort out and send to concerned Department and Traffic Divisional Offices.

3. Sub Section (Complaint Table) Clerk :

1. Entries of SR files received for personal promotion of Driver/Conductor from Divisions and Personnel Department.
2. Entries of passenger complaints.
3. To submit monthly/quarterly statement of disposal of Appeal, Passenger complaint letter of VIP and others.
4. Preparing card of students below 12 years.

4. Budget Section AAOTr.(P) and Supervisor (P) :

1. Preparation of Capital, Revenue and Motor Vehicle Budget.
2. Furniture/minor civil work proposals.
4. Deputation proposal/bill and other miscellaneous work.
5. Celebration of BEST DIN and related work.
6. Depots Computerisation work.
7. Obtaining Managements' sanction for procurement of Computer Hardware, Air Conditioners, Coolers, Water Purifiers, etc.

5. Supervisor (Stop & Shelter) :

1. Payment of electric bills of Depots, Bus Terminus, Bus Stations to Reliance Energy and MSEB.
2. Payment of Ground Rent, way Leave Fees, Property Tax, Water Charges to MCGM, MBPT and Rly etc.
3. Preparation of Capital Budget for Civil work.
4. Renewal of agreement with Salt Authority of India and registration certificate of Undertaking under MTW Act 1961.
5. Recovery of bills pertains to Police Personnels, MIA and VIP Car Drivers of MCGM for providing free travelling facility on BEST Buses.
6. Sending proposal to Bldg. Department for Shifting of Stop/Shelter and all related work.

6. Typing Section (Clerk/Typist, Stenographers - English & Marathi) :

1. To type letters/draft duly approved by Traffic Officers and other papers in Marathi/English.
2. To type dictation of Chargesheet Cases, Appeals, etc. conducted in the Divisional Traffic Office.

7. APF Section Supervisor :

1. To keep/maintain Imprest Cash of Traffic H.O.
2. To prepare bills for reimbursement of expenses.
3. To inform divisional traffic office about recoupment of their bills

4. To receive/make entry of bills collected from Cash Department duly audited and ready for payment.
5. To collect Telephone, xerox, and miscellaneous bills against voucher of Bus Conductor from C.C.R. and prepare summary headwise.
6. Place of order of printing of APF Receipt Books, Line Receipt Books. Depot Receipt Books as per requirement and keep record of the same.

8. Supervisor (P) – Posting of Widows of Staff :

1. Posting of Widows for the work of Cleaning of Lavatory Block & topping of radiators.
2. Issuing Contract Letter & I/Card every year.
3. Compiling the information of PF/ESIS deducted from their salaries by the depot and sending to PF Dept.
4. Compiling and sending information of Incentive Bonus to EDP Dept.

9. Filing Section Supervisor (P) :

1. To files papers and maintain record.
2. To issue Line Notice, Circular
3. To furnish information required by Traffic Divisional Officer or Department.

10. Stationary Section AAOTr.(P) :

1. To procure stationery for Traffic Divisional Office.
2. To initiate purchase order for management approval.
3. Distribution of stationery to all divisions as per their requirement.
4. Issue of Press Note/Circular School Concession.
5. Other miscellaneous work

(14) The powers and duties of AAOTr(Lost Property Section) Traffic H.O. :

AAOTr. supervises and control the working of Lost Property received from depots and ensures that proper entries are made in the Registers and kept in safe custody.

Supervisor (Lost Property Section) :

1. To receive Lost Property items forwarded by divisional offices.

2. To keep record of all Lost Property.
3. To handover the lost property to concerned person by charging certain amount after verification/Identification of the claimant.
4. To send lost property to Oshiwara scrap yard after one month.
5. To deposit cash/currency/Gold/Silver in Cash Department.
6. To issue letter of appreciation to concerned Traffic Outdoor staff.
7. To inform the person who has lost the material if evidence is available.
8. To keep record of Mobiles received and send unclaimed Mobiles to Oshiwara Scrap Yard after obtaining Management's sanction for further disposal.

(15) The powers and duties of AOTr./AAOTr.(Adm) :

He is personal assistant to DGM(TO).

(16) The powers and duties of AAOTr. (Establishment) Traffic H.O. :

He is responsible for the efficient functioning of the Establishment Section comprising of all establishment matters such as appointments/re-appointments of the new staff, recruitment of Bus Miscellaneous staff, seniority matters, promotion of Conductors, Drivers, Inspectors, Special Inspectors, Writers, etc. transfer of Inspectors to Starters on medical grounds, training of bus/car driving for Asstt. Traffic Officers, maintenance of superannuation Register and issuing superannuation notices, prompt disposal of Final Dues Bill of the separated staff, fixation of salaries on revision of pay scales etc. under him. He will thus assist AOTr/AM(Tr) in all establishment matters right from the stage of recruitment of Conductors, Drivers and Bus Miscellaneous staff to the promotion of the Traffic Outdoor Staff and all allied matters.

1. Caste Verification Clerk :

1. Counseling of staff and guiding them and explaining the procedure for obtaining Validity of Caste Certificate.
2. Sending proposals to various Caste Committees.
3. Putting up proposal in cases of Caste Certificate received from Committee is in valid and sending them to depots for terminating his services.
4. Maintaining the files of GRs received from Government.

2. Supervisor (P) Maintaining Seniority of Conductors and Drivers, etc. :

1. Updating the seniority list of Conductors, Drivers, Inspectors, etc.
2. Putting up proposals for approval in case of seniority disputes.

3. Supervisor (P) – Promotion :

1. Promotion of Conductors and Drivers to the post of Inspector, Spl.Inspectors, Writers, ATOs, etc.
2. Maintaining Roaster.
3. Filling in posts due to vacancies/creation after scrutinizing the Service Record Files.
4. Obtaining sanction to fill up the posts.

4. Supervisor (P) – Posting of Clerk/Officers :

1. He prepares the statement of wastage of staff and send it to Personnel for filling in the vacancies.
2. Keeps a record of the posting of Clerks/Officers/Supervisors in various depots and Head Office.
3. Sending/Taking over of duties/advices to Personnel Dept.
4. Preparation of Establishment Schedule.

5. Clerk - Badli Staff/Alternate Employment :

1. Putting up proposals of transfer of Badli Staff to the permanent establishment as and when vacancies arises and subject to receipt of validity of caste and medical fitness.
2. Scrutiny of Badli Records.
2. Following up Personnel Department for medical fitness.
4. Putting up proposal for giving Alternate Employment.

6. Clerk – Confirmation. :

1. Scrutinising the SR files of Conductors and Drivers on completion of probation period of six months.
2. Extending the probation period in case of unsatisfactory record.
3. Putting proposal for confirming in case of satisfactory record of staff

7. Supervisor - RFID :

1. Putting up proposal for obtaining sanction for procurement of Metal Badges, Whistle and distribution to different depots as per requirement.
2. Compilation of advices received of disciplinary action taking against staff and submitted the same to DGM(TO).
3. Maintaining record of RFID Cards issued to staff, retirees, etc.

8. Clerk - Miscellaneous work. :

1. Data feeding of RFID Cards.
2. Sending and receiving e-mails to depots and other authorities.
3. Related works of Drivers failed in Vision Test
4. All other works entrusted to him by the superiors.

9. Supervisor (P) - Superannation Notice, ACR, etc. :

1. Preparing and sending Superannation Notices to Staff.
2. Sending Annual Confidential Reports to the concerned authorities and collecting them and forward the same to Personnel Dept.
3. Putting up of proposals of Deputation to CIRT, etc.
4. Preparation of Service Certificate and termination slips.

10. Supervisor (P) – Absentee Memos of Officers, etc. :

1. Preparation of Absentee Memos of 'A' Grade Officers.
2. Booking of Appeals received under RTI Act 2005
3. Sending advice for payment of allowance to field officers ('B' Grade Officers).
4. Sending monthly attendance of Staff to Time Keeping Dept.
5. Making entries of Leave Forms, etc.
6. Putting of proposal for sanction of Acting Allowance.

11. Supervisor (P) - Personal Promotion :

1. Scrutiny of proposal received from depots of Conductors and Drivers, etc. and putting up the same for sanction.
2. Giving memos to Staff found not eligible.
3. Preparing advices to make payment of staff found eligible for Personal promotion.

12. Supervisor (P) - Final Bill :

1. Preparation of Final Bills, Gratuity, PF of administrative staff on receipt of termination slip.
2. Issue of Identification Note.
3. Making entries in register of staff separated due to retirement, resignation, etc.

(17) The powers and duties of AOTr./AAOTr. (Depots) :

1. Looking after the administrative work of concerned depot.
2. Maintaining the Imprest Cash Register and get it audited.
3. Scrutiny of proposals to be put up to Management for their sanction.
4. Supervision and control over the Clerks & Supervisors under his control.
5. Making payment of widows.
6. Preparing Bill Vouchers.
7. All other work assigned to him from time to time by the superiors.

1. Supervisor :

1. Maintaining the record of APF collection & depositing the cash in Ticket & Cash Dept.
2. Putting up proposals of Rewards/Awards to Outdoor Staff.
3. Sending advices to EDPM for payment of Festival Advance.
3. Issue of passes to Senior Citizen, Handicap, etc.
.All other work assigned to him from time to time by the superiors.

2. Establishment Clerk :

1. Maintaining Records of Badli Staff and Outdoor Staff.
2. Issue of RFID Cards.
3. Grant of Increment to outdoor Staff viz. Conductors and Drivers.
4. Preparation of Final Bills.
5. Ensuring that Caste Certificates submitted are validated or proposals are submitted.
6. All other work assigned to him from time to time by the superiors.

3) Leave Clerk :

1. Scrutiny of LTA and Encashment application of Outdoor Staff.
2. Maintaining the attendance of Traffic Outdoor Staff.
3. Putting up cases for Chargesheet of Bad Attendance.
4. Collecting Sick Certificate and sending it to Medical Department.
5. Putting up extraordinary leave form of staff suffering from disease under S.R.4.4.10
6. Sending advices to Time Keeping Department for taking entries of Leave and make payment accordingly.
7. All other work assigned to him from time to time by the superiors.

4) Chargesheet Clerk :

1. Booking the Chargesheet cases and maintaining the register.
2. Putting up draft for approval of Chargesheet prepared.
3. Intimation to staff and all concerned to attend the case.
4. To prepared monthly statement of Chargesheet.
5. Maintaining the Appeal Register and booking the Appeals.
6. Booking the summary cases and maintaining Register.

5) Despatch Clerk

1. Sending papers to all departments/depots and also receiving the papers.

2. Making entries in the Register of SR files.
3. All other work assigned to him from time to time by the superiors.

6) DVR Clerk

1. Prepared the DVR.

7) Killage Writers

1. To arrange Trip Cards Routewise and datewise.
2. To verify the Trip timings as per schedule.
3. While screening the trip cards data reasons to be found out in case of short trips and lost trips.
4. To verify the running and kilometers of buses in respect of reserved and extra buses run in special cases.
5. To work out the kilometers of the buses.

(18) Duties of Jamadar/Sepoy :

1. Dusts & cleans furniture in Department.
2. Delivers letters/files to other departments or to Clerks as required.
3. Loads, unloads dispatch bags in the Office.
4. Taking out Services Records from the racks as required by the Officers and Office Staff and at the end of the day keeping them in the racks according to the chronological/numerical order.
5. To attend to Officers as and when required.
6. To carry out miscellaneous work as directed by the Officers.
7. To open line report box and take out line reports and cash, if any, in presence of APF Supervisors.
8. Stamping of incoming letters.
9. To file medical certificates, regretted leave forms, sanctioned PL forms and other correspondence in the Service Records of concerned staff.
10. To attend the call bells of officers and staff.

(19) Duties Bus Controller

The main duty of a Bus Controller is to check and supervise the work of the staff working under him viz. Depot Starters, Special Inspectors, Inspectors, District Starters (whose duty lists are enclosed), Scavengers and Miscellaneous Staff.

1) IN DEPOT :

- i) Controllers will generally work in two shifts - A.M. & P.M.
- ii) The Controller will report to the Depot at a fixed time and immediately ring up Traffic Control and thereafter remain in constant contact with Traffic Control, say every one hour.
- iii) He will supervise, if in the morning duty, the turning out of buses and if in the night duty, the stabling of buses. He will check up the staff and turning out position. In case of heavy absenteeism of staff and if no staff is available in other Depots, he should contact Depot Officer and/or Traffic Officer and obtain instructions as to which buses should be detained and which should be turned out with a view to spread over non-turn out of buses on various routes.
- iv) He must check up books maintained by the Depot Starters to especially ascertain that no favouritism is shown.
- v) He will take charge of papers received from Head Office/Divisional Offices such as Line Notices, Circulars, New Schedules, Calling Slips etc. for Circulations to staff working at various chowkies.
- vi) Before leaving Depot he will check up whether Starters have taken charge of the chowkey change and that the Miscellaneous staff have delivered Ticket Blocks to various chowkies.
- vii) Allocation of duties to Spl.Inspectors/Inspectors/Starters/Bus Miscellaneous/Scavengers will be the responsibility of controller.
- viii) He will check up attendance of all the staff and make immediate and necessary arrangements in case of absenteeism. Except in emergencies, the seniormost staff shall be posted as replacement to carry out the duties of the senior category of staff.
- ix) Likewise , he will scrutinise the leave applications of the aforesaid staff, recommend leave and made arrangements for replacement.

2 ONLINE :

- i) He should visit the Bus Stations and as many chowkies as possible within his jurisdiction every day but definitely not less than 50% of the Chowkies and sign the "Visit Books". Whilst on his round to the Chowkies, he shall mark the attendance of the staff on duty and in case of chowkies which he is not able to visit mark the attendance over the telephone.
- ii) He will check on the regularity of the services and scrutinise the Starters Records and see that the arrivals and departures of buses are correctly shown and short trips

correctly given. Wherever necessary, he will arrange to reduce the gaps in services and arrange extra buses when required to clear the traffic.

- iii) It will be the responsibility of the Bus Controllers to check up that the material used for cleaning chowkies and Bus Stations and other articles in use such as water cans, storage drums, water hoses, hurricane lanterns etc. are indented from time to time and arrange replacement wherever necessary.
- iv) He will check the cleanliness of the Bus Stations and chowkies and see that the Miscellaneous staff are performing their duties properly.
- v) He will check the Telephone Registers periodically and also arrange to replace Telephone Books every month as per the instructions. He should also check up the Telephone instruments and Directory and report any irregularities.
- vi) He will check up that all the water topping points are manned by the Miscellaneous Staff and make immediate arrangements in case of absenteeism.
- vii) When on Standing Duty as per the instructions, he will maintain proper queues and see that the off-duty staff travelling on buses alight at the Stops when passengers are boarding and/or alighting.
- viii) In the event of floods etc. he will arrange to divert the buses as per the instructions and submit proper report. He will arrange Standing Duty men at important places to guide the bus drivers and passengers in the event of diversions and/or suspension of services as a result of road repairs, processions meetings etc.
- ix) He will check up the various Registers maintain at the Chowkies, especially the Registers of Stock of Fare Tables, Guides, Ticket Blocks, Ticket Memos and ascertain that there is sufficient stock of these items and that the same are replenished from time to time.
- x) He will note down any complaint/suggestion made by the travelling public and forward the same to his Divisional Head.
- xi) He should also try to engage the passengers in conversation with a view to finding out their difficulties. He should give the passengers the knowledge that the BEST is out to serve them at all times.

3. ACCIDENTS :

- i) He will attend the scene of all accidents involving Undertaking's Vehicles and make enquires, submit reports, attend Police Stations for giving statement wherever necessary and remove the injured persons to the Hospital and perform other incidental task wherever required.
- ii) He will also arrange to see that the buses are not unduly detained on account of accidents and try to clear the line as early as possible.

4. SUBMISSION OF REPORTS :

- i) He will fill up and submit the controllers' Report form to the Divisional Head. These reports should be complete in all respects.
- ii) He will fill up the Attendance Reports of Bus Supervisory and Miscellaneous staff to be submitted to the Time Keeping Department properly in all respects especially the details regarding 'acting' duty.
- iii) He will collect detention of buses from all termini and fill up detention report accordingly.
- iv) He will submit a summary of Telephone calls put through each telephone once a month (separately for register maintained police)

5. GENERAL :

He will carry out any other duty assigned to him by the Divisional Head.

(20) Power & Duties of Head Instructor Driver (HID) :

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

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

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

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

(21) Power & Duties of Head Depot Starter :

1. Allocates Conductors and Drivers to various Depots as per scheduled requirements whenever there is a change in scheduled service turnout of vehicles.
2. Compiles daily and weekly statements showing depot-wise turnout and conductor/driver utilization position.
3. Check shortage / excess of staff requirement at depots.

4. Keeps record of applications of Conductors and Drivers for change of Depots, lists, applications in the chronological order of their dates and arranges for transfers with prior approval of Traffic Manager.
5. Visits Depots every day and ascertains from Depot Starter about the staff position and service turnout.

Source of Supervision : STO(Control)

Work Procedure : Takes instructions from Statistical Officer (Traffic) about scheduled service turnout of various Bus Depots and allocates conductors and drivers to various Depots taking into account the duty requirements and specified provision to cover leave reserve. Compiles service turnout and staff position returns from the data furnished by Depot Starters. Re-allocates the staff between the Depots whenever necessary ensuring that junior most staff is transferred.

Supervisor's comments : Supervisor concurs with the duties listed above.

(22) Powers & Duties of Spl.Inspector :

1. Checking

- i They performing coupling duty and in the whole Division, there is an element of surprise in their checking.
- ii They check all tickets issued and ensure that they are issued in accordance with the Fare Table and detect passengers over travelling or avoiding payment of fare and fraudulent practices on the part of the conductor like receiving fare and not issuing tickets etc.
- iii They must ensure that Off duty staff travelling on the buses do not in any way inconvenience the travelling public.
- iv They check the uniforms of the staff and see that at all times they are properly dressed in accordance with the instructions issued. Staff contravening these instructions should be forthwith reported.
- v They check the Destination and/or Route Indicator of the buses. If they are in working conditions and not displayed, the conductor/driver must be reported.
- vi They perform all ancillary duties viz. issuing credit slips, levying excess charge, checking the bag in cheating cases etc.

2. **ACCIDENTS:**

- i. They attend the scene of all the accidents involving Undertaking's vehicle and make full and detailed enquiries, submit reports, attend Police Stations for giving statements, remove the injured persons to the hospitals and performs other incidental task wherever required.
- ii They arrange to see that the buses are not unduly detained on account of the accidents and try to clear the line as early as possible. They shall keep in constant touch with the Accident Officers and obtain orders from them.
- iii They report any damage caused to the Undertaking's property vehicles, etc. as a result of accidents, collisions etc. They shall report loss and/or theft of the Undertaking's property and take instructions from the Accident Officers and act accordingly.

(23) **Powers & Duties of Driver Teachers (DT) :**

Driver Teachers train various practical aspects of driving on different types of buses and impart training as per the training programme to newly recruited candidate B. Drs, Trains

Officers/Engg Staff to drive buses, checks driving habits of B. Drs on line during his 8 hrs duty, he has to check 28 B. Drs. & submit reports of bad driving habits if any.

(24) **Powers & Duties of Driver Supervisors (DS) :**

DS checks driving habits of B. Drs, in his hrs. duty, he has to check 28 B. Drs. & submit reports of bad driving habits. In the exigencies he will also carry-out duties of DTs regarding driving training.

(25) **Powers & Duties of Inspectors :**

The main duties and functions of an Inspector consist in checking and supervising the work of conductors and drivers. He is also supposed to check the work of Starters and Miscellaneous staff working in his section.

1. **CHECKING :**

- i When on morning duty the Inspector should catch the first bus and check it upto the terminus and see that the chowkies in his section are open and the Starters are on duty. If any Starter is absent he should inform the Depot Officer and perform the Starter's duty until a Starter is arranged. While on late night check, he should check the last bus and check it upto the terminating point in his section. If the last bus has not arrived at any terminus he should make arrangements for a bus and should not go off the duty till the last bus has left the terminus.
- ii He must check all tickets issued and ensure that they are issued in accordance with the fare table and detect passengers overtravelling or avoiding payment of fare and fraudulent practices on the part of the conductor like receiving fare and not issuing tickets etc.

- iii He must check the uniforms of the staff and see that at all times they are properly dressed in accordance with the instructions issued. Staff contravening these instructions should be instructed and then if no improvement shown-reported
- iv He must at all times check the Destination and/or Route Indicator of the buses. If they are in working condition and not displayed, the conductor must be reported.
- v He must render all assistance to the traveling public, especially the blind, old and infirm people, the women and children.
- vi He shall perform all ancillary duties viz. issuing credit slips, levying excess charge, checking the bag in cheating cases etc.

2. SUPERVISION OF LINE :

- i. He shall visit the Bus Stations and all chowkies in his section and sign the 'Visit Books'. Whilst on his round to the chowkies, he shall check the Starters' Records, arrival and departure timings of buses and ensure that the short trips are correctly given.
- ii He shall check on the irregularity of the services and wherever possible arrange to reduce the gaps in services by arranging extra buses when required to clear the traffic.
- iii. In the event of floods, etc. he must try to divert buses as per instructions. He shall arrange standing duty men at important points to guide the drivers and the passengers in the event of diversions and suspension of services as a result of road repairs processions, meetings etc.

3. ACCIDENT:

- i He shall attend the scene of all the accidents involving Undertaking's vehicles and make full and detailed enquiries, submit reports, attend Police Stations for giving statements, remove the injured persons to the hospitals and perform other incidental task wherever required.
- ii. He shall arrange to see that the buses are not unduly detained on account of the accidents and try to clear the line as early as possible. He shall keep in constant touch with the Accident Officers and obtain orders from them.
- iii He shall report any damage caused to the Undertaking's property, vehicles, etc. as a result of accidents, collisions etc. He shall report any loss or theft of the Undertaking's property and take instructions from the Accident Officers and act accordingly.

(26) Powers and Duties of Starter.

1. The Conductor will report to his Book Starter at his calling time, with Time Card and Ticket Memo, who will (i) enter the arrival time and the next day's calling time on the attendance card. (ii) affix his initials thereto.

2. Assign him his duty by entering his number on the posting register on Computer. (i) enter the route (s)/serial(s) for both the shifts on the ticket memo (ii) indicate the turning out time and destination in case the bus is to be turned out from Depot. (iii) indicate the I shift relief point/and II shift relief time and relief point, if the conductor is sent on line to give relief. He should indicate the readiness period if any on the ticket memo/place 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 Rs.1/- on the ticket memo in the column provided and sign it, (v) in case the conductor has not personal cash in excess of Rs.1/- the Starter will draw a line across the column provided and will sign it over his destination and number legibly.

3 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. and (iv) will sign in the column provided (iv) The readiness time if any.

4. If a bus (particular route/serials) is not turned out due to shortage of staff, the Book Starter will ensure that, arrangements are made to send the bus to the terminus in good time, so that the staff who are to give relief to the not-out serial at the terminus are not wasted. He will arrange to send the bus with the staff going to the terminus for relief. If such a staff is not available, he will make enquiries with the Engineering Department whether the bus could be sent to the relief point with an Engineering Staff. If no arrangements could be made by the Engineering Department, the relief (District) Starter will be contacted and the relief crew called to the depot to turn out the bus from the depot.

5. If it is not possible for the Starter to send relief in time due to shortage of staff, he will inform the Starter at the terminus concerned accordingly, so that, he can adjust the departures of the preceeding and succeeding serials so as to reduce gaps in service. In case he sends the reliefs late, he will inform the Starter about this and also the time the reliefs are sent.

6 Midway reliefs: The Starter will give preference to midway reliefs. In case he anticipates that, the staff will not be available for midway reliefs he will, if feasible, inform the terminus Starter concerned to book the bus up to the relief point. He will also contact the relief Starter and inform him as above. If later on, he gets the staff and sends them in time, he will inform the Relief Starter concerned.

7. 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.

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

9. In case staff takes ill on duty, the Book Starter will also make an entry to that effect on their time cards/attendance Cards, so that they are not resumed duty without the resume duty slip from the office.

10. Recalling Staff : If there is excess staff at a particular time, he will inform 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.

11. Any other work duties : 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 are 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. The Starter will intimate the Terminus Starter the numbers of such "readiness" staff and the time of their readiness duty. In case such duties are not allotted as fixed duties the staff may be recalled for second shift as per requirement. Readiness time should be written on Ticket Memo of Conductor/Time Card of Driver.

12. In the event of excess/shortage of staff, the Starter will immediately contact his counter part at other depots and call for or arrange to book excess staff, according to their respective requirements. The Starter will keep in constant contact with the staff control to ensure that excess staff immediately utilized wherever required.

(27) Duties & Responsibilities of Bus Miscellaneous/Scavengers :

1. To help Clerks/Supervisors to collect Office correspondence papers and Lost Property articles from Depot Starter to and to send to Traffic H.O.
2. To affix inward stamp and to segregate official correspondence.
3. To take the dispatch papers to concerned departments/sections and bus chowkey.
4. To collect suggestion/complaint box provided in bus terminii/bus chowkey and to take them at the H.O./Divisional Traffic Office.
5. To work as a Sepoy whenever required.
6. To fill drinking water and radiator topping at bus terminii and depot.
7. Carry out the work of vomit, cleaning in the bus.
8. Sweeping of bus chowkey, bus station, office premises, etc.
9. To take the cash boxes, ticket blocks at last bus terminii alongwith Starter.
10. Cleaning and washing premises and sweeping of all bus station, yard, canteen, rest room, chowkey.

(28) Duties and Responsibilities of Malis

He is required to do the entire work pertaining to gardening such as planting, watering, using fertilizer, spraying insecticides, trimming of trees etc. for which he is provided with necessary tools like sickle, scissors, scoop hoe etc.

One Mali in Traffic Department is required to carry the job of Gardening of two/three depots in a week.

(29) Duties and Responsibilities of Conductor :

1. Issuing bus tickets to the passengers by collecting legal fare. 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.
2. Assist the passengers to alight as their expected destination
3. Render all assistance to the traveling public such as Blind, Handicapped, Senior Citizens, Ladies, Children, while on duty.
4. Checking of Smart Card bus pass and other bus passes of all passengers.
5. The Bus Conductor will ensure that the bus is halted at all scheduled 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 stops. In case a passenger has to alight at the next stop, which is a request stop, the Conductor will signal to the Driver by giving a single bell sufficiently in advance.
6. 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 stops, the Conductor will do so without fail.
7. 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.
8. Conductors to make 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.
9. While the bus is in service and if any suspected 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.
10. 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 routs and/or by the next serial of the same route. Passengers of a defective bus will 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.
11. **Minor Collisions**: In case of minor collisions, a bus will not be detained. The Conductor will note down all the relevant particulars 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.
12. **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 an Inspector arrives on the spot, the Conductor will furnish him all the details alongwith the witness slips collected by him.

13. **The injury cases** : The Conductor will arrange to remove the injured person to the hospital immediately 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 to the Inspector alongwith other details.

(30) **Duties and Responsibilities of Driver** :

1. 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.
2. 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. 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 from the conductor.
4. 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.
5. While driving a bus, a Driver will observe all the Traffic Rules.
- 6 The Driver will inculcate in him good driving habits, so as to make the journey of his passengers safe and comfortable.
7. A Driver will halt his bus at a request stop when a passenger signals him to stop or when a conductor gives a single bell indicating a passenger is to alight.
8. Buses will not be detained on line for minor defects and report should be made to the Engineering Dept. at the time of stabling.
9. Buses will not be moved in case of any defect / damage. However, a message should be given to the Bus Control to arrange for a line mechanic.
10. In case of CNG leakage Bus Driver has to take precautionary measures as follows –
 - a) Bus Driver will switch off the main switch.
 - b) He will switch off the starting switch & get down from the bus.
 - c) 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.
 - d) Then Bus Driver will switch off the main switch of all cylinders (Red Colour Switch) & will give CNG-Fire/Leakage message to Bus Control.
 - e) 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.
11. 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.

POWER & DUTIES OF ASSISTANT ADMINISTRATIVE MANAGER (CLAIMS)

He is overall in-charge of the Claims Section of the Traffic department of the BEST Undertaking. The Claims Section deals with the Claims against the BEST Undertaking filed by outside parties before the MACT for compensation on account of personal/fatal accident wherein the buses/vehicles of the Undertaking are involved. The Claims Section also deals with the claims of the Undertaking filed against the outside parties for compensation for damage to the vehicle/property of the Undertaking, due to accident caused by their vehicles & vice-versa. The following are the duties and responsibilities of A. A.M.(Claims).

1. He is overall in charge of the Claims Section assisted by two Administrative Officers(Accident).
2. To keep track of applications/summons received from the Registrar of the MACT and to take time bound action for forwarding the same to the Solicitors, Courts, advocates, legal department etc.
3. Make correspondence with Claimants, Solicitors, Retainer advocates reply to outside parties, advocates etc.
4. To prepare and file claims against third party and insurance companies for the damages to the vehicles/ property of Undertaking.
5. To check and sign the application, affidavit, written statements to be filed before MACT.
6. He has to put up proposals to the Management regarding Without Prejudice Discussion, to be held for settlement of Claims before Lok Adalat, Conciliation, Mediation authorities.
7. He has to attend the Without Prejudice Discussion held in the office of MACT with the solicitors of Undertaking and advocate of applicant.
8. He has to attend Third Party Claim Panel meetings for out of Court settlement of Claims for damage to vehicles/property due to accident wherein the buses/vehicles of the Undertaking are involved.
9. He has to attend the meeting called by CM(Tr.), AGM(L), GM for discussing the issues involved in accepting/challenging the Award/ settlement of claims.
10. He has to attend Fatal panel meeting called by CM(Tr) with DY.CM(Tr),DM & TO(Accident) Zonal
11. He has to attend Lok Nyayalaya, Conciliation, Courts in the MACT matters.
12. He has to brief the counsels of the Undertaking for appeal filed against the Order of MACT.
13. He is also required to attend the High Court during the proceedings.
14. To look after all establishment matters pertaining to Claims Section.
15. He has to supervise and control the work of all Officers/Staff posted to work under him.

Duties & Responsibilities OF Administrative Officer Accident (MACT)

(AG-IX)

1. Supervision over clerical, inspectorial staff and carry out office routine work of MACT section.
2. To attend MACT Courts, Solicitors firm in connection with MACT matters.
3. To put up MACT matter for Without Prejudice Discussion, Lok Nyayayalaya, Conciliation.
4. To prepare the drafts in connection with the correspondence to be made to the claimant, solicitors, outside parties and Advocates as far as MACT matters are concerned.
5. To prepare draft notes to be put up for Managements approval.
6. To put up the draft Committee notes for the approval regarding the settlement arrived at after holding the discussion with applicant, advocate and the settlement suggested by the M.A.C. Tribunal.
7. After the approval of the BEST Committee he has to take further necessary action regarding payment of the said MACT cases.
8. To scrutinize Award/Judgments and put up draft note for approval of Management,
9. He has to carry out any other work assigned by AAM(CL).

Duties & Responsibilities of Administrative Officer Accident(Claims) (AG-IX)

1. He has to supervise the work of supervisor (P), Special Inspector and Inspector attached to claim Section.
2. He has to study the various line reports/received from Traffic/Supply/Building department and decide what action to be taken in respect of such line reports.
3. He has to verify the claims register/MACT register pertaining to the claims filed by the Undertaking against outside party and claims against Undertaking by outside parties.
4. He has to make correspondence with the owner of the vehicle/Insurance Company/RTO Officers and to obtain required information.
5. He has to obtain estimate of cost of damaged from the concerned department of the Undertaking in order to file the claims.
6. He has to attend MACT Court, Solicitors firm in connection with the work of Claims Section.

