



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION.

O/o the VC&MD

MSRD, HYD-20

Dt. 20.05.2015.

No. AME-I(M-IT)/DCP-AMC/13-16/IT

To

The Depot Managers

ELSM/ NLR-I/ GDR/ NLR-II/ ATKR(N)/ RPR/ VSC/ VSP/ AKP/ KDP/ NDL/ GNT-II/ VJA/ PTR/ BPL/ RJPT/ KRNL-II/ NZVD / VZM/ YMG/ TKL/ MTM/ CPT/ JPT/ ADONI/ GDV/ WTR/ MDPM/ GJWK/ VKB/ GDWL/ MBNR/ WNP/ ACPT/ KMM/ SPL/ BDCM/ KRMR-II/ MNGR/ NZB-I/ KTDM/ MDR/ KMR/ PRG/ GDKN/ JN/ MEDAK/ MHBD/ WL-I/ ZHB/ SRCL/ TNRD/ SDPT/ MSRD-I/ DSNR/ DVK/ BG/ SDNR/ PKT/ HYT-I/ MP/ JDM/ SRD/ HYD-II/ NLG/ MDN/ HNK/ HPT/ KG/ HYD-I/ RNG-I/ RNG-II

Sub: AMC- AMC of Depot Computer Systems- Communication of AMC agreement entered into with M/s Maha Electronics Pvt Ltd., for the period from 01.02.2015 to 30.06.2015 - Reg.

Ref: AMC agreement with M/s Maha Electronics Pvt Ltd.,

It is to inform that the Annual Maintenance Contract of Depot Computerization Project (DCP) Systems have been entrusted to M/s Maha Electronics Pvt Ltd., to the 72 Depots. The AMC period is from 01.02.2015 to 30.06.2015.

The AMC firm has their office at Hyderabad and Service in charges for different districts. Postal address and contact number of their Office is given hereunder:

**Hyderabad address:**

M/s Maha Electronics Pvt Ltd.,  
#5-9-13, Room No.515, 5<sup>th</sup> Floor  
Taramandal Complex, Saifabad,  
Hyderabad-500004.

**Contact Person's Phone Nos of Customer Support First Level of**

**Escalation.**

Sri. Sai Kiran 040-30244846/8008578850

e-mail [www.support.apsrctc@mahaelectronics.com](mailto:www.support.apsrctc@mahaelectronics.com)

The firm has furnished the names and contact numbers of Service in charges who take care of Depots in different Regions. The details are furnished hereunder:

REGIONS	In-Charge Name	Phone number
HYDERABAD & SEC'BAD	VENKATA RAMANA	8008578852
VSP & NEC	PRASAD	8008522100
VJA, GNT, KMM & OGL	SHIVA	9963674492
CTR, NLR & TPT	SAYEED	9030234143
KDP & KRNL	SHIVA SAI	9502496163
ATP	SASHIDAHAR	9032839073
WL, KRMR, NZB & ADB	RAGHU	8008502662
EG & WG	BHASKER REDDY	8008502660

Procedure to deal with AMC firm for rectification of System failures and also levying penalties:

In case of DCP System failures, DMs are requested to direct the System in charges to first contact the AMC firm's Hyderabad office on the First level of escalation given above, and register complaints and obtain the call registration numbers without fail. The System in charges are advised to insist for separate call registration numbers for each problem ( eg. Problems pertaining to hard disk, CD/DVD Drive, Printer, client PCs etc., be registered separately). Further, the Depot Managers are requested to instruct the System in charges strictly to upload the call number with date in the [apsrtcinfo.com](http://apsrtcinfo.com) (DCP/Systems Hardware problems data entry) without fail, as the AMC firm will attend hardware problems as per the complaints entered in the [apsrtcinfo.com](http://apsrtcinfo.com) web site only. The area in charges (names and mobile numbers give above), of the AMC firm may be contacted for follow up and if there are any delays in rectification of problems or in case of emergencies.

In case any hardware problems are not rectified within the permitted time, DMs are requested to inform the same to the undersigned, along with full details i.e., nature of problem, date on which problem was reported to the AMC firm and the Call Registration number.

