

## Profile of APSRTC-With Reference to Visakhapatnam City

R. Lydia<sup>1</sup>, B. Ravi Kumar<sup>2</sup> & B. Vijaya Lakshmi<sup>3</sup>

<sup>1</sup>Department of MBA – Vijaya Institute of Management, India

<sup>2</sup>Department of MBA – Amrita Sai Institute of Science and Technology, India

<sup>3</sup>Department of Business Management, Sri Pamavati Mahila Visvavidyalayam (Women’s University) –  
Tirupati, India

**Correspondence:** B. Ravi Kumar, Department of MBA - Amrita Sai Institute of Science and Technology, India,  
Email: ravi9949418650@yahoo.com

**Received:** September 3, 2018

**Accepted:** September 9, 2018

**Online Published:** September 18, 2018

### Abstract

Transportation plays an important role in the modern society particularly RTC buses. For the continuous development of India there should be a synchronized transport system. Competitiveness and increasing productivity are based on the efficient transport system that exists in the country. Efficient transport is indispensable to the economic development of nation. There are various modes of transport that include road transport, rail transport etc. The present study is an endeavor to depict the empirical profile of APSRTC – Visakhapatnam City.

**Keywords:** APSRTC, Evolution, Profile, Visakhapatnam City.

### Introduction

Andhra State and Nizam dominion were separate before the reorganization of states by Government of India. After the reorganization of states and consequent formation of Andhra Pradesh on 1<sup>st</sup> November, 1956, the Road Transport Department of erstwhile Nizam’s dominion continued to work as a Government Department with its services operating only in nine districts of Telangana region of previous Nizam’s dominion. The private operators of Andhra State, before the formation of Andhra Pradesh, were operating their buses in the coastal Andhra and Rayalaseema regions. The Andhra Pradesh Government was therefore, and then faced with an alternative of either denationalizing the bus services in Telangana or extending the nationalization of bus services to the remaining 11 districts of earlier Andhra State. The decision was naturally in favour of nationalization, so that there would be uniformity throughout the state of Andhra Pradesh.

In pursuance of this decision and the recommendations of the Planning Commission that wherever road services are run by a State, a Corporation should be formed so that it could provide the necessary economy and lead to a more efficient administration, the Andhra Pradesh State Road Transport Corporation (APSRTC), was established with effect from 11<sup>th</sup> January 1958, as per G.O.M.S. No. 38. Home (Transport) Department, dated 6<sup>th</sup> January, 1958. Rules under the R.T.C. Act, 1950, were also framed and issued by the Government. Thus, this turned out to become the oldest State Road Transport undertaking in India.

When the APSRTC was formed, it took over the assets and liabilities of its predecessor, the Road Transport Department (RTD). The assets were valued at Rs. 2.25 crores as on 31<sup>st</sup> March, 1958. Prior to the formation of the APSRTC the road transport services in the twin cities of Hyderabad-Secunderabad, Warangal and Kothagudem and the mofussil services in the nine districts of Telangana were under operation by the RTD. After the formation of A.P.S.R.T.C, nationalization of road transport was extended to the contiguous districts, namely, Krishna, Guntur and

west Godavari in the Coastal region in a phased manner from 1<sup>st</sup> April, 1958. The bus routes in these districts were nationalized between 1958 and 1961.

Upto November, 1958, the services in Hyderabad city area were operated from only one depot located at Gowliguda. In December, 1958, however another depot was opened at Ranigunj in Secunderabad to relieve the increasing congestion at Gowliguda and reduce the working costs. In addition to ordinary and express services for long distance travellers on mofussil routes, deluxe services were introduced in January, 1960.

Within three years of the formation of the APSRTC the nationalized transport services in the State witnessed enormous growth. During 1961-62, the APSRTC operated 1, 666 buses from 34 operating depots, on 323 routes with a total route length of 9,835 kml. A total of 8.09 crore vehicle kilometers were operated and 15-16 crore passengers were carried. While the capital-at-charge increased to Rs.7.90 crores, the gross revenues of APSRTC rose to 6.60 crores. The working expenses including the provision for depreciation, worked out to Rs. 6.32 crores, yielding a profit of Rs. 28 lakhs. By this time, the APSRTC achieved a significant progress with considerable improvement in the fleet, standard of operation and services. Considerable progress was also recorded in the provision of facilities to the traveling public and the employees of APSRTC.

The night express services were started in 1963-64. The first service was introduced on Hyderabad-Vijayawada route from 1<sup>st</sup> May, 1963. The system of issuing tickets in advance and reservation of seats at nominal charges Rs. 0.25 was extended to all the express and deluxe services in 1963-64 to facilitate the traveling public in ensuring their seats without having to wait for the same, at the time of departure of the services. Articulated double-decker buses designed by APSRTC and Hyderabad Allwyn were introduced in the city in April, 1963. A departmental training school was opened at Vijayawada during this year for providing training facilities to mechanical and operating staff. The Regional workshop at Vijayawada also commenced its operations in 1963-64.

