

No.R3/287(56)/2001-OPD-T.

Office of the VC & MD,  
Mushirabad, Hyderabad.

CIRCULAR NO.41/2001-OPD-T, DATED: 04-09-2001.

**SUB:-OPERATIONS:** Formation of an "Operations Task Group" at Depot - issue of instructions - Reg.

**REF:-**Minutes of the meeting of EDs of Corporate office and Zones held with VC & MD on 07/08/2001.

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With a view to revamping the Depot working system and to enable it to cope up with the present competitive environment, a Committee was constituted to study the existing systems and suggest turnaround strategy.

One of the recommendations of the Committee is to form a small group of 2 to 3 additional traffic supervisors at each depot and designate it as "Operations Task Group". This group will function directly under the control Depot Manager.

The main functions of this task group are:

1. to travel continuously on various routes of the depot with particular reference to low paying routes for the purpose of:
  - observing the traffic on the routes / services / points / Bus stations.
  - to observe the performance of conductors.
  - to observe the illicit operations.
  - to observe the need for change in timings of buses to suit the traveling requirements of the public.
  - interaction with passengers, public representatives and opinion makers to elicit their views on operation of services.
  - to observe the quality of services like punctuality, cleanliness, adequate speed etc.,
  - to exercise cash & ticket irregularity checks.
  - to observe the bus station management particularly quality of canteens, cleanliness of premises / toilets and passenger information system.

2. assess traffic demand on each of the routes and the adequacy of services or otherwise to redesign the bus schedules or change timings to suit the convenience of passengers.
3. assessing the revenue potential of the existing as well as new routes.
4. apprising ground realities and giving feed back to Depot Managers / Divisional Managers and assist them in planning bus operations, scheduling, augmentation etc.
5. marketing our schemes / passenger friendly measures by direct / personal selling or by other means.
6. becoming a watchdog of the business interests of the depot, by identifying needs of passengers, cautioning depot management accordingly and keeping it posted with information on competitors and suggest measures to counter their threat.

The operations task group through effective functioning should not only earn their wages but also help improve performance of services, routes and depot.

The staff rendered surplus after implementation of revised norms as per A.P. Productivity Council recommendations or such other committees could be utilised for formation of "Operations Task Group" by giving them re-orientation training at Zonal Staff Training Colleges.

The Depot Managers are directed that an "Operations Task Group" be constituted at their depots with traffic supervisors / ADCs / AD & PD staff rendered surplus as per APPC Study. If surplus staff is not available in the depot, the same may be informed to the Divisional Manager concerned, who in turn will arrange for the same from amongst the resources in the Division. In case, sufficient surplus is not available in the division, the Regional Manager will arrange from the depots of the Region or Zone in consultation with ED of the Zone.

It is the responsibility of the Divisional Manager to ensure formation of "Operations Task Group" in each depot and effective functioning of these groups. DM should oversee the functioning of "operations task group".

The Depot Manager will prepare a plan of action for the group based on the performance of routes, requirements of the depot, challenges thrown by local market and utilise the services of the operations task group (OTG) as effectively as possible. The group will travel on the routes / control points / bus stations as per the plan and submit its observations to the Depot Manager on a day to day basis. The Depot Manager / Sr. Supervisor of the Depot will take corrective action basing on the observations / feed back of this task group.

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A register has to be maintained in the depot incorporating the names of Supervisors / staff of the "Operations Task Group", routes on which they have travelled date-wise, observations of the group, action taken thereon. This Register shall be kept ready for scrutiny of inspecting officials in the prescribed proforma annexed. Diaries shall be maintained by each group member with day to day performance of the services and routes so as to analyse the improvement on daily basis.

EDs of Zones / Regional Managers / Divisional Managers during their inspection of depots, shall invariably scrutinise the Register and offer their suggestions for further improvement.

It is likely that the members of OTG would be a heterogenous group as they are drawn from different departments. They have to be directed to Zonal Staff Training Colleges concerned for imparting re-orientation training. The Principals of Colleges will equip them with all the above aspects.

The above task of forming "Operations Task Groups" and training them shall be completed before 30/09/2001 and start functioning w.e.f 01-10-2001 positively and report compliance.

Please acknowledge.

Encl: As above.

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

To

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

COPY TO:

- ED(E), ED(A), ED & Secretary to Corporation, FA, CAO, ED(MIS) and Director(V&S) for information.
- All HODs for information.
- All Dy.CMEs in Regions for information.
- Dy.CTM(P), Dy.CTM(C), Dy.CTM(Mktg). HO, for infmn.
- All Principals of ZSTCs for necy. action.

ATTESTED BY

*A. Gnaneshwar*  
( A. GNANESHWAR )  
EXECUTIVE DIRECTOR (OPERATIONS)

OPERATIONS TASK GROUP REGISTER

TASK GROUP MEMBERS NAMES/DESGN/ STAFF NO.:  
 1) \_\_\_\_\_  
 2) \_\_\_\_\_  
 3) \_\_\_\_\_

DATE	TRAVELLED IN SERVICE		BUS NO.	TRAVELLED TIME		OPERATIONS/ FEEDBACK	CORRECTIVE ACTION TAKEN	REMARKS
	DEPR. TIME	SERVICE ROUTE FROM TO		FROM	TO			