

Enquiry into losses incurred by ISBT

196. SHRISHANKERSINH VAGHELA:
Will the Minister of URBAN DEVELOPMENT
be pleased to state:

(a) whether there has been any enquiry
into the functioning of the Inter State Bus
Terminal, Delhi and the losses incurred by it;

(b) if so, the findings and recommenda-
tions of the enquiry; and

(c) the results of the follow-up action

taken on each recommendation?

THE MINISTER OF URBAN DEVELOPMENT (SHRI MURASOLI MARAN): (a) to (c). The Finance Member, the Secretary, DDA and the General Manager, ISBT went into the functioning of the ISBT and made a number of recommendations for improvement of transport operations, passenger amenities, economy in expenditure, streamlining of administration and management and increase in revenues. The list of the recommendations and action taken thereon is indicated in the statement below.

STATEMENT**RECOMMENDATION**

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| <p>1. State Transport Authority must finalise the time table of the operation of buses from ISBT if the Enquiry Counter has to have a meeting to the Commuters.</p> | <p>1. Necessary action has to be taken by the State Transport Authority which has since been apprised of this recommendation. The State Transport Authority has already finalised time table pertaining to 21 boys out of a total 54 boys.</p> |
| <p>2. The Police authorities must strengthen the traffic Police squad at ISBT Police Post to tackle bus traffic congestions/jams.</p> | <p>The action has to be taken by the Dy. Commissioner of Police (Traffic) who has since been asked to strengthen Police post. The traffic has since been streamlined.</p> |
| <p>3. A free area of about 4000 sq. ft. available in front of shop No. 46, 47 and 48 be converted into waiting Hall as waiting Hall facilities are not available at ISBT.</p> | <p>Action for implementation of this recommendation has been initiated and preliminary architectural plans for waiting hall/retiring room facilities have been prepared. As an interim arrangement, 500 chairs have been provided at different locations at the ISBT for the convenience of passengers.</p> |
| <p>4. Since the involvement of the daily wagers are substantially higher than the regular sweepers and in view of the public utility services, ISBT has to provide, progressively larger percentage of the strength should be on daily wages so that efficiency can be maintained.</p> | <p>This recommendation has been implemented. As a result of the review of the strength of Safai Karamcharis, 60 Safai Karamcharis have been withdrawn from the ISBT. Heavy public use areas like departure block, arrival blocks etc. have been given on contract for sanitation and cleaning. Muster roll staff has been converted to work charge pattern.</p> |
| <p>5. Mechanised methods for cleaning/washing scrubbing be adopted and cleaning/sanitation work other than the portions</p> | <p>This recommendation has been implemented. Heavy duty floor scrubbing machine has been put in operation. Heavy public</p> |

- that can be maintained by such mechanical means should be entrusted to private contracting agency with specific provisions for penalty for fall in standard of sanitation which would go a long way in not only reducing the expenditure and add to the efficiency but may be a source of revenue to the ISBT as the contracting agency can permit use of toilets by public on nominal charges to be fixed at ISBT.
6. On the lines watch and ward has been entrusted to outside agency like Asian Games Village and I.G. Stadium, watch and ward to be assigned to specialised professional organisation with trained staff, which would result in containing the expenditure on the one hand and improve efficiency on the other.
7. To achieve reduction in water bills, for cleaning and sanitation purposes MCD should be approached, for providing un-filtered water and in case that is not feasible, sinking pumps to tap out under ground water from shallow depth at ISBT be considered.
8. To save energy bills, the possibility of replacing the tube lights with mercury/sodium vapour lamps particularly in case of open space halls be explored.
9. (a) No civil/electrical works should be undertaken by any division without the written consent of G.M., ISBT who would give his consent for the work with reference to need for the budget.
- use areas like departure block, arrival block have been given on contract basis. A separate contract for the maintenance of 40 toilets on "pay and use system" has also been given.
6. The detailed proposal is under consideration of the Authority.
7. Water meters have since been installed and unfiltered water is being used for cleaning and flushing purpose.
8. A report of Consultants which were engaged for advice has become available and is under examination.
9. (a) This recommendation has been implemented by creating and placing directly under the G.M., ISBT a full fledged Engineering Division known as 'Transport Centre Division'.

- (b) The leakage from the ceilings should be immediately rectified which would enable the ISBT to utilise the areas effected by the leakage for commercial purposes.
- (c) Leakages in the water pipelines within the shafts should be set right immediately to reduce water bills by repairing the lines within the shafts or by laying external pipe lines, as the case may be.
- (d) In the Departure/Arrival Blocks, only urinals should be maintained and the same may be re-modelled using wall tiles to reduce the maintenance or cost. The W.C. be removed from Departure/Arrival Blocks and located in two or three rows at convenient sides in the open.
- (e) Introduction of Sulab Shauchalaya be considered.
10. The present rate of stand fee at Rs. 4/- per trip be got revised to Rs. 8/- per trip with the approval of District Magistrate.
11. Taking into accounts space occupied by the buses and the benefit derived by the bus operators, night parking fee presently being levied at Rs. 5/- be increased to Rs. 20/-.
12. The parking fee presently being levied @ Rs. 3/- at Idle Truck Parking Centre Majnu Ka-Tilla be raised to Rs. 20/-.
13. The hoarding space available at the ISBT should be commercially exploited after tackling the objections raised by MCD.
- (b) Necessary rectification work has been undertaken. In some areas it has already been converted while in other areas, it is in progress.
- (c) Repair work of water line in one shaft has since been converted and in the other shaft it will be converted shortly.
- (d) Stainless steel urinal pans have been provided in two toilet blocks. The proposal to provide WC in the open has not been found feasible.
- (e) This recommendation has not been found feasible.
- The stand fee has been revised to Rs. 6 per trip from the earlier rate of Rs. 4 per trip.
- Idle parking during night hours has been completely banned in view of the law and order condition in Delhi and, therefore, this recommendation calls for no further action.
- The fee has since been increased to Rs. 8 and no further increase in this rate is now proposed.
- The recommendation has been accepted in principle and action for calling of tenders for the hoarding sites has already been initiated.

