

CHAPTER 12

TRANSPORT

Delhi has a population of 16.78 million as per 2011 census, it estimated that it has now increased to 20.57 million in 2021. To cater to the transportation needs of this population there is a road network of 17882 KM in Delhi which includes all the civic agencies, PWD, DSIDC, I&FC, DDA etc. Buses, Delhi Metro, Cabs, Auto and e-Rickshaw are the backbone of public transport in Delhi, which runs on CNG/Electricity. This is result of sustained effort of Government of National Capital Territory of Delhi to provide a safe, sustainable, economic, people-friendly and efficient public transportation system in the city. Delhi is now making effort to large scale adoption of Electric Vehicles to further control the vehicular pollution. The policy focuses on incentivizing the purchase and use of Electric two wheelers and supporting the electrification of public/shared transport and good carriers. Further to accelerate the pace of Electric Vehicle adoption across vehicle segments, especially in the mass category of two wheelers, public/shared transport vehicles and good carriers so that they contribute to 25% of all new vehicle registrations by 2024 under EV Policy of Delhi.

1.1. A sustainable transport system attains the most possible balance between the social –environmental– economic dimensions of transport. Development of all the components together over time constitutes the ideal Urban Transport system. All components are dependent to each other, i.e. one has the impact over the other. Delhi has a sustainable transport system balancing all these components as below:-

- Regarding **Environment Sustainability**, Delhi has initiated for plying CNG Buses, implement Electric Vehicle Policy, allowed e-rickshaw facility etc.
- Regarding **Economic Sustainable** transport system, there are affordable fare in Delhi for commuters. Govt. has not enhanced the bus fare since a long. Further facilities for concessional pass in buses for students, senior citizen and free for women commuters etc. also provided.
- In terms of **Social-Cultural sustainability**, bus marshals have been deployed in DTC and Cluster Buses for providing safety and security to women commuters.
- For **effectiveness of Transportation System**, Delhi has robust road infrastructure. Public transport facilities in Delhi are provided by DTC & Cluster buses. Delhi Metro Rail Corporation (DMRC) is also offering a rapid transport system connecting various points of Delhi including NCR.

2. Transport Infrastructure

2.1. Road Network

The road network in Delhi is being developed and maintained by Public Works Department (PWD), Municipal Corporations of Delhi, New Delhi Municipal Council (NDMC), Delhi Cantonment Board (DCB), National Highway Authority of India (NHAI) and Delhi Development Authority (DDA). Road network length maintained by different agencies in NCT of Delhi is presented in Statement 12.1.

STATEMENT 12.1 **STATUS OF ROAD NETWORK IN DELHI-AGENCY-WISE**

(As on 31st March 2021 in Lane KM)

S.No.	Agency	Road Length
1	East DMC	512.47 Lane Km
2	South DMC	7437.45 Lane Km
3	North DMC	4753.18 Lane Km
4	New Delhi Municipal Council	1290 Lane Km
5	Public Works Deptt. (Delhi Govt.)	
a.	National Highway	37.49 Lane Km
b.	Other Roads	1318.42 Lane Km
6	DSIIDC	2285.44 Lane Km
7	I&FC	297.52 Lane Km
8	DDA	435 Lane Km

Source: Delhi Hand Book 2021

2.2. Road Infrastructure

2.2.1. Pedestrian Facilities- Foot Over Bridges (FOBs):

Traffic regulation and road construction in Delhi have to take care of cyclists and pedestrians including bus commuters. Approximately 90 numbers of foot over Bridges have also been completed at various places in Delhi by end of 2020-21. Following 9FOBs are completed during the year 2021-22 upto the month of Dec.:-

- 1) RTR Marg near petrol pump, New Delhi.
- 2) Baba Gangnath Mandir on Nelson Mandela Marg
- 3) Near Smt. Indira Gandhi senior secondary school on Pankha Road
- 4) Bhishma Pitamah Marg
- 5) Harkesh Nagar On Mathura Road
- 6) Shiv Parvati Mandir on MB Road

- 7) FOB at Shakurpur Dada Devta Mandir, IRR, Lawrence Road
- 8) FOB in between metro pillar No. 364-365 near Nangloi Flyover, Rohtak Road, NH-10
- 9) FOB at Prashant Vihar

Following FOBs are under construction and likely to be completed by 31.03.2022:

1. FOB at Press Enclave Road near Select City Mall
2. FOB at Sri Aurobindo Marg at PTS Bus Stop.
3. Near Pehladpur Bus Stand across Dwarka Road
4. FOB at Multan Nagar between Metro Pillar No. 232 & 233.
5. Construction of Foot Over Bridge at Metcalfe House main gate of Ring Road under Sub-Division-3 of Division C&ND Roads New Delhi.

2.2.2. Flyover & Bridges / Corridors

A number of transport infrastructure projects at Ring Road and Outer Ring Road were made to encourage use of public transport in Delhi. At present there are 87 numbers of flyovers.

- **Barapullah Phase-III:-**The stretch from Sarai Kale Khan to Mayur Vihar Phase-I was sanctioned for ₹ 1260.63 crore (Tender Cost ₹ 964crore). An expenditure of ₹ 804.83 cr. has been incurred till Dec. 2021. The work is in progress and land acquisition of 8.5 Acre in progress and at final stage.81.8% work has been completed till Dec. 2021. The work is likely to be completed tentatively by 31.03.2023.
- **Corridor improvement of outer Ring Road from IIT to NH-8:-**The project of Construction of (Part-A) Flyover on portal structure linking existing Munirka Flyover in the east to the point beyond Army RR Hospital in the west on the Outer Ring Road and (Part-B) Underpass at junction of BJ Marg and Inner Ring Road has been approved at the cost of ₹ 364 crore. The Flyover from Munirka to RR Hospital on ORR has been completed and opened to traffic. The work of underpass at Junction of BJ Marg and inner Ring Road is in progress and 98% work is completed and an amount of ₹ 338.98 Crore has been spent till Dec. 2021. The work is likely to be completed by 28.02.2022.
- **Construction of Underpass at Ashram Chowk along Mathura Road:-**The estimated cost of this project is ₹ 77.92 crore along with shifting of services. The construction work is in progress and 88% work has been completed till Dec. 2021. An expenditure of ₹ 53.50 crore has been incurred till Dec. 2021. The work is likely to be completed by 31.03.2022.
- **Construction of Bridges on (i) NH-10 at Rampura, (ii)Tri Nagar/Inderlok and (iii) Karampura, Delhi:-** Construction of bridge on Najafgrah drain at Tri-

Nagar / Inderlok, Karampura and Rampura, Delhi to cover complete ROW excluding area of already constructed bridge along with road improvement on either side of bridge including making of drainage scheme, footpath etc. was approved at the estimated cost of ₹ 85.90 crore. The project is in progress and 93% work of the project is completed till Dec.2021. An expenditure of ₹ 62.12 Cr. has been incurred till Dec. 2021. The work is likely to be completed by 31.03.2022.

- **Extension of flyover from Ashram Flyover to DND Flyover:** - The estimated cost of this project is ₹ 128.95 crore. An expenditure of ₹ 62.52 Cr. has been incurred till Dec. 2021. The project is in progress and likely to be completed by 31.08.2022.
- **C/o Half Underpass on ORR at Gopalpur Red Light-Jagatpur Bridge :-** The estimated cost of this project is ₹ 38.17 crore. 63% work is completed till Dec. 2021. An expenditure of 20.31 Cr. has been incurred till Dec. 2021. The project is in progress and likely to be completed by 31.03.2022.
- **Construction of bridge on Najafgarh drains at Basai Darapur to cover the complete ROW.** The estimated cost of this project is ₹ 48.60 crores. 93% work is completed till Dec. 2021. An expenditure of ₹ 40.00 cr has been incurred till Dec. 2021. The project is in progress and likely to be completed by 31.03.2022.
- **Construction of Bridges on Najafgarh Drain at NH-10 at Nangloi:** The estimated cost of this project is ₹ 42.21 crore. 67% work is completed till December, 2021. An expenditure of ₹ 27.60 crore has been incurred till Dec. 2021. The project is in progress and likely to be completed by 31.05.2022.

