

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.P9/92(14)/2001 OPD(P)

Corporate Office,
Operations (Plg) Department,
Musheerabad, Hyderabad-20.
6th Sept. 2001.

CIRCULAR NO.43/2001 OPD(P), Dt. 04-09-2001.

Sub:-SPECIAL HIRE - Provision of Corporation buses on special hire basis - Collection of 25% extra deposit in advance - Refund of balance amount to the hirer after the journey - Instructions issued - Reiterated - Reg.

Ref:-This office Circular No.31/2000 OPD(P), dt.16-10-2000.



I. INTRODUCTION :

- 1) The Corporation has been providing buses on special hire basis for various purposes like - marriages, functions, excursions, educational tours etc., at the rates fixed from time to time.
- 2) Complaints are being received from those who have hired the buses to the effect that -
 - a) Procedure of hiring of buses is not being clearly explained ie., computation of hire charges on an actual distance or hourly basis, whichever is higher,
 - and
 - b) Abnormal delay is caused in refund of amount due to the hirer.
- 3) Many a time it is observed that abnormal delays are being caused in arranging refund of the balance amount to the hirer, giving room for customer dissatisfaction.
- 4) As per the procedure in vogue, the hirer requisitioning the bus has to deposit the requisite hire charges and 25% extra over the estimated hire charges, in advance. Presently, MTD-70 (Final return) is prepared by the Depot Clerk after the special hire operation is completed and submitted to the AO/Dy.CAO of the Region concerned. The refundable amount to the hirer is made from the bus cash by the D.C. on receipt of certification from the AO/Dy.CAO in MTD-70. This process is causing abnormal delay.
- 5) It is now ordered that refundable amounts, if any, be arranged immediately, after completion of the hire contract and after completing all the formalities.

II. PROCEDURE OF HIRING OF BUSES AND COMPUTATION OF HIRE CHARGES :-

Whenever any hirer approaches the depot authorities, he shall be supplied with requisite form and also terms & conditions of hiring of a bus. After computation of the

hire charges he shall be explained the procedure of computation of hire charges and other details and he shall not go with any doubts. There shall be total transparency. The terms & conditions shall be painted and exhibited at prominent places.

III. MODIFIED PROCEDURE :

- 1) With an objective to arrange refund of the balance amounts to the hirer immediately, after the hire contract is completed, the following modified procedure is ordered for implementation with immediate effect at all the Depots.
- 2) The D.C (Earnings) of the Depot concerned shall prepare a separate preliminary Return in duplicate in the proforma given as at ANNEXURE-'A' which shall contain the following particulars.
 - a) Vehicle No. and type of bus :
 - b) Seating capacity :
 - c) Route course from the Depot with route length :
 - d) Journey performed (Up & Down) :
 - e) Actual KMS. operated :
 - f) KMS worked out on hourly basis :
 - g) Hire charges worked out as per prescribed rates (on actual KMS operated or hourly basis whichever is more) :
 - h) Advance paid by the hirer as per MTD 69 :
 - i) Amount refundable /recoverable to/ from the hirer.
- 3) The D.C(E) shall submit the PR (Preliminary Return) to the Traffic in-charge (CI/STI) of the Depot. The Traffic in-charge of the Depot shall scrutinise the particulars, countersign and forward the same to I/C of Accounts Section of the Depot, who shall audit the calculations and certify for payment of refundable amount to the hirer or recoverable amount from the hirer. Based on this, the D.C.(E) shall take immediate action to arrange to refund the balance amount from the bus cash to the hirer. All this process be completed within three working days from the date of completion of hire contract.

IV. PREPARATION OF SOFTWARE BY COMPUTER WING :

Action is on hand to computerise the entire transactions by developing required software with an objective to arrange refund of amount due to the hirer immediately after the hire contract is completed. Until such time the modalities are worked out and computerised, the instructions now issued will stand good.

All other terms and conditions contained in " Operational and Audit Manual " shall hold good.

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All the Depot Managers are therefore advised to adhere to the above instructions scrupulously.

This has the concurrence of CAO.


Encl : As above.

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

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

Copy to: EDS/Secy. to Corpn./FA/CAO for information.
Copy to: All RMs for information.
Copy to: DVMS/Dy.CTMS (M&C) for infmn. & n/action.
Copy to: Dy.CAOs/AOs in Zones/Regions for infmn. & n/action.
Copy to: All ATMs for infmn. & n/action.
Copy to: WM (P&S), BBW, Miyapur. He is requested to arrange to take up printing of " Requisition Form " in the modified format duly incorporating the terms & conditions as given at ANNEXURE-'B' of this Circular.

// ATTESTED //


CHIEF TRAFFIC MANAGER
wdc (OPERATIONS)