

**GOVERNMENT OF NCT OF DELHI
DELHI DISASTER MANAGEMENT AUTHORITY**

No. F.2/07/2020/S.I/part file-IV/ 339

Dated: 31.10.2020

ORDERS

Whereas, the Delhi Disaster Management Authority (DDMA) is satisfied that the NCT of Delhi is threatened with the spread of COVID-19 epidemic, which has already been declared as a pandemic by the World Health Organization, and has considered it necessary to take effective measures to prevent its spread in NCT of Delhi;

And whereas, Delhi Disaster Management Authority has issued various orders/instructions from time to time to all authorities concerned to take all required measures to appropriately deal with the situation;

And whereas, Delhi Disaster Management Authority has issued Order No. 212 dated 01.06.2020, regarding extension of lockdown in Containment Zones (CZs) in NCT of Delhi upto 30.06.2020 and re-opened various prohibited activities outside CZs, which inter-alia permitted transportation by buses with the condition that not more than 20 passengers shall be allowed at one time in the bus. Further, this arrangement has continued so far and status-quo is being maintained by Delhi Disaster Management Authority;

And whereas, the situation of COVID-19 in NCT of Delhi has been assessed and it has been decided that Intra- State (within NCT of Delhi) movement of buses (DTC as well as Clusters) shall be permitted with full seating capacity on a trial basis, subject to the condition that no passenger shall be allowed to travel in a standing position and without mask;

Now, therefore, in exercise of powers conferred under section 22 of the Disaster Management Act, 2005, the undersigned, in his capacity as Chairperson, State Executive Committee, DDMA, GNCTD hereby directs that Intra- State (within NCT of Delhi) movement of buses (DTC as well as Clusters) shall be permitted with full seating capacity on trial basis w.e.f. 27/10/2020 to 08/11/2020 or till further orders, whichever is earlier, subject to the condition that no passenger shall be allowed to travel in a standing position and without mask and all other stipulations contained in the SOP enclosed shall be strictly followed. All other guidelines/instructions issued by Govt. of India and GNCT of Delhi/ DDMA to contain the spread of COVID-19 shall also be strictly complied with.

Secretary-cum- Commissioner (Transport), MD, DTC and MD, DIMTS shall ensure strict compliance of this order and shall adequately inform and sensitize the field functionaries about these instructions for strict compliance, in letter and spirit.

In case any violation are noticed, disciplinary proceedings shall be initiated against the Driver and Conductor of the bus, and responsibility shall be fixed of the Depot Manager concerned for supervisory lapses by MD, DTC.

Secretary-cum- Commissioner (Transport), MD, DTC, MD, DIMTS, all District Magistrates of Delhi, their counterpart District Dy. Commissioners of Police and all authorities concerned shall ensure strict implementation of this order and take strict penal action against the offenders in case any violations are committed such as not wearing mask, not maintaining social distancing norms, spitting in public places etc. as authorised vide notification dated 13.06.2020 issued by Health & Family Welfare Department, GNCTD as well as under other applicable laws.



(Vijay Dev)

Chief Secretary, Delhi

Copy for compliance to:

1. All Additional Chief Secretaries/Principal Secretaries/Secretaries/HODs of Government of NCT of Delhi.
2. Commissioner of Police, Delhi
3. Chairman, New Delhi Municipal Council.
4. Pr. Secretary (I&P) for wide publicity in NCT of Delhi
5. Secretary-cum- Commissioner (Transport), GNCTD
6. Commissioner (South DMC/East DMC/North DMC).
7. MD, Delhi Transport Corporation.
8. MD, DIMTS.
9. CEO, Delhi Cantonment Board.
10. All District Magistrates of Delhi
11. All District DCPs of Delhi

Copy for kind information to:-

1. Secretary to Hon'ble Lt. Governor, Delhi.
2. Addl. Secretary to Hon'ble Chief Minister, GNCTD
3. Secretary to Hon'ble Dy. Chief Minister, GNCTD.
4. Secretary to Hon'ble Minister of Health, GNCTD.
5. Secretary to Hon'ble Minister of Revenue, GNCTD.
6. Secretary to Hon'ble Minister of Labour, GNCTD.
7. Secretary to Hon'ble Minister of Social Welfare, GNCTD.
8. Secretary to Hon'ble Minister of Food & Supply, GNCTD.

9. Addl. Chief Secretary (Services), GNCTD.
10. Addl. Chief Secretary (UD), GNCTD.
11. Pr. Secretary (Home), GNCTD
12. Pr. Secretary (Health), GNCTD.
13. Pr. Secretary (Revenue)-cum-Divisional Commissioner, GNCTD.
14. All members of State Executive Committee, DDMA, GNCTD.
15. System Analyst, O/o Divisional Commissioner, Delhi for uploading of the order on website – ddma.delhigovt.nic.in.
16. Guard file.

