KARNATAKA STATE ROAD TRANSPORT CORPORATION
CENTRAL OFFICE : TRAFFIC DEPARTMENT : BANGALORE.

No. KST/CO/TR/OPN/GEN/D-14/ 4234 /13-14

Date: 21/09/2013.

CIRCULAR No. 1192
(issued by Traffic Department)

Sub: Rationalisation of Duty allotment to the crew.

Ref: 1) Circular No. 360 issued vide KST/CO/ TR/OPN/GEN/210/5117,
2) Circular No. 385 issued vide KST/CO/ TR/OPN/GEN/210/8089,
3) Circular No. 657 issued vide KST/CO/ TR/OPN/GEN/6597/94-95,
dated 16-12-1994.
4) Circular No. 1156 issued vide KST/CO/ TR/GEN/1156/12-13,
dated 20-12-2012.
5) Circular No.1165 issued vide KST/CO/TR/OPN/GEN/ 8046/12-13
dated: 15-02-2013

Preamble:

The Corporation has introduced a “Rota System” whereby the duties of Drivers & Conductors at each Depot are to be allotted periodically so as to ensure proper allocation of duties to the crew on routes operated by the Depot and also to plug pilferage and eradicate favouritism while allotting routes and to ensure accountability on the crew allotted to the duties. For various reasons, this Rota System is not being followed effectively as specified in circulars noted under reference.

The Circular No.385 was issued in 1981 and subsequently modified in 1994. Since then, several changes have been made in operational perspective, mainly to improve efficiency in operations, reduce costs and to effectively compete with private operators/neighbouring STUs. These changes have given an edge to KSRTC to improve efficiency in operations and also helped to compete to a great extent. In this connection Circular No:1165 dated 15/02/2013 was issued and implemented from 13/03/2013. After the implementation, the pros and cons of the Circular were evaluated and discussed with all the Unit Heads in depth and it was resolved to improvise and revise certain conditions laid down in the Circular No.1165, keeping in view of the following changes.

1. IMPORTANT CHANGES THAT HAVE TAKEN PLACE ARE AS FOLLOWS.

   a) Introduction of premium services like Rajahamsa, Volvo, Benz, Multi-Axle and AC Sleeper services.
b) Separate blocks should be prepared for summer special services to be operated from March to June end and wherever the summer special services are operated such Divisions have to revise the Rota after completion of the Month of June every year.

c) A list of all Conductors and Drivers working in the Depot shall be strictly prepared based on the seniority list as enumerated in circular 1165, provided by the Division considering the date of reporting for duty on appointment in the Division, in each of the above category. The Administrative Officers of the Division shall prepare seniority list based on the date of reporting for duty in the Division. In case of crew who have come on request transfers the date of reporting for duty on appointment in the Corporation to be considered for the purpose of seniority instead of reporting date at the Division (This principle is applicable exclusively for duty Rota system and the crew cannot use this as a ground to claim any other benefit pertaining to service matters, etc.). In case of Driver-cum- Conductors, if the Driver-cum-Conductor is working as Driver he should be taken in the seniority list of drivers and also if he is working as conductor he should be taken in the seniority list of conductors, depending on the requirement of the concerned Depot.

d) The list of route blocks for the above mentioned category of schedules and the seniority lists of crew shall be displayed on the Notice Board well in advance for the information of the crew so as to enable them to select choice of route/s during counseling.

4) (a) Abstract of Leave, OOD, SPE, KOD, present for duty etc., should be generated daily in the duty allocation chart prepared by the DCS module
   b) Incase of Transfer/SPE/KOD/Long Absent/Dismissal etc., the vacant routes should be filled up from the spare list, which shall be generated by way of counseling among the spare crew.
   c) In case of crew reported on the Court Orders, their seniority should be determined as per the Court Order.

5) Wide publicity to educate the crew about the new system shall be made.

6) Counseling shall be done in batches, without dislocating daily Depot operations.

7) Counseling dates for all the batches shall be exhibited on the Notice Board, well in advance, so as to enable the crew to attend the counseling.

8) After completion of counseling of each batch, the list of balance routes i.e. un-opted routes shall be exhibited on the Notice Board for the information of Crew, appearing for next round of counseling.