7. He has to visit various Insurance Companies/RTO offices/owner of the vehicle regarding recovery of claims.
8. He has to allocate the work to the Spl. Inspector/Inspector attached to Claims Section and keep periodical check on their work.
9. He has to carry out any other work assigned by AAM(CL).

DUTIES & RESPONSIBILITIES CARRIED OUT BY INSPECTOR

- 1) He has to contact the owner of the vehicle/insurance company and has to deliver Undertaking's claim letter.
- 2) He has to collect/verify various documents from the owner/insurance company such as Insurance policy, R.C. book, Tax book, MDL etc.
- 3) He has to visit various Insurance companies, RTOs to find out the particulars of the vehicle involvement in the accident causing the damage to the Undertaking property/vehicles.
- 4) He has to accompany with officers of M.V. Section and building Department for the Inspection or assessment of the Property/Vehicle damaged by our vehicles.
- 5) He has to issue the calling slips to the staff for departmental enquiry/MACT.
- 6) He has to carry out any other work assigned by Senior Officers from time to time.

DUTIES & RESPONSIBILITIES CARRIED OUT BY SPECIAL INSEPECTOR (CLAIMS SECTION) PROPERTY DAMAGE (MACT)

- 1) He has to maintain the register for day to day working regarding property damage cases filed by Undertaking against outside parties in MACT.
- 2) He has to visit MACT day to day for follow up the claim cases with the help of Retainer Advocates posted in MACT.
- 3) He has to update the court briefs on day to day basis and make the necessary entries in the Court briefs.
- 4) He has to keep track on Award/Judgment, execution notice and brought to the notice of Senior officer for further necessary action.
- 5) He has to assist the Retainer Advocate posted in MACT to recover the damage/claims of Undertaking.

- 6) He has to carry out any other work assigned by Senior Officer from time to time.

DUTIES & RESPONSIBILITIES CARRIED OUT BY SPECIAL INSEPECTOR (MACT)- PERSONAL INJURY & FATAL CASES

- 1) The special Inspector is posted in the Section exclusively for the work of MACT matters, hence they have to visit MACT everyday to follow up all the matters appearing on the board and to obtain the next date of hearing.
- 2) To update the brief with necessary entries such as Order passed under section 140, 163-A and 166 of M.V.Act., trial, WS, Office objection, part heard, execution notice etc.
- 3) In the trial matters where the awards are likely to be given, the same are to be brought to the notice of the AAM(CL) in order to send evidences and to take necessary action.
- 4) In the part heard matters, he has to visit the residence of the witness quoted by the Undertaking and to call them as witness during the trial.
- 5) To carry out any other work assigned by Senior officer from time to time.

DUTIES & RESPONSIBILITIES OF ESTABLISHMENT SUPERVISOR (P)

- 1) He has to prepare Absentee memo of 'A' grade officers.
- 2) He has to prepare Absentee memo of 'B' Grade Officers.
- 3) Preparation of monthly retainership bills of Retainer Advocates, attached to Claim Section.
- 4) He has to assist for submit the proposal for Appointment, continuation of Retainer Advocates
- 5) He has to put up Requisition for stationary of Claims Section.
- 6) He has to put up D.L .for printing the stationary items of Claims Section.
- 7) He has to see Computer maintenance and follow up
- 8) He has to put up proposal for BEST annual diary, calendar requirement of Claims Section.
- 9) Administrative report – collect the data from MACT & Claims section complied it and submit the report AM(Tr.)
- 10) Budget collect require information from Budget Department regarding Claims Section and submit the same to AM(Tr)
- 11) He has to carry out any other work assigned by Senior officers.

DUTIES & RESPONSIBILITIES OF SUPERVISOR (P)M.A.C.T.

- 1) To prepare court briefs for follow up with particulars and to forward to Solicitor/Advocate.
- 2) Follow up of departmental enquiry result from Divisions of Accident Cell and to send reminders.
- 3) To register the applications in progress register and to enter in the standard diary date-wise to avoid the duplication.
- 4) To prepare the bills in settled MACT matters (u/s-166) with necessary entries in briefs, MACT register, BCR copy and with progress register.
- 5) To prepare new MACT register to carry forward pending cases after closing of every financial year.
- 6) To prepare the covering letters to the Solicitors while depositing the cheques.
- 7) To prepare a file of typed Committee notes and forward the same.
- 8) To enter cheque nos in progress register
- 9) To file the papers, briefs, BCR properly after necessary entries in the register.
- 10) To make entries in progress register and file acknowledgement receipts in respective briefs.
- 11) To carry out other work assigned by from senior officer time to time.

DUTIES & RESPONSIBILITIES OF SUPERVISOR (IMPREST)

- 1) He has to supervises, control and is responsible for the work of the clerical staff working under him
- 2) The section is provided with the imprest cash of 25,000/- for which he has to maintain the imprest cash register and to make the payment against the vouchers submitted for the miscellaneous expenses incurred by all five Accident divisions.
- 3) To collect the bill voucher from Accident Division, tax bill, xerox bill, cash bails, cash fine, interim relief, tea expenses etc. and the same is forwarded for recoupment.
- 4) He has to maintain the register for issue/replacement of brief cases to the Officers/staff.
- 5) He has to carry out any other work that may be assigned by AAO.

DUTIES & RESPONSIBILITIES OF SUPERVISOR (P) CLAIMS SECTION

- 1) He has to look after the work of claims against the Undertaking by outside party.
- 2) He has to prepare draft letter for Party contact/ reply for vehicle inspection and documents.
- 3) Inspection of vehicle is done at MV(Anik), if vehicle is not produced the papers are sent to MV(Anik) for assessing the cost of damages caused to the vehicle.
- 4) He has to sent papers to concern Traffic Office for departmental enquiry against driver.

- 5) He has to verify with Insurance company if any claim compensation received by claimant.
- 6) He has to put up papers for Panel after receiving estimate, D.E. papers documents from party PANEL-AM(CL)/Dy.CM(Tr.)Gen./CM(Tr).
- 7) He has to put up consent/offer letter to party.
- 8) He has to put up cases for DGM(TO)/G.M. sanction.
- 9) He has to Prepare bill vouchers.
- 10) He has to put up B.C.R.- Claims against outside party by BEST Undertaking (Vehicle/property damage)
- 11) He has to do Departmental outdoor dispatch.
- 12) He has to carry out any other work assigned by AO(A)/Senior officers.

DUTIES & RESPONSIBILITIES OF SUPERVISOR (P)M.A.C.T.

- 1) To prepare court briefs for follow up with particulars and to forward to Solicitor/Advocate.
- 2) Follow up of departmental enquiry result from Divisions of Accident Cell and to send reminders.
- 3) To register the applications in progress register and to enter in the standard diary date-wise to avoid the duplication.
- 4) To prepare the bills in settled MACT matters (u/s-166) with necessary entries in briefs, MACT register, BCR copy and with progress register.
- 5) To prepare new MACT register to carry forward pending cases after closing of every financial year.
- 6) To prepare the covering letters to the Solicitors while depositing the cheques.
- 7) To prepare a file of typed Committee notes and forward the same.
- 8) To enter cheque nos in progress register
- 9) To file the papers, briefs, BCR properly after necessary entries in the register.
- 10) To make entries in progress register and file acknowledgement receipts in respective briefs.
- 11) To carry out other work assigned by from senior officer time to time.

DUTIES & RESPONSIBILITIES OF SUPERVISOR(MACT)

- 1) He has to Prepare court briefs in absence of clerk/in emergency.
- 2) He has to prepare full & final bills of compensation (Award cases)
- 3) He has to send order (police case)copies/written statement/replies to advocates
- 4) He has to Prepare bills of High Court appeals (Award) Prof.fees (advance) deposit u/s 173 (`25,000/-) court fees etc.
- 5) He has to Prepare prof.fees bill of Advocate (settle matters) scrutiny of bills sending proposal to GM.
- 6) He has to put up approvals of award, prof.fees, additional prof.fees to advocate.

- 7) He has to prepare witness bhatta of staff member who have called to lead the evidence in MACT Court to obtain approval of DGM(TO)
- 8) He has to put deputation of officers /advocate bill journal entry bill.
- 9) He has to prepare journal entry bills of dismissed/withdrawn matters.
- 10) He has to make provision of “Motor Vehicle (Third Party Insurance) Fund” `20,000/- every year on 1st April to obtain vehicle statement from EOT(Dadar) fleet position.
- 11) He has to prepare monthly statement of MACT cases/appeal
- 12) He has to put up High Court fees/advance in appeal matters
- 13) He has to solve MCA query sending them yearly statement of MACT cases, other queries.

- 14) He has to prepare statistical report every year in May/June and to submit require information for Administration report.
- 15) He has to scrap of old records every year Oct./May(MACT matters/Settled/Dismissed)
- 16) He has to make entry of cheques in progress register and send them to advocate/ sending cheques to advocate/tribunal in award matter
- 17) Follow up of MACT matters/appeals outside Mumbai limit.
- 18) Conciliation of statements of A/C 1905 and 1911 with Account Department.
- 19) He has to carry out any other work assigned by AO(A)/Senior officer.

Powers and Duties of Ticket & Cash Officers/Staff

Read Sr.No.7, Pg.No.1to 27 of Traffic Manual.

4(1)(b)(iii) : Procedure followed in the decision making process, including channel of supervision and accountability;

In any matters pertaining to bus operation, the decision will be taken by Dy.CMTr.(Plg)/CM(Tr.)

In any matter pertaining to Administration, the decision will be taken by Ag.STO(Admin)/DDM(Adm)/CMTr.

In any matter occurred at Depot level the decision will be taken by Depot Manager.

4(1)(b)(iv) : Norms set by it for the discharge of its functions ;

Circulars, procedures orders, administrative orders, standing orders, service regulations and instructions issued from time to time by Management.

4(1)(b)(v) : The Rules Regulations, instructions, manuals and records held by it or order its controls or used by its employees for discharging functions ;

Standing orders and Service Regulations framed by BEST Undertaking, The Industrial Disputes Act, 1947, Motor Vehicle Act 1988, The Central Motor Vehicle Rule 1989, The Mumbai Municipal Corporation Act 1888, The Factories Act 1948, The Workmen Compensation Act 1923, Payment of Wages Act 1936, Motor Transport Workers Act 1961, The Maharashtra Recognition of Trade Union and Prevention of Unfair Labour Practice Act 1971, Payment of Gratuity Act 1972, People with Disability Act 2011 and refer Traffic Manual.

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1 General :

The prime responsibility of the Traffic Department is to operate buses on the assigned routes and to provide efficient and affordable transport services to the commuters of the Mumbai City, Suburbs and extended suburbs like Thane, Navi Mumbai and Mira –Bhayander.

The Traffic Department is headed by the Deputy General Manager(Traffic Operations). DGM(TO)'s Office is at Electric House, Colaba. He is the overall in-charge of Traffic Department. He is directly assisted by one Chief Manager (Traffic) and Dy.CM(Tr)s. CM(Tr) is looking after the activities of Ticket and Cash, Claims Section, Accident Cell, e-ticketing .

The entire operational area of 27 depots is divided into three zones i.e. South, North East and West. Each zone is headed by Dy. CM(Tr).

Dy.CM Tr[P&C/IT]-Overall Incharge of Traffic Planning & Control Section and Manager IT, He is Co-Ordinator Of ITMS Project & RTI Appeals.

Dy.CM Tr[South Zone] –Backbay, Colaba, Central, worli, wadala, Dharavi, Kalakilla, Pratiksha Nagar and Anik. His office is at Colaba Depot.

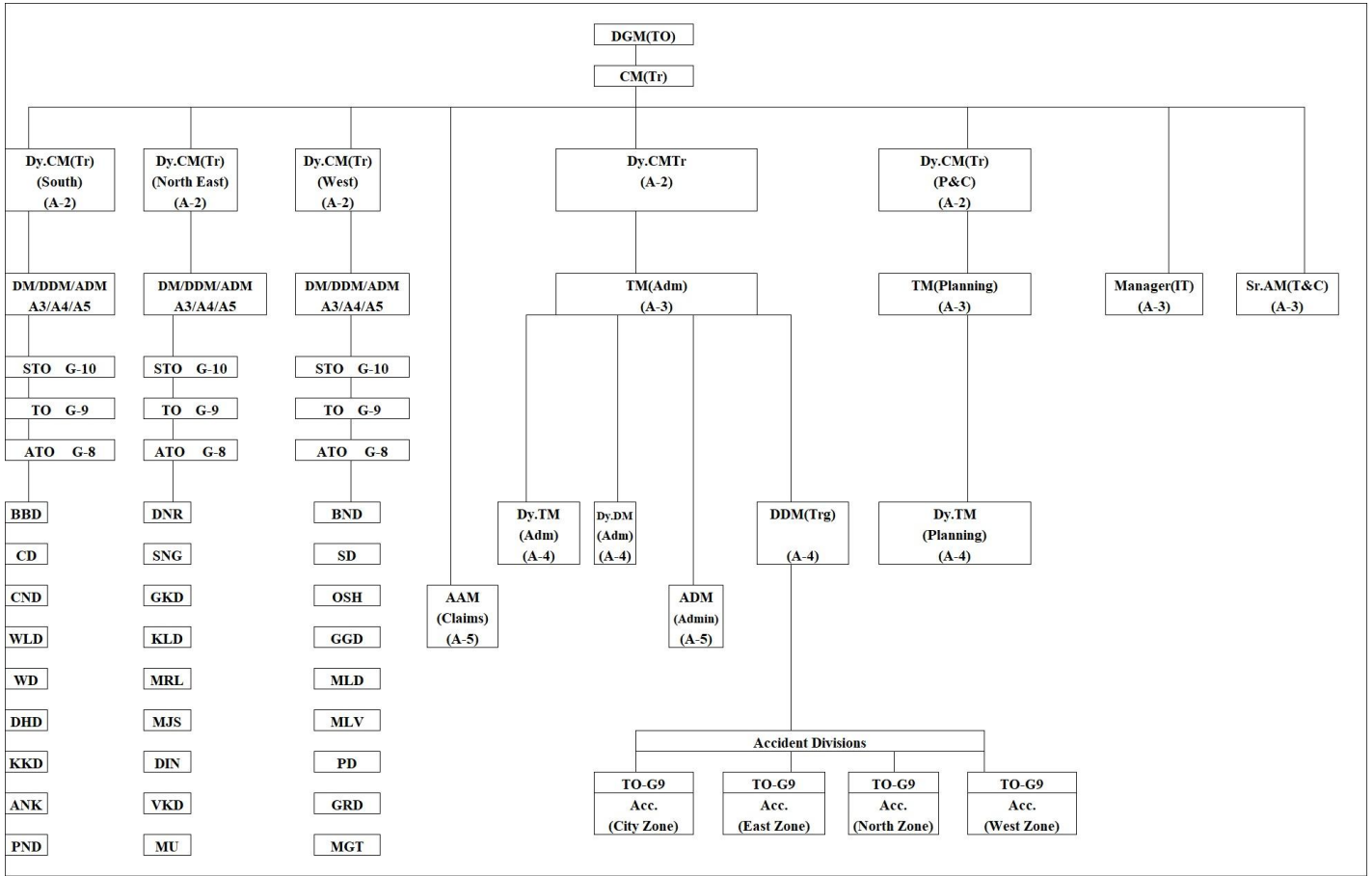
Dy.CM Tr[North East Zone]–Deonar, Shivaji Nagar, Ghatkopar, Vikhroli, Mulund, Kurla, Marol, Majas and Dindoshi. His office is at Kurla Depot.

Dy.CM Tr[West Zone]– Bandra, Santacruz, Oshiwara, Goregaon, Malad, Malvani, Poisar, Gorai and Magathane. His office is at Oshiwara Depot.

TM(Adm)/DDM(Adm)/STO(ADM) is looking after the activities of Administrative wing and Dy.CMTr.(P&C) & TM(P&C) is looking after the activities of Planning and Development wing.

The Depot Manager is head of each Depot. Dy.Depot Manager/ Assist Depot Manager, Senior Traffic Officer, Traffic Officers, Assistant Traffic Officers and Administrative Officer Traffic/ Assistant Administrative Officer Traffic assist him. This team of officers directly controls the operational and administrative activities of the respective Depot. They are further assisted by the Line Supervisory Staff. Comprising of Bus Inspectors to plug leakage in the revenue /supervise bus operations and Bus Starters Control the bus operation. Each depot is provided with a wireless vehicle, which is used to monitor the operation of buses in the jurisdiction of the depot.

ORGANISATIONAL CHART OF TRAFIOC DEPARTMENT



2 Administrative Set up of Traffic Department

The administrative set up of Traffic Department consists of Deputy General Manager (Traffic Operations), who heads the Traffic Department. They are assisted by the Chief Manager (Traffic), Dy.Chief Manager's (Traffic), Traffic Manager (Administration), Senior Traffic Officer (Administration).

The Senior Traffic Officer (Administration looks after the administrations, under the supervision of Deputy Depot Manager (Administration), Traffic Manager (Administration). The major activities dealt by him are as follows:-

- 1) Staff requirement including transfers, promotions, confirmations, etc.
- 2) Office furniture and equipment
- 3) Stationery
- 4) Imprest Cash and other advances
- 5) Clothing
- 6) Lost Property Section
- 7) Establishment, Budget matters, etc.

The work at depot is broadly bifurcated into :

- 1) Establishment matters, disciplinary action, grading and new matters, etc.
- 2) Killage work
- 3) Avoiding payment of fare
- 4) Incentive Bonus and furnishing of various statistical data to the Management.

The Head Office of Traffic Administration is situated at Traffic Administrative Building, 2nd floor, Wadala Depot. The head office consists of four main sections :

- 1) Establishment
- 2) General
- 3) Lost Property
- 4) TM(Adm)'s Office

ESTABLISHMENT SECTION

The establishment section is divided into various work units. The work carried out in each unit in a nutshell is as under:-

1) Promotion matters:

- i) It deals with promotion/regular appointment of officers and staff working in Traffic Department.
- ii) Calling applications, conducting written test/interview, assessment of S/Rs for transfer/promotion of outdoor staff.
- iii) Putting up of proposals for creation of new post, filling up of vacancies for the post of officers and staff.
- iv) Maintaining registers like index register, vacancy register of all categories of staff of Traffic Department (except Conductor and Driver).
- v) Maintaining the record of posting of administrative staff.
- vi) Forwarding vacancy statement on 1st of every month to DGM(TO)/Dy.CPM.
- vii) Roster registers of the category of Inspectors, Starters and Special Inspectors, Head Instructor(Driver), Instructor(Conductor), Supervisor(Driving), Teacher(Driving), Head Depot Starter are maintained.
- viii) Monthly statement in respect of reserved category is forwarded to PM(BC Cell).
- ix) Forwarding Caste Certificates and other relevant matters pertaining to the officers and staff working in Traffic Department to various Caste Verification Committees appointed by the Government for verification of caste and to maintain their record and to keep follow-up.
- x) As per the directives of Govt., the staff belonging to Backward Class category are to be appointed / promoted only after submission of their Caste Validity Certificate.

2) Superannuation of staff, deputation of Officers, etc.:

- i) Deputation of the Officers to various organizations like CIRT, IUT, etc.
- ii) Superannuation of the Officers and staff
- iii) Annual confidential report of Officers
- iv) Maintaining seniority list of Officers and staff
- v) Confirmation of Officers
- vi) Preparation of Service Certificate in case of retirees.
- vii) Put up proposals for Time Bound Promotion of Administrative staff
- viii) Preparing Salary Certificates for obtaining loan officer/staff
- ix) Proposal for obtaining NOC for passport of Officers / Staff.
- x) Maintaining S.R. files of Officers and Administrative staff making necessary entries in the file.
- xi) Grant of Annual Increment to Officers.

3) **Acting / Combination of Appointment, Scholarship, BEST Din Proposal under S.R. 7.2.4.(ii), 7.3.2. etc. Attendance, Leave Record**

- i) Absentee Memo of 'A' Grade and 'B' Grade Officers, AAO(P)
- ii) Leave Form entry of all Officers/ staff members, record of attendance of staff members, alternate staff members
- iii) Payment of performance allowance, Machine allowance, Grading entries in S/R, Election duty work.
- iv) Circular in respect of change of name, address, surname and caste.
- v) Right to Information Act, 2005 - Appeal, collection of information from Depots, report.
- vi) BEST Din proposal under S.R. 7.2.3, 7.3.2., 7.2.4.(ii) and Appreciation letters.
- vii) Acting / combination of Appointments, Scholarship, sorting of payment slips / Form No.16, P.F. slip / Provisional Income Tax statement.
- viii) Caste Validity proposal of Administrative staff / Officers.

4) **FINAL BILL WORK**

- i) All work pertaining to final bill of traffic staff i.e. officers, administrative & traffic operational staff.
- ii) Complete Deposit Register of Bus Conductors, Bus Drivers and Bus Miscellaneous.
- iii) To take entry in Index Register of Bus Conductors, Bus Drivers, after separation and reinstatement.
- iv) All work on Identification Notes received from Cash Department, Colaba, I/Notes of Regular employee and Ex-employee to receipt, sorting entry in Book and Dispatch to Division.
- v) Maintenance of Service Records, Filing work in S.R. of all Ex. administrative staff / officer.
- vi) Work on cancellation of Final Bill after Reinstatement of Traffic Outdoor staff and take I.D. after reinstatement of Administrative staff, etc.

5) Appointment of Badli Staff:

In order to overcome the difficulties arising out of heavy absenteeism of staff amongst Conductors and Drivers, Badli system was introduced in the year 1972. Under the ITMS, establishment of the conductors and drivers are maintained. In case of separation of the staff, transfer, V.R.S., resignation, dismissal etc are updated day to day basis.

Under mentioned work, pertaining to Badli staff after their appointment as a Badli Driver or Badli Conductor till their confirmation is carried out by this unit:

- a) Allocating check numbers to Badli Drivers / Badli Conductors.
- b) Maintaining Badli Register after completion of badli period.
- c) Putting up the proposal to TM(Adm) for their appointment on permanent establishment or otherwise i.e. extending their badli period.
- d) After completion of probationary period of six months, putting up proposal for confirmation or otherwise i.e. extending the period of probation.

In case of re-engagement of Badli Driver or Badli Conductor, sending the staff to Medical Department, payment of fresh security deposit, giving them new check numbers and preparing new SR files, etc.

- e) Bio-data sheets of Staff members / Updating of Index, etc.
- f) Distribution of salary cheques of newly appointed Drivers / Conductors.
- g) Work relating to transfer Badli BC/BD on permanent establishment.

6) Personal promotion of Bus Conductors, Bus Drivers, Bus Miscellaneous Scavengers after completing 12 years service in every grade, etc.

- i) To scrutinize the proposals of time bound promotion of all Traffic Outdoor staff members.
- ii) Scrutiny of proposal / preparation of promotion IDs / Memos of not eligible staff and dispatch work of the same, entries of not eligible staff in registers.

7) Preparation of seniority list of Traffic Outdoor Staff:

- i) Preparation of seniority list of Bus Conductors, Bus Drivers, Inspectors, Special Inspectors, Writers, Teacher Driving, Supervisor Driving, Bus Miscellaneous, Mali and Muccadam which is displayed on computer for information of the staff.
- ii) To make necessary changes after receiving objection from the employee, if any.
- iii) To prepare finalized seniority list of the staff and to send to Depots for information of staff.

8) Computer Updating of Records / Re-engagement, Re-employment:

- i) Under the ITMS software the data updating – newly appointed Badlis / Permanent / transferred IDs separated staff / Alternate employees.
- ii) Establishment work – Updating of Permanent Establishment/ maintaining backlog of Bus Conductors, Bus Drivers, list in Excel format.

9) Preparation of monthly summary, Replacement of punches, whistles, retiree bus passes, metal badges:

- i) Summary of Departmental Enquiries cases in connection with passenger complaint, chargesheet cases, summary cases.
- ii) Quarterly Summary of disciplinary action taken against the Traffic operational staff, disposal of summary/chargesheet cases(Accident).
- iii) Procurement of Conductors/Inspectors punch, whistle, paper badges, red plastic cover, metal badges, etc.
- iv) Issue of RFID card / Retirees Bus Card and Mementos.
- v) Scrapping of old Metal Badges of B.Cond.& B.Driver, Steel Ticket Punch, Thuder Whistles, Brass Ticket Punch, Old Retirees Bus Passes.

GENERAL SECTION

The General Section deals with the following matter:

1) Repair / Maintenance of office furniture/equipment, Inventory of Traffic Department

The repairs/maintenance of office furniture provided at 25 Depots is carried out by inviting / obtaining quotation from the repair and maintenance contractors and payment is made after auditing of purchase form and quotation.

In case of furniture beyond economical repair, scrapping certificate is obtained from the Contractor/Building Department and proposal for scrapping/ replacement is initiated for the approval of Management.

The inventory register of furniture/office equipment including ITM system of Traffic Department is maintained.

Miscellaneous work: The Flag Day collection is made from staff of the Undertaking and deposited with concerned authority every year. Line Notice/Circular regarding Holidays and Festival advances are issued. If any employee does not receive festival advance then with the approval of Jt.CAO, the festival advance is paid and recouped through Sr.AM(T&C) at depot level. New/replacement of Brief Case to 'A' and 'B' Grade Officers of Traffic Department are made after obtaining approval of CM(Tr).

2) **Engagement of widows of ex-employees for cleaning and sweeping lavatory blocks, water topping, etc. at Depot termini**

The widows of deceased employees (employees expired while in service) are engaged on yearly basis for cleaning and sweeping of lavatory Blocks, water topping of radiators etc. at bus terminus. Seniority list of applications received is maintained.

The widows are paid as per Minimum Wages Act 1948 & Provident Fund is deducted @ 12% of the wages/remuneration paid to them. The payment is made on monthly basis through imprest cash at Depots. These widows are issued dress material/sarees every year and free travelling tokens for travelling from their residence to work place and back.

Every year Management's approval is obtained for engaging widows of deceased employees for sweeping and cleaning, water topping etc.

3) **Budget**

The statistical data of various types of expenditure both Revenue and Capital included in the budget is collected from the Divisional Offices and accordingly Capital/Revenue Budget Estimate for item costing over Rs.10,000/- and upto Rs. 10,000/- respectively is prepared for Traffic Department.

Requirement as regard to vehicle, telephone and wireless communication system set (hand-held/static/mobile set) additional/ replacement furnished by the Division is scrutinized, additional information if needed is collected from Supdt. Motor Vehicle/DET&E and our requirements are then put up to DGM(TO) for approval to include in the loan works Budget estimate. Similar action is taken in regard to opening of new depot by making Budgetary provision by taking into account part, actual present/future requirement, prevailing prices or any other factors affecting the cost.

Expenditure incurred under various budget grant is checked periodically with a view to ensure that it is within the sanctioned budget grant and to take appropriate action to augment the grant by transfer/additional grant with the sanction of GM, Committee and Corporation.

Proposal in respect of Purchase/procurement of new furniture and computer's for LAN system as per the requirement of Traffic Department is initiated.

BEST Din is celebrated every year on 7th August and accordingly the action as regard to procurement of medals, engraving, expenditure on function, cash reward etc. is done.

BEST Depot Trophy is awarded every year on 26th January to the zones depending on their performance. Action regarding engraving, polishing etc. of trophy is also done.

Consolidated half yearly statement in respect of verification of Motor Vehicles maintained by Officers ('A' & 'B' Grade) of Traffic, Ticket & Cash and Accident Department. Compilation of details received from Officers in respect of Petrol/Diesel quota drawn by them for their official and personal use and submission of the same to STK for Income Tax purpose.

Reimbursement of bills such as Medical Reimbursement, Deputation Bills, course fee bills, payment towards TA/DA to the Officers who are on deputation is done.

Initiate proposals for sanction to draw Imprest Cash from Ticket & Cash for purchase of Torans for Dussera Day and issue of circulars to Divisions regarding the same.

4) Dispatch & Complaint Section

Dispatch from Divisional Offices and other Depots are collected and forwarded to concerned Officers after due acknowledgement of the same. Movements of SR files received and dispatch to various Depot/Divisional Offices.

The various correspondence viz. suggestion, complaints, appreciation of staff by member from Public, Union letters pertaining to labour matter, letters from VIPs/public/private organization seeking information / statistics / working of the Undertaking, letter / suggestion regarding diversion / extension, cancellation and provision of Bus Stop / Shelter are received in this section. The complaints/ suggestions are registered in a separate register and forwarded to concerned Department/Division for further action. The progress report of all letters, suggestion and complaints is submitted to the GM on monthly/quarterly basis for information.

5) Filing Section

The filing section at Traffic (H.O.) maintain record/files of papers subject-wise and make available office record/previous correspondence related to subject matter as and when required by DGM(TO)/ CM(Tr)/TM(Adm) and other Traffic Officers. The books on Standing Order, Service Regulation and various Acts/Rules are provided to the Division after necessary sanction of the Management. Queries forward by MCA are entered in a register and the information collected from Department/Division of Traffic is compiled and forwarded to MCA through Internal Audit Department.

Every year Administrative Report and MCA report of Traffic Department are prepared and forwarded to the Management.

This section also maintains Index Register for Incoming and Outgoing record papers date-wise and issue Line Notice/Circular etc.

6) APF Section :

At present, Imprest Cash of ` 6,34,100/- is sanctioned in the name of AM(Tr). This amount has been distributed among various divisional offices as per their requirement. This amount is to be spent for specific purposes approved by the GM and notified to the division.

The recoupment bills initiated by the Divisional Offices, when released for payment by the Audit Department, Head Office (APF Section) receives these bills from Cash Department (Dadar) and after making necessary entries in Register send payment advice to respective Divisions and the bills are kept under custody of APF Section (HO). Divisional Officer receives amount from AO(T&C)/ AAO(T&C) against payment advice. AO(T&C)/AAO(T&C) forward these advices to AAO(T&C) CCR Wadala for further action. APF Supervisor HO collects bill numbers from AAO(T&C) CCR and accordingly prepare advice and submit to Cash Department alongwith imprest bills and receives cash from Cash Department Dadar and handover to AAO(T&C) CCR.

APF collection, School Concession (only Form Fees), Senior Citizen, Mentally Retarded, Physically Handicap, Training Fees from Trainee Driver. These collections receives from the Divisional Offices through AAO(T&C) CCR and deposit with Cash Department (Dadar) through cash remittance slip indicating the accounts head to which it should be credited.

Proposal for augmentation of imprest cash and in case of additional expenditure incurred by Traffic Officers above the prescribed limit are initiated and also bills are prepared for the payment made through imprest cash and recoupment of the same.

Order for printing of APF Line Receipt Books, Office Receipt Books and Departmental Receipt Books are placed with M.M. Department as per yearly requirement and record is maintained for the same. Various monthly statements pertaining to APF Section are put up for the information of Management.

7) Stationery Section

The non-stock items of Stationery are either printed or resographed / cyclostyled depending on the quantity required. These are supplied once a quarter to the Division on the basis of indents put up by them, Item of material which do not form, a most of stock items are purchased through M.M. Department by putting up necessary purchase form.

