

Public Transport Forum, Delhi

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3 May 2026

To,

The Managing Director,
Delhi Transport Infrastructure Development Corporation (DTIDC),
Government of NCT of Delhi,
New Delhi

Subject: Urgent demand for repair and basic-amenity provision at bus stops scoring zero/low on a citizen audit of 231 stops: action required before the summer heatwave intensifies

Respected Sir,

This is to bring to your attention the findings of an independent, volunteer-run audit of 231 bus stops across ten districts of Delhi, carried out in the year 2024-25 by the Public Transport Forum (PTF), an independent citizens' collective. The audit recorded twenty-one indicators per stop, including shelter, roof condition, seating, lighting, signage, route information, drinking water, ramps, pedestrian crossings and footpaths. The full data, with every stop, photograph and rating, is available in the [public dashboard linked here](#).

1. The findings, in summary, are presented here for ease of access:
 - a. Across the 231 stops, 17 per cent had no overhead roof of any kind, 89 per cent had no wheelchair ramp, 81 per cent had no pedestrian crossing within reach, two-thirds had no lighting, 43 per cent carried no route information, and drinking water was present at fewer than 1 per cent.
 - b. By our composite scoring, sixty-four stops, roughly one in six, are high-risk for summer exposure: having no shelter, or a shelter without a working roof, with no water source nearby.
 - c. The mean quality score across the audit was 37.6 on a 100-point composite.
 - d. Five stops scored zero, meaning they failed every single basic-amenity check the audit applied.
2. The five zero-score stops requiring immediate intervention are: Adchini (Aurobindo Marg in South Delhi), Tigri Village (South Delhi), Ali Village (East Delhi), Kalindi Kunj (South East Delhi), Khanpur (South Delhi). Each of these stops, at the time of

the audit, had no roof, no seat, no signboard, no route information, no lighting, no ramp, and no drinking water within reach. They are all in neighbourhoods with substantial working-class, migrant or recently resettled populations, and they all serve a sizable number of daily commuters who have no realistic alternative to the bus.

3. With Delhi already crossing 41°C in early May 2026, and with the city having recorded 192 heat-related deaths in 2024 (the large majority among outdoor workers and the homeless), the continued absence of even basic shade and signage at these stops is a public-safety failure, not merely a maintenance backlog.
4. We also would like to note that the standards already exist but the enactment and enforcement is missing. UTTIPEC, the Delhi Development Authority's traffic and transportation planning unit, has had a Quality Audit Checklist and Street Design Guidelines covering bus-stop infrastructure for over a decade. The guidelines specify, among other things, a 150 mm kerb height for level boarding, wider-than-standard footpaths around stops to accommodate waiting commuters, bus bays placed at least 75 metres from intersections, provision of toilets at every alternate bus stop, and accessibility and women's-safety provisions audited regularly. None of the five zero-score stops listed above complies with any of these benchmarks.

We respectfully request DTIDC to take the following actions, in line with its mandate to develop and maintain bus-stop infrastructure across the National Capital Territory:

- a. Within 15 days of receipt of this letter: A site inspection of each of the five zero-score stops listed above, conducted in the presence of a PTF representative if permitted, with a written report on the condition of each stop and the expected remedial action.
- b. Within 30 days: Provision of, at minimum, an overhead roof, a seat, a route-information board and a clearly visible stop-name board at each of the five zero-score stops, in accordance with UTTIPEC's Street Design Guidelines.
- c. Within 60 days, before peak summer: Identification and remedial action at the broader set of approximately sixty-four heat-vulnerable stops in the audit, prioritising stops that currently have no overhead cover or a roof rated "poor". PTF can share the full geo-tagged list of these stops on request.
- d. Within 90 days: A written response listing, stop by stop, the action taken, the agency or contractor responsible, and the budget head against which the work has been booked.
- e. As an institutional process change, DTIDC must commit to
 - i. publishing a quarterly district-wise scorecard of stops under its jurisdiction, audited against the UTTIPEC Quality Audit Checklist;
 - ii. naming a single nodal officer per stop, with the contact details published on the stop itself; and

- iii. accepting third-party citizen audit submissions, including those of PTF, into a dedicated audit cell

We are also writing to the Delhi government's task force on the Delhi Unified Metropolitan Transport Authority (DUMTA) Bill, constituted in February 2026, with a request that a binding bus-stop standard be incorporated as a schedule to the Bill, drawing on UTTIPEC's existing checklist.

This letter is being sent in writing, with copies to the offices listed below, and with the request that an acknowledgement be issued within seven working days. PTF is willing to share the full audit dataset, the photographs, and the geo-tags of every audited stop with DTIDC at no cost. We are also willing to assist with stop-level verification during the inspection phase, on a voluntary basis.

The summer is already here. The cost of inaction is borne, every afternoon, by the people who travel by bus. We trust that DTIDC will act with the urgency this situation calls for.

Yours sincerely,

Nishant Singh, PhD

[add names here]

For Public Transport Forum, Delhi

Endorsed by:

(Name, Affiliation)

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