

ಕರ್ನಾಟಕ ರಾಜ್ಯ ರಸ್ತೆ ಸಾರಿಗೆ ನಿಗಮ

ಸಾರಿಗೆ ಭವನ, ಕೇಂದ್ರ ಕಛೇರಿ,

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Karnataka State Road Transport Corporation

Transport House, Central Offices, K.H.Road,

Shanthinagar, Bengaluru-560027

Tel: 080 - 2221321

Website: www.ksrtc.in

NO:KST:CO:TR:AWATAR: 519 :2019-20

Date: 15-02-2020

Amendment to GSO No. 742 /2014
(Issued by Traffic Department)

Sub: Appointment of Franchisees for advance reservations and other transactions in the State of Karnataka.

Ref: 1. GSO No. 742 /2014 Dt. 10.01.2014

2. Amendment to GSO No. 742/2014 vide No. KST:CO:TR:AWATAR: 99:41:2015-16 Dt. 28-04-2015

3. GSO No. 772./2016 Dt. 15-02-2016

4. Amendment to GSO No. 742/2014 vide No. KST:CO:TR:AWATAR: 340:2017-18 Dt. 13-10-2017

KSRTC has appointed Franchisees (Private Booking Agents) for Advance Reservation of seats in AWATAR System and also in manual system at various places in the State of Karnataka and in the neighbouring States. At some places, this facility is in addition to the existing facility established by KSRTC.

To increase the advance booking network so as to effectively compete with private operators and also to augment revenues of our services, it is felt necessary to simplify the process involved in the procedure for selection of franchisees in the State of Karnataka. In partial supersession of the instructions issued vide GSO and letter referred above, the procedure for appointment and working of Franchisees in the State of Karnataka is amended as detailed below;

Clause: Procedure for Selection of franchisee and Annexure E- Procedure for Selection of franchisee

Amended Clause:

Appointment Procedure:

1. Application is issued FREE of COST and photocopies / scanned / e-mail copies can also be used for submitting the application. The Specimen application form is enclosed at **Annexure-I**.
2. While submitting application for TEMPORARY appointment, the applicant shall submit processing charges of Rs.1000/- (Rupees one thousand only) plus applicable GST, which is non-refundable to the concerned Divisional Controller by cash or DD.
3. The appointment of franchisee for a particular place and location will be on '**WALK-IN**' basis, subject to the requirement at that place and fulfillment of eligibility criteria.
4. Initially, the appointment will be on TEMPORARY BASIS and for a period of six months only.
5. The selected franchisee will have to conduct booking transactions in AWATAR system only.
6. The selected franchisee will be required to remit the prescribed security deposit and he/she will be eligible for payment of commission as specified for different transactions.
7. Applicants shall submit photocopies of proof of identity, proof of address and proof of age along with the application.
8. Applicant shall produce the original documents with respect to proof of identity, address and age for verification by the Divisional Traffic Officer while submitting the application.
9. The applicant shall have a suitably located good office, which is easily accessible to the general public for buying tickets comfortably.

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10. After completion of five months from the date of initial agreement (temporary period), the franchisee, if interested to continue and get appointed as REGULAR franchisee, shall submit a written application to the concerned Divisional Controller specifying the same.
11. No processing charges are applicable for conversion of franchisee from TEMPORARY to REGULAR franchisee.
12. Premises of TEMPORARY franchisees will be inspected by the Divisional Traffic Officer and/or any other officer nominated by the Divisional Controller within the initial five months so as to consider the same at the time of REGULAR appointment. During inspection, area (size) available for booking counter, distance from the major bus station (proximity to main roads), business potential etc. shall be recorded. Inspection report will be recorded in duplicate and one filled-in copy will be handed over to the franchisee or his representative present at the time of inspection. Proforma is enclosed at **Annexure-II**.
13. The Divisional Controller after verifying the booking transactions and premises inspection report of TEMPORARY franchisee shall send his specific recommendations regarding conversion of franchisee from TEMPORARY to REGULAR franchisee to the Chief Traffic Manager (Com.) for approval. The approving authority i.e., the Chief Traffic Manager (Com.) based on the recommendations of the Divisional Controller, shall decide on the appointment of the franchisee as REGULAR franchisee and communicate the same to the Divisional Controller in writing. After receipt of approval from the Chief Traffic Manager (Com.) in writing the Divisional Controller (the appointing authority) shall appoint the franchisee as Regular Franchisee. If any franchisee is found not suitable for conversion, the same shall be specifically communicated by the Divisional Controller to the Chief Traffic Manager (Com.) along with proper justification.
14. The process of conversion from TEMPORARY to REGULAR franchisee shall be completed in the sixth month before the expiry of the first agreement and new agreement for five-year period shall be executed on the expiry of first agreement. Same security deposit will be applicable upto five years of REGULAR agreement, totally five years six months.
15. Applicants who are already doing travel agency business with the private operators and/or neighbouring State Transport Undertakings of KSRTC will be eligible only if, they undertake (in writing) to forth-with terminate such booking business on entering into agreement with KSRTC.
16. The Corporation reserves the absolute right to select as many Franchisees as it deems necessary at any place or location and the Franchisees will have no right to question the same.
17. Change of business address will not be allowed during the temporary agreement period and also for first six months of Regular agreement. The Divisional Controller shall seek prior approval of the Chief Traffic Manager (Com.) in writing before according permission after the above said period. Thereafter, the change of business address will be allowed with prior permission of appointing authority.

