

DELHI TRANSPORT CORPORATION  
OFFICE OF THE CHIEF GENERAL MANAGER (O)  
I.P. ESTATE: NEW DELHI.

No:CGM(O)/2013/80

Dated:- 8/2/13

Secretary-cum-Commissioner (Transport) vide letter No. D.O. No. F.21/DTC/STA/2007/09 dated 30.1.2013 (copy enclosed) has directed following:-

1. Each Conductor must ensure that ticket is issued to each and every person travelling in the bus, accept those having valid passes. Thus the primary responsibility of ensuring that there is no ticketless travel lies with the conductor and strict action needs to be taken against the conductor if it comes to the notice of the inspecting teams that not everybody in the bus has taken ticket or has a valid pass.
2. If it comes to the notice of the inspecting officers of the management of the DTC that the conductor has ignored the group of males standing near the gate so that the females travelers cannot enter the bus comfortably, or any other incident or reporting is done by any female traveler regarding misbehavior by any other male traveler and the same was not reported by the conductor; that strict action including the termination should be taken against such conductors.

As per Guide to Conductors issued by the Delhi Transport Undertaking, the conductors are duty bound inter alia to enquire from the passenger as soon as he boards the bus and where he wants to go and request him to pay the scheduled fare therefor and on receipt of fare amount he should immediately punch and deliver to the passenger concerned a ticket for the amount of fare received and for the distance to be travelled in up or down direction as the case may be and also return to him balance of change if any before dealing with the next passenger. He should check all bus passes of passengers and punch or cancel thereon the date on which they are used. He must insist on seeing the tickets or pass in case he has any doubt that the passenger has not paid his fare and obtained a ticket.

Further Conductors are also duty bound to ensure proper boarding and alighting of passengers. He must look to the convenience of the passengers while they are boarding or leaving the bus and render such assistance as is possible to infirm or aged persons and children and always give signal to start the bus only when the foot board is clear and all passengers have either left or boarded the bus.

In the past vide circular No. CGM(O)/2012/2012/46 dated 11.4.2012 all DMs/RMs were asked to ensure effective checking to prevent revenue leakage and vide circular No. CGM(O)/2012/64 dated 19.5.2012 all RMs have been asked to take stern action in the cheating case but also keep

constant watch on the duty wise earnings and incase any significant difference is found, the matter must be investigated to find out the reasons for the low earnings. The lockers must also be checked periodically. Further vide circular No. CGM(Op.)/2012/100 dated 22.6.2012 all RMs and DMs were asked to direct conductor to ensure that each and every passenger has been issued a valid ticket and in case of pass holder, the pass has been checked for its validity for the journey and there is no ticketless travelling, failing which disciplinary action will be taken against them.

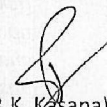
Vide circular No. CGM(O)/2012/222 dated 24.12.2012, RMs/DMs were specifically directed about complaint that commuters keep standing at gates and ladies, senior citizen, physically handicapped find it difficult to move in the vehicle. It was specifically stated that it is the duty of conductor and it must be ensured that commuters do not unnecessarily over crowd the gates and no inconvenience is caused to those passengers and take care of ladies, senior citizen and physically handicapped persons.

Further vide circular No. TR/1/127/2012/3355 dated 20.12.2012 and TR/1/127/2013/80 dated 8.1.2013 DMs/RMs were asked to counsel all operational staff/crew how to handle in the event of cases of eve-teasing etc. in DTC bus.

However, the above observations of Secretary-cum-Commissioner (Transport) reveal that the instructions already issued on the subject are not being strictly adhered to by all concerned.

All Regional Managers/Depot Managers are, therefore, directed to regularly counsel the operational staff, monitor and ensure strict observance of these instructions and the directions of Commissioner (Transport) mentioned at Sl. No. 1 & 2 overleaf. The Hindi *Version* of the same be affixed at Notice Boards.

The violation of these instructions will lead to strict disciplinary action against the defaulters.

  
(R.K. Kasana)

Chief General Manager (O&T)

All RMs.

ALL DMs.

CC to:- Sr. Mgr. (Tr.)-CMD Sectt.

:- PS to Commissioner (Transport)...w.r.t. his D.O. No. F.21/DTC/  
STA/200/09 dated 30.1.2013- for information please.