



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION
Mechanical Engineering Department, Office of the VC & MD,
RTC House, Vijayawada-520013

No. OP4/462(1)/2023-MED

Dt.19th April, 2023

To
All Executive Directors (Zones),

Sub:-UPKEEP – Reiteration of instructions on Upkeep of Buses - Reg.

Ref:-1) Lr No.OP4/462(14)/2020-MED, Dt.02-12-2020

2) Lr No.OP4/462(1)/2021-MED, Dt.01-01-2021

3) Lr No.OP4/462(2)/2021-MED, Dt.04-01-2021

4) Joint OPD & MED Cir.No. 03/2023-OPD(M), Dt.16-02-2023

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The Corporation is operating 10301 services from 129 Depots to meet the passenger demand. The objective of the Corporation is to provide Clean, Comfortable and Breakdown free services to the passengers. But many complaints are being reported through Print & Electronic media (apsrtc.bpm360.in, News papers, face book, twitter etc.) which is a matter of serious concern since it is tarnishing the image of the Corporation.

Detailed guidelines were communicated time and again through the letters/circulars referred above on upkeep of buses. But, the guidelines are not being implemented in true spirit, leading to passenger dissatisfaction reflecting through complaints. All Depots are equipped with adequate manpower through outsourcing agencies with in-house infrastructure facilities to maintain upkeep of the buses. Even though, the Corporation is spending about Rs.4 crores per month for the above activity, we are unable to get the quality of work from the outsourcing agencies, which is the basic responsibility of field officers/supervisors.

Instances have come to notice that even buses are being operated without sweeping, washing, sagging bottle holders, poor seat upholstery and defective seat inclining mechanism causing inconvenience to the passengers which defeats the very objective of the Corporation.

In view of the above, the following guidelines are issued for strict implementation:

- Monitor washing/sweeping contractors to secure better output, duly conducting checks and cross checks by the field officers/supervisors to ensure supply of clean bus to the commuters.
- Don't supply the bus to the service until cleanliness of bus is ensured. Otherwise, the concerned will be held responsible for the lapse.
- Ensure availability of material related to Vehicle upkeep at all the Depots.

All EDs(Zone) are requested to advise DPTOs and Dy.CMEs to take immediate action to implement the above instructions in true spirit and not to give scope for any complaints on Vehicle upkeep in future.


VICE CHAIRMAN & MANAGING DIRECTOR

Copy to: All DPTOs for information and necessary action.

Copy to: All DyCMEs for information and necessary action.