

DELHI TRANSPORT CORPORATION
(Government of NCT of Delhi)
I.P.Estate: New Delhi-110002

No.CGM(Tech.)/2013/01-08

Dated: 04-03-2013

Shri S.K.Pandey,
Head DTC Operation,
M/s. Tata Motors Ltd.,
Sales & Service No.1, Gazipur,
Patparganj, Delhi-110096.


Subject: Presentability and maintenance of buses.

Sir,

Your attention is invited towards the need to improve presentability and maintenance of the buses. From time to time, complaints have been received regarding operation of buses in shabby condition. Even Hon'ble Chief Minister & Hon'ble Minister of Transport, GNCTD have again recently pointed out regarding operation of Low Floor buses with poor preventability. The photographs of Low Floor buses taken recently (copies enclosed) are testimony to conclude that the presentability and washing and cleaning of Low Floor buses is being neglected. While we are asking our Officers as to how these buses were allowed to be outshedded, M/s TML is responsible for not ensuring proper presentability of the buses. Further a number of fire incidents with Low floor buses have taken place recently and these incidents make it evident that the quality of maintenance is not duly taken care of. While we had separately issued letters for measures to be taken in this regard, both these aspects i.e., fire incidents and poor presentability are reflecting on improper and inadequate maintenance.

In this context, you are requested to take all necessary steps and ensure that buses which are made available for outshedding are completely safe for the passengers, are cleaned properly and are in presentable condition in all respects. In case of unsafe vehicles and vehicles not having proper presentability, we will be forced to take strict action as per the terms and conditions of the AMC.

We hope that you will leave no stone unturned and to take necessary actions promptly to ensure proper maintenance and presentability of buses.


(R.K. Kasana)
Chief General Manager (O&T)

CC to:

1. All Regional Managers: with the request to ensure that only presentable buses are outshedded on line and a weekly report in this regard sent to this office.
2. Sr.Mgr.I/C CMD's Sectt.
3. S. Mgr.(M) HQ