

# Andhra Pradesh State Road Transport Corporation

O/o the VC&MD,  
RTC House, VJA  
Dt: 18.04.2023.

No. OP3/462(Gen)/2023-MED,

To  
All EDs(Zones)/DPTOs

Sub:-**REPAIRS** - Repair of High-end Vehicles at OEMs and authorized Dealers of Vehicle Manufacturers- Instructions issued – Reg.

Ref :-1) Lr no. OP3/462(03)/2016-MED, dated: 19.05.2016 of ED(E)

2) Lr no. OP3/462/2023-MED, dated: 09.03.2023 of ED(E)

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Vide reference 1<sup>st</sup> cited, instructions were issued to attend repair of high-end buses through Vehicle Manufacturers or their authorized Dealers, pay 75% of the invoice value duly cross checking with the approved price lists and process for sanction of the competent authority as per the invoice value basing on the D.O.P in force.

Further, after introduction of BS-IV buses, often non-ac buses are also being attended through authorized Dealers whenever the Depot people unable to diagnose the defect.

But instances have come to notice that:

1. Depots are resorting to send the vehicles to Dealer points even for minor repairs without proper analysis at Depot level though required training was imparted to the Mechanics/Technicians of Depots.
2. Same vehicles are repeatedly attending at Dealer points and no review at any level and accepting the decision of Dealers without looking into the technical aspects.
3. Prior information is not being given to Head office for repairs involving huge expenditure wherever sanction of Head office is required without seeking decision of H.O whether to attend or to dispose as the case may be; simply processing for sanction after completion of attention and in some cases audit is objecting for attention on vehicles crossed stipulated mileage.
4. Some Depots are unnecessarily keeping the vehicles idle for want of sanction and cases processed on the estimation itself though instructions are in vogue to process case after paying 75% of the invoice value. In case the invoice value is more the estimation, the cases are to be processed again for sanction of VC&MD which is not fair.
5. Further, the cases are received at H.O seeking sanction without enclosing proper data.

In this connection, the following instructions are issued for strict implementation:

1. Vehicles shall be subjected for thorough analysis before sending to Dealer points for attention duly verifying the warranty conditions.
2. Information shall be given to Service Engineer concerned before directing vehicles to Dealer points through mail so as to claim warranty, if any.
3. Prior approval through mail shall be obtained from MED:H.O for proceeding attention, wherever huge expenditure is involved.
4. Progress of attention shall be closely monitored by the Depots and replacement of spares shall be approved only after critical examination.
5. Payment shall be made as per the letter under 2<sup>nd</sup> reference.
6. Whenever the defect attended is repeated, information shall be posted to Service Engineer concerned as well as MED:H.O and efforts to be made to ensure attention after critical analysis and record the reasons for repetition.
7. Ensure to collect the removed parts after attention.
8. No delay shall be entertained in processing cases for sanction.
9. While processing cases, the invoices shall be thoroughly verified with the approved price lists and ensure that the committed discount is availed.
10. Calculation sheet as per invoice for repair expenditure shall be prepared in excel format and shared to H.O for scrutiny and attach PDF of the same in the e-office case.
11. Further, documents shall be properly scanned and attached in e-office cases along with photographs if any, while processing the cases.

Therefore, all the EDs(Zones)/DPTOs are requested to ensure to follow the above instructions scrupulously while dealing with the repair cases here after wards.



Executive Director (Engg)

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Copy to: OSD(C&L) for information  
Copy to: OSD to VC&MD for information  
Copy to: All Dy.CMEs for necessary action  
Copy to: All DMs for necessary action