

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Grievance No. PGC/2018/A.II/DTC/01

Date of hearing: 10.07.2019

Complainant : Sh.Rahul Rana – Present.

Respondent : The Chairman-cum-Managing Director,
Delhi Transport Corporation,
Through Sh. Raj Kr. Singh,
Manager(Admn.)/Nodal Officer,
Sh. Dharmendra Kumar, Manager(Traffic)

Sh.Jitendra Jha, Manager –RT, DIMTS
Sh. Raj Kumar Yadav, DM-RT, DIMTS – Present.

1. **Brief facts of the case.**

1.1 The complainant has filed a grievance (online) in PGC on June, 25, 2018 regarding increasing of frequency of buses on route No.73, 281 & 340 during peak/surge timing.

2. **Facts emerged during the proceedings**

2.1 On 28.11.2018, the representative of DTC was directed to augment the bus service to achieve better frequency and to explore the possibility of re-routing or change in the timings of the buses on that particular route to provide relief to the commuters availing the facility during the peak hours on normal working days. Also take into account representation/survey of the complainant in the Route Rationalisation Study for providing additional buses on these routes. The complainant was advised to have a survey conducted at his level to ascertain the approximate number of commuters availing the public transport facility during that particular period on normal office days and also give a joint representation containing signatures of the commuters travelling on that particular route,

On 29.1.2019, representative of DTC informed that the survey of the route No. 281 and 340 have been conducted by Traffic Department on different dates from 08.00 A.M. to 10.35 A.M. at Laxmi Nagar towards, ITO. Average passenger load per trip for trips of route No.281 and route No.340 was found to be normal, not overcrowded.

On 5.3.2019, Managing Director & CEO, Delhi Integrated Multi-Modal Transit System Ltd., GNCTD, was advised to look into the matter personally for re-routing or change in the timings of the buses on that particular to provide relief to the commuters availing the facility during the peak hours on normal working days and also increase the number of buses on that route as it is not feasible to increase the frequency further on the said route during peak hours by Delhi Transport Corporation due to resource constraints.

On 30.4.2019, complainant pointed out that frequency of cluster buses is inadequate during peak hours. Managing Director & CEO, Delhi Integrated Multi-Modal Transit System Ltd., GNCTD, was advised to get a joint survey conducted with the complainant on 20.5.2019 at Anand Vihar and 27.5.2019 at Laxmi Nagar), for one hour, on both days, to check the frequency of cluster buses and requirement for having more buses on the route during peak hours and to decide future course of action, if necessary.

2.2 Sh. Jitendra Jha, Manager -RT on behalf of Delhi Integrated Multi-Modal Transit System Ltd. filed an action taken report today which is taken on record. He stated that a joint survey was conducted with the complainant, Shri Rahul Rana along with DIMTS official Shri Raj Kumar Yadav, Depot Manager on 20.05.2019 at Anand Vihar and 27.05.2019 at Laxmi Nagar for one hour i.e. between 8.00 am and 9.00 am on both days to examine the frequency(headway) of Cluster buses for Route No.73 during peak hours.

It was observed that the said route maintained the headway of around 10(ten) minutes both at Anand Vihar and Laxmi Nagar as per joint survey reports dated 20.5.2019 and 27.6.2019.

2.3 The complainant is now satisfied with the frequency of the bus service on the said route. However, he made a submission for increase in the number of conductors in the buses so that the crowd is easily manageable and also requested that such frequency of buses on the said route should be maintained in future also and increased, as and when required.

2.4 The Commission appreciates the efforts put in by Delhi Transport Corporation and Delhi Integrated Multi-Modal Transit System Ltd., GNCTD, in carrying out surveys and also ensuring frequent service of buses on the said route.

3. Directions

3.1 As the grievances of the complainant has been redressed to his satisfaction, the case is disposed in this Commission with the advise that number of conductors be increased in the buses to manage crowd easily and increasing two number of buses on the said route keeping in view the larger interest of the common public during peak hours. Apart from the above, the representation/survey be also taken into consideration in the Route Rationalisation Study for providing additional buses on these routes and also constant monitoring be done on regular basis to provide relief to the commuters during peak hours.

3.2 The complainant is also advised that in case of any deviation/discrepancy vis-à-vis submissions made in the status report filed by the respondent department is found, he may approach Delhi Transport Corporation/DIMTS or the Commission for its immediate redressal.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2018/A.II/DTC/01

Dated:

Copy to:

1. The Chairman-cum-Managing Director, Delhi Transport Corporation, I.P.Depot, I.P.Estate, New Delhi-110002.
2. The Managing Director & CEO, Delhi Integrated Multi-Modal Transit System Ltd., 1st Floor, Maharana Pratap ISBT Building, Kashmere Gate, Delhi-110006.
3. Shri Rahul Rana.

