

(16)

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

T3/287(43)/99-OPD-T

Office of the VC & MD,
Mushirabad, Hyderabad.

CIRCULAR NO. 9/2001-OPD-T, DATED: 13-02-2001.

SUB:-AWARD SCHEME: - Award Scheme on punctuality of bus services - Regarding.

REF:-Lr.No.T3/287(43)/99-OPD-T, Dated 19-12-2000.

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Punctuality of the bus services is one key parameter which influences customer satisfaction and profitability of the organisation. The present status of the organisation on this score is not upto the desired level. Its importance has become more acute and focussed in the light of the competitive environment all around. It is an essential ingredient of quality of service and the future of our organisation is intertwined with our ability to offer the same. Punctuality is the need of the hour and hence it is the prime duty of each employee of the Corporation to help achieve the "ON-DOT PUNCTUALITY" of our services.

Instructions were issued through a letter under reference detailing the imperative need for punctual operation of services and therefore to institutionalise a mechanism at Depot and enroute points to monitor and focus the attention of operating staff on this vital item.

For achieving the "ON-DOT PUNCTUALITY" of our services, it is now decided to motivate the staff responsible for it by declaring an Award Scheme to reward the efforts of Managers and their teams who make it happen.

The following are the guidelines and modalities of the scheme.

1. The punctuality of services during the quarter 1st April-2001 to 30th June-2001 will be reckoned for the scheme.
2. The Depot Manager has to prepare the list of scheduled services to be operated day-wise for every month atleast fifteen days in advance keeping the peak day / slack day requirements etc., and submit them for approval of the Regional Manager. For example, the day-wise scheduled plan of operations for the month of April-2001 should be submitted to the Regional Manager by 15th March-2001. The Regional Manager should critical-

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ly examine the proposals and send back the approved plan / schedule of operations to the concerned Depot Manager by 20th March-2001. A copy of such proposals should be handed over to the Chief Security Inspector / Sub-Inspector i.e., Security In-charge of the Region, Depot-wise, by 25th March by the Regional Manager. A third copy (depot-wise) should be sent to Zonal Vigilance & Security Officer.

Similarly this exercise should be undertaken with regard to scheduled arrival timings of services (depot-wise) as well.

3. The Regional Manager should explain the importance of the exercise and the role to be played by Security wing to the Security incharge.
4. The Security Incharge of the depot should arrange to write the actual departure timings against the scheduled departure timings of each service duly mentioning the variance as per Annexure-A. The actual departure time will be the time when the bus along with the conductor and driver has actually left from the out-gate of security. This statement should be despatched to the Security Inspector of the Region daily by the Security In-charge of the Depot within one hour from the last departure of the shift. He shall also maintain a register along with the summary date-wise as per the Annexure. It must be ensured that the watches / clock are set to match with the AIR timings.

Similar exercise has to be undertaken with punctuality of incoming services also as per Annexure-B.

5. The Traffic Incharge of the Depot shall arrange the details of the late departures in ascending order from the control chart and analyse the reasons as per the Annexure-C to take up corrective action. The Depot Manager shall monitor the entire exercise everyday and initiate appropriate steps to achieve ON-DOT PUNCTUALITY.
6. The Regional Incharge of Security shall arrange to maintain the data on punctuality (both outgoing and incoming) Depot-wise and arrive at the daily ON-DOT Punctuality percentage Depot-wise as per the Annexure-D. The depot-wise percentages shall also be mentioned in the daily Depot Operational Performance sheet with cumulative figures and putup to the Regional Manager. The monthly consolidated punctuality figures shall be communicated to Depots, ED(Zone), ZV&SO by RM's office positively by 5th of the succeeding month.

