

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. OP1/200(5)/2002-MED

**Office of the VC & MD
Mushirabad, Hyderabad-20.**

CIRCULAR No. 10/2002-MED, DT. 03-08-2002

SUB. :-- HSD OIL - Problems on HSD Dispensing Pumps & Ground Tanks at Depots-Reg.

Our Corporation spends nearly Rs. 800 crores on HSD Oil every year. This expenditure increases as & when prices of diesel are revised upwards by Government of India. Thus there is every need to conserve HSD Oil and prevent loss of precious HSD Oil at Depots.

At present Corporation procures HSD Oil from three major Oil Companies, viz., M/s. IOC, HPCL & BPCL. The maintenance of HSD Dispensing Pumps & storage ground tanks is carried out by the respective Oil Companies to whom the supply of HSD Oil to Depots is allotted.

It has been observed that the Depots are not reporting the problems on Dispensing Pumps and the ground tanks to the respective Oil Companies promptly. In some cases, the response from Oil Companies is also not immediate. The above causes are resulting in difficulties in daily topup of vehicles and wastage of HSD Oil on account of leakages leading to ground tank shortages at the depots. Proper identification of the problem and timely rectification of the same will help us in avoiding shortage of HSD Oil in ground tanks.

The probable causes for excess or shortage of HSD Oil in ground tank are :-

- 1) Excess or short delivery of HSD Oil by dispensing Pumps.**
- 2) Shortage may be on account of improper dip stick and calibration chart supplied by Oil companies. The bottom end of the dipstick may wear off due to constant use over a long period which needs to be replaced.**
- 3) Leakages of HSD Oil from the ground tanks or through connecting pipes from ground tank to dispensing pump or the decantation pipe.**
- 4) Short receipt of HSD Oil through tank trucks.**

Of the above causes, the first three causes need to be taken care of through timely reporting of complaint by depot and prompt attention by the Oil Companies.

Recently a meeting was conducted with the officials of all Companies and it was decided to streamline the system of reporting of defects by the depots to the Oil Companies. The Oil Companies have agreed to speed up the response to the complaints from our Depots.

Accordingly the following guidelines are issued.

- 1) All depots shall maintain a register in the format shown at ANNEXURE-I to record the reporting of complaints by Depots and attention by the Oil Companies so that proper follow-up action can be taken on complaints of repeated nature.**
- 2) It is noticed that in most cases, the complaints are certified as having attended by DCs though DM or Mechanical Incharge is available in the Depot without verifying if the defects are rectified completely. Hence it is decided that the DM shall certify the attention to the defect attended by the Oil Company. In case Depot Manager is out of Headquarters or not immediately available at the Depot, the Mechanical Incharge shall certify attention. Only in exceptional cases where both Depot Manager and Mechanical Incharge are not available, the D. C. shall certify and bring the same to the notice of DM/Mechanical Incharge the next day without fail.**

- 3) There may be some defects which may recur even after attention or which require major repairs to be carried out like replacement of pipelines, change of ground tank pumps etc.

In order to take follow-up action on such complaints, the depots have to send a monthly statement of pending problems to the Regional Manager by 5th of every month in the format shown at ANEXURE-II.

- 4) The RMs shall consolidate the list of pending problems at the Depots of the region and address a letter to the concerned Divisional Manager/Area Manager of Oil Companies by 15th of every month duly marking a copy to ED (Engg) and ED (Zone) showing the Depot wise details of pending problems in the same format shown at ANNEXURE-II. The RMs shall follow up with the Oil Companies to ensure the pending problems are rectified without loss of time.

All the DMs are instructed to ensure maintenance of the above register at the Depot and review the same on day to day basis. They shall invariably submit the list of pending problems every month in the prescribed format to the Regional Manager by 5th of every month.

The RMs & DVMs are advised to inspect the register of complaints at depots during their inspection of Depots for proper recording of complaints and timely attention by oil companies. In case of any improper response from Oil Companies, the same may be taken up with Oil Companies on priority duly intimating ED (Engg) and ED (Zone) for further action.

The Dy. CMEs of Zones shall cover this aspect during their depot inspections and report to the RMs on the discrepancies observed in the maintenance of this system of recording of complaints.

A compliance report on the action taken may be furnished to ED (E) by 15-08-2002 positively.

Sd/-
(R. P. SINGH)
Vice Chairman & Managing Director.

ANNEXURE-1

REGISTER OF COMPLAINTS ON DISPENSING PUMPS & HSD STORAGE TANKS

SI. of No. defects	Details	Date on which complaints person is sent to Oil Companies complaint is sent with reference No.	Name & Designation of to whom the	
(1)	(2)	(3)	(4)	
Date of attention to the complaint by Oil Company with work order No.	Name & Designation of person who attended the complaint at the Depot	The Designation of official who has certified the same at the Depot	Signature of MF/DM	

STATEMENT SHOWING PENDING PROBLEMS ON DISPENSING PUMPS/
STORAGE TANKS FOR THE MONTH OF

Sl. NO.	Name of Depot	Name of Oil Company serving the Depot	Details of pending problems
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Name & Designation of Officer to whom complaint is made with address	Date last reported to Oil Company is made with address	Date of last attention by Oil Company
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