

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.C2/VAS(01)/2011-OPD(C)



Corporate office,
OPD(Commf.)Wing.

CIRCULAR NO: 59/2011-OPD(C), Dt.13.10.2011

Sub: **VALUE ADDED SERVICES** - Provision of value added services in A/c buses - Supplying of Blankets in Garuda and Indra buses - Appointment of M/s White Choice Laundry System as a washing contractor at Corporation level- Comprehensive guidelines issued - Reg.

Ref: 1.Circular No.53/97-OPD(C), Dt. 27.12.97.
2.Circular No. 57/2004-OPD (R&D) Dt.14.12.2004.

Instructions were already issued on provision of value added services viz. Playing of TV, Supplying of Woolen blankets & Water bottle, Selling of snacks & cool drinks, Supplying of face freshener and confectionaries and loading and unloading of passenger luggage through attendant in Garuda buses. At present, these value added services are being provided through appointed contractors at all the Depots operating Garuda services.

The quality of these value added services shall not be neglected and is to be certainly ensured for achieving satisfaction and patronage of our elite passengers in this competitive environment of operation of high end buses by private operators.

Of late, instances have come to the notice that the blankets being supplied to the passengers are not in properly washed & clean condition and the quality and size of blankets are also varying from depot to depot.

Therefore, it is decided to provide the blankets, with uniformity in size and quality, to all our AC bus passengers on par with Railways and APTDC and also **to provide separate set of blankets for Up and Down Journey passengers i.e. one bus shall carry two sets of blankets for supplying one set to Up journey and another set to Down Journey passengers separately.**

Accordingly action has been taken to purchase blankets of required number i.e. @ each 5 sets per bus (two sets on the bus, two sets for washing and one set as spare) and to supply the same to all the Depots which are operating Garuda buses and similar action will be taken for procurement of blankets for Indra buses also.

Further in order to ensure supplying of washed and clean blankets to the passengers of AC buses, M/s White Choice Laundry System has been appointed as a single Contractor at Corporation level for washing and cleaning of blankets & curtains of all the depots operating Garuda and Indra buses for a period of one year on nomination basis.

Accordingly, an agreement has been entered into with M/S White Choice Laundry System for a period of one year, i.e from 15.10.11 to 14.10.12.

SALIENT FEATURES OF THE AGREEMENT:

- 1) The contractor shall carry out the work of mechanized washing / cleaning of Blankets and curtains of all AC buses of various depots and supply the same in neat and tidy condition duly ironing and packed in HDPE covers having above 40 micron thickness.
- 2) The Contractor has furnished a Bank Guarantee for an amount of Rs 9.1 lakhs, a sum equivalent to one month remuneration payable by the Corporation to the contractor and the Bank Guarantee is valid till the end of the licence period.
- 3) Reconciliation of number of AC buses allotted will be done at corporate office every three months to arrive at the increase in number of blankets for washing with the increase in number of buses and the Contractor shall have to submit the Bank Guarantee for the additional amount, if any, as per the calculation of one month remuneration.

Pick up and supply of blankets:

- 4) The contractor shall pick up the soiled Blankets and Curtains on daily basis from each depot operating A/C buses and supply the same after washing, cleaning and ironing etc., neatly packed in HDPE covers within 24 hours from the time of picking up of the soiled Blankets/Curtains.
- 5) In the event of delay in arrival of the scheduled A/C service buses on account of traffic jam/accident or for whatsoever reason, it is the responsibility of the Contractor to wait and pick up the soiled Blankets/Curtains from such buses of each depot as and when it arrives or when informed by the concerned depot authorities for the purpose of washing / dry cleaning.
- 6) The Contractor shall segregate the torn Blankets/curtains while collecting for washing. Washing charges shall not be paid for the torn Blankets/curtains. If any item gets torn during washing the same shall be separately packed and returned to the Corporation. In no case torn Blankets/curtains should be mixed up with good / washed Blankets/curtains.
- 7) The Contractor shall transport washed/soiled Blankets in canvas bags procured by him and in no case the Blankets shall be used for wrapping purposes.
- 8) Blankets/Curtains shall be machine washed and cleaned and the Contractor shall use only Standard Detergents/Chemicals of reputed brands like Refnoil & Hindusthan Chemicals Ltd., etc., for washing purpose and there shall not be any adverse effect on the durability/life of the Blankets and Curtains due to usage of the Detergents/Chemicals.
- 9) All the Blankets well cleaned without stains, fully dried, pressed and neatly folded shall be packed and are to be supplied by the Contractor in HDPE covers (above 40 micron thickness) of 17 " x 21" size.

- 10) On finding the Blanket / Curtain damaged, the cost of the same will be deducted from the monthly remuneration payable to the Contractor. Such damage has to be brought to the notice of the Contractor by the certifying authority on the same day while being received from the Contractor or as per the passenger's complaint.

Advertisement Rights:

- 11) The HDPE cover shall bear the logo and name of APSRTC on one side of the cover (at the bottom) and the Contractor is given with full advertisement rights on both sides of the HDPE cover.

