

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. AME-III/RIV Project (e-Seva)/2006

O/o the VC & MD,
Musheerabad: Hyderabad-624.**CIRCULAR NO. 09/2011-OPD (MKTG) DATED: 28.02.2011**

Sub: **e-Seva** - Extension of APSRTC bus ticket reservation facility through all e-Seva centers in the state, where there are no ATB Agents available - Reg.

e-Seva is an initiative by the Government of Andhra Pradesh to provide a single window facility to the public for payment of their bills such as electricity, water, telephone etc in a comfortable and accessible manner. e-Seva is under the control of Department of Information Technology & Communications, Government of Andhra Pradesh catering to the needs of citizen in urban areas. e-Seva centers were started almost ten years back and the counters are serving the public efficiently.

These centers have already won the confidence of the citizens and now APSRTC can better utilize this platform to develop its business of ticket booking. This will be one more step forward to expand network base of ticket reservations and also to capture the rural market. Hence the necessary approvals are accorded for the following:

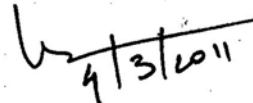
- Extension of APSRTC bus ticketing services to e-Seva centers in A.P. State, wherever there are no ATB agents.
- Regional Managers are empowered to identify feasible e-Seva centers under their jurisdiction, where there are no ATB agents and there is business potential duly consulting with the District Incharges of e-Seva and enter into agreement with e-Seva (center wise) with terms & Conditions already agreed by the Commissioner, EDS (e-Seva).
- An amount of Rs. 10,000/- per e-Seva center shall be collected towards Security Deposit.
- The initial agreement will be for a period of one year and extendable every year on mutual consent based on satisfactory performance.
- To pay commission to e-Seva authorities, as per the rates prescribed for Authorised Ticket Booking Agents of APSRTC.
- **MODE OF PAYMENT:** The competent authority has also agreed for daily consolidated of cash remittance by e-Seva [*represented by Joint Collector & Additional Director, e-Seva or any authority designated by the Commissioner, EDS (e-Seva)*] for centers under each Region by Bank transfer method before 13.00 hours of the next day. The District

Incharge of e-Seva will transfer the amount to be paid by all the e-Seva counters under the jurisdiction into account of AO/Region. The Accounts Officer of the Region should ensure that the amount transferred by e-Seva is in accordance with the amount to be remitted by all e-Seva counters put together as per the CR Note generated in OPRS for each center.

Therefore all Regional Managers shall coordinate with the Commissioner/EDS (e-Seva) represented by the District Incharges to identify feasible e-Seva centers where there is demand for reservation counter and where there are no ATB Agents in nearby vicinity, for commencing ticket reservation system duly entering into an agreement (as per the agreement copy enclosed) and collecting Security Deposit as per the approval of the competent authority.

Please acknowledge.

Encl: Agreement Copy


4/3/2011

VICE CHAIRMAN & MANAGING DIRECTOR

To
All Regional Managers,

Copy to Director (V&S), CAO, FA, all EDs & HODs for information
All Dy.CTM, Dy.CAOs, COSS, DMs, ATM (Bus Station)s, AOs & POs
for information and necessary action.

ANDHRA PRADESH STATE BOARD TRANSPORT CORPORATION

AGREEMENT

THIS AGREEMENT is made on the ____ day of _____ 20____
 at _____ between Andhra Pradesh State Road Transport Corporation
 (APSRTC) established under section 3 of Road Transport Corporation Act 1950
 having its Head Office at Musheerabad Hyderabad -20 represented by its
 Regional Manager _____ Region, vide the Powers conferred on him by
 Delegation No.9 of Administrative Matters read with the item 7 of preamble (on
 the one part) herein after called " Corporation" which expression shall include
 its successors, Transferees and assignees of the one part.

"AND"

Director, Electronically Deliverable Services (EDS), Department of Information
 Technology and Communications, Government of Andhra Pradesh. having its
 Head Office at Banajara Hills, Hyderabad, represented by its Director , EDS
 (eSeva) herein after called " EDS " of the other part.

Whereas the Corporation accorded sanction for providing the facility of issue
 of APSRTC Advance reservation tickets at eSeva centers in the state of Andhra
 Pradesh for selling of tickets for long distance buses of APSRTC for a period of
 One year from _____ to _____ facilitating anywhere to
 anywhere reservation whenever available.

