



# Delhi Transport Corporation

(Govt. of NCT of Delhi)

I.P. Estate: New Delhi-110002

No. Gr. Cell/Gr. Procedure/2012/ 557

Dated: 03-12-2012


In partial modification of Office Order No. 12, circulated vide this office letter No. Gr. Cell/Gr. Procedure/9/575 dated 21.06.1991, the following amendment in the Grievance Procedure is hereby circulated for information and necessary action by all concerned:-

Clause (a) on page No. 2 of Office Order No. 5 circulated vide No. Gr. Cell/Gr. Procedure/86/69 dated 17.01.1986, grievance shall not include the following:-

"Complaints arising out of disciplinary action discharge or dismissal or removal of a workman from service."

It is circulated for information of all concerned that henceforth the representation of the employees related with disciplinary cases/ actions received in Grievance Cell will be dealt as per the established appeal rules on this subject and no mercy appeal on this subject will be dealt by the Grievance Cell at the level of CGM (IR)/CMD.

All concerned are requested to take action accordingly as such all the files/cases pending with IR Section are sent herewith to the concerned units for further disposal as per appeal rules to deal the disciplinary action.

  
Chief General Manager (HR) 30/11

All HODs.

All RMs

All DMs/Unit Officers

All Notice Boards

c.c. to:

1. Sr. Mgr., I/c CMD Sectt. for kind information of CMD.
2. Sr. Manager (IR) for kind information.
3. All Sr. LWIs/ Jr. LWIs
4. Sh. Ramesh Vats, President, DTC Employees Congress: for information.



**Delhi Transport Corporation**  
(Govt. of NCT of Delhi)  
I.P.Estate: New Delhi-110002

No.Gr.Cell/Gr.Procedure/2013/ 223

Dated: - 4/08/13

In order to streamline the Grievance Redressal Mechanism in an effective manner, the following stages to redress the Grievances of the employees are decided in supersession of the earlier orders on this subject:-

Categories of staff	Officers to whom the grievances is to be reported		
	Ist Stage	2 <sup>nd</sup> Stage	3 <sup>rd</sup> and final stage with the recommendation to CMD
All categories of staff working in Depots except CED Security & Medical.	Depot Manager	Sr.Manager/RM concerned	Grievance Committee at Head Quarter.
All categories of staff working in Central workshop-I & II except CED, Security & Medical.	Manager(R&M) of concerned CWS-I&II.	Sr.Manager In charge CWS I&II concerned.	-do-
Staff of security CED & Medical Wing.	Manager(Security)/Manager(CED)/M.O	Sr.Manager(Security)/Sr.Mgr.(C)/Sr.Mgr.(E)/CMO	-do-
Staff working in 1) Training school 2) Printing Press 3) Traffic Deptt. (Sc. House) 4) Road Safety Cell (CCR) 5) Store & Purchase 6) Staff working in Hqrs. 7) Publicity Deptt.	Manager(Trg.) Manager(PP) Respective  Mgr.(Tr.)  Manager concerned Manager Concerned  Manager Concerned	Sr.Manager(Tr.) Sr. Mgr.(P) Sr.Mgr.(Tr.)  Sr.Mgr Concerned. -do-	-do- -do- -do- -do- -do-

The Grievance Committee as indicated at 3<sup>rd</sup> stage above will comprise of the following Officers:-

S.No.	Name of Officers	Designation	
1	Dr.Aradhana	Dy.CGM(IR)	Chairperson
2	Sh.Raj Kumar Singh	Sr.Manager (Admn.) Pension	Member
3	Sh.J.L.Kapoor	Sr.Manager (Tr.)Law	Member
4	Sh.Jagdish Chand	Manager (PLD)	Member
5	Sh.Rajender Kumar	Dy.Manager (A/Cs.)	Member
6	Sh.Suresh Kumar Gupta	Manager (Mech.) MD-IV	Member

One representative of the Recognized Union may also be called as a special invitee in the Meeting of Grievance Committee.