2.3. Bus Terminals and Depots

The objective of the project is to create infrastructure for the benefit of the bus commuters. There are 58 number of bus depot in operation and construction of 12 Bus depots are under progress. Further there are 16 numbers of bus terminals are in operation. Construction of New Bus Terminals at Sector 4, Dwarka, Sector 12, Dwarka, Vikas puri and Narela are under process. Depots at Mundelakala and Ghummanhera have been completed. One of the two depots at Rohini is also nearly completion.

2.4. Inter State Bus Terminals (ISBTs)

Delhi has three Inter State Bus Terminals (ISBTs) functioning at present at Kashmere Gate, Sarai Kale Khan & Anand Vihar. The Kashmere Gate ISBT has been renovated and made operational with state of the art facilities. Sarai Kale Khan & Anand Vihar ISBTs project will be redeveloped by PWD.

2.5. Rail Network

Delhi is a major junction on the rail map of India linked with the entire major metropolitan cities directly. There are five main railway stations viz. at New Delhi, Old Delhi, Hazrat Nizamuddin, Sarai Rohila and Anand Vihar, besides Container Depots at Patparganj and Tuglakabad.

2.6. Mass Rapid Transit System (MRTS)

The Mass Rapid Transit System (MRTS) is an ambitious project that aims at providing a non-polluting and efficient rail-based transport system, properly integrated with the road transport system.

Delhi Metro Rail Corporation Limited (DMRC) was registered on 3rd May 1995 under the Companies Act, 1956 with equal equity participation of the Government of the National Capital Territory of Delhi (GNCTD) and the Govt. of India. Presently, the Delhi Metro network consists of 348.121 Km. At present the work of PHASE IV is in progress and PHASE I to III has been completed. The details are as under:-

DMRC – PHASE I

- The construction of Phase-I of DMRC is started in the year 2002 with a total project cost of ₹ 10,571 Cr which includes GNCTD share of ₹ 1777 Cr which has been released to DMRC.
- The total length of Phase I is 64.751 Km with 59 numbers of stations.
- Phase-I completed in the year 2006.

Phase - I (In Delhi)

S. No.	Line	Name of the Corridor	Length (Kms)	No. of Stations
1	Line 1 (Red)	Shahdara-TisHazari	8.349	6
		Tis Hazari-Inderlok	4.872	4
		Inderlok-Rithala	8.835	8
2	Line 2 (Yellow)	Vishwa Vidhyalaya- Kashmere Gate	4.06	4
		Kashmere Gate- Central Secretariat	6.621	6
3	Line 3 (Blue)	Barakhamba - Dwarka	22.736	22
		Barakhamba - Indraprastha	2.804	3
		Dwarka Sub-City	6.474	6
		Total	64.751	59

DMRC – PHASE II

- Construction of Phase-II of DMRC is started in the year 2005 with a total project cost of ₹ 19,231 Cr. out of which GNCTD share is ₹ 4691 Cr which has been released to DMRC.
- Total length of Phase-II is 123.3 Km which includes 22.47 Km High Speed Airport Metro Express Line and 16.315 Kms of NCR lines with 86 numbers of stations (of which 13 are on NCR Line).
- Phase-II is completed in the year 2012.

S. No.	Line	Name of the Corridor	Length (Kms)	No. of Stations
1	Line 1 Extn (Red)	Shahdara-Dilshad Garden	2.858	3
2	Line 2 Extn (Yellow)	Vishwa Vidhyalaya-Jahangir Puri	6.38	5
		Central Secretariat - Qutub Minar	11.764	10
		Qutub Minar - Haryana Border	8.771	4
3	Line 3 Extn (Blue)	Indraprastha - Yamuna Bank	2.173	1
		Yamuna Bank - New Ashok Nagar	5.849	4
		Dwarka Sec 9 - Dwarka Sec 21	2.279	2
4	Line 4	Yamuna Bank - Anand Vihar	6.246	6
5	Line 5 (Green)	Inderlok - Mundka	14.192	14
		Kirti Nagar- Ashok Park	3.406	2
6	Line 6 (Violet)	Central Secretariat - Sarita Vihar	15.336	13
		Sarita Vihar - Badarpur	4.822	3
7	Airport Express Line	High Speed Airport Metro Express Line - New Delhi Railway Station to Dwarka Sector - 21	22.909	6
		Sub Total	106.985	73
		In NCR		
1	Line 2	Haryana Border - Huda City Center Gurgaon	7.05	5
2	Line 3	New Ashok Nagar - Noida City Center, Noida	7	6
3	Line 4	Anand Vihar - Vaishali	2.265	2
		Sub Total	16.315	13
		Total	123.3	86

DMRC – PHASE III

- Construction of Phase-III of DMRC is started in the year 2012 with a total project cost of ₹ 39,785 Cr out of which GNCTD share is ₹ 8,407 crore which has been released to DMRC.
- Total length of Phase-III is 160.07 Km (including 37.307 kms of NCR length) and has 109 numbers of stations. (including 27 stations of NCR)
- Phase-III has been completed in the year 2021.
- The total length of metro lines Phase-I to Phase-III is 348.121 kms including 53.62 kms of length in NCR and 22.91 kms of Airport Line.

S. No.	Line	Name of the Corridor	Length (Kms)	No. of Stations
1	Line 2	Ext.: Jahangirpuri-Badli	4.373	3
2	Line 5	Extn.:Mundka-Tikri Border	6.308	4
3	Line 5	Extn.:Tikri Border- Bahadurgarh	4.875	3
4	Line 6	Ext: Central Sectt.-Kashmere Gate	9.272	7
5	Line-7	Majlis Park- Shiv Vihar	59.242	38
6	Line-8	Janakpuri West-Kalindikunj	33.499	23
7	Line-9	Dwarka-Najafgarh	4.303	3
8	Line-9	Extension to Dhansa Bus Stand	0.891	1
		Sub Total	122.76	82
		In NCR		
1	Line 6	Extn: Badarpur-Faridabad	13.561	9
2	Line 6	Escorts Mujesar - Ballabgarh	3.35	2
3	Line 8	KalindiKunj – Botanical Garden	3.962	2
4	Line 1	Dilshad Garden to New Bus Adda Ghaziabad	9.635	8
5	Line 3	Noida City Centre to Noida Electronic City	6.799	6
		Sub Total	37.307	27
		Total	160.07	109

DMRC – PHASE IV

- Phase-IV has two part of 3 Corridors each.
- Construction of first 3 priority corridor started in the year 2020-21 with total project cost ₹ 24,949 Cr and GNCTD share is ₹ 5,887 Cr. which includes additional 244 cars. Out of which ₹ 2,774 crore released to DMRC upto December 2021.

- After completion of Phase-IV, the total length of metro lines including NCR lines will be about 457 kms.
- DMRC has submitted DPR for next 3-corridors of Delhi Metro Phase-IV with the corridor between Rithala and Narela (METRO LITE) and Lajpat Nagar to Saket G-Block and Inderlok to Indraprastha being metro corridors with total project cost of ₹12,587 crore wherein GNCTD share was ₹ 2993 cr.
- Rithala and Narela Corridor will be based on METRO LITE, which is light rail transit system being planned in India for cities with lower ridership projection and as a feeder system for the existing metro systems. It will cater to lower passenger capacity at a reduced cost than a metro line.

S.No.	Name of the Corridor	Length (Kms)	No. of Stations
Phase – IV (First 3 priority corridor)			
1	Majlis Park – Burari - Maujpur	12.318	8
2	R.K. Ashram - Janakpuri (West)	29.262	22
3	Aerocity - Saket - Tughlakabad	23.622	15
Phase – IV (Other 3 corridors)			
1	Lajpat Nagar - Saket G Bloick	12.377	10
2	Inderlok - Indraprastha	8.385	8
3	Rithala - Bawana – Narela (METRO LITE)	22.915	19
	Total	85.257	67

2.7. DMRC Feeder Bus Service

DMRC is in the process to procure 100 AC E-buses to be operated on 10 new routes under FAME-2 scheme. Out of these 100 buses, 25 buses were made operational in August 2021 and the balance 75 buses shall be delivered by December 2021 in a phased manner.

