

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. E1/756(1)/2006-HES

Office of the VC & MD,
Mushirabad, Hyderabad 20

CIRCULAR No. 04/2008-OPD(HES) dt.08-2-2008

Sub: Job Security to the Conductors - Memorandum of Settlement entered into on 5-11-06 issue of certain instructions - Reg

- Ref: 1. Cir. No. 32/91-OPD(C) dt.24-9-91
2. Cir. No. 13/99-OPD(C) dt.9-3-99
3. Cir No. 8/92-OPD(C) dt. 17-3-92
4. Cir. No. 17/94-OPD(C) dt. 16-5-94
5. Cir. no. PD-63/94 dt. 22-6-94
6. Cir. No. 20/06-OPD(C) dt. 26-7-06
7. Lr. No. C2/95(1)/01-OPD(C) dt. 25-7-06
8. Cir. No. PD-10/02 dt.9-3-02

In pursuance of the Memorandum of Understanding entered into with the National Mazdoor Union which is Recognised Union on 5-11-06 in connection with RPS 2005 and the service conditions of the Employees of APSRTC, a Committee is constituted including Union representatives to examine and revise the guidelines on Conductors' Job Security.

The Committee after having discussed at length on the issues raised by the Union recommended for reiteration of certain instructions and modification of certain others.

The Union informed that though exhaustive instructions are there on Job Security to the Conductors, some of them are not adhered with true spirit. Hence the instructions vide circulars in the reference are reiterated / modified as follows.

1. PASSENGER RESPONSIBILITY:

Instructions were issued vide Circular 1st and 2nd cited that the EFT should be collected from all the ticketless passengers whether they paid the fare or not or lost their ticket or travelling beyond the validity of ticket held by them.

Now minimum amount of EFT is enhanced to Rs.50/- from the existing Rs.15/- in respect of City / Suburban services and Rs.25/- in respect of District Ordinary / Express / Deluxe / Super Luxury and Garuda and shall not be more than Rs.500/- the maximum limit prescribed under section 178 of the M.V. Act 1988. Wherever checking officials fail to collect the EFT, the fact be brought to the notice of the concerned Incharges of squads.

2. CHECKING SYSTEM:

The Checking Officials need not issue Charge memo for minor operational delinquencies like working without uniform, not carrying driving licence, conductor's licence, MTD 141 Card, nipper, etc., and action on such delinquencies shall be initiated by the Depot Supervisors and Managers. However acts of commission and omission like not stopping the buses at stages, un-authorised curtailment of trips, intentional detentions, overshooting, smoking while on duty etc., will be booked by the checking officials.

In case, a conductor refuses to furnish his spot explanation, the same shall be made to record in writing at the time of check.

3. **LOSS OF TICKETS:** In case of loss of ticket by the passenger, if established action shall not be taken against the conductor, the ticketless passenger shall be made to purchase fresh ticket.

4. COLLECTION OF INDEPENDENT EVIDENCE:

The checking officials should collect evidence of fellow passengers or drivers of the buses wherever possible and also record full addresses of passengers connected with irregularities and witnesses, if any while framing charges.

5. PRIVATE CASH:

The limits of private cash to be carried by the crew on duty per day is now enhanced as follows in view of escalation of cost of living.

	Existing amount/day	Revised amount/day
1. City services	Rs.15/-	Rs.25/-
2. District services		
(Pallelugu, DGT Nightout	Rs.35/-	Rs.40/-
& Oil tankers) Day out	Rs.30/-	Rs.35/-
3. District services		
(Exp. Deluxe, Intrastate	Rs.40/-	Rs.50/-
Super luxury Inter state	Rs.55	Rs.70/-
and Garuda)		

6. CITY SERVICES:

- In City Services, instructions exist vide Circular 3rd cited that
- if passenger crossed the fare stage without a valid ticket, the conductor renders himself liable to be issued with a Charge Memo. However if a passenger is without a valid ticket and does not cross fare stage, the conductor is not liable for issue of Charge memo. But if a passenger had paid the fare and remain without a ticket even if he does not cross a fare stage, the conductor is liable to be issued with Charge Memo.
 - STAR be closed at alternate stages in city & town services.

