

## Passenger Amenities of Andhra Pradesh State Road Transport Corporation (APSRTC): A Study

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**Abstract:** Andhra Pradesh State Road Transport Corporation (APSRTC) is the first nationalized bus transport undertaking in the country. It has its origin in June 1932 as a wing of “Nizam State Road Mechanical Services” with a fleet strength of merely 27 buses and 166 employees. A full fledged Road Transport Department took over the job in 1936 and carried till 1958, when APSRTC was born. In the last 75 years with the patronage of passengers it has grown to become the largest passenger bus fleet holding organization in the world with 19,322 buses and was listed in Guinness Book of World Records for 20 years in a row since 1986. It received accolades for being the most fuel efficient public transport undertaking. It has been a pioneer in respect of introduction of several schemes like long distance services, night express services, integrated depot etc. It has also the ultimate luxury service for those who can afford it - Swedish Volvo buses named ‘Garuda’ for use in the state. APSRTC celebrated its Platinum Jubilee (1936 to 2006) in the year (2006 - 2007). The celebrations have been officially launched by the Honorable Chief Minister of Andhra Pradesh on 26th November 2006. In this backdrop the present study was carried out to elicit the opinions of passengers on amenities provided by APSRTC and to suggest certain measures to RTC which will help in providing services in a better way.

**Key words:** Amenities • Transport Corporation • Chi-Square test

### INTRODUCTION

**Profile of Andhra Pradesh State Road Transport Corporation:** The Andhra Pradesh State Road Transport Corporation’s (APSRTC) origin dates back to 1932, when it was established as Nizam State Rail and Road Transport Department (NSR-RTD). Andhra Pradesh State Road Transport Corporation under the present name was established on 11<sup>th</sup> January 1958 in pursuance of the Road Transport Corporations Act of 1950. It was a wing of Nizam State Railway in the erstwhile Hyderabad State, with 27 buses to 19,286 buses with 766 bus stations, 212 depots and 1,880 bus shelters. APSRTC’s busses cover 6.49 million kilometres and carry 130.73 million passengers to their destinations every day. They connect 24, 336 villages to all major towns and cities in Andhra Pradesh (AP) which constitute 95 per cent of road transport. (All figures given in this paragraph are as on 31<sup>st</sup> July 2006) The corporation’s buses also ply to important towns and cities in the neighbouring states of Tamilnadu, Karnataka, Maharashtra, Orissa and Chattisgarh. APSRTC has entered the Guinness Book of World Record for owing largest fleet of buses in the year 1989.

#### Andhra Pradesh State Road Transport Corporation (APSRTC) at a glance:

Total No. of Buses	19286
Total No. of Employees	116547
No. of Depots	212
No. of Divisions	42
No. of Regions	23
No. of Zones	6
No. of Bus Shelters	523
Average Daily Earnings	958.74 (Rs. In Lakhs)
average Daily Volume of Operations	64.23 (Kms in Lakhs)
No. of Passengers Transported Daily	130.73 (in Lakhs)
Total No. of Routes	7835
Villages Connected	24336
No. of Depots Computerised	212

#### Types of Buses operated by Andhra Pradesh State Road Transport Corporation (APSRTC):

District Buses	Number
Garuda (A.C.) Volvo	83
Air Conditioned Hi-Tech	8
Semi-Sleeper	2
Hi-Tech	688
Luxury	742
Express	2952
Ordinary	10540
Gramini (Village Link Services)	86
Buses for ‘Rythu Bazar’	550

**Platinum Jubilee:** APSRTC as part of Platinum Jubilee celebration 1931-2009 has decided to enhance quality and comfort levels of travel of the passengers and has launched a year long promotional campaign and aiding. It is 'conductor Ramanna' that seeks to personify 'courtesy' and newly designed superior coaches named 'Pallevelugu' for ordinary routes.