2.8. Regional Rapid Transit System (RRTS)

To address the issues, meet organic future demand as well as the mobility demand for unlocking economic potential of the NCR, National Capital Region Planning Board (NCRPB) had recommended development of multi-modal transport system with special emphasis on rail based high-speed, high-frequency Regional Rapid Transit System (RRTS) for connecting major regional centres in Functional Plan on Transport for National Capital Region-2032.

The regional rails are envisaged to run at the speed of 180 kmph on the line of European trains, caters to passenger services within a larger urban agglomerate or metropolitan area connecting the outskirts to the centre of the

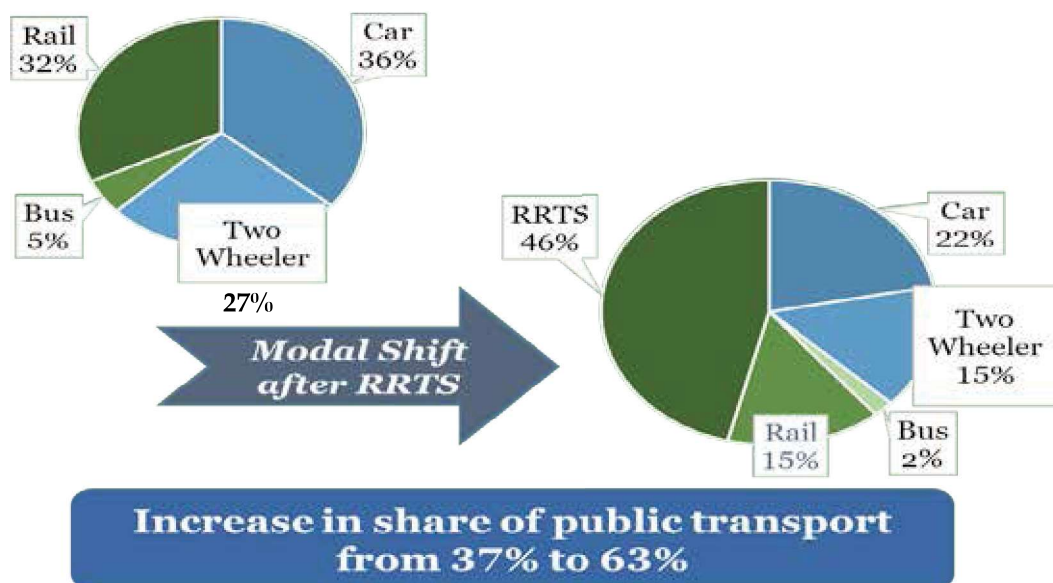
city. The services have greater number of halts at smaller distances compared to long distances stations on high-speed railway networks running at the speed of more than 300 kmph, but fewer halts and higher speeds compared to metro rail.

Regional rail is a new concept in India but common in large metropolitan cities to help in decongesting the city centre by providing safe, and speedy access to the city centre for commuters residing in less congested suburbs.

The Task Force constituted by Planning Commission had identified 8 RRTS corridors in NCR, out of which three corridors were prioritized viz. Delhi – Meerut, Delhi – Alwar and Delhi – Panipat for implementation in Phase 1. The three prioritized RRTS projects are part of ‘Comprehensive Action Plan’ (CAP) for Air Pollution Control in Delhi & NCR’ and the recommendation of ‘High Powered Committee on Decongesting Traffic in Delhi’. Furthermore, all the three prioritized RRTS projects have been included in the National Infrastructure Pipeline (NIP), finalized by Department of Economic Affairs and unveiled by Hon’ble Finance Minister.

RRTS will provide an integrated mobility solution for National Capital Region (NCR) supported by multimodal integration. It will not only bring in significant direct economic benefits, such as savings due to reduction in pollution, travel time, vehicle-operating costs, road stress and accidents by reducing congestion (increasing the modal share of public transport), but also result in wider economic benefits and economy-wide benefits, such as agglomeration benefits, improved productivity output of labour and industries, indirect and induced employment and increase in GDP of the entire NCR.

Share of Public Transport



The three prioritized RRTS corridors are planned to originate from a common elevated terminus station Sarai Kale Khan in Delhi. Such a common terminus station will facilitate inter-connectivity/inter-operability among three corridors.

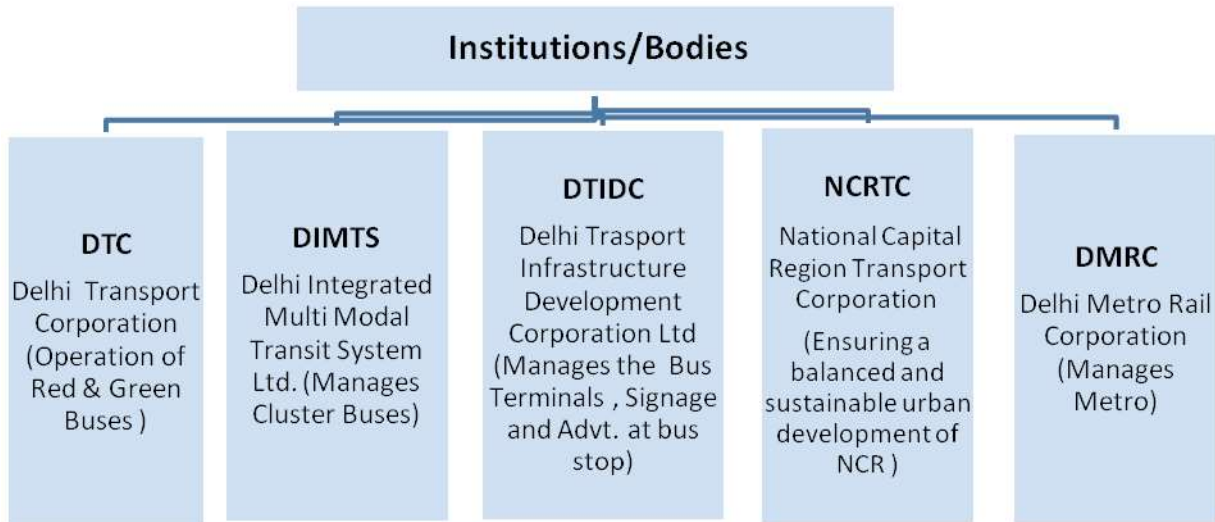
Delhi-Meerut RRTS Corridor : The Delhi-Meerut RRTS corridor is 82.15 km long corridor with 15 RRTS stations. Delhi portion (13 km in length) comprises 03 stations at Shastri Nagar, Anand Vihar and Sarai Kale Khan. The project completion cost is estimated as 30,274 crore and contribution of GNCTD is 1,180 crore. The complete track shall be ballast less with minimum noise pollution and regenerating brakes are being used to optimize the electricity requirement. Project got sanctioned and approved by Government of India in March 2019. The civil construction work on the entire corridor is in full swing and on schedule. The commercial operations of Delhi-Meerut corridor will commence by 2025.

- **Delhi-Gurgaon-Rewari-Alwar corridor:** RRTS Corridor will be implemented in three stages (Stage-1: Delhi-Gurugram-SNB (Shahjahanpur-Neemarna-Behror) Urban Complex, Stage-2: SNB Urban Complex-Sotanala RIICO Industrial area and Stage-3: SNB Urban Complex-Alwar). Delhi-Gurugram-SNB corridor is being implemented in Stage-I of Delhi-Alwar corridor. This corridor will be around 106 km long and will have 16 RRTS stations. Delhi portion of the corridor is 21.67 km and will comprise of 04 stations. It will start from Sarai Kale Khan in Delhi and will end at SNB (in Rajasthan and will pass through INA, Aerocity, Gurugram, Manesar, Dharuhera etc. The project completion cost is estimated as ₹ 37,987 cr. and contribution of GNCTD is ₹ 3,261 cr. The project is under consideration for sanction by Government of India. Pre-construction activities in the project are in progress and construction will commence on sanction by Government of India. The DPR for SNB-Sotanala (Stage 2) has been approved by Board of NCRTC and submitted to the Government of Rajasthan for their approval.