9) In case, if a crew remains absent for the counseling, such crew will lose the opportunity to select the route in regular counseling & this shall be made known to all the crew. However for
b) Induction of Driver-cum-Conductors to operate one-man services and also to utilise their services as Driver or Conductor depending upon the need of the crew in the Depot.

c) Operation of special services during weekends / holidays to effectively meet the demand from the travelling public and to maximise revenues.

d) Induction of lady Conductors

e) Advance reservation of tickets through, AWATAR.

f) City service operation in two shifts.

With a view to achieve high standards in efficiency and also to enable the authorities to make proper appraisal of the performance of the crew with respect to the revenues and KMPL it has been decided as follows:

2. To rationalise the “Rota System” by keeping in view the changes that have taken place in the recent past and to overcome the after effects of Circular No.1165 dated 15/02/2013 (implemented with effect from 13/03/2013), opinion of the unit heads was sought and discussed in depth. To address the after effects of Circular No.1165, all the Unit Heads opined for the improvisation of the Circular by providing necessary provision for allocation of duties to the crew with counseling and to bring in accountability on the crew who have been allotted duties & requested to modify the Circular No.1165. Keeping in view the suggestions put-forth by the Unit Heads, in order to make the Rota System crew friendly, it was resolved to modify the Circular No.1165 and to introduce counseling system for allotting the routes to the crew.

3) NEW SYSTEM

To implement the modified Rota system, following points are to be taken into consideration while fixing the duties to crew.

a) List of Separate blocks, for schedules operated and seniority lists of Crew in the Depot shall be prepared, as per the following classification.

   (i) One man operation (conductor-less service)
   (ii) One Driver and one Driver-cum-Conductor.
   (iii) Two drivers and one Driver Cum Conductor
   (iv) Lady Conductors.
   (v) City Schedules.
the benefit of crew who remains absent for regular counseling, an additional counseling will be conducted after completion of regular counseling and an opportunity for such crew will be extended to appear for additional counseling to select the balance route/s.

10) Separate list of crew, of those who remained absent for regular counseling and un-opted/balance route list shall also be prepared and displayed on the Notice Board after completion of regular counseling.

11) The System Department will take necessary action to provide and install software required for counseling and provide all the technical support at the time of counseling.

12) Print-out of selected route in duplicate shall be generated after each counseling and one copy of the print-out shall be furnished to the crew and the acknowledged duplicate copy of the print-out of the selected route, duly signed shall be retained by the Committee for the record purpose.

13) The Division Authorities shall have to strictly comply with the instructions issued and implement the “Rota System” to maintain transparency and fair play in the allocation of duties to the operating crew.

14) The Depot Manager shall, fix the vehicle for each route depending upon the nature of routes like Ordinary, Express & Premium etc before allotment of the route to the driver and shall not normally change the vehicle except for docking, maintenance, break-down and others like accidents etc.

15) Revenue Targets for each route shall be fixed depending on the seasons. In case of normal season months of January, February, March, July, August, September, November & December the average daily target of revenue should be worked out and 5% of natural growth should be added to this and also the increase in fare revision if any should be added and Target be fixed. Like-wise, for peak season months of April, May, June & October the Target should be fixed.

16) The targeted daily revenue of the schedules so estimated and arrived, should be intimated to the conductor well in advance and make it clear so as to ensure that it is his duty to achieve the targeted revenue over a period which should not decrease over the target so fixed.

17) The KMPL of each vehicle be similarly worked out and the Drivers of the vehicle should be informed in writing that the KMPL over a period shall not decrease over the targets, so fixed.

18) The Conductors, Drivers and Driver-cum-Conductors should be specifically informed in writing that if they fail to achieve the Targets fixed as indicated above and the management reserves its right to change them from the allotted route, as per the recommendation of the
Review Committee. The following procedure shall be followed to change the Crew who repeatedly fail to achieve targeted EPKM and KMPL.

19) The defaulting Crew should be identified by obtaining their achievement on EPKM and KMPL based on the data obtained from the Depot Computerisation System (DCS) on a regular basis and issue Notices as and when warranted and if in case, there is no improvement, then the Depot Manager should make recommendations to the Review Committee to change the Crew from the allotted route/s.

20) Following are the conditions that make a Conductor/Driver “in-eligible” to continue duty on the routes opted by them for the reasons of:
   - Bringing low revenues.
   - Low KMPL
   - Conductors involving in ORMC cases and the drivers for major/fatal accidents.
   - Crew involving in mis-behaviour cases.
   - Habitual absenteeism for duties.

