



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M/664(5)/2017- OPD (M)

O/o the VC&MD,
NTR Admn. block, VJA.

JOINT IT & OPD CIRCULAR No. 18/2017-OPD(M), dt. 20.07.2017

SUB: OPRS: Provision of facility for **auto refund of fare** in case of cancellation of services, failed transactions & non confirmation of wait listed tickets to passengers who obtain **e-ticket** through OPRS – Issue of instructions – Reg.

REF: 1) Circular no. 53/2013 – OPD(Marketing), dated 19.11.2013.
2) Circular no. 55/2013 – OPD(MKTG), dated 20.11.2013.
3) Circular no. 02/2015 – OPD(Marketing), dated 19.11.2013.
4) Lr .No M/664(03)/2017-OPD (M), dated 20.04.2017.

APSRTC is operating 4,505 services per day under online passenger reservation system (OPRS). Customers book about 42,000 seats per day in advance through different streams of OPRS like RTC operator, ATB agents, e-ticketing, B2C franchisees, B2B franchisee & ITIMs. It is a fact that certain number of such seats get cancelled everyday. For reasons such as

1. Cancellation for personal reasons
2. Cancellation of services
3. Failed transactions
4. Non confirmation of wait listed tickets etc.,

Break up of such cancellation of seats made during Apr'17 is furnished below:

S No	Description	Number
1	Average number of seats sold per day through OPRS	42,000
2	Average number of seats booked through e-ticketing per day	13,500
3	Average number of seats cancelled on personal grounds per day	2010
4	Average number of seats withdrawn per day due to cancellation of services	900
5	Average number of seats foregone per day due to failed transactions (e-ticketing)	52
6	Average number of seats denied per day due to non confirmation of wait listed tickets	53

In case of **cancellation of tickets on personal grounds**, passengers will approach advance reservation counters available at bus stations / A1B agents / web portals of APSRTC & B2C Franchisee/ ticketing Kiosk of B2B franchisee. Refund of fare will be arranged as per the rules communicated through Circular under reference 2nd cited.

The procedure being followed at present for arranging refund of fare is furnished below:

I) Refunds arising out of cancellation of services :

- Traffic in charge / OPRS supervisor declares the service as cancelled through OPRS.
- SMS with details of cancellation of service will be sent to registered mobile number of passenger.
- The passenger has to cancel the reserved ticket within 15 days of schedule departure time of the service duly accessing web portal of APSRTC & feeding the UID number.
- The refund amount will automatically be credited to the respective bank account of the passenger.

II) Refunds arising out of failed transactions:

Failed transaction is one wherein the requisite fare amount will be deducted from the respective bank account of passenger where as no e-ticket will be generated. Such transactions will be treated as valid failed transactions.

- All such transactions will be identified manually everyday by team of central complaint cell (CCC) by going through various payment gateway reports.
- Statement of such transactions will be prepared by CCC & will be forwarded to the Finance department for audit.
- CCC team will arrange refund of fare to the bank account of passenger duly accessing console of payment gateway concerned within 7 to 10 days period.

III) Refunds arising out of unconfirmed wait listed tickets:

- Information on non confirmation of wait listed ticket will be sent to registered mobile number of passenger through SMS, 3 hours prior to schedule departure of the service.

- The passenger has to cancel the wait listed ticket within 15 days of schedule departure time of the service at origin duly accessing web portal of APSRTC & feeding the UID number.
- The refund amount will automatically be credited to the respective bank account of the passenger.

In view of delayed refunds due to the above procedure customers are subjected to financial loss & mental agony. The same is evident from the mails, phone calls & written complaints sent to "CCC" by the passengers who purchased tickets through e-ticketing stream.

In order to avoid the delay in arranging refund, "Auto-refund of fare" is developed by IT department in consultation with OPD. The **detailed procedure** to be followed for implementing auto refund of fare for e-ticket holding passengers is described hereunder:

1) Refunds arising out of cancellation of services :

- Before resorting to cancellation of any service, the Traffic incharge/OPRS supervisor concerned shall contact passengers who obtained tickets from OPRS through their registered mobile number and enquire whether they are willing to travel by other service of APSRTC plying on the same route. If they express willingness, such passengers shall be accommodated in other services as per guide lines communicated through letter under reference 4th cited.
- Then identified service shall be declared as cancelled through OPRS by Traffic incharge/OPRS supervisor concerned.
- CENTRAL COMPLAINT CELL (CCC) activity is to feed details of cancelled service through sub menu "Service cancel refunds" of menu "Others" of OPRS web portal. Then particulars of service declared as cancelled will appear on the screen under the module "Cancel Refund Listing". Here designated service is to be selected & "Save" button is to be clicked. Screenshot pertaining to the above process is depicted below:

