

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No. P1/532(1)/2013-PO-IV

Office of the Managing Director,
Bus Bhavan, Mushirabad,
Hyderabad- 624.

CIRCULAR NO. PD- 22/2013, DATED 22.05.2013.

Sub: **OFFICE PROCEDURE** – Submission of quick written replies to all representations received from VIPs, NGOs, Trade Unions, Passengers, and Employees etc., promptly – Instructions issued – Reg.

- Ref:1) Lr.No.Dy.CPM/436(1)/78-PD, dated 08.11.1978 of CPM
2) Circular No. PD-38/1983-84, dated 19.07.1983
3) Cir.No.PD-85/1992, dated 12.10.1992.
4) Lr.No.B.IV/532(1)1997-BS, dated 20.01.1997 of VC&MD.
5) Cir.No.PD-06/2003, dated 28.01.2003.

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The Vice-Chairman & Managing Director during the review meeting has pointed out that large number of representations are being received from several quarters like Passengers, NGOs, Employees, Trade Unions and VIPs etc., on a variety of subjects ranging from Complaints, Grievances, Requests, Explanations etc., and it is the responsibility of the Organization that each and every representation is promptly and properly replied and the matter shall be closed swiftly. But, it is observed that large number of representations is lying un-attended to for very long periods of time, giving scope for small petty issues assuming the proportions of crisis. The timely disposal of representation will not only instill confidence in the applicant and but also creates a sense of feeling of trust and appreciation towards the corporation for the recognition given to the applicants.

Already several instructions were issued on the subject of handling of grievances and public complaints. Despite the prevalence of such clear instructions, it is observed that the representations are not being replied promptly and properly, leading to displeasure, resentment and eventually to anger among the applicants. As a result the Corporate Office is facing the agony receiving very large number of complaints from dissatisfied complainants which in fact can be redressed at the Unit level itself.

Further, instructions were also issued thorough reference 4th cited, to follow the procedure adopted in the Office Manual for quick movement and disposal of files in order to cut the delays at every stage.

Therefore, all the Unit Officers are once again instructed that

- (i) The unit officers should go through the dak every day in the early office hours and shall mark to the relevant clerk concerned. While marking the dak if any representation happens to be important and requires instantaneous attention the action shall be taken on the day itself and it should be attended spontaneously.

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- (ii) The Unit officers must ensure that an acknowledgement should be sent to all the representations received from VIPs, Government, other Organizations, outsiders etc., on the day of receipt of representation itself, as having received the representation duly informing that the matter would be examined in due course of time.
- (iii) The replies to the Government, Hon'ble Ministers and Legislatures must be furnished with least possible delay as per the time stipulated in the letter/representation received. The section supervisor/clerk concerned shall be made responsible in this regard.
- (iv) The clerk concerned shall segregate the dak based on the subject matter in the representation and if the representation is seeking any clarification on already established circulars and the matter does not require any policy decisions, the reply should go within 3 days to the applicant.
- (v) If the matter in representation is of entirely policy in nature and it requires detailed examination, then a interim reply shall be furnished to the applicant within a period of 5 days and at the same time a case shall be processed to the authority competent for a decision on the subject matter.
- (vi) All the unit officers shall ensure that reply should be furnished appropriately to all the representations in future with in a reasonable time of 10(ten) days after thorough scrutiny of the Rules/Procedures/Regulations/administrative circular instructions etc., already laid down on the subject matter.

Necessary action shall be taken accordingly and any deviation of above instruction will be viewed seriously.

Sd/- A.VENKATESHWARA RAO
EXECUTIVE DIRECTOR (A&P)

To
All Officers of the Corporation

//ATTESTED//


DY.CHIEF PERSONNEL MANAGER (IR&W)

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Copy to: Sr.RAO/AG:RTC Branch, Mushirabad, Hyderabad.

Copy to: Secretary to Chairman/PS to VC & MD.

Copy to: Dy.CAO(TA&INS) (10 copies)

Copy to: ATM-1(M&IT) of Computers Department for uploading the Circular on to Website.

Copy to: PRO/HO for translation into Telugu.

Copy to: PO(Trg.)/HO, for inclusion in monthly index of Circulars (4 copies).

Copy to: General Secretary, APSRTC Employees' Union, Satyanarayanareddy Marg, Azamabad, Hyderabad.

Copy to: General Secretary, APSRTC National Mazdoor Union, 20/1, Vigyanpuri, Vidyanagar, Hyderabad.

Copy to: General Secretary, RTC Telangana Mazdoor Union, 1-9-1113/30, VST Road, Vidyanagar, Hyderabad-44.

Copy to: General Secretary, APSRTC Class-II Supervisors Association, Flat No.102, H.No.16-1-30/A/36, Star Balasai Nest, Lokayukhta Colony, Saidabad, HYD.

Copy to: General Secretary, APSRTC Security Staff Welfare Association, Hyderabad.

Copy to: Notice Board & Incharge of Record Room.