An industrial engineering cell was created in 1964-65 to constantly review the working and help APSRTC in increasing the productivity. To have an effective control and proper and timely recruitment, a Recruitment and Training cell was established in the Personnel Department in January 1965. As an experimental measure, the system of one-man operation of service on long distance express and deluxe services operating between Hyderabad and Vijayawada was introduced in November, 1964. These services were operated without conductors but with experienced and selected drivers to look after the passengers. A new depot was opened at Barakatpura to operate the city services more efficiently. A printing press was started to undertake the printing work of APSRTC in 1964-65.

Prior to 1965, the depots in APSRTC were managed by supervisory rank persons. The supervisor in charge of the depot was reporting to Assistant Mechanical Engineer on engineering matters, Assistant Traffic Manager on operational matters, Assistant Personnel Officer on establishment matters, Divisional Accounts Officer on accounts matters and Divisional Manager who was overall in-charge of all depots. These officers were located at district head quarters which were far away from many depots. It was found that this system was not yielding the designed results since the supervisor was not given necessary authority to deal with issues that arise at depot level day-to-day. There was the feeling that the depot should be treated as a profit and loss centre so that there would be an all-round awareness as to which depots were loosing and which depots were making profit. With this background it was decided in October, 1965, to post officers to each depot as Depot Manager so that they would function as in-charge of depots, looking after all functions relating to stores, personnel, mechanical engineering, operations and security. Thus, unit of command at the depot level was sought to be achieved. This officer was delegated with necessary powers also so that it would be possible for him to look after the day to day functions of the depot. Seen in retrospect this administrative change which continues to be even now in vogue has brought considerable effectiveness to the organization. The presence of an officer at the depot resulted in better discipline and better operational control. The depot manager was also able to attend to the most important functions, namely public relations. It is said that other organizations in India also have adopted this system.

Another important development in 1965-66 was the creation of vigilance and implementation cells under the direct control of the chairman. The vigilance cell was established to determine key performance indicators, set realistic targets and forecast the trends in operations. The implementation cell was formed to ensure the implementation of the administrative decisions in connection with the working methods and procedures of the APSRTC. There is significant increase in the operation of schedules all over the state. To overcome the shortage of qualified personnel one more training school at Hyderabad was started to impart instructions to drivers, mechanics, assistant depot clerks, electricians and conductors.

A retreading unit was set up at Vijayawada in April, 1965. Kukatpalli and Charminar depots were started in November, 1965 and April, 1966, respectively to operate city services more efficiently. Around this time, trailer buses were introduced in city services. Special school buses were also started to cater to the needs of student community. Ladies specials were also run for school going girls and working women. Standard buses were introduced to cope up with the peak hour traffic in Hyderabad-Secunderabad. Limited stop services were introduced

in the city. Dilshuknagar depot was opened in September, 1966. Mehadipatnam depot was started in 1968-69. Body Building unit was established in June, 1966. Within a short time, this unit achieved full fabrication and assembly of the new bodies from raw materials to its design as against the assembly of bodies from the kits of the basic structure procured from outside builders in the previous years. The tire retreading unit at Hyderabad also started functioning from January, 1970 to meet the growing requirements of tire retreading and repairing works of the APSRTC.

#### Purpose of Study

The objective of the study is to portray the evolution of APSRTC and the profile of APSRTC (Visakhapatnam City).

#### Origin of APSRTC in Visakhapatnam City

Visakhapatnam is the city of destiny on the East Coast of India and is situated at 17° 42' latitude North and 28° 2' longitude East at a distance of 866 Kms from Calcutta and 760 Kms. from Madras. It is bound by Bay of Bengal on the East and a group of hills on the west, Simhachalam range of hills which is a continuation of Eastern Ghats on the North and Dolphin's Nose above 1500, high projecting into Bay of Bengal, on the South. The city is spread over an area of 78.33 sq. Kms and the population of Visakhapatnam city is 17.30 lakhs and that of Visakhapatnam district is 42.88 lakhs. The city is now called the Steel City with the emergence of gigantic steel plant.

The bus transport in Visakhapatnam city was managed by private operators up to November 1978. There were frequent ghastly accidents due to unhealthy competitions in running buses among various private operators resulting in fatal accidents every month. Therefore, the people of Visakhapatnam city demanded and also launched an agitation for immediate nationalization of bus routes. As a consequence of this, nationalization of bus routes in Visakhapatnam took place on December 12, 1978. The APSRTC made a beginning of its operations with a fleet strength, of 139 buses replacing private buses. At the time of nationalization there was only one bus depot, that is. Visakhapatnam Rural Depot from which the city services were also operated. The city division-Visakhapatnam Urban Division of APSRTC was formed in the year 1988. Later on consequent to the introduction of regional set up in a phased manner in the state from 16<sup>th</sup> January 1978, Visakhapatnam Region was formed in November 1994. There are now 5 urban depots and 4 rural depots functioning under the region catering to the needs of the public. The present studies are confined to the urban transport in Visakhapatnam.