During the year long campaign, APSRTC has implemented a massive communication plan to reach out to travelling public for increasing the awareness level about the corporation's services and schemes for securing increased patronage. APSRTC operates 75 per cent of its fleet as ordinary services predominantly on rural routes. It has been able to connect 26 per cent of the revenue villages by its services and would connect the remaining villages after motoreable connections are provided to such villages. In this back drop, APSRTC has launched newly designed ordinary coaches namely 'Pallevelugu' (Light to rural communities). The improved features of 'Pallevelugu' buses are: i) provision of grey tinted window glasses in order to provide protection against Sun, ii) provision of two doors, iii) provision of high-back poly uretherene moulded seats with express type seat rexine, iv) improvement of illumination by providing tube lights in each bus, v) provision of side destination boards, vi) change of existing colour scheme to mix of green and white which symbolises agrarian economy marked by green revolution and white revolution.

APSRTC has introduced a superior type of coach namely 'Meghadooth' for high end passengers which will be superior to existing hi-tech coaches on account of air conditioning, higher speeds due to powerful engine, more comfortable drive due to air suspension system, improved seat design for better comfort.

**Scope of the Study:** The vision statement of APSRTC states that the corporation is committed to provide consistently high quality of services and to continuously improve the services through the process of team work for the utmost satisfaction of the passenger and to attain a position of permanence in the bus transport sector. The corporate philosophy of APSRTC is to provide safe, clean, comfortable, punctual and courteous service at an economic fare to strive towards financial self reliance with regard to performance and growth and to attain a position of reputation and respect in the society.

Andhra Pradesh State Road Transport Corporation (APSRTC) has a number of firsts to its credit in India which are give under:

- First to nationalize passenger road transport sector services in the country in 1932
- First to introduce long distance night express services
- First to introduce A.C. sleeper coaches, hi-tech and inter-city services
- First to introduce depot computerization in the year 1986
- First to appoint safety commissioner for improving the safety of passengers.

Considering the above mentioned facts, the study focuses on the amenities provided by Andhra Pradesh State Road Transport Corporation (APSRTC) to its passengers. Different studies are carried out on aspects and functions of APSRTC which include:

An in-depth study carried out by an expert team from the Indian Institute of Management (IIM) Bangalore, on the functioning of APSRTC and to submit a report by October 2009. The team should suggest measures for speedy financial revival of Andhra Pradesh State Road Transport Corporation (APSRTC) and lay stress on cutting losses.

In an effort to assess the problems faced by public transportations users, Lok Satta (then not party in active politics) conducted a survey in February 2005 taking citizens of Hyderabad and Ragan Reddy district of Andhra Pradesh as their sample size. The survey was conducted as a part of Campaign for Integrated Transport Movement (CITI) to elicit public opinion on public transport focusing on Multi Modal Transit System (MMTS).

Another study was carried out to appraise various specified transport measures to reduce emission in Hyderabad city. The focus of the study was on the most effective bus transit service and to come out with traffic management measures to improve human resources, industrial relations and problems etc. Thus in the wake of apparent research gap an attempt is made in the present study to derive opinions on the amenities provided and consequent satisfaction of passengers.

**Objectives of the Study:** The primary objective of the study is to elicit information from select passengers on the different amenities provided by APSRTC and make a comprehensive analysis of the opinions of the passengers on the amenities and facilities provided by APSRTC both at bus stations and on board the bus. The second objective is to examine whether the existing amenities provided by APSRTC are sufficient to cater to the needs

of passengers. And finally, the study aims to suggest measures and strategies that would go a long way for improvement of passenger amenities of APSRTC.

**Methodology:** Based on the objectives, the research study involved both primary and secondary data. The primary source of data was obtained by administering a questionnaire to the passengers in order to elicit information on various amenities and facilities provided by APSRTC. The questionnaire was administered when the passengers were waiting at arrival terminals, bus bays, canteens, open lobbies and departure terminals in bus stations. Some questionnaires were administered to passengers who were on board the bus. The passengers were requested to give unbiased opinions and responses to the question form their own experiences with APSRTC. The secondary data was collected from the official reports of APSRTC, annual reports and by having personal discussions with officers and staff in various departments of RTC. For the purpose of the study the questionnaire was administered only to the passengers who were travelling on district services and long distance travelers. Commuter of city bus services and mufsil services are excluded from the study.

