

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

Office of the VC & MD,  
Mushirabad, Hyderabad.

No.T2/535(7)/2010-OPD (T)

Date: 24.03.2010.

**CIRCULAR NO.13/2010-OPD(T), DATED:24.03.2010**

Sub:-**CLEANLINESS** - Maintenance of cleanliness in buses  
and Bus Stations - Instructions issued - Reg.

It is our prime responsibility to provide safety, comfort, & cleanliness of buses to our esteemed clientele. From time to time, this office has been issuing instructions to the field officers to conduct periodical meets viz., Road Safety Meet, Passenger Week, Customer Relations Fortnight, Courtesy Week, Reliability Week, Cleanliness Week etc., every year with a view to gain and improve customers confidence and faith in our operations.

It is observed that though the Managers are putting efforts, but the spirit to monitor the same throughout the year is not maintained resulting in receipt of repeated complaints on various issues from the traveling public. As we are directly answerable to the public, care should be taken to implement the systems/procedures throughout the year to avoid public discomfort.

We are also receiving complaints on smoking by the traveling public in the buses/bus stations, spitting of Gutkah, jarda pan on the buses & walls of the bus station and its premises, throwing food wastage in the buses & bus stations which is unhygienic. It is often observed that passengers prefer standing than occupying a dirty seat. In such cases we may not be in a position to attend to it immediately, but educating the passengers against such activities would certainly change their behaviour in due course. This would help us to maintain clean buses.

Recently, a passenger by name Sri M. Raghunandan lodged a complaint stating that he experienced an ugly situation while traveling in our bus. He narrated that a passenger who traveled before him spoiled the window panel by spitting gutkha which gave unbearable bad smell. Though he got the seat vacated, but did not enjoy the journey. He also stated that the passengers are also spitting the gutkha outside while the bus is in motion which may fall on other road users and suggested to take suitable action to prevent such activities while traveling in buses particularly in city services, keeping in view larger interest of traveling public.

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The suggestion offered by him is examined in detail and found to be a valid one.

Recently, Government ordered prohibiting smoking in public places. These instructions have been already issued to all Unit Officers of Corporation to observe the rule of prohibition of smoking in the areas wherever applicable in APSRTC. Instructions are also there that for any violation of this rule a fine of Rs.200/- to be imposed and the unit officers concerned are made responsible for any slackness in implementation of prohibition of smoking in APSRTC buses and bus stations. But for the present suggestion no rule is adopted to prohibit chewing of gutkha while traveling in our buses. It is our responsibility to provide clean bus and clean environment in our Bus Stations in the interest of public.

Keeping the passengers perception in view, measures have already been initiated duly painting the following captions in all our buses to keep the buses clean and tidy.

1) బస్సులో పొగ త్రాగరాదు.

2) ఈ బస్సు మీది, మాది, మనందరిది. దీనిని పరిశుభ్రంగా వుంచుదాం.

Similar to the above, it is decided to enlighten passengers on the importance of cleanliness and to paint as follows in our buses.

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బస్సులో గుట్కా నమలవద్దు - తోటి ప్రయాణికులకు ఇబ్బంది కలిగించవద్దు.

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At Bus Stations too, flexi banners need to be displayed citing the following to keep Bus Station in clean and tidy position. Also provide adequate number of dust bins, spittoons at appropriate places in the Bus Station.

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బస్సు స్టేషన్ లలో గుట్కా నమిలి వుమ్మి వేయవద్దు - దీని పరిశుభ్రతకై మీ వంతు సహకారాన్ని అందజేయండి.

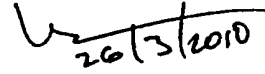
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All Executive Directors of Zones, Regional Managers, Dy.CTMs/DVMs & Depot Managers are directed to ensure observance of cleanliness of bus and bus stations since the passenger has a right to demand a clean environment both in the bus and bus station premises.

The crew shall also counsel passengers positively, if found chewing gutkah etc.

A Region-wise compliance report on the above instructions be sent to Executive Director (O&MIS) by 15.04.2010.

  
26/3/2010

**VICE-CHAIRMAN &  
MANAGING DIRECTOR**

To

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