#### Urban Transport in Visakhapatnam

At the time of formation of Visakhapatnam Region the strength of the city buses then was 407 and it is now 667 (Dec 2010) in the region carrying about 6.5 lakhs of passengers daily. There are now 5 urban depots functioning under Visakha region, catering to the needs of various categories of local people residing in Visakhapatnam and also people coming to Visakhapatnam from neighboring areas/ villages on different purposes.

Table – 1: Establishment of city depots in Visakhapatnam city

Sl. No	Category	Name of the Depot	Commencement of the Depot
1	Urban	Simhachalam Depot	03-12-1978
2	Urban	Gajuwaka Depot	03-01-1979
3	Urban	Waltair Depot	26-01-1979
4	Urban	Maddilapalem Depot	15-12-1987
5	Urban	Steel city Depot	24-01-1992

Source: Regional Office, APSRTC, Visakhapatnam

Table 1 describes the different depots functioning under Visakhapatnam region and their respective dates of commencement. Simhachalam depot was commenced on 3-12-1978, Gajuwaka Depot on 3-01-1979, Waltair depot on 26-01-1979, Maddilapalem depot on 15-12-1987 and Steel City depot on 24-01-1992.

Simhachalam depot facilitates the transport needs of commercial and pilgrim passengers connecting various business centres, villages and Lord Sri Varaha Narasimha Swamy Temple, etc. Gajuwaka depot caters the transport needs of industrial workers belonging to various central, state, quasi-government, organizations/ industries i.e. Port, HPCL, Shipyard, Colleges etc. Waltair Depot is started mostly to meet the transport needs of student community connecting various educational institutions, picnic spots, etc. Maddilapalem depot is functioning to meet the transport needs of all public connecting various places in the city Steel city depot has come up at Kurmannapalem catering to the needs of steel plant employees taking them to important villages around steel plant, their rehabilitation colonies and to all sectors of steel plant township and to the city bus complex. Depot wise schedules, buses held and passengers transported (in lakhs) are given in Table 2.

Table – 2: Urban depot wise schedules and buses held and passengers transported

Depot	Schedule			Buses held			Passengers traveled (lakhs)
	RTC	Hire	Total	RTC	Hire	Total	
Gajuwaka	114	24	138	123	24	147	0.77
Simhachalam)	95	34	129	103	34	137	0.90
Waltair	132	40	172	139	40	179	1.51
Maddilapalem	120	33	153	128	33	161	0.77
Steel City	90	15	105	95	15	110	0.92
<b>Total</b>	<b>551</b>	<b>146</b>	<b>697</b>	<b>588</b>	<b>146</b>	<b>734</b>	<b>4.87</b>

Among the urban depots the highest number of schedules that is 172 schedules are operated by Waltair depot and this is followed by Maddilapalem depot 153 schedules, Gajuwaka depot 138 schedules, Simhachalam depot 129 schedules and Visakha Steel city depot 105 schedules. The highest number of passengers transported was 1.51 lakhs, recorded by Waltair depot and this was followed by Simhachalam depot 0.90 lakhs, Visakha steel city depot 0.92 lakhs and Waltair and Maddilapalem depot each transported 0.77 lakhs of passengers.

#### Operations in APSRTC Visakhapatnam

APSRTC Visakhapatnam region has varied range of services with good transport net work between the villages, towns and cities within the state and also has operations in the neighbouring states. It is supported by infra structure like Bus Stops, Bus Stands and Bus Complexes based on the requirements in villages, towns and cities. Different types of buses providing different passenger comforts services, with variation in fare, are in operation for the convenience of its passengers. Different types of buses held are given in Table 3.

#### Operation of Buses under Different Categories

- Palle Velugu: It was previously called as “Red Bus”. It connects the villages and also the villages to nearby towns.
- City Service: Ordinary service operated within the city and the fare is cheaper than other services.
- Metro Express: Comfortable with 2+2 seats with limited halts operated on longer routes within the city.
- JNNURM: These buses are purchased with central Government assistance under a special scheme –These buses have the electronic display of its number and route and are comfortable with 2+2 opposite seats. They have limited stops and are operated on longer routes within the city. Fare is comparatively more than ordinary city services.
- Express: Operated as a service between the towns and also in between towns and cities.
- Deluxe: Usually operated on longer routes. Fare is more than express service Fare.
- Super Luxury: Most popular non air conditional service between towns and cities and vice versa.
- Garuda: Air Conditioned Volvo bus services with lower floor introduced, are named as “Garuda” and are operated between the cities covering long distances. These buses are very fast, comfortable and safe.

