ANNEXURES
QUESTIONNAIRE
(For Commuters/Passengers)

1. Name: __________________________________________________________

2. Age: _____________________________________________________________

3. Occupation: _____________________________________________________


5. Mode of transportation preferred by you ____________________________
   Reasons: __________________________________________________________
   i. H.R.T.C. Buses:
      a. Airconditioned/Super Deluxe, why? ______________________________
      b. Deluxe, why? ______________________________
      c. Semi-Deluxe, why? ______________________________
      d. Ordinary, why? ______________________________
   ii. Private Buses, why? ____________________________________________
   iii. Maxi Cabs, why? _____________________________________________
   iv. Any other, why? ______________________________________________

6. How much are you satisfied with the regularity and punctuality of
   H.R.T.C. buses?

   Satisfied  Neutral  Dissatisfied
   a. Regularity
   b. Punctuality

Reasons of dissatisfaction and delay ________________________________

Average delay time  0-15  15-30  30-60  60
   minutes  minutes  minutes  above
7. How many times have faced breakdowns preceding three months

______________________________________________________________

These were caused because of (specify reasons) ____________________

Whether alternative arrangements are made? Yes/No _________

If Yes, indicate the level of satisfaction:

Satisfied Neutral Dissatisfied

How much time conductor takes to make alternative arrangements (or waiting time)?

0-30 minutes 30-60 minutes 60 minutes or more

8. How many times had you to face accidents preceding 3 months

______________________________________________________________

These were caused due to (specify reasons) _________________________

Who gave first aid? ____________________________________________

Were you satisfied with the arrangements/facilities provided on/after the accident?

Satisfied Neutral Dissatisfied

a. First Aid
b. Hospital facility
c. Alternative transport facility
d. Grants/compensation sanctioned or granted
e. Any other (Pl. specify)

What is the normal waiting time to make alternative arrangements etc.,

Immediate 0-1 hour 1-2 hours 2 hours or more

In case of loss of human life/damage to property/minor or major injury to a person/whether the grant announced by the State Govt., or compensation paid by H.R.T.C. in given without complicated official formalities and procedural lapses and delays? _________
9. Are you satisfied with the physical condition of buses?
   
   Satisfied    Neutral    Dissatisfied

i. Overall condition of bus
ii. Seats
iii. Leg Room
iv. Luggage shelves and roofing for luggage
v. Ground sheet/Tarpal for covering luggage
vi. Condition of roof in rainy season.
vii. Cleanliness
viii. Window panes/Ventilation/ outside vision.
ix. Inside Lighting
x. Engine Noise/Chassie Noise.
xi. Doors along with emergency door.
xii. Head Lights.
xiii. Breaks.
xiv. Wipers.
xv. Any other (Pl.specify)

Reasons: __________________________________________

____________________________________________________

____________________________________________________
10. Do you receive basic public convenience, utility and amenities at bus stand? Yes/No ____________________________

where: (mark ✓ for yes & 'x' for no)

a. At state level [i] [ii] [iii] [iv] [v] [vi] [vii] [viii] [ix] [x]
b. At Divisional Level

c. At District Level (HQ)

d. At Tehsil Level (H.Q.)

e. In Town

Are you satisfied with public convenience, utility and amenities at bus stand?

Satisfied Neutral Dissatisfied

(i) Enquiry

(ii) Booking and Reservation counter

(iii) Drinking Water

(iv) Toilets

(v) Waiting rooms/rain shelter

(vi) Cloak room service

(vii) Time Table

(viii) Public telephone booth/service

(ix) Canteen Facilities.