- **Delhi-Panipat RRTS Corridor:** The total route length of the RRTS alignment is 103.02 kms with 17 RRTS stations. This RRTS corridor originates from Sarai Kale Khan Station in Delhi and ends at Panipat. The six stations proposed in Delhi at Sarai Kale Khan, Indraprastha, Kashmere Gate, Burari Crossing, Mukarba Chowk & Alipur. The proposed alignment passes through dense development of Delhi, Gannaur, Samalkha and Panipat regions.

3. Institutes and Bodies engaged in public Transport System



3.1. Delhi Transport Corporation (DTC):

Govt. of NCT of Delhi release equity capital for procurement of buses and for development of infrastructural facilities to DTC. It has existing infrastructure of 35 depots. DTC has a current fleet size of 3760 buses, comprising 1256 AC low floor buses and 2504 Non-AC low floor buses. DTC is the largest public transport entity in the NCR transporting about 12.24 lakh passengers and covering 5.20 lakh km per day in 2020-21 (33.31 lakh during 2019-20 i.e. Pre-Covid period). DTC is plying on 453 city routes and 07 NCR routes.

3.2. Delhi Integrated Multi-modal Transit System Ltd (DIMTS):

Delhi Integrated Multi-Modal Transit System (DIMTS) Ltd. is an urban transport and infrastructure development company committed to build and deliver quality infrastructure. In July 2007, it became an equal equity joint venture company between the Government of National Capital Territory of Delhi (GNCTD) and the IDFC Foundation (a not-for-profit organization).

The Government of NCT of Delhi initiated the Scheme for Corporatization of Private Stage Carriage Service to substitute the Blue line private stage carriage system under Public Private Partnership (PPP) model. The Cluster Scheme is based on gross-cost model (OPEX MODEL) where fleet owners are remunerated on the basis of operational parameters irrespective of the fare box inflow. Presently, 3033 cluster buses are in operation under 14 clusters in the NCT of Delhi.

3.3. Delhi Transport Infrastructure Development Corporation Limited (DTIDC):

Delhi Transport Infrastructure Development Corporation Limited (DTIDC) was incorporated on 16 August 2010 under the Companies Act 1956 as wholly-

owned by Govt. of NCT of Delhi. The Company falls under the administrative control of Transport Department, Govt of NCT of Delhi. The Corporation has been created with the objectives of development; implementation, operation and maintenance of urban transport infrastructure. At present, three existing operational ISBTs situated at Kashmere Gate, Anand Vihar and Sarai Kale Khan are controlled by DTIDC.

3.4. National Capital Region Transport Corporation (NCRTC):

A Memorandum of Understanding (MoU) was signed in 2011 between Government of India, and State Governments of National Capital Territory of Delhi, Haryana, Rajasthan and Uttar Pradesh (UP) for implementation of RRTS in NCR. Unlike metro rail projects, which are promoted by the respective State Governments, RRTS is a socially oriented, multi-state, central sector project being implemented in partnership with the State Governments.

In accordance with the MoU, RRTS is being implemented by the National Capital Region Transport Corporation (NCRTC), a joint venture of Government of India (50%) and participating State Governments of Delhi, Rajasthan, U.P. and Haryana (each having shareholding of 12.5%). Approval of the Union Cabinet for formation of NCRTC was obtained in July 2013.

NCRTC is mandated for implementing the Regional Rapid Transit System (RRTS) project across the National Capital Region, ensuring a balanced and sustainable urban development through better connectivity and access. The three prioritized RRTS corridors are Delhi-Meerut RRTS Corridor, Delhi-Gurgaon-Rewari-Alwar corridor and Delhi-Panipat RRTS Corridor.

3.5. Delhi Metro Rail Corporation Limited (DMRC)

The Delhi Metro Rail Corporation Limited (DMRC) was registered on 3rd May 1995 under the Companies Act, 1956 with equal equity participation of the Government of the National Capital Territory of Delhi (GNCTD) and the Central Government to implement the dream of construction and operation of a world-class Mass Rapid Transport System (MRTS). DMRC has equal equity participation from GOI and GNCTD. Under this scheme, the share of GNCTD is provided to DMRC through Transport Department. The basic objective is to provide the much needed mass rapid transport infrastructure facility for entire Delhi and NCR area and also to provide the inter-change facility from peripheral routes to the radial metro routes. Presently, the Delhi Metro network consists of about 350 Km. The year wise fund released by GNCTD of MRTS Phase III And Phase-IV is given in statement 12.2:

STATEMENT 12.2**YEAR-WISE FUND RELEASED FOR MRTS PHASE-III (& PHASE-IV) BY GNCTD**
(₹ in Crore)

S. No	Year	Equity	Subordinate Debt for Land acquisition	Subordinate debt for State Taxes	Subordinate debt for Central Taxes	Total
PHASE III						
1	2011-12	749.70	216.00	-	294.00	1,259.70
2.	2012-13	749.70	216.00	-	294.00	1,259.70
3.	2013-14	672.20	200.00	-	170.00	1,042.20
4	2014-15	600.00	40.51	-	-	640.51
5	2015-16	827.00	40.00	577.00	-	1,444.00
6	2016-17	323.27	39.49	300.00	671.00	1,333.76
7	2017-18	240.00	5.50	660.00	424.00	1,329.50
8	2018-19	38.13	-	37.78	22.10	98.01
PHASE IV						
9	2018-19	50.00	100.00	-	50.00	200.00
10	2019-20 *	150.01	1,123.60	-	50.00	1,323.60
11	2020-21	500.00	-	125.00	125.00	750.00
	Total	4,900.01	1,981.10	1,699.78	2,100.10	10,680.98

(*) For Delhi MRTS Phase-IV Project (includes ₹ 50,000/- as balance equity for DMRTS Phase-II Project).

4. Achievement/ Progress of Major leading indicators**4.1. Motor Vehicles:**

The total number of motor vehicles on road in NCT of Delhi on 31st March, 2021 was 122.53 lakh, showing the growth per cent of 3.03. The category-wise growth of motor vehicles in Delhi is presented in statement 12.3

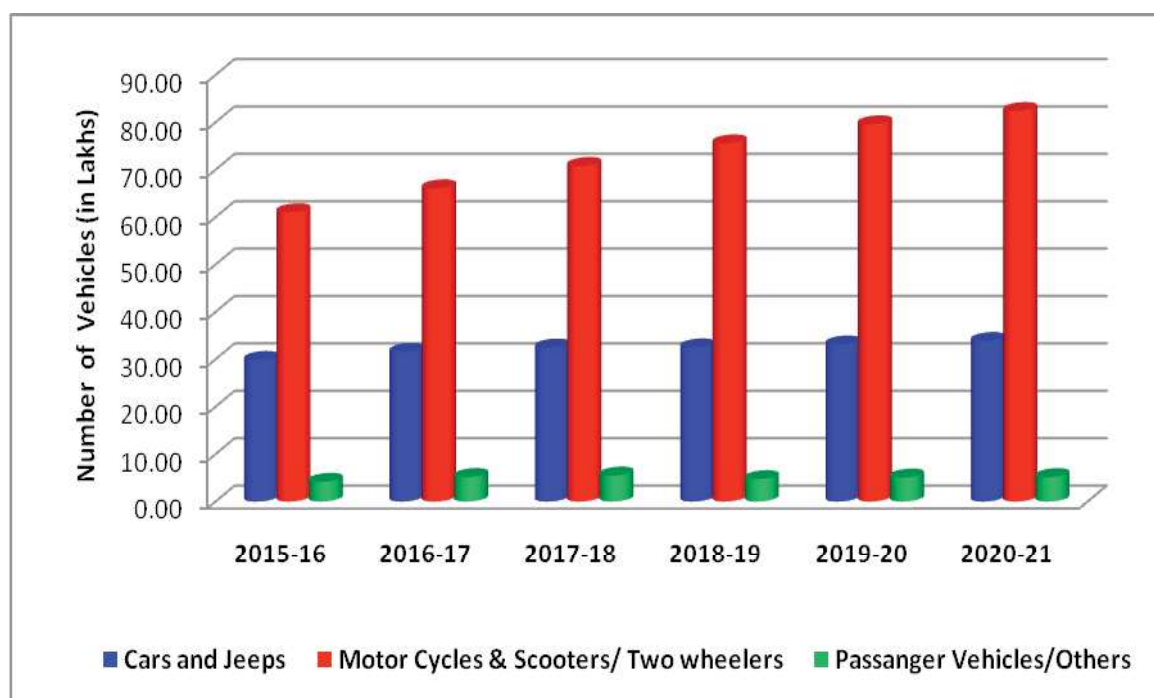
STATEMENT 12.3**YEAR WISE GROWTH OF VEHICLE POPULATION**

S.No	Details	Number of Vehicles					
		2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
1	Cars and Jeeps	29,86,579	31,52,710	32,46,637	32,49,670	33,11,579	33,84,736
2	Motor Cycles & Scooters/ Two wheelers	61,04,070	66,07,879	70,78,428	75,56,002	79,59,753	82,39,550
3	Ambulances	2,990	3,059	3,220	2,358	2,287	2,289

