

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. C-2/541(10)/2017-Dy.CTM-C2

O/o the VC & MD,  
RTC House, Vijayawada.

**Circular No.13/2017 – OPD-Comm-2, Dt.27.05.2017.**

Sub:-**BUSINESS FACILITATOR** – Deployment of business facilitators to enhance the parcel revenue – issue of guidelines – Regarding.

Ref: - 1. Circular No. 13/2016 – OPD-C2 Dt. 03.06.2016.  
2. Minutes of meeting vide Lr. No. C2/Meetings (01) / 2017- CTM (C & P), Dt. 08.02.2017.

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Vide 1<sup>st</sup> reference, APSRTC has entered in to Logistics Business w.e.f. June 2016 with its own existing fleet to increase Commercial Revenue. Corporation has realized an amount of Rs.15.48 Cr on logistics business up to 31.03.2017.

At present we are carrying out Logistic business with the following which are not covered in M/s ANL Agreement:

- a. Luggage Boot in A/C Buses
- b. Dickeys of Super Luxury buses
- c. Dickeys and Roof Top Luggage Carriers of newly introduced Ultra Deluxe buses
- d. 677 Hire buses introduced in pursuance of Dec'2015 notification.

APSRTC has to consolidate Logistics Business by utilizing all available resources by the time of completion of the agreement period with M/s ANL (by Aug 2017). Contract booking of luggage spaces has not gaining popularity. Daily booking of parcels is having good response, but the cost of manpower deployed is high. Hence to have a wide net work it was proposed to utilize services of employees (after their duty hours) as Marketing personnel under the name of LOGISTIC BUSINESS DEVELOPERS (LBDs) to increase our reach to the door step of our esteemed customers. But LBDs did not give adequate response.

In order to penetrate into the business, it is decided to deploy **Business Facilitators** at all important places having business potential.

The requirement of business facilitators as per market potential shall be assessed by the regional committee consisting of ATM(Comm.), local Dy CTM/D.M. and Dy CAO/A.O. of Region. Based on the committee recommendations, Regional Managers are authorized to engage Business Facilitators.

Pre-requisites/ conditions on engaging Business Facilitators are as follows:

- 1) He should be Indian citizen.
- 2) He should produce a copy of Adhaar Card (mandatory).
- 3) He should submit PAN Card (mandatory).
- 4) Introduction/Surety preferably from two local citizens with copies of Adhaar Cards of those persons.
- 5) Dedicated mobile number to be notified for public.

- 6) Should pay refundable Security Deposit as mentioned below :
  - Villages and Mandal HQ - Rs. 5,000/-
  - RDO HQ, Dist. HQ, Rjy , Vja, Tpt and Inter State points - Rs. 10,000/-
- 7) The Security Deposit paid does not carry any interest.
- 8) Business Facilitators should produce Bank Account details for crediting commission amount.
- 9) Business Facilitator shall give self declaration stating that he had never defaulted in payment of contract amount in the contracts undertaken by him and also he was not involved in any cheating or criminal case for the last 6 years.
- 10) Business Facilitators should not book parcels to other private transporters except for Railways and Air Lines.
- 11) Security Deposit should be forfeited if Business Facilitator indulges in booking of parcels to other transporters.
- 12) Security Deposit should be forfeited if he fails in keeping the parcels in safe custody and hand over to consignees.
- 13) Business Facilitators will be allowed to book Parcels and Couriers on Pre-paid basis. They will be allowed to continue booking Parcels and Couriers as long as they have a minimum balance of Rs. 1,000/- in their account. They have to top-up their account through Net banking facility.
- 14) It is desirable that the intending Business Facilitators should be having the following:
  - Space or godown for keeping parcels/couriers.
  - Own arrangement of vehicle/transport to handover the parcels/couriers to the bus stations and also to arrange for door delivery.
  - Pickup, loading, unloading, delivery and storage charges for parcels should be collected from consignee as per the tariffs fixed by the committee consisting of ATM(Comm.), local D.M. and A.O. and approved by R.M. concerned. The approved tariffs should be communicated to Head Office.
- 15) Business Facilitators should be responsible for any shortage/damages to the goods in his custody or while transporting to bus station or in door delivery.
- 16) Business Facilitator is liable to pay total consignment value in case of shortage / damage to the parcels or couriers in his custody or while in loading/unloading/transit to bus stations or arranging for door delivery.
- 17) Photo Laminated Identity Card and Tariff Card should be issued by Regional Manager to the Facilitator selected by the committee consisting of ATM (Comm.), local D.M. and A.O. and approved by R.M. concerned.
- 18) On receiving parcel from the customer, specified tariff should be collected by Business Facilitator and he should inform the same immediately to the booking counter.
- 19) The parcels/couriers booked by Business Facilitators should be handed over to the Booking clerk at the Logistic booking counter with in 6 Hrs Maximum.
- 20) Delivery of parcels should be arranged immediately on the same day. If delayed beyond 6 hours due to exigencies, the same shall be intimated to local ATM(C) and arrange for delivery.