(x) Any other (Pl. specify)

Reasons: ____________________________________________________________

11. a. (i) Do you think, the service of H.R.T.C. is easy to access in convenient locations at convenient times with little waiting

(Access) Yes/No ____________________________

Why? __________________________________________

(ii) Do you get service for Excursion trips and tours, festivals, melas, tirthnton etc? Yes/No ____________________________
b. Is the service described in the commuters language (Communication)? Yes/No

c. Is the service performed with consistency and accuracy (Reliability)? Yes/No

d. Is the service free from danger, risk or doubt (Security)? Yes/No

e. Do the service tangibles correctly project the service quality (Tangibles)? Yes/No

12. a. Whether the employees possess the required skill and knowledge (Competance)? Yes/No

b. Whether the employees are friendly, respectful and considerate (courtesy)? Yes/No

c. Are the corporation and employees trustworthy and have commuters best interest at heart (Credibility)? Yes/No

d. Do the employees respond quickly and creatively to commuters request and problems (Responsiveness)? Yes/No

e. Do the employees make an effort to understand the commuters need and provide individual attention (Understanding)? Yes/No

13. Whether the fare structure of H.R.T.C. is appropriate?

   High    Appropriate    Low

According to you how it is to be fixed, how much it should be and what factors should be considered while fixing the same?

(Pl. specify) __________________________________________________

Whether H.R.T.C should be given free hand to fix it up?

Yes/No __________________________________________________________

14. Do the conductors issue tickets? Yes/No

If no, have you insisted upon it? Yes/No
If Yes, have you got it? Yes/No __________________________
If No, have you pursued the matter further? Yes/No ____________
If No, Why? ____________________________
Whether the conductors were reluctant to handover the complaint book? ____________________________
Do you count the amount of ticket issued? Yes/No ____________________________
If No, why? ____________________________
Are they numbered? Yes/No ____________________________
What is your opinion about the size of the tickets of HRTC?

Large
Medium
Small

What size do you suggest? i. Up to 3 Inch ii. up to 4 inch iii. 4 inch and above

15. Mostly conductors do not return the balance amount? Yes/No
If Yes, do you demand it? Yes/No ____________________________
If Yes, do you get back the due balance ____________________________
If No, do you complain against him to appropriate authorities or do you ask for the complaint book to record the facts?

Are they reluctant to handover the same? ____________________________

16. Do you think that drives and conductors strictly adhere to the stoppages fixed for a particular route to take passengers?
Yes/No ____________________________
If No, Why? ____________________________
At times long route buses are run as if they were local buses, whether it bothers you? Yes/No ____________________________
It is seen that the drivers generally stop for food at the places where
their self interest are acceded to and the passengers find the utilities, food, items and services below standard, unhygienic, unhealthy, exorbitant and exploitative.

What solution do you suggest for this?

17. Do you think that the authorities pay much attention to periodic inspection of the vehicle? Yes/No

What do you suggested that whether it is to be conducted in a running bus or to be stoped for the purpose?

The checking by inspector should be formal or informal one

Whether this authority is to be extended to all of supervisory staff/employees of HRTC /Excise & Taxation department /District administrators/ CJM etc?

18. Are you aware of road safety measures as per traffic rules and Motor Vehicle Act? Yes /No

Reasons:

19. How much corruption is prevalent in H.R.T.C.?__

What checks and balances should be imposed to curb the corruption and to improve the financial position of H.R.T.C.?___

20. Anything else do you want to suggest as road transport is the life line of the hilly area and it contributes significantly for the socio-economic development of the area.
SUPPLEMENTARY QUESTIONS
(FOR DRIVERS ONLY)

1. What are the hours of duty to perform __________________________
   Are these strictly adhered to i. by the organisation Yes/No ___
   ii. by the individual concerned __________________________
   Extent of variation (in hours) i. by the organisation __________
   ii. by the individual concerned __________________________
   Is it a regular phenomenon or occasional one?
   Reasons: ________________________________________________
   Do you willingly prefer it? Yes/No _______ Reasons __________
   Do you agree that it may lead to exhaustion and accidents ______
   Whether any remuneration is paid for overtime or over work? Yes/
   No. __________ Rate of overtime __________________________

