

Delhi Government Launches Comprehensive Plan to Enhance Bus Safety



In a bid to address rising complaints about bus driver misconduct and improve passenger safety, the Delhi government has unveiled a new master plan that includes mandatory staff training and expanded CCTV monitoring. Announced by Transport Minister Dr. Pankaj Kumar Singh, the initiative aims to boost the public image of the Delhi Transport Corporation (DTC) and restore confidence in the city's public transport system. The plan was developed in response to numerous complaints regarding reckless driving, buses skipping stops, and misbehavior by staff.

The central component of the new strategy is a mandatory training program for all Delhi Transport Corporation (DTC) bus drivers and conductors. The training will emphasize a range of skills and ethical conduct, including customer service, ethical values, safe driving techniques, and adherence to traffic rules. These sessions are intended to address common issues such as improper lane discipline, overspeeding, and operating buses with doors open, all of which pose significant safety risks to commuters.

Additionally, the government is leveraging technology to support these reforms. The vast network of CCTV cameras already installed in DTC buses will be used to monitor staff behavior in real time. This surveillance will provide the transport department with concrete evidence to identify dangerous driving practices and inappropriate conduct. "The work and behavior of drivers and conductors will be monitored, and regular counseling will also be done," Dr. Singh stated. This move is designed to ensure accountability and provide a basis for disciplinary action against non-compliant staff.

To ensure the effectiveness of the plan, the Transport Department is also encouraging public participation. Commuters are being urged to report any instances of unsafe or inappropriate behavior directly to the department's helpline. This feedback mechanism will help officials take swift corrective action and maintain better oversight. The Delhi government hopes that this multi-pronged approach, combining structured training with technological surveillance, will not only lead to a safer and more reliable public transport system but also make bus travel a more pleasant experience for everyone.