21) COMMITTEE FOR COUNSELING:
   a) The Divisional Controller shall constitute a committee under the Chairmanship of Depot Overseeing Officer comprising of respective Depot Manager of the Depot, Traffic & Technical Supervisor of the Depot.
   b) It is the responsibility of the counseling committee to make all the preparations for conducting counseling duly taking all the required assistance from the Division, till the publication of final counseling results in a transparent manner.

22) REVIEW COMMITTEE
   a) The Divisional Controller shall constitute a Review Committee for each under the Chairmanship of Depot Overseeing Officer comprising of respective Depot Manager, Traffic Assistant/Technical Supervisor.
   b) The Review Committee shall have to review the performance of those crew recommended by the Depot Manager at regular intervals for changing from their opted/selected duties in view of their poor performance. The committee shall review the performance of such crew and the justifications for the change of route or continuation of the crew in the same route shall be recorded & maintained.
c) The Depot Manager has to initiate action as per the recommendations of the review committee immediately and make a report to the Divisional Controller for having taken action on the recommendation of the committee.

d) Grievance of crew whatsoever with regard to duty Rota . the decision of the Divisional Controller is final.

23) Responsibilities of the Over Seeing Officers:

The Over Seeing Officers shall be responsible for implementation of new “Rota System” as per the guidelines as above and verify during their visits to Depot/Divisions, inspect in detail the functioning of the new system with reference to revenues, diesel consumption and punctuality. Inspection notes shall have all these details and contain specific instructions issued if any at the time of inspection to ensure smooth implementation of this system. Further, Overseeing Officers shall insist on regular and prompt compliance reports from the Depot Managers in respect of the instructions issued in this behalf.

24) Responsibilities of the Divisional Controllers:

The Divisional Controllers during their monthly Meetings with the Depot Managers shall have to review the functioning of the system, schedule-wise with the assistance of the traffic staff working under their control and issue specific guidelines to the Depot Managers and also to the Traffic Staff for improving performance and to maximise traffic revenues.

25) Responsibilities of Depot Manager:

(a) The revenue, KMPL performance, behavioral aspects & absenteeism etc. shall have to be reviewed regularly and in case of defaulting crew action as indicated at Para 18 to 20 and 22 shall be followed.

(b) If the Driver, Driver-cum-Conductor and Conductor involves in ORMC, long absenteeism and misbehaviour with higher authorities, he shall be brought into the bottom of the spare list for the next one year after which he can opt for his preferred route for the next block period only. In respect of RMC/Accident etc., they shall be recommended before the Review Committee to change him from allotted/opted route.

(c) The running staff reporting for duty at each depot, on transfers from other Depots/Divisions/Court reinstatements etc. in between will find place in spare list and a route is to be allotted for such crew as and when route/s in the Depot falls vacant due to any reasons.

(d) In case of any crew not willing to perform duty on the allotted/selected route/s, any time after counseling, such crew shall be allotted with an available route or any route/s fallen vacant by the
Depot Manager and this shall be placed before the next Review Committee meeting and shall be got ratified.

26) The Depot Managers shall implement the scheme strictly in accordance with the instructions contained in this circular and the same shall be reviewed & re-fixed once in six months by observing the above norms. Any deviations or laxity in following these instructions on the part of Divisional Controllers/Divisional Traffic Officers/Depot Managers will be viewed very seriously and disciplinary action will be initiated.

This Circular will come into effect from 01/11/2013 and supersedes all the circulars referred above and subsequent clarifications issued thereof.

All the Unit Heads are instructed to give wide publicity by way of pamphlets, addressing the crew suitably so that there is no confusion about the salient features of this circular and its implementation.

All the concerned officers and staff are instructed to take necessary action to implement the same without any complaints.

Acknowledge the receipt of Circular and report compliance.

(N. MANJUNATHA PRASAD)
MANAGING DIRECTOR

Copy to:
The Managing Director, BMTC/NWKRTC/NEKRTC for information.
All HODs at Central Offices, KSRTC, Bangalore for information.
All Sr/Divisional Controller, KSRTC for information and necessary action.
The Sr.PS/PS to Chairman/Vice-Chairman/Managing Director/ Director (P&E), Director(S&V)/Director (Finance), KSRTC for information.