# TRAFFIC DEPARTMENT

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**1 <u>General</u> :**

**The prime responsibility of the Traffic Department is to operate buses on the assigned routes and to provide efficient and affordable transport services to the commuters of the Mumbai City, Suburbs and extended suburbs like Thane, Navi Mumbai and Mira –Bhayander.**

**The Traffic Department is headed by the Deputy General Manager(Traffic Operations). DGM(TO)'s Office is at Electric House, Colaba. He is the overall in-charge of Traffic Department. He is directly assisted by Assistant General Manager (Traffic Operations). They are further assisted by one Chief Manager (Traffic) and Dy.CM(Tr)s. CM(Tr) is looking after the activities of Ticket and Cash, Claims Section, Accident Cell, e-ticketing and commercial (NOR) Cell.**

**The entire operational area of 27 depots is divided into four zones i.e. City, Western Suburbs, Central Suburbs and Eastern Suburbs. Each zone is headed by Dy. CM(Tr).**

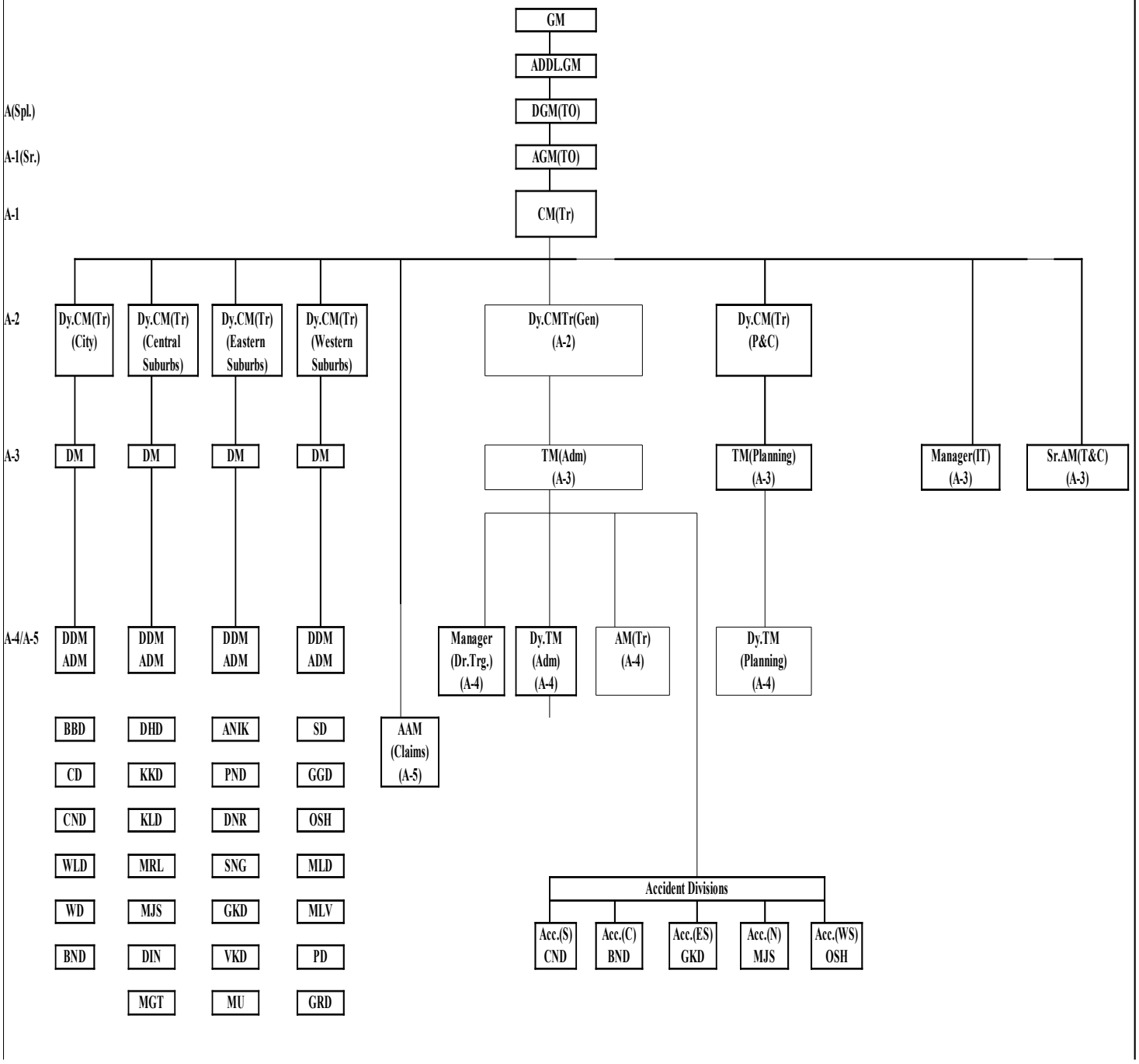
**Dy.CM Tr(City) – Backbay, Colaba, Central, Worli, Wadala, Bandra. His office is at Bandra Depot.**

**Dy.CM Tr(WS) – Santacruz, Goregaon, Oshiwara, Malvani, Poisar, Gorai, Malad. His office is at Oshiwara Depot.**

**Dy.CM Tr(ES) – Anik, Pratiksha Nagar, Deonar, Shivaji Nagar, Ghatkopar, Vikhroli, Mulund. His office is at Ghatkopar Depot.**

**Dy.CM Tr(CS) – Dharavi, Kurla, Marol, Majas, Dindoshi, Magathane, Kalakilla. His office is at Dharavi Depot.**

**Dy.CMTr.(Gen) & TM(Adm) is looking after the activities of Administrative wing and Dy.CMTr.(P&C) & TM(P&C) is looking after the activities of Planning and Development wing.**

**The Depot Manager is head of each Depot. Dy.Depot Manager/ Assist Depot Manager, Senior Traffic Officer, Traffic Officers, Assistant Traffic Officers and Administrative Officer Traffic/ Assistant Administrative Officer Traffic assist him. This team of officers directly controls the operational and administrative activities of the respective Depot. They are further assisted by the Line Supervisory Staff. Comprising of Bus Inspectors to plug leakage in the revenue /supervise bus operations and Bus Starters Control the bus operation. Each depot is provided with a wireless vehicle, which is used to monitor the operation of buses in the jurisdiction of the depot.**

# ORGANISATIONAL CHART OF TRAFFIC DEPARTMENT