



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. M/664(06)/2018-OPD (M)

O/o the VC & MD,
RTC HOUSE, VJA.

Circular No. 34/2018-OPD (MKTG) Dated 11.10.2018

Sub: CANCELLATION REFUND RULES – Rationalization of cancellation refund rules for special services operating during festivals like Dussera, Diwali & Sankranthi - Issue of instructions – Reg.

Ref: Cir no. 55/2013-OPD (MKTG) dt 20.11.2013.

APSRTC is providing advance reservation facility for 3377 services from all depots through OPRS. At present, 533 services are being operated from Hyderabad to different destinations in AP every day. Every year, additional services are being planned to meet the needs of public travelling from different origins & destinations on the eve of festivals like Dussera, Diwali & Sankranthi. Similarly, special services will be operated to clear the return traffic also during the above festivals. This is not applicable for week end specials or any special operations, other than the above mentioned, these festive occasions.

During Dussera special operation-2017, it is observed that 75446 seats cancelled under self cancellation in OPRS which is 8.51 % of total seats booked. To encourage genuine traveling public & to avoid misuse of advance reservation facility, it is proposed to modify existing cancellation refund rules **for special services** in OPRS during festival season only.

VC & MD with the concurrence of FA & CAO has given approval to rationalize the cancellation refund rules for special services operating on the eve of festivals like Dussera, Diwali & Sankranthi etc.,.

Revised Cancellation refund rules for regular services and special services are furnished hereunder:

SL NO	CANCELLATION TIME (DURATION)	CANCELLATION FEE	
		REGULAR SERVICES	SPECIAL SERVICES DURING DUSSERA, DIWALI & SANKRANTHI
1	Upto 48 hrs	Only SRT amt	10% of the basic fare + SRT amt
2	48 hrs to 24 hrs	10% of basic fare + SRT amt	25% of the basic fare + SRT amt
3	24 hrs to 2 hrs	25% of basic fare + SRT amt	50% of the basic fare + SRT amt
4	2 hrs to 1 hr	50% of basic fare + SRT amt	75 % of the basic fare + SRT amt
5	0.59 Min to Dep.time	No refund	No refund

Hence, all the field officers are advised to educate supervisors/controllers, staff working at reservation counters at bus stations and to bring awareness on these instructions.

Depot Managers are advised to ensure that proper care shall be taken by Sys.Supervisors / Core Group Supervisors while creating type of the special services in OPRS as "SPECIAL".

Role of IT Dept:

ITD is advised to ensure modification in software pertaining to cancellation refund rules for special services to be operated on the eve of festivals like Dussera, Diwali & Sankranthi and concerned tickets issued at RTC counters, ATB counters, e-ticketing & B2C franchisees as above.

The above modified Cancellation Refund rules shall be implemented w.e.f., 12.10.2018.


EXECUTIVE DIRECTOR (O)

- Copy to:** ED (A), ED (E), FA & CAO, Dir (V&S) & all ED (Zones) for infn.
- OSD to VC & MD for infn.
- CE (IT) & CCOS for infn & n/a.
- All Dy CTMs of Regions/Bus stations for n/a.
- All Depot Managers & ATMs of Bus stations for n/a.