**Sample:** The questionnaire was administered to a sample of 275 passengers at random concerning all sections of people while they are at bust stations and on board the bus, while they are travelling in different types of buses like Garuda, Express services and ordinary services. The content of the questionnaire was translated into local language i.e. Telugu for some passengers who were unable to understand the questions in English. Due care is taken in recording information from passengers when they have not filled the questionnaires on their own. The issues covered in the opinion survey questionnaire are: profile of passengers which include age, sex, occupation, purpose of travel and frequency of travel, opinions of passengers on space at alighting points, seating arrangements in bus stations, public address systems, oral inquiries, time board, clealiness of bus stations, cleanliness of toilets and urinals, booking facilities, security arrangements, concessions provided to different classes of passengers, space provided for cycles, scooter and rickshaw and auto rikshaw stand and cleanliness of the bus.

**Statistical Tools:** In order to accomplish the objectives of the study an analysis is made to understand the opinion of passengers on various amenities and facilities provided

by APSRTC. Statistical techniques Chi-square test and Cross tabulation for testing independence between two attributes were used.

**Analysis and Interpretation of Data**

**Frequency of Travel by Bus Vs Category of Bus:** It can be concluded from the Chi-square test results that the two attributes frequency of travel and category of bus are dependent as the  $\chi^2$  value 628.97 is greater than Table  $\chi^2$  value 21.03 at 12 degrees of freedom (df). (Table. 1)

**Frequency of Travel by Bus vs Opinion on Sufficiency of Space at the Alighting Platform:** From the chi-square test results the attribute frequency of travel by bus depends on the attribute opinion on sufficiency of space at the alighting platforms, as the calculated  $\chi^2$  value 361.52 is greater than Table  $\chi^2$  value which is 15.50 at df 8. (Table. 2)

**Occupation of Respondents vs Seating Arrangement in Bus Stations:** In case of the two attributes occupation of the passenger (respondent) and seating arrangement in bus station, it can inferred that they are dependent. Here the calculated  $\chi^2$  value 380.19 is greater that the table  $\chi^2$  value 21.03 at df 12. (Table. 3)

Table 1: Frequency of Travel by Bus Vs Category of Bus

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	628.977 <sup>a</sup>	12	.000
Likelihood Ratio	548.565	12	.000
Linear-by-Linear	6.672	1	.010
Association			
N of Valid Cases	275		

a. 3 cells (15.0%) have expected count less than 5. The minimum expected count is 4.01

Table 2: Frequency Of Travel By Bus Vs Opinion On Sufficiency Of Space At Alighting Platforms

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	316.522 <sup>a</sup>	8	.000
Likelihood Ratio	308.143	8	.000
Linear-by-Linear	88.493	1	.000
Association			
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.25.

Table 3: Occupation Vs Opinion On Seating Arrangement In Bus Station

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	380.198 <sup>a</sup>	12	.000
Likelihood Ratio	386.077	12	.000
Linear-by-Linear	151.317	1	.000
Association			
N of Valid Cases	275		

a. 4 cells (20.0%) have expected count less than 5. The minimum expected count is 2.65.

Table 4: Frequency Of Travel By Bus Vs Opinion On Information Delivered Through Public Address Systems In Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	427.197 <sup>a</sup>	8	.000
Likelihood Ratio	371.245	8	.000
Linear-by-Linear Association	62.432	1	.000
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.25.

Table 5: Frequency Of Travel By Bus Vs Opinion On Cleanliness Of Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	368.169 <sup>a</sup>	16	.000
Likelihood Ratio	421.329	16	.000
Linear-by-Linear Association	64.959	1	.012
N of Valid Cases	275		

a. 8 cells (32.0%) have expected count less than 5. The minimum expected count is 1.93.

