Delhi Transport Corporation

(Government of NCT of Delhi)
IT Department, IP Estate, New Delhi
Email: dcgmit@dtc.nic.in

No: Dy.CGM(IT)/AFCS(303)/2017/42 /dy cgmit /705-759   Dated: 24.05.2017

Sub: Identification of ETMs Causing "Battery Drained" or "Hanging".

The cited matter came up for discussion during recent review meetings chaired by CMD. During the meeting, reason of low sale of tickets through ETMs has been primarily attributed to ETMs Causing "Battery Drained" or "Hanging" by the Depot Managers.

2. To identify such ETMs, data has to be maintained by the Depot Managers in an Excel Sheet as per **Annexure – A** enclosed and a soft copy handed over to Team Leaders of IA on **DAILY BASIS** for examination.

3. From the above data, the ETMs would be segregated by the IA wherein the batteries drained continuously 3 to 4 days even before rendering single duty service of minimum 8 hours despite having fully charged ETM sent on line and without issuing adequate tickets from ETM or the ETMs hanged repeatedly during duty.

4. Complaints of above ETMs draining batteries prematurely and regularly hanging must invariably be entered in 'Complaint Redressal Management (CRM) System' for monitoring and timely redressal.

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

All Depot Managers & Regional Managers
Copy to:
i.   All Coordinating Officers
ii.   CGM(IT), CGM(O), CGM (Tr.)
iii. OSD to CMD.
iv.   Sr. Project Manager, M/s Trimax

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Date	Duty No.	ETM No.	Nature of problem i.e. (1) Battery drained or (2) ETM Hanging	Conductor PT No.	% of Charging of battery at the time of Issuance	Start Time of Duty	Time when the battery drained or ETM hanging noticed	Nos. of Tickets issued by ETM