

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Office of the VC & MD,  
Mushirabad, Hyderabad.

No.L3/114(22)/2001-OPD-T

Date: 27-11-2001.

CIRCULAR NO.64/2001-OPD-T, DATED: 27-11-2001.

Sub:-COMPLAINTS: Complaints/Grievances - Disposal of complaints/Grievances of Public - Instructions on streamlining of them - Regarding.

Ref:-Circular No.23/95-OPD(MR&CS), Dt.08-05-1995.

- 1.0 Instructions were issued vide circular cited on the disposal off complaints/Grievances received from passengers/public. In spite of issuing clear instructions on the procedure to be followed, it is seen a large number of complaints are not being attended to at all. As a result, Corporation is subjected to avoidable criticism from public and passengers. Another media through which we receive complaints/ suggestions is the newspapers / print media.
- 2.0 The complaints/grievances received from all quarters viz., through Print media, complaint / suggestion books made available in buses/bus stations, letters addressed to officials of Corporation through Public representatives, telephones / FAX etc., shall have to be given very quick response and disposed off in a given period. It need not be told that such action would go a long way in winning the confidence of public and help in improving Corporation's image and retaining customer loyalty.

A Depot level mechanism is therefore essential to redress them. Following guidelines are issued for implementation of this mechanism.

- 1. Whenever the complaints/grievances are referred to / received directly, the Unit Officer i.e Depot Manager concerned must acknowledge them immediately.

If the complaint is of minor operational or crew delinquency, such as non-stopping of buses at stages, buses operating without destination boards, unpunctual operations, rude behaviour of crew etc., action should be initiated post haste and a final reply given to the party within three days from the date of receipt of complaint/grievance.

2. In case of grievance relating to introduction of a new service, increase of trips, timings to be changed to avoid bunching of buses etc., the Depot Manager should carefully examine the same, take appropriate action and inform the party within 7 days from the date of receipt of complaint / grievance.
3. A Register has to be maintained at the Depot level to record the gist of complaint/grievance received, date of receipt, date of acknowledgment, final reply given in the PROFORMA-A. The Depot Manager/Senior Traffic Supervisor of the Depot have to ensure that the replies are sent within the stipulated time.
4. A summary of complaints/Grievances has to be prepared as per the Annexure-I of Circular No. 23/95-OPD(MR&CS), dated 08-05-1995 by the Depot Manager and send it to Regional Manager before 5th of every month.
5. The Regional Managers in turn shall send the Depot-wise summary as per the Annexure-II to the ED(O) by 10th for consolidation and to putup to VC & MD (A copy of the Circular No.23/95-OPD(MR&CS), dated 08-05-1995 is enclosed for ready reference).
6. The Regional Manager should also follow the procedure prescribed for the Depot Manager in disposal of complaints/grievances. While sending the summary statement to the ED(O), the complaints/grievances received at RM's office shall also be included.

The Regional Managers shall review the action taken in redressing the complaints / grievances by the Depot Managers in their monthly review meetings.

Executive Directors of Zones/Regional Managers are required to review these complaints/grievances during their regular inspection of depots. In case, any lapses are noticed in not responding in time, necessary action may be taken against the officer/supervisor responsible.

THE REVIEW OF ACTION TAKEN ON TOTAL COMPLAINTS/GRIEVANCES RECEIVED IN ALL UNITS OF THE REGION AND AT REGIONAL LEVEL SHALL BE ONE OF THE SUBJECTS THAT WILL BE REVIEWED IN EDS/HODS/RMS MEETING.

It is therefore directed to ensure compliance of above instructions scrupulously 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.  
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COPY TO:

ED(E), ED(A), ED(MIS), Secretary to Corporation, F.A.,  
C.A.O., Director (V & S) for information.  
All HODs for information.  
Dy.CTM(P), Dy.CTM(M), Dy.CTM(C) & Dy.CTM(R&D) for infn.

ATTESTED BY

( A.H.N.BHAKTHA )  
EXECUTIVE DIRECTOR (OPERATIONS).

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ANNEXURE TO LR.No.L3/114(22)/2001-OPD-T, Dt.27-11-2001  
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COMPLAINTS / GRIEVANCES RECEIVED FROM THE PUBLIC -  
DISPOSAL OFF CASES

PROFORMA-A

SNO.	DATE OF RECEIPT OF COMPLAINT / GRIEVANCE	NAME OF THE COMPLAINANT / REPRESENTEE	GIST OF THE COMPLAINT
1	2	3	4

  

DATE OF ACKNOWLEDGEMENT	BRIEF NOTE ON ACTION TAKEN	DATE OF REPLY TO THE PARTY	REMARKS IF ANY
5	6	7	8

197

ANNEXURE-I

APSRTC CARES  
(Complaint Analysis and Redressal for Enhanced Service)

DEPOT:

MONTH:  
REGION

SNO.	MEDIA	NO.OF COMPLAINTS	ACTION TAKEN/ PROPOSED	ANY OTHER REMARKS
1.	Print Media			
2.	Opinion leaders			
3.	Complaint / Suggestion books			
4.	Letters to APSRTC Officials			
5.	Personal / Oral Complaints and complaints on phone			
6.	Written complaints			
Total Complaints				

ANNEXURE-II

APSRTC CARES  
(Complaint Analysis and Redressal for Enhanced Service)

REGION:

MONTH:  
ZONE:

DEPOT	Total No.of Complaints received	Total No.of complaints on which action is taken / proposed	Any other remarks
1.			
2.			
3.			
Region-Total			

SUMMARY

1. Total number of complaints received during the previous month in the Depot/Region.
2. Total number of complaints received during the present month in the Depot/Region.
3. Total number of complaints received during the corresponding month of last year in the Depot/Region.
4. Cumulative complaints upto the month in the current calendar year in the Depot/Region.

NOTE: SUMMARY APPLICABLE TO BOTH ANNEXURE-I & II.