- c). If passenger is found alighting without a valid ticket at any place, the conductor is liable to be issued with charge memo.
- d). Necessary instructions will be issued to the checking officials of other Regions on the checking system for the City services.

7. CONDUCT OF DOMESTIC ENQUIRY:

Instructions issued vide circular 1st cited on conduct of domestic enquiry (initiation of the disciplinary action and penalties and disposal of appeals) shall be followed scrupulously.

Natural justice be given to the conductors by giving all opportunities as per the procedure in vogue.

8. IMPOSING PUNISHMENTS & PENALTIES:

Guidelines issued vide Cir. 8th cited on imposing punishments on delinquent Conductors in cash & ticket irregularities cases are reiterated hereunder:

- a). If it is a case of first misconduct, punishment of removal from service need not be imposed, unless the case is of very serious nature.
- b). Penalty of removal from service will be imposed in case of serious Cash & Ticket irregularities such as re-issue of Tickets, sale of fake tickets, issue of unconcerned tickets, alterations in STAR and way bills etc.
- c). Like-wise, in cases of inadvertent irregularity or cases where benefit of doubt is due to the employee, a lenient view may be taken.
- d). Appellate Authorities shall follow uniformity in awarding punishments based on the merits of the cases.

9. If aggrieved Conductor feels that the Suspension is an illegal one, the same can be represented to the Appellate Authority who in turn will examine the case and dispose it off within 10 days.

10. Before taking disciplinary action on the complaint of a passenger, a preliminary enquiry has to be conducted calling the complainant to the enquiry.

11. DIRECTING OF TTIs FOR ENQUIRY:

It is complained that the Squad Incharges are not directing the TTIs for enquiry on the stipulated dates, thereby causing inconvenience to the delinquent employees. All the Squad Incharges and Unit Managers are instructed to direct the TTIs working under them for enquiry on stipulated dates without fail, other wise subsistence allowance payable will be recovered from the officials responsible.

It is to clarify that if the ticketless passenger is able to put his signature on the statement given by him, there is no need to take thumb

impression and in case the ticketless passenger is illiterate, then thumb impression and co-passengers witness statement has to be obtained by the TTIs and attested by the conductor.

12. BUS CASH:

Instructions were issued vide Circulars No. 32/91, 49/95 and 20/2006 that

a. The Checking officials shall not issue Charge Memo to the service conductors / drivers as in the case of TIM / OMS whenever check is exercised and found that the bus cash is excess or short by Rs.10/- in case of city services, Rs.20/- in case of District Services (Pallevelugu) and Rs.50/- in respect of Inter-state / Long distance services or 2% of Bus Cash whichever is less. As bus fares have been increased several times since 1995, it has been decided to enhance the existing limits as under:

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|---|---------|
| 1. City services ... | Rs.20/- |
| 2. District Services (Ord) | Rs.30/- |
| 3. Inter-state / Long distance Services | Rs.70/- |

b. The TTIs shall obtain Top Punch Tickets for the amount found excess even if small excess amount is within the permissible limits and shall endorse the same in the STAR document so as to bring it to the notice of Depot Authorities.

c. The DM/Traffic Incharge of the Depot Concerned shall go through the endorsement made in the SRs by the TTIs on excess or short amount of Bus Cash and if found that any Conductor / Driver is repeatedly resorting to maintaining excess / short in bus cash, he / she shall be counselled immediately to avoid recurrence of such irregularity in future.

d. The Principals of ZSTCs are being instructed to impart training on the above aspects and also checking aspects to the checking officials during their refresher training programmes.

e. It is decided to advise the checking officials not to write the case of way bill shortages. However Depot traffic supervisors and unit officers initiate any type of action on these cases.

13. ROTATION OF TTIs: Instructions issued vide Cir. No. PD-63/94 dt/2-6-94 on rotation of TTIs shall be implemented with true spirit for fair dealing with the Conductor.

