

# Andhra Pradesh State Road Transport Corporation

No.P9/294(50)/2002-OPD(P)



Corporate Office,  
Operations (Plg) Department,  
Mushirabad, Hyderabad-624.

## **CIRCULAR NO.22/2009-OPD(P), DT.04.07.2009.**

Sub: **RESERVATIONS** - Reservation of seats in buses for exclusive occupation by the Senior Citizens and Physically Disabled persons - Instructions reiterated - Reg.

- Ref: 1) This Office Circular No.30/2001,Dt.13.07.2001.  
2) This office Circular No.50/2004, Dt.29.10.2004.  
3) This office Circular No.26/2005, Dt.19.09.2005.  
4) This office Circular No.26/2006, Dt.08.09.2006.  
5) This Office letter No.even, dt.12.01.2009.

Attention is invited to the Circulars and letter under reference cited, through which detailed instructions were issued to all the Depot Managers earmarking seats to be reserved in all types of buses for exclusive occupation by MLAs / MPs, Ladies, Senior Citizens, Physically Disabled persons.

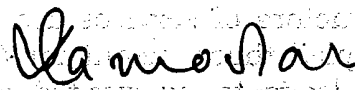
But, complaints are still being received in this Office from the Associations of Senior Citizens, Physically Disabled persons as well as individual representations complaining that the two seats reserved in buses for Senior Citizens and one seat for Physically Disabled are not painted in majority of buses. Further it also came to the notice that the conductors of services are also not insisting others to vacate the seats occupied those meant for Senior Citizens and Physically Handicapped. This leads to un-wanted arguments between the Senior Citizens and occupants.

Therefore, the instructions issued vide Circulars and letter cited are reiterated once again as under, for strict compliance by all the Depot Managers.

- i) The single seat in the left side first row in all City services including Metro Express / Metro Deluxe buses be allotted to Physically Disabled persons. The two Seater (behind the seat allotted to Physically Disabled) be allotted to Senior Citizens.
- ii) If the reserved seats are not occupied by PHCs and Senior citizens in city buses, these seats shall be occupied by women passengers only and the **same should be carved on the side body panel of the bus above the reserved seats.**

- iii) In case of all other types of buses viz., District Ordinary, Express, Deluxe, Super Luxury and Volvo buses, one seat on the left side in the first row (if it is two Seater) be reserved for exclusive use by Physically Disabled persons and two Seater behind it be allotted for Senior Citizens.
- iv) **The seat reserved for PHCs be painted in Red color and two seats reserved for senior Citizens be painted in white color for easy identification and occupation of the seats by senior citizens.**
- v) The crew shall be instructed strictly to honor the Senior Citizens and Physically Handicapped persons for boarding the bus at Bus Stops and to occupy the seats marked to them in all types of services.
- vi) If the seats meant for Senior citizens/PHCs are already occupied by other occupants and making any arguments with them, the conductor shall force such occupants to vacate these seats duly paying the way for the Senior citizens / PHCs to occupy these seats
- vii) Any complaints against operating crew from the Senior Citizens and Physically Handicapped persons for the dishonor towards them shall be treated very seriously and action be taken on those crew (conductors, drivers & TIMs drivers) responsible for that act.

A report of compliance as having earmarked seats in all the buses if not already done in their Unit be submitted to reach this Office by 20.07.2009.

  
**EXECUTIVE DIRECTOR**  
**(OPERATIONS & MIS)**

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

CC to : All EDs in Zones for information.

CC to: All RMs for infmn. & n/action.

CC to : CE (IT) for information with a request to reiterate the instructions already issued to the concerned to reserve one seat for PHCs & two seats for Senior Citizens as mentioned above through OPRS and at all the computerized reservation counters. If the seats reserved are not sold to the Sr.Citizens & PHCs, the same shall be released for current booking just before the departure of Special type services so as to facilitate the conductors / TIMS drivers to sale those seats for general commuters.

CC to : All Dy.CTM's for infmn. & n/action.

CC to : All ATMs / In-charges, All Squads, for infmn.