Table 6: Frequency Of Travel By Bus Vs Opinion On Sufficiency Of Toilets/ Urinals In Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	231.344 <sup>a</sup>	8	.000
Likelihood Ratio	260.952	8	.000
Linear-by-Linear Association	6.292	1	.012
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.94.

**Frequency of Travel by Bus Vs Opinion on Information Delivered Through Public Address System in Bus Stations:** It can be concluded from the chi-square test results that two attributes frequency of travel and opinion of passengers on information delivered through public address system in bus stations have association as  $\chi^2$  value 427.19 is greater than Table  $\chi^2$  value 15.50. (Table. 4)

**Frequency of Travel by Bus Vs Opinion on Cleanliness of Bus Station:** From the results of the chi-square test it can be concluded that the two attributes frequency of travel and opinions on cleanliness of bus stations are dependent. Here the calculated  $\chi^2$  value 368.16 is greater than the Table  $\chi^2$  value 26.30 (See Table No.5)

**Frequency of Travel Vs Opinion on Sufficiency of Toilets/Urinals in Bus Stations:** From the chi-square test results it can be interpreted that there is association between the two attributes frequency of travel and opinion of passengers on sufficiency of toilets/urinals in bus stations. Here the calculated  $\chi^2$  value 231.34 is greater than Table  $\chi^2$  value 15.50 at df 8. (Table. 6).

Table 7: Age Vs Opinion On Cleanliness Of Toilets In Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	90.423 <sup>a</sup>	6	.000
Likelihood Ratio	81.670	6	.000
Linear-by-Linear Association	4.672	1	.031
N of Valid Cases	275		

a. 8 cells (66.7%) have expected count less than 5. The minimum expected count is 2.39.

Table 8: Occupation Vs Opinion On Oral Enquiries At Enquiry Counters At Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	372.378 <sup>a</sup>	12	.000
Likelihood Ratio	368.527	12	.000
Linear-by-Linear Association	1.431	1	.232
N of Valid Cases	275		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is 2.65.

Table 9: Frequency Of Travel By Bus Vs Sufficiency Of Booking Facilities At Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	275.899 <sup>a</sup>	8	.000
Likelihood Ratio	259.848	8	.000
Linear-by-Linear Association	65.544	1	.000
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.19.

**Age of the Respondent Vs Opinion on Cleanliness of Toilets in Bus Stations:** It is evident from the study that age of the respondents and opinion on cleanliness of toilets in bus station are dependent in nature as the calculated  $\chi^2$  value 90.42 is greater than Table  $\chi^2$  value 12.59 at df 6. (Table. 7)

**Occupation Vs Opinion on Oral Enquiries at Enquiry Counters at Bus Stations:** In case of the attributes occupation and opinion on oral enquiries at bus stations, it can be concluded that they have dependency over each other. Here the calculated  $\chi^2$  value 372.37 is greater than table  $\chi^2$  value 21.30 (Table. 8)

**Frequency of Travel Vs Sufficiency of Booking Facilities at Bus Stations:** It can be inferred from the chi-square test, that the attributes frequency of travel and sufficiency of booking facilities at bus stations are dependent. The  $\chi^2$  value 275.89 is greater than the Table  $\chi^2$  value 15.50 at df 8. (Table. 9)

**Sex of the Respondents Vs Opinion on Security Arrangements at Bus Stations:** From the results of the chi-square test, it is evident that the two attributes, sex of

Table 10: Sex Vs Opinion On Security Arrangements At Bus Stations

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	120.048 <sup>a</sup>	4	.000
Likelihood Ratio	164.989	4	.000
Linear-by-Linear	106.723	1	.000
Association			
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.06.

Table 11: Age Vs Opinion On Concessions Given To Students And Physically Challenged Persons

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	479.100 <sup>a</sup>	12	.000
Likelihood Ratio	472.734	12	.000
Linear-by-Linear	38.956	1	.000
Association			
N of Valid Cases	275		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is 2.39.

