

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

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

Office of the VC & MD,  
Musheerabad:Hyderabad.

**CIRCULAR NO. 18/2007-OPD(MKTG) DATED: 16.04.2007**

**SUB: CANCELLATION / REFUND – PRE / POST PONENTMENT  
RULES** - Modification of Cancellation / Refund Rules -  
Instructions issued-Regarding.

**REF:** 1.Circular No.33/95-OPD(MR&CS) Dated.27.05.1995.  
2.Circular No.54/95-DY.CTM(M) Dated.07.08.1995.  
3.Circular No.32/2001-OPD(M) Dated.28.07.2001.

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**INTRODUCTION:**

The Liberalized Cancellation and Refund Rules implemented in the Year 2001 were meant for causing convenience for passengers.

However, certain unscrupulous elements are found exploiting the liberalized rules and causing immense inconvenience to the loyal customers of APSRTC and therefore there is a need for the revision of the rules.

**PRESENT ACTION:**

In the interest of the loyal customers, to control the malpractices of unscrupulous elements and in view of the improved OR of special type services, it has been decided to modify the Cancellation of Tickets and Refund Rules.

The revised Cancellation of Tickets and Refund Rules are as follows:

<b>REVISED RULES</b>		
<b>S. NO</b>	<b>ADVANCE NOTICE OF CANCELLATION</b>	<b>DEDUCTION TO BE MADE</b>
1	More than 48 hrs before the Sch. Dep. of the bus	Only reservation charges
2	From 48 hrs. before and upto 24 hrs. before the Sch. Dep. Time of the bus	10% of the actual fare + Reservation charges
3	From 24 hrs. before 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

**DATE OF IMPLEMENTATION:**

The above will come into force from **26.04.2007**

**CONCLUSION:**

Therefore all the Field Managers /CME(C&B) /CE(IT) /CA and all concerned Officers are requested to arrange for the following action:

1. To implement and publicise the new rules.
2. To exhibit boards in all Bus Stations, and Reservation Counters and with all ATB agents on the revised rules.

3. In future whenever Brochures, Pamphlets, Time Table books etc., are issued, the new Refund Rules may be included.
4. Behind the tickets, on the reverse of the RTC-131, the new refund rules may be printed.
5. Necessary software modifications be carried out by Computers Dept.
6. Adequate security precautions may be taken by Computers /Internal Audit Departments to avoid recurrence of fraudulent incidents detected at Bangalore / Kadapa.

In this context, the Works Manager, Printing Press is advised to print Cancellation and Refund Rules, RTC Marketing Schemes also behind RTC-131 Tickets, which are as of now blank.

The existing procedure for claiming refunds remain unchanged.

You are requested to take necessary steps to publicize and implement the above changes and report compliance by 10.05.2007



**VICE CHAIRMAN &  
MANAGING DIRECTOR**

To  
**All Officers of the Corporation.**

Copy to:  
All Traffic, Accounts In charges of all Depots, Audit Incharges, all Bus Station Incharges, all Squads (HES, ZES, RES) and all ATB Agents for information and necessary action.