Table – 3: Different types of buses held under Visakhapatnam region

Sl. No	Type of Bus	Total number
1	Palle Velugu	199
2	City Service	481
3	Metro Express	100
4	JN NURM	162
5	Express	68
6	Deluxe	55
7	Super Luxury	47
8	Garuda	15
<b>Total</b>		<b>1127</b>

#### City Operations

There are nearly 200 city operations under urban transportation of Visakhapatnam region carrying passengers from important centers in the city to different places in the city and also from adjoining remote places to educational institutions, business establishments, information technology centers, central and state government offices, hospitals, railway station, port, Bharat Heavy Plants & Vessels, Steel plant, naval establishments, places of worship and many

other important worth seeing places in the city. The details of the bus number and the route covered are given in Table 4:

Table – 4: City operations

<b>Bus No</b>	<b>From</b>	<b>To</b>
25V	Old Bus Stand	Vellankipalem
25B/H	Old Bus Stand	Navodaya
28	Simhachalam	RK Beach
28A	RK Beach	Pendurthi
28J	Sujathanagar	RK Beach
28K	Kothavalasa	RK Beach
28R	RK Beach	Pendurthi
28P	ZP (Zilla Parishad)	Sabbavaram
28S	Simhapuri Colony	ZP
28V	VUDA Park	Simhachalam
28Z	Zilla Parishad	Simhachalam
30A	Old Head Post Office	Indian Express Office
30M	Old Head Post Office	Muralinagar
30N	Old Head Post Office	NGGO's Office
30V	Old Head Post Office	Madhurawada
31	Old Head Post Office	Kailasapuram
31A	Old Head Post Office	Srinivasa Nagar
31G	Old Head Post Office	Boddapalem
33	Old Head Post Office	Srinivasanagar
35	Old Bus Stand	Chintala Agraharam
35A	Old Bus Stand	Porlapalem
2K	HB Colony	MN Club
1	Yadava Jaggarajupeta	Vuda Park
1T	Kapula Tunglam	Vuda Park
2	Natayyapalem	Vuda Park
2	Venkojipalem	BHPV
2A	Autonagar	Vuda Park MVP Bus Station
2G	Gantyada	CBS
2M	Mindi	Maddilapalem
3	Sheelanagar	Pendurthi
4A	Balacheruvu	Autonagar
4M	Nadupuru Colony	Duvvapalem
5	Old Head Post Office	Pulagalapalem
5B	Port Area	Ramavaram
5D	Old Head Post Office	Venkateswara Temple
5R	Old Head Post Office	City Bus Station
5S	Sramasakthinagar	Simhachalam
6B	Old Head Post Office	Chinthagantla
6A/S	Simhachalam	Sujathanagar
6KV	CBS (Krishnapuram)	Venkatapuram
6/29	Simhachalam-Old Head Post Office	NAD Colony-CBS
7	S.R.Puram	Ravindranagar
8	Old Head Post Office	Meghadrigedda
9G	Old Head Post Office	Chandrayyapeta & Gullipalli
9P	Purna Market	Amruthapuram
9T	Old Head Post Office	Thavvavanipalem
10	Maddelapalem Bus Station	Old Head Post Office
11C	VS Krishna College	Old Head Post Office

12A	Old Bus Stand	Kothavalasa
13A	VS Krishna College	Old Head Post Office
14	Muvvalavanipalem Bus Station	Old Head Post Office
16	Yarada	RK Beach
17A	Venkojipalem	Kotha Road
17B	Rushikonda	Old Head Post Office
20	Seetammadhara NE	Old Head Post Office
20A	HB Colony	Old Head Post Office
20A/M	Muvvalavanipalem Bus Station	Old Head Post Office via HGC
20V	Muvvalavanipalem	Venkateswara Temple
21	Simhapuri Colony	Simhachalam/Old Head Post Office
23	VUDA Park	Kapu Jaggarao Peta
25	Old Head Post Office	Madhuravada
25A	Old Bus Stand	Madhuravada
25B	Old Bus Stand	Anadapuram
25C	Kommadi	Old Bus Stand
25A/D	Ayodhya Nagar	Old Bus Stand
38N	Autonagar	CBS
38P	Sivarampuram	CBS
38S	SV Palem	CBS
38T	Sector X1	CBS
38V	V.Colony	CBS
40	Simhachalam	CBS via NH5
41	Central Bus Station	Kothavalasa
42	GWK (Gajuwaka)	Collectorate
44A	Nunaparthy	Collectorate
48	Ravada	Collectorate
48R	MN Club	Madhusudhana Nagar
48M	Old Head Post Office	Madhurawada/VUDA Colony
48N/B	Old Head Post Office via Allipuram	Madhurawada/VUDA Colony
48V	Old Head Post Office	MS Nagar
51	Venkateswara Temple	Simhachalam
51R	Sagarnagar	Kailasapuram
52A	Simhachalam	Bus complex
52E/D	Old Head Post Office	Rushikonda
52D	Old Head Post Office	Jodugullapalem
52E	Old Head Post Office	Ravindranagar
52K	Old Head Post Office	Ravindranagar
52S	MN Club	Rushikonda
52V	Old Head Post Office	Ravindranagar
53	Old Head Post Office	Sagarnagar
55A	NAD/Pendurthy	Visalakshinagar
55C	Simhachalam /SP Colony	Sontyam
55E	Ch.Agraharam	Scindia
55K	Simhachalam	Scindia Gate
55S	Scindia Gate	Sujathanagar
55P	Kothavalasa	Steel Plant MG
56	Pendhurthy-Simhachalam	Old Head Post Office
57	Simhachalam	Balacheruvu
57B	Pendhurthy	Balacheruvu Megadri Gedda
57D	Maddelapalem Colony	Megadrigedda
58Z	Zilla Parishad	Sagar Nagar

