



Andhra Pradesh State Road Transport Corporation

OP4/462(14)/2020--MED

O/o the VC & MD,
RTC House, VJA-13,
Date: 02.12.2020.

To
All Executive Directors (Zone)

SUB: MAINTENANCE - Upkeep of special type buses - Reiteration of guidelines on Chemical Washing and up keep of Special type buses- Reg.

- Ref: 1. Circular No: 24/2012-MED, Dt: 31.10.2012.
2. Circular No: 10/2016-MED, Dt: 01.12.2016.
3. Lr no. OP4/843(01)/2020-MED dt: 01.06.2020.

Instructions were issued, vide circulars cited at references, to carry out Chemical Washing to the seat fabric and interior lining of all Ultra Deluxe, Super Luxury and AC buses once in a month through outside agencies.

Since the buses were kept idle at depots for longer period during the lockdown there is every chance of accumulation of dust over the seats and look ugly, if not cleaned properly, when operations are restored. Accordingly instructions were given vide reference 3rd cited to take up chemical washing for the converted seats immediately after seating pattern conversion was done to maintain social distancing.

Recently one passenger has complained through "Social Media" over the seats condition of the super luxury bus of Puttaparthi depot operating from Vijayawada to Puttaparthi. It is complained that

1. seats are dirty , with black marks and not cleaned
2. Entire bus is giving foul smell
3. All most all the shutter glasses are struck up and not at all moving leading to suffocation inside the bus and
4. TV not working.

Even though instruction are clear on taking up chemical washing once in a month and to inspect the special type buses during dispatch, the instructions are not followed that lead to the dissatisfaction of the passengers. During the review of complaints recorded at CCC also, it is noticed that majority of the complaints are related to seats cleaning, seat reclining mechanism functioning and shutter glasses.

When operations are reaching to 80 to 90% of RTC fleet and patronage from public is improving gradually, receiving such complaints on vehicle condition and upkeep is detrimental to the interest of the organization.

In view of the above the following instructions are issued for strict adherence:

- The chemical washing of all Ultra deluxe, Super luxury and AC buses shall be started with immediate effect, if not done already, and this activity shall be completed before 31.12.2020 positively.
- It shall be ensured that this activity of chemical washing to all the Ultra deluxe, Super luxury and AC buses is carried out regularly once in every month.
- RMs and DyCMEs shall review and ensure that the washing contracts are in force at all depots and take immediate action to finalise in case validity is expired.
- Teams shall be formed immediately at depots immediately, to inspect the buses thoroughly for broken / missing shutter glasses, shutter glass rattling, shutter glasses stuck up and seats with reclining mechanism not functioning etc. Census shall be taken and the identified defects shall be attended on top priority. This task shall be completed before 15.12.2020 and RMs shall submit compliance to that extent.
- All special type vehicles shall be inspected during dispatch to ensure that the items related to passenger comfort and satisfaction viz., seat reclining mechanism, seats cleaning, cleaning of bus inside and outside, hand rests, seat head rest covers, shutter glass knobs, foot rests, AC, audio and video are in good condition.
- Further as Hire Express buses are also permitted for operation w.e.f. 01.12.2020, action shall also be taken to inspect these buses periodically as per circular instruction in force, to ensure good up keep and physical condition.

Hence, all EDs(Zone) are requested to advise RMs and DyCMEs to take immediate action to implement the above instructions in true spirit and not to give scope for any such complaints in future.



Executive Director (E)

Copy to ED(A), ED(O) , FA&CAO for information

Copy to all RMs for necessary action

Copy to all DyCMEs, DVMS for necessary action