

# Telangana State Road Transport Corporation

No.T1/535(16)/2019-OPD(T)



O/o the Managing Director,  
Bus Bhavan, Hyderabad,  
Date: 05.02.2021.

## **Instructions on Job Security for employees**

Sub:**JOB SECURITY**:Instructions on C&T irregularities, Accidents, drunken driving etc.– Issued- Regarding.

Ref: 1. Circular no. PD-10/2002, dated 09.03.2002

2. Circular no.06/2015- OPD (HES), dated 12.08.2015
3. Circular no. 32/91-OPD©, dated 24.09.1991
4. Circular no.8/92-OPD©, dated 17.03.1992
5. Circular no. PD-69/2010, dated 23.12.2010

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Guidelines were issued from time to time on the Job security for Conductors and Drivers vide circulars under reference cited while dealing with delinquencies committed by the conductors and drivers during the course of their duties.

Instances have come to the notice of Head office that there is a vast difference in dealing with similar type of offences across various units of the Corporation and punishments awarded in large number of cases are disproportionate to the delinquencies, resulting in growing unrest among the employees.

In order to rationalize and standardize the system of dealing with offences and punishments, fresh guidelines are issued in addition to the existing guidelines to ensure transparency, uniformity, sense of security and trust among the employees.

### **Passenger responsibility:**

Instructions were issued vide Circular no. 32/91-OPD©, dated 24.9.91 and Circular no. 13/99-OPD©, dated 9.3.99 that, the EFT should be collected from all the ticketless passengers whether they paid the fare or not or lost their ticket or travelling beyond the validity of ticket held by them.

As per section 178 of MV Act 1988, ticketless passengers are liable to be fined up to Rs.500.

### **Publicity on Passenger responsibility:**

Publicity is being given on passenger responsibility to purchase tickets by writing slogans on ticketless travel and consequences of not purchasing the tickets in all Buses and at Bus stations.

Instructions have been issued vide letter no.PA/GEN (02)/2019-CTM, dated 16.12.2019, to give wide publicity among passengers that they have to travel in buses with a valid ticket failing which a fine up to Rs.500/- will be imposed.

In partial modification of the existing instructions already issued the following fresh guidelines are issued.

## **C&T irregularities:**

### **1. Fare not collected and tickets not issued:**

**Suspension need not be resorted to in cases of Fare not Collected and tickets not issued unless it is otherwise specified.**

I. The following procedure will be admissible in case of all City Ordinary, Sub-urban, Mofussil, Metro Express, Metro Deluxe, Pallevelugu, Mini Pallevelugu, Semi Express and Express services only.

**a. If the no. of passengers in the bus are above 100% of Seating Capacity and ticketless passengers are up to 5:**

**1st offence:** Counseling by Depot Manager.

**2<sup>nd</sup> offence:** Punishment of maximum up to deferment of increment without cumulative effect up to 2 years, based on the merits of the case shall be imposed.

**3<sup>rd</sup> offence and above:** Punishment of maximum up to other than removal from service, based on merits of the case (Deferment of increment, reduction in pay).

**b. If the no. of passengers in the bus are 50% and above and up to 100% of Seating Capacity and ticketless passengers are up to 2:**

**1st offence:** Counseling by Depot Manager.

**2<sup>nd</sup> offence:** Punishment of maximum up to deferment of increment without cumulative effect up to 2 years, based on the merits of the case shall be imposed.

**3<sup>rd</sup> offence and above:** Punishment of maximum up to other than removal from service, based on merits of the case (Deferment of increment, reduction in pay).

In above cases, if the ticketless passengers are more than the specified number, punishment of maximum up to other than removal from service shall be imposed, based on the merits of the case (Deferment of increment, reduction in pay).

**c. If the no. of passengers in the bus are below 50% of Seating Capacity and irrespective of number of ticketless passengers:**

Depot spare shall be issued and conductor/ TIM driver will be withdrawn from duty and utilized on other duty. Punishment of maximum up to other than removal from service will be imposed, based on the merits of the case (Deferment of increment, reduction in pay).

**II. In case of Deluxe, Super Luxury, Rajadhani A/C, Vajra A/C, Garuda Plus A/C and City A/C services:**

Irrespective of number of passengers in the bus and number of ticketless passengers detected, conductor/ TIM/ OMS driver **shall be placed under suspension** followed by punishment of maximum up to removal from service based on merits of the case (Deferment of increment, reduction in pay, removal from service).

## **2. Fare Collected and ticket not issued cases:**

### **I. For City Ordinary, sub-urban, Mofussil, Metro Exp, Metro Deluxe, Pallevelugu, Mini Pallevelugu, Semi express and Express services**

**A. If the ticket amount is less than or equal to twice the minimum fare,** irrespective of number of ticketless passengers detected,

**i. 1st offence:** No suspension and punishment of maximum up to other than removal from service based on merits of case (Deferment of increment, reduction in pay).

**ii. 2nd offence:** Transfer from depot within the region and punishment of maximum up to other than removal from service based on merits of case (Deferment of increment, reduction in pay).