14. INTERNAL TRANSFER OF TICKETS:

In case of internal transfer of tickets among the passengers, it is to clarify that the crew shall not allow such transfer of tickets if it is in their notice. If the passenger reveals to the checking officials that it is transferred ticket and no opportunity for the conductor to notice/verify is established no action need be taken against the conductor but EFT be collected from the passengers by making him purchase of fresh ticket.

15. WRONG CLOSING OF STAR DOCUMENTS:

It is to clarify that any alteration in closing nos. in the STAR due to 'Hail & Board' system, the conductor should make a correction in a proper way duly rounding off the first figure and entering the fresh figure besides the first figure and even during over riding, the same method of correction will have to be undertaken by Conductor. However it is for the conductor to prove that the correction was due to above reasons only.

16. MIS-USE OF BUS PASSES BY ANY PASS HOLDER/
PRIVELEGE BUS PASS BY EMPLOYEE

An employee is responsible for misusing the Privilege Bus Pass. The service Conductor would check and make necessary entries on the Privilege Bus Pass in the columns provided i.e., the journey particulars as soon as the pass holder boards the bus. Hence, the Conductor will not be responsible for any mis-use of Privilege Bus Pass by the employee once he makes the necessary endorsement.

Regarding misuse of other Bus passes, for allowing a pass holder with expired date, impersonation of photo, the existing system of issuing a charge memo will continue, however, the disciplinary action taking authorities will view such cases in a lenient manner considering overload in the bus.

17. Regarding stoppage of incentive to the conductor, circular guidelines will be issued to the field managers not to make the conductor ineligible to receive monthly incentive if the charge memo is pertaining to misuse of bus pass by the pass holder.

18. PROVISION OF LOCK & KEY TO THE TRAY BOXES:

It is agreed to provide lock & key for the tray boxes if not supplied earlier and ensure placing of these tray boxes at a safe place in the Earning section of the Depot. However responsibility lies with the conductor for loss of tickets as all the trays are fixed conductor-wise. In case of loss or theft of tickets / trays, a fact finding enquiry will be instituted and action to be taken based upon enquiry report.

19. LOSS OF TICKET BLOCKS:

An enquiry shall be conducted into the loss of tickets and disciplinary action is taken against the person responsible as per the CCA Regulations. Face value of tickets lost is not liable to be recovered from the person responsible. However the cost of paper and printing charges are liable to be recovered apart from other action that may be taken.

20. SCRUTINY OF STAR DOCUMENTS:

The scrutiny of STAR documents will have to be completed within a week's time to frame charges against the conductors on alterations in the

STAR documents. However the Unit Officers can scrutinise any old/previous STARs of conductors if prima facie is established in the latest STARs.

21. C & T CASES INVOLVING CAT CARD HOLDERS:

The cases of conductors in C&T irregularities due to break journeys of CAT CARD holders may be viewed leniently.

22. AVOIDANCE OF TAKING SIGNATURES ON BLANK PAPERS

The Squad Incharges are instructed that instructions be given to the TTIs for allowing the conductors to write their statements in case of irregularities on their own and not to obtain signatures on blank papers. In case the conductors are not willing to offer spot explanation, the same may be recorded at the space provided on the charge memo.

23. SUPPLY OF 43R, PASSENGER STATEMENT ETC.

It is agreed to supply the copies of 43R, Passenger statement and Conductor's statement to the conductor on the spot together with Charge memo.

24. NON-ACCOUNTAL OF TICKETS:

In case of non-accountal of tickets in the STARs, the Depot Managers shall take action based upon the extent of irregularities (merits) of the case, as it is the primary responsibility of the conductor to close the STAR, once tickets are issued.

25. CHILD TICKETS:

It is clarified through letter 7th cited that the age of the child can be taken as declared by the parent/child without questioning further by the conductor for issue of half ticket to avoid friction with parents. Necessary instructions need be given to the conductor and drivers.