Table 12: Occupation Vs Opinion On Parking Space Provided For Various Vehicles

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	320.966 <sup>a</sup>	6	.000
Likelihood Ratio	329.597	6	.000
Linear-by-Linear	94.344	1	.000
Association			
N of Valid Cases	275		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.19.

Table 13: Frequency Of Travel By Bus Vs Opinion On Cleanliness Inside The Bus

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	387.889 <sup>a</sup>	16	.000
Likelihood Ratio	422.173	16	.000
Linear-by-Linear	10.012	1	.002
Association			
N of Valid Cases	275		

a. 8 cells (32.0%) have expected count less than 5. The minimum expected count is 1.93.

Table 14: Frequency Of Travel Vs Opinion On Amenities Provided By Apsrtc In Vijayawada

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	518.497 <sup>a</sup>	16	.000
Likelihood Ratio	416.302	16	.000
Linear-by-Linear	146.369	1	.000
Association			
N of Valid Cases	275		

a. 10 cells (40.0%) have expected count less than 5. The minimum expected count is 1.93.

the respondents and opinion on security arrangements at bus stations have association as the calculated  $\chi^2$  value 120.04 is greater than Table  $\chi^2$  value 9.49 at df 4. (Table. 10)

**Age Vs Opinion on Concessions Given to Students and Physically Challenged Persons:**

It is evident from test results that the two attributes age and opinion on concessions given to students and physically challenged persons are dependent. The calculated  $\chi^2$  value 479.10 is greater than the Table  $\chi^2$  value 21.03. (Table. 11)

**Occupation Vs Opinion on Parking Space Provided for Various Vehicles:**

In case of the two attributes occupation and opinion on parking space provided for various vehicles at bus stations, it can be concluded that they have association as the calculated  $\chi^2$  value 320.96 is greater than Table  $\chi^2$  value 12.59 at df 6. (Table. 12)

**Frequency of Travel Vs Opinion on the Cleanliness Incised the Bus:**

It can be inferred from the study that the two attributes frequency of travel and opinion on the cleanliness inside that bus are dependent. The calculated  $\chi^2$  value 387.88 is greater than Table  $\chi^2$  value 26.30 at df 16. (Table. 13)

**Frequency of Travel Vs Opinion on Amenities Provided by APSRTC:**

In the case of the two attributes frequency of travel and opinion on amenities of APSRTC. It can be inferred that they have association as the calculated  $\chi^2$  value 518.49 is greater than Table  $\chi^2$  value 26.30 at df 16. (Table. 14)

**Findings of the Study:** By using the following statistical tools: Chi-Square tests cross tabulations and frequency distribution per centages, the under given are the findings of the opinion survey carried on 275 passengers who travel by bus. The findings are as follows:

- From the opinion survey it was found out that a majority of respondents (32.7 per cent) are in the age group of 40 years and above followed by the age group of respondents who are in the age group of 20 to 30 years (29.5 per cent).
- Out of 275 respondents interviewed 56.7 per cent are male respondents and 43.3 per cent are female respondents.
- As far as the occupation of the respondents is concerned, excepting a group of respondents comprising 18.9 per cent who are not employed any where or have no income generating occupation, the remaining respondents are employed of have been occupied in one of other profession.