Standard Operating Procedures (SOPs)
For
DTC and Cluster Buses in Delhi
Post Covid-19 Lockdown



Transport Department
Government of National Capital Territory of Delhi

- **Table of Contents**

- 1.0 Objection of SOP
- 2.0 Action Point at Depots
- 3.0 Bus Drivers
- 4.0 Bus Conductors
- 5.0 Ticket vending precautions by conductors
- 6.0 Restrictions inside Buses
- 7.0 Bus Passengers
- 8.0 Service Optimization and Operations
- 9.0 Special Measures
- 10.0 Increasing Public Awareness
- 11.0 SOP in case of more than seating capacity

1.0 Objective of SOP

- To provide required mobility services.
- To ensure safety of on-board crew (driver and conductor)
- Safety of depot staff
- Maintain social distancing inside buses, Depots, Bus stands and Terminals etc.
- To establish the trust of the passengers on PT as safe mobility choice

2.0 Action Points at Depots

The following activities shall be carried out at Depot:

- Disinfection of all indoor areas of depot premises.
- Temperature screening of all employees at entry.
- To provide face masks to all employees and make it compulsory to wear it through the working hours.
- To provide sanitizers at convenient places at workplace.
- Daily disinfection of buses prior to outshedding.
- To provide crew with sanitizer bottle on duty in the buses.

3.0 Bus Drivers

Drivers shall ensure the following:

- To have temperature checked before taking up his duty on shift basis.
- Compulsory to cover their mouth with a face mask/ face cover (as per Govt advisory).
- To halt buses properly and for sufficient time (dwell time at designated bus stop) to allow boarding of passengers.
- To minimize physical contact between driver and passengers.
- To allow only alighting of passengers from front door.

4.0 Bus Conductors

Conductors shall ensure the following:

- To have temperature checked before taking up his duty on shift basis.
- Compulsory to cover their mouth with a mask/ face cover (as per Govt. advisory).

- To control boarding restrictions in terms of no. of passengers at each bus stop.
- To minimize physical contact between conductor and passengers.
- To issue valid ticket to all passengers.
- To ensure sanitization of bus on completion of trip by ground staff (to be deployed by DTC/ DIMTS for their buses)

5.0 Issuing of Tickets vending precautions by conductors

- Electronic Ticketing Machines should be sanitized prior to issue.
- Conductor should dispense valid journey ticket and/or daily/weekly/monthly pass to passengers by approaching them at their seats in the bus.
- The digital payment using DMRC Smart Card (e-purse) to be encouraged in the buses equipped with Electronic Ticket Machines enabled with DMRC card. (DTC/ DIMTS to explore digital ticketing in the buses as a long-term measure in a time bound manner)

6.0 Restrictions inside Buses

- Maximum no. of passengers is as per seating capacity of buses.
- No passengers to allow travelling in standing position.
- Bus crew to ensure social distancing of passengers inside the bus.
- Entry through rear door and exit through front door.
- Wearing of masks/face cover compulsory for all on-board passengers..
- Any other guidelines/advisory issued by MHA/Govt. of NCT of Delhi/DDMA.

7.0 Bus Passengers

- Compulsory for the boarding passengers to cover their mouth with a mask/ face cover (as per govt. advisory).
- Use of notified door for boarding and alighting.
- To follow conductor's on-boarding restrictions in terms of no. of passengers at each bus stop.
- To follow seating restrictions @ one passenger per seat.

8.0 Service Optimization and Operations

- DTC/ DIMTS to plan for trunk/ primary routes with ramp up plan as per govt. advisory.

9.0 Special Measures

- Social distancing norms, as per Govt. guidelines at Bus Queue Shelters, at BQS/ terminals.
- Home guards / CDVs will be deployed at major bus stops to maintain social distancing for different bus routes.

- They will check the passengers with Thermal Body Scanner before entry inside bus at identified bus stops.
- Adequate number of bus marshals shall be deployed inside each bus at all times for maintaining social distancing inside the bus and to restrict the number of passengers as per seating capacity of buses. Effort shall be made to deploy at least one CDV inside the bus at all times.
- Checking teams in uniform be deployed with face mask & gloves at various convenient points to monitor adherence of directives at detailed above.
- Attendance of crew to be maintained through manual instead of Bio-metric system.

10.0 Increasing Public Awareness

- Publicity through Social Media and Newspapers by Transport Department/ DTC
- Display to convey that the buses have been disinfected with date.
- Support from OCC to address passenger query and feedback (by DTC/ DIMTS)
- Marking at BQSS/ Bus stops for passengers based on social distancing norms and to enforce discipline (action by PWD/ DTTDC/ DOT).