The amendment comes into force with immediate effect.

The General Standing Order No. 742/2014 remains unaltered in all other aspects.

All concerned are instructed to take needful action on the above guidelines and report compliance.



(Shivayogi C. Kalasad, IAS)
Managing Director

Encl: Annexure I & II

Copy fwcs to:

The Managing Director, BMTC / NWKRTC / NEKRTC, Bengaluru / Hubballi / Kalburgi for information.

The Chief Accounts Officer cum Financial Advisor, KSRTC, Central Offices, Bengaluru for information and needful action.

The Chief Traffic Manager, BMTC/NWKRTC/NEKRTC, Bengaluru/Hubballi/Kalburgi for information.

All Heads of Departments at KSRTC, Central Offices, Bengaluru for information.

All Senior / Divisional Controllers, KSRTC, for information and needful action.

Sr. PS / PS to Chairman / Vice Chairman/ Managing Director / Director (P&E) / Director (S&V)

**KARNATAKA STATE ROAD TRANSPORT CORPORATION
DIVISION**

SPECIMEN APPLICATION FORM

(Price – Rs.1000/- plus GST 18%=Rs.1180/-)

Note: Applicants are advised to carefully read and understand “Terms and conditions” provided with this application before filling-in the application form.

Application for Location: _____

Place: _____

From:

Correspondence Address:

Tel. No. _____

e-mail ID: _____

GST NO: _____

PAN CARD No: _____

To

The Divisional Controller,

KSRTC, _____ Division,

Business Address:

Landmark _____

Mobile no (Business) _____

Affix self-attested
Photograph

Sir,

Subject: Appointment of Franchisee at _____.

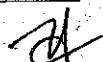
I hereby apply for appointment as KSRTC Franchisee for a period of six months (TEMPORARY) from the date of agreement for the above-mentioned Location in _____ (Place), District _____.

Age in completed years: _____ years as on the date of submission of Application
(Age proof to be given).

Education Qualification: SSLC or Higher (to be specified)

My permanent address is (Address proof needs to be given);

Tel. No. _____



Inspection of Temporary Franchisee premises for conversion as Regular Franchisee
(To be filled in by the Inspecting Officer in the presence of the Franchisee or his representative.
This shall be filled in **duplicate** and one filled-in copy given to the franchisee.)

Franchisee name and Business Address:

Sri/Smt. _____

User ID: _____
Temporary Agency Period:
Start Date: _____
End Date: _____

Tel. No. _____

Location _____ Place/City _____

Franchisee Premises (business address) details:

Front width _____ ft. (Internal)
Length _____ ft. (Internal)
Area in sqft. _____ (Internal)
Floor Basement/ Ground / First / Second / Specify
Accessibility _____

Availability of space for parking buses _____

Distance from nearest bus stop or main road _____

Present Business (other than KSRTC bookings, if any):

Booking for Private buses and/or other STUs, if any:

Travel House requirements:

<u>Facility</u>	<u>Observation</u>
Seating arrangements	Adequate / Inadequate
External colour scheme	YES / NO
Internal colour scheme	YES / NO
Shutter colour scheme	YES / NO
Signages	YES / NO
External display boards	YES / NO
Availability of suggestions & Complaint Register	YES / NO
Availability of Inspection Register	YES / NO
Availability of Publicity materials	YES / NO
Cleanliness of the counter premises	YES / NO

(In case of negative observations, specific issues must be recorded)

Handwritten signature

CSM

Other Observations:

<u>Subject</u>	<u>Observation</u>
Possession of Cancelled Tickets without "CANCELLED" words,	YES / NO
Possession of fake tickets,	YES / NO
Possession of old 'Cancelled Tickets',	YES / NO
Validation made while issuing Duplicate tickets.	YES / NO
Action taken on earlier observations made in "Inspection Book"	YES / NO
Booking for buses of Private operators and/or other STU's	YES / NO
Charging excess fare to passengers	YES / NO

(In case of negative observations, specific issues must be recorded)

Other observations:

Signature and name of the franchisee

Opinion & Observations of Inspecting Officer:

Date & Time of inspection _____

Signature, Name and Designation of
Inspecting officer

Remarks of Divisional Controller:

Signature of Divisional Controller