

ANDHRA PRDESH STATE ROAD TRNSPORT CORPORATION

No: M/174(1)/2012-OPD(M)

OFFICE OF THE VC&MD
HYDERABAD - 500 624

Circular No: 25 /2012- OPD (MKTG) DATED 07-07-2012

Sub: PASSENGER' SATISFACTION-Quality service-Fatigue on drivers - controls to curb accidents-Bringing Positive Attitudinal Change(PAC) in drivers-Reg.

I. INTRODUCTION:

Recently in Hyderabad- Shirdi route a ghastly private bus accident took place causing death of 30 passengers and many passengers were grievously injured. This has sent shocking waves across the state on the safety of bus passengers.

A major chunk of the passengers prefer to travel in APSRTC buses due to trust reposed on our buses known for safe travel. The reason for this, being the driving habits of our bus drivers apart from several measures that APSRTC has been taking.

All these aspects place the Corporation in a premier position. Drivers are highly instrumental and responsible in increasing the passengers' satisfaction with their professional driving skills and performance.

Fatigue both physical and mental is an impediment for the drivers to excel in their driving performance. This may result in road accidents, which is not in the interest of our organization.

Hence it is essential to attend to this aspect of fatigue of drivers and take remedial steps in all areas that are leading to causing stress on drivers.

II. A) EFFECTS OF FATIGUE ON DRIVERS:

Fatigue leads to deterioration of driving performance, manifests in slower reaction time and diminishes steering performance. It causes lesser ability to keep distance to the vehicle in front. It impairs the drivers to drive for a long time without decrement in performance. Adequate sleep prior to work is the most important factor that influences the waking state, the level of alertness of the driver. Further fatigue leads to memory problems. It affects psychometric co-ordination of driver. It influences information processing efficiency. It causes the driver to get irritated quickly and the tendency to react more aggressively towards people. Prolonged fatigue of drivers may lead to road accidents due to lack of anticipation, judgment and agitated mind.

B) REASONS FOR FATIGUE OF DRIVERS:

Prolonged duty hours of drivers, more time spent on driving, performing extra duty after completion of one duty, long working hours with early waking and reduced sleep will induce fatigue. It is the result of a combination of biological, lifestyle and work related factors. Frequent absenteeism of few drivers reporting of fake sick, lack of effective supervisory and managerial controls, lays enormous burden on other drivers who are regular with punctual attendance record and are being urged to perform additional duties, are the specific reasons resulting in fatigue.

Thus, it can be easily pin pointed that late reporting, un-authorized absenteeism, production of sick certificates on flimsy grounds and lack of desired attitudinal change are the prime reasons in the depots that are causing fatigue to a major extent among the drivers.

C) LACK OF ATTITUDINAL CHANGE & IT'S IMPACT ON PERFORMANCE OF DRIVERS:

- Occurrence of unwarranted road accidents
- Unpunctual operation of services
- Fatigue on the crew performing double duties in the place of absented crew and the resultant consequences of both physical and mental fatigue
- Increase in cancellation of Kms for want of drivers
- Reduction of productivity of drivers
- Lack of courteous behavior towards passengers due to increased stress caused by performing duties without adequate rest
- Loss of reliability and trust in Passengers

It is therefore, the moral obligation on the part of drivers not to indulge in late reporting to duties, unauthorized absenteeism and abstaining from their duties on production of sick certificates on flimsy grounds.

III. CONTROLS TO BRING POSITIVE ATTITUDINAL CHANGE (PAC) IN DRIVERS:

- 1) Justification Statement has to be maintained invariably at the depots to record and analyze the Leave-Sick-Absent particulars of the drivers for the day. Traffic In-charge and Depot Manager have to review this justification statement every day. Inspecting officials have to review this justification statement during their visits/inspections to the depot.
- 2) Depot Managers should be strict on the drivers who are habituated in late reporting, absenteeism and production of sick certificates on false grounds.
- 3) "Zero Absenteeism of DRIVERS" should be the motto of the depot
- 4) Gate meetings have to be conducted by the Traffic In-charge, Depot Managers explaining the ill effects of absenteeism in drivers in general and consequences of physical, mental fatigue that the drivers who perform double duties will face.
- 5) Drivers have to be explained that due to sudden absenteeism of drivers cancellation of services will result and this will affect the punctuality of services and quantum of earnings.

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- 6) As far as possible leaves may be granted in advance instilling confidence among the drivers that leaves will be granted if the reason is genuine and they need not resort to unauthorized absenteeism and production of sick certificates on flimsy grounds.
- 7) Depot Manager should be circumspect and may use his/her discretionary power to grant leaves in genuine cases to win the confidence of the drivers to mould the behavior of drivers in attending to their duties regularly
- 8) Unions shall be taken into confidence in curbing booking of drivers on double duties
- 9) As far as possible "Zero double duty booking of drivers" may be strictly adhered to not only keeping in mind the fabric of discipline but also accident/cancellation free operation
- 10) Ensure in providing stipulated period of rest to the crew between two duties as per MTW act
- 11) Depot Authorities have to high light the point that if all drivers will attend to their duties in time there will no necessity to book drivers for double duties.

It shall be the motto of every manager and employee of the corporation to deliver quality service to the passengers to attract many more passengers from other modes to increase revenues of the corporation. In the present day highly competitive road market it is our mission to impress upon passengers that travel in APSRTC buses is not only comfortable, reliable, safe and courteous but also passenger centric and they can trust our services through increase of quality service.

Please acknowledge.


VICE-CHAIRMAN &
MANAGING DIRECTOR

To

**All Regional Managers,
All Deputy Chief Traffic Managers/Divisional Managers
All Depot Managers**

Copy to:

Director(V&S), FA&CAO, ED(O, MIS&AM), ED(E, IT&HRD), ED(A&P),
ED(Medical) & Secretary to Corporation for information
All EDs(Zone) & HODs for information
All Principals, Transport Academy, ZSTCs for necessary action
PO(Training) to include in Monthly Index of Circulars