**21) Details of commission to be paid to Business Facilitators :**

- i. The Net transportation charge need to be arrived at excluding handling, crew incentive, insurance and any other incidental expenditure. 7% of such Net transportation charge should be paid to Business Facilitator towards commission for booking parcels.
- ii. 3% of Net transportation charge (excluding handling, crew incentive, insurance and any other incidental expenditure) should be paid as commission to Business Facilitator for handing over the parcels to the consignee.
- iii. Business Facilitator is not allowed to operate from Bus stations.

**22) In case of sending parcels on To-pay basis,**

- i. 3% of net transportation charge (excluding handling, crew incentive and insurance) will be paid as commission to business facilitator for booking parcels.
- ii. 7% of net transportation charge (excluding handling, crew incentive and insurance) will be paid as commission to business facilitator for handing over the parcels, collecting the amount from the customer and remitting the amount in the parcel booking counter.
- iii. Amount to be paid as commission will be reconciled by the ATM(C) and AO of the Region on monthly basis.

23) Business Facilitators are also permitted to pickup parcels and also arrange door delivery by collecting the requisite amount from customers as per local transport tariff fixed by Regional Committee.

24) In case of complaints of charging higher amount over and above the specified tariffs, Corporation reserves the right to levy penalty of Rs.100/- for each occasion. After 3 such occasions the Corporation will have right to cancel the facility and forfeit the Security Deposit.

The following registers as per proforma given below should be maintained by all the ATMs(C) to assess the performance of Business Facilitators.

S. No	Depot/ Booking Point	Name of the Business Facilitators	Amount on Paid Basis		Amount on To-pay Basis		Commission paid to BF on Net Revenue	Signature of the booking clerk
			On booking of parcels	On delivery of parcels	On booking of parcels	On delivery of parcels		

**Examples- on payment of commission to BFs:**

**1. Commission payable to BF at booking point – Paid basis**

- a. On booking of parcels Net worth of Rs. 2,000/- - Rs. 140/-( 7% )
- b. On delivery of parcels Net worth of Rs. 10,000/-- Rs. 300/-( 3% )

**2. Commission payable to BF at booking point – To-pay basis**

- a. On booking of parcels Net worth of Rs. 6,000/- - Rs. 180/-( 3% )
- b. On delivery of parcels Net worth of Rs. 5,000/- - Rs. 350/-( 7% )  
and on remittance of collected amount at booking point

The following register as per proforma given below to be maintained by each Business Facilitator :

S.No.	Date	Net booked amount on Paid basis	Net Booked amount on To-pay basis	Net amount on Delivery of parcels on Paid basis	Net amount on Delivery of parcels on To-pay basis	Signature of DC/ADC
1	2	3	4	5	6	7

At the end of the month, commission to be paid @ 7% on total Net booked amount on Paid-basis, 3% on total Net booked amount on To-pay basis, 3% on total Net amount on delivery of parcels on Paid-basis and 7% on total Net amount on delivery of parcels on To-pay basis.

Monthly review report of Business Facilitators should be sent by ATM(C) to CTM(C&P) duly audited by the AO/Dy CAO of the Region. Quarterly meeting has to be organized by ATM(C) & Dy CTM (M&C)/Zones to review the performance and get the feedback at each Region.

This has the approval of VC&MD with the concurrence of FA.

Therefore all officers are advised to take initiative to engage Business Facilitators to increase Commercial Revenue through APSRTC Logistics.

  
Executive Director(C&P)

**Copy to:** Director(V&S), ED(A&P), ED(O&M), ED(C&P) and ED(E&IT) for inf.  
Executive Directors- VZM, VJA, NLR & KDP Zones for inf.  
FA, CAO for inf.  
All Regional Managers for n/a.  
All Officers for n/a.