THIS AGREEMENT SHALL remain in force for a period of one year commencing
 from _____ and ending with _____ with the following Terms
 and Conditions.

- 1) The EDS, Government of Andhra Pradesh, Department of IT&C project is
 identified as one of the Corporation's Authorized Ticket booking (ATB) agent at
 _____ Town at the following eSeva centers.

- a. _____
 b. _____
 c. _____

2) The contract is for a period of One year renewable for further period subject to performance and on mutually agreed terms and conditions.

3) EDS shall deposit an amount of Rs.10,000/- (Rupees Ten Thousand only) per eSeva center towards interest free Security Deposit with APSRTC within 30 days of signing of the agreement.

4) a) Commission for the Ticket sold will be on par with the ATB Agents as shown below:

TYPE OF SERVICE	COMMISSION PAYABLES	
	ADULT	CHILD
A) For Garuda Services:	Rs.	Rs.
i) For Fare upto Rs.375/-	10.00	7.50
ii) For Fare from Rs.376/- to Rs.700/-	20.00	15.00
iii) For Fare above Rs.700/-	25.00	19.00
B) For all other Services :		
i) For fare upto Rs.125/-	5.00	2.50
ii) For fare above Rs.125/-	10.00	5.00

b) Commission rates can be revised at any time as per the instructions of Corporate Office from time to time.

c) EDS also entitled for 10% commission on the amount of earnings realised by booking passenger luggage.

d) Commissions will be paid on return Journey Ticket sold also.

- e) No transaction charge is admissible on tickets cancelled .Transaction Charges already paid on the day of booking shall be deducted for the tickets cancelled from the eligible transaction charges of the day on which the ticket were cancelled. However, in case of part cancellation of ticket, transaction charges already paid shall not be deducted.
- f) No transaction charges shall be paid on preponement or postponement of journey.
- g) The transaction charges shall be deducted from the daily sale proceeds of tickets to be paid to the Corporation.
- 5) a) EDS shall have to accept the luggage of the passengers duly collecting the luggage charges (over and above the permitted free luggage) as per the rules in force. The necessary luggage fare tickets are to be issued.
- b) EDS shall not accept the unaccompanied luggage.
- c) 10% commission on amount realized towards issuing luggage tickets shall be paid at the end of every month on receiving claim at the end of the month from EDS after due verifications by the authorities concerned.
- d) The total weight of luggage transported on a bus shall not exceed 500 KGs of weight.
- 6) a) As authorized by the Commissioner EDS (eSeva) ,EDS (eSeva) office or its authorized person will receive the ticket stock from the corporation who in turn shall maintain and distribute the stock to all eSeva centers in _____ town.
- b) Depot Manager or Assistant Traffic Manager of APSRTC shall issue the ticket stock to the said office based on a written requisition. The ticket stock will be supplied once in a fortnight initially. All tickets stocks received by EDS

eSeva) shall be acknowledged in writing of the concerned Depot Manager or Assistant Traffic Manager in a standard format existing else the format shall be jointly prepared and finalized.

c) EDS (eSeva) shall ensure that daily center wise consumption details of ticket stock are posted online to the Server at respective Bus Station for monitoring by the Corporation on the daily basis.

d) EDS is liable to be penalized as per the rules of APSRTC prescribed at Annexure-I in case of loss/mutilation of tickets supplied to them by the Corporation.

7) a) EDS (eSeva) shall ensure remittance of the amount realized on account of sale of tickets by way of cash/online bank transfer to the account of Dy. Chief Accounts Officer / Accounts Officer, Andhra Pradesh State Road Transport Corporation, _____ Region.

b) The Dy. Director (Finance), EDS (eSeva) shall arrange for daily remittance of cash/bank transfer for previous day sales before 13.00 hours.

c) In the event of failure of remit the Cash/Bank transfer for daily sale amount of the day on or before 13.00 hours on the next day, the Corporation shall have the right to stop access to the Andhra Pradesh State Road Transport Corporation OPRS Server.

d) If the EDS (eSeva) fails to remit the daily ticket sale amount corresponding to any eSeva centre with in 13:00 hours of the next day or commits breach of contract, the Corporation shall have the right to take any one or all the following action:

i) Forfeiture of Security Deposit pertaining to the particular eSeva centre in favour of the Corporation.

ii) Termination of the contract of particular eSev centre as Authorized Ticket Booking Agency without any notice.

