

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.P9/506(2)/2001 OPD(P)

Corporate Office,
Operations (Plg) Department,
Musheerabad, Hyderabad-20.

CIRCULAR NO.28/2001 OPD(P), DT.03-07-2001.

Sub:-RESERVATIONS - Refund of reservation charges of Rs.5/- alongwith ticket fare in the event of cancellation of services - Liberalisation of the facility to be more passenger - friendly - Instructions reiterated - Reg.

- Ref:-1) This office Circular No.30/91-OPD(C), dt.27-8-191.
2) This office Circular No.32/95-OPD(P), dt.26-5-195.
3) This office Circular No.54/95-Dy.CTM(Mkg) dt.7-8-195.

Corporation is charging Rs.5/-per ticket as reservation fee from the passengers reserving accommodation in advance for travel by the buses operating on long distance routes.

Instructions were issued vide Circular 2nd cited that reservation fee of Rs.5/- be refunded to the intending passenger alongwith ticket fare, in the event of cancellation of service due to un-avoidable circumstances like - strikes, bundhs and natural calamities like floods, road breaches, bundhs, non-operation of services due to internal reasons etc., for which the passengers are not responsible.

Instructions were also issued vide Circular cited 3rd that passengers who reserve seats in advance on payment of Rs.5/- as reservation fee are also allowed to pre-poned or postpone the date of journey on reserved ticket on payment of Rs.5/- extra towards service charges. Such passenger is entitled to postpone/pre-poned the date of journey for the same service on another day. The postponed/pre-poned journey ticket is also allowed for cancellation as per cancellation/refund rules in vogue.

Instances have come to the notice of this office that at some Units, the reservation fee of Rs.5/-along with ticket fare is not being refunded to the passengers in the event of cancellation of services where passengers are not responsible. The rule of pre-ponement/postponement of journey on reserved ticket is also not being followed causing lot of inconvenience to the passengers.

With a view to avoid inconvenience and to make the present rules more passenger friendly, the matter has been examined in detail and it is decided to liberalise the facility.

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The following instructions are therefore issued for compliance by all the Depot Managers.

1. (a) The reservation fee of Rs.5/- shall also be refunded to the passenger together with passenger fare in the event of cancellation of services where passenger is not responsible. This is only reiteration of existing instructions.
- (b) In certain cases, the management would be compelled to offer a lower type of service than what is promised. In cases of supply of down-graded service ie., Luxury against Hitech service and so on, the reservation charges collected be refunded to the passenger for not standing upto the commitment made with regard to type of service.
2. Pre-ponement/post-ponement of journey be allowed subject to the same destination for another day duly permitting the passenger to change journey to any other service, on payment of difference of fare involved (wherever necessary) for such journey without insisting to pay service charges (Rs.5/-) additionally.
3. In case of cancellation of service due to reasons like bus failure, bus not turning up and other reasons on Corporation account in which the passenger had pre-poned/post-poned journey as referred at point 2, such passenger will be entitled for refund of reservation fee alongwith the fare amount.

This has concurrence of FA and shall come into force from 1-8-2001.

Please acknowledge receipt.

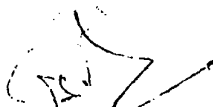
Sd/-

R.P. SINGH,
VICE-CHAIRMAN &
MANAGING DIRECTOR.

To
All Depot Managers,
A.P.S.R.T.C.

Copy to: EDS/Secy. to Corpn./FA/CAO, Msrd., for infmn.
Copy to: All EDS in Zones for information.
Copy to: All RMs/DVMs/Dy.CIMs/Dy.CAOs in Zones/Regions for infmn.
Copy to: All ATMs for information.
Copy to: In-charges, All Squads for infmn.

// ATTESTED //


ASST. TRAFFIC MANAGER (P)

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.P9/92(15)/2001-OPD(P)

U/o.the Managing Director,
Operations (P.O) Department,
Mushirabad, Hyderabad-20.

CIRCULAR NO.29/2001-OPD(P), DT.29.06.2001.

Sub: SPECIAL HIRE - ELECTIONS - Ordinary Elections to the Mandal and Zilla Parishads to be held in A.P. State in two phases i.e., on 12th and 15th July 2001 - Supply of APSRTC buses and DGTs for transportation of Polling personnel and material - Instructions issued - Reg.

Ref: 1) Secy. to Govt., A.P.State Election Commissioner's letter No.636/Sec-B1/2001, dt.22.6.2001.
2) D.O.Lr.No.22174/Elecs./A1/2001-1, dt.27.06.2001 from the Addl. Secy. to Govt., PR & RD Dept., addressed to all the District Collectors.

-:00:-

The Secretary to Government, State Election Commission, Government of Andhra Pradesh vide letter 1st cited has informed that the ordinary Elections to Mandal and Zilla Parishads, 2001 in Andhra Pradesh State will be held in two phases i.e., on 12th July 2001 in the districts of Srikakulam, Visakhapatnam, West Godavari, Guntur, Nellore, Chittoor, Mahaboobnagar, Rangareddy, Nizamabad, Warangal and Khammam and again on 15th July 2001 in the districts of Vizianagaram, East Godavari, Krishna, Prakasham, Cuddapah, Ananthapur, Kurnool, Medak, Adilabad, Karimnagar and Nalgonda. It has been requested that requisite number of buses of the Corporation may be supplied to the District Collectors / Requisitioning authorities for transportation of the polling men and material.

The following instructions are therefore issued for strict compliance by the Regional Managers / Depot Managers.


- 1) Buses shall be supplied to the possible extent on receipt of requisitions from the District collectors / requisitioning authorities.
- 2) Hire charges shall be claimed @ Rs.4,300/- per bus per day in terms of G.O.Ms.No.106, dt.27.03.90, duly insisting for payment of hire charges in advance.
- 3) DGTs shall be provided if any requisitions are received from the district authorities concerned for transporting ballot papers, for which hire charges shall be claimed @ Rs.18/- per Km. as fixed by the Government vide G.O.Ms. No.563, dt.23.12.97.

- 4) Provision of buses shall be planned by pooling them from nearby Depots, as far as possible and to ensure that maximum number of regular services are operated.
- 5) Whenever the period of detention exceeds 12 hours in a calendar day, it is treated as one full day and where the period of detention is less than 12 hours in a calendar day, it is treated as half day.
- 6) The Regional Managers / Dy.CTMs (in Zones / Regions) shall associate fully in planning and scheduling the activities relating to buses and co-ordinate with the District Collectors in regard to provision of special buses for Election purpose.

Scope shall not be given for complaints.

A report on the operational details such as number of buses supplied in the Region, hire charges worked out, bill claimed etc., be sent to this Office by 22.07.2001, positively.

Please acknowledge receipt.


VICE-CHAIRMAN &
MANAGING DIRECTOR

To
All Regional Managers,
A. P. S. R. T. C.

CC to: EDs/FA/CAO/Secy. to Corpn., for information.
CC to: All EDs in Zones for infmn. & n/action.
CC to: Dy.CTMs/Dy.CMEs/Dy.CAOs for infmn. & n/action
CC to: All DMs/ATMs/AOs for infmn. & n/action.