60	Simhachalam via M. Lova	Old Head Post Office
60B	ARC	RK Beach
60C	Arilova Colony	Old Head Post Office
60M	Mudasarlova	Old Head Post Office
63	Devada	Waltair
63A/N	Old Gajuwaka	Appikonda
63C	Appikonda	Collectorate
64A	Old GWK	SW Varam
64	Talapaka	Collectorate
65	D.Palem	VUDA Park
65F	Duvvapalem	Fishing Harbour
66A	S.Varam	Collectorate
66G/N	Old Gajuwaka	PYPalem
66V	Vondali	Collectorate
66S	Scindia	Ayyannapalem
67	Gajuwaka	Sabbavaram
69	Arilova Colony	Rly Stn
70	Sramasakthinagar	MVP
77	Manthripalem	CBS
77	Tadi	VUDA Park
77b	Bharanikam	Collectorate
300	Sabbavaram	CBS
315	Old Head Post Office	Santhapalem
336	Steel Plant	Sector XI-CBS
338	Steel Plant	CBS
338	Central Bus Station	Steel Plant Gate
400M	Yedumetla Marrisonpalem	Maddilapalem
400	Rajivnagar	MVP
400G/K	School Bus	Anakapalli
400B	Maddilapalem	Kurmannapalem
400Z	HB Colony	FDB Stores
401	Maddilapalem	Kurmannapalem
401D	HB Colony	DP School
401G	Rajiv Nagar	Maddilapalem
401	Maddilapalem	Kurmannapalem
401D	HB Colony	DP School
401G	Rajivnagar	Maddilapalem
400	Kurmannapalem	Maddilapalem
400A	S. Colony	Maddilapalem
400S	Narava	Maddilapalem
400V	V.Colony	Maddilapalem
411	HB Colony	Steel Plant
409	Maddilapalem	Steel Plant
404	Steel Plant Gate	PMP Colony
405	Steel Plant Gate	Midilapuri Colony
411A	Steel Plant Gate	HB Colony
444	Paravada	CBS
448	Dr. Colony	Kailasapuram
505	S. Colony	Maddilapalem
535	Maddilapalem	NAD
540	Maddilapalem	Simhachalam
556	Kotha RD	Chintagantla

541	Maddalapalem	Kothavalasa
555	Appugarh	Simhachalam
632	Kaniti	VUDA Park
638	Siddhartha Nagar	CBS
644	Paravada	Collectorate
666	Kurmannapalem	Madhuravada
777	Gantyaada / HB Colony	Madhuravada
900	Venkojipalem	Maddilapalem Station
900A	Rly Station	Eenadu
900K	Old Bus Stand	INS Kalinaga
900K/R	Old Bus Stand	INS Kalinaga
904	Steel Plant	Muvvalavanipalem Bus Station
914	Muvvalavanipalem Bus Station	Steel Plant Main Gate
924	Muvvalavanipalem Bus Station	Old Head Post Office

### Depot Wise Staff Position and their Duties

Depot is the basic unit as it is the actual point of action and the revenue generating unit. The depot manager head the level of operation of the depot looking after all functions relating to operations, mechanical engineering, personnel, stores and security. Depot manager is assisted by different categories of employees of the concerned departments and the composition of staff of departments vary from depot to depot depending on the performance and requirement of the depot namely its bus schedules, fleet held, number of kilometers operated etc. The depot wise staff position, obtained from the Regional Office as on Dec 2010, of different departments performing important functions are given in Table No. 5.

Table – 5: Depot-wise staff position and their duties

Name of Post	GWK	SML	WTR	MDP	VSC
<b>Operational Department</b>					
Asst. Manager (Traffic)	1	1	1	1	1
Super-in-tendent	1	1	1	1	0
Dy. Super-in-tendent	1	2	2	2	0
Traffic Inspector (Grade III)	3	1	5	1	2
Depot Clerks	2	2	1	2	1
Asst. Depot Clerks	15	21	18	27	16
Controllers	-	-	-	1	-
Drivers (Grade I)	22	34	39	13	12
Drivers (Grade II)	182	174	200	252	147
Drivers (Casual)	1	-	-	-	-
Drivers (Contingent)	120	53	162	93	90
Light Vehicle Drivers	0	1	0	0	0
Conductors (Grade I)	10	8	17	-	3
Conductors (Grade II)	256	238	255	356	187
Conductors (Contingent)	126	95	183	77	76
<b>Total</b>	<b>740</b>	<b>631</b>	<b>884</b>	<b>826</b>	<b>535</b>
Name of Post	GWK	SML	WTR	MDP	VSC
<b>Mechanical Department</b>					
Asst. Manager (Mechanical)	1	1	1	1	1
Super-in-tendent	1	1	1	2	1
Dy. Super-in-tendent	1	2	2	1	1
Leading Hand / Vehicle Inspector	2	1	2	1	0
Mechanic (Grade I)	6	6	4	12	6
Mechanic (Grade II)	20	19	25	18	14
Electrical (A.C)	2	0	0	1	0