24
e) The EDS (eSeva) shall arrange to submit the following documents along with the daily cash Bank Transfer voucher to Depot Manager/ Assistant Traffic Manager, _____ Bus Station/Depot, in the prescribed format.

- i) eSeva APSRTC - Bus Reservation report for the Day.
- ii) Vouchers corresponding to cancelled tickets, pre/postponement tickets, invalidated tickets etc., if any.

8) It has been decided to impose penalties on the eSeva centers for various irregularities committed by the eSeva agents during the subsistence of the agreement period. On mutually agreed terms upon the quantum of amount of penalties to be imposed on the various irregularities basing on the gravity of the irregularity committed as shown at Annexure-1.

9) The Project Manager / Dy. Director (Technical) EDS (eSeva) shall coordinate with APSRTC for all technical problems. Similarly from APSRTC a senior officer of the cadre _____ shall be the responsible.

10) a) The EDS (eSeva) shall collect the fare and reservation tariff as prescribed by the Corporation from time to time.

b) The reservation charges of Rs.5/- need not be collected from the passengers who purchase tickets in the current booking with in 30 minutes before the schedule departure of service. However the EDS (eSeva) is eligible for commission on such tickets sold on par with ATB Agents.

11) The EDS shall issue tickets according to the boarding place opted by the passengers. The boarding place opted by the passengers need not be the area under the jurisdiction of the eSeva counter.

12) a) It shall be responsibility of the EDS (eSeva) to provide all the essential equipment/Tools/Furniture, hardware, telephone and modems etc. at the remote end.

b) It shall be responsibility of EDS (eSeva) to ensure the functioning of networking between Server at concerned Bus Station and eSeva main Server at the Data Centre. Corporation is not responsible for any network related problems. APSRTC shall provide one LL point and one ISDN port in their router for termination the WAN connectivity at their end.

13 All the existing rules prescribe by the Corporation with regards to issuing advance/current reservation tickets/preponement and postponement of journey /cancellation and refund of fare/return journey tickets etc., are to be followed scrupulously by the EDS (eSeva). The modifications/additions/deletions of any such rules will be communicated to the EDS (eSeva) and the same are to be followed from time to time.

14) Any fraudulent practices like collection of excess fare, black marketing of tickets creation of artificial demand misuse/abuse of software, tickets fraud etc., either directly or by representative/ employee of eSeva shall be treated as breach of contract and leads to termination of contract beside recovery of loss caused to the Corporation.

15) The Corporation shall not correspond with the Representative/ Franchisee/employees engaged by EDS (eSeva) for all purpose (for sales and remittance etc.,) and only the Dy. Director (Tech) is responsible and accountable to the Corporation.

16) The EDS (eSeva) shall furnish information connected to selling of bus tickets that may required by the Corporation from time to time.

17) The Contract can be terminated by giving two months notice on either side. In such circumstances the Security Deposit which may remain to the

credit of the EDS will be refunded after all the dues to the Corporation have been settled out of the Security Deposit of the EDS.

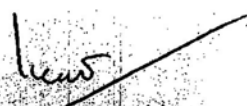
- 18) Wherever, the areas which are already covered by the existing ATB Agents of APSRTC would not be opened for eSeva for ticket booking and in this connection, the decision of APSRTC is final.
- 19) APSRTC shall have the right to open additional ticket booking counters at any place on its own or through other agents at its discretion.
- 20) The EDS shall not sell products of any other Public Transport (Road). If any such instances are noticed, the Corporation has the right to terminate the agency and forfeit the Security Deposit held.
- 21) The EDS shall not sub-let or sub-lease the agency without permission of the Corporation. Resorting to any such act is deemed as violation of the agreement.
- 22) The worker engaged by the EDS (eSeva) directly or by outsourcing, shall not have any right to claim any sort of employment in APSRTC at a future date.
- 23) In the event of any dispute arising as to the interpretation of Terms and Conditions, the decision of the Vice Chairman & Managing Director of the Corporation shall be final and binding on both the parties.
- 24) The Corporation is not responsible for operational failure, break downs, delays in the departure of services, cancellation of services etc., due to reasons beyond its control.
- 25) EDS (eSeva) is not responsible for failure /downtimes due to the reasons beyond its control.