  
Dy. CME (SM-IT)

Encl: As above.

Copy to ED(IT) for favour of information.

Copy to CE (IT) for information.

Copy to all Regional Managers for information.

Copy to all DVMs & Dy. CTMs for information.

**LIST OF DCP SYSTEMS UNDER AMC FROM 01.02.2015 TO  
30.06.2015.**

SL.NO.	REGION	DEPOT	MAKE	AMC W.E.F.	UPTO
<b>ANDHRA</b>					
1	EG	ELSM	HP	1-Feb-15	30-Jun-15
2	NLR	NLR-I	HCL	24-Feb-15	30-Jun-15
3	NLR	GDR	HCL	26-Feb-15	30-Jun-15
4	NLR	NLR-II	HCL	27-Feb-15	30-Jun-15
5	NLR	ATKR(N)	HCL	1-Mar-15	30-Jun-15
6	NLR	RPR	HCL	2-Mar-15	30-Jun-15
7	VSP	VSC	HCL	1-Feb-15	30-Jun-15
8	VSP	VSP	HCL	2-Mar-15	30-Jun-15
9	VSP	AKP	HCL	5-Mar-15	30-Jun-15
10	KDP	KDP	HCL	7-Mar-15	30-Jun-15
11	KRNL	NDL	HCL	7-Mar-15	30-Jun-15
12	GNT	GNT-II	HCL	8-Mar-15	30-Jun-15
13	VJA	VJA	HCL	12-Mar-15	30-Jun-15
14	CTR	PTR	HCL	17-Mar-15	30-Jun-15
15	KRNL	BPL	HCL	19-Mar-15	30-Jun-15
16	KDP	RJPT	HCL	22-Mar-15	30-Jun-15
17	KRNL	KRNL-II	HCL	23-Mar-15	30-Jun-15
18	VJA	NZVD	HCL	24-Mar-15	30-Jun-15
19	NEC	VZM	HCL	31-Mar-15	30-Jun-15
20	KRNL	YMG	HCL	2-Apr-15	30-Jun-15
21	NEC	TKL	HCL	2-Apr-15	30-Jun-15
22	VJA	MTM	HCL	9-Apr-15	30-Jun-15
23	GNT	CPT	HCL	10-Apr-15	30-Jun-15
24	VJA	JPT	HCL	20-Apr-15	30-Jun-15
25	KRNL	ADHONI	HCL	2-May-15	30-Jun-15
26	VJA	GDV	HCL	14-May-15	30-Jun-15
27	VSP	WALTAIR	HCL	5-Jun-15	30-Jun-15
28	VSP	MDPM	HCL	5-Jun-15	30-Jun-15
29	VSP	GJWK	HCL	22-Jun-15	30-Jun-15
<b>TELANGANA</b>					
30	RR	VKB	HCL	8-Feb-15	30-Jun-15
31	MBNR	GDWL	HCL	20-Feb-15	30-Jun-15
32	MBNR	MBNR	HCL	23-Feb-15	30-Jun-15
33	MBNR	WNP	HCL	2-Mar-15	30-Jun-15
34	MBNR	ACPT	HCL	3-Mar-15	30-Jun-15
35	KMM	KMM	HCL	10-Mar-15	30-Jun-15
36	KMM	SPL	HCL	13-Mar-15	30-Jun-15
37	KMM	BDCM	HCL	14-Mar-15	30-Jun-15
38	KRMR	KRMR-II	HCL	14-Mar-15	30-Jun-15
39	KMM	MNGR	HCL	15-Mar-15	30-Jun-15
40	NZB	NZB-I	HCL	15-Mar-15	30-Jun-15
41	KMM	KTDM	HCL	16-Mar-15	30-Jun-15
42	KMM	MDR	HCL	17-Mar-15	30-Jun-15
43	NZB	KMR	HCL	19-Mar-15	30-Jun-15
44	RR	PRG	HCL	19-Mar-15	30-Jun-15