S.No	Details	Number of Vehicles					
		2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
4	Auto Rickshaws (Passenger)	1,98,137	1,05,399	1,13,074	1,13,240	1,14,891	1,14,869
5	Taxis	91,073	1,18,308	1,18,060	1,09,780	1,22,476	1,12,401
6	Buses	34,365	35,206	35,285	32,218	33,302	33,294
7	Other Passenger Vehicles	6,368	59,759	76,231	81,422	85,477	91,887
8	Tractors, Goods Vehicles (All Type) & Others	2,81,159	3,00,437	3,15,080	2,46,861	2,63,112	2,74,324
	Total	97,04,741	1,03,82,757	1,09,86,015	1,13,91,551	1,18,92,877	1,22,53,350*

*Number of vehicles registered are excluding NOC, RC Cancellation, Surrendered, De-registered and Scrapped Vehicles (Record available in Vahan 4.0 database).

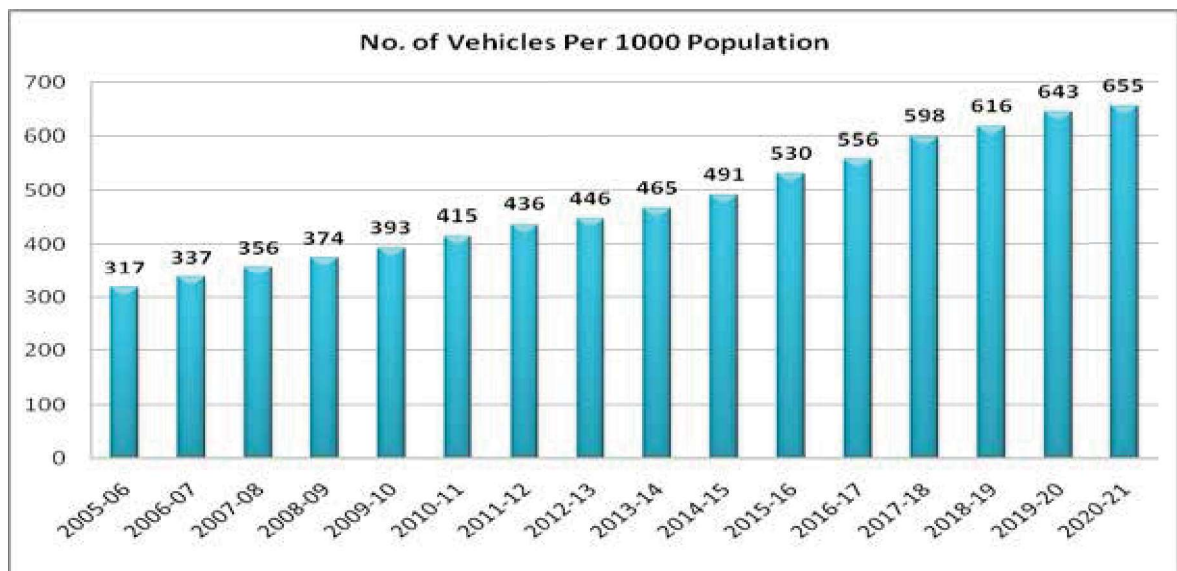
CHART 12.1
VEHICULAR GROWTH IN DELHI



- The **annual growth of vehicles** in Delhi **decreased** from **8.13** per cent in **2005-06** to **3.03** per cent in **2020-21**. During the same period the number of vehicles per thousand population increased considerably from 317 to 655. The details regarding annual growth rate is presented in statement 12.4.

STATEMENT 12.4**GROWTH AND VEHICLES PER 1000 POPULATION**

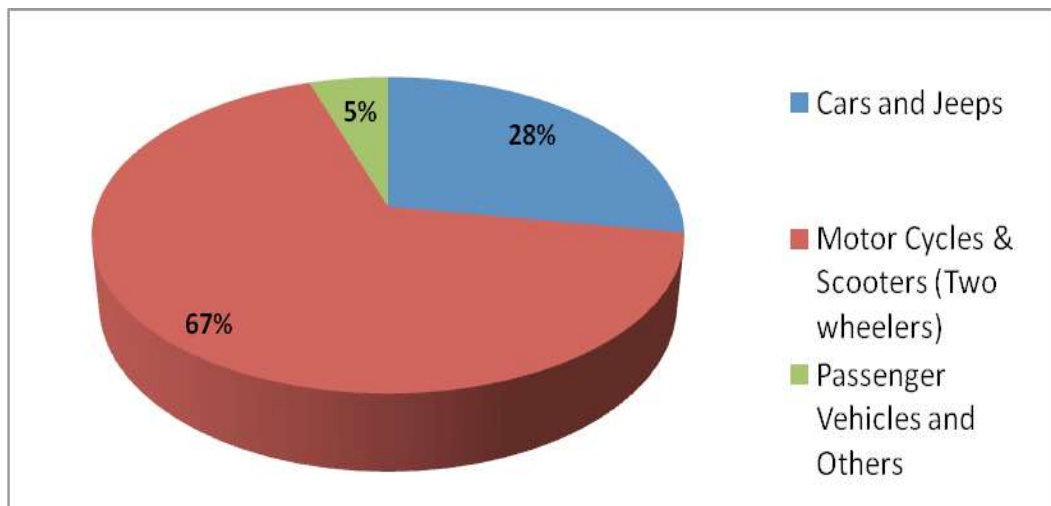
S.No	Years	Vehicles		Annual Growth (Per cent)	No. of Vehicles Per 1000 Population
		Number	Increase		
1	2005-06	48,30,136	3,62,982	8.13	317
2	2006-07	52,32,426	4,02,290	8.33	337
3	2007-08	56,27,384	3,94,958	7.55	356
4	2008-09	60,26,561	3,99,177	7.09	374
5	2009-10	64,66,713	4,40,152	7.30	393
6	2010-11	69,47,536	4,80,823	7.44	415
7	2011-12	74,52,985	5,05,449	7.27	436
8	2012-13	77,85,608	3,32,783	4.46	446
9	2013-14	82,58,284	4,72,676	6.07	465
10	2014-15	88,27,431	5,69,147	6.89	491
11	2015-16	97,04,741	8,77,310	9.94	530
12	2016-17	1,03,82,757	6,78,016	6.99	556
13	2017-18	1,09,86,015	6,03,258	5.81	598
14	2018-19	1,13,91,551	4,05,536	3.69	616
15	2019-20	1,18,92,877	5,01,326	4.40	643
16	2020-21	1,22,53,350	3,60,473	3.03	655

CHART 12.2**TRANSPORT TRENDS**

- Delhi is a hub for personal motorized vehicles in India. Total motorized vehicles in Delhi are 122.53 lakh. Car and jeeps accounted for around 28% of the total registered motorized vehicles, whereas two wheelers are about 67% of total registered vehicles. Percentage of vehicles in Delhi during 2020-21 is depicted in Chart 12.3.

