

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION



No.M/662(5)/2014-OPD (MKTG)

OFFICE OF THE VC & MD
MUSHEERABAD: HYDERABAD-624

CIRCULAR NO. 02/2015 -OPD (MARKETING) DATED 04.02.2015

Sub: **BARAT**: Issue of guidelines for refund of ticket amount to the passengers due to cancellation of service by Corporation or en-route failures and other scenarios - Reg.

Often complaints are received from the passengers for getting refund of their ticket amount on genuine reasons viz., a) cancellation of service, b) Up-gradation / Down-gradation of service, c) En-route failures etc., In this regard, the following guidelines are issued for refund of ticket amount to the passenger in case of not providing alternate service, on the following scenarios.

1) Cancellation / Up-gradation / Down-gradation of service / Non-turnup of service at other end Bus Station :

In case of cancellation of service as per the existing rules the passengers shall not be allowed to travel in any other service or other type of bus on the basis of ticket of cancelled service.

Likewise in case of Up-gradation / Down-gradation of service i.e., for example, in place of Indra service, Super Luxury service is operated, all the passengers who booked tickets for Indra service are not allowed to travel in Super Luxury service.

Hence, the following system shall be adopted in case of Non-operation of service due to above reasons for refund of ticket amount.

Procedure:

1. In case of non-availability of a particular type of Bus for a service, it has to be cancelled and full amount shall be refunded to the passengers as per the guidelines issued through the Cir No 53/2013 dated 19.11.2013.
2. The passengers may book tickets as per their choice in other services or temporarily introduced service in place of regular service.
3. The passenger should not be allowed to travel in the upgraded/downgraded service, on the strength of the already purchased ticket, under any circumstances.
4. If for any reason, the service is cancelled and not updated in OPRS, if any claim for refund is received then concerned DM will be held responsible. However, in such cases, to avoid inconvenience to the passengers, action shall be taken as mentioned hereunder:
 - a) In case of e-tickets, the refund will be arranged by the Call Centre refunds team based on the certification from the DM/concerned.
 - b) In case of tickets booked through B2C franchisees, the firms shall submit the details of amount payable to the passengers on monthly basis in the prescribed format. After verifying the details with the factual data, the amount payable to B2C franchisees shall be recommended to Accounts Department for audit and to adjust the amount to B2C franchisees as top-up amount.

SL NO	Ticket No	Service No	Amount	Date of Ticket issue	Date of Journey

- c) In case of pre-printed tickets issued at Bus stations and the tickets booked through ATB Agents, the Call Centre personnel shall provide the phone number & e-mail id of the DM concerned and request the passengers to contact the DM for refund. The DM shall obtain the details of the tickets and arrange for refund by hand or by transferring the eligible amount to the bank account of the passenger, after pre-audit.

2) Deviation of route course of a service:

In case of deviation of route course of a service i.e., for example, a service (No.3499) operated by Natsipatnam Depot on route Narsipatnam to Hyderabad via Jangareddy Gudem-Khammam instead of regular route course of via Vijayawada, the passengers booked tickets for the same service for the journey from VJA to HYD, cannot perform journey.

In this case, the service cannot be shown as cancelled and the passenger has to be refunded ticket amount manually. At present, the Bus station authorities are providing alternate travel in another bus of same type. This will temporarily solve the purpose. But the passengers have a choice to claim the ticket amount by lodging complaint again even after availing alternate transit arranged by Bus Station authorities. Hence in such cases following system shall be adopted.

Procedure:

A manuscript register shall be maintained with the details of the leftover passengers due to various operational problems viz., a) deviation of Bus b) Delay of service for more than 2 Hrs and such passengers shall be provided alternate transport arrangement by the Bus Station Manager/ Depot Manager/ATM concerned. There may be cases wherein the passenger may not be willing to travel in view of the delay in the service. Details of whether the passenger has been provided/availed alternate arrangement or not has to be entered in the register along with the ticket details.

In case of subsequent claim by the passenger for refund the following procedure shall be adopted.

- In case of e-tickets, the refund will be arranged by the Call Centre refunds team based on the certification from the DM/concerned. The DM shall give the certifications duly obtaining the details regarding non-travel by the passenger, from the en-route Bus Station where the manuscript register is maintained.
- In case of tickets booked through B2C franchisees, the procedure mentioned item-1 of 4(b) shall be followed.
- In case of pre-printed tickets issued at Bus stations and the tickets booked through ATB Agents, the procedure mentioned item-1 of 4(c) shall be followed.

3) En-route failure of service:

In case of failure of service en-route and non-providing of alternate transport arrangement to the passengers, at present refund is being arranged to the passengers for the untraveled portion from the next immediate stage.

But, in the changed scenario of issue of tickets from various modes (OPRS counters, ATB counters, B2C franchisees & e-ticketing), there is no clarity in the field, for refund of untraveled portion of ticket amount (particularly for the tickets issued through online) and refunding untraveled portion ticket amount to the passengers purchased tickets through conductor / TIM of said service.

Hence, the following system shall be adopted in case of failure of service en-route.

Procedure:

All the passengers of failure service "holding tickets purchased through TIM / OPRS(RTC) counter / ATB agent /B2C /E-ticketing" (who have not provided alternate transit) shall be refunded only basic fare (not SRT/CESS/TOLL) for untraveled portion of the ticket amount duly taking back the ticket (for audit purpose) and recording the data in the following format.

Sl No	Ticket No	Purchased through CND/TIM/OPRS / ATB /B2C / e-Ticket	Journey		Place of failure	Total ticket fare	Refund of untravelled portion ticket fare	Signature of passenger and UID
			From	To				

**Signature of
Condt / Driver**

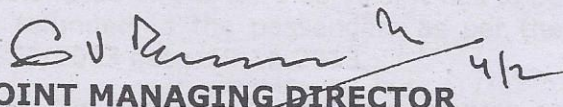
**Signature of
Depot Supervisor**

**Signature of
Depot Clerk/ADC**

Since in most of the long distance services passengers will reserve seats in advance and TIM driver / conductor may not have sufficient cash with him to refund, in such cases, the nearby depot authority has to arrange the refunds and send debit advise to the concerned depots duly furnishing the details of failure bus and passenger-wise ticket particulars.

If, there is no Depot is available nearby, the conductor / Driver shall has to note down the ticket details on a paper and submit the same at the Depot and passengers may be requested to contact the DM for refund. **The DM shall arrange refund by hand or by transferring the refund amount to the bank account of the passenger, after pre-audit.**

Therefore, all the Field Managers are advised to educate the Bus Station Staff and crew for arranging refund to the passengers as per the above guidelines without giving scope for inconvenience to the passengers.


JOINT MANAGING DIRECTOR

**To
All Regional Managers,**

Copy to:

Director (V&S), FA & CAO, ED (E), ED (IT) ED (A&P) & ED (HRD & Medical) & Sec. to Corporation for information.

All ED (Zones) and HODs for information.

PS to VC & MD for information.

CE (IT), CFM, CA & CM (A&S) for information.

All Dy.CTMs, Dy CAOs/AOs for necessary action.

RAO/HO for information.

All Depot Managers, ATM's of Bus stations, and Bus Station Supervisors for n/a.

All Traffic In-charges and all Squad In-charges for necessary action

PO (Training) to include in the Monthly index of circulars.