Electrical (D.C)	0	3	4	3	3
Tyre Mechanic	2	3	3	1	3
Coach Builder	3	4	3	5	2
Pannel Beater	1	-	-	-	1
Painter	1	-	1	2	1
Welder	1	1	1	1	-
Trimmer	1	2	1	2	2
Black Smith	1	1	2	1	-
Hammer Man	2	1	1	2	1
Mill Wright Mechanic	0	0	0	1	1
Helper	12	16	14	13	10
Shramik	11	12	25	32	16
<b>Total</b>	<b>68</b>	<b>73</b>	<b>90</b>	<b>99</b>	<b>63</b>
<b>Name of Post</b>	<b>GWK</b>	<b>SML</b>	<b>WTR</b>	<b>MDP</b>	<b>VSC</b>
<b>Personnel Department</b>					
Asst. Manager (Personnel)	0	0	1	0	0
Super-in-tendent	1	1	0	1	0
Dy. Super-in-tendent	0	0	0	0	1
Senior Assistant	1	1	1	1	1
Junior Assistant	2	2	2	2	1
Typist	1	1	1	1	1
Record Tracer	0	1	0	0	0
Care Taker	0	0	1	0	0
<b>Total</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>
<b>Name of Post</b>	<b>GWK</b>	<b>SML</b>	<b>WTR</b>	<b>MDP</b>	<b>VSC</b>
<b>Finance Department</b>					
Super-in-tendent	0	0	0	1	0
Dy. Super-in-tendent	0	0	1	0	1
Senior Assistant	1	1	1	0	1
Junior Assistant	1	1	1	0	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>
<b>Name of Post</b>	<b>GWK</b>	<b>SML</b>	<b>WTR</b>	<b>MDP</b>	<b>VSC</b>
<b>Stores Department</b>					
Assistant Manager (Materials)	0	1	0	0	0
Super-in-tendent (Materials)	1	0	0	1	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Name of Post</b>	<b>GWK</b>	<b>SML</b>	<b>WTR</b>	<b>MDP</b>	<b>VSC</b>
<b>Security Department</b>					
Assistant Sub-Inspector	0	0	1	1	0
Security Head Guard	0	1	1	2	1
Security Guards	6	5	7	5	5
<b>Total</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>6</b>

Source: APSRTC Records

### Organization Structure

Regional Manager is the administrative head of APSRTC Visakhapatnam region and Urban and Rural bus depots operations in the region will be functioning under his guidance and supervision. He will be assisted by the Deputy Chief Traffic Manager – Urban, Deputy Chief Manager-Rural and Deputy Chief Mechanical Engineer (in-charge for all depots in the Region) in their respective subjects. There is one Senior Medical Officer in-charge for over all control of health and hygiene of the entire region. There is one personnel officer (P.O.) for the entire region and he will be the Regional Manager in the administrative matters of his office. The duties and responsibilities of APSRTC personnel working in different departments of Visakhapatnam Region

## Administration

The Regional Manager is the head of the APSRTC Visakhapatnam Region and is assisted by different categories of the following officers of different departments on administrative, technical and other matters.

### Regional Manger (RM)

Regional Manger is in-charge of the entire region and the depots that come under the region. He is delegated with the powers to take decisions on all routine administrative matters of the region except on matters of corporate interest. Regional Manager is given the powers to recruit all categories of staff from the lowest level in class IV to one level below the first line of supervisors. He is responsible for the entire maintenance, planning and development of the public transport system in the region. He is given the powers necessary for maintaining operations at peak level of performance.

### Deputy Chief Manager (Traffic & Mechanical)

Deputy Chief Managers assist the Regional Manger in their respective subjects. They perform the duties of inspection and supervision of the depots and extend necessary help and guidance to the Depot managers.

### Depot Manger (DM)

Depot Manger is the key person of administration to operate the services as per the schedules allotted by the Regional Manger, i.e., to exercise control over the staff working in the depot. Viz., from assistant manger to shramick in the depot, to maintain good industrial relations, to achieve targets, takes disciplinary action up to Deputy Superintendent Category and for other categories i.e., Superintendent and Assistant Managers. He can initiate action and submit the case to the Regional Manager, inspection of control points ensuring traffic clearance, maintains co-ordination among all wings of depot in general.

