

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

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

Office of the VC & MD,
Musheerabad:Hyderabad.

CIRCULAR NO.32/2001-OPD(MKTG) DATED: 28.07.2001

SUB:CANCELLATION/REFUND;PRE-PONEMENT/POST PONEMENT

RULES:- Modification of Cancellation/Refund,Pre-
Post-ponement of journey rules to make them more
passenger-friendly-instructions issued-Regarding.

REF:1.Circular No.33/95-OPD(MR & CS) dated.27.5.1995.
2.Circular No.54/95-DY.CTM(M) Dated.7.8.1995.

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I. APSRTC has introduced the facility of advance reservation of tickets, to facilitate the passengers intending to travel by the long distance / inter state services to plan their journey and book seats. This facility, while ensuring a seat to the passenger, enables the organisation to realise the ticket amount in advance as well as to assess and meet the demand. At the same time, the facility of cancellation / pre-ponement and post-ponement of reserved ticket is also extended to meet the varied demands of our customers and arrange refund of fare duly deducting certain amount for such facility.

II. The rules of cancellation, pre-ponement/post-ponement of journey and procedure of refund were communicated through the circular cited.

III. After five years, the cancellation, pre-ponement/post-ponement rules are reviewed once again and decided that they deserve to be modified to make them more simple and passenger-friendly.

IV. Modified rules are notified overleaf the circular.

V. These modified rules come into effect from 1.9.2001.

VI. The Unit Officers are advised to circulate these modified rules to all the Supervisors, Staff working in bus station counters and Authorised Ticket Booking Agents for effective implementation. They are also advised to undertake publicity of these passenger-friendly modifications through display on notice boards at conspicuous places at all our bus depots/bus stations/agents counters so as to make these modified rules known to the passengers.

VII. This has the concurrence of Financial Advisor.

Encl:Overleaf

Sd/-R.P.SINGH,IPS
VICE CHAIRMAN &
MANAGING DIRECTOR

To

All Depot Managers, APSRTC.

Copy to:

FA, CAO, all EDs of Zones, Director (V&S), ED & Secy to Corpn. ED(A), ED(E), ED(MIS) and all RMs/HODs for info. CE(C&IT), COS(Computers) for making necy changes in the software of ACTIS installed at our bus stations & agents counters.

All DVMs of Divisions & Dy CTMs (M&C) of Zones. Dy CTMs(Plg), (Com), (OPns) of OPD for information.

All Principals of ZSTCs, Principal, Trspt Academy, Hakimpet for information.

Works Manager, Printing Press, Controller of Stores, BBU, Miyapur for information and necy action.

All the Controllers of Stores for info & necy action.

All Dy CAOs/AOs of all Zones & Regions for info.

All ATMs of Bus Stations, ATM-I & II, MGBS (IBS)

ATM(HES), ATM(P), ATM(C), OPD & All Sqd incharges for info & n/a.

Traffic In charges of all Depots for info and necy action.

PRO: requested to arrange to translate the circular into telugu version to circulate among all controllers.

CANCELLATION AND REFUND RULES

S.NO	ADVANCE NOTICE OF CANCELLATION	DEDUCTION TO BE MADE	S.NO	ADVANCE MODE OF CANCELLATION	DEDUCTION TO BE MADE
1	More than 24 hrs before the actual commencement of the journey.	Only reservation charge is deducted	1	Upto two hrs before schedule departure of the bus	only reservation charges
2	Less than 24 hrs but more than 12 hrs before the actual commencement of the journey.	10% of the actual fare + Reservation charges be deducted.	2	Two hrs before and upto schedule departure time of the bus.	10% OF THE ACTUAL FARE + Reservation charges
3	Less than 12 hrs but more than 30 mts before the actual commencement of the journey	20% of the actual fare + Reservation charges be deducted	3	Upto one hr, after schedule departure of the bus.	25% of the actual fare + Reservation charges
4	Less than 30 mts before the commencement and within 30 mnts of the departure of the bus	50% of the actual fare + Reservation charges be deducted.	4		

PRE-PONEMENT/POST-PONEMENT RULES

S.N	EXISTING	PROPOSED
1	Requisition for pre-ponement / post-ponement of the date of journey on reserved ticket has to be made 24 hrs. before the schedule departure of the service duly collecting Rs.5/- towards service charges.	Pre-ponement / Post-ponement be allowed upto two hrs before departure of service subject to availability of seats duly collecting Rs.5/- towards service charges.
2	Pre/post-ponement of the ticket is allowed only once.	No change
3	Cancellation of the pre/postponement ticket is allowed, Refund against cancellation of the pre/postponed ticket is made as per the cancellation / refund rules in vogue.	No change
4	Pre/post-ponement is allowed to any other service also, type of bus and destination bein the same.	No change
5	It could be for the same day or to any other day.	No change