7. The Regional Manager shall review the ON-DOT PUNCTUALITY of services daily, Depot-wise and suggest remedial measures to the low performing Depots. It should be the endeavour of RMs to generate competitive spirit amongst the Depots. During the inspections of the Depots, the staff and Supervisors should be addressed to fare better to get cent percent ON-DOT PUNCTUALITY. The aspect of punctuality should be an item on the agenda during monthly review meetings.
8. The punctuality awareness campaigns shall be organised by the Depot Manager at depot level continuously throughout the scheme period. The RMs & EDs of Zones shall monitor this aspect closely.
9. The ON-DOT Punctual despatch of the service for this purpose means, the service bus with service Driver and Conductor leaving the Depot gates on the scheduled time of departure but not keeping the bus outside the gates and waiting for Conductor/Driver etc. The Security Staff shall ensure that no bus leaves the security gate without the service conductor and driver under any circumstances (except one man services).
10. The Executive Directors, Regional Managers shall arrange to cross check the authenticity of data generated at depot by arranging:
 - i) surprise checks at depot security gates,
 - ii) by cross-checking with Punctuality Monitoring Register at Bus Stations maintained as per Lr.No. T3/287(43)/99-OPD-T, dated 19.12.2000 and
 - iii) by getting data from checking officials by noting timings at the time of exercising checks.
11. A Committee consists of Dy.CTM, Dy.CME and the Personnel Officer of the Region will decide the best Depot(s) of the Region based on the data collected and compiled at the Regional level as narrated above by the Regional In-charge of Security Wing.
12. The committee shall select the best Depot in the Region at the end of the scheme period by 05/07/2001. The level of punctuality Depot-wise and the best depot selected be communicated to the Depots of the Region, ED(Zone), ZV&SO and ED(O) by 06/07/2001.

- 13. In case of the Regions having more than 10 Depots, two highest order ON-DOT punctuality Depots shall be selected for the reward. The Regional Manager, Hyderabad City Region, shall select the 3 (three) highest order punctuality Depots amongst all the Depots put together in His Region.
- 14. The Depot Managers, Traffic Incharges, Mechanical Incharges, Depot Secretaries of the Recognised Union of the best Depots of the Region would be felicitated by the VC & MD in presence of the respective Regional, Zonal and Head Office officials by awarding them an Appreciation Letter, Nice Gift in the month of July-2001 with a group photo zone-wise in recognition of their best services for the ON-DOT PUNCTUALITY during the period.

The above instructions should be followed scrupulously.

Encl: Annexures.

Sd/-R.P.SINGH, IPS.,
VICE-CHAIRMAN &
MANAGING DIRECTOR.

To

ALL REGIONAL MANAGERS.

Copy to: Executive Directors of Zones, Director (V&S), ED(A), ED(E), FA, CAO, ED(MIS), ED(MEDICAL) for information and necessary action.

Copy to: All Dy.CTMs in Zones/Regions and all Dy.CMEs in Regions for infmn.and necessary action.

Copy to: All V & SOs and Security Officers in Zones for information & necessary action.

Copy to: All Security Incharges in Regions for information and necessary action.

Copy to: All Depot Managers for necessary action.

Copy to: All Other Officers of the Corporation for infmn.

Copy to: All Traffic, Mechanical & Security Incharges at Depots for necessary action.

ATTESTED BY

(V.C.PANDURANGA MURTHY)
CHIEF TRAFFIC MANAGER (OPERATIONS).

14-Feb-2001 FNR AWARD2-FN.WK1 / PCB

ANNEXURE-A

DAILY SERVICES ON-DOT PUNCTUALITY (DEPARTURES) STATEMENT

(TO BE SENT BY SECURITY INCHARGE OF THE DEPOT TO RMs OFFICE)

DEPOT _____

DATE : _____

SNO.	NAME OF THE SERVICE	SCH. DEP. TIME FROM SECURITY (In Hrs.)	ACT. DEP. TIME FROM SECURITY (In Hrs.)	SERVICE LATE BY (In Hrs.)	REMARKS
1	2	3	4	5	6
1					
2					
3					
.					
.					
.					

