



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Lr.No.OP2/Roofleak/2022-MED

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

Circular no: 13/2022-MED, dt:10.10.2022.

Sub: ROOF LEAK- Frequent complaints on roof leak reported through CCC & Print / Electronic Media attracting criticism from commuters – Reiteration of instructions- Reg.

Ref: Circular no .10/2022-MED, dated 20.06.2022

Instructions were already issued through circular cited above regarding the precautions to be taken during monsoon to avoid passenger complaints particularly on roof leakage.

But instances have come to notice wherein news items are published on roof leakages causing much inconvenience to the travelling passengers.

1. On 17.07.2022, news item published in EENADU on roof leak in AP35Z0021 PVG bus of PPM Depot under the caption "బస్సుకాంట్ గోడుగు పట్టాల్సిందే"
2. On 10.10.2022, news item is published in EENADU on roof leak in AP35Z0141 Ultra Deluxe of SLR Depot under the caption "బస్సులో గోడుగు."



Such repeated news items attracts public criticism besides tarnishing the image of the corporation. This also cause inconvenience to the travelling passengers. During the meeting of EDs/DPTOs held on 19.07.2022, it was clearly advised,

- a. Not to give scope for adverse criticism in news paper
- b. To ensure attention of vehicles prior to complaints on the vehicle condition from the passengers.

Even though instructions are clear on identification and attention of roof leakage, appropriate care is not taken at the depot level and no cross checks by the inspecting officials which lead to cropping up of such complaints.

Major repair works in respect of water leakages beyond the scope of depot coach builders shall be taken up at ZWSs / District level involving outside agencies, if necessary.

All vehicles must be checked by Depot Manager for any traces of water leakage and attended immediately within one week. Vehicles with roof leak shall not be operated at any cost.

DMs will be held personally responsible for this kind of incidents in future.

The DPTOs are advised to take disciplinary action against the concerned for non-implementation of the above instructions.

Any slackness in this aspect will be viewed seriously and deterrent action will also be initiated against DPTO/DyCME concerned.

Muear
10.X.2022

**Commissioner P.T.D. &
EX. Officio VC&MD APSRTC.**

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

Copy to: All EDs (Zone) for information and necessary action.

Copy to: All DPTOs for information and necessary action.

Copy to: All Dy.CMEs for information and necessary action.

Copy to: OSD to VC & MD for information.

Copy to: All COSs & WMs for information and necessary action.

Copy to: All Depot Managers for information and necessary action.