STATEMENT 12.5**CATEGORY WISE NUMBER OF VEHICLE AND PERCENTAGE**

S.No	Details	Number of Vehicles	
		2020-21	Percentage
1	Cars and Jeeps	33,84,736	27.62
2	Motor Cycles & Scooters (Two wheelers)	82,39,550	67.24
3	Ambulances	2,289	0.02
4	Auto Rickshaws	1,14,869	0.94
5	Taxies	1,12,401	0.92
6	Buses	33,294	0.27
7	Other Passenger Vehicles	91,887	0.75
8	Tractors, Goods Vehicles (All Type) & Others	2,74,324	2.24
	Total	1,22,53,350	100

CHART 12.3**PERCENTAGE OF VEHICLES POPULATION 2020-21**

- There is a contradiction regarding the actual number of vehicles plying on Delhi's road as the large numbers of vehicles registered in Delhi are plying in NCR areas and vis-a-vis the vehicles registered in NCR are plying in Delhi.
- Transport Department is making efforts to estimate the actual number of vehicles in Delhi by taking into account vehicles that have outlived their life due to any account, transferred to and from other states etc.

4.2. Delhi Metro Rail Corporation

Before Lockdown due to COVID pandemic, the average daily Passenger Journeys of Delhi Metro was about 57 lakhs (incl. Airport Line and Rapid Metro Gurugram). Due to social distancing norms, average daily passenger journeys have been affected and the average daily passenger journey recorded during the July 2021 to September 2021 quarter is 23.34 lakh. In

Delhi, the Metro Trains run from 6:00 AM in the morning till about 11:00 PM in the night. The train frequency varies from 2 minutes 44 seconds in peak time up to 10 minutes in non-peaks hours. The details regarding year-wise Average Daily Ridership is presented in Statement 12.6

STATEMENT 12.6
AVERAGE DAILY RIDERSHIP AND ROLLING STOCK
(with Airport Line and Rapid Metro)

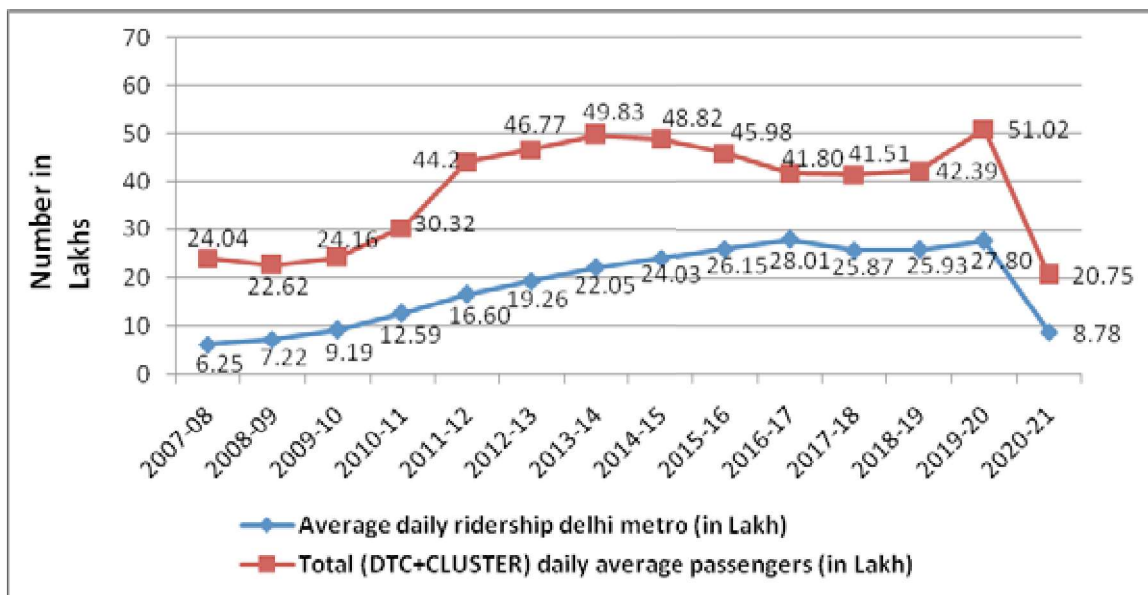
Year	Ridership	Operational Route (Km)	Rolling Stock (No. of Cars)
2007-08	6,25,000	64.750	280
2008-09	7,22,000	73.990	280
2009-10	9,19,000	95.260	376
2010-11	12,59,000	159.471	844
2011-12	16,60,000	165.142	1,022
2012-13	19,26,000	165.142	1,094
2013-14*	22,04,908	188.050	1,282
2014-15*	24,02,850	191.120	1,306
2015-16*	26,15,050	209.970	1,392
2016-17*	28,00,792	209.970	1,468
2017-18*	25,87,271	249.460	1,888
2018-19*	25,93,090	342.070	2188
2019-20**	27,80,000***	359.230	2,242
2020-21** (07.09.2020 – 31.03.2021)	8,78,000***	359.230	2,280

* Including Airport Line. DMRC has taken over the operation from the close of business operating hours of 30.06.2013.

** Including Rapid Metro. DMRC has taken over the operation on 22.10.2019

*** Passenger Journey (Passenger Journey calculates a Metro journey in terms of the number of corridors used by a passenger.)

CHART-12.4
AVERAGE DAILY RIDERSHIP OF DELHI METRO VS BUSES



4.3. Performance of Delhi Transport Corporation (DTC) Buses

DTC is the largest public transport entity in the NCR. DTC operates 3760 buses on 453 city routes and 7 NCR routes. DTC is also operating International Bus Service on Delhi–Kathmandu. Daily average passengers in DTC buses are about 12.24 lakh during 2020-21. Electronic Ticketing Machine (ETMs) based automatic fare collection system (AFCS) in DTC Buses has been fully implemented. The performance of DTC is presented in Statement 12.7 and activity wise status of DTC is presented in Statement 12.8.

STATEMENT 12.7

PERFORMANCE OF DELHI TRANSPORT CORPORATION (DTC)

S. No.	Years	Fleet (In No's)	Fleet Utilization (In %)	Vehicle Utilization (Km/Bus/Day)	Load Factor (In %)	Passenger Carried per bus daily (In No's)	Daily Average Passengers (In Lakh)
1	2005-06	3,469	90.51	226	74.42	973	30.52
2	2006-07	3,444	81.47	199	77.18	951	26.77
3	2007-08	3,537	82.47	177	87.82	848	24.04
4	2008-09	3,804	77.03	171	68.83	772	22.62
5	2009-10	4,725	80.99	184	69.84	776	24.16
6	2010-11	6,204	75.03	185	71.43	700	30.32
7	2011-12	5,892	84.27	199	77.75	863	44.20
8	2012-13	5,445	85.77	202	92.90	973	46.77
9	2013-14	5,223	85.51	190	86.63	952	43.47
10	2014-15	4,712	83.99	188	85.02	930	38.87
11	2015-16	4,352	83.63	191	82.00	927	35.37
12	2016-17	4,027	85.12	199	81.36	890	31.55
13	2017-18	3,951	85.69	191	83.83	878	29.86
14	2018-19	3,849	84.62	195	81.34	915	30.15
15	2019-20	3,762	85.04	193	86.17	1,033	33.31
16	2020-21	3,760	76.95	180	22.97	423	12.24