- With regard to the purpose of travel a majority of respondents 37.8 per cent are traveling on their personal work, while 15.6 per cent are traveling on self employment related jobs.
- From the survey it is found put that around 32.7 per cent of respondents travel between 6 to 12 times in a year and only 13.8 per cent travel less than once in a year.
- When passengers are asked in which category of bus they travel frequently a majority of them (48.4 per cent) responded that they will travel by ordinary buses and only a small section of respondents (10.5per cent) stated that they will travel by air-conditioned bus.
- As far as space provided at alighting platform, a vast majority of passengers (65.5 per cent) expressed that there is no sufficient space on the platform to board the bus. And only 20.7 per cent stated that the space is sufficient.
- From the results of the study it is evident that around 43.3 per cent of the respondents opined that the seating arrangement in bus station is poor and 27.6 per cent of the respondents stated it is very poor. Only a small group of respondents (10.2 per cent) stated that they are satisfied with the seating arrangement.
- A large group of respondents (64 per cent) stated that the announcements in the Public Address System (PAS) are not clear and understandable and 22.2 per cent of the respondents stated that the announcements are understandable.
- When passengers are asked to give their opinions on timetable boards, 48.4 per cent of respondents opined that the information provided in timetable boards is not clear and correct. Similarly 46.5 per cent of the passengers are not aware of the presence and content of the timetable boards.
- As far as the cleanliness of the bus stations is concerned 40 per cent of the respondents stated that the cleanliness is very poor in bus station and only 27.6 per cent of the respondents stated that they are satisfied and cleanliness of bus stations.
- The study revealed that around 51.6 per cent of the respondents stated that bus station premises is not cleaned and maintained properly, while a very small per centage of respondents (15.6 per cent) stated that the premises is cleaned properly.
- With regard to sufficiency f toilets/urinals around 52 per cent of the passengers opined that there are no sufficient numbers of toilets/urinals provided in the bus station. At the same time 32.7 per cent of the respondents stated that the toilets / urinals are sufficient in number.
- A very large group of respondents (89.8 per cent) expressed that the toilets are not cleaned regularly and properly. While a very small portion of the respondents (5.1 per cent) stated that they are cleaned.
- With reference to regularity of water supply in toilets/urinals a vast group of respondents (90 per cent) stated that there is no water supply in toilets/urinals.
- When passengers are asked to give their opinion on water facilities in bus station, around 37.8 per cent of respondents stated that they are satisfied with the arrangements. But 27.6 per cent of respondents expressed that water facilities are very poor in bus station.
- The study revealed that a majority of respondents (79 per cent) opined that the booking facilities at bus station are sufficient to meet the passengers requirements.
- A good number of respondents (46.2 per cent) stated that queries of passengers are answered properly. However 26.2 per cent of the respondents stated that they are not aware whether oral enquiries are attended or not.
- With regard to the existing safety arrangements in bus stations 34.5 per cent opined that they are satisfied with the arrangements, while 22.2 per cent opined that arrangements are poor.
- It is clear from the study around 40 per cent of the respondents are satisfied with the concession given to the physically challenged persons and students. A good number of respondents (32.7 per cent) opined it is good enough to give that the concessions to students and others by RTC.
- A large group of respondents, 64 per cent, expressed that adequate space is not provided to park bi cycles, scooter, bikes and cars. They also highlighted that the space provided for auto rickshaw and cycle rickshaw is not proper and sufficient to meet the passengers requirements.
- With regard to the cleanliness of the bus a good number of respondents opined that cleanliness is good. Similarly 37.8 per cent of the passengers opined that they are satisfied with the cleanliness inside the bus.

- When passengers are asked to give their opinion on the amenities provided by APSRTC, a large group of respondents (48.4 per cent) stated that they are satisfied with the amenities and around 27.6 per cent stated that the amenities provided by APSRTC are good.

**Suggestions:** Based on the findings of the study several suggestions are made which are worthy for consideration by the policy makers and would go a long way in improving passenger amenities in APSRTC at large. The suggestions are given as under:

- The bus stations have to be provided with luggage trolleys at the entrance points so that the passengers after getting down from their vehicles / autos / rickshaws can keep their luggage in the trolleys available which will avoid the burden of carrying luggage on their own to the alighting point.
- Wheel chairs have to be made available in the bus station premises so that the elderly and physically challenged persons will not have the trouble of walking distances in the bus station premises. The wheel chairs have to be made available at the entrance and suitable ramps have to be built where ever necessary.
- Automatic Teller Machines (ATMs) have to be established in association with the leading banks of the locality. This will provide the passengers to have easy access to money and or cash.
- Sufficient space has to be provided for setting up hair cutting saloons by private parties or individuals. This will be of great use to passengers who are in a hurry and have less time for personal grooming and for those who are new to the locality.
- In toilets and urinals suitable modifications have to be made with regard to wash basins and commodes to cater to the needs of children and physically challenged persons.
- In collaboration with either cellular service companies or cell phone hand set companies cell phone charging points have to be set up at prominent places in bus stations.
- Similarly, charging points have to be fixed inside the buses also.
- The distance in kilometers from one place to the other prominent places has to be painted and fixed at prominent places in local language so that passengers will have clarity on distance between places.
- In the same way approximate travel time from a particular location to other important locations has to be painted and fixed to provide better clarity on travel time to passengers.
- First aid facilities have to be made both in bus stations and in buses. The first aid boxes need to have general medicines which have to be checked and if medicines expire, they have to be replaced with new ones.
- Suitable space has to be provided for internet café in the bus station.
- By letting out the vacant space in the bus station, small play things have to be provided for children at a nominal price.
- Importance should also be given to the internal ambience of the bus station. Suitable modifications have to be made if required. Indoor plants, wall paintings and such other things have to be considered for the beautification of the bus station.
- The bus station premises and the buses have to be equipped with fire extinguishers. Especially in buses small size user friendly extinguishers have to be fixed.
- The bus stations should have at least on 24 hour run pharmacy to cater to the needs and requirements of passengers. This could be possible by having collaboration with private companies like Apollo Care Pharmacy and so on.
- The authorities may think of having reading rooms containing news papers, periodicals and magazines and or lending libraries to lend books and novels on returnable basis for the passengers.
- The Corporation may consider to design and publish 'APSRTC Time Table' containing the particulars like routes, destination, timings and fares. The time table should be released and modified once in 6 months to accommodate the changes made by RTC.
- APSRTC can also install user interactive kiosks to provide information about the arrivals and departure timings, reservation availability of seats and berths and fares.
- The buses should be provided with drinking water. This can be made possible by having collaboration with a private agency to provide mineral water cans with a tumbler attached. Water should be made available free of cost.
- Certain benches and (or) seats have to be reserved for the elderly or aged people and also for physically challenged persons. The benches / seats have to be painted to indicate that the seats are meant for them.

- The persons in charge of public announcements through Public Address System (PAS) should announce in slow and a clear way. The announcement must have a prefix like “your attention please” or “kind attention of passengers”.
- The timetable boards showing timings of arrivals and departures of buses should be prominently displayed and corrected when ever required. The boards should be clear and legible, simple and precise to see, so that there will be no confusion to passengers.
- In spite of the efforts put in by RTC authorities, the cleanliness in bus stations is poor. There should be effective supervision on the sweepers, cleaners to see that they do their job efficiently.
- To involve the passengers in maintaining cleanliness of the bus station, sign boards and stickers have to be fixed at prominent places. This will improve awareness of the passengers for the cleanliness drive.
- Automated water spilling systems should be fixed in place of manually handled taps at urinals. This will avoid wastage of water when there is supply and supply of water when there is unavailability of water.
- The booking clerks have to be courteous with passengers while giving tickets. They should be supplied with adequate change in coins to cater to the requirement of passengers.
- Appropriate training programmes have to be organized to those persons who come in to direct contact with the passengers like the booking clerks, person at the enquiry counter and the conductors. The training programmes should focus on how to render better services with care and courtesy.
- Additional security personnel have to be deployed at all key junctions and at place where there is more of passenger traffic.
- The bicycles, scooters of the passengers should be provided adequate space with roof to protect from sun and rain. Proper fencing should be provided as a part of security arrangement to give protection to the vehicles.

### **CONCLUSION**

Road transport will continue to be the dominant mode of transport in the country. Increased population and ongoing rapid urbanization is likely to take India's

urban population to around 540 million in the next two decades. To contain the explosion of personal vehicle movement in cities, a very high dose of investment in public transport services is necessary. A policy framework supported by institutional arrangements must accord explicit priority to mass road transport with better amenities and facilities which make the passengers feel satisfied for what they pay for. State Government should assist RTC through funding and by providing technical guidance to deliver better services to the passenger community.

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