In case the aggrieved employee is not satisfied with the decision of the Unit Officer/Depot Manager/Regional Manager/Sr.Manager at 1st stage and 2<sup>nd</sup> stage, the said employee may submit his/her grievance representation to the above mentioned Grievance Committee in person on every Thursday at 12.00 P.M. to CMD through Dy. CGM (IR). After obtaining the comments/ file from the concerned DM//Unit Officer, the matter will be examined by the Grievance Committee taking into account entire facts of the case and deposition of the aggrieved in person on the basis of which the Committee shall forward its views/ recommendations to the CMD through CGM (IR) for his consideration and decision. The requisite record/ information of the representation received and the decision taken thereon shall be maintained in Grievance Cell. The meeting of the Grievance Committee will be convened once in a month,

The decision taken by CMD in every case shall be final and shall be communicated to the concerned employees through their respective Unit Officers.

Any further representation of the employee on the same issue which has already been decided by the Competent Authority and the decision been conveyed to the said employee, shall not be entertained by the Grievance Committee unless any fresh point(s) supported with evidence is/are raised by the employees.

Further the Office Order No.Gr.Cell /Gr.Procedure/2012/557 dated 03.12.2012 will remain in existence according to which Grievance shall not include the following:

*"Complaints arising out of disciplinary action discharge or dismissal or removal of a workman from service"*

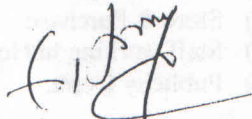
Labour Officer will be the Convenor of the said Committee and Sr. LWI will organize the meeting of Grievance Committee.

Encl : As above

All Notice Board

All Depot Managers/Unit Officers

- CC to: (i) HOD's  
(ii) All RM's  
(iii) All Sr.LWI, Jr.LWI  
(iv) President DTC Employee Congress.

  
(S. R. Kataria)  
CGM (IR)



DELHI TRANSPORT CORPORATION  
(Govt. of NCT of Delhi)  
I.P. Estate: New Delhi

Gr.Cell/2014/174

Dated:- 21 /05/2014

**Subject: - Enhancement of Financial benefit provided by DTC Welfare Fund Trust for the dependent of DTC deceased employees.**

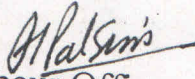
Further to this office circular No.Gr.Cell/2010/208 dated 11.05.2010, it is notified for information and necessary action by all concerned that DTC Welfare Fund Trust in its meeting held on 18.2.2014 has taken the following decision with immediate effect:-

1. Financial Assistance of Rs.10,000/- being paid to the widows for the marriage of their daughters be enhanced to Rs.12,000/- for each daughters' marriage of DTC deceased employee.
2. Financial assistance of Rs.2000/- being paid for purchasing the books to the children of DTC deceased employees per academic year up to Senior Secondary level who are studying in Public/Private School may be paid after verification.
3. Financial Assistance of Rs.5000/- being paid to the widows/dependents for funeral expenses be enhanced to Rs.7500/- for funeral expenses of the deceased employees.
4. Scholarship of Rs.1000/- may be given to the children of the deceased DTC employee who gets above 80% marks in Secondary & Senior Secondary level.
5. The contribution of Rs.2/- per month per employee is deducted from the salary have been increased to Rs.5/- with immediate effect.

In order to manage the above mentioned provision at enhanced rates, it is considered necessary to raise the amount of deduction of Rs.2/- to minimum of Rs.5/- per month per employee voluntarily.

All concerned are, therefore, requested to take necessary action for deducting of Rs.5/- or more per month as mentioned above with immediate effect.

This issues with the approval of Competent Authority.

  
Labour Officer

All Notice Board.  
All HODs  
All DMs/Unit Officers

CC to all Trustees for information.



