

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No.C4/2(17)/2012-OPD(C)

O/o the VC & MD,
MSRD, Hyd-624.

Circular No. 24/2012, dt. 07.07.2012

Sub: **ACCIDENTS** – Attending of accidents involving RTC/Hire buses by the Officers, Supervisors and rendering assistance to the victims – Instructions on Emergency Management – Reg

Ref: Circular No. 54/2003-OPD(C), Dt. 05.07.03.

Instructions have been issued time to time with regard to attending the accidents and also on taking immediate steps in rendering assistance to the accident victims by the nearest Depot Manager and Dy. CTM/RM apart from the communication of accident details to the concerned authorities.

But it is unfortunate to note that, recently a ghastly accident took place wherein the nearest DM failed to attend the accident spot immediately, though the spot is only 17 kms away from the depot. Relief arrangements for shifting the injured to the hospital were also not carried out promptly.

In the above accident, five passengers died and 19 passengers sustained injuries.

Meanwhile the media was telecasting conflicting versions on the accident resulting in lots of confusion.

Similar instances have been coming to the notice of this office which clearly depicts systemic failure of emergency management and necessitated issuance of the following stepwise instructions for strict compliance by all the field managers.

Receipt of accident message:

- a) All the crew must be educated properly to inform the accident details (with brief description soon after its occurrence) to the nearest DM, parent depot DM and also 108 and police. It shall also be ensured that all the crew feed in their cell phones, the phone numbers of the DMs of the depots situated along the route of their service.
- b) Soon after the receipt of accident message (with details of casualties) by the nearest DM, the information shall be passed on to the Regional Manager and concerned Police authorities immediately while proceeding to the spot.
- c) The Regional Manager shall in turn inform the Executive Director and also instruct the Dy.CTM/DMs under his jurisdiction to arrange necessary assistance depending up on the gravity of the incident.

While proceeding to the spot:

- a) The nearest DM should immediately alert his supervisors i.e., AM (T)/Sup (T), AE (M)/Supdt. (M) of the accident.
- b) Traffic in-charge of the depot in turn should alert SDI/CRC and gather at least two or three workers (preferably drivers on weekly off) available in the depot to take them along for assistance in the accident spot.

- c) Further, DM should depute one supervisor to the hospital to note down the particulars of the injured, to render necessary assistance in treatment and to arrange immediate financial assistance.
- d) Maintenance in-charge of the depot should plan and arrange immediate relief (if required) to extricate the injured persons trapped in the accident vehicle and should also make necessary arrangements to shift the bus from the accident spot soon after receipt of clearance from the police.

Attending accident spot:

- a) The nearest DM should rush to the accident spot in the least possible time and arrange necessary relief to the injured and also communicate the basic details of the accident to the Dy.CTM, RM and communication cell of the corporate office.
- b) The Dy.CTM and RM should also rush to the accident spot depending upon the intensity of the accident to arrange relief to the injured. All the ghastly accidents must be attended by ED Zone also.
- c) It shall be ensured that alternative transport arrangements are made to the uninjured stranded passengers. The DM should keep one or two responsible persons at the spot to safe guard the bus and proceed to the hospital immediately after analyzing the cause of the accident

Medical assistance:

- a) Quick transport with the help of 108/other means shall be ensured for shifting of all the injured to the nearest hospital to save the precious minutes of the Golden Hour. Also the hospital authorities shall be alerted in advance for proper arrangements for emergency treatment.
- b) The deputed supervisor who attended the hospital should note down the particulars of the injured and also should ascertain the need for further shifting of the injured to the major hospitals by arranging a bus or ambulance. The supervisor should update the latest position of the injured to the DM immediately.
- c) DM should arrange for further shifting of the injured to the referred hospitals through bus or ambulance. Simultaneously the concerned DM, within whose jurisdiction the referred hospital is located, shall be alerted to render necessary assistance.
- d) If necessary, the assistance of the officers of the neighboring regions shall invariably be taken for arranging immediate relief to the injured.

