

Standard Operating Procedures (SOP) for Bus operation in Covid-19 Pandemic Scenario in Delhi, Capital City of India



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Systems (DIMTS) Ltd.**

Objectives of SOP

- Essential mobility services.
- Safety of onboard crew and passengers
- Maintain **social distancing** inside buses.
- To establish the trust of the passengers on PT as **safe mobility** choice



Action Points for Passenger Safety and Awareness



- Passengers are allowed to board buses in queue with mandatory social distancing.
- Thermal screening of the passengers are done at bus stops.
- Sensitization of passengers about COVID – 19 precautions through posters pasted inside buses.
- Strict ban on use of Gutka , Tobacco products, etc. inside buses.



SOPs for Bus Drivers

- Thermal checking of drivers before commencing his shift.
- Compulsory mask/ face cover .
- To halt buses properly for **sufficient time** (dwell time at designated bus stop) to allow boarding/ alighting of passengers after following social distancing norms.
- To minimize physical contact between driver and passengers.
- To allow only boarding and alighting of passengers from designated gates.



SOPs for Bus Conductors

- Thermal checking of conductors before commencing his shift.
- Compulsory to wear mask/ face cover.
- To control boarding restrictions in terms of no. of passengers at each bus stop.
- To manage seat availability – no standing to be permitted.
- To ensure that no passenger travels in standing position and without mask/ face cover.
- To minimize physical contact between conductor and passengers.
- To issue valid ticket to all passengers while maintaining social distancing norms.



Ticket vending precautions by conductors

- Electronic Ticketing Machines should be sanitized prior to issue.
- To issue valid ticket to all passengers while maintaining social distancing norms.
- The digital payment using DMRC Smart Card (e-purse)/ Digital ticket through APP to be encouraged.



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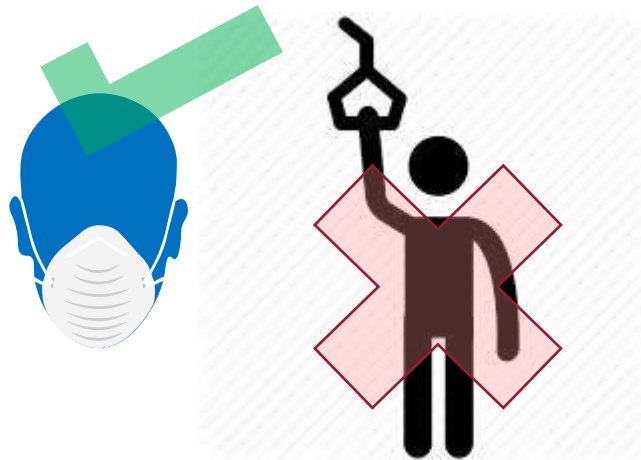
SOPs for Bus Passengers

- 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 on-boarding restrictions in terms of no. of passengers at each bus stop.
- To download the **Aarogya Setu App**, on their mobile as a safeguard measure as per govt. advisory.



Restrictions Inside Buses

- Entry through rear door and Exit through front door.
- Wearing of masks/face cover compulsory for all on-board passengers.
- No standee passenger inside the bus



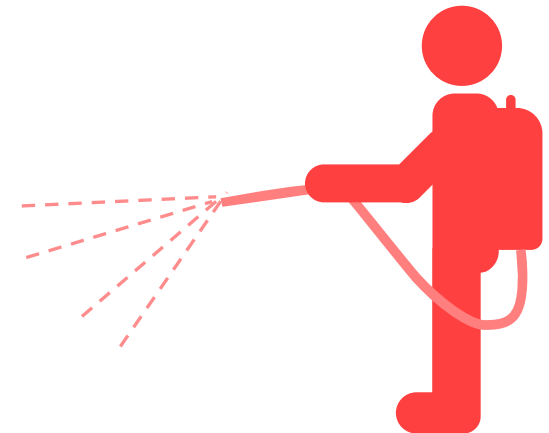
REAR GATE BOARDING



DE BOARDING FROM FRONT GATE

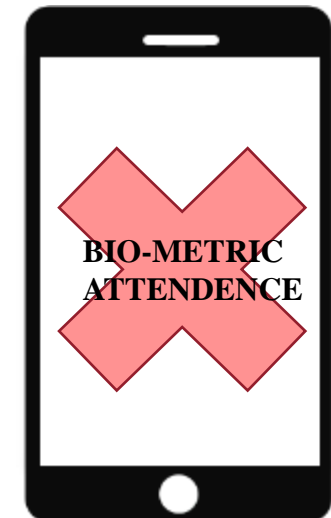
Special Measures (1/2)

- To encourage digital payment.
- Functioning of Mobile App based Passenger Information System (PIS) be ensure to help people plan their journey. In turn, it will reduce crowding at BQS, Terminal & inside bus.
- Facility to disinfect luggage carried by passengers coming from outside Delhi be provided at Railway Stations and ISBTs before allowing them to take public city transport.(By Police)
- Strict no smoking or chewing of pan or pan masala by crew and passengers on board during journey.



Special Measures (2/2)

- Display of Govt. guidelines for maintaining social distancing norms for passengers.
- 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.



Sanitization after EVERY TRIP



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Thermal scanning of Passengers at Bus stops.





COVID-19 AWARENESS GRAPHICS IN THE BUSES, Bus Terminals & BQSs

Awareness for Masks



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Social Distancing at Bus Stops

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Government of NCT of Delhi

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दो गज दूरी सबसे ज़रूरी

कोरोना का तोड़ेंगे दम,
दूर दूर बैठेंगे हम।



STOP THE SPREAD STAY HEALTHY

BE COVIDSAFE

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Social Distancing

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कोरोना का तोड़ेंगे दम,
मास्क पहन के ही बैठेंगे हम।



STOP THE SPREAD
STAY HEALTHY

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जनता की सरकार

दो गज दूरी सबसे ज़रूरी

एक एक करके लाइन में आएंगे,
कोरोना को दूर भगाएंगें।

DON'T



CROWDING AT PUBLIC TRANSPORT

DO



SOCIAL DISTANCE AT PUBLIC TRANSPORT

STOP THE SPREAD
STAY HEALTHY

BE COVIDSAFE



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