

Andhra Pradesh State Road Transport Corporation

No. T3/565(01)/2014



O/o the V C & M D,
Bus Bhavan, Hyderabad,
Date: 17.06.2014.

Circular No.18/2014 – OPD –T Date: 17.06.2014.

Sub: PUNCTUALITY: Achieving 100% punctuality for all Hi-end A/C services – certain instructions issued – Reg.

Ref: Cir No. 69/2011 dated, 27/10/2011

Punctuality is one of the most important parameters for assessing the service quality in the business of transportation. It is known fact that the expectation of the passenger towards the bus service is first in reference with the time of departure and any delay contributes to his discontentment and may even result in the loss of his patronage for the organization. Time and again the fact is being emphasized to ensure on dot punctuality in operating our buses. However it is felt that there is much to be done in this area especially in the hi-end buses where the profile of the passenger is more discerning. Majority of the passengers of these services have their tickets reserved much in advance and the onus lies on us in facilitating them to complete their journey as planned.

The corporation is operating 157 Indra 139 Garuda/Garuda Plus and 16 Vennela buses from different depots in the corporation. And it should be our endeavor to ensure that no single service is delayed on any account and 100% punctuality is maintained. The primary concern of the passenger is that the bus is available to board at the scheduled time. The controllable factors that affect this are

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- 1) Schedule related
 - 2) Crew related and
 - 3) Maintenance related

The existing schedules shall be reviewed thoroughly and necessary corrections be made to ensure that each is provided with proper maintenance time, change over time and running time. The bus should be made available for at least three hours between arrival and the next departure for cleaning and maintenance.

Properly trained drivers shall be identified and fixed for each service. They shall be given all the essential technical inputs on the technology used on the buses and the precautionary measures that are to be taken to avoid damage or failure. They shall not be deviated from their duties and their availability shall be ensured for every departure well in advance to avoid last minute scramble for arranging an alternative driver. The telephone numbers of the drivers shall be with the traffic in charge and the DM and they shall maintain a regular contact with them both on duty and off duty.

Deployment of suitable maintenance staff to match the availability of the bus in the garage shall be meticulously planned so that the repair and maintenance works, required are attended without any delay. Since these buses are technologically superior, certain special type of tools will be needed and in the absence of such tools maintenance is affected contributing to the delay in supply of bus for the service.

It is therefore expeditious to review and quickly come to terms with these aspects which will go a long way in improving passenger goodwill towards us and thereby our occupancy ratio.

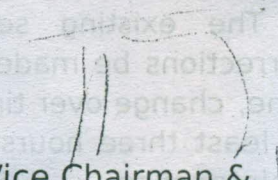
Information shall be flashed daily by 8.00 AM to the communication cell in the following proforma by the RM w.e.f. 17th June separately for departures and arrivals.

Service Departure Delayed by					
Region	No. of Services	Up to 15 Minutes	16 to 29 Minutes	30 Minutes and Above	Action taken on late departures above 30 Min

Service Arrivals Delayed by					
Region	No. of Services	up to 30 Minutes	31 to 59 Minutes	60 Minutes and Above	Action taken on late arrivals above 1 hour

The same will be reviewed on day to day basis and regions with more delays will be taken up suitably and regions which maintain 100% punctuality in a month will be rewarded.

It is expected that all the regional managers shall gear up their machinery and rise to the occasion and succeed in achieving the objective of delivering our services to the commuters with hundred percent punctuality.


 Vice Chairman &
 Managing Director

Copy to All EDs of Bus Bhavan and ED zones,
 Copy to all HODs and RMs