

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M1/804(03)/2008-OPD (MKTG)

O/o the VC & MD,
Musheerabad: Hyderabad-524.

CIRCULAR NO. 19/2009-OPD (MKTG) DATED: 16 .06.2009

Sub: **ATB AGENTS** - Penalties to be imposed on ATB agents in case of loss of tickets by them - Reg.

INTRODUCTION:

ATB agents (Online/Manual) are supplied with preprinted/RTC131 tickets for issue of tickets to the passengers who reserve tickets. Some instances have come to the notice of this office that the ticket stock supplied to ATB Agents is either lost or mutilated etc.

Some units have sought directive from this office on the action to be taken in such cases.

INSTRUCTIONS TO BE FOLLOWED:

VC & MD with the concurrence of FA, approved the following procedure to be followed in case of loss of tickets by ATB Agents and also to incorporate the same in all the agreements to be entered with ATB agents and also in the agreements to be made at the time of renewals.

1. In the first case of loss of tickets, a penalty of Rs. 200/- per ticket lost shall be imposed.
2. In the second case of loss of tickets repeated by the same ATB agent, a penalty of Rs. 500/- per ticket lost shall be imposed.
3. In the third case of loss of tickets repeated by the same ATB agent, the agency has to be terminated duly forfeiting the Security Deposit by giving a prior notice.
4. If tickets are mutilated but Serial numbers of the tickets are visible, they shall be submitted at the Depots by the ATB agents, otherwise they will have to be treated as lost tickets.

APPEAL PROVISION:

If any dispute arises on imposing above penalties on the ATB agents by the respective Regional Managers in case of loss/mutilation of tickets, the ED (Zones) are competent to review the cases basing upon the merits.

The appeal has to be preferred by the ATB Agent within two months from the date of issue of final order by Regional Manager.

CONCLUSION:

Therefore all the cases pending in Regions due to the event of loss of tickets by the ATB agents shall be disposed accordingly.

All the penalties shall be recovered immediately whenever the loss of tickets is noticed and fresh ticket stock should not be given to the agents.

All the penalty clauses as illustrated above shall be incorporated in all the agreements to be entered with ATB agents and also in the fresh agreements to be entered at the time of renewals.

Please acknowledge.

Samodara
16/6/0

EXECUTIVE DIRECTOR (O&MIS)

To
All Regional Managers,

Copy to Director (V&S), CAO, FA, all EDs & HODs for information.

All Dy.CTMs, Dy.CAOs, COSS, DMs, ATM(Bus Station) s, AOs & POs for information and necessary action.