Source: Operational Statistics of DTC

STATEMENT 12.8

ACTIVITIES OF DELHI TRANSPORT CORPORATION: 2017-18 to 2020-21

S. No	Details	Types	2017-18	2018-19	2019-20	2020-21
1	Total Buses in the Fleet (At the end)	Non- AC	2506	2506	2505	2504
		AC	1275	1275	1257	1256
		Standard	170	68	-	
		Total	3951	3849	3762	3760
2	Buses on Road (Daily Average)	Non- AC	2232	2197	2149	1963
		AC	1078	1071	1073	931
		Standard	92	27	-	-
		Total	3402	3295	3222	2894
3	Passengers (in Crore)	Non- AC	84.86	84.96	85.66	31.41
		AC	21.77	24.35	36.16	13.27
		Standard	2.35	0.74	-	-
		Total	108.98	110.15	121.82	44.68
4	Daily Average Passengers (in Lakh)	Non- AC	23.25	23.28	23.4	8.6
		AC	5.97	6.67	9.88	3.64
		Standard	0.64	0.2	-	-
		Total	29.86	30.15	33.29	12.24
5	Kilometer operated (in Crore)	Non- AC	15.78	15.68	14.96	12.3
		AC	7.41	7.57	7.76	6.69
		Standard	0.54	0.15	-	-
		Total	23.73	23.4	22.72	18.99
6	Kilometer operated Daily Average (in lakh)	Non- AC	4.32	4.3	4.09	3.37
		AC	2.03	2.07	2.12	1.83
		Standard	0.15	0.04	-	
		Total	6.5	6.41	6.21	5.2
7	Break-down per 10000 buses	Non- AC	713	710	806	472
		AC	923	898	1029	627
		Standard	730	735	-	
		Total	780	781	880	522
8	Accidents	Non- AC	75	79	83	55
		AC	43	45	35	12
		Standard	3	1	-	
		Total	121	125	118	67
9	Inter-State Bus Route Service		8	8	7	7
10	D.T.C. Work Shops		2	2	2	1
11	D.T.C. Depots		39	39	35	35

Government is providing various concessions in the bus fares to students, senior citizens, disabled, freedom fighters etc in DTC and Cluster Buses. The concession amount is reimbursed by GNCTD. The Govt. of NCT of Delhi has reimbursed an amount of ₹ 78.82 Crore for concessional passes during 2020-21.

4.4. Performance of Cluster Buses

Cluster Buses: - The Government of NCT of Delhi initiated the Scheme in 2011- 12 for Corporatization of Private Stage Carriage Service to substitute the Blue line private stage carriage system under Public Private Partnership (PPP) model. Under this scheme, 657 stage carriage bus routes of Delhi have been divided into 17 distinct clusters. Presently, 3033 cluster buses are in operation under 14 clusters in the NCT of Delhi. Electronic Ticketing Machine (ETMs) based automatic fare collection system (AFCS) in Cluster Buses has been fully implemented. Department of Transport has initiated the trial of Contactless Mobile Ticketing in 497 Cluster buses w.e.f. 05.08.2021 in 04 depots. It has been further extended on all the cluster buses from 01.03.2021 onwards. The performance data of the cluster buses are given under:

STATEMENT 12.9
PERFORMANCE OF CLUSTER BUSES

S.No	Years	Fleet (No)	Fleet Utilization (In %)	Vehicle Utilization (Km/Bus/Day)	Load Factor* (In %)	Passenger Carried per bus daily	Daily Average Passengers (In Lakh)
1.	2013-14	1,090	93.49	218.43	81	950	6.36
2.	2014-15	1,402	97.30	217.61	78	899	9.95
3.	2015-16	1,490	98.84	214.52	74	831	10.61
4.	2016-17	1,651	98.10	210.02	78	755	10.25
5.	2017-18	1744	97.16	205.15	81	753	11.65
6.	2018-19	1,803	98.66	211.02	88	760	12.24
7.	2019-20	2,910	96.48	202.10	89	841	17.71
8.	2020-21	3,191	98.88	214.05	67	308	8.51

* LF is calculated using Central Institute of Road Transport (CIRT) Formula,
Source: DIMTS Ltd.

5. Road Safety measures

- Government of NCT of Delhi is taking various initiatives such as conducting road safety campaigns at schools and college level, educating the general public about the road safety and other measures.
- **The State Road Safety Council:** The Delhi State Road Safety Council was earlier constituted under the chairmanship of Commissioner (Transport) in 2005. However, on the directions of the Supreme Court Committee on Road Safety, the Government of NCT of Delhi has re-constituted the Delhi State Road Safety Council on 07.07.2017 under the Chairpersonship of Hon'ble Transport Minister for political commitment to assure co-ordination among various agencies for safety of pedestrian, non-motorized vehicles & road users, to assure safety measures for Road users and facilities for design for engineering, re-engineering, repair etc. on technical standards.

- **The District Road Safety Committees:** The District Road Safety Committees have also been established vide notification dated 17.06.2014 in all the eleven revenue districts of NCT of Delhi headed by the Deputy Commissioner of each district and Deputy Commissioner of Police; Deputy Commissioner Police (Traffic); Superintending Engineer (PWD); Superintending Engineer (MCD/NDMC); Superintending Engineer (DDA); Additional CDMO (Health); Deputy Director (Education) and Motor Licensing Officer (Transport) of each district concerned as its Members and Additional District Magistrate Convener/Member of each district concerned. The District Road Safety Committees are performing the functions related to Road Safety measures at the district level.
- **Road Safety Policy:** Delhi Road Safety Policy has been notified on 13.07.2018. Objective of road safety policy is to ensure road safety for all road users in the NCT of Delhi, with priority to pedestrians and cyclists, to achieve zero fatalities due to road accidents in the long run it includes awareness regarding road safety, strengthening institutional arrangements, establish road safety management information system, ensure safe road infrastructure, planning & designing of roads, safer motor vehicles, safe divers, safety for vulnerable road users, road safety education and training etc.
- A Participatory Agreement was signed with vital strategies in co-ordination with World Resources Institute (WRI) to participate in the next phase of Bloomberg Initiative of Global Road Safety (BIGRS) project for 2020-2025 which will provide targeted technical assistance, training for staff from relevant agencies and periodic road users' behavior observational surveys to the participant cities.
- A Road Safety Summit 2021 was held on 1st October, 2021 with the road safety stakeholders including Delhi Traffic Police, Health, Education, Municipal corporation, IIT-Delhi, CRRI, SPA, Research organizations, NGOs and international experts to share a robust action plan for safety on the streets of Delhi.
- MoU between Transport Department, GNCT of Delhi and Foundation for Innovation and Technology Transfer, IIT Delhi was signed on 01st October, 2021 for providing technical support for monitoring and implementation of transport policies for improving Traffic Safety and Public Transport System in Delhi.
- The process of implementation of iRAD (Integrated Road Accident Database Application) in NCT of Delhi is in progress. The iRAD Project will be implemented in coordination with stakeholders department like Police,

Transport, and Road owning agencies (Highways / PWD etc.) and Health in coordination with NIC/NICSL. The objective of the project is to collect and analyze comprehensive data related to road accidents from the field using appropriate technology.

5.1. **Installation of CCTV Cameras in DTC and Cluster Buses:-**

CCTV, Panic Button, and Automated Vehicle Tracking System (AVTS) devices have been installed in 5499 buses include DTC and Cluster scheme. However, the newly procured 1380 Standard Floor & Low Floor buses of cluster scheme are already equipped with these devices.

5.2. **Augmentation of DTC Night bus service (11 PM – 5 AM):** Gender Sensitization Program for bus crew undertaken by DTC is also being conducted on a regular basis or safety of women passengers. Numbers of buses have been increased to 88 buses on 27 routes. 30 Ladies Special Buses are also being plied during peak hours on 30 routes. 25% seats have been reserved for women in stage carriage buses (i.e. Low floor buses – 10 seats, & standard floor buses – 12 seats. Comparative detail for the years 2019-20 and 2020-21 is presented in Statement 12.10.

STATEMENT 12.10
PERFORMANCE OF DTC BUSES

Details	2019-20	2020-21
No. of Buses in Night Bus Service	88	88
No. of routes of Night Bus Service	27	27
No. of Civil Defense Marshals & Home guards	7,835	9,286 (31.10.2021)
No. of Ladies Special bus routes	30	30
Percentage of seats reserved for ladies	25	25

5.3. **Deployment of Marshals in Buses:**

The Govt. of NCT of Delhi has decided to depute “Marshals” in all DTC & Cluster buses in both shifts from 29.10.2019. As on 31.10.2021, 9286 marshals & Home Guards in DTC and 3368 marshals in Cluster buses were deployed for women safety and security.

