

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

M/562(1)/99-OPD(M)

O/o the VC & MD, Musheerabad,
Musheerabad, Hyderabad.

CIRCULAR NO.46/99-OPD(MARKETING) DATED : 31.08.1999

**SUB : PUBLIC RELATIONS-Strengthening Public
Relations by inviting suggestions/Complaints
through FAX.**

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We are operating 18,755 buses in a day carrying about 1.21 crore of passengers.

In such a voluminous operation, it is likely that there could be instances resulting in dis-satisfaction amongst our clients. Though it may be difficult to totally eliminate dis-satisfaction amongst our passengers, mechanism could be installed to contain and control damage by providing effective ventilation to their grievances /complaints/suggestions/observations etc.

At present, we are accepting suggestions and complaints from the passengers through complaint books which are made available with service conductors and Bus Station Managers and through letters. Further, we have also been organising Customer Meets to invite their suggestions/complaints. Steps are also being taken to redress their grievances on the spot and also within a specific duration depending on the practicability.

Apart from the existing procedure, it is decided to proceed a step further by inviting suggestions and complaints through FAX to make the redressal process faster as Offices of every Executive Director and Regional Manager are provided with FAX facility.

In this connection, following guidelines are issued :

- 1) Complaints are to be received through FAX by all the EDs and RMs Offices.
- 2) The suggestions / complaints received through FAX are to be perused by ED/RM immediately.
- 3) Such suggestion/complaint is to be examined thoroughly and appropriate action taken within 48 hours by the concerned EDs/RMs.
- 4) A reply on action taken is to be sent to the concerned within 3 days.

5) If a particular suggestion is not feasible, the same may be communicated to the suggester, duly explaining the limitations.

6) If a particular suggestion/complaint deserves action by Corporate Office, the same may be communicated to the concerned in the Corporate Office immediately.

To bring this facility to the notice of the travelling public, it is suggested to organise press meet or to release press note and also by exhibiting on notice boards in the Bus Station premises, duly intimating FAX Number.

Please acknowledge,

**Sd/- V.APPA RAO, IPS.,
VICE CHAIRMAN &
MANAGING DIRECTOR**

To
Executive Directors of all Zones
Regional Managers
APSRTC.

Copy to:
All Dy CTMs(M&C) of Zones and
All Dy CTMs(O) of Regions for information.
Dy CTM(O), Dy CTM(C), Dy CTM(P) of H.O for information.
All Depot Managers for information

**ATTESTED BY
Sd/-C.PANDURANGA MURTHY
CHIEF TRAFFIC MANAGER(O)**