

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No: R&D/Misc(50)/06

Office of the VC&MD,
Mushirabad, Hyderabad.
Dt: 27-1-2007.

CIRCULAR NO: 4-R&D(OPD)/2007 DT: 27-01-2007

Sub: VALUE ADDED SERVICES – Serving of Confectionaries free of cost to the passengers of Garuda buses – Issue of Instructions – Regarding.

- Ref: 1. Circular no: 57-R&D(OPD)/2004 dt: 14-12-2004
2. This office lr. No. R&D/Misc.(14-1)/05 dt.24-11-2005
2. This office Lr No: R&D/Misc(14-1)/2006 dt: 9-1-2006.

Instructions are there on provision of certain value added services viz 1 Ltr Mineral Water bottle and Face Freshener Tissue Paper free of cost to the passengers of Garuda buses to enhance the customer delight and thereby to attract more passengers to patronize Garuda services.

Now VC &MD has accorded sanction to provide yet another value added service ie to serve Confectionaries free of cost to the passengers of Garuda buses as being done in some Air Lines. Each Garuda passenger shall be served one Eclairs Chocolate and 1 Mint chocolate packed in small size polythene sachets.

As the serving of Chocolates involves the activities viz purchasing, packing, serving in the bus and stocking, regular accountal etc, it is decided to assign this activity to the contractor appointed for providing the value added services. The cost of each sachet (including packing) containing 1 Eclairs chocolate and 1 Mint Chocolate estimated as Rs.1.50.

Guide lines:

1. Each passenger shall be served with 1 Eclairs Chocolate and 1 Mint chocolate packed in a small size polythene sachets.
2. The contractor appointed for providing value added services shall handle this activity also as part of his agreement and serve the confectionaries through the attendant.

3. This shall be included as an additional clause in the agreement with the contractor
4. The contractor shall be paid Rs.1.50 per sachet including packing charges. The amount to be paid per trip to the contractor will be based on the no. of passengers traveled, as being done in case of Mineral Water bottles.
5. The contractor shall record the no.of sachets containing confectionaries handed over to the attendant in a manual register, which has to be certified by the service driver.
6. The service drivers shall be instructed to ensure proper distribution of the value added services provided without giving room for complaints from the passengers. The instructions shall be mentioned in the service MTD-141 cards.
7. List of value added services provided to the passengers of Garuda buses shall invariably be displayed in side the bus for information to the passengers as stipulated in the circular at reference.

The instructions shall come into vogue with immediate effect.

This has the concurrence of FA.


EXECUTIVE DIRECTOR(O)

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