The stock items of stationery are collected by the Divisional Offices directly from M.M. Department by giving separate requisition as per their requirement.

Proposal for purchase of books, periodical, steel drums, dustbin and other materials are initiated as per the requirement of Traffic Department and are supplied to the Divisional Office, accordingly.

Stationery Section is also carrying out the work of making available forms for availing concession to school children, handicapped persons and senior citizens.

8) Clothing Section

This section is located at Mumbai Central Depot to look after the activities of issuing peak cap, Epauettes, Monogram, Peak Caps and other accessories to the Traffic outdoor staff as well as Traffic Officers. Management has now changed the policy of issue of uniform cloth, woolen Jersey to the staff/Officers. The payment in lieu of uniform cloth, woolen jersey is being made through pay sheet to the outdoor staff and Officers of Traffic Department once in a year i.e. in June and October respectively.

The payment advices in respect of uniform cloth, woolen jersey are now forwarded yearly to EDPM by the way of computerized programme prepared by EDPM. However, the uniform accessories such as Epauettes, Monogram, Peak Caps are issued to Assistant Traffic Officer/Outdoor Staff as per the scheduled programme.

9) Payment of Electric Bills

The payment of electricity bills in respect of chowkies, Bus Station and Depots for the supply provided by Reliance Energy Ltd., Tata Power Co. Ltd. and M.S.E.D.C.L. and any discrepancy/problems are followed up with the concerned authority.

From 2004-2005 the payment to M/s. Reliance Energy Ltd. is made through ECS for which the Undertaking has been given discount of 0.5% for the payment made through ECS.

Payment of Ground Rent, way leave fees, Water charge Tax to MCGM, MBPT, Salt Authority, BARC, Garrison etc.

For the Bus Chowkies, Bus Stop and Shelters located on the land of MCGM, MBPT and BARC, Garrison etc. the Undertaking is required to pay Ground rent i.e. way leave fee and property tax as per the area occupied.

Renewal of Registration Certificate under MTW Act

Every year the Undertaking is required to renew its registration certificate under MTW Act by making payment of `12,000/-.

Reimbursement of payment for providing free travel facility on Undertaking buses to MLA/MLC, Police Personnel, VIP Car Driver of MCGM

As per the agreed terms and conditions bills are initiated and payment is claimed from State Govt., MCGM and Police Department on monthly/yearly basis for providing free travel facility on Undertaking's buses. Regular follow-up is made with concerned Department for collecting Undertaking's dues.

Stops & Shelter

Whenever, any suggestion/complaints or representation is received from private individuals for providing additional stop, erecting/shifting stop or shelter, cancellation of stops/removal or reconstruction of Bus Stop/Shelter, the matter is referred to concerned Traffic Division for investigation and report. On recommendation by the Stop Shifting Committee, the proposal is forwarded to GM for approval. If approved, the cost of the work to be carried out is obtained from Civil Engg. Department and the party is asked to pay the cost for carrying out the work. The Civil Engg. is also informed to take necessary action after receipt of payment. On completion of work the party and concerned Divisional Offices are informed.

Inventory in respect of chowkies, relief shelter etc. provided to the Traffic Department is maintained by Civil Engg. Department. However, when a chowkey is demolished, burnt etc. the BEST Committee's sanction is obtained by Traffic Department for writing off the cost of the said Shelter/Chowkey/Relief Shelter from the inventory.

10) Reward under S.R. 7.2.5:

The traffic outdoor staff i.e. Bus Conductors and Bus Drivers, who have maintained spotless service record during the preceding five years are granted reward in the form of gift coupons of `750/- and bronze medal. The staff receiving bronze medal on three occasions are held eligible for silver medal. The eligible staff members for such reward are felicitated on BEST DIN organized on 7th August every year.

11) Receoupment of Accident Bills

To prepare the bills for recoupment of Accident bills of amount spent on transportation and medical expenses of accident and assault victims and also the staff falling sick/injured while on duty as first-aid. After recoupment of bills, the cash/cheques received from Cash Department deposited in CCR which comes under the jurisdiction of Ticket & Cash Department.

To follow-up of pending vouchers by sending reminders to the concerned Depots.

Lost Property Section

The articles found by the Conductor or any other member of staff in the bus or in the premises of the Undertaking as a Lost Property are handed over to the nearest Bus Chowkey Starter / Depot Starter. On receipt of the articles a deposit slip is prepared in the chowkey/depot, mentioning the details viz.date, name, time, route No., Bus No. etc. and the articles sent to Lost Property Section, Wadala Depot duly tagged. On receipt of such articles from Depot to Lost Property Section the same are entered in the different registers maintained for Sundry, Valuable, Semi-valuable, Cash Register, Umbrella register etc.

Whenever any claimant approaches immediately to the Bus Terminus/bus chowkey/bus depot, the lost property articles are issued to the claimant by the officer on duty after due verification and taking the necessary charges. The detailed particulars of charges to be recovered as per Administrative Order No.399 dated 09.03.2016 from claimant are as under:-

<u>Registration Charges</u>	<u>For outside Parties</u>	<u>For Employees</u>
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For Cash	₹ 30/-	₹ 15/-
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For Sundry Article	₹ 30/-	₹ 15/-
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For Valuable &**Semi-Valuable Articles**

i) Gold/Diamond, Laptop	₹ 500/-	₹ 250/-
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ii) Silver, Mobile Phones	₹ 100/-	₹ 50/-
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Computer Parts & Other

Semi-Valuables

<u>Storage Charges</u>	<u>For Outside Parties</u>	<u>For Employees</u>
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Cash deposited upto concession.	₹ 14/- after three working days	50%
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₹ 100/-	Maximum ₹ 14/-	
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Cash deposited from	14% of the Cash maximum ₹ 70/-	-"-
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₹ 101/- to ₹ 500/-		
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Cash deposited from	14% of the Cash maximum ₹ 250/-	-"-
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₹ 501/- to ₹ 2000/-		
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Cash deposited from 14% of the Cash maximum ` 600/- -”-

` 2001/- to ` 5000/-

Cash deposited above 14% of the Cash maximum ` 2000/- -”-

` 5000/-

NOTE : The amount of Rs.0.50 and above will be rounded upto Rs.1/-

The Storage Charges are leviable from the 4th working day from the date of receipt of the article.

No Storage Charges will be applicable, if the Lost Property articles are delivered/claimed on line/depot. However, Registration Charges which are fixed will be collected from the claimants.

If the documentary evidence i.e. Cash Memo, etc. produced by the claimant proves that the valuable articles looking like gold is imitation jewellery and the verifying/issuing Officer is satisfied with the same, the said article will be treated as semi-valuable article and the registration charges will be charged accordingly.

If the Lost Property i.e. Purse/Bag deposited, contains more than one articles i.e. valuable/semi-valuable/sundry/cash, then the registration charges will be levied on one article only carrying the maximum value. However, if the cash is found along with the other articles, storage charges will be collected from the claimant.

Whenever any claimant approaches the Lost Property Section at Wadala Depot, the article is issued only after confirming the Identity and genuineness of claimant on verification of residential proof such as ration card, passport, Election voting I/Card, driving licence, Aadhar Card of the claimant. In case of higher amount or valuable ornament the claimant has to give Police NC. After verification and receiving necessary charges, article is handed over to the claimant.

Traffic outdoor staff has been strictly prohibited from handing over any Lost Property articles directly to the public/commuters. However, Traffic Officer can issue such articles at depot / chowkey level after satisfying himself as to the bonafides of the claimant and charging necessary charges as applicable as stated above.

The cash received in the Lost Property Section, is kept in the Section for one month for issue to claimant and if it is not claimed within one month it is deposited with the Cash Department which is credited to staff benefit fund. In case of Foreign currency deposited in Lost Property Section, the same are deposited with Cash Superintendent (South) for further disposal, the valuable articles i.e. Gold/Silver Ornaments are also kept for one month in the Lost Property Section and if claim is not received, the articles / items are deposited with Cash

Department Dadar for further disposal by auction which is carried out by Material Management Department.

Perishable articles such as vegetable, fish, ready food etc. are disposed off on the same day at the depot by auction in the presence of Traffic Officer. Other perishable articles such as Sugar, Tea Powder, Oil, Talcum powder etc. are kept for 10 days in the Lost Property Section and then disposed off by auction in the presence of Officer and audit representative. Medicines are kept for one month and if no claims received then they are disposed off by destroying. Unclaimed Lost Property articles (semi-valuable and sundry) are sent to Oshiwara Scrap Yard after one month for further disposal by way of auction.

A letter of appreciation is issued to the member of staff who deposits Lost Property articles. If value of the cash, Gold/Silver article deposited is `2,000/- or more the concerned member of staff is recommended for Cash reward / appreciation letter to be issued on BEST DIN.

TM(Adm)'s Office:

The office of TM(Adm) is carrying out following administrative work:-

1) Reinstatement of Staff:

The Ex-employees i.e. Bus Drivers and Bus Conductors, who are dismissed from the services of the Undertaking are reinstated by the order of Hon'ble Industrial Court or LC / LA / 2nd Appeals, etc., in the services of the Undertaking as per the specific order by the competent Authority. In such cases the concerned staff report to TM(Adm)'s office for reinstatement. The reinstatement of such staff is ordered by the competent authority as follows:-

- a) Continuity of service with full back wages
- b) Continuity of service with part back wages
- c) With continuity without back wages
- d) Without continuity without back wages

The staff reinstated on the conditions stated above i.e. a, b and c are reinstated by TM(Adm)'s office and staff reinstated on the condition 'd' are reinstated by the Personnel Department. The staff reinstated after the gap of three years and above are initially reinstated and sent for training to ADM(Trg.), Dindoshi Training School and after completion of their training they are directed to Medical Department to ascertain their medical fitness for the post held by them as per the decision given by then SPO/CPO (Dy.CPM) vide their noting dated 14.03.2003. [CTM(Adm)/7610/2012 dated 12.12.2012 alongwith the report thereon of CPO dated 08.01.2003]. The intervening period spent for medical examination is to be treated as on leave, if any to the credit of the staff and/or leave without pay, as the case may be.

2) Re-employment:

Bus Drivers and Bus Conductors who have resigned earlier and requested for re-employment are considered as per the guidelines given vide DL No. DGM(A)/R/92 dated 30.03.1992. The eligibility of such staff is scrutinized under the provision/eligibility conditions, etc. and such cases are recommended/ not recommended, as the case may be.

Also, the Bus Drivers / Bus Conductors who are struck off / dismissed who apply for re-employment are considered / recommended for the re-employment only if there are vacancies and the past record of the staff is found eligible.

3) Union matters:

The zone-wise meeting of the Union Representatives of BEST Workers' Union is conducted in the chamber of concerned Dy.CM(Tr). The grievances of Traffic outdoor staff recorded in the minutes are forwarded to TM(Adm) to sort out the grievances of administrative nature. Every rotation of four months operational changes is effected. The list of Depot URs of all the Unions functioning in the Undertaking which are received through Personnel Department are sent to Divisional Traffic Offices for allotment of fixed duties.

4) Court matters:

Various court orders for effecting punishment or reducing punishment/ received from Legal Department are communicated to the concerned Depot Managers with necessary advice for implementation and to follow-up compliance. The Court orders for reinstatement of staff are processed as mentioned in point No.2.

5) Allotment of duties:

All Unions submit their list of Union representative depot-wise to Personnel Department and on receipt of written orders from Personnel Department such URs of Unions are given priority in duty allotment. The allotment of duties rules and procedure mentioned in circular No. Sr.AOT/ADm/3244/2004 dated 11.10.2004 are strictly adhered to at the time of allotment of duties. The list of staff members i.e. Bus Drivers and Bus Conductors communicated by Secretary Arts & Sports are also sent to Depot Managers for allotment of duties.

6) Leave matters:

Staff members who do not have any type of leave to their credit request for leave without pay. Leave applied on genuine reason other than sickness are scrutinized and forwarded for approval to CM(Tr)/DGM(To) as per Circular No. GM/CPO/L/442/25729/93 dated 12.05.1993. The cases of leave without pay on

sickness ground are routed through CMO and sanctioned by DGM(To), Dy.CPM as per Circular No.GM/CPO/L/442/63034/85 dated 27.12.1985 and GM/AGM(P)/L/442/14345/90 dated 21.03.1990. Certain cases of staff members, who have performed duty but marked absent due to clerical error are scrutinized. The attendance / leave of preceding year, approval is required of CAO to mark the same in current year. Only genuine cases are forwarded to CAO&FA / Sr.STK to mark them present.

7) **Invalidation:**

The cases of Invalidation are decided as per the conditions mentioned in Administrative Order No. 317 dated 02.02.2005. The members of staff who are found medically unfit to carry out the duties of the post held by them permanently due to disability acquired other than those covered u/s 2(I) of the Persons with Disability Act 1995 and they will be invalidated as per the provision of Standing Order or Service Regulations as the case may be.

The cases of invalidation are very few and considered only if invalidation certificate issued by CMO, union concurrence is received and approved by Dy.CPM.

8) **Light Duty:**

Light Duty is given to the members of Traffic Outdoor Staff on recommendation of CMO for particular period mentioned by them in their order. Light duties are generally given only to those members of staff who have sustained injury while on duty and such injuries are curable within short period. Besides cases falling under S.R.4.4.10 likely to be cured in a short period are also considered for light duty.

9) **Alternate Job:**

The proposals for recommending the Alternate job for the staff who have met with an accident while on duty and the cases of staff having inability to carry out the duties of his posting are scrutinized in the TM(Adm)'s office and with remark/recommendation forwarded to the concerned Dy.CMO for further investigations. The cases decided fit for Alternate job are allotted various light duty jobs available in Traffic Department and as per the qualification of the staff. On approval of Personnel Department to allot Alternate job further action of posting of staff is carried out by AM(Tr)'s office.

10) **Letter of approach:**

Para-wise comments obtained from Depot Managers on the letter of approach are scrutinized on the basis of relevant documents. In cases where the punishment awarded is other than discharge /dismissal, the report is processed through Dy.CPM / CLA / for approval of DGM(To). In cases where the punishment awarded is discharge / dismissal, the report is processed through DGM(To) / Dy.CPM / CLA for approval of

GM. The views such as to recommend vacating / reducing the punishments or to file the matter are put up by DDM(Adm).

11) Forfeiture of Gratuity:

Cases of all the Traffic outdoor staff dismissed after proving charges under S.O.20(c) (i) and (r) are received from Depot Managers recommending forfeiture of gratuity such cases are scrutinized to ensure that the notice is served to the delinquent employee. The reply to this notice is received within 15 days. The reason given by the delinquent employees why the gratuity is not to be forfeited is unsatisfactory. Such cases are processed for approval of GM through Personnel and Legal Departments and on receipt of approval of GM, Depot Managers are instructed to inform the staff, PF/Audit/TK Department, etc.

12) Chargesheet Matter:

The chargesheet cases conducted in the Divisional Traffic Offices are further scrutinized by Dy.DM(Adm) to check whether any injustice/loopholes have occurred while conducting the chargesheet.

This helps to give proper justice to the employees chargesheeted and also to avoid further process of Court matters where the Management's decision cannot be upheld.

13) Rewards / Lions Club / Rotary Club / IOC:

Various welfare organizations felicitate our Bus Conductors and Bus Drivers for their excellent services towards public. Such letters are forwarded to Depot Managers to recommend the staff for those rewards. On receipt of such award, necessary entries are made in the Service Record of the staff.

14) Miscellaneous:

Other than matters stated above various statements such as 1) Reinstatement, 2) Accident Prevention, 3) Defective LEDs, 4) Various Engineering defects noticed etc. required by the Management are followed up with Divisions as per the instructions from DGM(To) / CM(Tr) / DDM(Adm).

Also, reply to staff matters raised by MLA, Ministers, Unions and various Govt. authorities are initiated.

3 DEPOT MANAGEMENT :

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.

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 enquiries. 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.

Duties of staff :

- 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)

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 Ticket & 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.

Utilisation of staff :

- 1) To ensure proper utilization of staff, the Starter will follow the procedure laid down below :
 - (i) **Recalling staff** : 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) **Breaking duties** : 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) **Joining duties** : 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) **Any Other Work duties** : 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.

Utilisation of Spare Staff :

- 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.

Deployment of Excess Staff :

- 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.

Posting of Acting Men :

- 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.

Overtime :

- 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.

Leave :

- 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.

Privilege Leave for over 7 days :

- 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.

Weekly Offs :

- 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 13

weekly off in a quarter. It can be done either by cancelling or adjusting the weekly off as the case may be.

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 out 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".

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.

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.

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.

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.

Drivers licences :

- 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 before handing back the licence.

Conductors' Licence :

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.

Month –ending work :

- 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.

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.

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.

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.

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 indicates 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 over 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 utilisation 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.

Check on absenteeism :

- 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.

LINE OPERATIONS :

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.

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 their arrivals and departures is maintained and regular interval is adhered to.

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

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.

When bus arrives, 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.

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.

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 route and 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 profitably 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.

Terminus Relief :

- 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.

Midway Relief :

- 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.

Staff not available for duty on line :

- 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.

Exchange of buses :

- 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 take 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 of 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.

Late night buses :

- 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.

Parking of buses :

- 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.

Issue of ticket blocks :

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 cash duty 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 from 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) **Cleaning of Vomits / Rubbish :**

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).

Imprest of Ticket Memos, Fare Tables, Bus Guides etc. :

1. **Ticket Memos- Duplicate Ticket Memo** : 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.

- 2) **Fare Tables, Route Maps etc.** : 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.

Imprest stock of Trip Cards, Bus Cards and other items of stationery :

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.

Lost Property :

- 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 copies 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 like 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/Traffic Control over phone. Driver should park the bus at the side of the road.

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.

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 keep original compliant in compliant book and duplicate copy will be handed over to the complaint passenger.

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.

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 or fixtures are added or removed, necessary entries will be made in the inventory, which should be kept up-to-date.

Floods :

- 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.

Incentive Scheme for District Starters :

- 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. Contingency : 5 points
 - vi. Looking after buses of more than one route : 1 point per route in 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 points per bus dealt in an hour.
- If there is a telephone at the chowkey, all Starters attached to the said chowkey will get 3 points 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) **Points :**

1st route – Nil

2nd to 5th route – 4 points (at the rate of 1 point 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.

Inspectorial Staff :

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.
- iv.

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. Cheating Case :)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) Cheating :

- 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 aforesaid. 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 that he 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 detected, 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 and 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 been 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 then 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. A.P.F. AND EXCESS CHARGE :

- 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 fare/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 spent on 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 that the 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.

Credit Slip :

- 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.

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.

Accidents :

- 1) Accidents can be classified into collisions and personal injury cases. Collisions can be divided 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 address 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 and 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) Fatal Accident :

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) 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.

Assault Cases :

- 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)

Excess Travelled cases :

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.

Miscellaneous cases :

- 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.

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.

Asst. Traffic Officer :

- 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 come 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 Starter, 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.

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.

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 staff/ Passengers. He will also get himself acquainted with board duty work depot diary and book starter work.

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.

Traffic Pattern :

- 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.

Incognito Checks : 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.

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.

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.

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.

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 cited, 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 is introduced/ 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)

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/terminus, 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 termini, where staffs take rest, they have the facilities of relief shelters, canteen, urinals, etc. and that drinking water is provided at as many termini 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 termini 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 termini/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.

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.

Reporting on duty :

- 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.

Ticket Box with the Bus Conductor :

- 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) **Issue of Ticket memo** : 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 is 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.

Assignment of Duty :

- 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.

Drawing ticket blocks before proceeding on line :

- 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.

At the Terminus :

- 1 (i) On reaching the terminus, the conductor will immediately report 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 all 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.

Running the buses on line :

- 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 will pick 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) **Hail & Board facility :**

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).

Bell signals : The staff will observe the following code of bell signals.

1) **Signals from the lower deck conductor to the Driver :**

One ring –stop

Two rings – start.

Three rings – Emergency stop.

2) **Signals from the upper deck conductor to the lower deck conductor :**

One ring- Passengers alighting.

Two rings – No passenger to alight.

Continuous rings – No room.

3) Reversing with whistle.

Issue of tickets : 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. **Do not use spittle to moisten your fingers for detaching the ticket.**

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.

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.

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 be 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.

Blind passengers : Blind passengers holding a certificate from the Blind Relief Association or the National Association for the Blind or any other such authorized Association/ Institution for the blind should be charged concession in fares, as prescribed from time to time.

Free Travelling Facility : Following persons 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) .

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.

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.

Refund of passenger's balance :

- 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.

Credit Slip :

- 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.

Passes and RFID Card /Free Travel Tokens : 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 and that it is valid.

Standing Travel :

- 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) **Facilities for travel to members of Brihan Mumbai Police Force on BEST buses** :

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.

Free Travel Sitting : 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.

Recoupment of blocks on line : 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.

Lost Property :

- 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.

Reversing : 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.

Break downs :

- 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.

Accident :

- 1) **Minor collisions** : 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) **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.

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.

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) 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.

Accounts & Depositing of Cash : 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.
- viii) He will refer to the Notice Board for any fresh notices displayed.
- ix) 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.

Restrictions on passengers : The Conductor may refuse to carry and require to alight from 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.

Duties, responsibilities and obligations :

- 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.

DRIVERS :

Allotment of duty : 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.

Reporting on duty :

- 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.

Turning out buses- 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).

At the Terminus :

- 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.

Driving :

- 1) **Rules of the road** : While driving a bus, a Driver will observe all the rules of the road concerning :
 - i) **Speed Limit** : 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.

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.

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.

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 is 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.

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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- 4. Then Bus Driver will switch off the main switch of all cylinders

(Red Colour Switch) & will give CNG-Fire/ Leakage message to Bus Control.

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

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

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 during 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.

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.

Miscellaneous :

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.

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.

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

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.

Senior Traffic Officer : When 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.

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 DIVISIONAL ADMINISTRATIVE STAFF ARE AS UNDER :

1) APF Table :

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 depositing 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. Allotting 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-imburement thereof
9. Festival Advance to the staff.

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

2) Establishment Table :

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 Reinstatement
 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-imburement/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 March 2013 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 completes 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 line supervision, 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%.

4 TRAFFIC PLANNING

4-1 General :

- 1) The traffic operational branch is primarily responsible for the effective utilization of bus & crew, route planning, movement of millions of passengers in the city of Mumbai and extended Suburbs quickly, efficiently and economically. The activities of Traffic Department are divided into two parts – one administration and operation. The operation is sub-divided into following parts:
 - Depots
 - Traffic Planning & Development Section
 - Traffic Control
 - Training School

- 2) The Traffic Planning & Development Section is playing a key role in the working of the traffic department. This department is headed by DGM(TO) and assisted by CM(Tr)/Dy. Traffic Manager (Traffic) (Planning & Control) & other Traffic Officers. This section is mainly responsible for route planning, bus & crew scheduling, ITMS Co-ordination and other departmental work. DGM(TO) is directly responsible to General Manager. Various types of statistical data is prepared and maintained in Planning Section.

- 3) The review of entire operation of Mumbai city and extended suburbs is taken in the Co-ordination meeting held under the chairmanship of DGM(TO) after every 4 months. During the Co-ordination meeting detailed discussion is held on the performance of bus routes and the demands from the commuters, their representatives. Besides this, demands received from the passengers and public representatives through, General Manager and other Senior officers are also taken into consideration. The Planning Section examines these suggestions/ demands and suitable action is initiated after obtaining the approval of the Management. The Planning Section maintains data bank and the same are furnished to the management from time to time for taking suitable and remedial actions. The prime job of the Planning Section is to prepare bus and crew schedules by keeping minimum requirement of staff since the staff cost is increasing day by day. The utilisation of bus and crew is also done carefully in the Planning Section by ensuring traffic operational efficiency and overall productivity of the organisation.

- 4) The Planning Section prepares various action plans to meet the increased demand of the citizens. During the festival period such as Diwali, Ganeshotsav, Mahashivratri, Basi-Id etc., action plans for additional bus operation are prepared by reviewing the previous year's performance of such plans. The Planning Section prepares Holi Curtailment Plan (second day of Holi) to avoid the wastage of bus & crew.
- 5) The various types of cost cutting measures/ reforms are also taken by the Planning Section to minimise the losses of the Undertaking especially of a traffic branch.

4-2 Bus & Crew scheduling

- 1) The activity of Bus and Crew Scheduling for the bus operation is done at the Planning Section. The implementations of operational changes are done every four months along with the change in fixed duty of operating staff.
- 2) The Co-ordination meeting is conducted at the Planning Section for which guidelines are issued. The Depot Managers along with their Depot Officers and Engineering counterparts attend the co-ordination meeting. After discussions the changes and suggestions in the bus operation are recorded. Once the details are tabulated the meeting is conducted by DGM(TO) / CM(Tr) along with Planning Officers, Dy. Chief Managers and same is discussed at length before submitting for Management's approval. Thereafter the Bus/Crew Schedules are prepared at Planning Section. The details of the Schedules with the concept and principle are given below:

i) An important step in Bus logistics is Bus and Crew Scheduling, which is a most vital aspect in the transport planning. It is an ultimate exercise in Management of transport requirements by organising supply of transport services in relation to the demand by composing suitable bus and crew schedules. Buses and Crew, two important resources, require careful planning to ensure Traffic operational efficiency and overall productivity of an organisation. The criticism faced by the transport undertaking can be directly or indirectly traced to improper scheduling. The Depot follow this centralised Planning schedule. A schedule of bus route is the timetable showing expected arrival and departure at a fixed interval.

ii) Bus scheduling by definition means trips assigned to a vehicle during the day. Whereas Crew Scheduling means duties assigned to drivers and conductors in a day.

iii) **Schedule** -

The schedules are prepared & revised under the following circumstances:

- When a new route is introduced.
- At the time of augmenting or curtailing the existing fleet of a route.
- If the timings of the trips operated are changed.

- If the itinerary of the route is changed by way of Extension/Curtailment etc.
- If the parameters involved in preparation of schedules such as Running time, Headway, First/Last bus timings, number of buses, Relief Point, Depot, Pattern of Operation, Type of buses etc are changed.
- When there is a need to Multi Modal Integration with other modes of transport viz., Railway, Metro Rail, Mono Rail Ferry timings, etc.
- On the representation and requests received from passengers and Public Representatives.

iv) **Pattern of Schedules** -

There are two main patterns of schedules:

i) London type ; and ii) Ahmedabad type

London Type

In this type buses are kept moving on line and fresh relief are fed from the depot for operation.

Ahmedabad Type

During the rest period the staff and the buses are detained at terminus.

v) **Basic factors in bus scheduling** :

(a) **Traffic demand** :- Assessing the volume of traffic demand is one of the essential prerequisites for bus scheduling. Demand is assessed not by mere guesswork but by conducting traffic surveys. In order to decide upon the route pattern, frequency of operation, time schedule, number of trips, origin, destination, etc. the entire area of operation is required to be studied carefully. The study mainly concentrates on the following aspects: -

(b) The category of the passengers for whom the route is proposed. e.g.:- If the proposed route is to serve the residents in housing colonies located at distant places from railway stations, their need would be for a service from residential complex to the nearest Railway Station. The study is also required in order to decide first bus/last bus timings of the route.

(c) During the day there are peak and slack traffic periods. This has to be studied taking into consideration schools, college area, market area, entertainment centers in the vicinity. Even in a week, there are days having high traffic and low traffic especially where industrial/ market weekly offs are staggered. This study should also include:

- The road conditions,
- Availability of street lighting,
- Overhead clearance,
- Reversing facility,
- Infrastructural amenities for staff at both the ends etc.

In the absence of reversing facility a thought would have to be given whether the route can be operated on a ring pattern.

(d) Similarly, if there is no place for having a control point, the route will have to be controlled at one end only, wherein it may not require to provide layover at the other end i.e. uncontrolled end. Availability of alternate mode of transport such as personalized transport, taxis, auto-rickshaws, etc. also needs to be studied while assessing the traffic demand.

3) **Running time:**

(i) Determination of running time is essential for correct scheduling. For this purpose on line survey is conducted. On a congested road having more traffic jam points and traffic signals; more running time is provided.

(ii) Even different running time will have to be provided for different hours of a day and days of week, considering the traffic conditions during different hours of the day. Even the running time may be different in different directions i.e. 'Up' and 'Down'. Similarly, while fixing running time of route, running time provided to the parallel routes will also have to be taken into consideration i.e. Ordinary, Limited or Express.

(iii) It also depends on the type of buses to be operated. e.g. Single Deck or Double Deck. Determination of running time is very crucial as running time affects the level of bus service. Running time is provided from 3 minutes per Km. to 5 minutes per Km. depending upon the time, day and area of operation.

4) **Lay over (Stand time):**

Stand time, which is also called layover, i.e. the time given at both the terminating points. Its purpose is to allow time for the passengers to board and alight and to enable the staff to record arrival/departure time from Starter, to take ticket blocks, change, etc. The layover is suitably given to synchronise the trip time with the other trips.

5) **Headway (Frequency/Interval)**

Headway will depend on the hourly load of passengers expected and level of service to be offered. Headway means frequency/Interval at which the buses are available.

6) **Requirement of buses :-**

Requirement of buses depends on the frequency with which buses are planned to be operated .

The number of buses to be operated and the headway are inversely proportionate, i.e., more the number of buses, lesser the interval and vice versa.

7) **Relief point:**

The nearest terminating point having the required facility for staff, such as rest room, canteen, toilet, etc., would be the convenient relief point. If the route passes via the out shedding depot, the relief can be provided at the depot as a mid-way relief point. However at times it adversely affects the level of service since the passengers are stranded in such buses in case the bus arrives before schedule time or relief crew is not available due to sudden absenteeism.

8) **Ring route (control at one end):**

If the route is short, or terminating point is not available we provide control at one end only. As a result, we have to provide layover at one end only.

9) **Requirements of maintenance department:**

In Urban transport since all the buses return to the depot in the night and some return to the depot even during mid-day. Therefore, the maintenance requirement needs to be planned accordingly as per the requirement of Transportation Engg. department during Mid-day and turnout of buses as per maintenance plan of Transportation Engg. department.

10) **Out shedding depot:-**

The out shedding depot depends upon the type of buses to be operated, flow of passenger traffic, minimum dead kms, parking/maintenance facility available, etc.

11) **Duty schedules :-**

(i) **Legal framework:**

The Motor Transport Workers Act 1961 and the Rules made there under provide:

- a) Duty hours shall not exceed 8 hours in a day.
- b) Spread over should not exceed 12 hours.
- c) Minimum of half an hour rest before the completion of 5 hours duty.
- d) Not more than 2 spells in a duty.
- e) Gap of 9 hours between completion of today's duty and commencement of next day's duty.
- f) One day of rest in a week.
- g) Handing over/taking over time.

(ii) Hours of Work: -

- a) All the time spent in work done during the running time of transport vehicle.
- b) The time spent in subsidiary work.
- c) Period of mere attendance at terminus of less than 15 mts.

(iii) Readiness period :-

Duties with two spells but less than 6 Hours are assigned readiness period to the extent of 8 hours duty. During the readiness period the staff is at the disposal of the employer for any other work including steering/platform duty.

(iv) Double booking:

Some buses are operated on double booking pattern where heavy loading and unloading point exists on route, in order to make empty bus available at that point and to provide relief to the passengers at subsequent stops. This pattern is also useful for providing buses from a point where reversing facility does not exist. Even sometimes, the buses are booked to run non-stop without passengers to cater to passengers at heavy loading point situated close to the starting point.

