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**KARNATAKA STATE ROAD TRANSPORT CORPORATION  
CENTRAL OFFICES BANGALORE**

No.KST/CO/TR/GEN/ 4177 /2004-05

Date: 6.9.2004

**General Standing Order No.546 /2004  
(Issued by Traffic Department)**

**Subject: Deployment of Electronic Ticketing Machines.**

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The Corporation has decided to deploy Electronic Ticketing Machines (ETMs) covering all schedules of Doddaballapur Depot. The Driver-cum-Conductors, Conductors and Supervisory staff of Doddaballapur Depot have been trained in the usage of ETMs. Following guidelines are issued in this behalf.

1. These machines are to be deployed on all the schedules including extra operations and Inter-state routes with immediate effect.
2. Ticket trays along with Conductors waybills shall also be carried by the conductors till such time the efficiency of the ETMs is established and en-route breakdowns are nil. In the event of en-route failure of ETMs, tickets shall be issued manually and recorded in the conductors' waybills. Failures of ETMs to be reported immediately after the duty.
3. Duty Conductor shall make entries of Stop-wise details of number of passengers (adult & child), number of passengers with concessional passes, luggage revenue and total revenue at the end of each stop indicating its stage number in the waybill issued to them.
4. In the event of loss of ETM by the Conductor or severe damage to the ETM, due to deliberate act of the Conductor if proved in an enquiry, the amount equivalent to the highest daily revenue of the schedule and the cost of the ETM will be recovered from the Conductor.
5. Instructions issued by the ETM manufacturers on operation and maintenance of ETMs shall be strictly adhered to.

6. Suggestions and complaints received about ETMs shall be recorded in a separate register and reported to this office along with action taken at the end of every month.
7. Schedule-wise and conductor-wise revenue earnings shall be closely monitored and a copy of the daily transaction report shall be kept filed for each schedule.
8. Conductors shall be instructed to crosscheck the fare recorded in the ticket generated by the ETMs for ensuring that correct fares are charged.
9. Line checking staff of all Divisions including Central Line Checking Squad and Traffic Assistants at Depots shall be trained about the usage of ETMs and various reports to be generated for checking the bus en-route.
10. Line-checking staff conversant with the operation of ETMs shall be deployed to check these services and ensure that the ETMs are put to good use and ensure that ticketing irregularities are avoided.
11. In case of pilferage cases detected in the usage of ETMs, the back office reports generated from the DCS and check reports issued by the LC staff shall be separately filed along with a photocopy of the Inspector check report generated by the ETM for record. The Dy. CTM (CLS) shall examine the various possibilities of pilferage cases in ETMs and issue detailed instructions on the procedure to be adopted while booking of cases of ticket irregularities.
12. The System Department shall carry out necessary modification in the Depot Computerisation Software for the use of ETMs and generation of various reports.
13. Separate register shall be maintained to record the issue and receipt of ETMs on a daily basis duly obtaining the acknowledgement of the conductors. ETMs shall be kept in safe custody in the Depot when not sent on routes or not in use.
14. Care shall be taken to account for the revenue realised by use of these machines under a separate ACC-66, designed for the purpose and transactions is to be audited by the Accounts Supervisor in the Depot.
15. In the Divisional Offices, care shall be taken to account for the revenue realized by the use of these machines under a separate account head allocated vide GSO No. 529 dated 25.4.2003 issued by Account Department.

16. The Controller of Stores and Purchases shall arrange to supply the pre-printed paper rolls with the KSRTC emblem and security features so as to create distinct identity on which the tickets are printed using ETMs. Systems Manager shall indicate the specifications of the paper roll to COSP.
17. All reports generated by the ETMs shall be as per the requirement given by the Traffic Department and shall be common across all KSRTC Depots.
18. All back-office reports should be forwarded to the Divisional Offices for verification/audit.
19. The Officers and Supervisory staff at the Depots and Divisional Offices shall apprise all concerned about the utilities of the ETMs in daily operations, which facilitates reduction of manual intervention in waybill entries, DCS and risk involved in transportation / theft of ticket books to ensure that the staff are aware of the advantages of ETMs so that its usage is smooth and successful.

All the Concerned are instructed to take necessary action in this regard.

Receipt of the GSO shall be acknowledged and compliance reported.

Sd/-  
MANAGING DIRECTOR

Copy to:

The Divisional Controller, KSRTC, Bangalore Rural Division, Bangalore for information and needful action.

The Depot Manager, KSRTC, Doddaballapur Depot for information and needful action.

All Senior / Divisional Controllers, KSRTC for information and needful action.

The Controller of Stores and Purchases, KSRTC, Central Offices, Bangalore for information and needful action.

The Systems Manager, KSRTC, Central Offices, Bangalore for information and needful action.

The Deputy Chief Traffic Manager (CLS), KSRTC, Central Offices, Bangalore for information and needful action.

All Heads of Department, KSRTC, Central Offices, Bangalore for information and needful action.

Sr. PS / PS to Chairman / Managing Director / Director (P & E) / Director (S & V) for information.

P.S. to the Managing Director, BMTC / NWKRTC / NEKRTC for information.

 6/9/04  
GENERAL MANAGER (TRAFFIC)