



Andhra Pradesh State Road Transport Corporation®

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

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

Circular No: 14/2018-Comm, Dated 31.12.2018.

Sub: APSRTC - LOGISTICS: Procedure for settlement of claims of missing
Parcels/Couriers - Instructions - Reg.

APSRTC logistic business which was started in 2017 has now stabilized with more than 17,000 parcels being handled every day. M/s Galex has been the hardware and manpower supply partner in this endeavor. Some cases of missing parcels are being reported every day and though this number is small compared to volume of transactions, such cases result in customer dissatisfaction and will adversely affect business. To minimize the number of complaints and ensure speedy redressal of grievances in this regard the following guide lines are issued.

1. Shipment value and description of items shall be correctly entered on LRs while booking the parcels.
2. Proper packing and marking of consignments shall be ensured.
3. Manifest of the consignments shall be prepared duly entering bus number.
4. All the consignments as per manifest have to be loaded in the presence of driver. Both copies have to be signed by driver and counter operator. One copy shall be handed over to the driver and one copy shall be retained in booking office.
5. Ensure proper handling of parcels by the Porters at the time of loading and unloading.
6. At the receiving end all the consignments as per manifest shall be scanned and proper care shall be taken for their safe storage till their delivery.
7. Delivery shall be given to the correct person on showing ID Proof after taking photograph and obtaining acknowledgement of consignee on the LR.

In case of any missing complaint even after taking above precautions, the complaint shall be entered at Depot/Logistic counter immediately. After registration of complaint, it should be uploaded in online complaint module on the same day.

Fixing of responsibility and effecting recovery from the concerned responsible for the loss/damage will take time. Hence, it is decided to settle the claims by arranging

compensation to the customers as per instructions issued vide Circular No 13/2018-Comm dt.31-12-2018.

After registration of complaint, the ATM(C) shall complete the enquiry and fix-up responsibility. If the responsibility lies with the crew/Hamali, a report shall be sent to RM to arrange to recover the amount from the responsible. If the responsibility lies with M/s. GALEX, the case with enquiry report shall be sent to Dy.CM(C):HO to effect recovery duly following the procedure. The following powers are delegated to the officers for quick settlement of genuine claims:

- a. Claim amounts up to Rs.5,000/- shall be settled by the ATM(C) with the concurrence of AO of the Region. Payment should be arranged by the Regional AO.
- b. Claim amounts from Rs.5,001/- to Rs.25,000/- shall be settled by the Dy.CM(C) of Zone with the concurrence of Dy.CAO of the Zone, Payment should be arranged by the Zonal Dy.CAO.
- c. Claim amounts from Rs.25,001/- to Rs.50,000/- shall be settled by the CM(C) with the concurrence of CM(F&A) and the payment should be arranged by the Finance Department, Corporate Office.
- d. Claim amounts of more than Rs.50,000/- shall be settled by the ED(C) with the concurrence of FA&CAO and approval of VC&MD

For claim amounts paid from the corpus fund where responsibility cannot be fixed, write off sanction shall be obtained from VC&MD.

M/s Galex will be held solely responsible for various omissions & commissions pertaining to the following activities while handling the parcels.

- 1) Correctly recording the invoice value and description of items.
- 2) Inspection of the contents of the parcel in respect of high value parcels where value is more than Rs.50,000/-.
- 3) Ensuring proper packing condition of the parcels.
- 4) Uploading photograph of the item in the system at the time of booking.
- 5) Correct preparation of manifest and proper markings on the parcels.
- 6) Proper routing of the parcels.
- 7) Proper scanning of received parcels.
- 8) Misplacing of consignment and
- 9) Delivery to unauthorized/unrelated persons.

It is the responsibility of the ATM(C) to clear the suspense account within one month of settlement of claim. All the recoveries shall be effected from the persons responsible and credited to the Corpus Fund.

All the officers concerned are hereby instructed to follow the above guidelines for settlement of customer complaints of missing of parcels/couriers. These instructions will come into force with immediate effect.


31/12/18

(N.V. Surendra Babu, IPS)
VC & MD

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Copy to All Dy.CTMs of Regions, All Dy.CMs(C) Zones.
Copy to All Dy.CAOs& AOs.
Copy to All DMs & ATMs(C).
Copy to General Secretaries of All Unions.