DASHBOARD																								
MASTER SETUP		USERS		LAYOUT		ROUTES		FINANCE		SERVICE		STOCK		BOOKING		WALLET		REPORTS		OTHERS		AUDIT		
MANAGE NEWS		MANAGE ACCOMMODATION		INACTIVATE DASH-HAN		MANAGE MEAL		MANAGE ONLINE USERS		PLACE HULTS		DELAY SERVICE ALERTS		SERVICE CANCEL REFUNDS		TRACK SERVICE		UNREPORTED SERVICE						
Cancellation Refunds																								
Search By Cancel Services																								
Journey Date		08/05/2017																						
Service Code/Service Name		4974 BHEL - HSP		Select the service number and click on search button																				
<input type="button" value="Search"/>																								
Cancel Refund Listing																								
Service Code	Service Name	Service Start Date	Start Place	End Place	Service Category	Region	Total Seats	Total Amount																
<input type="checkbox"/>	Select All																							
<input checked="" type="checkbox"/>	974	BHEL - NSP	08/05/2017	BHEL-KEERTHI MAHAL	NARSAPURAM	SUPER LUXURY	WEST GODAVARI	1	545.00															
<input type="button" value="Save"/>																								
Select the check box and save, particular service tickets are cancelled and automatically refund to passenger account																								

- Feeding of details of cancelled services as explained above shall be done at an interval of every 2 Hrs by the operator of **C.C.C**, duly confirming that the service is cancelled.
- The following SMS will be sent to the registered mobile number of passengers.

"APSRTC regrets to inform that service no _____ for which you have booked ticket no _____ for journey on _____ at _____ for seat nos _____ has been cancelled. The fare amount will be credited to your bank account within 7 to 14 working days. T & C apply".

- Then the fare amount will automatically be credited to the respective bank account of the passenger within 7 to 14 working days.
- Since corporation has already initiated action to refund the fare amount to the passenger, he/she shall not be permitted to travel in any other service plying on the route on the strength of ticket/SMS obtained for the cancelled OPRS service.

2) Refunds arising out of failed transactions:

- The system itself identifies all the valid failed transactions & and the following SMS will be sent to registered mobile number of passengers.

"Fare amount received from you through failed transaction attempted on _____ for service no _____ will be credited to your bank account with in 7 to 14 working days. T & C apply".

- The system will automatically arrange refund of fare to the respective bank account of the passenger within 7 to 14 working days.

3) Refunds arising out of unconfirmed wait listed tickets of e-booking:

- Whenever waitlisted tickets are not confirmed 3 hours prior to the schedule departure time of the service, the following SMS will be sent to the registered mobile number of passengers.

"TKT NO. _____ seats _____ not confirmed. The fare amount will be credited to your bank account within 7 to 14 working days. T & C apply."

- Then the system will automatically arrange refund of fare to the respective bank account of the passenger within 7 to 14 working days.

Role of Depot Managers / Bus station Incharges:

- Ensure that details of cancelled services are entered in OPRS by Traffic in charge/ OPRS supervisors in time without fail.
- Once service covered under OPRS is kept under cancellation, it should not be restored on the same day under any circumstances. If necessary, the service can be operated as special service. The passengers of the cancelled service shall not be allowed in any other service on the strength of existing ticket / SMS, since the refund of fare is done automatically. Allowing the passenger on the strength of the existing ticket/SMS will be a loss to the corporation. They have to purchase new ticket of special service.
- It shall be ensured that name & mobile number of the passengers are correctly fed into OPRS by the concerned while booking tickets.
- It shall be ensured that passengers of cancelled services should not be allowed to travel by other services based on the old ticket / SMS.

Role of Regional Managers:

- Wide publicity about the facility of auto refund of fare shall be given through circulation of hand bills, exhibition of banners & press statements.
- Ensure non travelling of passengers pertaining to cancelled services by other services on the strength of old tickets.
- Ensure implementation of the guide lines mentioned above.

Role of IT Department:

- Necessary software support for arranging auto refund of fare arising out of all three reasons mentioned above shall be provided.
- Relevent MIS reports covering transactions pertaining to all the above three types of auto refunds of previous day shall be generated.

Role of C.C.C.:

- AM (T) of C.C.C. shall ensure that the designated operator feeds details of cancelled services in OPRS at an interval of every 2 Hrs without fail, duly confirming the service cancellation.
Dy CTM (CCC)/AM(T) shall verify the MIS reports of auto refunds pertaining to previous day and shall ensure that auto refund system is properly implemented.

The above novelfacility will reduce delay in arranging refund of fare thereby elemenating mental agony & financial loss being caused to passengers. This intervention will finally helpin building better image about corporation among the minds of public. Hence, all the concerned are hereby advised to ensure implementation of instructions given above so as to make it success.

This system of auto fare refund will come into force w.e.f. 01/08/2017.

Malab
**VICE CHAIRMAN &
MANAGING DIRECTOR**
12/7

To
ED (A&P), ED (E&IT), ED(O&M), FA and CAO for infn.
All ED (Zones) for infn.
All HODs of RTC House for infn.
All Regional Managers for n/a.
All Dy.CTM of Zones/ Regions/Bus stations/CCC for n/a.
All Depot Managers, ATMs of Bus stations for n/a.
All Regional Core Group Members for n/a.