

**DELHI TRANSPORT CORPORATION  
I.P. ESTATE: NEW DELHI.**

No.CGM(O&T)/2013/82

Dated:- 13/2/13

The Additional Commissioner(Tpt.)  
Govt. of NCT of Delhi,  
Transport Deptt.,  
5/9 Under Hill road,  
**DELHI-110 059.**

Sir,

Kindly refer to your letter No.F.PA/ACOT/Ops./2013/149 dated 11.2.2013 regarding initiatives taken by DTC to ensure safety and security of passengers in the DTC buses since 16.12.2012 specifically covering the directions through the public notices by the Transport Deptt. and MHA's Special Task Force.

In this context, it is informed that the Corporation has taken the following initiatives in this regard:-

- i) The Corporation has augmented its Night Bus Services and at present there are 90 night services in operation with deployment of one home guard in each bus for the safety and security of the passengers.
- ii) The Corporation has re-iterated its directions to the staff especially for safety and security of passengers in particular ladies passengers.
- iii) The crew have been directed to take the vehicle to the nearest Police Station in case of any such emergency situation wherein the safety and security of the passengers is at risk.
- iv) The Corporation has strengthened its training programme for the operational staff with respect to gender sensitization in association with NGOs.
- v) The Corporation has started displaying "Authorization Card" in its buses containing the details of the driver on duty with his photograph.
- vi) The Corporation is already observing/implementing many terms & conditions and permit introduced by the Transport Deptt. except few conditions wherein the Corporation is taking the matter with the Transport Deptt.

- vii) The Corporation is in the process of providing 25% reserved seats of the total seats of the vehicle. The crew have been directed to get the seats vacated for ladies. The crew have also been directed to ensure that the entrance gate is not crowded so that the passengers especially ladies have no difficulty in their movement in the vehicle.
- viii) The Corporation does not engage the staff until & unless he has PSV Badge as directed by the Transport Deptt. for operating it buses alongwith experience of three years of heavy license.
- ix) The DMs have been asked to ensure that the operation of buses is monitored through GPS system which presently controls the Low Floor Buses.



(R.K. Kasana)  
Chief General Manager(Op.)