

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No:M/465(1)/2001-OPD(M)

Office of the VC & MD,
Musheerabad, Hyderabad.

CIRCULAR NO:69/2001-OPD(Mktg), DATED: 15.12.2001

SUB : CUSTOMER SERVICE - Commuter/Passenger meets-
Reiteration of Instructions issued with
regard to conducting of meets.

REF : 1) Circular No.50/96-OPD(M), Dt:03.08.1996.
2) Circular No.48/98-OPD(M), Dt:18.09.1998.
3) Circular No.31/99-OPD(M), Dt 25.05.1999.

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I. INTRODUCTION:

- 1) While reviewing performance of APSRTC, Hon'ble Chief Minister has emphasised that passengers' meets should be conducted periodically at Depots/Bus Stations for feed back on their perception on our operations/amenities provided in these Bus Stations, so that action can be taken to improve our services further.
- 2) Detailed guidelines and instructions were already issued earlier through the circulars cited to organise passengers' meets twice in an year (once during peak season and another during slack season).

II. OBJECTIVES OF THESE MEETS ARE:

- 1) to improve two way communication.
- 2) to assess the needs/ requirements of passengers and to make them active participants in our endeavour to improve the quality of services.
- 3) to build up a positive image of the Organisation;
- 4) to create awareness about the user friendly schemes and measures taken by the Organisation;
- 5) to assess the passengers' expectations and demands to design customised schedules.

III. ORGANISATION OF COMMUTER MEETS:

Further to these instructions, it is observed that the commuter/passenger meets are being conducted without giving prior notification to the travelling public, thereby following problems are coming up :

1. Interested passengers or Passenger Associations are unable to attend the meet.
2. Certain issues raised in the meet could not be answered immediately due to non-availability of data or unawareness of problems in advance.

To overcome above problems, it is decided that the commuter/passenger meets have to be conducted by giving advance notification through leading local (District Editions) news papers as a press item at least one week before the date of meet. In that notification, place, date and time of conducting meet has to be informed.

The commuters/passengers are to be requested to send their suggestions / grievances / any item to be raised in the proposed meet in advance either through post/fax/inperson to the Depot Manager concerned convening the meet.

This will enable the Depot Manager concerned to study, analyse and get prepared to reply the same during the meet.

PLEASE NOTE THAT THE INTIMATION THROUGH NEWS PAPERS IS TO BE GIVEN AS A NEWS ITEM BY CONDUCTING PRESS MEET, BUT NOT AS AN ADVERTISEMENT.

- During the meeting of EDs & HODs convened on 6th & 7th December, 2001, it was decided that the passenger meets are to be organised once in a Quarter.

- It is also directed that passenger committees have to be constituted at Depot level to organise these Commuter/Passenger meets by the end of March, 2002 for the first Quarter of the Year-2002.

IV. CONCLUSION :

The Regional Managers should arrange to send a brief note to ED(O) on Organisation of such meets depot-wise alongwith i) suggestions/complaints registered, ii) proposed plan of action and iii) assistance required from Zone or Head Office.

These Meets should eventually result in i) improved quality of our services and ii) enhancing passenger satisfaction.

All the Officers concerned are advised to comply with the guidelines and take necessary action for organising such meets.

Please acknowledge.

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

To
All Depot Managers

Copy to:
All the Executive Directors,
Secretary to Corporation, Dir.(V&S),
FA, CAO,
All the RMs / HODs
All the DVMs / Dy.CAOs,
All the DMs / ATMs / SMs,
All other Officers of the Corporation for information.