



## Andhra Pradesh State Road Transport Corporation®

Office of the Managing Director,  
RTC House, Vijayawada.  
Dt.31.12.2018.

No.C2/541(12)/2018-Dy.CM(C)

### **Circular No: 13/2018-Comm, Dated 31.12.2018.**

**Sub: APSRTC - LOGISTICS:** Insurance Cover to Parcels/Couriers –  
Instructions - Reg.

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APSRTC logistic business which was started in 2017 has stabilized now with the number of parcels being booked everyday reaching about 17,000. Though the number of cases of missing parcels has come down over the period, there are still considerable instances of missing cases.

During FY 2017-18 we paid insurance premium of Rs.9.2 lakhs to M/s. National Insurance Company for providing insurance cover to the parcels. However, the Corporation claimed Rs.3.07 lakhs only from the Insurance Company.

As such, a thorough review has been made of the existing Insurance Policy and it was noticed that end to end insurance cover from booking to delivery of consignments towards loss/damage is not offered by the Insurance Companies. An internal Committee constituted for this purpose recommended creation of Insurance corpus fund by charging the customers appropriately to clear all genuine claims expeditiously without delays. The amount paid for settlement of claims from the fund shall be kept in a suspense account and can be cleared after recovery of the amount paid from the concerned or after write-off sanction from the competent authority after enquiry.

Customer should submit claim with documentary proof in case of missing/damage of parcels within Seven working days from date of booking. Compensation will be paid as per the Shipment value or Invoice value whichever is lower subject to production of documentary proof. Claims of missing cases shall be settled by the Corporation within Ten working days from the date of submission by the customer.

Following are the guidelines for collection of insurance charges from customers:

1. No extra charges for insurance for Couriers transported through APSRTC Logistics. Booking of valuables / ornaments / original documents is not permitted under this category. In case of missing/damage of Courier, the liability of the Corporation is limited to Rs.100/-only.
2. For parcels which are already covered by insurance by the customer, an amount of Rs.25/- shall be collected for giving CoF(Certificate of Fact). This is a certification




issued by Transporter after verification of facts and intimation to Police (FIR/GD entry) as per necessity to claim from Insurance Company.

3. In case of consignments received in damaged condition, claim shall be certified by the responsible staff at the time of delivery. Any subsequent claims after delivery of consignment shall not be entertained. The damaged consignment should be opened in the area where CC cameras are provided and the footage should be stored safely. The damages should also be photographed and the cost of damage should be assessed before delivery. The damages should be recorded and jointly signed by the responsible staff of the Corporation and the consignee.
4. For used items, the insured value will be less when compared to actual value as per Invoice of the item (after deducting depreciation). In such cases, the value of Invoice will be higher but the insured amount will be lower.
5. It is proposed to collect insurance charges as given below from the customers to give insurance cover to the parcels booked through APSRTC Logistics. The insurance charges are subject to mentioning the description and shipment value of items declared at the time of booking in the LR only.

Sl.No.	Shipment value (Rs.)	Insurance charges(Rs.)
1	1 – 5,000	5
2	5,001 – 10,000	10
3	10,001 – 25,000	25
4	25,001 – 50,000	50
5	Above 50,000	100

Copy of Invoice should be uploaded for all parcels whose Invoice value is more than Rs.5,000/-. Parcels where value is more than Rs.50,000/- shall be personally checked by responsible staff at the counter and a clear photograph of the item shall be taken and uploaded in the system at the time of booking. The maximum compensation is limited to Rs.1,00,000/- per parcel.

All the officers concerned are instructed to follow the above guidelines in collection of insurance charges of parcels booked and settlement of claims. These instructions will come into force from 01.01.2019.

  
 (N.V. Surendra Babu, IPS) 31/12/18  
 VC & MD

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