

No. Dy CGM (M)/HQ/2015/

46

DATE 09.02.15

Subject - Procedure of lodging a breakdown/defect report of bus

The process of lodging the breakdown report in case of breakdown buses on line by drivers in various LF Depots is not uniform. In order to streamline the process of lodging of reports so as to ensure timely attending of buses, and correctness of the imposition of penalties on account of the breakdown, the following procedure is to be followed -

1. Report will be lodged by the driver in Depot Control Room and not directly to the Service Provider.
2. D.O. will maintain B/Down Register as per following format and one official of DTC workshop will be deputed who will also maintain this record
 - a. Bus Number
 - b. Driver B.No
 - c. Time of Break Down
 - d. Place of B/Down
 - e. Reason of B/Down lodged by Driver.
 - f. Time of report informed to TML/Service provider along with signature
 - g. Reaching time of technical staff on the breakdown spot. (Driver will inform to depot control room duty officer by phone and Tech. Staff will confirm the same)
 - h. Attending Time recorded in memo or time of send to shed. (Driver will inform to depot control room duty officer by phone and Tech. Staff will confirm the same)

Procedure for lodging the defects reported by the driver in the depot.

1. Driver will get lodge the report with DTC Workshop shift In charge directly. In charge workshop will prepare and maintain the report register in the following format:-
 - a. S.No.
 - b. Bus No
 - c. Driver Badge No.
 - d. Reporting Time.
 - e. Defect
 - f. Time of defect noted down to Service Provider along with signature
 - g. Time of Bus given road worthy by the Service Provider.
 - h. Time of OK given to D.O/Control Room.
2. Driver will also inform to D.O. about lodging the report along with report number.

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- 3 In charge DTC Workshop will give feedback of the road worthy buses along with OK time to D.O after collecting from Service Provider.
- 4 Shift Loss/Penalties will be assessed/calculated on the basis of above maintained record only.
- 5 In charge workshop will maintain OK book positively

It is therefore requested to adopt the above procedure to streamline the process of lodging of reports of defective buses in the depots and breakdown buses on line so as to timely attending of buses, compilation of these data and to ensure correct penalty calculation.

(WPD)
AH DM's/RM's

Dy. CGM (M) HQ

Copy to

CGM (O&T)
Manager (Vig)

for kind information please
for kind information.

4/10/2015/15/36
11/2/15

My May/15
Raman Singh
11/2/15

Alesh R P/S
11 follow up
demonstration
11/2/15

11/2/15

V. P. Depot
No. 482
Date 11/2/15