14. The space available on the side walls, around pillars and other space particularly in the Link Block where public would be circulating be utilised for display of products by commercial firms on the lines being done at Airports, Railway Stations, Cinema Houses etc.
14. A Consultant has since been engaged for working out a detailed proposal.
15. Booking windows in the Link Block are not being used for the booking purposes and this space should be commercially used for licencing out as ice-cream parlours etc. after making minor alternations.
15. As on date, no booking window is vacant as majority of these are occupied by State Transport Bodies, the Telecom Bureau and some other organisations. No positive response has been received from any commercial establishment as mentioned in this recommendation.
16. The open space measuring 7390 sq. ft. above the entry porch be put to use as a Coffee House Public Reastaurant.
16. Action for exploring the possibility on the lines recommended has been initiated.
17. The space in front of the Dhaba Block near Tonga stand be got vacated from the encroacher/squatters and along side the city well, a row of about 10 kiosks/fruit stalls be constructed.
17. The space in front of the Dhabas near the Tanga Stand have since been got vacated but the recommendation for the construction of fruit stalls/kiosk has not been consider practical apart from the fact that the city wall and the land appurtenant to it is under the control of the Archaeological Department of Government of India.
18. To check the menace of squatters on the large open space at the approach and exist of ISBT complex the possibility of obtrusting G.M./ISBT with the powers for challan and levy of penalty as are enjoyed by the Officers of M.C.D. and local police should be exploured.
18. The proposal is under examination.

19. On the pattern of Stand Fee levied on buses operating on Inter State routes. City stand fee of Rs. 1/- per trip be levied on lump sum basis on D.T.C. and minibuses to be computed with reference to number of approved trips on per month basis.
19. The recommendation has been referred to the Delhi Transport Corporation and the M/o Surface Transport.
20. The global average recovery of licence for should not be lower than the average cost of maintenance of the complex which on date works out to Rs. 7.38 paise per sq.ft.
20. The present global average cost of maintenance at the ISBT is Rs. 13.97 per sq.ft. and the average recovery of the licence fee matches with the average cost of maintenance.
21. The base rates for recovery through licence should be provided for in such a way that the commercial areas that have potentiality for generating surplus does so at adequate level which surplus should be used as cross subsidy for the use of space for office purposes.
21. The commercial areas at the ISBT are now generating surplus.
22. Based on the above principles the global average rate of recovery to be achieved would be Rs. 7.38/- per sq.ft. to be achieved from shops at the rate of Rs. 24.18/- per sq.ft. Rs. 4.21 sq.ft. from rooms and Rs. 6.50/- per sq.ft. from office space.
22. Licence fee in respect of the commercial space is being recovered at the prevailing market rate. Licence fee of Rs. 4.21 per sq.ft. is being charged from private transporters and at Rs. 5.80 per sq.ft. per month from the offices of the Delhi Admn. located at the ISBT. As stated against 20 above, the average cost of maintenance of the I.S.B.T. matches with the global average cost of maintenance which at present is Rs. 13.97 per sq.ft. as against Rs. 7.38 per sq.ft. mentioned in the Report of the Committee.
23. The users of office space to be given a notice about prospective revision of licence fee so that they have adequate notice for considering/agreeing to the revision or look for alternative accommodation.
23. This recommendation is being followed up in that enhancement in licence fee is done only after giving adequate notice.

24. **The issue of revision to be taken up especially in case of Delhi Administration Offices in a consolidated manner with Lt. Governor, Delhi in view of the fact that major area is under their occupation.** 24. **The matter has been settled with the Delhi Administration.**
25. **Delay in the payments of licence fee should involve interest liability at a minimum rate of 18% per annum providing for penalty for abnormal delays.** 25. **This has already been implemented.**
26. **Reluctance on the part of the Government agencies taking allotment of rooms to sign formal licence deeds, to be taken up at a higher level. In the absence of the formal agreement, the minimum need would be exchanged of letters incorporating salient features of the contractual undertaking/relative responsibilities.** 26. **The concerned Departments of the Delhi Administration have since been agreed to execute the licence deeds.**
27. **Steps to be taken to withdraw the rooms presently under occupation of private transporters who are not operating on Inter State routes from ISBT.** 27. **Action has since been initiated for getting the rooms vacated.**
28. **Valuable commercial space on the 6th floor being utilised as Staff Quarters (8 in Nos.) should be got vacated and put to commercial use including open terrace space of about 25,000/- sq.ft. Ideally the space should be developed into Roof Top Restaurant.** 28. **The space has since been vacated. Further action for examining the feasibility of opening Roof Top Restaurants and Yatri Niwas has been initiated.**
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