

DELHI TRANSPORT CORPORATION
GOVT. OF NCT OF DELHI
I.P. ESTATE : NEW DELHI

No.CGM(O)/DTC/2013/18

Dated the 1st February, 2013



Shri Sunil Pandey, Head, DTC Service Operation, Tata Motors Limited has informed about an incident of assault on their technician by a DTC driver in the presence of Duty Officer in Ambedkar Nagar Depot in the midnight dated 23.1.2013. It is highly serious and deplorable that a technician of TML was manhandled in the presence of Duty Officer. It is our duty and responsibility to maintain harmonious relationship with the VMs/Service Providers and provide them our best support. A healthy relationship always contributes to our positive image in the business environment and synergizes our efforts to provide best services to the peoples, while any such incidents not only reflect us in poor light but also have undesirable ripple effects on the working atmosphere.

In the instant matter both the driver and Duty Officer concerned have been placed under suspension and strict disciplinary action shall be taken. Such incidents shall not be tolerated at any cost in future. Apart from stringent disciplinary action, the employee will also be liable for criminal proceedings. To avoid recurrence of such incidents in future, the Regional Managers/Depot Managers shall immediately issue instructions and also counsel all the staff working under their administrative control. The staff be also counseled that while dealing with the officials of VMs/Service Providers they must be courteous and use polite language.

In case any such unhealthy situation arises in future, the DTC staff/Duty Officer/Shift Incharge shall also immediately bring the incident to the notice of the DM/RM concerned and CCR telephonically and submit the report in writing. On the receipt of any such reports against the DTC official, RM/DM shall take prompt action including stringent disciplinary action against the defaulter DTC official.

The Hindi version of the above be also displayed for the information of the staff.

Non-compliance of the above shall be viewed seriously.


(R K Kasana)
Chief General Manager (O)


All Regional Managers
All Depot Managers
All Notice Boards

Copy to : Sr.Manager-CMD's Sectt.....for kind information