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DELHI TRANSPORT CORPORATION
(A GOVT. OF NCT DELHI)
OPERATIONS DEPARTMENT
I.P. ESTATE, NEW DELHI-110002

Date: 12.06.2026

No. Ops.Deptt./HQ/2026/386

CIRCULAR

Subject: Prohibition on use of mobile phones and electronic devices by drivers and conductors during en-route operation of buses.

It has been observed that road accidents involving buses in Delhi are increasing and, in several recent cases, use of mobile phones and other electronic devices by bus crew has emerged as a major contributory factor in driver distraction. Under the Motor Vehicles Act, use of a mobile phone while driving is a punishable traffic offence and is treated as a form of dangerous/distracted driving, attracting enhanced penalties after the 2019 amendments (presently up to ₹5,000 fine for use of mobile phone while driving).

Despite the above legal position, instances have come to notice where bus drivers are:

- receiving or making calls on mobile phones while driving;
- playing music through Bluetooth devices, bus speakers or directly on mobile phones; and
- using mobile phones or cameras to make videos/reels while the bus is in motion.

Similarly, conductors have been observed using mobile phones during duty hours for listening to/playing music or other non-duty purposes, instead of focusing on their core responsibilities of ticketing, passenger assistance and ensuring safe boarding/deboarding.

Such practices amount to serious distraction for the driver, reduce reaction time, and can directly endanger the lives of passengers and other road users, as repeatedly highlighted in road-safety advisories and enforcement drives against mobile-phone use while driving. From the standpoint of public duty, both driver and conductor are under a legal and social obligation to ensure safe, disciplined and courteous operation of the bus and to maintain civil behaviour and vigilance towards passengers.

In view of the above and in exercise of the powers of the Operations Department to regulate service discipline and in alignment with the Motor Vehicles Act and road-safety norms, the following directions are hereby issued for strict compliance by all GCC concessionaires and all Depot Managers, DTC:

A. General Prohibition

No driver shall use a mobile phone or any other handheld electronic device in any manner while driving or when the bus is in motion or temporarily halted in traffic. This includes, but is not limited to, making/receiving calls, reading or sending messages, operating social-media applications, taking photographs/videos, or recording/streaming "reels".

No driver shall play music or audio through mobile phone, Bluetooth speaker, bus speakers or any other audio device during en-route operation, except approved passenger information/announcement systems where provided by the Corporation or concessionaire.

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No conductor shall use mobile phones for personal calls, music, videos, social media or any other non-duty purpose during duty hours in the bus or at stops while the bus is on service.

The bus crew shall keep personal mobile phones in silent mode during duty hours and shall use them, if absolutely necessary, only when the bus is safely parked off the carriageway in a designated parking/terminal area and not carrying passengers, except in genuine emergencies for contacting police, ambulance or control room, in consonance with the principles underlying the Motor Vehicles Act.

B. Duties of Driver and Conductor

The driver shall at all times devote full attention to driving, road conditions, traffic signals and safety of passengers and road users, and shall not engage in any activity that diverts attention from safe operation of the bus.

4.6 The conductor shall:

- (a) regulate safe boarding and de-boarding of passengers at designated stops;
- (b) assist the driver by ensuring that doors are properly closed and by signalling for safe movement;
- (c) issue tickets and manage crowding in the bus; and
- (d) assist passengers, especially senior citizens, women, children and persons with disabilities, as part of his/her statutory and contractual duties.

Use of mobile phones by conductors for personal purposes during service directly undermines these duties and will be treated as serious misconduct.

C. Sensitization Programme

All GCC concessionaires and all Depot Managers, DTC shall conduct a **special sensitization programme of one week** from the date of issue of this circular for all drivers and conductors under their control, covering: - legal position under the Motor Vehicles Act regarding use of mobile phones while driving and the associated penalties;

- road-safety risks arising from distracted driving and actual accident case examples;
- specific responsibilities of drivers and conductors towards passengers and other road users;
- and
- disciplinary consequences for violation of this circular.

Completion of the sensitization programme shall be certified by the Depot Manager/Concessionaire and a brief action-taken report shall be submitted to the concerned Regional Manager within 10 days of issue of this circular.

D. Enforcement and Disciplinary Action

After the expiry of the one-week sensitization period, if any driver or conductor is found using mobile phones or other electronic devices in contravention of this circular while the bus is en- route:

- (i) the mobile phone/electronic device of the concerned bus crew may be confiscated on the spot by the inspecting officer (Checking Staff, Vigilance, or any authorized officer) and kept in safe custody;
- (ii) the confiscated device shall be returned to the concerned employee only after completion of his/her duty hours on the same day, under proper acknowledgement; and

(iii) appropriate departmental/contractual action shall be initiated against the delinquent driver/conductor as per applicable Service Rules, Standing Orders, GCC contract conditions and circulars on safety and discipline, in addition to any penalty that may be imposed by Traffic Police/Enforcement agencies under the Motor Vehicles Act.

Depot Managers and concessionaires shall maintain a record of violations detected, devices confiscated and departmental action taken, and shall furnish monthly reports to Dy. CGM (RSC) for monitoring.

All GCC concessionaires and all Depot Managers, DTC are directed to ensure strict compliance with the above instructions with immediate effect. Non-compliance by concessionaire staff shall be treated as a breach of safety and contract conditions, and penalties shall be imposed as per the relevant clauses/schedules of the safety as per the contract terms and conditions; non-compliance by DTC staff shall attract disciplinary action under the applicable service/disciplinary rules, in addition to any statutory action by the enforcement agencies concerned.

This issues with the approval of the Competent Authority.



(Alok Kumar)

Dy. Chief General Manager (Operations)
Delhi Transport Corporation

All Regional Managers

All Depot Managers

All Concessionaires

CC:

CGM (Ops.)	:	For kind information, pls.
✓ Dy. CGM (IT)	:	For kind information & taking necessary action, pls.
Dy. CGM (RSC)	:	For kind information & taking necessary action, pls.
Dy. CGM (Training)	:	For kind information & taking necessary action, pls.
Dy. CGM (Ops.)	:	For kind information & taking necessary action, pls.
Dy. CGM (Traffic)	:	For kind information & taking necessary action, pls.
OSD to MD	:	For kind information to worthy MD, pls.
Vigilance Officer	:	For kind information & taking necessary action, pls.