### Personnel Department (P)

The personnel department in APSRTC plays an important role in administrating the organization with effective measures to satisfy the Government as well as the commuters in day-to-day performance. The following key posts in the personnel department are important in the organization to run the administration in a smooth way.

### Assistant Manager (Personnel)

Assistant Manager (P) reports to Regional Manager. He exercises control and supervision on the staff in the regional office, ensures maintenance of registers and records as prescribed in the office manual, pays special attention on important matters of Personnel Department like settlements of ex-employees and disabled employees, attends to audit objections, legal cases, etc., leave sanctioning authority upto 7 days to subordinating staff, obtains personnel records and reports of employees from depots and maintains seniority lists of regional seniority posts.

### Superintendent (P)

Reports to Depot Manger, takes functional guidance from Assistant Manager (P), exercises control and supervision on the staff working in depot managers office, pay special attention on important parameters as mentioned above for Assistant Manager (P).

### Deputy Superintendent (P)

Deputy Superintendent (P) exists in the depot where the schedules are less than 60. His Duties are the same as above noted for superintendent (P), and he has to report to Depot Manager.

### Senior Assistant (P)

Attends to duties as per the subjects allotted in the work list prepared in the regional office, like maintenance of files, registers, transfer registers and seniority lists. He also attends to duties allotted by Assistant Manager (P) from time to time.

### Junior Assistant (P)

Attends to subjects other than recruitment, transfers, preparation of seniority lists and promotions. Attends to routine work like payment of bills (telephone, current etc..) preparation of pay orders, audit objections, etc.

### Personal Assistant (P)

He reports to Assistant Manger (P). Works as personal assistant to Regional Manger. Takes dictation, attends to confidential files, maintenance of merit rating reports, appeal cases, etc.

## Finance Department

### Assistant Manger

He reports to Regional Manger and is responsible for the maintenance of accounts, preparation of salary bills, drawal of amounts. He has to inspect and check the accounts of bus cash dealt by the depot clerk, responsible for the recovery of house building advances, festival advance, motor cycle loans, etc.

### Senior Assistant

Senior Assistant (F) attends to the preparation and compilation of salary bills, maintenance of ledgers and allotted account head registers and maintenance of records for non- departmental recoveries.

### **Junior Assistant**

Junior Assistant (F) attends to similar duties as that of senior Assistant (F) and to the items of work allotted.

### **Mechanical Engineering Department**

This department is playing an important role in operational performance of APSRTC buses which carry the passengers to a long distance throughout the state as well as interstate services. The following personnel are playing key role in this department.

#### **Assistant Engineer (Mechanical)**

Assistant Engineer is the responsible for the maintenance and upkeep of the vehicles and give update reports to Depot Manager. Ensures chart I, chart II, chart III, chart IV and chart-V maintenance of vehicles.

Chart I : Daily things to be attended on the vehicle

Chart II : Weekly things to be attend on the vehicle

Chart III: Monthly things to be attend on the vehicle

Chart IV: quarterly things to be attend on the vehicle

Chart V : Fitness certificate

Assistant Engineer (Mechanical) exercises control and supervision on all the employees of the garage. Sanctions leave up to 7 days to subordinate staff. He maintains various registers pertaining to maintenance parameters and submits periodical returns to Depot Manger and Deputy Chief Mechanical Engineer, Exercises control on stores section. He also ensures accounts of materials received in and sent out of the garage of the depot. Supply of buses by scheduled time from the garage for operation of service, sends mechanics out of the depot when break down takes place. Maintains various registers prescribed under Factories Act.

#### **Superintendent (Mechanical)**

Reports to Assistant Engineer (Mechanical) and attends to the same duties of Assistant Engineer (Mechanical) under his direction and supervision. Assistant Engineer (Mechanical) and Superintendent (Mechanical) will arrange their duties on shifts as per their convenience.

#### **Deputy Superintendent (Mechanical)**

Attends to duties assigned by Assistant Engineer (Mechanical).

#### **Leading Hand**

Leading hand is the lowest level supervisor closer to the workers and attends to all types of works assigned by Assistant Engineer, Deputy Superintendent Engineer.

#### **Mechanics**

They attend to their duties chart-wise as per the programme given to them. Make available the vehicles for the scheduled operations in time. Attends minor repairs as and when required

**Artisans:** As per their trade, they attend to their respective duties.

**Helper:** Helper will assist the mechanic.

Cleaning and washing of buses and also assist Mechanics.

#### **Stores Department**

This department is an important one, which maintain the stock of the requirement parts and goods for the vehicles of the APSRTC. The following personnel are the key posts in the department.

#### **Assistant Manager (Material)**

Reports to Deputy Chief Mechanical Engineer His duty is to put indent, collect and maintain the spare parts required for the maintenance and light repairs of vehicles in the depot. Attends to local purchase of materials as per the sanction received from the authorities.

