



## RECLAIMING THE BUS

Campaign for Free, Safe and Reliable  
Public Bus Transport in Delhi

To,  
Shri Arvind Kejriwal  
Chief Minister, NCT of Delhi  
3rd Level, A-Wing,  
Delhi Secretariat, I.P. Estate  
New Delhi 110002

**Subject: Request to take necessary steps to make bus-based public transport in Delhi free, safe and reliable for all**

Dear sir,

The outbreak of COVID19 and the economic crisis that ensued in its aftermath have highlighted the importance of bus-based public transport to ensure inclusive accessibility in Delhi. The role of the welfare state has seldom been as pertinent as today. In this regard, various measures by Delhi Government, including the fare-free bus scheme for women, have been steps in the right direction. Inspired by this decision, the voices demanding universally accessible public transport are growing.

The provision of reliable and safe public bus service is crucial for meeting the mobility needs of citizens in Delhi. The Union Government and Delhi Government have considered Bus-based public transport an essential service during the lockdown periods. While the operations of Delhi Metro were shut, it became apparent that buses are the backbone of public transport in Delhi. Buses remained popular among transit users despite the uncertainties, fears and challenges posed by COVID19.

Decades of scholarly research has also proved that buses are the most appropriate and sustainable technology for people in Delhi. Various statistics have regularly supported this claim. For example, data from the Census of India-2011 suggests that more than 25 per cent of the work trips in Delhi are bus-based. Similarly, the Delhi Government's recent report on the socio-economic profile of residents of Delhi GNCTD shows that more than 60 per cent of people use the bus for travel to the workplace, way higher than 6 per cent of users of the metro. This is a clear indication of the centrality of bus transport in Delhi and its role in the future of urban mobility.

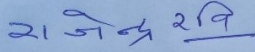
Though the Government of NCT of Delhi has taken a keen interest in improving bus services over the last few years, there is still a lot to be done to make the bus transport system safely accessible and reliable for all. According to the study by TRIPP at IIT Delhi, 60 per cent of bus users in Delhi are captive riders (who have no choice but to use buses), and the remaining 40 per cent have their vehicles or access to other modes. If the bus system is not made safe, convenient and reliable soon, this 40% will shift to different modes of transport. In this regard, we demand that a dedicated 'State-level Bus Policy' should be adopted with a vision of achieving free, safe and reliable bus-based public transport in Delhi for all. We demand that the policy must be guided by and incorporate these demands:

1. Bus services must be considered essential services, and buses, along with pedestrian and bicycle infrastructure, should get priority in road space allocation in all the existing roads and the new roads to be built in the state.
2. Workers running the bus service must be considered essential workers, and their safety and well-being must be the government's responsibility. The Delhi Government should adopt a compensation policy to support the families and dependents of the public transport workers who died on duty due to COVID19 and otherwise.
3. Bus-based public transport should be made fare-free for all. The bus users should not be viewed as consumers but as citizens with a right to mobility and the right to the city. Buses provide means for realising these rights, and the fares should not become barriers for users, especially the people from low-income households.
4. Necessary actions must be taken urgently to make access to bus stops and journey on-board safe for all both during and after the pandemic. Boarding and deboarding must also be made safe for all people irrespective of age, gender and physical abilities. Government must expedite the construction of 1397 bus queue shelters identified by the Delhi Government to protect the bus commuters from the changing weather conditions and provide a sitting place to elderly persons and women.
5. Reliability of bus services, more particularly the schedule and the journey time should be improved. The information on route and timing should be communicated to bus users in universally accessible medium on bus stops and inside buses.
6. Bus users must be considered equal stakeholders who should have the opportunity to get involved in route planning, operations and management of bus services.
7. Bus to be kept in the 'infrastructure' category rather than in the 'service' category. Delhi Government should provide the bus operating agencies with hassle-free channels for regular funds transfer per the allocated budget, and their organisations must be considered an essential institution.

We trust that the hon'ble Chief Minister of Delhi will consider the demands and take concrete steps in the direction of making Delhi the first state in India to have a dedicated policy for bus-based public transport.

More information about the campaign is available here: [sumnet.in/Delhi-bus-campaign](http://sumnet.in/Delhi-bus-campaign).

Regards,



(Rajendra Ravi)



(Arjun Singh)

Members of 'Reclaiming The Bus: Campaign for Free, Safe and Reliable Public Bus Transport in Delhi',

Delhi Bus Yatri Union

and

Sustainable Urban Mobility Network (SUM Net) India

cc:

1. Sh. Anil Baijal, Lieutenant Governor of NCT of Delhi
2. Sh. Kailash Gahlot, Minister of Transport, GNCTD
3. Sh. Gopal Rai, Minister of Environment, GNCTD
4. Sh. Jasmine Shah, Vice-chairperson, DDCA, GNCTD
5. Honourable Members of Legislative Assembly, GNCTD
6. Commissioner Traffic Police, Delhi
7. Commissioner, North Delhi Municipal Corporation
8. Commissioner, South Delhi Municipal Corporation
9. Commissioner, East Delhi Municipal Corporation
10. Ms. Swati Maliwal, Chairperson, Delhi Commission for Women
11. Divisional Railway Manager, Delhi Division, Northern Railway
12. Prof. Satish Chandra, Director, Central Road Research Institute

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# SUM Net India

Sustainable Urban Mobility Network