

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Office of the VC & MD
Mushirabad, Hyderabad-20

No.C4/2(41)/2007-OPD(C).

CIRCULAR NO. 19 /2007-OPD(C), Dt.7.5.2007

**Sub:- ACCIDENTS – Victims of accidents involving APSRTC
vehicles – Need to extend help to the injured in hospitals till
recovery – Instructions – Regarding.**

The incidence of accidents is high during the year 2006-07, as many as 2868 accidents involving APSRTC buses have occurred , as result of which, 1099 persons were killed and 4069 persons received injuries.

In other words, eight accidents are taking place on an average per day there by three persons are losing their lives and another eleven persons are receiving injuries besides causing damages to the Corporation vehicles.

The grief and misery experienced by the dependents is incalculable and whatever amount is offered towards compensation by us may not mitigate the sufferings of the families of the deceased.

Incidents are being received by this office that whenever an accident occurs involving RTC buses, the bus crew are not taking immediate action to shift the injured to the nearby hospitals for medical aid, instead they are leaving the place of accidents without arranging medical aid to the injured persons or informing either to the police or the depot authorities on the pretext of possible attack by the public and passengers, which is attracting adverse criticism from the print media & public.

There is an immediate need to arrest this kind of tendency of the crew by educating them on the need for shifting them to the nearby hospitals for arranging medical treatment.

The Depot Manager and Traffic Supervisors have to enlighten the crew on the need to provide immediate medical aid to the injured duly intimating to EMRI by calling 108 at those places wherever this facility is made available other wise by stopping even enroute buses and informing the occurrence of accident to the police and the depot authorities nearby.

It is also observed that even if we make arrangement to shift the injured to the nearby hospital for medical treatment and to arrange immediate financial assistance to the injured persons for medical care, there after, no attention is being made as no official of the depot visits the hospital to know the progress of the recovery or condition of the injured persons obviously due to other pressing official activities.

On account of detached and less caring attitude of our officials / supervisors in majority of occasions the victims of the accidents and their dependents develop grouse against our attitude and are easily lured by those Advocates who had been dealing MACT cases as their primary occupation and making good business on such type of accident cases, there by the Corporation is losing heavy amounts in the form of commensation.

This could perhaps be pre-empted provided we follow up the medical attention given to the victims, by making, wherever possible, personal visits to the injured in the hospitals where they are undergoing treatment or making personal enquires over phone about their well being, if they are undergoing treatment at far off places.

The Field Managers have to obtain the particulars of each and every person injured in the road accidents concerning to their depot vehicles, as to where they are taking treatment, whether they require any assistance ie., financial aid, services of Corporation etc for their speedy recovery duly following the guidelines issued from time to time. This positive change of attitude goes a long way in gaining the goodwill of the accident victims and their families.

If the mishap occurs is at far off place, the Depot Manager / Supervisor, who attends the accident spot, may evince interest in taking care of injured persons. The Managers have to encourage their employees irrespective of their cadre, who are having inkling towards social service and utilize their services for such purposes.

Our ultimate aim should be to render all possible help to the injured persons to see that they are recovered from the mental shock / physical injuries speedily, without giving scope for criticizing the Corporation.

The Field Managers should follow above guidelines to mitigate the sufferings of injured persons to the extent possible as per the circular instructions issued from time to time. Any complaint on negligent and careless attitude of our personnel in taking care of the injured persons in the accidents involving our buses will be viewed seriously and necessary action will be initiated.

Please ack.

Sd/-
DINESH REDDY
VICE CHAIRMAN &
MANAGING DIRECTOR

To
All Depot Managers.
A.P.S.R.T.C.

Copy to : Director (V&S), F A, CAO, and all EDs for information.
Copy to : all HODs / Head office for information.
Copy to : all RMs for information and necessary action.
Copy to : all Dy. CTMs for information and necessary action.
Copy to : all Principals of Zonal Staff Training Colleges for information.
Copy to : all Dy. CTMs / Head office for information.

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EXECUTIVE DIRECTOR
(O&MIS)