2. Are you aware of various Laws and Rules pertaining to your job
   i. Motor Vehicles Act Yes/No _____________________________
   ii. Traffic Rules and signs Yes/No _________________________
   iii. Road Safety norms Yes/No ___________________________
   Do you know them of your own or some agency has made you aware
   of these norms etc. ______________________________________

3. Are you punctual? Yes/No ______________ How often you find
   yourself unpunctual? ____________________________________
   What is the percentage of punctuality of service _____________

4. Staff employed per bus ______________ Do you want to
   recommend any number _______ Reasons: ____________________

5. Trips/services/Kms. cancelled or increased for reasons other than non
   availability of passengers __________________________________

6. Rate of breakdown and accidents ____________________________
Factors leading to breakdown and accidents (overloading, overspeeding, technical fault, carelessness, increasing traffic on roads, untrained drivers of private vehicles, intoxication, addiction, separation from family for long time, tiredness because being overburdened)______. How do you cope with it during operation?

What road safety measures you keep in mind while driving and what do you suggest others to follow: ___________________________

7. Do you follow the speed limits prescribed at various places? Yes/No _______ Reasons: ___________________________

What should be the speed limits of Motor Vehicles in hilly and plain areas?

i. Hill tract ___________________________

ii. Single Lane ___________________________

iii. Double Lane ___________________________

8. Do you allow overloading of buses? Yes/No _______ If Yes, is it safe and convenient to drive the bus? Reasons: ___________________________

9. Do you ensure before driving/operating a bus that the motor vehicle is free from any minor or major defects? Yes/No _______ If no, reasons ___________________________

Do you bring the same into the knowledge of station incharge.owner? Yes/no _______ If no, Reasons: __________________________

Do you have to proceed on your journey without getting them removed? Yes/No _______ If Yes, Reasons: __________________________

10. Do you operate on the same route regularly? Yes/no _______ If Yes, Why? _______

If No, Whether there is frequent changes in the assignment of routes What do you suggest regarding it? __________________________

11. Should transport organisation recruit multi-skilled persons i.e. driver-cum-conductor-cum-mechanic etc. __________________________

12. Why don’t you wear uniform? __________________________

13. How do you get the driving licence? __________________________

14. Do you smoke, drink, chew tobacco, take drugs, anything else (specify?) _______
QUESTIONNAIRE
(For Private Road Transport Bus Owners)

The information provided will be kept confidential and will be used for research purposes only.

1. a. Name ________________________________
   b. Address ________________________________
   c. Form of ownership ___________________
      1. Sole Proprietorship ____________________
      2. Firm _________________________________
      3. H.U.F. _________________________________
      4. Company ______________________________
      5. Co-operative Society __________________
      6. Any other (Please specify) ____________________
   d. Name of transport ______________________

2. Educational Qualification :
   1. General :
      a. Below matriculation _____________________
      b. Matriculation and above but below graduation ___________________
      c. Graduate and above ______________________
         1. Science ______________________________
         2. Management and Commerce ______________
         3. Arts _________________________________
   2. Technical :
      a. Technical Diploma ______________________
         1. ITI _________________________________
         2. Polytechnic ___________________________
      b. Technical Degree ________________________
3. When did you start your business?
   - Less than one year back
   - One year and above but less than two years back
   - Two years and above but less than three years back
   - Three years and above but less than four years back
   - Five years and above

4. Number of buses owned by you?
   a. TYPE:
      1. TATA (Model specification)
      2. LAYLAND (Model specification)
      3. Any other (Model specification)
   b. Age of buses: (Year)
   c. Seating capacity:
      - 0-12
      - 12-24
      - 24-36
      - 36-48
      - 48-60
      - 60-72
   d. When the bus is to be replaced (Replacement Policy)

5. a. Number of routes:
   1. Temporary
   2. Permanent
   b. Length of routes
   c. Origin and destination
      i. Straight Trip
      ii. One way and back (Return Trip)
      iii. Extended
      iv. Different (Specify)
d. Nature of route:

1. a. State ________________________________
   b. Interstate ________________________________