(v) Special buses for CBD Commuters (Zero Waiting Time):-

CST and Churchgate are terminal of Central and Western Railways respectively. The passengers coming from distant suburbs like Kalyan, Dombivli, Thane by Central Railway alight at CST and intend to commute to their work centres located at Nariman Point, World Trade Centre, Colaba. We operate special buses to cater to their demand for about less than 2 1/2 hour period. For this type of operation some buses of suburban depots arriving in the City by a trunk route are utilised to clear the CBD traffic. Special buses are operated from Churchgate also for the convenience of Western Railway Commuters commuting towards World Trade Centre & NCPA.

4) Priorities of new routes :-

We have adopted the following principles for introducing new routes in order to balance demand and supply.

- (a) First priority goes to Feeder route.
- (b) Second priority goes to an East-West Connectors.
- (c) Third priority goes to routes from Suburbs to City.
- (d) One change over is inevitable.
- (e) Rail-road Co-ordination

5) **Evaluation of a schedule i.e. cost benefit analysis of schedule :**

(i) After the schedule is put into effect, it is necessary to evaluate the same, in terms of operational as well as financial performance. The operational performance means whether the running time, layover, travelling time provided are adequate and whether the trips are being operated as per the schedule.

(ii) The financial performance includes tripwise passengers carried, EPPK, CPPK, load factor. While evaluating performance of a route in global sense, the aspects, viz., overall occupation ratio of service, its cost recovery index, its position in respect of ABC analysis, Profit/Loss per bus, average steering/platform duty, scheduled vehicle utilisation, schedule Kms per duty.

(iii) Initially the performance is observed daily for a period of one month. Based on the study by Depot officers & Planning section the schedule is revised suitably by curtailing early morning/late night trips, reducing no. of buses, changing running time. Its monthly performance is also critically observed and changes are made in consultation with the Depot Manager / Traffic Officers in order to improve operational and financial performance.

6) **Measures taken to improve performance: -**

The Planning Section always takes measures to improve performance including the following:-

- (a) Reduction in remunerative trips/operation;
- (b) Larger headway during non-peak hours;
- (c) Operation of single decker buses instead of double decker buses on Sundays & Holidays to reduce Staff requirement and early morning/late night period.
- (d) Reduce running time on Sundays & Holidays because of Clear roads and less traffic for optimum utilisation of buses and staff.

7) **Action Plans:-**

In addition to these activities, plan for operation of extra buses during Diwali, Bhau-beej, Basi -Idd, Mahashivratri, clearance of passengers at heavy loading points, etc, are implemented.

8) **Computerisation of Bus and Crew Scheduling -**

(I) The Bus and Crew Scheduling are initially prepared manually and then fed in Computers. On the basis of running schedule of bus, the Master Card having trip- wise details of each and every bus, kms. etc, are generated. The crew schedules are prepared with the help of M/s. Trapeze to make the optimum utilization of staff.

(II) In the Computerisation, the following outputs are generated in addition to the Bus & Crew Schedule.

- (1) Buses on Road time wise (DD & SD)
- (2) Schedule Kms (Route wise Summary)
- (3) Schedule trips (Route wise/ Depot wise)
- (4) Turn out/stabling timing
- (5) Maintenance plan.
- (6) Allocation of duties
- (7) Terminus particulars
- (8) Schedule vehicle utilisation
- (9) Starter points
- (10) Operational hours/ Kms.
- (11) Joint duties
- (12) Platform duties etc.

Type of Surveys:-

- 1) Various types of Surveys are conducted by Planning Section. The details are given below:

Traffic survey is an important tool to assess the changing passenger demand. Origin-destination surveys conducted on a sample basis provide valuable data to plan the route-grid. Such surveys could be at regular intervals. However, for the purpose of scheduling more frequent survey are necessary say once in 6 months. Such surveys are of two types, i.e., the loading surveys and the waiting time surveys.

(i) Loading Surveys:

These surveys give us an idea about the stage-to-stage traffic load on individual routes. For conducting such surveys enumerators are posted on the buses. Survey Conductors/Inspectors are posted as enumerators on all the serials of a route or we may select a few serials preferably alternative ensuring that we cover a bus at least every half an hour or so. The enumerator notes down the number of passengers in the bus at every stage and also the time of the arrival of the bus at the stage. The average stage-wise load carried per bus for the given period with reference to its carrying capacity is worked out.

(ii) On the basis of the survey extra buses can be arranged to clear the traffic at heavy loading points. The loading points differ in the morning and evening. In the morning

as traffic trend is from North to South and buses come full from the northern termini, the extra buses are required from intermediate points.

2) **Waiting time surveys:-**

(i) Provision of 'adequate' bus service is the goal of every bus transport operator. The question is how to measure the adequacy. 'Waiting Time Surveys' provide the yardstick for the purpose. They tell the operator how long the passengers at different bus stops have to wait to get accommodation in the buses and thus enable him to decide whether the level of the waiting time assumed by the operator as 'reasonable'. If the operator has fixed 20 mts. as the reasonable waiting time and the survey reveals that passengers have to wait for 30 mts., obviously the service is inadequate and calls for augmentation of the fleet. On the other hand, if all passengers on a route get a bus within 5 mts. the service is 'too good' in relation to the waiting time fixed for him. In that case we could reduce the fleet and transfer few buses to other routes where the waiting time is excessive. If fleet is short, the goal should be to equalise the waiting time of passengers by such transfers of buses.

(ii) **Methodology of 'Waiting Time Surveys':-**

If we want to assess the waiting time of passengers at particular bus stop between say, 8.00 and 11.00 hrs, we post survey Conductor/Inspector as enumerator at the bus stop for the said period. On arriving at the stop at 8.00 hrs the surveyor joins the bus queue and marks a passenger who joins the 'Q' at 8.00 hrs. The time that passenger gets his bus is the waiting time for him. Observer then joins the queue again, noting down the time of joining and later on his getting the bus. He also keeps records of number of buses reaching the stop, number of passengers alighting, boarding, vacant seats in the bus/number of passengers left behind for the want of accommodation in the bus for them.

(iii) A completed sheet then shows the waiting time of passengers who join the queue at different times during the period of 8.00 to 11.00 hrs. A half hourly summary of the waiting time is prepared wherein the 'maximum' waiting time for a passenger joining the queue during the particular half an hour is indicated, together with other details such as number of buses touching the stop, No. of passengers alighting, boarding, left behind at the half hourly period and vacant seats, if any, carried during the period.

(iv) It is necessary that during the period of conducting a survey the service run regularly and there are no irregularities. Thus, if two buses do not arrive at a time and the waiting time increases, then there is no case for augmentation of fleet. If the waiting time is excessive despite regular service then only augmentation is called for. Likewise the number of passengers left behind is also important. If a small number of say 4 passengers at one bus stop are left

behind, it may not be worthwhile to augment the service. If buses do not arrive regularly for some reason, the summary indicates a gap in service. If buses are full then the waiting time, summary indicates accordingly.

(v) When a particular bus route is to be surveyed, its loading survey is taken and simultaneously, the waiting time survey is also conducted at important bus stops enroute. The study of the waiting time together with the loading surveys give an idea of the changes needed in the operating schedules.

(vi) Thus, if at some successive stops, the waiting time is high but loading survey indicates that buses are running with meager load after a certain later stop, it might be possible (depending on the traffic in the opposite direction) to reduce the number of buses operating direct and run a few of them upto the stop where there is heavy traffic. This will increase the number of trips and help reduce the waiting time with the same number of buses. On other occasions, the surveys might indicate the need for 'reduction of fleet' or augmentation of fleet or 'no change' etc.

3) **Traffic Checking System- Jackpot Method:-**

(i) We follow two methods for carrying out Jack-pot operation. In the first Method we post two Survey Conductors in each bus operating on the particular route, right from the 1st bus in the morning to the last bus in the night. One Survey Conductor stands at the front door near the exit platform in the bus and ensures that every passengers alighting from the bus has purchase a ticket while other Survey Conductor stands at the rear door of the bus and does not allow any passenger to alight from that door which is meant for boarding only. Thus every bonafide passenger travelling by that bus is made to purchase a ticket, for the journey. The operation Jack-pot goes on for a period of 3/4 days in a week. Then the daily earnings on this route during the day of the survey is compared with the earnings of the corresponding days of the previous month. If there is substantial jack-pot noticed in the earnings of this route, as a result of the Operation Jack-pot, the Division is instructed to alert the traffic supervisory staff as also the Vigilance Squad and intensify the supervision on this route.

(ii) In the other method, incognito survey is carried out by Survey Conductor from 1st bus to last bus on the specific route. The Survey Conductor posted for carrying out the survey stands at the rear door of the bus. He is not supposed to disclose the purpose of his survey to the on duty Conductor. However, he instructs the Conductor to let him know the no. of pass holders travelling in the bus. He silently enumerates the total no. of passengers boarding the bus. He deducts the no. of pass-holders and luggage tickets from the figure arrived at by him indicating total no. of passengers. Then the total figure of bonafide passengers arrived at by the enumerator is compared next day with the actual sale of tickets by the Conductors since we consider tickets sold by the Conductor on a given day as no. of passengers. If there is a considerable difference between the figure of the survey conductor and the actual sale of tickets by the Conductor on that particular day, then the Vigilance Squad is alerted through

Traffic Control, to keep an eye on the working of the Conductor, and to take such steps as surprise and incognito checks etc. to bring the defaulter to book.

4) Running time survey:-

(i) Running Time survey is carried out to assess the adequacy or otherwise of the scheduled running time. The running time survey is carried out when a bus route runs behind schedule, resulting in a number of short trips.

(ii) In fact, adequate running time is a prerequisite for operating the buses as per schedule. At the same time the running time should not be either excessive or less. A balance has to be struck between liberal running time and less running time while fixing the scheduled running time of a route. For this purpose the localities and the roads on which the route passes are taken into account. If one route passes through congested roads and the other on clean road such as Express Highway, then even if the route distance of both these routes is equal, the running time will differ.

(iii) The running time survey is carried out by the Planning Section as follows:

For carrying out the running time check of a particular route, we post survey conductors in incognito at both the termini from the 1st bus for about two days. The survey conductor at the respective terminus note down details such as bus no., actual arrival time, actual departure time etc. on the form provided to him. In this manner we get the actual arrival/departure time of all the buses on that particular route on a given day, which arrived or departed from the termini.

(iv) From the data collected by the survey observer, an hour wise summary is prepared taking the average running time for that particular period. The running time thus arrived at, is compared with the scheduled running time to assess the adequacy or otherwise of the scheduled running time. In such survey all the trips except short trips are covered. Further, since the driving habit varies from driver to driver, it is necessary to work out the average running time.

(v) Sometimes on receipt of complaint regarding deliberate slow driving or time wasting by operating staff a punctuality check is carried out by making the survey conductor travel in the bus from 1st bus to last bus. The survey conductor makes a note of instances such as deliberate slow driving, wasting time, detention at junction due to signals, traffic jams etc. and submits his report. On the basis of his finding suitable action is taken to remedy the situation.

(vi) With the introduction of E-ticketing machine, maximum data is available from ETIM, which enable us to do away with maximum surveys and thereby saving the cost of survey.

MIS(Statistical Bulletin):-

After doing detailed analysis of the route net work, the Planning Section is preparing a Monthly Statistical Bulletin Part I & II and also one page bulletin giving the performance of various major parameter of traffic department.

Fare tables:-

The bulk of revenue of the transport wing of the Undertaking is received through passenger receipts. The proposal for fare revision is put up by the Planning Section by working out various options, which are beneficial to the Undertaking as well as to the passengers. The details of staging numbers and charging of fares are given below:

1) Staging principles & charging of fares:-

(i) In spite of surpassing all the efficiency targets and adopting several economy measures, we are still incurring heavy losses on the transport wing of the Undertaking. This is mainly due to the fare not matching with the cost of operation. It is necessary to raise the level of fares by revision of bus fares so as to narrow down the gap between the earnings and cost of operation, i.e. to say income and expenditure or to achieve break-even points.

(ii) We have to fix our fare structures within the frame-work of the Notification issued by Government of Maharashtra. After preparing a proposal for fare revision, the same is put up to the BEST Committee, Municipal Corporation of Greater Mumbai and the Regional Transport Authority for their approval. After getting the approval from the above three authorities, we effect the revised fares.

(iii) The Undertaking operates 4 types of services under stage carriage system viz. Ordinary Services, Limited Services, Express Services and Air Conditioned services.

2) Charging of Fares:-

(I) The fares are charged from one fare stage to another and not from one stop to another stop. If the passenger boards and/ or alights at a stop, which is not a fare stage, he is charged from the preceding fare stage of the place of boarding and upto the succeeding stage of the place of alighting. This system is followed by all the State Transport Undertaking and they are given permit for 'stage carriage' by Regional Transport Authority concerned.

(II) Reservation of buses:-

The Planning Section also provides buses on hire to outside parties. The buses are given on Km basis and on flat rate basis. Reservation Section does the transaction of booking and the reservation slip is send to the concerned depot from where the buses are given. After the reservation date is over and the slip is received back from the depot, the Refund bill of Security Deposit is prepaid and sent to Accounts, Audit & Cash Department.

The BEST undertaking is also having 2 open deck buses. The same are provided to passengers for birthday parties and sightseeing purpose. The details of schedule charges are available on our website. On Saturday and Sunday evening one

open deck bus is given to MTDC for Heritage Tour in South Mumbai.(MTDC Tel. No. 22845678)

Disaster Management Plan:-

The Planning Section prepares a comprehensive disaster management plan to meet the emergency especially during monsoon period in the city of Mumbai. This plan is updated every year prior to monsoon. During monsoon, it is observed that many a times on account of heavy rain there is flood in the Mumbai city and the services of the local trains are disrupted. In that case, the disaster management plan is executed from the control room to carry stranded local train passengers in our buses from various railway stations. The posting of officers during 'on duty' and 'off duty' hours is also published in this disaster management plan .

Co-ordination with various utilities/Agencies:

The Planning Section also co-ordinates with MMRDA, MCGM, Transport Commissioners Office, RTO, etc in connection with the activities of Transportation.

E-ticketing & RFID based bus-pass systems

The Undertaking introduced e-ticketing and RFID based bus-pass systems in the year 2010-11.

Bus conductors are now issuing tickets using electronic ticket issuing machines (ETIMs) instead of old system of punching on tickets having stage numbers already printed on them. In new system, names of the boarding & alighting bus-stops and amount of fare along with date, time route no. & conductor no. are printed on the ticket.

Monthly & Quarterly bus-passes are introduced for regular travellers. The passes are of two types viz. between desired destinations and travel anywhere type. Any no. of changeovers en-route is permitted and there shall not be any restrictions on no. of journeys using bus-passes. Bus-pass sale counters are opened at bus depots & bus stations for registration and/or renewal of bus-passes. Passengers are also given option of registering/renewing their bus-passes on-line using net banking/ debit card/credit card. Passengers can renew their bus-passes up to seven days in advance. The bus-passes are electronically validated RFID cards where name of the passenger, bus-pass no., type of bus-pass and its validity are written on the electronic chip of the card. Passenger's photograph is printed on the front side of the bus pass. ETIMs with bus-conductors are capable of reading the data on the RFID card and details are displayed on its LCD screen.

The student's concessional bus-pass scheme is available for students up to 20 years or students studying up to 12th standard. They are also issued RFID based bus-passes of monthly, quarterly & half-yearly duration. Students can use dedicated school trip facility for a group of 50 or more students between their residence and school.

The Undertaking has introduced Cashless Travel facility using Pre-paid cards w.e.f. 07.08.2012. Passengers can load any amount between ` 100 and ` 10000 on the RFID card and purchase a ticket on a bus by showing his card to the bus-conductor. The amount of fare is deducted from the card when bus-conductor generates ticket using ETIM by holding the pre-paid card behind it.

5 TRAFFIC CONTROL:

General :

- 1) The Officers are posted round the clock in Traffic Control room as Bus Running Control Officer. These Officers ensures that all depots are manned by Traffic Officers or Assistant Traffic Officers in order to have smooth functioning of Traffic Operations. Traffic Control also conveys important / urgent messages of Management to respective Dy. CMs, DMs, Dy.DMs, Astd.DM's and concerned Depot Managers of related department, if any. BRC Officer is maintaining attendance records with reporting calls/movements of all Dy.CMs, DMs, Dy.DMs, Asst.DMs and Accident Officers along with their leave records.
- 2) During monsoon BRC officer contacts Disaster/ BMC Control to know if any places are waterlogged, then accordingly passes on this message to divisional officers. BRC Officer also communicates the important incidents, accidents, earnings and other important events to CM(Tr)/DGM(TO)/GM. The BRC Officer records the messages given by Divisional Officers about Rasta Roko, Morcha, Bandh, Major diversions, flood, stone throwing incidents, accidents involving major damage and personal injuries to employees, passengers or pedestrians, Disruption of railway service, stoppage of taxis, auto rickshaws, Electricity failure, diesel pumps not functioning, etc. and coordinate with Traffic Officers on line. BRC Officer communicate updated information in this connection to G.M., DGM(TO), CM(Tr), Dy.CM(Tr), DMs, Dy.DMs, Astd.DMs & Officers of Railways, Accident Deptt.
- 3) Traffic Control also co-ordinates with Traffic Police, Mumbai Police and Disaster Control in order to help Traffic Officers on line. BRC Officer also gives information about fatal/major accident and serious mishaps to Chairman, GM, BEST Committee members, DGM(TO), CM(Tr), Dy.CMs, DMs, Dy.DMs, Astd.DMs, PRO & Secretary.
- 3) To ensure proper balance of excess and shortage of operating staff at depots the Staff Position is also collected from all the depots and necessary action is initiated.
- 4) Traffic Control collects feedback of Corridor checking particulars received from "A" Grade & "B" Grade Officers on Corridor checking days. Traffic Control also obtains Railway position and informs divisions to operate extra buses, whenever required. In case of death of an employee, BRC Officer informs Depot Managers to arrange for immediate monetary assistance. Officers of Traffic Control takes hour wise turnout and staff position whenever bus operation is affected especially on days of Strikes /

Bandh etc. and also conveys matters displayed on Union Boards to the GM, CM(Tr),Dy.CMs, DMs, Dy.DMs, Astd.DMs.

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

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

5-3) Bus Staff Control Cell:-

1)The Bus Staff Control Cell looks after the posting of operating staff i.e. Bus Conductors, Bus Drivers, Special Inspectors, Inspectors, Starters, Bus Misc., Scavengers, Muccadam & Mali etc. This Cell is effecting transfers of staff as and when there is change in the requirement as furnished by Planning Section. This Cell is headed by STO who report to Dy.Chief Manager(Traffic)(General)

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

3) STO (Control) also maintains imprest cash of Best Staff Family Welfare fund and arranges for payment to Administrative/ Assistant Administrative Officer on receipt of Application form for obtaining Financial Assistance in case of deceased staff member on confirmation/verification and also follow up timely recoument of the said amount from Supt.Cash. STO(Control) maintains the attendance record of all ‘A’ & ‘ B’ grade Traffic officers & forward the same to DGM(TO) / CM(Tr). Control Rooms maintains and submits the feedbacks to Management on the following issues viz.,Corridor Checking, Long Absent staff, Condition of Staff Cars, VHF/ Walkie-Talkie sets, Megaphones, P.A.System provided to various divisions / bus stations.

Category wise Staff positions

Fatal/ Major accidents

Statement of Light duty

Providing additional Walkie -Talkie sets to divisions for diversions, fairs, etc. as per requirement.

Compile the data regarding the Accident cases received from the Zonal accident department to be forwarded to Management as & when required.

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

5-4) BEST Helpline :-

The BEST Helpline is available through Toll Free no. 1800227550 or 022-24137937 022-24146898. This Helpline is in operation round the clock and helps passengers to get the details of convenient bus route for their travel. On this Helpline the passenger can also lodge their complaint. The complaint is forwarded from helpline centre to the concerned depots for taking necessary action.

6. TRAFFIC TRAINING CENTRE-DINDOSHI.

Training : -

1) **Selection of bus drivers:**

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

A) Table test :

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

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

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

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

B) During driving test more emphasis is made on following points.

- a) Starting of vehicle
- b) Engagement of gear in up position.
- c) Engagement of gear in dn position.
- c) Steering control
- d) Handling of vehicle on corner.
- e) Traffic rules & behavior.
- f) Reversing

g) Control of vehicle

Marks are allotted to each point mentioned above. The driving test is conducted for 50 marks by Driving Test panel. Candidates securing 25 marks (50%) are declared as passed during driving test. Successful candidates in driving test are sent to Medical Department for Medical examination as per the stipulated program.

C) Induction Training for Bus Driver.

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

Induction training of 4 weeks is imparted to Trainee driver.

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

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

Third Week: Two hours in house training & eight hours practical training on bus. During this week practice training is imparted in thickly populated area as well as on heavy congested road, especially at market places, controlling of vehicle on gradient without applying break, reversing of vehicle on narrow road etc.

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Duty of driver to take precaution at unguarded railway level crossing, Duties of driver in case of accident, Duties of driver to give priority to certain vehicle like ambulance, fire brigade, vehicle of minister & Government, Driving & reversing of vehicle on S band, precaution at U turn, driving at intersection, Importance of mirror, signal & maneuver i.e. (MSM) important of position, speed & look (PSL). During this week personality development course are conducted for trainee candidates. i.e. 3 days Art of Living course which includes yoga, meditation, Pranayam etc, Audio & video presentation on anti tobacco drive, lecture on stress management by Prajapita Bramhakumari, Workshop by NAB i.e. expectation of blind from best driver & conductor. Lecture by retired ACP from Mumbai Traffic Police stating the importance & discipline of road lecture on rules for Road regulations.

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

During inhouse training, lectures are conducted on following subject by HID, officers of Traffic Training Centre & other senior officer of Traffic dept.

Lectures on Duties & Responsibilities of Bus Drivers as per M.V. Rules, M.V. Act, brief on various acts related to Public Vehicle Drivers to maintain discipline & safety on the road with the help of Authorities of Police of Traffic Branch.

Lectures of Traffic & Accident Officers on Marketing, Diesel Conservation,

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

2) **Selection of Conductors**:- Bus Conductors are selected by the Personnel Dept. by conducting written test. The selected candidates are sent for medical examination. Successful candidates during medical examination are directed to Traffic Training Centre for three weeks training.

Induction Training for Bus Conductor.

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

Second Week- on Line Training- Practical Training on Training bus – Behavioral aspect, Marketing aspect, Issue of proper tickets through Ticket Box/ETIM, handling Cash Bag & other equipments, self balancing in running bus without disturbing passengers, Importance of time factor, Space management in the bus to carry maximum nos. of passengers, Importance of giving sufficient time to board & alight the bus to avoid accidents. Bell is the medium of communication between driver & Conductor i.e. single bell, double bell etc.

Third week- 3days Art of Living Course which comprises Yoga, Meditation,

Pranayam, Lectures & Video presentation on Anti Tobacco Drive, Lectures on Stress Management, workshop on blind/ mentally retarded/ handicap passengers with the help of NAB, Lectures on Duties & Responsibilities of Bus Conductor according to M.V. Rules, M.V. Act, workshop on Gender Sensitization with the help of the Office bearers of AKSHARA, Lectures by Mumbai Police Security Branch on safety of community/ Bomb precautions etc.

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

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

ii) Importance of Bus Inspectors post in the traffic operation special emphasis on Plugging the leakage of revenue & increasing the efficiency of traffic outdoor Staff, monitoring traffic operation.

iii) Revenue analysis

a) Financial performance

b) Classification of routes: A,B,C

c) Non-operational revenue

d) Transport terms

e) Procedure of the reservation of buses

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

v) Type of various checkings -

a) Submission of detail report against delinquent employees.

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

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

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

e) Cleanliness of bus Chowkey/Bus Station.

4) **Induction Training of Starter:** Newly promoted starters from the post of Bus Conductors

are posted at Traffic Training centre for induction training of 1 week which includes:

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

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

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

a) Revenue analysis

b) Financial performance

c) Classification of routes A,B,C

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- d) Non operational revenue
- e) Transport terms
- f) Procedure of bus reservation
- iv) Starters lapse generally noticed by traffic officer on line & financial losses incurred due to such lapses. The expected duties & efficiency by starters.

5) Training to officers & staff of Engineering and Traffic Dept. for the procurement of HGV license.

After completion of administrative work and procurement of Learning HGV license, Technical Training Centre Wadala direct candidates to Traffic Training Centre for three weeks training. Trainee candidates are imparted four hours training on daily basis for 21 days as follows: -

First week- Classroom training- duties & responsibilities of bus driver, M.V. Rules,

M.V. Act. In Practical training control of bus, steering & effective changing of gears, Traffic signals & signs, Traffic sense.

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

Third week - Training on various types of buses i.e.AC bus, CNG bus, Double Decker bus if driving performance of candidate found satisfactory, KMPL and safe driving training, Training at TTC on cut- model of bus. Training pertaining to reversing, parking etc. Driving performance of candidate is checked by DDM (Trg) /ADM (Trg) / STO(Trg)/ TO(Trg) / HID in the last week training. After successful completion of training, candidates are directed to RTO for driving test as per the scheduled programme.

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6) Induction Training to Asst. Traffic Officers:

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

- i) Duties & responsibilities of Asst. Traffic Officer/Traffic Officers.
- ii) Traffic operation, Traffic operational Control, line Supervision, Discipline amongst subordinate staff, Departmental enquiries, Maintenance management. The importance of Losses due to bad driving habits, precautionary measures to avoid the same. Critical financial condition of the Undertaking. Remedial measures to increase earning and reduce cost of operation.

7) Refresher courses: -

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

(I) One Day Refresher Course for Bus Conductor:

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

- a) Purpose of Refresher Course.
- b) Objective of the BEST Undertaking and the role of Bus Conductors.
- c) The necessity of skills & knowledge and attitude for the job.
- d) Financial condition of Traffic Department & competition in mass transport operations.
- e) Importance of Regular and punctual attendance
- f) Importance and punctual turnout and schedule operation of buses/display of proper destination boards and route numerical.
- g) Behavior with passengers colleagues, staff members and supervisory staff/officers.

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- h) BEST Productivity Day, the role of Bus Conductor/Driver.
- i) Suspected articles precaution to be taken to avoid untoward incidents, Instructions regarding Bomb-Scare.
- j) Accident- Causes and Consequences, Preventive measures by Bus Conductors/Bus Drivers
- k) Importance of Cleanliness with regards to uniform, buses and depot premises.
- l) Transport economics classification of Route „A“ , „B“ and „C“ analysis.
- m) Co-operation to school going children, handicapped persons, pregnant ladies and senior citizens.
- n) Offences committed by drivers/conductors and consequences thereof e.g. wasting time, skipping/bunching of buses.
- o) Spitting habit of conductors & drivers, Introduction of modern techniques in day to day working of the Undertaking.
- p) Accident Prevention and Safe Driving Causes & Consequences of accident, Preventive Measures, Activities carried out by the BEST and Govt. Authorities to avoid accident important, hints for Conductors.
- q) Importance of physical presence of bus conductors in the bus at the time of turning out & stabling of the bus.
- r) Importance of taking arrival and departure timings and the last numbers from the Chowkey Starters and depositing the trip cards Importance of collecting accurate/correct fare from the passengers.
- s) Shortages, results/consequences and precautionary measures to avoid incurring Shortages, importance of counting of daily earnings and depositing correct amount of sale of tickets. Importance of announcing the name of the bus stops and halting of bus properly at each scheduled bus stop and picking up maximum passengers, the role of bus conductor to implement new scheme

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such as Reserved Seats for Ladies, Handicapped Persons and Senior Citizens. Conductors having bad habit to throw ticket buds in the bus, bus station and depot premises. How importance of closing of windows during the running of the bus in the rainy season, during day and night stabling.

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

Procedure of passengers balance amount.

u) Group discussion.

(II) Three days KMPL course for Drivers: -

First Day - Yoga Training, Lectures on financial condition of Undertaking & Importance of fuel conservation, reduction in cost of operation by increasing KMPL, various ways to increase KMPL, Financial impact of KMPL on the cost of operation of undertaking . On wheel training, power point acceleration, cruising aspect during on wheel training, Collective result of KMPL.

Second Day- Yoga Training Lectures on financial condition of BEST Undertaking, positive attitude of driver will lead to improve financial condition, marketing aspect, importance of Commercial view in day to day working, population of competitor vehicles in Mumbai city. Importance of target oriented efforts and its impact on financial condition of Undertaking. In the evening session, on- wheel training and collective result of KMPL.

Third Day - Yoga Training, Classroom session on Accident Prevention and Safe Driving. Road Driving Session by DDM(Trg)/ ADM (Trg)/ STO(Trg) safe driving, factor responsible for accident, causes of accidents, time & place of accident vehicle, population in Mumbai, and financial burden of accident.

In the afternoon session in house training by KMPL Officer (Technical Expert) on good and bad driving habits of drivers and its financial implications on cost of operation. Lapses generally noticed during line checking/ on line monitoring which leads to wear and tear of spare parts. Technical implications of bad driving habits, demonstration of impact of good and bad driving habits on serviceable model, video presentation of good and bad driving habits. At present this course is temporarily suspended.

iii) **One day Road Safety Refresher course:** -

This course is specially designed and conducted with help of experts from Road safety field under CSR activities. In the morning class room training sessions are conducted by DDM (Trg)/ ADM (Trg)/STO (Trg)/ TO (Trg). Subject like critical financial condition of Undertaking and remedial measures to overcome this situation by way of increasing passengers and earning, reducing cost of operation by way of increasing KMPL. Importance of attendance. Financial impact of absenteeism of operating staff on his own and over all Undertaking.

In the afternoon, training sessions by experts from road safety field under CSR activities with the help of Hino Motors, RPG Foundation, and SIAM etc.

iv) **One day Refresher course by PCRA:** - One day refresher course is conducted by PCRA on fuel conservation. During this course, guest faculties from PCRA elaborate how the ever increasing prices of fuel contributes to increase in cost of operation of transport section, all over India. Consequences of fuel on environment. After the completion of classroom training on- wheel training is imparted by faculty members of PCRA and at the end of the course certificate is distributed among all participants.

v) **Refresher course for Starters & Bus Inspectors:**

Refresher course for starters & Inspectors are conducted for 1 day in a year. In

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this course topic regarding their works, duties & responsibilities are covered & emphasis is also given on explaining the importance of their post in their operation.

vi) **Refresher training to Drivers from unorganized sector:** -

Three week refresher training course is conducted for drivers from unorganized sector on paid basis.

First week- Classroom training- duties & responsibilities of bus driver under M.V. Act. In Practical training control of bus, steering & effective changing of gears, Traffic signals & signs, Traffic sense.

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

Third week- Three day's yoga, meditation courses with the help Shri shri Ravishankar / Prajapita Brahmakumari. Work shop on 'No Tobacco' with help of "Salam Bombay". In house training on safe driving and fuel conservation, on – wheel training in thickly populated area, congested roads, KMPL and safe driving training. Training at TTC on cut- model of bus. Training pertaining to reversing, parking etc, clutch control.

At the end of training Driving performance of candidate is checked by DDM(Trg)/ ADM (Trg) / STO/ TO /HID. After successful completion of training assessment of driving skilled is done by DDM (Trg)/ADM (Trg) / STO(Trg) / TO(Trg) / HID training certificate is issued to those candidates whose driving skilled found satisfactory.