26. TRANSPORTATION OF LUGGAGE:

The Depot Managers are advised to supply a copy of guidelines on perishable items and accompanied and un-accompanied luggage with permit, to the conductors for issuing luggage tickets.

27. PRINTING MISTAKES IN SERIAL NO. OF TICKETS:

The WM/Printing Press is instructed to supply correctly numbered tickets to avoid confusion to conductors while closing ticket numbers as printing mistakes are observed in serial nos. of tickets.

28. ADJUSTMENT OF EXCESS PAYMENTS:

The excess remittance of the bus cash is either due to non-tendering of change due to the passengers or improper account of ticket sales which should not be adjusted against short remittance by the conductors.

29. WRONG FEEDING OF TICKET BLOCKS:

It is agreed that both ADC and Conductor are equally responsible for wrong feeding of blocks in computer and necessary action to be initiated against them.

30. PUBLICITY ON PASSENGER RESPONSIBILITY:

It is agreed to issue instruction to give more publicity on passenger responsibility to purchase tickets by writing slogans on ticketless travel and consequences of not purchasing (in the Buses and at Bus stations).

31. Unused ticket blocks to be transferred to the needy trays.

32. FACILITATING INCENTIVE PAYMENT:

It is agreed to allow monthly incentive to Conductors duly exempting upto one Charge memo in districts and two charge memos in City services and issue will be referred to ED(E&IT) for further examination.

33. SUSPENSION OF CONDUCTORS ON SMALL CASES:

In case of 1st mis-conduct of FNC and minor cases, suspensions need not be resorted to unless the case is of serious nature. The newly promoted DMs will be exposed to the training programmes who are not conversant with the gravity of offences and commensurate punishments to be imposed upon.

34. LUGGAGE CASES ON DIFFERENCE OF WEIGHT:

Instructions have been issued vide Circular 1st cited, that to avoid dispute between Conductors, Passengers and Checking officials in assessing the weight of luggage, it is decided to allow a difference of 5 Kgs. for each unit of 50 Kgs. However, this will not abdicate the full responsibility of the Conductor in determining the weight of the luggage.

35. APPEALS TO BE CONSIDERED WITHIN 3 MONTHS:

The guidelines issued on disposal of appeals by the appellate authorities will be reiterated separately.

36. POSTING OF CONDUCTORS IN THE SAME DEPOT ON RAISING SUSPENSION:

The existing instructions in the above regard will hold good.

37. TREATING THE PERIOD OF SUSPENSION AS NOT ON DUTY / ON DUTY:

Regarding the period of suspension as not on duty / on duty. It is felt that the DMs will have to use their better discretion based on the merits.

38. ATTENDANCE TO CO-EMPLOYEE WHO IS ATTENDING ENQUIRY:

It is decided to give one day attendance if necessitated only once for the assistant brought by the delinquent conductor who attend the domestic enquiry in C & T cases only.

39. OVER RIDING OF PASSENGERS IN ORDINARY SERVICES:

It is agreed that if the capacity of the bus is over and above the seating and standing capacity, a lenient view will be taken against the conductor for the negligence in allowing the passengers to over ride in the buses. EFT will be collected from the passenger.

40. THE BEHAVIOUR OF TTIS:

The TTIs will be given instructions to behave politely with the conductor at the time of check.


41. Separate instructions will be issued on imparting refreshed training to the enquiry officers, checking officials etc.

The Executive Directors, Regional Managers, Dy.CTMs /DVMs and Depot Managers are requested to implement the above instructions scrupulously.

The instructions in this circular are only to the extent modified in the existing circulars.

These instructions will come into force with effect from 15-02-2008.

Please acknowledge.


VICE-CHAIRMAN &
MANAGING DIRECTOR

To
All Officers of the Corporation
Copy to: All Incharges of Enforcement Squads
General Secretary, APSRTC N.M.U. for information
Secretary General, APSRTC E.U. for information
General Secretary, Staff & Workers Federation, Hyderabad for info