

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No: M/804(7)/2001-OPD (MKTG)

Office of the VC & MD,
Musheerabad: Hyderabad.

CIRCULAR NO. 13/2009-OPD (MKTG) DATED: 24.04.2009

SUB: Cancellation and Refund Rules: Cancellation and Refund Rules in case of Cancellation of a Return Journey Ticket - Instructions issued - Regarding.

REF: 1) Circular No. 18/2007-OPD (MKTG) dated 16.04.2007
2) Letter No. M/804(7)/01-OPD (M) dated 12.07.2005

As a passenger friendly measure, the following facilities were extended for Return Journey Ticket holders vide reference 2nd cited above.

1. To waive off reservation fees of Rs.5/- for all the passengers purchasing Return Journey Tickets.
2. To allow pre-ponement/postponement of journeys for RJT holders (once) and to permit them to cancel their tickets with 10% deduction upto the time of departure of the service.

The Cancellation & Refund Rules were revised vide Circular cited at reference 1.

Now, Ranga Reddy Region has raised a doubt as to what are the Cancellation & Refund Rules that should be applied in case of Cancellation of Return Journey Tickets.

Since Return Journey Ticket is also a reservation ticket, it is herewith clarified that the existing Cancellation & Refund rules should also be applied to RJTs also. The existing Cancellation & Refund rules are provided here with for convenience.

S. NO	ADVANCE NOTICE OF CANCELLATION	DEDUCTION TO BE MADE
1	More than 48 hrs before the Sch. Dep. Of the bus	Only reservation charges
2	From 48 hrs. and upto 24 hrs. before the Sch. Dep. Time of the bus	10% of the actual fare + Reservation charges
3	From 24 hrs. and upto 2 hrs. before the Sch. Dep. Time of the bus	25% of the actual fare + Reservation charges
4	Between 2 hrs. and upto Sch. Dep. Time of the bus	50% of the actual fare + Reservation charges
5	Upto 1 hr. after Sch. Dep. of the bus	75% of the actual fare + Reservation charges
6	After 1 hr. after Sch. Dep.	No refund

There is no change in other instructions on Return Journey Ticket Scheme.

The CE (IT) is requested to make necessary modifications in OPRS software for Cancellation & Refund Rules for RJT cancellation.

The above instructions shall come into effect immediately.

This has the concurrence of Financial Advisor.

Jamodara
24/4/09

EXECUTIVE DIRECTOR (O&MIS)

To

All RMs, Dy.CTMs, DMs of the Corporation.

Copy to All Officers of the Corporation for favour of information.

All Traffic, Accounts Incharges of all Depots, Audit Incharges,
All Bus Station Incharges, all Squads (HES, ZES, RES) and all
ATB agents for information and necessary action.