

CIRCULAR NO. 4/2000-OPD-T, DATED 15-02-2000

SUB:-PUNCTUALITY: Drive on punctuality of operation of services - Analysing causes for unpunctual operation - Issue of instructions.

REF: 1. Circular No. 12/96-OPD-T, dated 07-03-96.
2. Circular No. 37/96-OPD-T, dated 10-06-96.
3. Lr.No.T3/565(1)/96-OPD-T, dated 29-06-96.
4. Circular No. 43/96-OPD-T, dated 12-07-96.
5. EDs/RMs/HODs Meeting on 07-09-99.

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Vide references cited, instructions were issued exhorting the need of punctual operation of services. The causes for unpunctual operation shall be identified and corrective action taken to achieve the mission of punctual operations. There are many areas which need internal improvement to ensure hundred percent punctuality of operation. The mission can be achieved by awareness, commitment and coordinated effort from all the staff at various stages.

During a recent survey by inspection of buses at enroute points and bus stations for long distance special type services, it is revealed that delay in operation of services was mostly caused on account of late supply of buses from garrages or for want of crew. Other reasons also punctuated such as enroute mechanical breakdowns, idling of buses at terminal points or bus stations by the operating staff, late due to issue of tickets for one-man operated services, delays at railway level crossing gates, road blocks due to traffic jams, accidents enroute etc. But many a time it is observed that the rationalising attitude treating unpunctual operation as inevitable is the hidden factor adversely influencing this parameter. This mindset has to be unfreezed and should stoke up the mission that we can operate services punctually.

It is also revealed that due to unpunctual operations, a segment of clientele of our special type services viz., hi-tech, luxury are shifting to other alternate modes which are providing relatively punctual service. It is therefore decided that a special drive be conducted to focus on punctuality and clean bus from 20-02-2000 to 06-03-2000. The following measures are suggested to improve the punctuality.

1. Mechanical Supervisors shall supply buses on time.
2. Operating crew to be impressed upon the importance of punctuality in operations and inculcate the new work culture which has to be nursed by the Traffic Supervisors down the line.


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3. The Depot Managers/Traffic Supervisors should make frequent visits to Bus Stations/Control Points under their jurisdiction to have the hands on information and synergise (channelise energies) to accomplish the mission.
4. The Depot Managers/Traffic Supervisors should move frequently on line and monitor punctuality.
5. The Traffic Supervisors working at Bus Stations should focus on this vital quality attribute to enhance the image.
6. The operating crew should be educated holding gate meetings and refresher training classes to enhance the quality of service and customer satisfaction.
7. Tickets shall be issued by the service Conductor before the departure of the service from Bus Stations/Control point and observe punctual operation instead of detaining the bus enroute for the purpose of issue of tickets.

All Executive Directors of Zones, Regional Managers, Dy.Chief Traffic Managers and Depot Managers are therefore directed to take immediate action to organise the special drive on punctuality from 20th February 2000 to accomplish the mission of providing punctual and clean service with courtesy to the customer.

A report on action taken be sent to this office.

Please acknowledge.


VICE-CHAIRMAN &
MANAGING DIRECTOR.

To

All Executive Directors of Zones.
All Regional Managers
All Depbt Managers.

COPY TO:

ED(E), ED(A), FA, CAO, Director (V&S) for information.
All HODs for information.
All Dy.CTMs in Zones/Regions for information & n/action.
All Dy.CMEs in Zones/Regions for information & n/action.
All Station Managers of Bus Stations for inf. & n/action.
All Traffic & Mechanical Incharges in Depots for inf.& n/a.