

**Delhi Transport Corporation**  
(Government of NCT of Delhi)  
IT Department, IP Estate, New Delhi  
Email: [dcgmit@dtc.nic.in](mailto:dcgmit@dtc.nic.in)

No.: Dy. CGM (IT)/AFCS/2017/28/*dycegmil/274-325* Dated: 19.04.2017

**CIRCULAR**

**Sub.: Issuance of ETMs and sale of tickets through ETMs in AFCS**

The Automated Fare Collection System (AFCS) has been implemented in DTC in all the depots since May 2016. It has however been observed that in spite of passage of considerable time, 100% issuance of ETMs is yet not taking place. Some of the reasons reported by Depots for non-issuance of these ETMs are as given below:-

- I. Server down
- II. FME not available
- III. Sufficient charged ETMs not available
- IV. Power failure at the time of ETM issuance
- V. Paper roll not available
- VI. Conductor refused to carry ETM
- VII. ETM not sent for other reasons

2. Even in cases where ETMs are being issued, it is observed that 100% issuance of tickets through ETMs is not taking place. The reasons reported by the depots for the same are as given below:-

- I. Battery drained during duty
- II. ETM hanging
- III. ETM OK but conductor not sold
- IV. Route not available in ETM
- V. Other defects in ETM

3. For successful implementation of the AFCS Project, it is absolutely mandatory that there is 100% issuance of ETMs to all the conductors, as well as 100% issuance of tickets only through ETMs.

4. To ascertain the reason for non-issuance of ETMs and non-issuance of tickets through ETMs, IT Department has prepared a software (Daily ETM Issuance/ Tickets Sold Monitoring). All Depot Managers are required to enter information regarding the reasons for non-issuance of ETMs and reasons for non-issuance of tickets through ETMs. All Depot Managers must ensure that the information in the software is daily entered latest by 11:00 AM in respect of the preceding day. The representative of the IT Department shall seek clarification, if any, after perusing the report entered by Depot Managers. The consolidated report shall be reviewed by CMD on daily basis at 04:00 PM.

5. All Depot Managers are, therefore, hereby requested to ensure entry of details as required in the software by 11:00 am positively and furnish the clarification as sought telephonically by the representatives of IT Department.

6. Login details and passwords for usage of software have already been informed to the Depot Managers through whatsapp with the request to change the password immediately.

  
(A.K. Kakkar)  
Dy. CGM (IT)

**All Depot Managers**

Copy to:

- i. All Regional Managers
- ii. CGM (IT), CGM (O), CGM (Tr.)
- iii. OSD to CMD