26) Any acts of omissions/Commission by the agents /Franchisee appointed by EDS (eSeva) shall not result in any pecuniary loss to the Corporation Director, EDS is only responsible for the amount due to the Corporation.

In witness thereof, the parties here to have set their signature on the date and place mentioned below.

Date :

APSRTC represented by its
REGIONAL MANAGER, REGION


EDS (eSeva) represented by
Director.
DIRECTOR
Office of the Director, EDS
Dept. of IT & C
Govt. of A.P., Hyderabad

WITNESSES:

1.

2.

3.

4.

ANNEXURE-I

Penalties shall be imposed as prescribed below in case of loss/mutilation of tickets supplied to EDS (eSeva) by the Corporation.

1. In the first of loss of tickets, a penalty of Rs.200/- per ticket lost shall be imposed.
2. In the second case of loss of tickets repeated by the same eSeva agent, a penalty of Rs500/- per ticket lost shall be imposed.
3. In the third case of loss of tickets repeated by the same eSeva agent the agency has to be terminated duly forfeiting the Security Deposit by giving a prior notice.
4. If tickets are mutilated but Serial numbers of the tickets are visible, they shall be submitted at the Depots by the eSeva agents, otherwise they will have to be treated as lost tickets.

ANNEXURE -II

The following penalties shall be imposed for various irregularities committed by the eSeva agents as shown against each based on the gravity of the irregularity committed:

S.No	Nature of irregularity	Amount of penalty proposed to be imposed		
		1 st time Offence Range (Rs.)	2 nd time Offence Range (Rs.)	3 rd time Offence Range (Rs.)
1	Keeping the counter closed without intimation	100-200 Per day	200-300 Per day	300-500 Per day
(Based on the sales of the counters)				
2	Late remittance of Cash i.e., after 13:00 hrs or next day	Upto 50,000/- Daily cash: 500-1000	Daily cash of 50,000/- - Lakh: 1000-2000	Daily cash above 1 Lakh: 2000-3000
	For genuine reasons	(Min Rs.500/- and upto 3% of the value)		
3	Non returning the cancellation vouchers to the passenger	100-200	200-300	300-500
4	Acceptance of cancellation of tkts w/o obtaining original tkts (i.e. cancellation over phone)	300-500	500-1000	1000-2000
5	Invalidation of tkts even though printed correctly	500-1000	1000-2000	2000-3000
6	Non accepting the cancellation of tkts issued by the other agents in case bus doesn't turn up	100-500	500-1000	1000-2000

7	Complaints from the passengers	500-1000	1000-2000	2000-3000
8	Non refunding of correct amount to passengers on cancellation of tkts.	500-1000	1000-2000	2000-3000
+ short amount paid to the passenger				
9	Withdrawal of the agency w/o waiting till alternate arrangement is made.	100-200 per day based on the sales of tickets of the counter.		
With in 3 months after notice period or till finalization of new tenders whichever is earlier)				
10.	Bulk blocking of seats and later canceling or postponing to create artificial demand	1000-2000 +25% value of the tickets blocked & later cancelled /postponed	2000-4000 + 50% value of the tickets blocked & later cancelled /postponed	5000/- + 75% value of the tickets blocked & later cancelled /postponed
11	Non - acceptance for cancellation of tickets issued by other agents	200-500	500-1000	1000-2000
12	Misuse of software Programme.	Not less than 1000/-	Not less than 2000/-	Not less than 3000/-
13	Sale of tickets for private buses	500-1000	1000-2000	5000/- or total value of tickets sold whichever is higher
14	Issue of mismatched tickets	500-1000	1000-2000	2000-3000
15	Non availability of	100-200	200-300	300-500

	complaint book / Inspection Book			
16	Issue of tickets without reservation etc.	100-200	200-300	300-500
17	fraudulent practices such as excess fare collection /Black marketing of tickets etc.	500-1000 + excess fare collected	1000-2000 + excess fare collected	2000-3000 + excess fare collected
18	Causing delays in operation of buses directly /indirectly	200-500	500-1000	1000-2000
19	Imposing of penalties on any other irregularities detected at a later date and penalty will be imposed as per the gravity of the offence, duly obtaining the orders of the Regional Manager.			

NOTE: The range indicates the maximum and minimum penalty to be levied
based on the average sales of the Counters.