

Delhi Transport Corporation
IT-2 Department (HQ)
I.P. Estate, New Delhi-110 002

No Dy.CGM(IT-II)/240F/2019/ 61 / 2019 / 154


Dated: 19.07.2019

Sub:- Standard Operating Procedure (SOP)
With Roles & Responsibilities of RMs & DMs
for GPS installation in all DTC buses for a period of 4 months.

As per directions received from Transport Dept., GNCTD vide their letter No SCOT/PLG/TPT/2019/21106 dated 07.06.2019, GPS are to be fitted in all DTC buses for a period of 4 months as a stop gap arrangement. Accordingly, DTC has finalized M/s ITG Telematics Pvt. Ltd., Delhi for installation of GPS devices in all DTC buses for a period of 4 months commencing from 02.08.2019 till 02.12.2019. The installation and commissioning process is starting immediately in all DTC depots and will be completed by 01.08.2019. Roles & Responsibilities of the RMs and DMs are defined hereunder:

1. The GPS devices are to be fitted in presently available active fleet only. The vendor is to install/fix the GPS devices at an appropriate specific location in all the buses. The vendor will ensure proper fitment of quality cables and tagging for the purpose of power supply from driver dashboard to the GPS device and there will not be any loose connections. Proper and good quality thimbles and connectors should be used while fitment of GPS devices.
2. All Depot Managers will ensure that GPS devices must be installed & commissioned properly through the technicians of the vendor in all active buses of depot on or before 02.08.2019 and monitored during the entire contract period by the DMs. A certificate of completion will be sent to IT Dept. on 02.08.2019 positively.
3. User IDs and passwords will be issued to each Depot Manager for monitoring of Depot buses by the vendor. Other User IDs and Passwords will be given to other Senior Officers like RMs, Dy. CGMs, CGMs etc. for monitoring of all buses.
4. These GPS devices will be functioning and monitored in DTC buses for 4 months of contract period from 02.08.2019 00:00:00 hrs to 02.12.2019 00:00:00 hrs.
5. All Depot Managers will ensure that all depot buses are visible on their dashboard through the login provided by the vendor and the same will be used for ensuring working/tracking of all buses on map and tabular reports at all times.
6. All Depot Managers will check dashboard for all the reports and summary reports like over speeding, KMs covered, Verification of locations as per schedule memo etc. to ensure proper working of GPS devices in all buses. Suitable actions on the reports may also be taken by the DMs for bringing improvements in the operation of the buses.
7. All Depot Managers will arrange to monitor tracking of its all buses at all time so that the live data of each bus is checked after every 2 hrs. Next day, data for working of GPS devices of previous day in each bus will be prepared on daily basis. The complete data of month will be sent to Manager (IT-3), IT Dept. on 2nd of every month for the purpose of processing of payment to the vendor.
8. All Regional Managers will ensure that all buses of their concerned region are visible on their dashboard through the login provided by the vendor which will be used for tracking of buses on map and tabular reports at all times.
9. Vendor shall deploy an operator in DTC Central Control Room (CCR) on all days for monitoring of tracking of all buses during the contract period. Provisioning of Application Software in depots & CCR and its updates will be the responsibility of vendor.

10. All the drivers be made fully aware about the fitment of the GPS devices in their buses and to take care in all respect while performing their duties online. Drivers are to be motivated in such a way that the GPS devices have been fitted to bring improvement in bus operations and to save guard their own interests during any incidence.
11. The Vendor will provide help desk & proactive service and will make service calls in case of non-working / disruption of GPS device in DTC buses and the concerned DMs will take action accordingly. The address of Support Center is M/s ITG Telematics Private Limited, A-12/3, Phase-1, Naraina Industrial Area, New Delhi-110028. The name of the authorized person is Sh. Kuldeep Kumar, Mobile No: 9560177115& 011-49155000.
12. In case of loss / theft of the GPS device from the bus, the Depot Managers will have to fix up the responsibility and recover the cost of GPS i.e. Rs.2,500/- per device from the delinquent and simultaneously will ensure the fitment / working of another device through the vendor in the bus. A report in this regard will also be sent to IT Dept. immediately.
13. The vendor will be allowed to remove and take back the GPS devices from the buses after completion of the contract period. All the Depot Managers will make necessary arrangements for seamless removal and taking back of the devices against proper receipt from the vendor. A confirmation report in this regard will be sent to IT Dept. thereafter immediately.
14. Wherever any shortfall or deviation is observed against the requirement as per the Contract Order, the same would be escalated by the Depot Manager to the vendor. If the resolution is still not provided by the vendor then the matter would be referred to IT Dept. immediately.


 (V.K. Gupta)
 Chief General Manager(IT)

All RMs/DMs

Copy to:

1. Spl. Commissioner (Tpt.), GNCTD
2. OSD to Hon'ble MoT
3. CGM(O)
4. CGM(Tech.)
5. Dy. CGM(O)
6. Dy. CGM. (M), HQ: To take up with both Vehicle Manufactures for necessary action pl.
7. Dy. CGM(Tr.), Sc.House
8. Addl. CAO
9. VO
10. OSD to MD
11. Manager (CCR)
12. Manager (IT-3)
13. M/s ITG Telematics Pvt. Ltd.: For information & necessary action as per T&C of the Contract Order and list of active fleet depot wise is enclosed.
14. Sh. Sunil Kumar Pandey, Head DTC Operations, M/s TATA Motors Ltd., Sales & Services No. 1, Ghazipur, Patparganj, Delhi - 110096
15. Sh. Amit Jain, Head DTC Operations, M/s Ashok Leyland Ltd., Rajghat Depot Complex, New Delhi -- 110 002

For providing all type of necessary support to vendor for installation of GPS devices in the buses.