**iii. 3rd offence and onwards:** The Conductor/ TIM driver **shall be placed under suspension** followed by punishment of maximum up to removal from service, based on merits of case (Deferment of increment, reduction in pay, removal from service)

**B. If ticket amount is more than twice the minimum fare, irrespective of number of ticketless passengers:**

Based on the merits of the case, the conductor/TIM driver **shall be placed under suspension** and punishment of maximum up to removal from service (Deferment of increment, reduction in pay, removal from service)

### **II. For Deluxe, Super Luxury, Rajadhani A/C, Vajra A/C, Garuda Plus A/C and City A/C type services:**

Irrespective of ticket amount and no. of ticketless passengers detected, based on the merits of the case, the conductor/ TIM/ OMS driver **shall be placed under suspension** followed by punishment of maximum up to removal from service (Deferment of increment, reduction in pay, removal from service).

## **3. Fare collected but less value of ticket issued:**

### **I. For City Ordinary, Sub-urban, Mofussil, Metro Express, Metro Deluxe, Pallevelugu, Mini-Pallevelugu, Semi-Express and Express services,**

**A. If the difference in amount is less than or equal to twice the minimum fare,**

**1st offence:** No suspension and punishment of maximum up to other than removal from service, based on merits of case (Deferment of increment, reduction in pay).

**2nd offence:** Transfer from depot within the region and punishment of maximum up to other than removal from service based on merits of case (Deferment of increment, reduction in pay).

**3rd offence and onwards:** The conductor/ TIM driver **shall be placed under suspension** followed by punishment of maximum up to removal from service, based on merits of case (Deferment of increment, reduction in pay, removal from service).

**B. If the difference in amount is more than twice the minimum fare,**

The conductor/ driver **shall be placed under suspension** followed by punishment of maximum up to removal from service, based on merits of case (Deferment of increment, reduction in pay, removal from service).

**II. For Deluxe, Super Luxury, Rajadhani A/C, Vajra A/C, Garuda Plus A/C, and City A/C type services:**

Irrespective of the difference in amount, the conductor/TIM/OMS driver **shall be placed under suspension** followed by punishment of maximum up to removal from service, based on merits of case (Deferment of increment, reduction in pay, **removal from service**).

**4. Re-Issue of tickets:** If established, irrespective of ticket amount involved, the conductor/ driver **shall be placed under suspension** followed by maximum punishment up to removal from service shall be imposed.

**5. Passenger luggage fare collected and ticket not issued/less value ticket issued:**

**A. If the luggage ticket amount is less than or equal to Rs.20/ less luggage ticket issued and difference in amount is less than Rs.20/-,**

- i. **1st offence:** No suspension, based on merits of case, punishment of maximum up to other than removal from service (Deferment of increment, reduction in pay)
- ii. **2nd offence:** Transfer from depot within the region and punishment of maximum up to other than removal from service, based on merits of case (Deferment of increment, reduction in pay)
- iii. **3rd offence and onwards:** The Conductor/ TIM driver **shall be placed under suspension** followed by punishment of maximum up to removal from service, based on merits of case (Deferment of increment, reduction in pay, removal from service)

**B. If the luggage ticket amount is more than Rs.20/ less luggage ticket issued and difference in amount is more than Rs.20/-,**

Based on merits of the case, the conductor/ TIM driver **shall be placed under suspension** followed by punishment of maximum up to removal from service (Deferment of increment, reduction in pay, removal from service).

**6. Accidents:**

**a. Fatal Accident:** In case of death of passenger(s)/pedestrian(s)/ other road users

In Joint Accident Committee report, if driver is found responsible prima facie, Suspension followed by detailed enquiry. If found fully responsible in the enquiry, maximum punishment of **removal from services** shall be imposed.

**b. Major accidents:** No suspension unless it is of serious nature and involves grievous injuries to many passengers and heavy damages to bus and property.

Based on the findings of the enquiry, in case of serious nature, the driver **shall be placed under suspension** followed by punishment of maximum up to removal from service (Deferment of increment, reduction in pay, removal from service)

## **7. Intoxication:**

- A. If the employee is found in intoxicated condition **when he reports** for duty, the employee **shall be placed under suspension** followed by maximum punishment of removal from service
- B. If the employee is found in intoxicated condition **while on duty**, the employee **shall be placed under suspension** followed by punishment of removal from service.

- 8. Other Offences:** In case of intentional, wilful and deliberate fraudulent activity by the employee, which is detrimental to the interest of the Corporation, based on the merits of the case, the employee **shall be placed under suspension** followed by punishment of maximum up to removal from the service (Deferment of increment, reduction in pay, removal from service).

### **General:**

The above instructions are broad guidelines and the authority competent to impose penalties is not precluded from exercising his/her discretion in judging each case on the merits and take such appropriate action as it deems fit. Further, the discretion whether to place an employee under suspension or for taking severe action when warrants depending upon gravity of the mis-conduct and other relevant circumstances, rests entirely with the officer concerned. The list of offences given above are not exhaustive and if any offence which is not covered in the above are reported, action shall be taken by unit officers by conducting appropriate enquiry, classifying the offence based on gravity and disciplinary action may be initiated duly following stipulated procedure.

In all the above cases, the procedure as laid down in **TSRTC** employees' (CC&A) regulations shall be followed strictly.

The existing instructions and guidelines other than mentioned above will hold good.

**The above instructions will come in to effect from the date of issue of this letter and will be applicable in all disciplinary cases pending as on date.**

The above instructions will be reviewed after 6 months for any modifications and corrections.

  
5.2.21  
**Managing Director**

Copy to: All EDs, FA, JD(V&S) & HODs for information and necessary action.  
Copy to: All Depot Managers, DVMs, RMs for necessary action