DELHI TRANSPORT CORPORATION  
(Govt.of NCT of Delhi)  
IP ESTATE, NEW DELHI-110002

No.IRD-HQ/Gr.Cell/2014/ 581

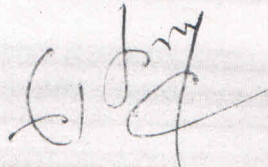
Dated:- 14-7-14

CIRCULAR

Instances have come to the notice of CMD that the employees/ex-employees are submitting their representation before her directly on Thursday (Grievance Day) without exhausting/adopting the Grievance Redressal Mechanism which has already been circulated time & again and vide No.Gr.Cell/223 dated 04.09.13, 16.09.13, 14.10.13, 09.12.13 & 30.05.14. Direct approach of the aggrieved to the CMD without appearing before DMs, RMs, Dy.CGMs and concerned CGMs indicates that the officers in hierarchy are not giving due attention on the grievance of the employees. Moreover, time bound cases are not expedited at their levels. Such attitude is not fair in such a labour intensive organization.

It is therefore reiterated that all CGMs/Dy.CGMs/RMs/DMs/Unit Officers will give the wide publicity to complete the existing channel of grievance mechanism in the first instance and will fix a day in week with specified time for grievance hearing at their level and if the aggrieved is not satisfied with the decision at 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> stage then employee may submit his/her grievance representation before the CMD at final stage for decision.

These instructions are hereby issued for strict compliance by all. The report will be send to Dy.CGM(IR) for kind perusal of CMD.

  
(S.R.KATARIA)  
CGM(IR)

All Notice Boards

All RMs/DMs/Unit Officers

CC to : Sr.Manager (Tr.) I/C CMD Sectt for kind perusal of CMD.

Cc to (i) HODs

(ii) All Sr.LWIs

(iii) President- DTC Employee Congress



DELHI TRANSPORT CORPORATION  
I.P.DEPOT: NEW DELHI

No.IRD-3(4)/2014/171

Dated: - 19 -05-2014

Sub: - Rates of Eatable Item in DTC Canteen & enhanced of Subsidy rates.

In supersession of all the previous circulars issued by this office on the subject cited above, the revised schedule of rates of the items to be supplied by the Contractors/Cooperative Canteen Societies in the Canteen of Units/Depots of this Corporation is appended below:-

S.No.	Item	Qty.	Qty.Serving Plate	Rate
1	Tea	One Cup	100 ml Tea	Rs.3/-
2	Samosa	One No.	50 grms Samosa	Rs.5/-
3	Bread Pakora	One No.	75 grms bread pakora	Rs.5/-
4	Lunch Thali (one vegetable, Dal, Rice, & 4 Chapati)	Per Thali	100 grms vegetable 100 grms Dal 50 grms rice & 50 grms per Chapati (4 in No.)	Rs.20/-
5	One Plate Dal	One Plate	150 grms	Rs.10/-
6	Veg.Sabji with gravy.	One Plate	150 grms	Rs.10/-
7	Tava Roti(4)	4 Nos.	50 grms per roti	Rs.8/-
8	Plain rice	One Plate	100 grms	Rs.6/-

Further it is added that the subsidy amount of Rs.2/- is enhanced Rs.5/- per employee per month.

The revised rates will come into force with immediate effect and Depot Manager/Unit Officers will ensure that the revised rate list is displayed in the Canteens of their respective units.

All the Unit Officers will ensure that quality and weight of the eatables is strictly maintained by the Canteen Contractor/Co-operative Society. Any complaint in this regard should be dealt strictly.

This issues with the approval of the Competent Authority.

  
Labour Officer

All Unit Officers/Depot Managers/RMs.

CC to:-

- 1.Addl.C.A.O - II
- 2.Sr.Manager (Tr.) CMD Sectt. for kind information CMD.
- 3.All Notice Board of the Depot/Units.
- 4.President DTC Employees Congress.



DELHI TRANSPORT CORPORATION  
I.P. ESTATE: NEW DELHI-110002

No. IRD-8(81)/2014/ 177

Dated: - 26/05/2014

CIRCULAR

Sub:-Group Personal Accident Insurance policy for the year 2014-2015

The Group Personal Accident Insurance Scheme has been renewed for the employees of the Corporation for the period from 01.06.2014 to 31.05.2015 through M/S New India Assurance Co.Ltd. for a sum insured of Rs.2 lakh at the revised yearly premium of Rs.75.84P (including service tax) . The said policy will cover under Death, Partial & Permanent Total Disablement occurred on account of accident. The 50% of the premium as mentioned above will be paid by DTC & remaining 50% will be deducted from the salary of the employees every month.