8) **Heavy Driving training at BES&T Undertaking's Driving Training School:**

Training school of Undertaking is registered under Regional Transport Authorities at Borivali and Tardeo. Administrative work for obtaining Learning HGV license is carried out at Traffic Training Centre. After obtaining Learning HGV license and

making payments of stipulated fees, three week training is imparted to all candidates who are enrolled for the procurement of HGV license from Tardeo and Borivali RTO.

First week- Classroom training- duties & responsibilities of bus driver as per M.V. Rules,M.V. Act. In Practical training control of bus, steering & effective changing of gears, Traffic signals & signs, Traffic sense.

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

Third week - Training in thickly populated areas/ congested roads. Training sessions on KMPL and safe driving training. Training at TTC on cut- model of bus. Training pertaining to reversing, parking etc, clutch control. Driving performance of candidate is checked by DDM(Trg)/ STO(Trg)/HID ,in the last week of training. After successful completion of training, candidates are directed to RTO for driving test as per the scheduled programme.

9) Issuance of 5A - form for HMV / HGV License Renewal –

Traffic Training Centre - Dindoshi has obtained license No MH02-SCHOOL-371 of Motor Driving Training school from Borivali RTO, for imparting Heavy Motor Vehicle driving training.

Recent amendment in Central Motor Vehicles Rules-1989 has made it a mandatory for all heavy vehicle license holders to submit 5-A form for license renewal, from Motor Driving Training School, only having vehicles equipped with GPS and Digital fuel measuring system.

We have upgraded our 3 training buses with GPS and Digital Fuel Measuring Systems as per the latest requirements made mandatory in amendment of CMV Rule-1989. These buses are checked & approved by RTO Borivali for the issuance of 5A form. Traffic Training Center is now issuing 5A forms to the undertaking's HMV / HGV licence holder bus drivers, officers and staff having undertaking's driving authority.

10) **Accident prevention Cell (APC)** -Accident prevention cell comprising of DDM-Trg / ADM-Trg/ STO(Trg) & TO(Trg) at Traffic Training Centre. The activities carried out through this cell to prevent accident are as follows-

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

Every year Road Safety Week is observed as per directives from MORTH to bring awareness amongst our bus drivers to ensure the safety of the pedestrians / passengers. During this week various activities such as display of banners, GM's appeal is distributed among the crew.

11) Duties & functions of various categories working at traffic Training Centre

i) Head Instructor Driver (HID)

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

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

He posts Driver Teacher (DT) for accident prevention checking of accident dept. He carries out feasibility survey for the new/diverted/extended bus routes.

He scrutinizes the checking sheets of DTs. He trains DTs on new buses & also makes arrangements to give such training to the Bus Drs. e.g. training on various buses, synchromesh gear box bus, hi-tech buses etc. He trains the Officers & Employees of the Undertaking, to drive heavy motor vehicles & make necessary

arrangements for RTO tests. He trains re-instated Drivers & Drivers who are involved in fatal accident cases. He conducts diesel conservation programs/training for the bus drivers who attend refresher course. He posts DTs for standing duties during various fairs, festivals, diversions, new routes etc. He checks the drivers reported by the division for bad driving habits. He carries out daily maintenance of buses, which are allotted to the Traffic Training Centre. Last but not the least, he carries out any other duties assigned by ADM (Trg)/STO (Trg)/TO (Trg) as & when required.

ii) Special Inspectors (Instructor Conductor)

The main duty of the Instructor conductor is to train the trainee bus conductors in respect of their duties, discipline & efficiency. He will address candidate, conduct classes & complete all the formalities before sending them on line. He will also address in refresher course of Conductor/Inspector/Starter etc. He will impart training to the promoted Inspectors covering all aspects of duties & functions of Inspectors with model line reports, writing of various types. He will also impart training to promoted starters as to make them responsible & duty conscious. He will mark the attendance of trainee conductors, promoted Inspectors, starters & other regular conductors sent to Traffic Training Centre. He will maintain the files of Line Notices & prepare index of important line notices. During the practical training on bus he must demonstrate to trainees the correct method of accepting proper fares & issuing of proper tickets to the passengers. He will also carry out any other duties pertaining to the training that may be assigned by ADM (Trg)/STO (Trg)/TO (Trg) & Driving Teachers (DT).

iii) Driver Teachers (DT)- Driver Teachers trains various practical aspects of driving on different types of buses and impart training as per the training program to newly recruited candidate Bus Drivers also trains Officers/Engg Staff to drive

buses. He checks driving habits of B. Drs on line during his 8 hrs duty in which he has to check 28 B. Drs. & submit reports of bad driving habits if any. Further DTs trains the candidates of heavy private driving training candidates.

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

7. TICKET & CASH DEPARTMENT

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

- 1) To issue Electronic Ticket Issuing Machines (ETIM), Paper Rolls and tickets blocks with Ticket Memo to Bus Conductors proceeding on line daily.
- 2) Receipt of Traffic Earnings from Bus Conductors and POS Centers through sale of Bus Passes and E-purse.
- 3) Banking of Traffic collections i.e. daily earning deposited by the Conductors and amount collected through sale of Bus Passes and E-purse amount.
- 4) Proper Accounting of Traffic Earnings.
- 5) Provision of Cash Bags, Paper Rolls and allied material to the Conductors.
- 6) Sundry payments to the staff members and advance to other departments and recoupment thereof.
- 7) Passenger Balance Refund.

DEPARTMENT **DUTIES OF VARIOUS OFFICERS OF TICKET & CASH**

7.1.1 Senior Administrative Manager (Ticket & Cash)

Grade A-3

Duties

The Sr.AMTC is Head of the Department and responsible for co-ordination, supervision and control over the entire functioning of Ticket & Cash Department, at all the 27 depots, C.C.R. and H.O. Depot Ticket & Cash offices work round the clock on all the 365 days of the year. 26 Officers, 107 Supervisors and 450 staff of various categories, report to Sr.AMTC for instructions. He is further responsible for -

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1. The daily accounting of traffic earnings.
2. Crediting the cash / daily earnings to banks.
3. Maintaining the account of Ticket issued to Conductors and sale of the same.
4. Maintaining the imprest of Rs.42, 00,000/-, under his control for payment of bills, vouchers etc. at depot level.
5. To monitor monthly incentives payable to the staff of Ticket & Cash Department.
6. Payment of passenger tax to the State Government every month based on the monthly traffic earnings.
7. Accounting and depositing nutrition surcharge every month to the State Government treasury and claim the collection charges from State Government on nutrition surcharge paid.
8. Material Equipment control.
9. Issue instruction; hold meetings with subordinate officers, Union representatives and conduct various types of inquires.
10. Reconciliation of all accounts pertaining to Traffic Receipts, Advances and miscellaneous payments.
11. Visit 27 depot offices for surprise check and periodic inspection.
12. Review work procedure and evolve better methods of work.
13. Plans and organizes the Ticket & Cash Office whenever new depots are planned.
14. Submit Budget Estimate and Establishment Schedule of the department to the Management every year.
15. To hear the First appeal in case of dismissal of staff.

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16. To attend Industrial and Labor Courts in each of the Labor matters / ULP complaints pertaining to Ticket & Cash Department.
17. To implement Bus Fare Revision.
18. To implement and ensure smooth functioning of new projects launched by the Management.
19. To keep liaison with Government and Banking authorities.

7.1.2. Asst. Administrative Manager (AAMTC): No. of Posts 1

Grade – A-5

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

Duties

1. He practically carries duties and responsibilities only sub-ordinate to Sr.AMTC as far as operational and administration aspects of the department is concerned and ensures smooth working of the department at various levels including at depots and to attend to eventualities whenever situation warrants.
2. He is also required to pay visits to Ticket & Cash Depot offices to get first hand information regarding the progress of work, give guidance to the Sr.AOTCs / AOTCs / AAOTCs and to solve the grievances of the staff as & when brought to his notice.
3. Assists Sr.AMTC in carrying out the instructions and framing of various notes, statements etc. that are required by the management and various heads of the branches / department.

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4. To ensure that the various procedures laid down in the department and instructions issued by Sr.AMTC from time to time are properly followed and implemented correctly.
5. To guide in framing the Budget Estimates and staff matters, filling up the vacancies, staff transfers, initiating proposals for provision of staff etc.
6. To hold the discussions with the Representative and Approved Union on the various subjects.
7. To attend Industrial and Labour courts in case of the labour matters / ULP complaints pertaining to Ticket & Cash Department.
8. To hear the staff in appeal against the orders given by his subordinate officers.
9. To assist Sr.AMTC in preparing the Budget Estimate and Establishment Schedule.
10. To attend Tender Committee Meetings in respect of procurement of materials.
11. To ensure proper banking of traffic earnings on day-to-day basis.
12. To look after all establishment matters including Audit / MCA queries.
13. To deal with the office of Transport Commissioner in connection with payment of Passenger Tax, Nutrition Surcharge, proposals of marrying of tickets and reimbursement of collection charges from the State Government.
14. He ensures proper functioning and smooth working of the Centralised Cash Room (CCR), through AAOTC (CCR) and ascertains daily from AAOTC (CCR) that the banking of the daily traffic earnings is properly done as per the schedule laid down.
15. To keep liaison with Bank daily for depositing Traffic Earnings.
16. To keep liaison with RBI for haulage of small coins.
17. To ensure proper maintenance of cash vans and its regular operation.

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Asst. Admn. Manager is also the overall in - charge of Material and Equipment Section and as Material and Equipment Section incharge his duties are:-

1. To supervise and guide AAOTC (ME) in the matter of indenting, selecting, acquiring, distribution and also ensuring that proper and adequate stocking of various stationary items, ticket memos, ticket blocks, leather bags, paper rolls etc., which are of vital importance are in stock for smooth functioning of the department.
2. To initiate proposals for provision of furniture and office equipments for new depots, addition / alteration at depots.
3. Assists Sr.AMTC in preparing the Budget Estimate.
4. To attend Tender Committee meetings in respect of procurement of materials and also attend Audit / MCA queries.
5. To control over the supply of Ticket Blocks, Paper Rolls as per scheduled program.
6. To ensure enforcement of Annual Maintenance Contract in respect of Computer system, UPS, ETIM project and other vital items at all depots.
7. Visits Ticket & Cash depot offices to monitor depot activities.
8. To monitor Repair and Maintenance activities at all depots including inventory control.
9. To ensure regular supply of Ticket Blocks, Paper Rolls to various depots as per scheduled program.

7.1.3 Senior Administrative Officer Ticket & Cash Department Grade - A/G X Duties

Sr.AOTC is the zonal in-charge of Colaba, Backbay, Mumbai Central, Worli, Santacruz and Bandra Depot and incharge of Establishment, M.E. & CCR Section of Ticket & Cash (H.O.)

He has to perform following duties: -

1. To make fortnightly visits to depots.
2. To check the AOTCs / AAOTCs / Safe Supervisors imprest cash, registers and other various registers maintained in the office.
3. To check whether sufficient stock of Tickets blocks, Paper Rolls, Ticket memos, Conductors nylon / leather bags and computer stationary items is maintained.
4. To check the duty list / register, B.R. Blocks sample, and whether sufficient stationary is in stock.
5. To ensure whether statements of C.I.B., G.I.B., O.T. are prepared in time and whether test check of Rs.10/- denomination notes are carried by AOTCs / AAOTCs.
6. To solve the problems faced by AOTCs / AAOTCs at all depots regarding the computer operation.
7. To hold departmental enquiries.
8. To ensure sufficient availability of ETI machines and follow up for defective machines.

Zonal Officers

7.1.4. Administrative Officer Ticket & Cash Department Grade A/G IX AOTC (I) (II) & (III)

AOTC (I), AOTC (II) and **AOTC (III)** are in charge of the zones allotted to them by Sr.AMTC. They pay visits to the depots under their jurisdiction and scrutinize & check

the day-to-day operations and records / registers including imprest cash and Daily Traffic Earning. Also carry out the same duties mentioned against the duties of Sr.AOTC.

At present AOTC (I) is in-charge of Dindoshi, Mulund, Marol, Majas, Ghatkopar, Vikhroli and Kurla Depot, having his Zonal Head Quarter at Majas Depot, **AOTC (II)** is in charge of Wadala, Dharavi, Kalakilla, Anik, Pratiksha Nagar, Shivaji Nagar & Deonar Depot having his Zonal Head Quarter at Wadala Depot and **AOTC (III)** is in charge of Magathane, Gorai, Poisar, Malad, Malvani, Goregaon & Oshiwara Depot having his Zonal Head Quarter at Malvani Depot.

DUTIES

1. To hold departmental enquires.
2. To assist Sr.AMTC and AAMTC in carrying out the instructions and framing various notes those are required by the management and various heads of the branches / department.
3. To ensure that the various procedures laid down in the department and instructions issued by Sr.AMTC from time to time are properly followed and implemented correctly.
4. To scrutinize G.I.B. statements as regards savings in staff.
5. To conduct monthly meeting with the representatives of the Union and Sr.ATCs / ATCs of respective depots under his control and solve the problems / difficulties.
6. To observe procedural weakness / deficiencies and to discuss the same with Sr.AMTC.
7. To give information regarding the progress of work, give guidance to AAOTCs / AOTCs depots and try to solve the grievances of the staff as and when brought to his notice.

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

1. Position of Leather / Nylon Bags.
2. Reconciliation of Ticket Blocks with Chowkies.
3. Reconciliation of Ticket Blocks Registers.
4. Issue of Shorts Slip to Conductors.
5. Attendance of staff / Cash Counters activity.
6. Position of Conductors Lockers.
7. Waiting period of Conductors at counters.
8. Overall position of depot and Housekeeping cleanliness.
9. Disposal of scrap records and scrap material.
10. Issue of Ticket Blocks in serial order.
11. ETIM Validator Reports.
12. Overall condition of UPS room.
13. UPS Condition (Working of UPS)
14. Availability of ETI Machines and pending issues.

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

Ticket & Cash Head Office situated at Wadala.

Depot Units comprising of 27 depots & 2 Sign-on & Sign-Off Bus Station.

Centralised Cash Room (CCR) situated at Wadala.

Ticket & Cash Head Office (WADALA)

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

ESTABLISHMENT SECTION.

ACCOUNTS SECTION.

MATERIAL EQUIPMENT SECTION.

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

Establishment Section - Main Functions

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

- Requisitions for vacancies occurred due to Superannuation, expiry, dismissals, resignations, transfers, promotions or reversions.
- Putting up note regarding taking over / relieving of staff and preparation of training programs for the newly promoted / transferred Supervisors and Officers.
- To update registers pertaining to staff, to deal with transfers and reversion cases, proposals for lapsed posts, annual increments etc.
- Assessment of daily effective requirement of staff at depot and posting of staff accordingly. And preparation of monthly / quarterly statements of staff positions. Scrutiny of Bad Attendance cases of staff members.
- Put up proposals for compensation of accident, leave without pay and special leave on half pay, Acting arrangements, and payment thereof, invalidation and resignations.
- To make payment of Uniform, Umbrellas to Sepoy/Jamadars & M.V. Drivers as per the Undertaking's norms through Web-based programme.
- To issue circulars, verify mark sheet, prepare statement and forward advices for payments in connection with Scholarships. Verifying applications of employees' son /daughter for employment, superannuation notices to the employees due for retirement, issuing salary certificates and all other types of General certificates.
- Preparing of Service Record files of promoted and transferred staff and updating the same, half yearly retirees list, surprise visits programs of Officers, recovery advices, monthly statements, advices, and Preparing recoupment bills for Xerox and tea utilized from Sr. AMTC's imprest.

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- Attending to the Final Bills of separated employees and the follow – up thereon. Preparing on line Service Termination slip, issue of Identification notes to ex-employees. To issue a letter / inform over a telephone to ex – employees regarding their Final Dues Bills. To initiate application forms received from Ex-employees for obtaining Bus Pass.
- To effect change in address, change in name, authority to sign and put up a note to that effect, to make Payment / Recoveries in respect of GIB & CIB and to give reply to the Audit / Municipal Audit queries, Allocation of hours at each depot. To draw a circular in respect of payment of Festival Advance, compilations of Festival Advance applications received from depots, H.O., and CCR, and forward the payment advice to Audit & EDP, Drafting a letter to the family members of the deceased, To attend the forms of PF Nomination and Gratuity.
- Preparation of Emergency O.T. statement, preparation of Daily Acting Allowance, Consolidated monthly O.T. statement file to be put up to CM (Traffic). Statement regarding retirees, deceased, resigned and invalidated, Preparing a statement of Service Certificates issued to ex – employees and loss of Identity card / Bus Token every month.
- Verification of registration of cars / scooters maintained by 'A' & 'B' grade officers. (Half-yearly Statement to be prepared), Verification of Medical Reimbursement forms of family members / employees and preparing bill thereof, Verification of Interest Subsidy forms, Provident Fund refundable and non – refundable loan forms and forwarding the same to the respective department and verification of LTA / Encashment forms.
- Attending to SR 4.4.10 cases and verifying whether the leave is recommended or not and then forward the same to TK for making payment (if recommended).
- To fill online P.F. E-nomination & Pension forms of retiree.
- Filing of papers in SR files of all employees and dispatching the papers to the concerned depots. The job of Dispatching of important papers and Materials is also carried out by the Establishment section.
- To maintain Roster of Writer & provide information to Backward Class Cell.
- To prepare reply of RTI application regarding the staff matters etc. and forward to Undertaking's RTI Officer for further needful action.

FUNCTIONS CARRIED OUT BY ACCOUNTS SECTION: -

The Accounts section in Ticket & Cash (H.O.) is a very important section. It is further divided into 3 Sections, Viz: - shorts section, statistics section and passenger refund section.

(a) **SHORTS SECTION**

FUNCTIONS: -

- The amount of Returned Deficiency (i.e. the amount of shortage incurred by Bus Conductors while Depositing Daily Traffic earning is recovered from Bus Conductors at depot and forwarded to Bank along with the Traffic Earning. Advice of shortage amount deposited by Bus Conductors is forwarded to Accounts Section of Ticket & Cash Department for proper accounting.
- Recoveries of promoted conductors pertaining to loss of Ticket memos, time cards, locker key, ticket box, cash bags and shortage incurred is effected.
- All the above recoveries such as loss of Ticket memos, locker key, ticket box, cash bags and shortage incurred are effected in the Final Bills of the separated Conductors. The reverting entries in case of re- instated conductors are also effected and payment / recoveries are made through pay sheet.
- Monthly statement sent to Ag. Dy. CM (P&C) with regard to payment of Incentive bonus to conductors from printouts generated through ETIM System.
- Maintaining register for cancellation of missing and non-printed tickets and taking post facto sanction of the CM (Tr) after every six months for cancellation of the same.
- Reconciliation of 4 Accounts with the Main Ledger maintained at Accounts Department:-

i) 310 / 188 – Traffic Excess Account

ii) 200 / 220 – Nutrition Surcharge on Tickets

iii) 200 / 219 – Nutrition Surcharge on Bus Pass

iv) 200 / 614 – Conductors Deficiency Account

- To pass necessary Journal Entries.
- Statement of amount refunded to BC from Tr. Earning under various codes – to be adjusted in MER.

- Recoveries are effected in assault / accident cases. The cases of amounts to be written off are forwarded to AM (Traffic) for taking necessary action. After committees' approval, the necessary journal entry is passed. A register is maintained for recording of such cases. After the approval of BEST Committee, the necessary remarks are passed in the register and the cases are closed.
- Line Notice is issued in cases of Loss of ticket blocks by the writers of Ticket & Cash. The recoveries are effected through Pay Sheet as per the order of the Trying Officer. A register is maintained at Accounts section of Ticket & Cash H.O.
- To prepare refund bills of writers / conductors.
- Bills in respect of Passenger Tax and Nutrition Surcharge are prepared, get the same duly audited and the cheque of the same is collected from AM (Cash) (Colaba). After collecting the cheque from Cash department the payment is made to the Transport Commissioner's office.
- To recovery of dues i.e. cloth purse, locker key, Tickets of reinstuted B.C.'s through Web as allowance programme.
- The correspondence regarding the Payment and other matters of Passenger Tax and Nutrition charges is done by the Shorts Section.
- Statement of payment of Passenger Tax and Nutrition Surcharge is sent to the Transport commissioner's office.
- Outward bill memo is prepared in web programme for payment of Collection Charges @ 2.5% on the amount of Nutrition surcharge, which has to be collected from State Govt.

(b) **STATISTICS SECTION**

FUNCTIONS

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

- Compilation of Daily Cash Summary.

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- Preparing Monthly Earning Register of Traffic Earning.

Preparing Statements of: -

- Monthly depot wise earning through Buses, Bus Pass Scheme, E-purse & Mobile app., viz. Phonepe.

- Monthly Sale of Tickets on Bus Service, Bus Passes and E-purse for payment of Passenger

Tax & Nutrition Surcharge.

- JE advice of Monthly Traffic Earning.

- Reply to Audit/ MCA Queries in respect of Passenger Tax & Nutrition Surcharge.

- Reply to letters received under RTI Act & other in respect of Passenger Tax & Nutrition Surcharge.

- Reply to Govt. letters received under starred/unstarred/ Questions during Maharashtra Assembly Session.

- Yearly statement relating to ticket sale, earning, short excess, bus pass earning etc.

- Yearly Administrative report that contains denomination wise ticket sale, Yearly Passenger Tax, Nutrition Surcharge & new scheme introduced during the year.

MATERIALS EQUIPMENT SECTION

Materials Equipment section is one of the important sections of Ticket & Cash Department. The work of section is further divided into three sub sections viz.

a) Material & Stationery, b) Ticket, ETIM Roll, and c) Purchase of non stock items and Hardware.

AAO(P) and supervisor(P) supervise these sub sections. The detailed functioning of the each section is given below.

(a) MATERIAL & STATIONERY

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

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- Stock Items.
- Servicing & Maintenance of various job, i.e. Fire Alarm system, Strong Room Door and other Furniture etc.
- Locks and keys.
- Conductors cash bags
- Markers
- Calculators of various sizes / types.
- All type of new Wooden / Steel furniture
- Camp Cots
- Various Stationery , non-stock items required if any
- Fulfill the requirement of Furniture and stationery for depots
- Bus Conductors Lockers.

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

(b) **TICKET and ETIM ROLLS SECTION**

Supervisor Ticket Section is looking after the Ticket and Thermal Paper Roll (ETIM Roll) Supply required to each depot. The main functions of Ticket section are as given below: -

- **Procurement and supply of ETIM Rolls**

Under e-ticketing ETIM Rolls is vital item required for ETI Machine to print paper ticket. Under e-ticketing all ticket work is carried out through ETIM in daily traffic operation. It is therefore necessary to fulfill the requirement of Rolls on priority basis at all depots.

The Thermal Paper Roll required for ETIM's are procured by inviting tender through M.M. dept. Subsequently, procured ETIM Rolls are supplied to all depots considering their requirement. The stock of ETIM rolls is strictly maintain & monitor to avoid out of stock position at each depot & H.O. for smooth functioning of Traffic Operations.

- **Tickets**

Under e-ticketing the consumption of tickets is considerably reduced. As such available existing stock of various denominations of tickets is maintained properly at H.O. and depots.

- a) Preparation of Stock Statement

In the first week of the every month AAOTCs / AOTCs posted at depots, forward balance sheet of Ticket stock available in depot and statement of denomination wise manual tickets sale. After receipt of statement from all the depots, Ticket supervisor prepares a statement of balance stock of Ticket blocks of various denominations.

The Thermal paper Roll used for ETIM and Ticket Blocks are supplied to depots through Van by manning sepoy's and clerk as per the schedule every week.

- b) Cancellation of Ticket Blocks: -

If some discrepancy is observed in Ticket Block, the said block is cancelled after Audit verification and the statement is forwarded to H.O.

- c) Control Register: -

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

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

- **Printing of Stationary items:** -

In addition to above, Ticket Supervisor is also looking after the printing of Stationery items. As soon as the stock of printing items reduces, he has to initiate Printing Requisitions and arrange future requirement. Ticket Memos, Conductor Earning deposit Receipt and other stationary items along with few important registers are the main printing items.

(C) **Purchase of Non Stock Items and Hardware** : -

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

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- **To Initiatethe Purchase Prposal**

All the non stock items and Hardware i.e. P.C., Printer, UPS, A.C. etc. required for T & C Dept. are purchased by obtaining management sanction

Supervisor posted in this section obtain such sanctions and procure the same through Materials Management Department by raising Purchase Forms. He also gives reply to queries raised by Audit / Material Management Dept. He maintains the inventory of said items along with servicing & maintainace of the same.

- **Preparation of Budget Estimate**

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

- **Other Miscellaneous Activities**

Apart from above mentioned jobs, Purchase Supervisor has to carry out other miscellaneous jobs such as, (1) to pass recommendation against tender, (2) to fill up Purchase forms for refilling of ribbons, repairing of various items located at depots, (3) to make payments to the contractors, (4) to maintain Inventory Register of all the items purchased under Revenue and Capital Budget. Centralised Inventory Records of all Hardware material including UPS and ETI Machines, Pocket Validators are maintained by this section. (5) maintainace of note counting & cash counting machine. (6) To maintain the records of non stock items like brown tape, gunny bags, coin bags etc.

TICKET & CASH DEPOT OFFICES

(a) FUNCTIONING

AOTC/AAOTC is the in-charge of the Ticket & Cash Department Depot offices.

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

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- Checks the attendance of staff posted on duties. In case of absence of any staff, adjusts the duties so as to function depot working smoothly, particularly in case of cash counting work and counter duties in Ticket Section.
- Makes payment of miscellaneous, petty cash, accidental death in case of emergency, makes payment in respect of wrong recoveries, makes advances to Transportation Engineering Department for cash purchase of spare parts and Traffic Divisional Heads for payment to scavenging contractors.
 - Makes Advance payments to the Welfare Department towards Hospitalization, medicines etc. and also to Accident & Claims department towards Casualty etc.
 - Ensures that the shortages incurred by the staff / conductors are made good / recovered in time.
 - Makes payment of Rs. 8000/-towards Monetary Assistance to the heirs of the deceased staff members through the representative of the respective department.
 - Accepts cash received towards Reservation of Buses.
 - Disbursement of maturity payment of Postal Recurring Deposit among the depot staff.
 - Ensures that traffic earnings, 'One Kit Bag' is securely kept in the Strong Room and banked through bank's cash collecting Agency.
 - Miscellaneous work including carrying out test check of standard purses of coins at random prepared by the cash counting staff is carried out so as to ensure accuracy of the contents, random checking of Rs. 10/- notes packets prepared by Writer, verifies the ticket boxes, attends Traffic departmental enquiries.
 - To attend Good House-Keeping visits at depots along with the panel and submit report to the Sr.AMTC thereof.
 - Advance Payment to Medical Department for purchase of medicines. Ensures proper maintenance of hardware installed at depot.
 - Ensures that monthly statistical information and advices in respect of CIB / GIB / Overtime are sent in time to T & C (H.O.)
 - The payment of passenger balance amount to Passengers and related work.

7.2.2 (b) **Introduction of depot Ticket & Cash Sub offices (Chowky) at Kurla Station (W) & Andheri (E)**

For optimum utilization of services of Bus Conductors by saving in their travelling time, small chowkies were operated at Kurla Station (W) & Andheri (E) where Bus Conductors are issued ETIM machines and collection of Traffic Earnings from them after completion of their duties between 7.00 a.m. to 7.00 p.m.

7.2.2 (c) **E-Ticketing system**

In the year 2010 it has been decided by the Management to implement **E – Ticketing system** at all the depots accordingly the same has been implemented at Wadala Depot w.e.f 01 / 02 / 2010 and subsequently the same was extended at all other 27 depots.

DUTIES :

• **GENERAL SHIFT SUPERVISOR**

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

FUNCTIONS TO BE CARRIED OUT

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

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

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

To take charge from 1st shift supervisor and hand it over to 2nd shift supervisor.

- **FIRST SHIFT SUPERVISOR (CONSOLIDATION SUPERVISOR)**

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

FUNCTIONS TO BE CARRIED OUT

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

SECOND SHIFT SUPERVISOR

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

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

FUNCTIONS TO BE CARRIED OUT

To give charge to General Shift Supervisor

- To take charge of the strong room with cash therein from the General Shift Supervisor.
- Take charge of BR Ticket blocks from Evening Writers.
- To receive parking charges amount from private parties.
- To accept APF amount from the chowky starters / Inspectors, if more than 1000/-.
- To accept cash in lieu of chowky change from the chowky starters.

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- To accept cash deposited by POS staff for Bus Pass / E-purse sale.
- To prepare necessary advices for the above & to keep ready the cash with the advices to be sent to CCR.
- To supervise the work being carried out by the Writers on cash and BR counters.
- To ensure sufficient stock of Ticket Blocks, Paper Rolls and ETI Machines on the BR counters.
- To ensure proper charging of ETI Machines.
- To ensure earning boxes of cash writers are properly sealed and kept in Strong room.
- To keep ready change (loose coins) and ticket blocks (chowky wise) for disbursement on the following day in the morning and to make necessary entries in the relevant registers.
- To ensure overall smooth functioning during his shift.
- To hand over the charge to next shift supervisor.
- To accept lost property amount in case of more than 1000/- or gold ornaments.

THIRD SHIFT SUPERVISOR

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

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

FUNCTIONS CARRIED OUT

- To take over the charge from second Shift supervisor.
- To ensure proper sealing of earning boxes containing cash and secure them in the Strong Room.
- To accept cash in lieu of change (loose coins) supplied to chowkies from chowky Starters.
- To ensure sufficient stock of Ticket puddies, Paper Rolls and ETI Machines on BR counters to be operated from the First Turn out of the Buses.
- To verify the print outs drawn by the individual Writer during their duty hours in respect of Receipt of Cash (Summary), and Ticket Blocks issued to Conductors (Summary).
- To ensure that all the conductors have deposited their Traffic Earning and ensure that all ETI Machines are received back.
- To confirm that the conductors posted at Foreign Depots have deposited their Cash at Foreign Depots.

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- He should supervise and ensure smooth functioning till the last Conductor deposits his Traffic Earning.
- To issue earning boxes containing chowky change and Ticket Blocks to the Chowky Starter in the morning (Chowky wise).
- To carry out the drilling after completion of job of cash writers by verifying the individual ticket memos with the help of Master file of the Bus Conductors on the Monitor screen. If any discrepancy noticed while tracing out the Line Block, the Master File of the said conductor be updated accordingly by inserting the Line Ticket Block and report to that effect may be submitted to AOTC / AAOTC. They will also submit their report in respect of Line Blocks issued at chowky to AOTC / AAOTC in Form NO.8.
- Hand over the charge to Morning Supervisor.
- ETIM tally work.

WRITERS

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

Block Recoupment Counter (Duty: 7 ½ Hour Duty with ½ Hr. Self Rest)

Cash Counter duty: 5.00 Hrs: (Accepting Cash from Bus Conductors across the Counter, 1/2 hour rest interval and 2 hours for miscellaneous work) such as tallying of cash accepted across the counter, preparing Note bundles and sorting of notes.

