

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.CI/385(1)/95- OPD(M)

Office of the VC & MD,
Musheerabad,Hyderabad.

CIRCULAR NO.17/2000 OPD (MKTG) DATED 09.06.2000

**SUB:- PORTERS:Porters and Porterage system
in APSRTC - Streamlining existing
procedure - Reiteration of instructions.**

REF: Circular No.3/96 dated 23.01.1996.

PREAMBLE

Comprehensive instructions were communicated through the circular cited at reference on porters and porterage system with a view to contain dis-satisfaction among passengers and enhance the level of passenger satisfaction on this score.

In spite of issuing guidelines through the above circular, incidents have come to the notice of our officials with regard to collection of excess porterage, harassing passengers having heavy luggage particularly in the case of passengers who are new to the place. Hence, the guidelines are reiterated hereunder :

PORTERAGE:

The porterage rates as per the classification of Bus Stations into A,B,C & D categories are furnished below :

Classification of Bus station	For carrying luggage into the Bus stand for loading on the bus (25Kgs. or part thereof).	For just loading or unloading of luggage on the top of the bus. (25Kgs or part thereof)
a. Mega bus stations like MGBS,PNBS. Bus stations at Vizag & Thirupathi.	Rs.3.00	Rs.2.00
b. All Bus stations located at dist., Head quarters.	Rs.2.50	Rs.1.50

c. Bus stations located at important junctions. commercial centers etc., and Revenue sub-divisions.	Rs.2.00	Rs.1.00
d. Small and minor Bus stations.	Rs.1.50	Rs.1.00

The Executive Directors (zones) are advised to classify the Bus stations located in their jurisdiction into A,B,C & D categories, fix-up the porterage as above and notify the same.

PORTERS:

The Regional Managers should specify the jurisdiction for each depot, identify places requiring presence of porters and their number and instruct the Depot Managers concerned for issuing licenses to porters depending on the level of activity and the need. The Regional Managers concerned should review the position, reassess requirements once in two years and take action to increase / reduce / redeploy the number of licensed porters.

The Depot Manager / Station Manager concerned has to maintain a register wherein the name, full address, photograph, license / badge number, signature / thumb impression of the porter, the place of allocation, the license fee collected (M.R.No., etc.) date of renewal and the renewal fee collected etc., have to be mentioned. The register shall be verified by the inspecting authorities.

Periodically, the Depot Manager / Inspecting official shall verify the position to ascertain that only the authorised person is working, and that the required fee is collected.

The existing procedure of collecting license fee of Rs.50/- (Rs.Fifty only) at the time of issue of license and renewal fee of Rs.2/-(Rs.Two only) every year would continue.

CONTROL MEASURES:

1. A Porters Badge - an embossed plastic card with photo of the porter and license badge No.; Name of the porter ; Father's Name ; Bus station allocated and validity of license shall be provided by the Depot Manager. The cost of lamination etc., shall be defrayed by the porter.

Transfer / selling of licenses by porters is strictly prohibited.

The Bus station Manager should insist the Mukaddam / head Mukaddam to furnish the duty rotation of the porters for information.

If the passenger is willing to load / unload his luggage on his own, he shall be permitted. Display boards shall be arranged at conspicuous places in bus station in this regard to educate the passengers.

5. The details of portorage shall be widely displayed at conspicuous places at the Bus stations. Announcement shall be made frequently on public address system wherever available about the details of portorage and advising the passengers to lodge complaint to Bus Station Manager against the porters demanding excess tariff.

6. Black listing of the license porters / suspending their licenses shall be made basing on the complaints received if no improvement is registered even after warning.

7. The Depot Manager / Stations Manager should exercise constant checks on watch & control their behaviour and arrest excess collection of money.

FACILITIES:

The porters are permitted to use the infrastructure / facilities provided such as bath rooms, toilets etc., in our bus stations.

While engaging additional porters at the same place or elsewhere, the kith & kin of existing porters may be given priority.

Wheel chairs, trolleys etc., provided by APSRTC can be made accessible to porters.

PASSENGER ORIENTATION PROGRAMMES:

Bus station authorities have to frequently interact with the porters to create a sense of belonging in them and to instill passenger orientation in their attitude.

A day's orientation programme on Customer relations shall be organised at Regional level at least once in a year for porters. The Principals of ZSTC may be entrusted with the job of organising these programmes Region-wise.

These guidelines have come into effect from 1st February, 1996; but it is reported that they are not implemented at most of the places so far.

All the officials concerned are advised to strictly comply with the guidelines enumerated above and send compliance immediately.

Please acknowledge.

**Sd/-V.APPARAO
VICE CHAIRMAN &
MANAGING DIRECTOR**

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All the ED's for inf.

Secy to Corpn, /Dir. (V&S)/FA, CAO for inf.

All the HODs, RMs, Dy. CTMs, Dy. CAOs for inf.

Dy CTMs (Plg), (Operations) & (Commercial) for information.

All DMs/ATMs/Station Managers for info and n/action

All other Officers of the Corpn., for inf.