

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

No. C2/437(24)/2017-CTM(C&P)

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

**CIRCULAR NO. 03/2017-COMM. Dt. 04.07.2017**

Sub:- LICENSING :- Collection of excess charges by the licensees – Action to be taken – Reiteration of instructions – Reg:

- Ref :- 1. Circular No. 39/2000-OPD(C), Dt. 17.11.2000.  
2. Circular No. 63/2002-OPD(C), Dt. 21.09.2002.  
3. Circular No. 36/2003-OPD(C), Dt. 26.05.2003.  
4. Circular No. 73/2003-OPD(C), Dt. 30.09.2003.  
5. Lr. No. C5/437(197)/2007-OPD(C), Dt. 12.02.2008.

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The Corporation has been allotting the Pucca /Open Spaces with specific dimensions through open tenders in all Bus Stations of the Corporation for operation of different types of stalls towards commercial purpose.

As per the Tender document, the licensees of the stalls have to sell their products at MRP notified on the products. The licenses of Parking places, Clock rooms, Deluxe Lounge and toilets, have to collect user charges as fixed by the Regional Tender committee keeping in view of prevailing market rates subject for revision for every 2 years.

During the visit of PNBS, Vijayawada by Hon'ble Minister for Civil Supplies, Consumer Affairs & Price Monitoring, Govt. of AP it was observed that many of the licensees are not exhibiting price index and user charges violating the conditions of agreement.

Even though there are clear guidelines on selling of items at MRP rates and exhibition of Price Index of the permitted items and the same clause incorporated in the Terms and Conditions of the agreements. The licensees are not following the instructions and the field officers are not ensuring the same. Due to this, complaints are pouring in from passenger community at different Bus Stations causing disrepute to the image of the Corporation. Frequently this aspect also attracts attention of print and electronic media.

Hence the following instructions are reiterated for strict adherence:

**1. Canteen & Fast Food Center:**

- a. The licensee shall display list of eatables/ Snacks available at a conspicuous place and these rates shall be on par with local market rates and the licensee shall obtain approval of the rates by the Regional Tender Committee. The list of items with rates as approved by the Regional Tender committee shall be included in the deed of license. The copy of the same also shall be exhibited at conspicuous places.

- b. If any licensee found collecting more than MRP rates a maximum penalty of Rs. 1,000/- for 1<sup>st</sup> instance, Rs. 1,500/- for 2<sup>nd</sup> instance and Rs. 2,000/- for 3<sup>rd</sup> instance shall be imposed on each occasion. If the licensee repeats the same offence thrice in a year, the license is liable for termination by giving one month's notice as per the terms and conditions of the agreement.
- c. Ensure that while inviting tenders for allotting license for canteens and Fast Food Centers in Bus Stations specific condition shall be incorporated in term and conditions of the Tender Document that the licensee shall indicate the list of items proposed to sell and price list of each item at the time of tenders. The Regional Tender committee shall finalize these rates and shall incorporate in the deed of license. The rates shall be reviewed for every 2 years.
- d. Ensure the items selling in Canteens/ Fast Food centers/ Food Court/Multi Cuisine/Chat Bhandar/ Pizza Corner as per the Circular No. 02/2017-Comm., Dt. 14.04.2017.

## **2. stalls / Shops:**

- a. Ensure that the licensee shall display the price list of available items permitted at a conspicuous place and it should not exceed the MRP rates printed on the product / prevailing local market rates.
- b. If any licensee found collecting excess rates a maximum penalty of Rs. 1,000/- for 1<sup>st</sup> instance, Rs. 1,500/- for 2<sup>nd</sup> instance and Rs. 2,000/- for 3<sup>rd</sup> instance shall be imposed on each occasion. If the licensee repeats the same thrice in a year, the license is liable for termination by giving one month's notice as per the terms and conditions of the agreement.

## **3. Cycle Stands/ Deluxe Lounges/ Dormitories:**

- a. Ensure that the licensee should exhibit a Board indicating the user charges to be collected for the services rendered and these charges shall have the approval of Regional Tender Committee and should have reasonable and commensurate with the services rendered. These rates shall be reviewed for every 2 years.
- b. The user charges shall be incorporated in the deed of license.
- c. If any licensee found collecting excess rates a maximum penalty of Rs. 1,000/- for 1<sup>st</sup> instance, Rs. 1,500/- for 2<sup>nd</sup> instance and Rs. 2,000/- for 3<sup>rd</sup> instance shall be imposed on each occasion. If the licensee repeats the same thrice in a year, the license is liable for termination by giving one month's notice as per the terms and conditions of the agreement.
- d. Ensure the licensee of Cycle Stands/ Deluxe Lounge/ Dormitory shall comply all the provisions as per Circular No. 21/2016 - OPD(C), Dt.08.07.2016.

4. The Licensee shall maintain a Suggestion / Complaint Book and it shall be made available to the customer/ inspecting officials on demand.
5. In the suggestion book the Name and Cell no. of Depot Manager, Traffic In-charge and Station Manager shall be recorded. At the end of the month, the Depot Manager and Traffic in-charge shall record the action taken on the complaints made during the month. In case no complaints are recorded, the Depot Manager and Traffic I-charge shall make endorsement that " No complaints are received during the month".
6. At the bottom of the price Index Board the following message shall be incorporated visibly with inscription in Telugu

“ఈ దుకాణము నందు వస్తువులను MRP ధరలకు మాత్రమే అమ్మవలెను లేని యెడల ప్రయాణీకులు దుకాణ దారుని వద్ద నున్న సలహాలు మరియు ఫిర్యాదుల పుస్తకము ద్వారా ఫిర్యాదు చేయగలరు -

ఫోన్ నెం \_\_\_\_\_”

7. Depot Managers, Traffic In-charges and Station Managers shall frequently inspect the Canteens, Stalls/Shops, Cycle Stands in the Bus Stations under their administrative control to ensure that the products are sold as per the price Index and user charges are collected as indicated in the board.
8. The Regional Managers and Dy. CTMs during their inspection/ Visit of Bus Station shall make it a point to ensure that the licensees are adhering to the instructions.
9. The Depot Managers shall submit a monthly periodical with certification on Exhibition of Price Index, unauthorized occupation of stalls and details of penalties imposed during the month to the Regional Manager by 3<sup>rd</sup> of every month.
10. A monthly periodical on the penalties imposed on licensees for breach or non-adherence of conditions of deed of license shall be consolidated at Regional level as per the proforma annexed and shall be submitted to CTM(C&P) by 5<sup>th</sup> of every month along with monthly commercial periodicals .

Encl: Pro-forma overleaf.

  
VICE CHAIRMAN &  
MANAGING DIRECTOR

To,  
All Officers of Corporation.  
APSRTC

Statement showing the Penalties imposed on the licensee of \_\_\_\_\_ Region during the month of \_\_\_\_\_ 2017

Sl. No	Bus Station	Nature of the Business in the Stall	Date & Amount of Penalty Imposed	Date & Amount of Penalty Collected	Reasons for Imposing the Penalty	Remarks

REGIONAL MANAGER  
\_\_\_\_\_ REGION.

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To be submitted by Depot Manager by 3<sup>rd</sup> of every month to the Regional Manager concerned:

1. This is to certify that all stalls in \_\_\_\_\_ Bus station price list exhibited.
2. This is to certify that all licensees of \_\_\_\_\_ Bus Station are selling permitted items only.
3. This is to certify that all stall licensees of \_\_\_\_\_ Bus Station are confined to the allotted site only.

DEPOT MANAGER  
\_\_\_\_\_ DEPOT.