

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.C5/243(116)/2004-OPD(C)



Corporate Office
Operations (Commercial) Department,
Musheerabad, Hyderabad – 20.

Circular No.38/2004-OPD(C), Dt. 09.08.2004.

Sub : **DELUXE LOUNGES** : Provision of Deluxe lounge at Bus Stations – Facilities to be provided and Collection of user charges from the passengers utilizing deluxe lounge - Instructions – Reg.

At major and important Bus Stations, Deluxe lounges are being provided, as an amenity to the traveling public. These Deluxe lounges are being allotted through tenders, on payment of monthly licence fee to the Corporation.

The facilities to be provided and the charges to be collected from the customers of Deluxe lounges are not being specified either in the Tender Notification or deed of licence, as a result, the licensees of Deluxe lounges are resorting to collection of exorbitant charges without providing commensurate services.

Complaints are also received that, passengers of Hitech / Deluxe Buses who are in possession of advance reservation ticket and waiting for boarding the bus are not being allowed to utilize the facilities available in Deluxe lounges and the persons working in Deluxe lounges are not courteous and their behavior towards the passengers is rude. As such, there is an imminent need to put an end to such type of complaints.

It needs no emphasis that, Deluxe lounges are being provided for the comfort and convenience of passengers of long distance services. Improper behavior of the persons working in Deluxe lounges, not only attracts Public criticism, but also hampers the image of the Corporation.

Therefore, the following instructions are issued:

1. The user charges to be collected from the passengers utilizing the Deluxe lounge shall invariably be specified in the Deed of licence entered into with the licensee of Deluxe Lounge, which shall not be more than the charges mentioned hereunder:

Rs.5.00 For the First Two hours or part thereof.

Rs.2.00 For every subsequent hour or part thereof.

The User charges indicated above are at the maximum permissible. The licensees may be persuaded to fix the user charges at the lower levels depending upon the local conditions.

2. The Unit Officer shall arrange for display of user charges to be collected from the passengers at a prominent place in the Deluxe Lounge.
3. It shall be ensured that, the licensee of Deluxe lounge collects the user charges from the customers utilizing Deluxe lounge, as specified / recorded in the Deed of licence.
4. The Station Manager / Controller working at the Bus Station shall maintain complaints & suggestions Book and it should be made available to the passengers on demand, to enable them to record their complaints / suggestions on maintenance of Deluxe Lounge.

In the Deluxe Lounge a board shall be displayed at a prominent place for the information of the passengers that, complaint and suggestions book is available with the Station Manager / Controller on duty.

5. The licensee of Deluxe lounge shall engage persons to work in Deluxe lounge with good behavior and character. They shall treat the passengers utilizing the Deluxe Lounge with courtesy and politeness. If complaints are received on misbehavior or impolite behavior of Deluxe lounge personnel with the passengers / customers, immediate action shall be taken to impose heavy penalty on the licensee, besides insisting upon the licensee to remove such persons from the service of deluxe lounge.
6. The Security Personnel at Bus Stations shall be instructed to keep a close watch on the passengers entering into Deluxe Lounge to prevent as far as possible, the entry of anti-social elements, into Deluxe lounge.
7. It shall be ensured that, the following minimum facilities are provided at Deluxe lounge by the licensee ie, chairs, Fans, toilets & Bathrooms (separately for ladies and gents), drinking water, News papers and Television for the convenience of the passengers utilizing Deluxe lounge.
8. The long distance passengers who are in possession of advance reservation tickets for Hitech / Volvo / Garuda / Deluxe Buses shall be allowed to utilize the Deluxe lounge free, one hour before the scheduled departure of the Bus for which they have reserved Ticket. This 'Clause' shall invariably be incorporated in the deed of licence to be entered in future.
9. If any complaints are received regarding excess collection of user charges or mis behaviour with passengers by the personnel working in Deluxe lounge, severe action shall be taken against the licensee by imposing heavy penalty. Even after imposing penalties on more than three times in a calendar year, if complaint of similar nature is received, action shall be taken to terminate the licence, duly following the procedure.
10. The Regional Managers shall pay personal attention to provide better and complaint free service in Deluxe lounges.

Please acknowledge.



**VICE CHAIRMAN &
MANAGING DIRECTOR**

To
All Regional Managers,
APSRTC

Copy to : All EDs of Zones – for information.
Copy to : All DVMs & DMs - for information & necessary action.
Copy to : ATMs at Bus Stations – for information & necessary action.
Copy to : Training Officer, Head Office – for inclusion in the monthly index of Circulars.