

## ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No: R&D/535(41)/2011

Office of the VC&MD,  
Bus Bhavan, Hyd.  
Dt: 1-11-2011.

### **CIRCULAR NO: 66- R&D(OPD)/2011 DT: 1-11-2011**

Sub: **VALUE ADDED SERVICES** – Provision of Value added services to the passengers of INDRA A/C Buses – Issue of Instructions – Reg.

Ref: 1. Circular no: 57-R&D(OPD)/2004 dt: 14-12-2004  
2. Circular no: 4-R&D(OPD)/2007 dt: 27-01-2007

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#### **Introduction:**

Corporation is going to introduce the prestigious A/C product under the brand name "Indra" to serve intermediate segment passengers between the Garuda and Super Luxury. Initially, 100 'Indra' A/c buses are planned for operation on various routes.

To enhance the customer delight and thereby, to attract more passengers to patronize Indra A/C services, it is decided to provide some Value added services on free of cost to the passengers of Indra A/C services.

#### **Value added facilities to be provided to the passengers of INDRA A/C**

##### **Buses:**

- (i) 250ml. Mineral Water Bottle to the passengers performing journey upto 5 Hrs and ½ ltr. Mineral Water Bottle to the passengers performing journey beyond 5 Hrs. (Mineral Water Bottles of reputed brands viz., AQUAFINA, BISLERY, KINLEY shall only be provided).
- (ii) Woolen Blankets to the passengers performing night journey beyond 5 Hrs.
- (iii) Audio & Video
- (iv) Attendant's assistance to the passengers in loading and unloading their luggage.

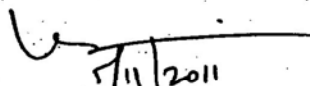
**Guide Lines:**

1. The Service Captains shall be instructed to ensure proper distribution of the value added services provided without giving room for complaints from the passengers. The instructions shall be mentioned in the service MTD-141 cards.
2. List of value added services provided to the passengers of INDRA buses shall invariably be displayed at conspicuous place in side the bus for information to the passengers, as shown in the annexure.

The instructions shall come into force with immediate effect.

This has the concurrence of the FA.

Encl: Annexure

  
7/11/2011  
**VICE CHAIRMAN &  
MANAGING DIRECTOR**

Copy to: Dir (V&S), FA, CAO, ED (HRD&Medical), ED (E&IT),  
ED (A&AM) for information.  
All Executive Directors of Zones, for infm. & n/action.  
All Regional Managers for information & n/action.  
All HODs, DyCTMs, DVMS, for information & n/action.  
All DMs for information & n/action.

**Annexure to the Circular No.66/R&D(OPD)/2011, Dt:01.11.2011**

**For Attention of the passengers**

Passengers are requested to avail the facilities provided in the bus through attendant.

- On request, 250ml Mineral Water Bottle will be supplied on free of cost, to the passengers performing journey upto 5 Hrs and ½ ltr. Mineral Water Bottle to the passengers performing journey beyond 5 Hrs.
- Woolen Blankets shall be provided to the passengers performing night journey beyond 5 Hrs.
- Attendant's assistance to the passengers in loading and unloading of their luggage without cost.
- Audio and Video facility.