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Delhi Transport Corporation
Office of Dy. Chief General Manager (IT)
I.P.Estate New Delhi - 110 002

No. ITD-HQ/2019/228 F / 35 / dycgmit / 113.

Dated: 17.05.2019

To,
Dy. Commissioner
(Cluster & DTC Sectt.)
Transport Department, GNCTD,
5/9, Under Hill Road,
Delhi- 110 054.

Date: 17/05/19

**Sub: Fare Collection Management Services (FCMS)
for Cluster no. 13, 14 (Part), 16A & 16B (1000 Cluster Buses)**

Please refer to this office letter dated 03.05.2019 and the MoM dated 06.05.2019 held under the Chairmanship of Pr. Secy-cum-Commissioner (Transport) on the subject cited above. A meeting was convened by MD, DTC with officers of Transport Department, GNCTD & DTC on 13.05.2019 in Conference Room, HQs to discuss the issues for the implementation of the FCMS. The MoM dated 13.05.2019 has been issued by DTC vide this office letter no. No:ITD-HQ/2019/34/dcgmit/111 dated 15.05.2019.

Further, the details as sought vide MoM circulated vide letter dated 08.05.2019 by Transport Dept., GNCTD are as under:-

1. DTC will create a separate vertical as "Fare Collection Management Services" (FCMS) for 1000 cluster buses which will be headed by Dy. CGM level officer. He will be assisted by 7 Managers level officers (FCMS) to be posted in each depot for day to day management of the conductors, their duties allocation, collection of fare in the Cash Section and the depositing cash into the designated account, renewal of contract and other related works.
2. It is informed that DTC online Checking Staff for DTC buses will also be used for checking of these 1000 cluster buses to reduce the cost of fare collection management.
3. The conductors for these 1000 cluster buses will be taken on contract directly by DTC as DTC is already having approx. 1400 contractual conductors on select panel. These conductors were recruited from amongst the candidates sponsored by Directorate of Employment (DoE). Further requirement of contractual conductors will also be met on the same lines by calling candidates from DoE register for the post of conductors and thereafter scrutiny of their documents, the successful ones are subjected to 'Medical Test'. After this, they will be given 15 days training in phased manner and approx. three months period will be required for the process to complete

This system is a time tested one over the years and is very transparent one. Moreover in the past, DTC had hired agencies for the outsourcing of drivers but it was a bitter experience for DTC and DTC is still indulged in litigations in different courts of law. Hence, there is no requirement to hire any Agency for this purpose.

4. DTC has already initiated the process of preparing the Bid Document for hiring the ETMs and its allied services for these 1000 cluster buses. The Bid Document will be uploaded on GeM Portal after approval of the Competent Authority and Work Order will be awarded to the L1 bidder after completing the codal formalities as per GeM Portal requirement. However, as it was informed by Transport Department that the

Handwritten notes:
To: Dy. Commissioner
23-12-19 (Contract) From: Dy. CGM
24/5/19
A.C.A.
25/1/21
25/5/19

Dr. J. Singh

(7) (676)

contract period would be one year which may be extended subject to final decision by GNCTD.

In this regard, it is informed that ETM vendors may not come forward for such a short period of time of contract as it involves huge expenditure initially for creating the infrastructure and providing the services of ETMs. As a matter of fact existing agreement of DTC for the AFCS/ETMs with the current vendor for its own buses is for a period of six years. This issue may be taken into consideration.

5. The wages of conductors, ESI, PF, Bonus, Uniform, Cost of printing tickets, lockers, ticket bags etc. will be informed to Transport Department, GNCTD on actual basis from time to time for reimbursement / advance payment to DTC on the pattern of present arrangement with DIMTS, enabling DTC to make payment of salary of all the conductors and other statutory obligations like ESI, PF, Bonus etc. in time.
6. The salary in respect of 7 Managers(FCMS) and other support staff such as Ticket Tally Clerks (TTCs), Cashiers, Traffic Supervisory staff & other Ministerial staff @ 0.35 persons / bus will also be required to be reimbursed / paid in advance to DTC for timely distribution of their salary as per actual expenditure.
7. Besides above, the funds required for running the ETM Services after finalizing the tender will be informed to Transport Department separately for making payment to DTC in advance as already requested above.

For the purpose of calculating estimation of expenditure to be incurred on the hiring of the ETMs Services, average nos. of tickets sold per duty/shift/day for the month of Apr'2019 is also required immediately (Average nos. of tickets sold should include tickets sold by cash through ETMs, through CMC & manual pre-printed tickets).

8. Details of Routes to be operated by each depot may also be informed for feeding the same in ETMs by the vendor before operation
9. The tentative timeline of schedule of induction of these 1000 buses may be intimated to DTC as early as possible to avoid any delay.
- 10 The Flow Chart of the action plan is also enclosed as Annexure-I for ready reference.

This issues with the approval of Competent Authority.

5/11/19
(Ravindra Kumar Jain)
Dy. Chief General Manager (IT-2)

CC to:-

1. OSD to Pr. Secy.-cum-Commissioner(Tpt.)
2. Spl. Commissioner(Tpt)
3. CGM(F)/(O)
4. CGM (IT)
5. Dy.CGM(O)
6. Dy.CGM(PLD-I)
7. Dy.CGM(Tr)Sc.House
8. Addl CAO
9. OSD to MD