

Organiser



BUS & CAR OPERATORS CONFEDERATION OF INDIA

Host Associations



# Prawaas

India International Bus & Car Travel Show  
July 25-27, 2019 | NAVI MUMBAI  
CIDCO Convention & Exhibition Centre

2nd Edition

Event Partner



Awards Curator

METRIC GLOBAL

## PRAWAAS EXCELLENCE AWARDS 2019

In Association with



### Category G: Tourist Operator

#### I. Operational Management

1.a. Total Number of Vehicles: \_\_\_\_\_

1.b. Total Number of A/C \_\_\_\_\_ and Non-A/c Buses Owned \_\_\_\_\_

1.c. Total Number of Sleepers \_\_\_\_\_ and Seater Buses Owned \_\_\_\_\_

1.d. Total Number of Taxis Owned \_\_\_\_\_

#### 2. 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	

Sr. No	Age of Sleeper 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 Seater Buses	Number of Taxis
1	Up to 2 years	
2	2-5 years	
3	6-8 years	
4	Above 8 years	

3. Operating Since? \_\_\_\_\_ .

4. Approximate Number of tours undertaken during the last three years?

2018-19	2017-18	2016-17

5. How many tour companies do you service? \_\_\_\_\_

6. Do you have your own Tour services?                      1.Yes                       2. No

6.a. If Yes, kindly tick the segment you deal in. (multiple ticks allowed)

1.	Fixed Department Tour	<input type="radio"/>
2.	Casual Contract	<input type="radio"/>
3.	Tour operator B2B	<input type="radio"/>

7. Do you provide package tour?                      1.Yes                       2. No

8. State the 5 most frequent destination?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

9. Kindly tick the types of companies you serve.

1.	Indian Companies.	<input type="radio"/>
2.	Foreign Companies.	<input type="radio"/>
3.	Both, Foreign as well Indian.	<input type="radio"/>

10. State your major clients.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g. \_\_\_\_\_
- h. \_\_\_\_\_
- i. \_\_\_\_\_
- j. \_\_\_\_\_

11. Do you employ tour managers?                      1.Yes                       2. No

12. Do you employ tour guides for your trips?                      1.Yes                       2. No

12.1. If Yes, do you train them as well?                      1.Yes                       2. No

## II. Technology

13. Do you have a mechanism for tracking buses.

1. Yes

2. No

13.a. If Yes, please elaborate.

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14. Do you have a mechanism for the following vehicle analytics.

Sr. No	Categories	Yes	No	If Yes, elaborate.
1.	A/C usage	<input type="radio"/>	<input type="radio"/>	
2.	Hard braking system	<input type="radio"/>	<input type="radio"/>	
3.	Over speeding	<input type="radio"/>	<input type="radio"/>	
4.	Fuel Efficiency	<input type="radio"/>	<input type="radio"/>	
5.	Ideal running	<input type="radio"/>	<input type="radio"/>	
6.	Fuel theft	<input type="radio"/>	<input type="radio"/>	
7.	Driver performance	<input type="radio"/>	<input type="radio"/>	
8.	Safety measures	<input type="radio"/>	<input type="radio"/>	
9.	Customer Oriented (eg-booking, customer complaints)	<input type="radio"/>	<input type="radio"/>	

15. Do you have a fleet management system?

1. Yes

2. No

15.a. If Yes, please elaborate.

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## III. Driver Management

16. Do you train your drivers on the following parameters?

Sr. No	Parameters	Yes	No
1	Soft Skills	<input type="radio"/>	<input type="radio"/>
2	Geographical Knowledge	<input type="radio"/>	<input type="radio"/>
3	Multiple Languages	<input type="radio"/>	<input type="radio"/>

17. How many drivers cum guides you have? \_\_\_\_\_

**IV. Customer Feedback**

18. 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"/>

19. 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.

**V. Special Award for State Governments for Ease of Doing Business**

20. 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.

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

1<sup>st</sup> \_\_\_\_\_  
2<sup>nd</sup> \_\_\_\_\_  
3<sup>rd</sup> \_\_\_\_\_

21. 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: \_\_\_\_\_