Rates per blanket/curtain and payment of bills:

- 12) Washing rates per blanket & curtain:

S No	Depots located in City/town	Total no of Blankets for each pick up per day	Rate per Blanket in (Rs)	Rate per Window Curtain in (Rs)
1	Hyderabad	-	8.00	4.00
2	Vijayawada	-	8.00	4.00
3	Visakhapatnam	-	8.50	4.00
4	Tirupathi	-	8.50	4.00
5	Kakinada	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
6	Guntur *	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
7	Ongole	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
8	Kandukur	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
9	Nellore *	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
10	Madanapally *	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00
11	Karimnagar *	0-180	12.50	4.00
	-do-	181 & above	8.50	4.00
12	All the Depots wherever A/C buses are going to be allotted	0-180	12.50	4.00
	-do-	181 & above	11.50	4.00

- i) The total no. of Blankets picked up per day from all depots located in a particular City/Town marked as "*" above, shall be taken into account as single entity for arriving at the rate per Blanket. For example in KRMR Town, the total no. of Blankets picked from KRMR-I & II Depots together shall be taken into account for arriving at rate per Blanket.
- ii) As explained above, payment shall be arranged to the contractor as per the arrived rate per blanket.

- 13) The payment shall be arranged to the contractor by way of cheque on monthly basis through Depot Manager concerned on receipt of the bills duly certified by the Supervisor, or any authorized person (identified by DM) at each Depot. The payment shall be arranged to the Contractor on the seventh day from the date of receipt of the bill by the office of the Depot Manager.
- 14) Income tax (TDS) shall be deducted from the payments made to the contractor as per the guidelines issued by Government from time to time.

Penalties:

- 15) a) During checks by the authorities of the Corporation and on public complaints, if it is detected that the quality of washing is unsatisfactory, then a fine of up to Rs.1,000/- may be imposed on the Contractor on each occasion/complaint.
- b) In the event, if the packing is not done in the prescribed manner, a penalty not exceeding Rs.10/- per item may be imposed on the Contractor.
- c) In the event of non compliance of usage of specific detergents and perfumes etc., a fine of Rs.1,000/- will be imposed on each occasion.
- d) In the event of non compliance of machine cleaning, a fine of Rs.5,000/- will be imposed on each occasion.
- e) If wet Blankets/Curtains are pressed and delivered, the same is likely to be rejected, besides levy of fine of Rs.5/- per piece for the quantity of short supply/rejected.
- f) The amount of fine imposed shall be deducted from the bills (amount) payable to him for the work done, at the time of passing the bills for payment.
- g) The cost of the items which have been lost by the Contractor shall be recovered from the bills immediately payable to him.
- h) If the Contractor fails to supply the Blankets/Curtain washed as per the agreement, a penalty of Rs.500/- shall be imposed on each occasion.
- i) If the quality of the work is not satisfactory, a penalty not exceeding Rs.5/- per item will be imposed.
- j) The Corporation authorities are empowered to exercise sample checks to ensure the quality of the work. If the quality is not satisfactory, the authority may reject the individual item or the whole lot.

Other conditions:

- 16) The Contractor shall comply with all the laws, rules and procedures in the local/within the territorial limits in which the business is carried and he/she shall pay all the taxes, fees or other sums payable to the local authorities for the purpose of carrying on the business of Washing/Dry cleaning and there shall be no dues payable to any authority.
- 17) The Contractor shall comply with the provisions of all the Acts of Government relating to Labour and the Rules and Regulations made there under, from time to time like payment of P.F., ESI, Minimum wages as prescribed by the Govt. and submit the proof of compliance. The Contractor shall at all times indemnify the Corporation all claims, damages for compensation under the provisions of all Laws and Acts pertaining to the Labour engaged by Contractor on discharge of the contract and reimburse the same in case any payment is made by the Corporation.
- 18) The Corporation reserves the right to recover from the amount due to the Contractor, any kind of penalty or decree amount or court fees or office expenses arising out of the court directives or other-wise, due to bad quality of washing of Blankets/Curtains supplied to the passengers.
- 19) The Contractor shall ensure that his staff while carrying out the said work is in uniform and carry an identity card at all times. They shall behave with discipline and be courteous and in no way indulge in illegal activities on Corporation premises that could cause loss to property or reputation of Corporation.

Instructions were already given to all the Regional Managers to delete the item of supplying washed blankets from the existing contract or to terminate the total contract and to appoint a new contractor in case the existing contractor expresses inability to carryout the contract without this item of supplying of blankets.

It must be ensured that the attendant provided by the existing/new contractor, in addition to the other value added services, shall also take the responsibility of receiving the washed blankets (two sets per service) from the depot authorities, supplying to the passengers and handing over the used blankets back to the depot authorities after completion of service.

The above instructions shall be scrupulously followed by all the concerned field managers.


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**Vice Chairman &
Managing Director**

Copy to:

- All Depot Managers for information and necessary action.
- All Dy.CAOs, AOs, POs in Zones/Regions for information and necessary action.
- All Dy.CTMs/Dy.CMEs of Regions for information and necessary action.
- All Regional Managers for information and necessary action.
- All Executive Directors (Zones) for information and necessary action.