#### **Assistant Depot clerk**

Maintains various stocks registers in the stores department. Assists Assistant Manager (stores) in the procurement, issue and maintenance of the spare parts required for the repairs of the vehicles in the depot

#### **Traffic Department**

The control of bus routes and traffic is maintained by this department. The important personnel administrators of the department have been discussed here under.

#### **Assistant Manager (Traffic)**

Reports to Deputy Chief Traffic Manager. Supervises and exercises control over his subordinate staff. Visits accident spots and submits report with sketch etc., to Deputy Chief Traffic Manager (urban) if it is a matter concerned with urban depots and to the Deputy Chief Traffic Manager (Rural) if it is concerned with rural depots, Ensures crew for the services to be operated, prepares programme for the operation of schedules for the next day, ensuring leave sanction and sick reporting of crew to be within the cushion of 30% allotted. He can sanction leave up to 7 days to the categories up to superintendent. Checking of control points and ensures clearance of traffic, operation of special hire buses as ordered by the Depot Manager. Responsible for proper accounts like tickets and

cash. Proposes changes in bus timings from time to time to suit traffic behaviour and ensures punctual operation of buses.

#### **Superintendent & Deputy Superintendent (Traffic)**

The Superintendent duties are similar as mentioned above for Assistant Manager (Traffic) and reports to Assistant Manager (Traffic), whereas, the deputy superintendent attends to the duties assigned by the Asst. Manager (T) and Superintendent (T).

#### **Depot Clerks**

There are different categories of Depot clerks attending to different types of works assigned to them. Receives and maintains account of the tickets received from the regional stores and issues the tickets to the tray for each service. Receives the cash from the Assistant Depot Clerks who in turn receives the cash from the conductors and remits this cash in the bank the next day with escort.

#### **Assistant Depot Clerk**

Assistant Depot Clerks' duty is to issue tickets to the tray as and when required, to receive the bus cash as per way bills and statistical return from the conductors and to hand over the same to Depot Clerk, to maintain various registers in the Operation Department (traffic), to prepare daily earnings particulars like kilometers per liter (KMPL), earnings per kilometer (EPK) etc, and submit the same to Assistant Manager (traffic), to attend to clerical duties in the office of Assistant Manager (traffic).

#### **Drivers**

The duty of a driver is to receive the vehicle service bus-from the garage with anticipation, carefulness, to stop the bus at all stages, to maintain bus speed standards prescribed by the authorities, to obtain kilometers per litre target (KMPL), to hand over the bus at the depot without any damage or accident, to maintain in the log sheet about the repairs, the bus needs for the next day operation.

#### **Conductor**

The duty of a conductor is to conduct the service bus, issue of tickets and collection of fares from the passengers, to maintain statistical record and to ensure stoppage of bus at all stages and for proper, prompt and punctuality in operation, to assist weak and disabled passengers in alighting and boarding the bus, to maintain and extend courtesy to the passengers, to report by the quickest possible means in case of accidents to the nearest depot, to hand over the bus cash on return in the depot to the Assistant Depot Clerk on duty in the counter.

#### **Security Department**

This department looks after the security of the properties of APSRTC and the protect the corporation with the guards working under this control. The following are the key personnel under this department.

#### **Security Head Constable**

Safeguards the movable properties of the depot, maintains records pertaining to incoming and outgoing materials including vehicles, reports thefts, loss, damages and accidents to the Depot Manger. Keeps watch and reports, whenever necessary, on the activities of the unions and also any improper and illegal activities if any, of the employees and unions to the higher officials. Keeps a special watch on the employees working inside garages and workshops and provides security to all lawful activities that are entrusted by the concerned Depot Manager.

#### **Conclusion**

Transport routes are the basic economic arteries of the country. Transport system is regarded as the controller of the national economy and provides a very important link between production and consumption. The amount of traffic moving in a country is a measure of its progress.

In a country like India, the importance of transport is more because of its vastness as well as varied nature of geographical conditions. In India, it is also a source of national integration. The present Indian transport system comprises several modes including rail, road, coastal shipping, air transport, etc. Transport has recorded a substantial growth over the years both in terms of length and output of the system.

#### **References**

- White, L.D., (1958), "Introduction to the study of Public Administration" (New York); Maemill, p.40.  
Bhambhri, C.P., (1972), "Public Administration: Theory and Practice", Vikas Publishing House, New Delhi, p.61.  
Reddy K.V., Ibid p.7-8  
Reddy K.V., Ibid p.8.  
Hand book of Statistics, Visakhapatnam District, compiled and published by the Chief Planning Officer, Visakhapatnam, released by the Directorate of Census Operation in Andhra Pradesh 2011.  
Satyanarayana J., (1986), "The working of APSRTC Concept Publishing House", New Delhi, pp.163-169.  
Reddy, K.V. Fifty years of Nationalized Transport in Retrospect. Andhra Pradesh State Road Transport Corporation, Golden Jubilee Commemorative volume 1932-33, 1982-83.

APSRTC Office record on Official duties.

### Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>)