Since the premium at revised rate is required to be deposited in advance with the New India Assurance Co.Ltd. every month, monthly deduction at the revised rate of Rs.3.16P. will be made from the salary of member/ employees covered under this policy from 1st June,2014 to 31.5.2015.

All Depot Managers/Unit Officers are requested to file the claim rising out of this policy and any addition/deletion with the Divisional Manager, M/s New India Assurance Co.Ltd. within one month at the following under intimation to this office.

Address	Telephone Nos.
M/s New India Assurance Co.Ltd.	23231673
2/2A,3 <sup>rd</sup> Floor, Laxmi Insurance Building,	23238059
Asaf Ali Road, New Delhi-110002	23239952
	(M)9811478564

Dy.Manager (Pay) HQrs. may take up the matter with Manager (Computer Cell) BBM Complex to ensure the deduction of monthly premium at the revised rate of Rs.3.16P from the salary of the Members/ Employees from 1<sup>st</sup> June,2014 to 31<sup>st</sup> May 2015.

  
Labour Officer

All HODs

All DMs/Unit Officers:

Dy.Manager (Pay) H.Q.

Manager (Computer)



## Delhi Transport Corporation

(Govt. of NCT of Delhi)

I.P. Estate: New Delhi-110002

No. DTC/IRD-HQ/2014/226

Dated: 22.07.2014

In order to streamline the functioning of I.R. Department in an effective manner it has been decided by the competent authority that the welfare activities (details enclosed) may be taken care of at depot/unit level also for which any suitable dealing assistant may be deputed for attending these duties and send a monthly report about these activities to IR Department for kind perusal of CMD.

The name of the dealing assistant who will look after these activities may be intimated to this office within 3 days of the receipt of this letter.

This issues with the approval of competent authority.

Encl: a/a

  
Labour Officer

### All Depot Managers/Unit Officers

Copy to :

1. All RMs
2. CGM (P) for kind information please.
3. Dy. CGM (IR/P): for kind information please.
4. Sr. Manager (I/C) CMD's Sectt.: for kind information of CMD please.



- To organize the Health Check up camps by the empanelled hospital for all DTC Employees in different units/ depots of DTC.
- Organize and attend the Regional Council Meetings in order to resolve the issues discussed in Depot council meetings held in the depots of the region.
- To organize Major/Minor/Fatal Accident Committee meetings in all the Depot of this Corporation.
- Submit the report to higher authorities of Demonstrations, Rallies, Dharna, Hunger Strike of the unions.
- To attend the inquiries in the enquiry Officer's office as per rules/guidelines of Enquiry Officers.
- Submit the report of maintenances and operation of welfare facilities viz. canteens, rest rooms, toilets and drinking water facility in the depot.
- Liasoning with the Civil Department for renovation and white wash of the building of different depots in order to provide healthy and hygienic condition to the workers at their work place.
- Arrangement of Funeral expenses to the relatives of deceased employees.
- Arrangement & deliver the Cheque of Medical Reimbursement to the empanelled hospitals in respect of hospitalization of either employees or his/her dependents.
- Arrangement of cheque of Group Personal Accident Insurance Policy to the nominees of accessed ex-Employees
- Arrangement/Distribution of gratuity cheque and gift packs to the retired employees on the retiring day of every month.
- Forwarding compassionate appointment cases to DTC HQrs from different units.
- Forwarding GPAIS claim for seeking claim from Insurance Companies.
- Maintenance of Grievance Register in every unit and disposal of the same at unit level.
- Expediting the process of payment of retiring dues at unit and HQrs level viz. payment of Gratuity, PF, Leave Salary and Pension Payment order if pension opted.