

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.R2/287(5)/2000-OPD-T

Office of the VC & MD,
Mushirabad, Hyderabad.CIRCULAR NO. 68/2001-OPD-T, DATED: 07-12-2001.

SUB:-INSPECTIONS: Inspection of Depots by Divisional Managers - Issue of instructions - Regarding.

- REF:-1. Board Office Cir.No.PA/280(1.2)/94-BB-ASC, dated 22-04-1994.
2. Board Office Cir.No.B1/225(5)/94-BB, dated 08-11-1994.
3. Circular No.65/94-OPD-T, Dated 03-12-1994.
4. Circular No.5/98-MED, dated 07-02-1998.
5. Notification No.Ea/255(7)/2001-PD, Dated 11-04-2001.

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Consequent upon introduction of modified administrative set up with effect from 14-11-1994, the office of Divisional Manager was integrated with that of the Regional Manager and it is designated as Senior Manager (Operations) / Senior Engineer (Maintenance).

In the light of the experience gained during the last six years, the Divisional set up has been reintroduced with effect from 14-04-2001 to tone up operations and to effectively face the competition and regain the market share.

As a result of this modification, there is a need to redefine the scope and periodicity of Depot Inspections and visits by the Divisional Managers.

The following instructions are therefore issued for implementation.

SCOPE OF INSPECTION OF DEPOTS:

The inspection should be:

- a. meaningful and purposeful
- b. guidance giving
- c. corrective in nature
- d. assistance rendering
- e. should suggest concrete time bound measures to set right any weak point, delinquencies etc.

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At the end of the inspection, there should be value-addition.

AREAS TO BE IDENTIFIED:

The Divisional Manager should review vital areas such as low performing routes/services, low vehicle/crew productivity, cancellations and reasons thereof, punctuality, cleanliness and such other parameters which have a bearing on quality of service, obtaining passenger feed-back, implementation of marketing strategies for improvement etc. After detailed analysis, the DVM shall discuss with the Depot Manager and Supervisors concerned to evolve and install a strategy for improvement and ensure its implementation.

Apart from the above operational matters, the DVM should also inspect Depot garages and cover the following mechanical parameters as per the format communicated vide Circular No.5/98-MED dated 07.02.1998.

1. Vehicle position
2. Man power distribution
3. Maintenance time for buses
4. Maintenance of Schedule-I/II/III/IV
5. Performance review of MED parameters
6. Maintenance of MED Registers
7. Physical inspection of vehicles
8. Availability of Tools and Plants
9. Supply position of Units/Spares
10. Upkeep of garage and buses

The Circular instructions issued on respective items from time to time may be adhered during the inspection of Depots by the Divisional Managers.

PERIODICITY:

The Divisional Manager shall inspect traffic wings of all Depots of the Division once in a month and spend atleast one full day in each Depot to review traffic activities and one more day for mechanical parameters including night maintenance of Depots.

VISITS TO BUS STATIONS:

The Divisional Manager shall make visit to Bus Stations under the jurisdiction every month.

The authority inspecting the Bus Stations should invariably, interact with the passengers at bus stations to elicit their perception on the level of service provided and amenities rendered.

The DVM should also cover the following passenger oriented thrust areas.

1. Punctuality and frequency of services.
2. Regularity of services.

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3. Flow of services and bunching of buses.
4. Hold-up of passengers on sectors.
5. Clash of timings.
6. Cleanliness of buses and bus station premises/ yard and toilets.
7. Passenger information in bus stations/shelters.
8. Condition of wayside bus shelters.
9. Complaints by the passengers and follow-up action.
10. Standards of crew courtesy and behaviour.
11. Civil Engineering Works to be attended, if any, such as drinking water availability, functioning of electrical fittings etc.

Apart from the above items, the DVM should review vital operational parameters, economics of the routes / Depots, maintenance of records on operations and marketing aspects, adherence of administrative instructions from Operations Department and MED etc.

SUBMISSION OF REPORTS:

The reports on inspections shall be sent in the proforma communicated through this office circular cited 3rd and 4th at reference to the concerned Regional Manager and Executive Director of Zone, for review.

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

To

ALL DIVISIONAL MANAGERS.

Copy to: All EDs of Corporate Office for information.
Copy to: All EDs of Zones for information & n/action.
Copy to: All HODs for information.
Copy to: All Regional Managers for information & n/a.
Copy to: All Depot Managers for information.

ATTESTED BY



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