



Andhra Pradesh State Road Transport Corporation
Office of the Managing Director, RTC House, Vijayawada – 520013.

No: OP4/462(6)/2020-MED

CIRCULAR NO: 09/2020-MED, Dt.16.10.2020

Sub: **BREAKDOWNS** – Providing immediate relief in cases of vehicle breakdowns and ensuring passengers to resume their journey without any inconvenience – instructions reiterated – Reg.

Ref: Circular No.26/2010-MED, Dt. 06.11.2010.

APSRTC had to stop its bus operations completely during the period from 23rd March, 2020 to 20th May, 2020 due to the total lockdown imposed on account of the outbreak of pandemic COVID-19. Though operations were partially restored after that, the patronage from the travelling public is not encouraging. The operation of buses is gradually increased since September 2020 and the OR is in improving trend.

But it is disheartening to note that even during these periods of partial operation of buses, bus breakdowns are resulting en-route causing lot of inconvenience to the passengers who are travelling in unavoidable situations in spite of the prevailing severe pandemic conditions.

It is needless to say that the very existence and survival of any organization rest upon the goodwill and support of its loyal customers. Even a minor inconvenience to the passenger during his course of journey goes in a big way which ultimately will have an adverse 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.

Keeping this in view, when operations were restored partially, instructions were issued to put all the buses into operation by rotating the buses instead of keeping some buses completely idle so that buses can be maintained in good condition. Further, Depot Inspection Teams(DITs) are formed at every depot in order to conduct a comprehensive health check up on all the buses of neighboring depots. The defects identified by these teams are attended. With this activity buses are kept in good and ever ready condition for operation.

As APSRTC is implementing various preventive maintenance schedules, the occurrence of vehicle breakdowns is a matter of very serious concern. Even though various circular instructions are issued from time to time on the steps to be taken to make the passengers to resume their journey with a shortest possible delay in case of un-avoidable break downs, Field Managers and Supervisors are not implementing them in true spirit resulting in lot of inconvenience to the travelling passengers and even leaving them unattended on roads during mid nights. There by passengers are complaining even to the highest authorities even in such odd hours expecting them to alleviate their problem.

One such incident repeated on 13-10-2020, when a Super Luxury bus AP30Z 0097 (Eicher) of SKLM-1 depot, on route VJA to SKLM, failed at GVRM bus station and driver taken the bus into GVRM depot garage at about 19.30 hrs. As then problem could not be identified by the shift

mechanics, on the request of DM SKLM-1, and as per instructions of DM GVRM, Ultra Deluxe bus of GVRM is given as relief in place of failed Super Luxury bus even though Super luxury bus is available in GVRM depot garage . But the passengers did not agree to travel in Ultra Deluxe bus and demanded for a Super Luxury bus and complained to none other than Hon'ble Transport Minister. Subsequently with the intervention of RM, Krishna Region Super Luxury bus was arranged. It took more than 3 hours to finally arrange relief to the passengers even though the bus failed at GVRM depot bus station adjoining the depot garage. This all happened due to not owning responsibility by the management of en-route depot. Even though rejected to arrange Super Luxury bus as relief initially, the same bus is finally arranged at the intervention of higher authorities after more than 3 hours of waiting by passengers. Had the Super Luxury bus is arranged in the first instance itself, we would have won the hearts of the passengers rather than driving them to lodge a complaint. Though this incident at GVRM depot is quoted as an example, it is the same issue occurring at many of the depots.

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


1. In order to ensure that the passengers resume their journey within shortest possible time, ***service crew must be educated 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.
2. The Crew must be educated, regularly, to stop buses at the request of hailing crew /passengers at the place of breakdown and allow the passengers on the strength of tickets obtained in the breakdown bus.
3. Crew must report the occurrence of breakdown to the concerned DM and Maintenance and Traffic Incharges immediately and follow their instructions for relief arrangements. Mobile numbers of the DM and Maintenance and Traffic Incharges must be printed on 141 cards/ Logsheets/Star document etc.
4. Crew must report to the nearest depot/bus station as per instructions of their parent depot DM/Supervisors. DM shall contact and co-ordinate with the DM of the depot nearest to the breakdown location.
5. DM of the nearest depot shall respond and provide immediate relief arrangements on top priority.
6. It is the sole responsibility of the DM of the nearest depot to take all necessary steps to arrange relief to the passengers and to the bus on top most priority as soon as the crew report for relief, without waiting for routine request calls from the parent depot DM.
7. The DM and Senior supervisors of the parent depot shall co-ordinate with the DM of the nearest depot for taking all necessary steps for arranging relief.
8. It must be the first priority to arrange relief to the passengers and ensure that they resume their journey within a shortest possible time.
9. To the extent possible relief bus of the same type as that of a failed bus or above class must be arranged. In unavoidable circumstances, bus of a lower class may be arranged duly convincing the passengers and also explain the eligibility for refund of the differential fare.

10. While arranging relief bus, it must be kept in mind that our priority is to clear the fare paid passengers stranded today due to breakdown rather than thinking about next day's operation.
11. The DM of the nearest depot shall also elevate the problem to the DyCME, DyCTM and RM of his region in case significant delay is anticipated in clearing the stranded passengers and also take all necessary steps to keep the passengers comfortable duly explaining the circumstances that are leading to delay and if necessary providing Tea and snacks..

All the Depot Manager are advised to act responsibly while dealing with the relief arrangements in case of breakdowns and implement the above instructions without any deviation. Any slackness observed in this regard and recurrence of such incidents in future will be dealt severely.

DyCMEs , during their visit to depots, shall focus on the effectiveness in implementation of preventive maintenance schedules, breakdown analysis done and also the measures taken to prevent their recurrence in future.

EDs(Zone) and RMs are advised to review the time involved in arranging relief to the passengers and bus while reviewing the break downs when reported to them and also during their periodical meetings and visit to depots.



Vice chairman & Managing Director

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Copy to EDs(zone) for information and necessary action

Copy to CME(M), CME(C&B), CM (C), CE(IT), CCOS, CM(A), CTM(O) for information

Copy to All Regional Managers for necessary action

Copy to All DyCMEs and DVMs for necessary action

Copy to all DMs & Maintenance In-charges for necessary action