



Andhra Pradesh State Road Transport Corporation
Office of the Managing Director, Bus Bhavan, Hyderabad - 500 624.

No: OP4/462(6)/2010-MED

CIRCULAR NO: 26/2010-MED, Dt.06.11.2010

Sub: **BREAKDOWNS** - Providing immediate relief to the vehicle breakdowns and making necessary arrangements for the passengers to resume their journey without any inconvenience in the event of breakdown - Certain instructions issued - Reg.

It is needless to say that the very existence and survival of our mighty organization rest upon the goodwill and support of our loyal customers. In the present days of stiff competition, it is very difficult to retain our passenger base if we ignore their travel needs and comforts. Every one of us shall strongly believe that the passengers are no longer depending upon us; but, we as a service provider are depending solely on their patronage. Even a minor inconvenience to the passenger during his course of journey goes in a big way which ultimately will have an incorrigible effect on our image and reputation. The deflection of passengers owing to poor quality of our service may lead to grave repercussions and becomes a great threat to our sustenance.

As our basic systems of maintenance aim at offering safe, reliable and breakdown-free service to the public, the occurrence of vehicle breakdowns is a matter of very serious concern. *Of late, one such incident of vehicle breakdown on route Hyderabad (BHEL) to Kakinada caused a bitter embarrassment to us when the passengers of this Super Luxury service were forced to strand on the road near Narketpally for nearly 6 hours during the night from 01-00 hrs to 06-20 hrs, endangering their safety.*

It is unfortunate that our esteemed passengers were forced to strand on the roads for hours together due to our failure in making arrangements in getting them boarded in the other buses passing on the same route/ arranging relief bus, immediately after the breakdown of vehicle.

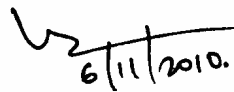
Therefore, in order to avoid recurrence of such incidents, the following instructions are issued for strict compliance.

1. It is the first and foremost ***responsibility of the service crew to make every effort to see that the passengers are comfortably boarded on the other buses passing*** on the same route immediately after the occurrence of service breakdown.

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2. *The other buses passing on the same route buses shall invariably be stopped at the request of the hailing crew/passengers at the site of breakdown and allow the stranded passengers to board the buses on the strength of the tickets obtained in the break down bus.*
3. *In the meanwhile, the Crew shall report the occurrence of breakdown to the concerned Depot Manager/Dy.Chief Traffic Manager/Dy.Chief Mechanical Engineer and follow their instructions for relief arrangement.*
4. *The Crew shall immediately react to the instructions issued by the concerned officer/supervisor in the event of breakdown and approach the nearest Depot/Bus station for necessary relief arrangement.*
5. *The Mobile phone Numbers of the concerned DM/Dy.CTM/Dy.CME shall always be kept available for the crew by printing the same on Logsheets/ MTD-141 cards/STAR documents and by displaying them at conspicuous places in the bus.*
6. *The Depot Manager/Supervisors of the nearest depot shall respond immediately and provide immediate relief arrangements on top-priority.*
7. *To the extent possible, the nearest depot shall provide an alternate bus in place of the breakdown bus to enable the passengers to reach their destinations without any inconvenience, simultaneously making efforts to carry out repairs on breakdown bus.*
8. *Regional Managers, Dy.Chief Traffic Managers and Dy.Chief mechanical Engineers shall educate the staff on these vital instructions during their visits/ inspection of depots.*

All the *Depot Managers* are advised to implement the above instructions without any deviation. Any laxity in implementation will be viewed very seriously and *recurrence of such unfortunate incidents in future will be dealt severely.*



6/11/2010.

VICE CHAIRMAN & MANAGING DIRECTOR

To
All Depot Managers

Copy to: Director(Vi&S), ED(E&IT), ED(O&MIS), ED(A), FA, CAO & ED(HRD&M) for information.
Copy to: All Executive Directors(Zones) for necessary action.
Copy to: All Regional Managers for necessary action.
Copy to: All HODs for information.
Copy to: All Dy.CMEs & Dy.CTM for necessary action.
Copy to: All WMs, COS', Dy.CAOs for information.
Copy to: All AOs for information
Copy to: All Principals, ZSTCs & TA/Hakimpet for information
Copy to: All Maintenance incharges of the Depots for n.action.
Copy to: All Traffic incharges of the Depots for n.action.
Copy to: Manual Section/Head Office for filing