CONSOLIDATION WRITER

DUTY TIMINGS 06.30 to 14.00 with ½ Hr. Rest

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

SEPOYS

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

- a. 06.30 a.m. to 13.45 p.m. (½ Hr. Rest)
- b. 09.30 a.m. to 16.45 p.m. (½ Hr. Rest)

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

DUTIES TO BE PERFORMED BY SEPOY

- Cleaning all counters, tables etc.
- Arranging Ticket Blocks / Puddies at BR Counters.
- To place the ETI Machines at charging racks for charging.
- Arranging Paper Rolls at BR Counters.
- Arranging charged ETI Machines on BR Counters.
- Keeping defective ETI Machines in the boxes kept for the purpose for necessary repairs.
- Arranging Ticket Puddies in Ticket Room.
- To keep earning boxes in Strong Room.
- To keep standard purses of coins in Strong Room.
- To help Supervisor, Writer in their Consolidation work.
- To keep the Kit Bag of Traffic Earning in the Strong Room.
- Taping of Note Packets.
- Tying of Note Bundles.
- Sealing of standard purses of coins.
- Filling Scrap in Gunny Bags.
- Tying / Sealing of Gunny Bag of currency to be deposited with ICICI Bank.
- Keeping stationery / printing materials in storeroom in arranged manner.
- To carry out all duties as may be entrusted to them by AOTC / AAOTC / Supervisors and Writers from time to time.
- Attending of Ticket Wagon – for unloading of Paper Rolls Boxes.
- Attending of Cash Wagon of Bank.
- To clean the Deco – Grills of the all the BR, Cash Counters and Bus Pass Counters.
- To clean the partition glasses of the ATC cabin, the Computer Server Room and the UPS Room.

FUNCTIONS CARRIED OUT AT CENTRALISED CASH ROOM (CCR)

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

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- The vouchers received in Traffic Earnings are segregated and entered in separate Voucher register.
- The equivalent value of vouchers is replaced in the Traffic Earning from Sr.AMTC's imprest cash.
- These vouchers are subsequently recouped from respective departments from time to time and Sr.AMTC's imprest made good.
- The Sr.AMTC's imprest is Rs.42 lakhs.
- Particulars of currency notes and coins deposited with various banks and the remaining balance amount is entered in TRANSIT BOOK.
- The Daily Traffic Earning is entered in a FAIR REGISTER date wise and the amount deposited with Banks of that day is shown below it.
- Respective forms (showing Traffic Earnings, Amount Deposited with the Banks and) are sent to Accounts and Cash department along with the Bank Slip book and advices duly audited.
- The Shortage incurred by the Cash Writers, which are shown on Window Cash Summary and the Shorts detected at CCR are entered in SHORTS REGISTER depot wise and is recovered from them monthly through PAY SHEET under "Recovery Code 125" and the amount is Credited to the Account Code 320 / 614.
- Record of forged currency notes detected by the Bank is maintained separately.
- The Shorts and the Bad Coins of each Writers detected at Banks are entered in a separate register depot wise and the amount is recovered from them monthly through Pay Sheet under 'Recovery Code 127' and the amount is credited to A/C 610.
- When Shortages are detected at Banks, our representative confirms it and makes the amount good from the amount taken from Sr.AMTC's imprest. This amount is then recouped by preparing a bill under Account Code 351 / 610.
- Before recovery from the concerned staff is made the shorts received is adjusted against excess, if any, sent by him on that day of earning. If so then the adjusted amount is recouped by preparing a bill under Account Code 351 / 188.
- If an excess amount is detected by Banks the amount is remitted with Superintendent Cash under "Account Code 351 / 188".
- Lost property amount, Bus Reservation amount, Cheque of Parking charges, Corporate bus pass cheque are routed through CCR from depots to Traffic Head Quarter, Planning & Cash Department.
- Sr.AMTC Imprest of Rs.42, 00,000/- is maintained by CCR and it is tallied daily.

- All Banks monthly statements are reconciled with daily traffic earning deposited in to the banks.
- The statement of corporate pass, Municipal concession amount of (Student and handicapped and blind passenger) is prepared for proper accounting. The bill of concession amount of student, blind & handicapped passenger is prepared and recouped from MCGM.
- To prepare statement of GST, Parking charges, Phone - pe etc.,
- Pprepared statement of OB memo is initiated for making the payment of GST to Government.

VARIOUS SCHEMES IN OPERATION IN TICKET & CASH DEPARTMENT

7.2.4.(i) ONE KIT BAG PER DEPOT SCHEME

One kit Bag per depot or Consolidation of Traffic collection at depot is the process of clubbing / putting collection of all the cash counting staff at depot level and making one single lot. The entire work of Consolidation is carried out at depot level as per the procedure followed at CCR prior to implementation of One Kit per Depot Scheme. After receipt of cash from the cash counting staff, full packets of higher denomination currency notes of Rs. 2000/-, Rs. 500/- Rs. 200/-, Rs. 100/-, Rs. 50/-, and Rs. 20/- are recounted at Depots by Consolidation Supervisor. The note packets of higher denomination notes once recounted by the Consolidation Supervisor are authenticated by him on note slip. The broken packets of notes are consolidated into full packets and coins of Rs.1/-, Rs.2/-, Rs.5/- & Rs. 10/- less than Rs.100/- will be replaced with equivalent value of currency notes. Standard purses of Re. 1/-(2500 coins i.e. Rs. 2500) Rs.2/- (2500 Coins i.e. Rs.5000/-) and Rs.5/- (2500 Coins i.e. Rs. 12500/-) and Rs. 10/- (2000 coins i.e. Rs. 20000/-) are prepared at depot level. One kit bag is prepared for the consolidated Traffic earning of the day and is banked with the Bank through their cash pick-up agency, Traffic Earning of Colaba Depot is banked with Bank of India (electric House Branch). However, Summary Paper of Banking and CPS are sent to Centralised Cash Room, Wadala on the following day. Till that, time kit is kept in the strong room at depot. The bank collects entire Traffic Earning from the 26 Depots through their cash collecting agency. Since, the consolidation of cash is carried out at depots; there is no risk of pilferage / misappropriation. On the contrary, the discrepancies if any, is immediately located and corrective action is taken.

7.2.4. (ii) **PROVISION OF NOTE COUNTING MACHINES AT DEPOTS**

As per the guidelines issued by the Reserve Bank of India about depositing unstapled note packets while banking the amount, we have provided Note Counting Machines at all the depots to support manual cash counting. As per the existing procedure the Writers working on Cash Counters at depots are preparing Note Packets on completion of their duty and hand over the charge of the same to the Shift Supervisor on duty by tying the packets of 100 Notes of each denomination with the thread ring and putting Note slip and Brown Tape without stapling the same.

The Shift Supervisor on duty then recounts the Note Packets of the denomination of Rs. 2000/-, Rs.500/-, Rs. 200/-, Rs.100/-, Rs.50/-, Rs.20/-, and Rs.10/- on Note Counting Machine immediately in presence of the Writer. Then the Supervisor on duty prepares bundle of 10 Unstapled Note Packets (1000 pieces) of all denominations and put his signature on the Note Slip in the column "Recounted By". Then he keeps all the earning in the Earnings Boxes without wrapping in the Plastic Wrappers. In the morning, Consolidation Supervisor opens the Earning Boxes of all Writers one by one, prepare bundle of 10 packets. The entire Traffic Earning of 26 depots is banked with Bank and Traffic Earning of Colaba Depot is banked with Bank of India. In case of breakdown of machine counting is carried out manually.

7.2.4. (iii) **Implementation of New Smart Card Bus Pass Scheme:** -

New RFID Smart Card Bus Pass Scheme having in built Identity Card has been implemented on trial basis at Wadala Depot w.e.f 07 / 12 / 2010. The scheme was extended at all the depots, important bus stations and Bus chowkies in a phased manner. The cash collected from the sale of bus passes at various POS (point of sale) is directly lifted by the Bank through their Cash Collecting Agency Rs. 20/- are charged to the Bus Pass Holder towards 'New Registration RFID Card Fee' and 'Administration Fees of Rs. 10/- for Monthly Bus Pass and Rs. 30/- for Quarterly Bus Pass are charged to the passenger.

7.2.4. (iv) **Implementation of Electronic Ticket Issuing Machines (ETIM) project:** -

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

7.2.4. (v) **ISSUE OF TICKET BLOCKS**

Before going on line, the Conductor produces his Attendance Card, duly endorsed by the Depot Starter at the Block Issue Counter (B.R. Counter). The Writer at the Counter confirms on Computer whether the Conductor belongs to the Depot or otherwise by keying the Conductors number on terminal. Therefore,

there is no possibility of a foreign depot Conductor being issued the Ticket Blocks at the depot. After punching the Conductor, number on the Computer the previous day's memo with Closing Numbers appears on the Screen. The Closing Numbers of previous day becomes Opening Numbers of the next day in respect of old ticket blocks. The staff of the same counter issues fresh ticket blocks of the various denominations as per his requirement. All fresh blocks are recorded on his master file. The attendance card then returned to the Conductor for producing the same at the time of depositing his day's earnings. The Ticket Memo indicated the Opening Numbers of all ticket blocks including fresh ticket blocks are printed on the computer and computerized ticket memo is issued to the Conductor before he proceeds on line. Blocks issued at Chowkies, if any, are entered in the Master File at the time of depositing cash. However on implementation of E-ticketing system the use of pre-printed tickets is now minimized and the same are used only if the machine gets defective while Bus Conductor is working on line or if the Computer system is shut down for whatsoever reason and the ETI Machine could not be issued from the depot. Under E-ticketing system separate way bill of each conductor is generated through the system (on screen).

7.2.4. (vi) **Issue of ETI Machines with Thermal Paper Rolls:** -

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

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

7.2.4. (vii) **FACE-TO-FACE COUNTING**

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

Tickets Sold by that Bus Conductor, Valuation of Tickets Sold, Amount to be deposited, shortage/excess.

if any, Credit Slip Amount if any, Voucher / Assault Amount, Passenger Balance if any are displayed on PC Screen.

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

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

(viii) **BEST Cashless Travel Project – Introduction of E-Purse facility on RFID based photo**

RFID: -

In order to overcome the problem of tendering exact change towards the fare it has been decided by the Management to introduce e-purse facility on RFID based photo ID i.e. Cashless Travel Facility to the passengers, w.e.f. 7th August 2012.

RFID based photo Identity cards for issue of Daily Pass have been made mandatory. Now an

additional feature has been added to these RFID based photo Identity Cards so as to enable cashless travelling by the passengers in the buses of the Undertaking. These cards can be charged with prepaid amount at all Point of Sales (POS). The Electronic Ticket Issue Machines (ETIM) available with the Bus Conductors have been enabled to issue the tickets by deducting cost of the tickets from the amount charged of the card.

Salient Features of the E-purse Scheme: -

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

Collection of Traffic Earning by Bank: -

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

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

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

8) ACCIDENT DEPARTMENT :

(I) Section 146 of the Motor Vehicle Act 1988 provides to insure vehicles against 3rd party risk. However, BEST Undertaking has been exempted from the preview of the said section by the order of the Government of Maharashtra No. MVA1561/36609-XII dated 3-04-1962 and MVA 2080/CR 1037 TRA-2 dated 30-12-1989.

In order to meet the property and personal claims of outside party involved in an accident with the vehicles of any department of the Undertaking, BEST Undertaking has created a corpus fund. In order to meet the obligations under the Act against the 3rd party claims, the Claims Department has been established.

The Accident Department deals with accident cases involving Undertaking's vehicles in an accident. The accidents could be major or minor involving personal injury, which may be fatal to pedestrians/passengers/even to staff members. The Accident Department also keeps record of cases such as assault, payment of compensation under Workman's Compensation Act, claims in accident arising out of the use of Motor Vehicles filed in MACT, claims of outside parties, avoiding passenger fare/over traveling cases, Traffic Offence cases and such other cases before the relevant Court/Tribunal and/or police station in addition and other subsidiary works.

The Accident Department is performing its overall role and functions through the five zonal offices located at Mumbai Central, Bandra, Oshiwara, Majas and Ghatkopar depot. Since 8-06-2001 the overall functions of the Accident dept. has been bifurcated and as such MACT/Claims Department has been placed under Administrative Manager Claims, and five accident zones have been placed under the direct control of Dy. DM-Trg / ADM-Trg / STO-Trg. One Traffic Officer i.e. TO Accident in grade G-X is supervises the activities of these five

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Zones. Each of the Accident Divisional Office is headed by a Traffic Officer – Accident Grade- G-9, and to assist them Special Inspectors (Accident), Bus Inspector (Accident) as per the requirement of the divisional schedule duties, three clerks and a Sepoy are provided in respective divisions which is open from 9.00 to 17.00 hrs from Monday to Friday.

(II) Jurisdiction of Divisions of Accidents Dept.:

1. **Mumbai Central Depot -South Zone** – The depots attached to the division are Colaba, Backbay, Mumbai Central, Worli and Wadala and the area thereof.
2. **Bandra Depot-Central Zone** – The depots attached to the division are Santacruz, Anik, Pratiksha Nagar, Dharavi, Kalakilla and Bandra and the area thereof.
3. **Majas Depot-North Zone** – The depots attached to the division are Kurla, Marol, Majas, Dindoshi and Magathane and the areas thereof.
4. **Ghatkopar Depot-Eastern Suburb Zone** – The depots attached to the division are Ghatkopar, Deonar, Vikhroli, Mulund and Shivaji Nagar and the area thereof.
5. **Oshiwara Depot-Western Suburb Zone** – The depots attached to the division are Oshiwara, Goregaon, Poisar, Gorai, Malvani and Malad and the area thereof.

One Special Inspector (Acc.) is posted to perform the duties from 7.00 hrs to 15.30 hrs and another from 14.30 to 23.00 hrs in each Zonal Offices under the control of TO (Acc) to attend the accident cases in the respective zonal areas. Two Special Inspectors (Acc.) are posted from 23.00 to 7.30 hrs at Traffic Control Room to attend the accidents in overall operational area during all night.

(III) HOW ACCIDENTS ARE ATTENDED:

Whenever the Undertaking's vehicle is involved in any road accident, resulting in personal injury, which may be fatal to pedestrians/passengers or our staff

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members i.e. staff on duty Bus Conductors / Bus Drivers, are required to remove such person to nearest Municipal / Govt. Hospital and also inform the same to Traffic Control Room, Wadala. The Undertaking does the preliminary expenditure for medical treatment. Traffic Control Room makes arrangement by sending Bus Inspectors to the hospital from the nearest depot to attend the injured immediately. After getting the correct information from the Bus Inspector, Traffic Control informs the same to Special Inspector (Acc.) in whose jurisdiction an accident has taken place, with details. The first and foremost duty of the Special Inspector (Acc.) is to rush to the place of accident to observe the details of the accident spot. After noting the accident particulars from the spot he will rush to hospital where the injured has been removed and then contact Bus Inspector, Bus Conductor and collect all relevant information available with them. He will then inform Traffic Control about his arrival at the hospital. In case of admission of injured person in the hospital he records the name of injured, his/her address and statement. Thereafter, message is given to Traffic Control regarding admission and particulars of injured. If injured is unconscious he informs Traffic Control to arrange to obtain condition for 24 hrs. through the respective zonal Bus Inspectors. Keeping the Bus Inspector engaged in hospital till the admission, he proceeds to the police station with the duty Conductor and Driver to record the case. In case the police charge the bus driver, he will suspend the original bus card; prepare two copies of RTO particular form, one for M.V. Inspector and other for Engineering Officer. He has to make an application immediately and try to obtain Panchanama, FIR copy from concerned police officer. He has to help the Bus Driver to release on bail. Finally he has to inform the Traffic Control the entire result of the case.

In case of fatal accident, Traffic Control informs the case to the Traffic Officer (Accident) and DMs/Dy.DMs/ADMs of concerned area where the accident occurs. Whenever accidents take place before/after office hours, the Traffic Control informs the incident to them at their residence. The concerned Divisional Officers immediately rush to the accident place/hospital/police station. Next day Bus Inspector and Special Inspector (Acc) submits their report in given

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format. In case of fatal accident Traffic Officer (Accident) prepare a report and Depot Manager submit the same to higher authorities.

In other minor accident cases Bus Drivers record the complaint in the prescribed format at their respective depots after completion of their full duty. Next day Bus Inspector notes the case and records it with the concerned police station, if necessary and submits his report. In case of other minor accident/assault cases where the buses are detained on line, Traffic control makes the arrangement of Bus Inspectors from the nearest depot, which handles the entire case and informs the result to Traffic Control.

(IV) The main functions of Divisional Accident Offices i.e. Traffic Officers (Accident) are:

- 1) Registration of cases
- 2) Workman Compensation
- 3) Court Follow up
- 4) Traffic Offences cases
- 5) APF/OT cases
- 6) Follow up of condition of injured involved in accident as well as the on duty Sick staff admitted in Hospital.
- 7) Dealing with Police Memos.
- 8) Court summons received from any civil courts
- 9) Follow up of cases regarding electric theft cases in courts
- 10) Obtaining the legal documents from police stations for the purpose of Dept. enquiry
- 11) Record of stone throwing cases
- 12) Follow up of private matters of the employees in the courts
- 13) Preparation of all types of statements to be provided to CIRT, Ministry of Shipping, Road Transport & Highways and other Transport Undertakings as per their requirement.
- 14) Put-up cases under 'C' for the injury compensations.

(V) Registration of the cases:

After receipt of reports from Bus Inspectors/ Spl. Insp. (Acc), accidents are classified into fatal, serious personal injuries, minor personal injuries, major collision, minor collision, insignificant, misc. and assault, depending upon the nature or extent of damage and are registered separately. This classification is done as per the guidelines given by CIRT, Pune.

The accident cases are recorded in Zonal Office on the basis of depot to which the bus belongs. In case of collision between bus and bus, cases are recorded as per the area of the accident. Traffic Officer (Accident) sorts out the reports and decides the course of action to be taken. In case of heavy damages and personal injuries, copies of the reports are forwarded to MACT/Claims section for the payment/recovery as the case may be. The cases are follow- up till the results of departmental enquiry as well as police court results are declared. Monthly/yearly statement of all the cases is prepared and submitted as and when required by Head of the Branch for submitting the same to the Management as well as to CIRT, Ministry of Road Transport & Highways and other Transport Authorities.

(VI) Workman Compensation

Whenever our staff while on line met with an accident while working on duty the staff is given medical help and Traffic Supervisory staff attending to them issues certificate of injury to them. When the injured staff is certified fit to resume duty by our Medical Officer they report to concern Accident Divisional Officer. After recording the matter in register, the Divisional Officer records the facts in the given format. In the fact finding enquiry the concern officer decides, whether the employee is eligible for workmen compensation under Workmen Compensation Act or under Service Regulation and accordingly compensation paid to the injured staff subject to the sanction of the higher authority and scrutiny by the Audit Department. For fact-finding enquiry, powers are delegated by General Manager to the officers as per the period of disablement.

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After sanctioning the compensation, the voucher bill is prepared by the Clerk and forwarded to concerned Time Keeping for wages statement and then prepare a final voucher bill and forward to Audit Department for further action. In case of death of the employee in an accident while on duty, he is eligible for compensation as per the Workman Compensation Act (Schedule VI). The compensation payable would be an amount equal to 50% of the monthly wages of deceased multiplied by the relevant factor.

(VII) Court Follow -UP:

In cases of accident or assault the Bus Driver or any other person if charged by the police station, such reports are registered in the concerned zonal offices where the court is situated. The court clerk hand over the briefs to the Spl. Insp. Acc. attached to the concerned court for follow up. He also reminds the staff. He has to inform the concerned Head of the Dept. if any staff is not attending the court and receives warrant. After getting the police/court result, he has to inform the concerned Divisional Accident Office where the case is registered as well as the Head of the Department of the concerned staff.

The court clerk has to keep record of the separated staff that has been given aid by the Undertaking in the court and issue 'No Objection Certificate' to the other staff to release the final bill.

In case of fine awarded by the court and the same is deposited by the BEST Undertaking, he as to prepare a recovery note and forward to EDP Dept. and confirm the recovery from the Time Keeping Dept. in next month.

(VIII) Traffic Offences Memos-

In the past Traffic Offences Memos from Traffic Police were attended by concerned Zonal Accident Officers and action was initiated by concerned Divisional Heads at Depot Level. However due to introduction of electronic surveillance systems the procedure Traffic Offences Memos have been discontinued.

(IX) APF/OT cases

As per the BMC Act 1888 u/s 460(H), sub section 4(a), (b) the passengers are charged for Avoiding Bus Fare or Over Traveling. After receipt of the complaint from the passenger for the refund of the fine, it is registered at the Zonal Office. After recording the version of the Bus Inspector, Staff and the complainant, TO- (Acc) decides the genuineness and take the necessary action and reply the complainant accordingly. In case of refund of fine, the case is put up to AM (TR)/Sr. AM (T & C) through Audit dept.

(X) Condition of injured or sick staff admitted in hospital:

In accident cases the condition of the injured person given by the Traffic Control is followed up by the Enq. Insp. Acc. till the discharge from the hospital and submits his report. The same is forwarded to the concerned Depot Manager for the purpose of departmental enquiry.

In case of on duty staff of the any dept. admitted in any hospital, the condition is followed up by the Spl. Insp. Acc./ Enq. Insp. (Acc) as per the message from the Traffic Control and submit the report. All these admissions are registered in the respective Zonal Offices.

(XI) (1) Dealing with Police Memos:

After receipt of Police Memo in any matter, it is registered in the Zonal Accident Office. The information required by the Police is to be traced out with the help of Staff Control or other authorities to collect the information. Police in alleged accident cases requires the staff, statement of staff is recorded and necessary arrangement is made to produce the Staff at the Police Station by TO- (Acc). In case of other information, the required is collected from concerned Divisions and information is sent to concern Police Station after getting the approval from the higher authorities. However in some of the cases Divisional Heads are submitting the information directly to the Police Authorities.

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(2) Court Summons received from any Civil Courts:

Whenever any Court requires any information about the employee of the Undertaking, the information is collected from the concerned department and same is submitted to the court by sending our representative on deputation. In such cases the deputation charges are recovered from the concerned Staff as decided by the Management.

(3) Follow - up of Electric Supply Cases in Courts:

In the city area where the Undertaking is providing power supply, the officers working in supply division recording the theft cases. The same cases are followed up by the Spl. Insp. (Acc) in the respective courts in the city area. In case of Electric Pole, damage by the other vehicle, the case is follow up in the court by the Spl. Insp. (Acc) and the claim is follows up by Claim section.

(4) Obtaining the legal documents from Police Stations:

There are several types of legal documents such as FIR Copy, Station diary, Panchanama Copy, Forensic Report, Post mortem report, required for the departmental enquiries as well as other reasons. The same is followed up by the Spl. Insp. (Acc)/ Enq. Insp. (Acc) under the supervision of Traffic Officer- Acc.

(5) Record of Stone throwing Cases:

In case of bandh, strike or any other incidence, when there is a heavy damage of buses due to the stone throwing by the people, a statement of damages of buses is prepared and stone throwing cases are lodged at various Police stations. The matter is followed up with the Police Authorities.

(6) Private matters of the employees in the Court:

Some time our staff is involved in the private criminal cases and is in the custody of police or jail. After receipt of the information from the Police Station, the details of the case are obtained and the concerned Head of the Department is informed, which help them to know the non-availability of the staff for the

services of the Undertaking.

(7) Preparation of Monthly/Yearly Statements:

The following statements are prepared monthly/yearly to provide the information to CIRT, Ministry of Road Transport & Highways and other Transport Undertakings or NGOs working in the fields of Road Safety as per their requirement.

- a) Accident (Major, Minor, Fatal)
- b) Insignificant statement
- c) Assault statement
- d) Workman Compensation Statement
- e) Court cases statement
- f) APF/OT statement
- g) Cash bail statement
- h) Overtime statement
- i) Departmental Enquiry statement
- j) Traffic Offence Statement
- k) Record Scrutiny Statement
- l) Counseling statement

(XII) (1) In addition to the above office work the following field works is carried out in the Accident Divisional Office-

- (i) Scrutiny of Service records of Bus Drivers
- (ii) Counseling to Bus Drivers at Depot/Chowkies
- (iii) Accident Prevention Checking
- (iv) Court Visits

(2) Scrutiny of Service Records of Bus Drivers:

All the service records of the Bus Drivers are scrutinized once in a year. The involvement of Bus Driver in an accident for last two years is scrutinized. Those bus drivers involved in an accident more than five times are given memo to improve the accident record.

(3) Counseling to Bus Drivers at depot/Chowkies:

In the Depot Visits, Chowkey & Court Visits Bus Drivers are counseled at the where they are given instructions to improve the driving habits.

(4) Various types of checking:

As per the programme given by CM-Tr, Traffic Officer (Accident) move on line with the Driver Supervisor to check the habits of driving of bus drivers and counsel them on line at different operational hours.

(5) Court visits

Traffic Officer (Accident) visits the courts under their jurisdiction and discuss the issues / problems of Retainer Advocate and the staff attending the court. Also keep control on Mark Present chits issued to the staff by Spl. Insp. (Acc).

9) **TRAFFIC (CLAIMS SECTION)**

The Claims Section looks after the personal injury and death claims filed in Motor Accident Claims Tribunal against Undertaking as well as the Undertaking's claims against outside party and outside party claims against the Undertaking in respect of Vehicle/Property damage. The over all in charge of both the sections is Administrative Manager (Claims) and in his absence the work of both the sections is looked after by Asst. Administrative Manager(Claims), with the help of 2 Administrative Officers, 1 Asst. Administrative Officer & staff.

A) **Outside parties Claims against the Undertaking :** On receipt of the claim from the outside parties in respect of damage to their vehicle/property, the Undertaking makes arrangement to inspect the damaged vehicle/property or ask the claimants to bring the vehicle for inspection if in moving condition at Motor Vehicle Section, Anik Depot or ask to submit bill if vehicle is already repaired. The vehicle/property is inspected by Motor vehicle Department, Civil Engineering Department of the Undertaking, as the case may be who submit the estimated cost of damage.

While quantifying the damage, the cost of replaced part is recommended by deducting the depreciation at the rate of 5% per year for the period, the vehicle has been in service subject to the maximum depreciation of 50% and actual labour costs in case of replacement of glass, painting damage portion, the existing prices are paid in full.

It has been the practice of the Undertaking to offer to the claimant the amount assessed by our Engineer or the actual cost of repairs whichever is less (if recommended by the Panel). The amount estimated by Motor Vehicle Department/Civil Engineering department is paid in full to the affected party provided they would not claim any damage compensation from their insurer in case of comprehensive coverage. In the case of damage to property i.e. Sign Board, walls etc. the cost of replacement assessed by Civil Engineering Department is offered to the affected parties. In case it is not possible to inspect and assess the damaged properties, the assessment is done by the Civil Engineering Department on the basis of the Accident report/Police papers/repairs bills submitted by the claimant.

Thereafter, the case is put up before the claim panel comprising of CM(Tr.), Dy.CM(Tr)(Gen) and Administrative Manager (Claims) who after discussing the facts of the cases recommends the amount to be offered to the claimant in full and final settlement of claim.

The amount recommended by the panel is intimated to the claimant by sending consent letter. After receipt of the acceptance/consent letter from the claimant, the case is placed before General Manager/DGM(TO) for approval. If the affected party accepts the amount offered in settlement of claim then the claims is settled and if the affected party is aggrieved, then they can approach the M.A.C. Tribunal for settlement of claim.

Undertaking's claims against outside parties : Claims of the Undertaking against the outside parties which includes damage to the buses of the Undertaking caused by the vehicle owned by outside parties, damage to the properties of the Undertaking i.e. damage to electric poles, bus queue shelters, bus stops, compound walls, etc.

On receipts of the reports from the divisional Offices/departments the same are registered in the Claim register. Thereafter, the information such as name, address and details of Insurance Policy and cost of damage from the concerned department (i.e. Motor Vehicles, Street Lighting Department and Civil Engg.) is obtained. The section has to apply to the concerned Police Station/R.T.O for obtaining certified copies and relevant information of the vehicles causing the damage.

After receiving the required copies as stated above, the claim letter is sent to the concerned party stating therein the details of damage caused to the property/vehicles by negligence on the part of driver/agent in accident with a request to compensate the amount. If the party accepts the claim is settled. However if the concerned party sends a copy of the Insurance policy and relevant documents of vehicles then the section has to file a claim against the Insurance Company. If the Insurance Company/Party do not settle the claim or disagree, then legal proceedings are initiated in MACT after taking approval of BEST Committee.

In case of settlement, the claim is settled for minimum 70% of the claim amount. However, in case of contributory negligence on the part of Undertaking's driver the claim is settled even below 70%. The amount received from the party is immediately deposited with Cash Department. All such settled claim are placed before the BEST Committee for its approval as required under Section 517 (i) (j) of MMC 1888(amended upto date)

Motor Accident Claims Tribunal :

The cases of minor/serious, personal injuries and fatalities caused to the passengers, pedestrian and other road users by the Undertaking's vehicles are generally not being settled directly. Injured person and/or heirs of the deceased file an application in M.A.C. Tribunal's, which has been constituted for the purpose of adjudicating upon the claims for compensation in respect of accident involving death of or bodily injury to person arising out of the use of Motor Vehicle or damages to any property of Third Party (Under Sections 140, 163 A and 166 of M.V. Act)

All such applications filed in Motor Accident Claims Tribunal within and out of Mumbai are entrusted by the BEST Undertaking to the Solicitors/Advocates, who have been appointed as pleader to deal claim cases arising out of Motor Vehicle Accident.

Every year about 250 to 300 applications are filed against BEST Undertaking.

The BEST Undertaking has been exempted from the provision of Section 146 of M.V. Act, 1988 in terms of order passed by the Govt. of Maharashtra i.e. for Insurance against Third Party risk. As an alternative arrangement, the BEST Undertaking is allowed to establish a Motor Vehicle (Third Party) Insurance Fund. Therefore, the BEST Undertaking made a provision of `500/- per vehicle for the financial year not exceeding a total limit of `20,00,000/- as this fund is not sufficient as compared to settlement of the award in Motor Accident Claims Tribunal. Therefore, BEST Undertaking has maintained Third Party Insurance Fund by making the budgetary provision of `5 crores per year vide BCR no.556 dated 31.03.2006.

FUNCTION OF THE SECTION : On receipt of the notices along with the claim applications filed by the claimant through M.A.C. Tribunal are registered in the Progress Register. The relevant papers of the case/accident are collected and the said notices with a covering note are forwarded to the Solicitors to defend the Undertaking's interest. On receipt of award papers are forwarded to the Undertaking by the Solicitors for making payment. Accordingly, bills are prepared and after approval of the competent authority, bills are forwarded to Audit and Cash Department for issuing the cheques. If award is not acceptable an appeal is filed after obtaining approval of competent authority.

The cases in M.A.C. Tribunal take a very long time for disposal. The matter is, therefore, settled by without prejudice discussion/settlement between our Solicitors and Claimant's Advocate in presence of Officers of Legal, Audit, Traffic and Claims Section. Once settlement is arrived amongst both the parties the same is recorded as settled marked with submissions from both the parties before the Motor Accident Claims Tribunal for their approval/consideration and after the consideration of Tribunal, on receipt of the letter along with relevant documents from the Solicitors, the cases are put up for the approval of the BEST Committee as required under section 517(i) (h) of MMC Act, 1888. On obtaining approval the cheques are drawn in the favour of Registrar/Account Officer M.A.C. Tribunal/applicants as the case may be and deposited in MACT through the Solicitors for disbursement to the claimant.

