

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.T3/660(7)/2009-OPD(T)

Office of the VC & MD,
Mushirabad, Hyderabad.
Date:30.11.2009.

CIRCULAR NO.37/2009-OPD(T), DATED:30.11.2009

Sub:-**REPRESENTATIONS** - Disposal of representations from general public, VIPs, public representatives etc. - Reiteration of instructions - Reg.

Ref:-1.Circular No.36/92-OPD-L, Dated 30.12.1992.

2.Circular No.16/94-OPD-L, Dated 16.05.1994.

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Instructions have already been issued through the circulars cited above to dispose all representations received from all quarters including Government within the stipulated period. Despite clear guidelines, it is noticed that representations are not being attended promptly resulting in delay and unwarranted criticism from the concerned.

While reviewing the feasibility reports received from the Regions/Units in response to the representations, it is observed that delay is taking place in majority cases and not even paying attention to acknowledge to the concerned. Since RMs/Dy.CTMs & DMs not sorting out the representations/complaints, the concerned are approaching the Corporate Office even on small issues which ought to have been disposed off at the unit level itself.

Recently one Sri C.Ram Mohan, R/o Vijayawada while addressing a letter to VC & MD indicated that no ED/Zone or RM/DM reacting to the representations/complaints and requested to pay attention atleast to acknowledge the representation. It is always in the best interest of the Corporation to dispose the representations/grievances, since they are helpful to improve our operational efficiency and also to gain public confidence to enhance the image of the Organization. Priority be given to the representations relating to operational matters to implement and correct certain desired steps both in the interest of Corporation and as well as to the traveling public.

(Contd.2)


The following instructions/guidelines are, therefore, reiterated.

1. The representations/grievances received directly from the general public/elected representatives/VIPs shall be acknowledged immediately within 3 days by the Unit Officer concerned.
2. In case full information is not readily available, an interim reply positively within a fortnight shall be sent to the concerned and with a copy to the Chief Traffic Manager. This shall be followed by a final report.
3. Top priority be given to the cases referred from C.M's Office, Secretariat, Hon'ble Minister for Transport & VVIPs and detailed reports be sent immediately.
4. Where matters pertaining to Operations either on existing services or for new services, replies shall be sent immediately and collect necessary information to redress the representations/complaints. Similarly, where matters pertaining to provision of infrastructure (viz. Bus Shelters, Bus Stations) need based information shall be obtained at the earliest along with traffic particulars in the questionnaire prescribed.
5. In any case, updated replies/reports shall be continuously kept on record without giving scope for any delay for further pursuance.
6. The Unit Officer shall ensure that representations/grievances received from all quarters shall be disposed off promptly within the stipulated time to build up confidence in the traveling public.

All Executive Directors/Zones, RMs/Dy.CTMs & DMs, therefore, directed to dispose/sort out the grievances and replies/reports be sent promptly and ensure that no representation remains pending for longer period and any failure to adhere to the above instructions would be viewed seriously and firm action would be taken against the concerned official.

These instructions shall come into force with immediate effect.

To acknowledge.


VICE-CHAIRMAN &
MANAGING DIRECTOR

To

All RMs/Dy.CTMs/DVMs/DMs.

Copy to: All EDs/HODs for information.