Immediate Financial assistance:

- a) The DM should arrange immediate financial assistance from the bus cash as per the existing guidelines to the injured depending on the intensity of the injuries.

Legal formalities to be completed:

- a) The driver of the bus should inform, in writing, to the nearest Police authorities, about the occurrence of the accident.
- b) In case of death / severe injuries to the driver of the bus involved in the accident, the Conductor of the bus or Traffic Supervisor of nearest bus station / Depot should give a report in the Police station about the accident.
- c) Photos of the accident spot shall be obtained in different angles before the vehicle is removed from the actual spot by the Police / Transport authorities. Negatives of the photos shall be preserved for production in Courts of law at a later date.
- d) Sketch of the accident spot should be drawn indicating the position of the vehicle/vehicles, road width, length of skid marks, geometry of the road, length from nearest kilometer-stone or important built up area from the position of the vehicle.
- e) Statement of eye-witnesses, crew and passengers of the bus and occupants of other vehicles as the case may be should be obtained. Complete Postal addresses including phone (landline/mobile) numbers of the witnesses should be obtained, so as to cause their appearance in the Court, whenever required.
- f) The age, profession and financial status of the deceased / injured passengers of the bus / other road users like cyclist, pedestrian etc. should be gathered.
- g) When there is total / contributory negligence on the part of the other road user including drivers of other vehicles, it should be ensured that the same is recorded in the F.I.R.
- h) When APSRTC drivers are not at fault, the Police authorities shall be convinced / persuaded not to book cases against APSRTC drivers.
- i) Copy of the FIR should be obtained and filed in the case.
- j) The names and complete Postal addresses of the driver and owner of the other vehicle involved, including two wheelers, the Insurance particulars, validity of the driving licence should be obtained.

Emergency Management:

All the Depot Managers should always be ready and should be able to properly handle the emergency situations arising due to accidents.

- a) It is important to define/assign specific roles/responsibilities to the team of supervisors beforehand in handling the accident emergencies. All the supervisors shall be enlightened on the importance of carrying out various activities concurrently/simultaneously.
- b) Torch light, measuring tape, camera (if available), chalk pieces, ink pad, white papers and blank copies of part compensation receipts shall be always made available in the traffic section.
- c) Relief equipment such as tow rods / chains available, in the depot shall be always kept in working condition.

- d) The phone numbers of JCB/Crane and fire services shall be maintained in the DM's office. Phone numbers of local photographers (one or two) also shall be maintained.
- e) Cordial relations shall be maintained with the local police / transport / fire and health department officials and also with the local reporters of all print & electronic media.

Further, all the Depot Managers shall invariably inform the Corporate office about the fatal and major accidents involving their depot vehicles immediately after occurrence of the accidents. This is the primary responsibility of the Depot Manager of the Depot to which the vehicle / driver involved in the accident belongs and also the Depot Manager who attended the accident.

In case of ghastly accidents, the accident information along with particulars of deceased and injured shall be conveyed to the Chief Commercial Manager, Executive Director (O, MIS & AM) and Vice Chairman & Managing Director immediately.

The Depot Manager, who attended the accident spot shall send a report to the Depot Manager of the depot to which the driver / vehicle belongs within 3 days of occurrence of accident.

All RMs shall take initiative and ensure that the media channels reflect only the correct details of the accident without any exaggeration.

Therefore all the field managers shall scrupulously follow the above guidelines in addition to the existing guidelines and any slackness in attending the accidents and arranging necessary relief to the injured passengers will be viewed seriously.


**VICE CHAIRMAN &
MANAGING DIRECTOR**

Copy to Dir (V&S) for favour of infn.
Copy to all ED (Zones) for infn. & n/a
Copy to all RMs for infn. and n/a.
Copy to all Dy.CTMs, DVMS and DMs for infn. and n/a.