6. Ongoing schemes and new Initiatives:

6.1. **Electric Vehicle Policy:**

The EV policy was notified by the Transport Department vide order dated 07.8.2020 The Policy shall remain valid for a period of three (3) years with effect from 07.08.2020. The Policy provides for promoting EV mobility in Delhi through following measures: -

- a. Purchase Incentives
- b. Scrapping Incentives
- c. Establishment of network of charging stations;

The policy provides for creation of a non-lapsable State EV Fund for funding high proportion of the incentives proposed under the policy. The department has been disbursing incentives since 22nd October, 2020. 5640 vehicles have been provided subsidies under the scheme upto March, 2021. Total subsidy of ₹ 20.2 Crore has been given upto March, 2021. Upto 20.09.2021, subsidies have been provided to 9162 vehicles (Including E-Rickshaws) Under the scheme. Total subsidy of ₹ 32.95 Crore approx. has been given upto 20.09.2021. Total ₹ 34.31 Crore subsidy has been disbursed to 9633 E-Vehicles till October 2021. However Total Amount of ₹ 35.95 Crore has been disbursed to 10,248 E-Vehicles.

- 6.1.1. **Registration of EVs:** The department has registered close to 22,000 EVs since the inception of the EV Policy till 20.10.2021.
- 6.1.2. **Implementation of Public Charging Infrastructure:** Delhi Trans Co Ltd. And enterprise of Power Department, GNCTD has floated a tender for the installation of 100 Charging Stations across Delhi, for which the locations/sites have already been identified. It is planned to provide a capital subsidy of ₹ 10 Crores as one time expense for electrical infrastructure augmentation upto 100 kw across these sites. The final Notice Inviting Tender (NIT) is out and the expected date to open the bids is 17.11.21. However, SDMC and NDMC in their own capacity have installed charging stations at 119 locations which in total have 272 charging points.
- 6.1.3. **Promotion of Private Charging Infrastructure:** A reduced electricity tariff of ₹ 4.50 is applicable for EV charging in the NCT of Delhi. As per Delhi EV Policy, an incentive of upto ₹ 6000/- will be provided for the initials 30,000 installation of electric charging points in residential/ workplace premises. DISCOMS have empanelled the vendors for installing EV chargers and creating a single window process for installing charging stations in private premises and disbursement of incentives. However, the citizen portal for applying for Private charging infrastructure will be ready by 02.11.21. Lastly, there are at present 28 privately installed charging points in the State.
- 6.1.4. **For promotion of adoption of Electric Auto-rickshaws:** The department organized an e-auto mela for prospective buyers of the vehicle. This was done by the following decision of the department to allocate the unassigned 4261 permits only for e-autos. Additionally, the department also took the decision to reserve 33% of the e-auto permits for Women, which translates to 1406 permits that have been reserved for women drivers of the State. The unique colour scheme as Pink colour Auto-rickshaw has been notified for the e-Auto Rickshaw registered in case of reserved Auto-rickshaw for women. However the scheme has been notified for inviting the online application and the

process of scrutiny has been started. The entire procedure for registration of e-Auto Rickshaw will be completed upto December, 2021. The department has also collaborated with Convergence Energy Service Limit (CESL) to provide Interest Subvention scheme of 5% through their one stop solution of a web portal and a mobile application where the prospective buyers can view, book a test drive, buy and finance their vehicle.

6.1.5. **Last Mile Connectivity by e-Rickshaw:** 1,033,000 E Rickshaws have been registered upto October 2021 for improving first & last mile connectivity in Delhi. However, 99,522 e-Rickshaws have been registered for improving first & last mile connectivity in Delhi.

6.1.6. **Electric Autos** are also being introduced in Delhi and it has been decided to allot 4261 e-autos permits within this year itself.

6.2. **Electric Vehicle Fund:**

The electric vehicles are proposed to be encouraged to fight against rising pollution level in Delhi. "Pollution Cess" on the sale of diesel is already applicable in the NCT of Delhi at 25 paise per litre being levied collection from which accrues to the Air Ambience Fund under the Environment Department. From the date of issuance of this policy, 50% of the amount collected in Air Ambience Fund shall be transferred to State EV Fund on a monthly basis. 50% amount standing in the credit of Air Ambience Fund as on the date of issuance of the policy shall also stand transferred to the state EV Fund, GNCTD shall strive to levy a Pollution Cess on all ICE Vehicle users in future." However a separate budget head is available in Govt. of NCT of Delhi for Electric Vehicle Fund and a provision of ₹ 10.22 crore has been kept in BE 2021-22 under this head.

6.3. **Electric Buses:**

The National Electric Mobility Mission Plan (NEMMP) 2020 is a National Mission document providing the vision and the road map for the faster adoption of electric vehicles and their manufacturing in the country. As part of the NEMMP 2020, Department of Heavy Industry formulated a Scheme viz. Faster Adoption and Manufacturing of (Hybrid &) Electric Vehicles in India (FAME India) Scheme in the year 2015 to promote manufacturing of electric and hybrid vehicle technology and to ensure sustainable growth of the same. GNCTD has decided to engage pure electric buses in Delhi which will go a long way to reduce overall vehicular emissions in Delhi. Ministry of Heavy Industries & Public Enterprises, Govt conveyed the approval of the competent authority to extend financial support for deployment of 300 electric buses on operational cost Model under phase-II of FAME India scheme to DTC.

A draft Cabinet Note subjected "Proposal for the induction of electric buses in

public transport and approval of a roadmap for the adoption of pure electric buses & modernization of fleet in Delhi aligned with Delhi electric vehicles policy, 2020” is also proposed, wherein it has decided to induct a total of 4005 e-buses in DTC and Cluster Scheme. It has also been proposed that now onwards all the buses whether new or being replaced, shall be e-buses. To achieve this, it has proposed to electrify 41 DTC Depots (3 already electrified) and 8 Cluster Depots (2 already electrified).

The immediate induction in place is as under:

- i. **300 AC Low Floor Pure Electric DTC Buses:** After selection of the L-1 bidder, LOA has been issued for engagement of 300 e-buses on 30.03.2021 under Fame-II Scheme under OPEX model. Buses are likely to be inducted upto April 2022.
- ii. **330 AC Low Floor Pure Electric Cluster Buses:** Tenders for 330 Low floor Ac Electric buses in two cluster at Burari Depots and Rohini Sec-37-II Depot, have been floated. The Proposal due date is 29.11.2021 as buses are likely to be engaged from January 2023 to June 2023.

7. Free Travel for Women:

The free travel facility for women in DTC/ Cluster buses has been given by GNCTD from 29.10.2019. A single journey based pass of ₹ 10/- for both AC and Non-AC buses is being issued in the form a similar size of ticket currently being distributed in the colour “Pink”. DTC is printing these passes and issues to DIMTS for cluster buses and proper accounting of these tickets is being maintained by both the DTC & DIMTS. During 2020-21, the women passengers traveled free in DTC and Cluster buses for which ₹ 114.86 crore and ₹ 102.18 crore given to DTC and Cluster buses respectively towards subsidy.

8. Reform Package of Transport Services:

The Transport Department has taken up a major initiative to provide all public services in faceless manner. The applicants will be required to have physical visit only for the purpose of taking a driving test or fitness of vehicle. It has resulted in minimizing the department’s manual interface with public.

- 8.1. **Faceless Services:** Currently, 47 services (12 RC services, 17 Permit and Fitness Services in First Phase with 2 Services are under process in Second Phase and 16 DL services in First Phase) have been completely switched to faceless delivery mode and more than 5.73 lacs applicants have been benefitted from this programme till October 2021. The remaining services shall also be made available in faceless manner shortly.

- 8.2. **Online learner license test and issuance of e-learner license:** The department had achieved successfully the simplification of the process of issuance of learner's license. The applicant is able to take the on-line learner license test from any location without the need to physically visiting the DTO offices. An e-learner license will be issued on the spot after clearing the on-line test.
- 8.3. **Empowerment of vehicle dealers to issue Registration Certificates and to do temporary registration for Inter State Sale:** The Transport department has started pilot testing of issuance of Registration Certificates at the point of sale, with secure log in. credentials. Further, Vehicle dealers have also been empowered to do temporary registration for Inter State sale. Now, the purchaser of a vehicle in Delhi will get an RC at the time of delivery of vehicle itself.