

-57-

Delhi Transport Corporation
Office of the Chief General Manager(Operations)
I.P. Estate : New Delhi

No.CGM(O)DTC/2016/61-120

Dated:3.3.2016

Sub: Monitoring of the performance of Marshals

A special checking drive was done to check the performance of marshals deployed in the buses. Based on the feedback received through aforesaid drive, following instructions are issued:-

1. It has been observed that marshals are not moving in the bus for ensuring safety and security of passengers especially women. They have been found occupying the seat inspite of the fact that passengers are standing. It has now been decided that marshals will not occupy seats if the passengers are standing. He will remain active during the duty to help the passengers.

2. Each marshal will be given a Duty Slip while deploying him on the bus. He will fill up the details given in the sheet during the duty and deposit back at the time of end of his duty. DM will keep a proper record of these duty slips.

Manager (Printing Press) will get these duty slips printed in adequate quantity with pre-printed Serial No. (same as in case of conductor's waybills). DMs will use computerised duty slips till pre-printed stationery is made available.

3. The marshals shall be in uniform along with the name plate while performing duty. Any marshal who is not in uniform, shall not be given duty.

4. The instances of missing from duty of the marshals have also come into notice. It will be the duty of the bus conductor to ensure that the marshals do not occupy seat if the passengers are standing and do not miss from duty. In case he notice such a irregularity, he should submit a report to the Duty Officer after completion of duty and also records in his waybill when he finds that a marshal is missing from his duty.

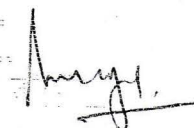
5. Dy.CGM(MS-I) will explore the possibility of giving jackets to the marshals so as to make them easily identifiable for the

public. The proposal will be put up by him to competent authority for approval after necessary examination.

6. It has also been reported by DMs that there is a heavy unauthorised absence among the marshals. It has been decided by competent authority that the Marshals who remain absent more than 10 days in a month, should be verbally warned and if inspite of verbal warning, his attendance does not improve, he should be sent back to their parent department and his name be deleted from the DTC rolls under intimation to parent department.
7. The checking officials shall invariably check the presence of Marshals in the bus and in case he is missing or occupying seat against the instructions or performing duty without uniform, report shall be submitted to the concerned officer.
8. Dy.CGM(Monitoring Cell), Scindia House, will ensure that the depot-wise details regarding number of marshals on rolls in the depot and present daily is incorporated in the daily operational statistics being maintained/circulated. DMs will also incorporate these details in daily earning statement.

All concerned may take necessary action to ensure compliance.

This issues with the approval of M.D.



(A.K. Goyal)
Chief General Manager(O)

All RMs

All DMs

Cc to:

1. CGM(Traffic)
2. Dy.CGM(Traffic)
3. Dy.CGM(Monitoring Cell)
4. Dy.CGM(MS-I)
5. Dy.CGM(MS-II)
6. Dy.CGM(O)
7. Manager (PP)
8. Manager(CCR)

- 59 -

Date _____

Depot Name _____

Bus No. _____

Time of Outshedding_____

(Actual)

Signature of D.O.

[illegible]

(Actual)

at duty end time)

Signature of Marshal