In case of acceptable award the matter is placed before the General Manager for sanction. After obtaining the sanction vouchers are prepared and cheques are drawn in the name of Account Officer, Motor Accident Claims Tribunal /Applicants and the same are handed over to the Solicitors for depositing the same in the Court.

While settling cases in Lok Nayaylaya liberal views are taken as per advise of panel of Lok Nayaylaya initiating for settlement of matters and approval of BEST Committee is obtained.

4(1)(b)(vi) : A statement of the categories of documents that are held by it or under its control ;

Service Record files of Officers and administrative staff are held at Traffic Head Office and Service Records files of outdoor staff Conductors, Drivers, Inspectors, etc. in the office of Divisional Traffic Office at the respective depot.

Categories of documents/record maintained at AM(Tr) Office

INDEX

A

Sr.No.	Subject	File No.
1	Anik Depot	39
2	Advertisement	121
3	A.P.F.	156
4	Accident	300
5	Assault	302
6	Air-Conditioning	308
7	Administrative Report	329
8	Appreciation	154
9	AM(Tr) Delegation	180
10	Allocation of Staff	40
11	AGM/CTM's	Box File
12	Acting	--
13	Agreement	--
14	Audit Query	--
15	Award	--
16	Appeal	--
17	Administrative order	--
18	Allowance	--
19	AadharCard	--

B

Sr.No.	Subject	File No.
1	Bandra Depot	98
2	Backbay Depot	142
3	Bus Conductor	286
4	Birth Date Matters	70
5	Badli System	99
6	Bus Examiner	101
7	Badges	112
8	BEST Bulletin	113
9	Bus Running Control	172
10	Bus Card	177

11	Bus Body	304
12	BEST Officer Association	311
13	B.C.R.	08
14	Budget	153
15	BEST Kamgar Sena	72
16	Bus Station's	20
17	BEST Din	42
18	Bus Queue Shelter	Box File
19	B.Dr	--

20	B.Dr.Ruling	--
21	Bus Stop	--
22	BEST Parivahan Karmachari Sangh	--
23	BEST Worker's Union	--
24	BEST Kamgar Union	--
25	BEST SC/ST/VJ/NT/SBC Employee Welfare Asson.	--
26	BEST Kranti Sangh	--
27	BEST Jagrut Kamgar Sanghatna	--
28	Brief case	--

C

Sr.No.	Subject	File No.
1	Central Depot	26
2	Colaba Depot	30
3	Change in name/place	51
4	Change over from English to Marathi	56
5	Concession to Blind/Physically Handicapped	106
6	Compensation (Workmen's Act)	152
7	Canteen	324
8	Credit Society	340
9	Cutting of Trees	352
10	Courtesy Week	366
11	Cleanliness of Premises	378
12	Concession to School Children	104
13	Census (Election)	337
14	Concession to MLA/MC's	105
15	Concession to Old	09
16	Coupons	10
17	Clock	11
18	CIRT	318
19	Clandestine Operation	158
20	Calculator	314

Sr.No.	Subject	File No.
21	Computer	345
22	Charter of demand	Box File
23	Car Parking	--
24	Circular	--

25	Chowkey	--
26	Chincholi Depot	--
27	Child Labour	--
28	Complaint Ruling	--
29	Complaint	--
30	CAG Audit	--

D

Sr.No.	Subject	File No.
1	Dharavi Depot	24
2	Deonar Depot	38
3	Dindoshi Depot	407
4	Destination blind	53
5	Decentralisation	61

..34..

6	Duties of Clerk's	159
7	Duties of Officers	160
8	Duties of Staff's	161
9	Departmental Function	355
10	Depot as Unit	137
11	Depot as Unit (Ruling)	138
12	Day Court	Box File
13	Delegation of Power	--
14	D.A.	--
15	DGM(TO)	--
16	Daily wages (BC/BD)	--

E

Sr.No.	Subject	File No.
1	Electricity matter	120
2	Employment Exchange	185
3	Economy Drive	320
4	E-Office	Box File

F

Sr.No.	Subject	File No.
1	Fare	123
2	Fare Table	124
3	Festival Misc.	126
4	Festival Advances	33
5	Fax	80
6	Freedom Fighter	12
7	Fast Bell	343
8	Ferry Service	374
9	Furniture	Box File
10	Fan	Box File

G

Sr.No.	Subject	File No.
1	Ghatkopar Depot	163
2	Goregaon Depot	146
3	Govandi Depot	86
4	Grain matter	59
5	Good conduct, Good Driving ,Bonus Scheme	63
6	Gorai Depot	146
7	Gestetner	47
8	General Instruction Ruling	Box File
9	GST	--

H

Sr.No.	Subject	File No.
1	History of BEST	Box File

I

Sr.No.	Subject	File No.
1	Incentive Bonus	65
2	Income Tax	77
3	Inspector	05

4	Internal Vacancies	174
5	Interest Subsidy	147
6	Imposition of File	143
7	Information technology Department	Box File

J

Sr.No.	Subject	File No.
1	Job Evaluations	379
2	Joint Committee Meeting	149
3	Joint Shop Level Council	331

K

Sr.No.	Subject	File No.
1	Kurla Depot	17
2	Kalakilla Depot	27
3	KMPL	Box File

L

Sr.No.	Subject	File No.
1	Land Matter	01
2	Loud Speaker (P.A.System)	50
3	Life Insurance Corporation/E.S.I.	75

4	Leave matter	78
5	Leakage of Revenue	158
6	Luggage	182
7	Loss of Ticket Blocks	145
8	L.T.A.	13
9	Labour Court	14
10	Loss Property Ruling	36
11	Ladies bus service	165
12	Line Notice	Box File
13	Lite Duty	--

M

Sr.No.	Subject	File No.
1	Malvani Depot	35
2	Majas Depot	16
3	Mulund Depot	29
4	Magathane Depot	85
5	Marol	41
6	Meal Allowances	81
7	Medical matter	82
8	Monsoon matter	125
9	Municipal Correspondence	178
10	Maintenance of Office Records	155
11	M.U.T.P.	328
12	Mobile Clothing Van	83

13	M.C.A.	Box File
14	M.T.W. Act	--
15	Maharashtra Navnirman BEST Kamgar Karmachari Sena	--
16	Malad Depot	--
17	Maharashtra Lokseva hamu Kayda	--

N

Sr.No.	Subject	File No.
1	Notes to Committee	107
2	Notes to P.R.O.	114
3	NOR Cell	Box File
4	NACIL	--

O

Sr.No.	Subject	File No.
1	Oshiwara Depot	52
2	Overtime	84
3	Over bridge	108
4	Office Ruling	Box File
5	Office Copy	--

6	Operational Cell	-“-
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P

Sr.No.	Subject	File No.
1	Poisar Depot	37
2	Promotion	96
3	Punch	44
4	Passes	103
5	Press matter	113
6	Petrol Quota	117
7	Pilferage of material	184
8	Passenger Tax	175
9	Photographer file	296
10	Plastic Name Plate	319
11	Pratiksha Nagar Depot	18
12	P.F. / S.F. Fund	97
13	Procedure Order	Box File
14	Police Misc.	-“-

Q

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1	Quarters for Officers	309
2	Quarters for Staff	310

R

Sr.No.	Subject	File No.
1	Recruitment	90
2	Republic Day	136
3	RTA	34
4	Rashtravadi BEST Kamgar Union	334
5	Registration of Depot (Shop & Establishment act)	322
6	Reservation of Post for SC/ST	326
7	Reservation of buses	Box File
8	RI Act	-“-
9	Rajpatra	-“-
10	Relief Shelter	-“-

S

Sr.No.	Subject	File No.
1	Santacruz Depot	35
2	Superannuation	68
3	Spectacles	88

4	Scholarship	93-A
5	Staff Amenities	94
6	Starters	100
7	Staff Car	116
8	Security Deposit	148
9	Security Matters	186
10	Sports	321
11	Stationery	128
12	Shivaji Nagar Depot	19
13	Suggestion	Box File
14	Strike	--
15	Seniority	--
16	S.O./S.R.	--
17	Special Checking by Officer	--

T

Sr.No.	Subject	File No.
1	Tardeo Depot	28
2	Turn Out	25
3	Token	168
4	Television	400
5	Topping of Radiator	130
6	Ticket – Bus	167
7	Transport Training School	110
8	Typewriter	49
9	Traffic Signal	43
10	Travelling Time	23
11	Transfer	Box File
12	Trophy	--
13	Ticket & Cash Dept.	--
14	Telephone	--
15	Token Misc.	--
16	Tarankit Question	--

U

Sr.No.	Subject	File No.
1	Uniform	87
2	Uniform Washing	89
3	Urinal	338
4	Union Ruling	Box File

V

Sr.No.	Subject	File No.
1	Vikhroli Depot	141
2	Vigilance	02

3	VRS	335
4	VAT	Box File
5	VHF	-“-

W

Sr.No.	Subject	File No.
1	Wages	71
2	Writing off shorts	181
3	Worli Depot	15
4	Wadala Depot	22
5	Worker's Education Sceme	91
6	Workemen Special	Box File
7	WEB Side	-“-
8	Water Coller/Water purifier	-“-

Z

Sr.No.	Subject	File No.
1	Zerox	80

FC

②

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TRAFFIC DEPARTMENT

Ref.No: Sr.AOT/Adm/ 1796 /2005

13th June 2005

Sub : Filing system at Divisional Traffic Offices.

During the inspection/visit by the Senior Officers at Divisional Traffic Offices, it is observed that there is no uniformity in the nomen-clature of the files maintained at depot level. Further, the files are maintained under different heads for the same subject. This is nothing but duplication of work and wastage of manpower/stationery. Also, there is no uniformity in the files/records maintained by Supervisors and Clerks.

In order to have uniformity in the file index at all depots, it has been decided to maintain files in alphabetical order with proper nomen-clature as shown in Annexure 'A' whereas Supervisors & Clerks should maintain files/records as shown in Annexure 'B'. In case, new file is required to be maintained, file number should be given as per nomen-clature under appropriate alphabets. Further, the papers filed in other file may be re-filed in subject file as per Annexure 'A' & 'B' atleast for previous period of two years. A separate ruling file in respect of the rulings given by AGM(TO),AGM(P),CPO,CTM(Adm),Sr.AOT) shall be maintained and a copy of ruling shall also be kept in respective subject file.

All Divisional Hcads are informed to instruct Sr.Asst/OA /Supervisors/Clerks working under them to maintain files/records as per Annexure 'A' & 'B' with immediate effect.

For strict compliance.

Encl: Annexure 'A' & 'B'.

CTM(Adm)

All TMs/ATMs.

Copy to : AGM(TO)/PA,
CTM(Sr),CTM(Adm),CTM(P&D),
All TMs,
Sr.AOT/AOTr,
AEOTr/OA(Gen)
FC(2)-with pprs.

gear
19/6. 1916

ANNEXURE-B

FILE WITH SUPERVISORS / CLERKS

<u>A.</u>	<u>ESTABLISHMENT</u>	<u>B.</u>	<u>APF</u>	<u>D.</u>	<u>SUMMARY</u>
1	Circular file in respect of Estb. Matter.	1	Bonus (Officers)	1	Circulars
2	Personal Promotion (BC & BD)	2	Bonus(Starters)	2	Stop Shifting
3	Scholarship	3	Bonus (Inspectors)	3	Replies to Passenger Complaints
4	Grading	4	Monthly Reports	4	VIP
5	Superannuation/VRS	5	Miscellaneous	5	Press Cutting
6	Caste	6	Audit Query	6	Monthly Report
7	Staff Transfer		(Incentive Bonus)		
8	Financial Assistance	<u>C.</u>	<u>CHARGESHEET</u>	<u>E.</u>	<u>LEAVE</u>
9	Festival Advance	1	Arbitration	1	Long Absence
10	Physical check of SR	2	Letter of Approach	2	Discrepancy ID
11	Promotions	3	Copies of Appeals		
12	Revision of Grades	4	Circulars		
13	Cancellation of Final Bill	5	Monthly Reports		
14	D.A.List	6	Letters to Union'		
15	Seniority	7	Time off		
16	I/Card/Bus Token(Scrap)				
17	Administrative Order				

Categories of documents/record maintained at Claims Section.

File No.	Subject	File No.	Subject
1	Administrative Order (Box file)	25	Important circulars (Box file)
2	Accident Statistics (Box file)	26	Imprest Cash (Box file)
3	Audit Query papers	27	Line Notice (Box file)
4	APF/OT write off	28	MCA Queries
5	Absentee memo of 'A' Grade Officers	29	Meal allowance
6	Absentee memo of 'B' Grade Officers	30	Manual of Accident Department
7	Acting Arrangement	31	Merging of Accident & Claims Dept
8	APF/OT monthly statement (Box file)	32	Procedure orders (Box file)
9	Brief case	33	Power of Attorney/ Letter of Authority
10	Budget file	34	Provident Fund
11	BEST DIN (Box file)	35	Retainer Advocate
12	B Grade Officer papers	36	Reimbursement of medical Exp. Incurred by officer/staff
13	Chart of account file	37	Right to information Act 2005(RTI)
14	Computer	38	Ruling file
15	Change in name and address Of Staff	39	Stationary (Box file)
16	Criminal and other cases	40	Scholarship
17	DYCPM/personnel Imp. Pps. file (Box file)	41	Strike/Stoppage/Andolan/Bandh
18	Delegation of power (Box file)	42	Staff transfer/promotion/appointment/ Superannuation (Box file)
19	Deputation of Officers	43	Shifting of division/Office
20	Election Duty	44	Verification of documents M/Car, M/Scooter
21	Furniture Inventory	45	Workmen Compensation
22	Festival advance	46	High Court appeal
23	Housing loan interest subsidy	47	D.A.(Monthly)
24	Important papers	48	M.A.C.T. matters

BEST - TICKET & CASH DEPARTMENT**Head Office, Wadala Depot, Mumbai - 400 031.****Establishment Section**

:- INDEX OF FILES :-

I - List of Numbered Lever or Box Files

Sr. No. of File	Subject Matters of File
1	2
(1-A)	Officers/Staff sanction papers i.e. proposals for creation of permanent /Temporary posts of Officers/sup/clerks/Daftaries/Jamadar/Sepoy/O.Hamals and appointments/extension of tenure of temporary posts, other important matters etc. (NOT TO BE SCRAPPED)
(2-B)	Staff matters papers i.e. Appointments/Transfers/Promotions/Officer's/Sup's/Clerks/Daftarys/Jamadars's/Sepoy & Office Hamals. Their taking over duties & reliving DL's.
(3-B)	Sanction papers in respect of Writers i.e. proposals for - creation of permanent /temporary posts and revalidation of lapsed posts (NOT TO BE SCRAPPED)
(4)	Writers' appointments/Transfers/Promotions PPS etc.
(5)	Grievances of staff representing either individually, Jointly or through Union etc. Staff jointly refused to work, refused to work O.T. Absent - Sick reporting by the Writers - Report by Officers.
(6)	Rulings by the Management, Distribution of work and other allied matters (NOT TO BE SCRAPPED).
(7)	BUDGET ESTIMATES - Variation in Estb Schedule, provision of Capital/Revenue Expenditure, Budget Grants, Transfer of Grants and other Budgetary Matters.
(8)	General Departmental letters, Circulars/Line Notices etc.
(8-A)	Important Departmental Letters/Circulars & other procedural Matters.
(9)	Transport vehicle fuel file, Schedule/movement of cash vans, Defects, Repairs & Maintenance, proposal for purchase /replacement of cash vans etc. (NOT TO BE SCRAPPED).

- (10) Officers / Staff Quarters, Allotment of tenements / Flats Under Hire purchase Housing Scheme and related aspects.
- (11) Building & Accommodation File
- (12) Delegation of Powers – Circulars Issued from time to time.
- (13) Drafts file Approval and Formal or Regular.
- (14) Acknowledgements received from staff in respect of Identification Notes Payslips, Advices of P.F. accumulation etc.
- (15) Surprise visits by STC, Sr.ASTC, ASTCs, Sr.ATCs /ATCs etc. to Depot offices.
- (16) Incentive Bonus Scheme envisaged for CCR Staff Wadala i.e. Group I.B. Scheme made effective from 1.3.1980 (NOT TO BE SCRAPPED)
- (16-A) Group Incentive Bonus (G.I.B) Scheme made applicable with effect from 1.3.1980 to the staff of Ticket & Cash Depot Units working other than in Safe Section or working in other Section except Safe Section (Not to be scrapped).
- (17) Staff loaned to T&C Department, Imp. PPS, DLS, Appointments and their Service Records of –
- (18) Chart of Accounts File .
- (19) Procedure Orders. (NOT TO BE SCRAPPED)
- (20) Scheme of Interest subsidy to the staff of the Undertaking on Housing Loans obtained from Banks/Financial Institution.
- (21) Seniority List of 'A' Grade, 'B' Grade Officer & Staff.
- (22) Coupons file. (NOT TO BE SCRAPPED)
- (22-A) Engagement of Commercial Trade Apprentices Under App. Act, 1961 – Rules & Regulations. Their engagement and Commencement of Practical Training and other important papers.
- (23) Revision of Bus-Fares (NOT TO BE SCRAPPED)
- (24) Security Measures to be adopted by Ticket & Cash Department.
- (25) Papers regarding reconciliation of conductors' individual accounts, arrears of work – Requirement of additional staff etc.
- (26) Separated Staff on account of Superannuation and other reasons.
- (26-A) Important Rulings, Departmental letters/Circulars, etc. on Superannuation.
- (27) Service Regulations & standing orders . Important Circulars, Changes, amendments etc.

- (28) Duties carried out by Writers – Agreements, Important Circulars, Instructions and other important PPS (NOT TO BE SCRAPPED)
- (29) Implementation of the provisions of the ESI Act 1948 and ESI Scheme made Applicable to Road Motor Transport Establishment with effect from 13/3/89. (BEST –ESI employees have been exempted from ESI w.e.f. 1.1.97)
- (30) Administrative Order File (NOT TO BE SCRAPPED)
- (31) Ticket Accounting work on Mini Computer - on line ticket accounting system.
- (32) Decentralisation of CCR/Introduction of 5 days a week at depot offices (Papers in respect of Counting /Accounting & Banking.)
- (33) FIDELITY GUARANTEE/Security for honest and faithful performance of duties.
- (34) Grant of financial Asstt. Rs. 500/- p.a. for purchase of Books/ Note books to the member of staff having school going children studying in Std. 1st to 12th.
- (35) Issue to monthly Quota of Ticket Memos to Conductors.
- (36) STC's Circular File. (NOT TO BE SCRAPPED)
- (37) OLTAS (ON LINE TICKET ACCOUNTING SYSTEM). Circulars & Manuals.
- (38) The scheme of 'ONE KIT BAG" PER DEPOT. (NOT TO BE SCRAPPED)
- (39) OFF LINE TICKET ACCOUNTING SYSTEM – NON OLTAS. (NOT TO BE SCRAPPED)
- (40) Surprise checking of Ticket blocks by Writers of Ticket & Cash Department – Curbing of heavy shortage incurred by Conductors.
- (41) Report in respect of checking of Bus Conductors closing Numbers of tickets by Sr. ATCs/ ATCs. (From 2002)
- (42) Copies of Circulars / Papers noted by Staff & Officers of H.O.
- (43) Institutional Restructuring and MIS Study Under MUTP through M/s. TATA Consultancy Services (Ltd). * Presentation on Internal Process Automation System (IPAS) to BEST Officer.
- (65) Absentee Memo of 'B' Grade Officers.
- (45) Time Bound Promotion of employees after completion of 12 years continuous service in the same grade.
- (47) Trimax E-ticketing / Bus Pass Scheme.

48) वसुदेवविष्णुसाद बेसच्या सेवानिवृत्त सेवकवर्ग, सदस्यांना बसपास सुविधा पुरविण्याबाबत.

OFFICE FILES

- 1) Transfer of staff, Transfer orders of staff from one unit to another (Internal Transfer)
- 2) Acting Arrangement – Proposals for Acting Arrangements upto 2 (two) months or less than two months.
- 3) Duty Schedule
- 3- A) Punching of Time Cards & Certification thereof – Computerised Time Attendance System, Swip Card. Centralised Time Recording System.
- 4) Staff Requisitions/Resignation of (i.e. Filling in the vacancies of employees for any reason).
- 5) Leave papers and sanctioning of Maternity Leave, Leave without pay, extension of leave (Memorandum In respect of Absence without intimation or prior sanction of leave, overstay of sanctioned leave and Maternity Leave etc.) Special Extra ordinary leave Scheme – 2003, 2006 .
- 6) Depot committee meeting, Joint Committee for the Passenger, Transport Industry, Joint Shop level Council meetings for Workers' participation in the Management (Monthly meeting with Representative Union etc.)
- 7) Minutes of the Meeting – Minutes of officers Conference held by STC/AGM(TO)/GM/Addl.GM/Minutes of BMC Meetings.
- 7-A) Minutes of the Meetings with Zonal Officers.
- 8) Transfer Advices of Pay paypackets.
- 9) Authority to sign Petrol, Diesel, Material, Grain Requisitions, Indentification-cum-Intimation Notes.
- 10) Taking over and handing over charges by Officers.
- 11) Duties and workload of cash clerks/comptist (Norms) (NOT TO BE SCRAPPED)
- 12) Duties and workload of Writers. (NOT TO BE SCRAPPED)
- 13) Washing Allowance.
- 14) Workers Education classes.
- 15) Interpellations – Explanation demanded by or clarification sought by Members of BEST Committee, Corporators, MLAs, Local Bodies and higher authorities etc. (Short Notice Questions)

- 16) Telephones, fax facility at various departments of the Undertaking / E-mail.
- 17) Union letters / B.O.A./ B.E.A./List of Protected employees.
- 18) Nominal Roll.
- 19) Minimum wages Act and payment of wages Act.
- 20) Manual.
- 21) Miscellaneous Papers.
- 22) Income tax, Sales Tax etc, Professional Tax, VAT (Value Added Tax) Service Tax.
- 22-A) Valuation of Requisites, Petrol /Diesel for Income Tax purpose individual declaration - Annexure - A by Officers on monthly basis.
- 23) Training programme of Office Sup's., Officers, Asstt. Traffic Officers, Protection of basic salary during the training period of temporary employee who is selected for next higher grade.
- 24) Employment Exchange.
- 25) Absenteeism of staff and Irregular Attendance in a month Reported by Time Keeping Department Issue of Memorandum.
- 26) Economy Measures. (NOT TO BE SCRAPPED)
- 27) Unpaid Advices and Time Cards of First payment - Information of
- 28) Issue of small coins to Depot offices/ Acute shortage of small coins & Remittance of small coins to R.B.I. etc. (Accumulation of small (Rupees) Coins).
- 29) Inspection visits by members of BEST Committee, General Manager , other Officers in higher Rank & other dignitaries.
- 30) Motor Transport Workers Act (Motor Vehicle Tax Act)/ Factory Act 1948.
- 31) Traffic Officers Conference File.
- 32) Suggestions. (Not to be scrapped).
- 33) Implementation of various suggestions/scheme & Economics - efficiency measure and operation improved (NOT TO BE SCRAPPED).
- 34) Banking of Dally Traffic receipts' - Depotwise.
- 35) Cash collection by Mobile vans of consumers Department & Cash collection of Deonar Scrap yard.
- 36) STC's Office Circulars (Box File) (Not to be scrapped To be preserved carefully).

- 37) System of issue of ticket booklets to conductors for sale –
Re-organisation of Scheme of Ground booking of tickets for Badli Conductor. Posting of Survey conductor at Depot level for ground booking.
- 38) Detection of spurious, counter foil, Doubtful and /or Bad Coins of 50 paise/25 paise denominations and torn, Mutilated & Mismatched Currency Notes of various denominations by Reserve Bank of India – writing off value there of etc.

Introduction of Star (*) Series Bank Notes by RBI – Clean Note Policy.
Rs. 500/- and Rs. 1000/- denomination notes.

Rs. 100/- and Rs. 50/- Identification of genuine higher denomination and accordingly finding of forged Notes.
- 39) Cash amount advanced to Transportation Engineering Department by Ticket & Cash Department for purchasing urgently the spare parts of buses on hold. Money advanced for keeping & maintaining the cleanliness at depots. Advance to Traffic Divisional Heads for payment to Scavenging Contractors. Payment of Incentive Bonus to the staff of Transportation Engineering.
- 40) Despatch system and made of correspondence.
- 41) CIB -Counts Statements from January 1984 – In respect of Incentive Bonus earned by cash clerks/ Writers working in safe section.
- 42) Payment of Salary / wages to the Traffic outdoor staff i.e. 10th payment – papers in respect of - Important papers & Circulars are not to be scrapped.
- 43) Correspondance with other Transport Organisations regarding operational system of Ticket & Cash Department.
- 44) Various Allowances made Applicable to Ticket & Cash Department such as cash counting allowance / sp. Allowance /Compensatory Allowance/ Travelling Allowance /Daily Acting All / Machine All/ cyclostyling All / cash handling All/ payment All/ extra. (BOX FILE).
- 45) Intimation to grainshop in case of transfer of Ration cards.
- 46) Special File – Confidential matters and other Important papers. (NOT TO BE SCRAPPED)
- 47) Deposit of traffic earnings in Banks – Acceptance / Non Acceptance of current A/Cs with various Banks – papers in respect of - Collection of Daily Traffic Earning directly from depots by ICICI Bank Ltd. (Brinks Arya India (P) Ltd.)
- 48) Collection of fines accepted by depot offices of Transportation Engineering Department.

- 49) Incentive Bonus Scheme for Writers (Old Scheme)/Staff of Ticket Printing Press.
- 50) Incentive Bonus Scheme especially for cash counting staff engaged in Safe Section and other General papers regarding the same subject. (NOT TO BE SCRAPPED)
- 51) Use of Taxies by vigilances squad or hire of taxies by the BEST Employees / Officers & Safety Squad in emergency cases – payment of.
- 52) Comptometer Machines and contract files – For over – hauling, servicing & repairing etc. of various types of tools / equipment – Annual Contracts, annual contract of zexxing, Rate contract for purchase of various types of HP Branded Ink Jet/ Tonner Cartridges, Maintenance of PCs & the accessories – fresh contract.
- 53) Labour Court Applications / Letter of Approach.
- 53)A Labour Court Applications under payment of Gratuity Act, 1972.
- 54) Agreements - Box File & Office File (Not to be scrapped).
- 55) Inspection Notes file i.e Inspection carried out by Management / Committee Members / Higher Dignitaries etc. (Ref. D.L. No. EA/ 1167/-69-70 dated 4.6.1969)
- 56) Substitute weekly off by Officers for performing duty on weekly off day, Key / Payment Duty and Non-working holiday.
- 57) Issue of Uniforms/Umbrellas & Monsoon Apparels to employees, Issue and /or replacement of brief cases to officers/Employees (Not to be scrapped).
- 58) Home Guards.
- 59) L.T.A.- Procedure in respect of – Reimbursement of L.T.A. (Not to be scrapped).
- 60) Exemption from performance of Night/Shift duties to Supervisor. (i.e. Accounts Supervisor)
- 61) Vigilance Measures, Suggestions to be adopted by CDA and other Steps to be taken in Improving the working condition of Ticket & Cash Department (C.D.A. is now Addl. G.M.)
- 62) Disposal of Passenger Balance cases and other papers of Passengers' Refund Section, Line Notices.
- 63) Graduation Benefits – Accelerated Increments on passing Graduation, Honours Degree and Double Graduation / Additional Qualification acquired by the staff.
- 64) Encashment of PL/SL/CL, Medical Leave (Not to be scrapped).

- 65) 'B' Grade Officers' Memo of Absence i.e. Monthly reports submitted by Officers in respect of leave / Bank Holiday & Weekly off.
- 65-A) Absentee Memo of OA (P).
- 66) Grant of (H.R.A) House Rent Allowance.
- 67) Leave papers under S.R. 4.4.10 (Old S.R. 47) & Payment of Salaries to staff admitted in Sanitorium i.e. staff suffering from Tuberculosis and other wasting diseases – Reimbursement of Medical expenses.
- 68) Arrears of work with different Sections at (H.O.) and Depots & position of balance w/offers at depot level.
- 69) C.B. (Credit Balance) incurred by employees in Paysheet – Report of.
- 70) Officers Night Duty programme.
- 71) Key Duty programme in the Centralised Cash Room.
- 72) Employees Family Pension Scheme 1971 – (Not to be scrapped).
- 73) Census file – Computation of population every (10) years by the Central Government of India.
- 74) Surplus Man Power after introduction of the Scheme Ticket Box with Conductor.
- 75) Voluntary Retirement of Staff.
- 76) Collection of Small coins by Contractor /outside parties /RBI – Scheme of.
- 77) Test / Interview and Written Test of Officers / Staff promotion.
- 78) Handling of Miscellaneous Petty Cash payments and other payments upto Rs. 10,000/-.
- 79) Implementation of various suggestions / schemes & economy / efficiency Measures and Operational Improvements.
- 80) Staff rendered Surplus on Accounts of Increase in work load by 10% and due to Increase in working hours of staff by half an hour in duty period (i.e. increase by 5%) on account of clouser of Depot.
- 81) Ticket & Cash Department – Study of.
- 82) Norms of out-put of Administrative / Clerical staff – Reallocation of jobs.
- 83) Cash counting Machines / Wire stitching Machines installed in the CCR.
- 84) Exemption from clocking / punching Time Card.
- 85) Important DLS/Circulars/papers in respect of Acting Arrangements Acting arrangement beyond the period of two months.

- 86) General Election of Lok Sabha, Vidhan –Sabha and BMC General Election.
- 87) Scheme of preparing standard purses of small coins at depot level and test check report of .
- 88) Duties of Supervisors in Grade A/GVII.
- 89) Disabled employees.
- 90) Leave Schedule.
- 91) Vacancies occurred. But not filled in.
- 92) Change in duty timings – Request from Staff.
- 93) Five Days' week / 6 days' week.
- 94) Strike /Bandh/Dharana / Morcha/Gate meeting / Melava File Instructions from Management to STC.
- 95) Monthly Report of Officers – Drawing Conveyance Allowance.
- 96) Payment of Meal Allowance for various reasons.
- 97) Identity card –cum-bus Tokens including scrapping of It – Procedures & other related instructions.
- 98) Weekly off availed by the H.O. Staff in lieu of their Attendance on Saturday / Non working holidays – Advices of.
- 99) Insurance of cash in Transit.
- 100) Promotions/ Transfer/Reversion of traffic outdoor staff to the post of Writers In Grade A/GV (General papers)
- 101) Cleanliness of Administrative Office Building & depots premises, Buses etc. – Good House Keeping. Prohibition to consume Tobacco products & smoking by the staff members in the premises of the Undertaking.
- 102) Payment In cash in respect of wrong deduction/ recoveries / or certain payments do not made by Time Keeping Depot Offices through Salary/ Wages to traffic staff / Ticket & Cash Staff – Procedure of.
- 103) Overtime performed by the Staff – Important Circulars, DLS & relevant papers (NOT TO BE SCRAPPED) (BOX FILE).
- 104) Decentralisation of C.C.R. / Bifurcation of CCR.
- 105) Reimbursement of Medical Expenses Incurred by the Staff, Registration Charges, Admission Fees and removal of sick / injured employees to hospital – evolving procedure for.
- 106) Study of working of the 'Ticket' and 'Cash' Sections of the State Transport of Maharashtra State – report in brief of & Road Transport.