SUMMARY OF ON-DOT PUNCTUALITY (DEPARTURES) ON _____

- I TOTAL SCH. SERVICES TO BE OPERATED :
- II TOTAL SERVICES ACTUALLY OPERATED :
- III TOTAL SERVICES CANCELLED :
- IV TOTAL SERV. OPTD. WITH ON-DOT PUNCTUALITY :
- V TOTAL SERVICES DEPARTED LATE :

- a) LESS THAN 15 MINUTES =
- b) 16 TO 30 MINUTES =
- c) 31 TO 60 MINUTES =
- d) 1 HOUR TO 2 HOURS =
- e) MORE THAN 2 HOURS =

SIGNATURE OF SECURITY INCHARGE

COPY TO: RM/ _____ REGION FOR FAVOUR OF INFMN. & N/A. THROUGH THE SECURITY INSPECTOR OF THE REGION.

ANNEXURE - B

DAILY SERVICES ON-DOT PUNCTUALITY (ARRIVALS) STATEMENT

(TO BE SENT BY SECURITY INCHARGE OF THE DEPOT TO RMs OFFICE)

DEPOT _____

DATE : _____

SNO.	NAME OF THE SERVICE	SCH. ARRVL. TIME FROM SECURITY (In Hrs.)	ACT. ARRVL. TIME FROM SECURITY (In Hrs.)	SERVICE LATE BY (In Hrs.)	REMARKS
1	2	3	4	5	6
1					
2					
3					
.					
.					
.					
.					

SUMMARY OF ON-DOT PUNCTUALITY (ARRIVALS) :
ON _____

- I TOTAL SCH. SERVICES TO BE OPERATED :
 - II TOTAL SERVICES ACTUALLY OPERATED :
 - III TOTAL SERVICES CANCELLED :
 - IV TOTAL SERV. OPTD. WITH ON-DOT PUNCTUALITY :
 - V TOTAL SERVICES ARRIVED LATE :
- a) LESS THAN 15 MINUTES =
 - b) 16 TO 30 MINUTES =
 - c) 31 TO 60 MINUTES =
 - d) 1 HOUR TO 2 HOURS =
 - e) MORE THAN 2 HOURS =

SIGNATURE OF
SECURITY INCHARGE

COPY TO: RM/ _____ REGION FOR FAVOUR OF INFMN. & N/A. THROUGH
THE SECURITY INSPECTOR OF THE REGION.

REGISTER OF DAILY DETAILS OF LATE / CANCELLED SERVICES

DEPT
M.P.O

(TO BE MAINTAINED BY TRAFFIC INCHARGE OF THE DEPOT)

DATE _____

SNO.	NAME OF THE SERVICE	SCH. DEP TIME (IN Hrs.)	ACT. DEP TIME (IN Hrs.)	LATE BY (IN Hrs.) / CANCEL.	CONDUCTOR NAME AND STAFF NO.	DRIVER NAME AND STAFF NO.	REASONS FOR DELAY / CANCELLATION	REMARKS
1	2	3	4	5	6	7	8	9

SIGNATURE OF
TRAFFIC INCHARGE

SIGNATURE OF
MECHANICAL INCHARGE

SIGNATURE OF
DEPT MANAGER

14-Feb-2001 FN: AWAAD3-P.WK1

ANNEXURE - B

DAILY DEPOT-WISE ON-DOT PUNCTUALITY REGISTER

(TO BE MAINTAINED BY REGIONAL SECURITY INCHARGE AT RM'S OFFICE)

DEPOT _____

MONTH : _____

DATE	TOT. SCH. SERVICES TO BE OPERATED	TOTAL SERVICES OPERATED	NO. OF SERVICES CANCELLED	NO. OF SERVICES OPERATED ON-DOT	NO. OF SERVICES OPERATED LATE					% OF ON-DOT PUNCTUALITY	SIG		
					15 - 30 MINUTES	31 - 45 MINUTES	46 - 60 MINUTES	1 HOUR TO MORE THAN 2 HOURS	2 HOURS TO MORE THAN 10 HOURS	TOTAL	REGIONAL MANAGER		
	1	2	3	4	5	6	7	8	9	10	11	12	13
1st													
2nd													
3rd													
.													
.													
.													
.													
30th													
31st													

NOTE:

COLUMN 5 X 100

CALCULATION FOR ON-DOT PUNCTUALITY % = _____

COLUMN 2