11.0 SOP in case of more than seating capacity.

- In case, more than seating capacity of persons board the bus (forcibly / by any mean), the driver should park the bus at a nearest place in a safe manner. The driver and conductor will request the extra passengers to de-board the bus with the help of marshal, if available. In case, the extra passengers refuse to comply with the order, the driver and conductor will seek police assistance by calling PCR at 100 to take action against such passengers.
- In case, driver of any DTC / cluster bus is found carrying passengers more than seating capacity at any time, strict disciplinary action will be taken against him and he will also be liable for prosecution action under Disaster Management Act 2005 etc.

No. F. 51/DGHS/PH-IV/COVID-19/ *phsecy Mw* / 13087-336 Date: 13/6/2020

NOTIFICATION

Whereas, the **COVID-19** outbreak has been notified as a “Disaster” for being a critical medical condition and pandemic situation under the “**Disaster Management Act, 2005.**”

And whereas the Delhi Disaster Management Authority has issued detailed guidelines from time to time to contain the spread of COVID-19,

And whereas, instances have come to notice that above guidelines are not being followed in their letter and spirit,

And whereas, rising numbers of **COVID-19** cases in NCT of Delhi warrant stricter compliance with the Various directives issued by the Central Government. and the Government. of NCT of Delhi from time to time, pursuant to guidelines of National Disaster Management Authority and the Delhi Disaster Management Authority;

And whereas, to enforce these directives, it has now become imperative to impose penalties by way of fines for a **deterrent effect**;

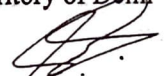
Now, therefore, in exercise of the powers conferred under **Section 2 of The Epidemic Disease Act, 1897** and also in view of the guidelines issued by **Delhi Disaster Management Authority, Hon'ble Lt. Governor, Delhi** is pleased to issue the following regulations:

1. These regulations shall be called **The Delhi Epidemic Diseases, (Management of COVID-19) Regulations, 2020.**
2. “**Epidemic Disease**” in these regulations shall mean **COVID-19 (Corona Virus Disease 2019)**
3. “**Authorised Persons**” under this Act shall and include
 - a. Secretary (Health & FW), GNCTD;
 - b. Director General Health Services (DGHS), GNCTD;
 - c. District Magistrate,
 - d. Chief District Medical Officer (CDMO),
 - e. Sub Divisional Magistrate (SDM) and District Surveillance Officer (DSO);
 - f. And such officers as may be authorized by Department of Health & Family Welfare, Government. of NCT of Delhi, District Magistrates and Zonal Deputy Commissioners of respective Municipal Corporations of Delhi;
 - g. And the officers of the rank of Sub Inspector and above of Delhi Police.
 - h. The above Authorized Persons shall be empowered to impose a fine of **Rs. 500** for the first time and a further fine of **Rs. 1000/-** for the repeated offence, respectively for violating the directives/guidelines pertaining to the following:-

(Contd ... 2/-)

- : 2 :
- a. Observation of quarantine rules.
 - b. Maintaining of social distancing.
 - c. Wearing of **Face mask/cover** in all public places /workplaces.
 - d. Prohibition of spitting in public places.
 - e. Prohibition on consumption of **paan, gutka, tobacco etc in public places.**
5. In case any person fails to pay the penalty on the spot, action under Section 188 IPC shall be taken against him by the authorised police officer on receipt of a complaint from any Authorised Persons or on his own.
6. **Protection to Authorized Persons under the Act:** No legal suit or proceedings shall lie against the Authorized Persons for anything done or intended to be done in good faith for ensuring the stricter compliance under these regulations unless proved malafide/otherwise.
7. These regulations shall come into force immediately and shall remain valid for a period of one year from the date of publication of this notification.

By order and in the name of
Lt. Governor of National Capital Territory of Delhi


(S. Sunil)

Deputy Secretary (H&FW)

No. F. 51/DGHS/PH-IV/COVID-19/Phsecy/H&W/13087-336 Date: 13/6/2020

Copy to:

1. Addl. Chief Secretary (Transport), Govt. of Delhi
2. Addl. Chief Secretary (Home), Govt. of Delhi
3. Commissioner of Police
4. Chairman, NDMC
5. Commissioner(SDMC/NDMC/EDMC)
6. Pr. Secretary to Hon'ble LG, Raj Niwas, Delhi
7. Additional Secretary to Hon'ble CM, Govt of Delhi
8. OSD to Hon'ble Minister of Health
9. OSD to Chief Secretary, Govt. of Delhi
10. All Pr. Secretaries/Secretaries/HODs/Heads of all Autonomous Bodies/Institutions/Colleges under Govt. of NCT of Delhi
11. Secretary (GAD), Govt. of NCT of Delhi
12. Director General Health Services, Govt. of NCT of Delhi, Delhi-32
13. All the District Magistrates, Govt. of NCT of Delhi
14. Director, Directorate of Family Welfare, GNCT of Delhi, New Delhi
15. All MSs/Directors of all Hospitals under Govt. of NCT of Delhi
16. All Chief District Medical Officers, Govt. of NCT of Delhi


(S. Sunil)

Deputy Secretary (H&FW)