LIST OF GPS SYSTEMS UNDER AMC FROM 01.01.2015 TO 30.06.2015

45	KRMR	GDKN	HCL	20-Mar-15	30-Jun-15
46	WL	JN	HCL	20-Mar-15	30-Jun-15
47	MEDAK	MEDAK	HCL	21-Mar-15	30-Jun-15
48	WL	MHBD	HCL	21-Mar-15	30-Jun-15
49	WL	WL-I	HCL	22-Mar-15	30-Jun-15
50	MEDAK	ZHB	HCL	3-Apr-15	30-Jun-15
51	KRMR	SRCL	HCL	7-Apr-15	30-Jun-15
52	RR	TNDR	HCL	17-Apr-15	30-Jun-15
53	MEDAK	SDPT	HCL	23-Apr-15	30-Jun-15
54	HYD	MSRD-I	HCL	11-May-15	30-Jun-15
55	HYD	DSNR	HCL	14-May-15	30-Jun-15
56	NLG	DVK	HCL	16-May-15	30-Jun-15
57	HYD	BG	HCL	19-May-15	30-Jun-15
58	MBNR	SDNR	HCL	21-May-15	30-Jun-15
59	RR	PKT	HCL	22-May-15	30-Jun-15
60	HYD	HYT-I	HCL	23-May-15	30-Jun-15
61	HYD	MP	HCL	26-May-15	30-Jun-15
62	SD	JDM	HCL	28-May-15	30-Jun-15
63	MEDAK	SRD	HCL	29-May-15	30-Jun-15
64	RR	HYD-II	HCL	30-May-15	30-Jun-15
65	NLG	NLG	HCL	1-Jun-15	30-Jun-15
66	HYD	MDN	HCL	8-Jun-15	30-Jun-15
67	WL	HNK	HCL	11-Jun-15	30-Jun-15
68	SD	HPT	HCL	15-Jun-15	30-Jun-15
69	SD	KG	HCL	16-Jun-15	30-Jun-15
70	RR	HYD-I	HCL	22-Jun-15	30-Jun-15
71	SD	RNG-I	HCL	22-Jun-15	30-Jun-15
72	SD	RNG-II	HCL	22-Jun-15	30-Jun-15

73	RR	RR	HCL	30-Jun-15	30-Jun-15
74	RR	RR	HCL	30-Jun-15	30-Jun-15
75	RR	RR	HCL	30-Jun-15	30-Jun-15
76	RR	RR	HCL	30-Jun-15	30-Jun-15
77	RR	RR	HCL	30-Jun-15	30-Jun-15
78	RR	RR	HCL	30-Jun-15	30-Jun-15
79	RR	RR	HCL	30-Jun-15	30-Jun-15
80	RR	RR	HCL	30-Jun-15	30-Jun-15
81	RR	RR	HCL	30-Jun-15	30-Jun-15
82	RR	RR	HCL	30-Jun-15	30-Jun-15
83	RR	RR	HCL	30-Jun-15	30-Jun-15
84	RR	RR	HCL	30-Jun-15	30-Jun-15
85	RR	RR	HCL	30-Jun-15	30-Jun-15
86	RR	RR	HCL	30-Jun-15	30-Jun-15
87	RR	RR	HCL	30-Jun-15	30-Jun-15
88	RR	RR	HCL	30-Jun-15	30-Jun-15
89	RR	RR	HCL	30-Jun-15	30-Jun-15
90	RR	RR	HCL	30-Jun-15	30-Jun-15
91	RR	RR	HCL	30-Jun-15	30-Jun-15
92	RR	RR	HCL	30-Jun-15	30-Jun-15
93	RR	RR	HCL	30-Jun-15	30-Jun-15
94	RR	RR	HCL	30-Jun-15	30-Jun-15
95	RR	RR	HCL	30-Jun-15	30-Jun-15
96	RR	RR	HCL	30-Jun-15	30-Jun-15
97	RR	RR	HCL	30-Jun-15	30-Jun-15
98	RR	RR	HCL	30-Jun-15	30-Jun-15
99	RR	RR	HCL	30-Jun-15	30-Jun-15
100	RR	RR	HCL	30-Jun-15	30-Jun-15