



PRAWAAS EXCELLENCE AWARDS 2019

In Association with



Category C: Private Stage Carrier Operator

I. Operational Management

1. Total Number of Vehicles: _____

2. Total Number of A/C _____ and Non-A/c Buses Owned _____.

3. Age Profile:

Sr. No	Age of A/C Buses	Number of Buses
1	Up to 2 years	
2	2-5 years	
3	6-8 years	
4	Above 8 years	

Sr. No	Age of Non-A/C	Number of Buses
1	Up to 2 years	
2	2-5 years	
3	6-8 years	
4	Above 8 years	

4. Operating Since? _____

5. Approximate number of trips per day. _____

6. On a daily basis, what is the total percentage of trips delayed. _____%

7. Is there any system for tracking and for customers to know the expected time of arrival of the vehicle at the respective stops?

1.Yes ☐2.No ☐

8. Do you have a mobile app for the users?

1.Yes ☐2.No ☐

9. Is the contact number displayed for filing a complaint in case of rash driving?

1.Yes ☐2. No ☐

10. Are there any additional safety measures taken?

1.Yes ☐2. No ☐

10.1. If Yes, state them.

11. Are you using Business Intelligence and Vehicle Analytics?

1.Yes

☐

2. No

☐**11.2.** If **Yes**, please elaborate.

11.3. We have a special award for “The Best Technology Solution Provider”. Kindly nominate few of your vendors for this category.

Sr. No	Name	Contact Number
1		
2		
3		

12. Have you made any system available for passengers to register their complaints?

1.Yes

☐

2. No

☐**12.1.** Do you have a dedicated grievance cell?

1.Yes

☐

2. No

☐**12.2** What are the different ways through which a customer can contact you?

Sr. No	Mode of contact	% Use
1	Website	
2	Call centre	
3	Help desk / Personal visit	
4	E-mail	
5	WhatsApp	
6	Mobile App	

12.3 What is your average turnaround time (TAT) for handling customer complaints?

13. Number of Complaints received per year (As per record)

2018-2019	2017-2018	2016-17

14. What is your complaint resolution policy?

15. Describe the extra measures you have undertaken to improve.

1. Punctuality _____

2. Reliability _____

3. Passenger _____

4. Comfort _____

16. Please give us details of the fleet (In percentage):

Self-owned - _____ Contracted- _____

16.a We have a special award for "The Best Vendor Contractor". Kindly nominate few of your vehicle vendors for this category.

Sr. No	Name of Vendors	Contact Number
1		
2		
3		

We will be ascertaining their satisfaction of service. Please provide either their numbers or certificates.

17. Do you work as a vendor for other contractors? 1.Yes ☐ 2. No ☐

II. Customer Engagement

18. What are the add-on services offered by you and their special features? **(Multiple ticks are allowed)**

Sr. No	Service	Tick	Special Feature
1	Ease of Booking and Payment	<input type="radio"/>	
2	Security and Safety Check	<input type="radio"/>	
3	Comfortable Seats	<input type="radio"/>	
4	Entertainment	<input type="radio"/>	
5	Food/Beverages	<input type="radio"/>	
6	Other-specify	<input type="radio"/>	

19. Do you provide any special services to your female customers? 1.Yes ☐ 2. No ☐

19.1. If Yes, please elaborate. _____

20. Do you provide any special services to differently abled customers? 1.Yes ☐ 2. No ☐

20.1. If Yes, please elaborate. _____

20.2. How do you select enroute halts?

III. Customer Feedback

21. How do you handle Customer complaints? *(Multiple ticks are allowed)*

1	Every complaint is recorded, and details are sent to head office for resolution.	<input type="radio"/>
2	Office manager attends and resolves.	<input type="radio"/>
3	We do not entertain complaints(troublemakers). We have confidence in our people.	<input type="radio"/>
4	We never get any complaints.	<input type="radio"/>

22. How often do you conduct Customer satisfaction survey?

1. Half yearly ☐ 2. Annually ☐
 3. No fixed plan ☐ 4. We do not find it relevant for our business. ☐

IV. Special Award for State Governments for Ease of Doing Business

23. This award is proposed first time this year. The idea is to evaluate the institutional infrastructure, systems and processes and attitude of State Government toward conduct of Passenger Transport Business.

23.a. In your opinion, kindly rank the states that makes it easy for you to conduct the business:

1st _____
 2nd _____
 3rd _____

24. Please elaborate the reason for the same.

Thank You For your cooperation.

Name of the FI: _____

Date of interview: _____ Checked by: _____

First Entry: _____ Date: _____

Second Entry: _____ Date: _____