- 107) Writers of Ticket & Cash Department loaned to traffic Department and Writers of Traffic Department . Loaned to Ticket & Cash Department.
- 108) Intimation regarding the loss of ICBT sent to traffic Department for issuing L.N. and security Department.
- 109) Overtime on 10th payment (Papers in respect of)
- 110) Grant of Accident Leave / Ex-gratia Payment and Compensation under Workmen's Compensation Act in case of accidental death while on duty.
- 111) Electronic Desk Calculators/Computers/ Comptometer Machines/ P.R. Calculators.
- 112) Sports Leave. (Circulars)
- 112-A) Best Arts & Sports Club File.
- 113) LIC premium of employees paid to LIC through P.F. - Scheme, as per rule No. 29(A) of the BEST PF & Account.
- 114) Cumulative Time Deposit System, Recurring Deposit System, National Bonds, N.S.C. other postal saving scheme under small savings scheme envisaged by Post & Telegraph Department of Government of India and compulsory Deposit Scheme or system for Income Tax purpose payers.
- 115) Payment of Gratuity Act, 1972 Rules & Imp PPS. (Not to be scrapped).
- 115-A) Papers in respect of filling in nomination forms under the Employees P.F. Act. The payment of Gr. Act, Declaration forms under employees family Pension Scheme 1971 and other correspondence with P.F. Dept.
- 116) Grant of Special Leave on half pay.
- 117) Issue, Sales and Accounting of ticket blocks under the Ticket Box - with Conductors' Schemes - Defects in and measures to be taken for detection of frauds committed by Conductors.
- 118) Issue of different kinds of Memoranda to the staff for various reasons.
- 119) Organisation chart and other information of Ticket & Cash Department.
- 120) Transfer of staff from Ticket & Cash Department for various reasons.
- 121) Leave Rules and Important Circulars.
- 122) Payment of Salary/ Wages to Administrative staff (1st payment).
- 122-A) Payment of Salary/ Wages /Ex-gratia/Arrears to staff members through Bank - ECS.
- 123) Issue of different kinds of certificates for any reason/Monthly information to be submitted to Personal Department in respect of issue of "Service Certificates" to Ex-Employees.

- 124) Grant of Non-refundable Advances to Officers/Employees under employees P.F. Scheme 1952 & Provident Fund Rules.
- 125) Payment of interim relief to traffic staff through Ticket & Cash Depot Offices.
- 126) Absorption of Erstwhile Box fillers.
- 127) Disbursement of festival Advance.
- 128) Works norms committee.
- 129) Grant of Scholarships.
- 130) Abandonment of employment / Termination of Service under standing Orders No. 26 and Invalidation cases etc.
- 131) Duties & functions of 'A' & 'B' Grade Officers and instructions to ASTCs & ATCs by STC and higher authorities.
- 132) Fixed WEEKLY OFF's of Administrative staff of Ticket & Cash Department / Depot Offices.
- 133) Change in Residential Address.
- 134) Final Dues bills of separated Officers/employees. Imp/ Circulars, DLS, Rulings & relevant papers. (Not to be scrapped)
- 135) Correspondence with various Department of the BEST Undertaking on some matters especially with Personnel Department /TK Department regarding correction in the name, change in name etc change in paysheet numbers, annual Increments, payment of Arrears etc.
- 136) Certification of Timings.
- 137) Medical Examination, Family Planning, Blood Donation & - Grant of Special Leave for Vasectomy/Tubectomy operations and other reasons. Discussion and information on Cancer. Speech in respect of different diseases and Medical Camp.
- 138) Ex-Gratia payment in lieu of Bonus.
- 139) Surprise check of honesty & Integrity of cash counting staff working in Safe section - Important papers.
- 140) Departmental Enquiries.
- 141) Additional Emoluments of compulsory Deposit (AECD) Act 1974, promulgated during the emergency of Indian Government and its refund.
- 142) Box File - Confirmation of employees / Officers Seniority List - Not to be scrapped.

- 143) Presentation of Memento to members of staff in the form of Wrist – Watches (Ladies / Gents) or payment of cash in lieu thereof (B.C.R. No.1172 dated 13/02/1980)
- 144) Detection of Ticketless Traveller on our buses through Administrative Staff / Voluntary checking of Ticket less traveler by Writers etc.
- 145) STC's standing Advance / Imprest Cash.
- 146) Administration report of Ticket & Cash Department.
- 147) Formation of 'CIVIL DEFENCE UNIT' under the Civil Defence Scheme' for BEST.
- 148) Papers in respect of operational Research in Ticket printing work scheme for abolition of packing operation / system.
- 149) Luggage Tickets / Bus reservation or Booking of Buses on Reservation.
- 150) Creation of Posts of Daftaries in Grade A/GIV and rules & regulations governing them / Record Keeper in Grade A/GIV.
- 151) Representation of Scheduled Caste – Nomadic Tribes, ST & BC in services – Quarterly return of.
- 151(A) Caste Validity Certificate.
- 152) Advance payment of Salary to the traffic outdoor staff etc. by Ticket & Cash Department procedure of .
- 153) Issue of Grains – Ration & Non-Ration Commodities. Important Circulars & rulings.
- 154) Employees' Welfare fund Loan / Family Welfare Fund.
- 155) Floods & Droughts in the state of Maharashtra and other States – Relief fund / Flag day/ Civic Disturbances/ Communal riots/Bomb explosion/Armed force Flag Day/ Disaster Management/ Fire fighting Squad.
- 156) Computerisation of Ticket Accounting work off Ticket & Cash Department. (This file is maintained as Lever File). (Not to be scrapped). (BOX FILE).
- 157) Point To Point Service / Special Buses to Essel World on Sunday.
- 158) Ferry Service.
- 159) Deputation of Officers of Ticket & Cash Department in various State for inspection of Conductor leather cash bags. Training Programme / Workshop conducted by Central Institute of Road Transport, Pune.
- 160) Use of Marathi in the Administration of the Undertaking. (Not to be scrapped.) – Quarterly Report.
- 161) Correspondence in Marathi.

- 162) Group Incentive Bonus Scheme for H.O. Staff (Introduced with effect from 1/6/1984).
- 163) Monthly Bus passes or Season Tickets- Issue & Accounting of (For N.C.P.A. Special only)
- 164) New Ticket Blocks In Marathi prints - Introduced with effect from 16/05/1986 / Defects in printing, perforating, pinning etc.
- 165) Physical verification of Ticket Stock as well as reconciliation of Ticket Stock.
- 166) 'BEST DAY' celebration on 7th August of every year.
- 167) Disbursement of Salary / Wages to the Admn. Staff on 1st and Transportation Engineering Staff and other staff on 7th of the every month, through Ticket & Cash Department.
- 168) Letter of Appreciation for outstanding performance or for any other reason whatsoever.
- 169) Abnormal shortages incurred by the cash clerks / Writer in their remittance. Cumulative Shortages of Conductors.
- 170) Introduction of 'TRAVEL AS YOU LIKE' Tickets in our transport system on the eve of 'BEST DAY' 7th August '88.
- 171) Accumulation & disposal of Rs. One coins & other coins (Box File).
- 172) Yearly programme of scrapping of stationery, other materials and documents etc. (Box File)
- 173) Bus Route Maps, Bus Route itinerary, Fare Tables, Bus Guides, Omnibus Fare Tables.
- 174) BEST employees co-op. credit Society / other Co-op. & Scheduled Banks.
- 175) Depositing of A.P.F. Collections.
- 176) Introduction of Monthly pass system to Bus Passengers. Bus Pass Scheme Introduced with effect from 15.11.2006. Introduction of Student Pass Scheme.
- 177) Lost Property Articles - Circulars.
- 178) Audit or & MCA Queries.
- 179) Verification of Register books of Motor Car/Motor Cycle/Scooters maintained by 'A' & 'B'. Grade Officers and all the Circulars in this connection. Officers of BEST - Motor Cars / Motor Bike -(PUC).
- 180) Operation of Midi buses with effect from 1.6.1990 (First Bus service introduced from Dindoshi Depot) Operation of A.C. Buses / Luxury Buses (RAMANI - ANAND YATRI excursion Services).

- 181) Pending cases / Letters (Ref. No. OStr./Adm./2332/90 dated 4.5.1990.
- 182) Celebration of various functions in /on the premises of the Undertaking.
- 183) Various fairs/ special occasions in Bombay City/ Major Bus-Operational Changes/ Operation of extra buses – Instructions thereto.
- 184) Record of the highest Traffic earnings / Monthly sale of Tickets, Statement, Statement of Nutrition Surcharges / Payment of Passenger Tax & Nutrition Surcharge.
- 185) Agitation resorted by cash counting staff vis-à-vis unaccountal of cash bags at depot offices – Report.
- 186) Bus coupons File (Box File (22)).
- 187) Toll Tax from bus passengers passing over the old & New Thane Creek bridge.
- 188) Utilising the services of Trainee Conductors.
- 189) Surprise checking of Rs.5/- & Rs.10/- packet of Traffic earnings.
- 190) Introduction of Smart Card System.
- 191) Traffic Department - Vigilance Cell.
- 192) Cuttings from Newspapers related to BEST Undertaking.
- 193) Guidelines for dealing the cases of absenteeism.
- 194) Public information under the Maharashtra Right to – Information Act – 2002.
- 195) Posting of Sepoys of Ticket & Cash Department (H.O.)
- 196) Allotment of National Social Security Number (NSSN) to pension fund members.
- 197) M.V. Driver Appt/Abolition/Creation/Promotion, Reversion etc.
- 198) PAY & PARK SCHEME in the Undertakings' premises for private self driven cars or car driven by Chauffeurs of corporate office.
- 199) Working of depot as a Unit under depot Manager – working of PPK Cost (Paise per Kilometre) on depot level basis. Circulars.
- 199-A) PPK Statements.
- 200) Challans of 'BEST VARTA' – Circulars.
- 201) Remodelling of Santacruz, Majas, Kurla, BBD, Bus Depot.
- 202) Voluntary checking of 'TICKETLESS TRAVEL' by the Writer, Controllers, Acci Insp, Enq. Insp., Spl Sur Insp., Bus Inspector and Spl. Inspector, during their 'OFF DUTY HOURS'.

- 203) Engagement of Bus Driver & Bus Conductors on daily Wages / Badli Jr. Conductors / Drivers.
- 204) Introduction of Jr. Grades in all the entry level posts.
- 205) Service report in respect of Airconditioning of STC's Cabin.
- 206) Information sought by Management on Officers, staff & other general matters.
- 207) Reply in respect of letters / Notes received from other departments.
- 208) उपक्रमाच्या अधिकाऱ्यांनी विहित प्रपत्रांमध्ये आपली मत्ता व दायित्वे यांच्याबद्दलचे प्रपत्र सादर करण्याबाबत.

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- 209) Facilities offered to handicapped staff/officers by Undertakers / Government
- 210) Reply to Outside parties / Reply to ~~court~~ information sought by Court
- 211) Casual Labourer / Outside Casual labour

4(1)(b)(vii) : The particulars of any arrangement that exist for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof ;

Not Applicable.

4(1)(b)(viii) : A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils committee and other bodies are open to the public, or the minutes of such meetings are accessible for public ;

Not Applicable.

**4(1)(b)(ix & x) :- A directory of its Officers and employees
&
The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations ;**

To view of Directory of Officers & Employees with their remuneration, please refer "**Directory & Monthly Remuneration.pdf**" file.

4(b)(xi) : The budget allocated to each of its agency, indicating the particulars of all Plans, proposed expenditure and reports on disbursement made :

As informed by Budget Department, the estimated income and expenditure for Bus Division for the year 2018-19 (Revised), 2019-20 (Budget) along with 2017-18 (Actual) and 2019-20 (Revised) and 2020-21 (Budget) along with 2018-19 (Actual) are as under :-

Bus Division	Revised 2017-18	Actual 2017-18	Revised 2018-19	Budget 2019-20
Income	1901.15	1111.06	2064.94	2502.88
Expenditure	2349.86	2160.51	2377.20	2502.87
Deficit	-448.71	-1049.45	-312-26	+ 0.01

Bus Division	Revised 2018-19	Actual 2018-19	Revised 2019-20	Budget 2020-21
Income	Budget 2020-21 not approved by MCGM and the said Budget refer back to BEST Committee			
Expenditure				
Deficit				

4(b)(xii) : The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes ;

Not applicable.

4(b)(xiii) : Particulars of recipients of concessions, permits or authorizations granted by it ;

We provide concession in fare to the Students upto 12th Std., totally Blind Persons, Handicapped persons and also concession in bus pass to Senior Citizen, Journalist.

For concession in fare facility the person concerned may directly contact to the officials of the nearest depot during working days i.e. Monday to Friday within working hours i.e. 09.30 a.m. to 12.45 a.m. and 13.45 p.m. to 16.30 p.m.

Persons to be contacted for concessional facility :

Sr. No.	Depot	Address of the Depot	Designation of Officers	Telephone No.	Fax No.
1	BACKBAY	Backbay Divisional Traffic Office, 1st Fl, Capt.Prakash Pethe Marg, Cuff Parade, Backbay Reclamation, Backbay Depot. Mumbai - 400 005.	DM / ADM	22185794	22180383
2	COLABA	Colaba Divisional Traffic Office, Parivahan Bhavan, 1st Floor, Shahid Bhagat Singh Marg, Electric House, Mumbai - 400 001.	DM / ADM	22856262	22842090
3	MUMBAI CENTRAL	Central Divisional Traffic Office, 2nd Floor, Jahangir Boman Behram Marg, Mumbai Central Depot, Mumbai - 400 008.	DM / ADM	23087393	23080454

4	WORLI	Worli Divisional Traffic Office, 2nd Floor, Sasmira Road, Worli Depot, Worli, Mumbai - 400 025	DM / ADM	24224420	24224703
5	WADALA	Wadala Divisional Traffic Office, Administrative Bldg., 1st Floor, Opp.Ambedkar College, Tilak Road Extn., Wadala, Mumbai - 400 031	DM / ADM	24128845	24157344
6	BANDRA	Bandra Divisional Traffic Office, 2nd Floor, Dr.D.R.Waraskar Marg, Bandra (W), Bandra Depot, Mumbai - 400 050.	DM / ADM	26423602	26414884
7	ANIK	Anik Divisional Traffic Office, Toll Road, Wadala Anik Behind Everard Nagar, Sion, Anik Depot, Mumbai - 400 022	DM / ADM	20407433 6	24077186
8	PRATI KSHA NGR.	Pratiksha Ngr.Divisional Traffic Office Sion Koliwada Road, Pratiksha Nagar Depot, Mumbai - 400 022	DM / ADM	24081605	24083885
9	DEONAR	Deonar Divisional Traffic Office, V.N. Puro Marg, Deonar, Deonar Depot, Mumbai - 400 088	DM / ADM	25563386	25501971
10	SHIVAJI NGR.	Shivaji Nagar Divisional Traffic Office Dumping Yard, Shivaji Nagar, D.P. Road, Mumbai - 400 043.	DM / ADM	25588466	25501983
11	GHATKOPAR	Ghatkopar Divisional Traffic Office Ghatkopar-Andheri Link Road, Ghatkopar Depot, Ghatkopar (E), Mumbai - 400 075	DM / ADM	25001120	25000694
12	VIKHROLI	Vikhroli Divisional Traffic Office, Near Fire Brigade, L.B.S. Road, Vikhroli Depot, Mumbai - 400 079.	DM / ADM	25171157	25182522
13	MULUND	Mulund Divisional Traffic Office, 2 nd floor, Lala Devidayal Marg, Mulund Depot, Mulund (W),	DM / ADM	25694938	25600005

		Mumbai - 400 080.			
14	DHARAVI	Dharavi Divisional Traffic Office, 1st Floor, Sion-Dharavi Link Road, Dharavi Depot, Mumbai - 400 017.	DM / ADM	865751812 7	24032521
15	KURLA	Kurla Divisional Traffic Office, Adjacent to Dharavi Depot, 1st Floor, Dr. D.P. Road, Off Sion-Dharavi Link Road, Mumbai – 400 017.	DM / ADM	24076955	24083227
16	MAROL	Marol Divisional Traffic Office, Central Road, Marol Mumbai - 400 096	DM / ADM	28328501	28311810
17	MAJAS	Majas Divisional Traffic Office, 2nd Floor, Jogeshwari-Vikhroli Link Road, Jogeshwari (E), Majas Depot, Mumbai - 400 060	DM / ADM	28327084	28217007
18	DINDOSHI	Dindoshi Divisional Traffic Office, Gen.Arunkumar Vaidya Marg, Malad (E), Dindoshi Depot, Mumbai - 400 081	DM / ADM	28400109	28425785
19	MAGATHANE	Magathane Divisional Traffic Office Sir Aliyavar Jung Marg, Nr Tata Rec.Stn.,Magathane Depot Mumbai - 400 066	DM / ADM	28860864	28843570
20	SANTACRUZ	S'Cruz Divisional Traffic Office, 1st floor, S'Cruz Depot, S.V. Road, S'Cruz (West), Mumbai – 400 054	DM / ADM	26616705	26613702
21	OSHIWARA	Oshiwara Divisional Traffic Office, 2nd Floor, Link Road, Oshiwara Depot, Mumbai - 400 104	DM / ADM	720899293 0	26761985
22	GOREGAON	Goregaon Divisional Traffic Office Link Road, Goregaon(West), Goregaon Depot, Mumbai - 400 104.	DM / ADM	26761953	26761947
23	MALAD	Malad (W) Traffic Office, Link Road, Malad (West), Mumbai - 400064	DM/ADM	28449627	28449627
24	MALVANI	Malvani Divisional Traffic Office,	DM / ADM	28828874	28816076

		Shahid Abdul Hamid MArg, Gaikwad Nagar, Malwani Depot, Mumbai - 400 064			
25	POISAR	Poisar Divisional Traffic Office, 2nd Fr, Swami Vivekanand Road, Poisar Depot, Kandivali (West), Mumbai - 400 067	DM / ADM	28052354	28014302
26	GORAI	Gorai Divisional Traffic Office, L.T. Marg, Gorai, Borivali (West), Mumbai - 400 092.	DM / ADM	28678129	23674419
27	KALAKILLA	Kalakilla Divisional Traffic Office, 1st Floor, Sion-Dharavi Link Road, Kalakilla Depot, Mumbai - 400 017.	DM / ADM	24083623	24032521

4(1)(b)(xiv) : Details in respect of the information, available to or held by it, reduced in an electronic form ;

The information is available in the form of electronic on the web site viz. www.bestundertaking.com.

4(1)(b)(xv) : The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use ;

1. BEST Helpline :

The Undertaking has introduced a toll free helpline for the convenience of passengers who required information related to Bus Route Network and other information pertaining to Traffic Department.

The Toll Free Number is 1800 227 550

2. Bus Reservation Section :

Any Person/Institution required to reserve the bus in the jurisdiction of Mumbai City can contact Bus Reservation Section during the working day between Monday to Friday with working hours i.e. 09.30 a.m. to 12.45 a.m. and 13.45 p.m. to 16.30 p.m..

Bus Reservation Section,
Traffic Planning,
BEST Undertaking,
Traffic Administrative Building,
3rd floor, Tilak Road Extn., Wadala Depot,
Mumbai – 400 031.
Tel.No. : 24186346, 24128266

Schedule of charges for Reserved buses w.e.f. 29/10/2013

(B.C.R.No.143 dated 19/08/2013 & C.R.No. 832 dated 28/10/2013)

(B.C.R.No.94 dated 25/06/2015 & C.R.No. 493 dated 06/07/2015)

& (B.C.R.No.07 dated 18/04/2016 & C.R.No. 265 dated 03/05/2016)

A) General Reservation (Km basis)

Type of bus	Rate/Km(Rs)	Subject to minimum charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	65/-	2,600/-
Double Deck bus	100/-	4,000/-
Open deck bus	100/-	4,000/-
Air conditioned bus	100/-	4,000/-

Detention Charges

Detention of 15 minutes is allowed free for vehicle reserved for a single journey and 30 minutes when reserved for a return journey.

Type of bus	Detention charges	
	For first two hours	Above two hours
Single Deck bus (includes Midi & low floor bus)	Rs.300/- per hour or part thereof.	Rs.500/- per hour or part thereof.
Double deck bus	Rs.400/- per hour or part thereof.	Rs.600/- per hour or part thereof.
Open deck bus	Rs.500/- per hour or part thereof.	Rs.700/- per hour or part thereof.
Air conditioned bus	Rs.400/- per hour or part thereof.	Rs.600/- per hour or part thereof.

B) Reservation on Flat Rate

Hire charges for buses to be given on Hire basis to Police Authority/Home Guard or any outside Party for a period of more than one day at a time. If desired by the party, the bus can be booked on flat rate even for a period of one day or less, as per the following rates:-

Type of bus	Full Day (Rs.)	Half Day (Rs.)
Single Deck bus (includes Midi & low floor bus)	12,000/-	6,000/-
Double Deck bus	18,000/-	9,000/-
Open deck bus	20,000/-	12,500/-
Air conditioned bus	18,000/-	9,000/-

Note:-

- Day starts from 00.00 hrs and ends at 24.00 hrs.
- Full day is calculated for 24 hrs. and Half Day is calculated for 12 hrs. However, if the booking is done covering morning peak hours (i.e. 8.00 hrs. to 12.00 hrs.) and evening peak hours (i.e. 16.00 hrs. to 20.00 hrs.) the party will be charged for Full day.
- If the buses are booked for a period of more than 12.00 hrs. and upto 24.00 hrs., the charges will be recovered for a Full day.
- Half Day's charges will be recovered, if the buses are reserved upto 12.00 hrs or less.

5. The charges will be computed at a flat rate as mentioned above irrespective of the Kms. operated.

B1) Reservation on multiple occasions (with effect from 16/06/2016)

The charges and conditions in case of booking of buses on multiple occasions will be as under :

Period	A.C.	S.D.	D.D.	Midi	Open Deck
Full day	15,000/-	12,000/-	15,000/-	12,000/-	20,000/-
16 hrs.	10,000/-	8,000/-	10,000/-	8,000/-	14,000/-
Half day (12 hrs.)	7,500/-	6,000/-	7,500/-	6,000/-	11,000/-
8 hrs.	5,000/-	4,000/-	5,000/-	4,000/-	8,000/-

Note :

- 1 Buses can be reserved for a period of 8 hrs., 12hrs., 16hrs. and 24hrs.
- 2 The period of 8 hrs., 12hrs., 16hrs. and 24hrs. shall commence from the time the bus is booked.
- 3 Distance / time shall be calculated from the place of booking and not from the depot.
- 4 In case of multiple bookings of AC buses in broken period the reservation charges will be applicable on actual hours of use of AC buses though in a broken period, as per the approved time slots mentioned above. Minimum applicable charges will be for 8 hours.
- 5 The Security Deposit shall be accepted at the time of first booking and the same shall be used for subsequent bookings.
- 6 All other conditions shall remain unchanged.

C) Hire charges for Schools (for all days)

Buses may be hired to the Schools to convey children, to and from school and residence and for picnic, etc. These special rates will also be applicable for funeral purposes. However, as a special case, Municipal schools will be charged concessional rates. The charges are as given below:-

Type of bus	For Schools & for funeral purpose		For Municipal schools	
	Rate/Km (Rs)	Subject to Min. charges of (Rs.)	Rate/Km (Rs)	Subject to Min. charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	60/-	2,400/-	50/-	2,000/-
Double deck bus	90/-	3,600/-	75/-	3,000/-

Open deck bus	90/-	3,600/-	75/-	3,000/-
Air conditioned bus	90/-	3,600/-	80/-	3,200/-

Detention Charges:- As applicable for General Reservation on km basis.

D) Hire charges for shooting films/TV serials/Advertisements/promotional campaign, etc.

Type of bus	General Category		Marathi Films/Serials	
	Per Hour (Rs.)	Subject to Minimum charges of (Rs.)	Per Hour (Rs.)	Subject to Minimum charges of (Rs.)
Single Deck bus (includes Midi & low floor bus)	7,000/-	28,000/-	5,000/-	20,000/-
Double Deck bus	10,000/-	40,000/-	7,000/-	27,000/-
Open deck bus	15,000/-	60,000/-	12,000/-	45,000/-
Air conditioned bus	10,000/-	40,000/-	8,000/-	30,000/-

For non-commercial, educational documentary films, concessional rates at the discretion of the General Manager may be charged.

E) Hire charges for Transport equipment:-

Equipment	Charges per day (Rs.)
Ticket Box, Cash Bag and Ticket punch	800/-
Uniform - Khaki (including Badge)	1,000/-
e-ticketing machine	2,000/-

F) Cancellation and Postponement of Booking:-

i) **Cancellation:** - The charges for cancellation of booking pertaining to single/double deck buses including Midi bus, low floor bus, open deck bus & A.C. Bus will be recovered as under:-

If order is cancelled with a notice in writing	
Less than 24 hours	40% of the estimated Reservation charges
24 hours to 48 hours	20% of the estimated Reservation charges
48 hours to 72 hours	10% of the estimated Reservation charges
More than 72 hours	Rs.200/- per bus

ii) **Preponement & Postponement** :- Preponement & Postponement of booking will be permitted with 3 days notice in writing. The charges for preponement & postponement will be Rs.200/- per bus and less than 3 days notice will be treated as cancellation and will be charged accordingly.

G) Meal allowance:-

An additional charge equivalent to the Meal allowance payable to the staff posted in the bus is levied when buses are utilised for more than 8 hours in a stretch.

However this will not be applicable when the buses are booked on a flat rate or for shooting purpose.

H) Booking of the order:-

- i) Estimated charges(including service Tax, Toll Tax, etc) plus 50 % of the estimated amount is to be paid in advance for booking the order. On flat rate basis, if bus is booked for half day, security deposit of equal amount is to be paid. Buses are to be booked on receipt of 72 hours advance notice. For open deck bus booked for full day, security deposit equivalent to half day charges is to be paid.
- ii) For buses booked beyond the municipal limits of the Greater Mumbai in the operational area of the Undertaking, the Toll Tax in existence levied by the Government, and any other applicable charges is also to be paid alongwith the Reservation charges.
- iii) For single journey, the kilometers will be calculated on the basis of the distance from the depot from which the bus is turned out to the nearest Bus depot/Bus Station/Terminus upto which the bus is booked. This is not applicable for open deck bus.
- iv) If the bus is booked for the return journey, the kilometers will be calculated on the basis of the distance from the depot which the bus is turned out and till the bus comes back to the same depot.
- v) For the all other type of the reservations the period/kilometers is calculated from the time of departure of the bus from the depot to the time of arrival back in depot.
- vi) Service Tax as applicable on total charges.

All or any of the above charges are subject to revision, alteration, addition etc, without any prior notice or assigning any reason whatsoever.

**For booking - contact:- Reservation section,
3rd Floor, Traffic Administrative Bldg.,
Wadala Bus Depot, Tilak Road Extn., Wadala,
Mumbai – 400 031. (Tel. No. 24186346, 24128266)**

3. Traffic Training School :

BEST has introduced Bus Driving Training and Refresher Course for Trainee Bus Drivers (Heavy Vehicle Learning License holder/Permanent Heavy Vehicle License holder)..

Candidates interested for learning Heavy Vehicle they may contact at our Traffic Training School during working day i.e. Monday to Saturday within working hours between 09.00 a.m. to 17.00 p.m.

Traffic Training School,
General Arunkumar Vaidya Road,
Dindoshi, Malad (East),
Mumbai – 400 097.
Tel. No. : 28405645

4(1)(b)(xvi) : The names, designation and other particulars of the Public Information Officers ;

Public Information Officer and Appellate Authority of Traffic Department under RTI Act 2005

Details of Information Officer and Appellate Authority of Traffic Dept.
(including T&C Dept. & Claims Section) under the Right to information Act. 2005.

<u>Public Information Officer</u>	<u>First Appellate Authority</u>
Mr. V. A. Shirsat, Ag. Deputy. Depot Manager (Colaba), Traffic Office Colaba Depot, 1 st Floor, Best Bhavan, <u>BEST Marg, Colaba-400 001</u> Tel.No.22799861, Tel.No. 22799863. Tel. No.22799867.	Mr. S.R.Jadhav Ag. Deputy Chief Manager Traffic (Planning & Control /Information & Technology) Traffic Planning Section, Administrative Office Bldg., ³ Floor, Wadala Bus Depot, Tilak Road (Extn.), <u>Wadala, Mumbai-400 031.</u> Tel.No. 24190120, 24190119.

4(1)(b)(xvii) : Such other information as may be prescribed, and thereafter update these publications every year ;

Lost Property Section

The articles found by the Conductor or any other member of staff in the bus or in the premises of the Undertaking as a Lost Property are handed over to the nearest Bus Chowkey Starter / Depot Starter. On receipt of the articles a deposit slip is prepared in the chowkey/depot, mentioning the details viz.date, name, time, route No., Bus No. etc. and the articles sent to Lost Property Section, Wadala Depot duly tagged. On receipt of such articles from Depot to Lost Property Section the same are entered in the different registers maintained i.e. Sundry, Valuable, Semi-valuable, Cash Register, Umbrella register etc.

Whenever any claimant approaches immediately to the Bus Terminus/bus chowkey/bus depot, the lost property articles are issued to the claimant by the officer on duty after due verification and taking the necessary charges. The detailed particulars of charges to be recovered as per Administrative Order No.399 dated 09.03.2016 from claimant are as under:-

<u>Registration Charges</u>	<u>For outside Parties</u>	<u>For</u>
<u>Employees</u>		
For Cash	` 30/-	` 15/-
For Sundry Article	` 30/-	` 15/-
<u>For Valuable & Semi-Valuable Articles</u>		
i) God/Diamond, Laptop	` 500/-	` 250/-
ii) Silver, Mobile Phones Computer Parts & Other Semi-Valuables	` 100/-	` 50/-
<u>Storage Charges</u>	<u>For Outside Parties</u>	<u>For Employees</u>
Cash deposited upto concession. ` 100/-	` 14/- after three working days Maximum ` 14/-	50%
Cash deposited from ` 101/- to ` 500/-	14% of the Cash maximum ` 70/-	-"-
Cash deposited from ` 501/- to ` 2000/-	14% of the Cash maximum ` 250/-	-"-
Cash deposited from ` 2001/- to ` 5000/-	14% of the Cash maximum ` 600/-	-"-
Cash deposited above ` 5000/-	14% of the Cash maximum ` 2000/-	-"-

NOTE : The amount of Rs.0.50 and above will be rounded upto Rs.1/-

The Storage Charges are leviable from the 4th working day from the date of receipt of the article.

No Storage Charges will be applicable, if the Lost Property articles are delivered/claimed on line/depot. However, Registration Charges which are fixed will be collected from the claimants.

If the documentary evidence i.e. Cash Memo, etc. produced by the claimant proves that the valuable articles looking like gold is imitation jewellery and the verifying/issuing Officer is satisfied with the same, the said article will be treated as semi-valuable article and the registration charges will be charged accordingly.

If the Lost Property i.e. Purse/Bag deposited, contains more than one articles i.e. valuable/semi-valuable/sundry/cash, then the registration charges will be levied on one article only carrying the maximum value. However, if the cash is found along with the other articles, storage charges will be collected from the claimant.