2. a. Monopoly ________________________________
   b. Parallel with H.R.T.C. ________________________________

3. a. Kachha ________________________________
   b. Pakka ________________________________

4. Kilometres per bus per day ________________________________

6. Fare charged in comparison to H.R.T.C. ________________________________

1. Less than H.R.T.C. ________________________________
2. Equal to H.R.T.C. ________________________________
3. More than H.R.T.C. ________________________________

7. Taxes paid:

1. Motor Vehicle Tax _____ Extent ________________
2. Passenger Tax/Special Road Tax _____ Extent ________________
3. Any other Tax __________________ Extent ________________

Anything you want to mention regarding tax structure (please specify) ________________________________

8. Staff Position:

1. Traffic ________________________________
2. Workshop & Maintenance ________________________________
3. Administration & Accounts ________________________________
4. Staff per bus on roads ________________________________
5. Staff productivity(Kms. per worker per day) ________________________________

9. a. Number of breakdowns as per the age of bus and generally caused by:

   | Age (years) | Causes                  |
   |            | 0-1 | 1-2 | 2-5 | 5 & above |
   |            | Tyre punctures           |
2. Failure of breaks
3. Overcrowding
4. Plying of condemned buses
5. Fault of driver
6. Poor maintenance
7. Overtaking
8. High speed driving
9. Engine failure
10. Any other (please specify)

(Rank according to your own choice from 1 to 10 in different scales of age)

b. Number of accidents occurred in the last one year:
   1. Major accidents __________________________
      (Rs. 20,000 & above ) __________________________
   2. Minor accidents __________________________
      (Rs. 5,000-- Rs. 20,000)
   3. Insignificant accidents _______________________
      Less than Rs. 5,000)

10. Financial Position
   a. i. Total Investment made ____________
   ii. Total revenue earned per year : ___
   iii. Total expenditure incurred _______
   b. Net Profit/Loss. _____________________

11. How Passenger Road Transport activity is to be regulated & organised in the State? __________________________

12. Specify the problems with the Government if any ____________

13. Specify the problems with H.R.T.C. if any __________________

14. How do you view your future prospects in passengers Road Transport segment? (industry) _____________________

15. Suggestions (if any) _______________________________
QUESTIONNAIRE
(For Private Road Transport Bus Passengers/Commuters)

The information provided will be kept confidential and will be used for research purposes only.

1. a. Name _____________________________________________________________
   b. Age _____________________________________________________________
   c. Occupation ______________________________________________________
   d. Nature (i) Passengers _______ (ii) Commuter __________

2. Why do you prefer private buses as compared to H.R.T.C. buses?
   1. Regularity
   2. Young age of bus
   3. Elegant apperance of buses/Better Physical conditions of the Buses
   4. Fare Structure
   5. Comfortable
   6. Means of entertainment
   7. Cleanliness.
   8. Courteous Staff
   9. Convenient to access.
   10. Any other (please specify) _________________________________
(Rank them according to your preference)

3. How much you are satisfied with the services being provided from time to time?
   Good    Average    Low
   1. Reliable ________________
   2. Secured ________________
   3. Tangible ________________
   4. Responsive ______________
   5. Accessible ______________
   6. Low fare
   7. Overall satisfaction
4. a. How many times have you faced breakdowns preceding six months? ____________________________

______________________________

b. Breakdowns are generally caused by:

1. Tyre puncture
2. Failure of breaks
3. Over crowding
4. Plying of condemned buses
5. Fault of drivers
6. Poor maintenance
7. Overtaking
8. High speed driving
9. Engine failure
10. Any other (please specify) ____________________________

______________________________

(Rank according to your own choice from (1) to (10))

c. Whether alternative arrangements are made? Yes _____

No ____________ ______

5. a. How many times had you to face accidents preceding six months? ____________________________

______________________________

b. Accidents were caused due to:

1. Fault of drivers
2. Poor condition of buses
3. Poor vehicle maintenance facilities
4. Poor visibility during winter
5. Over crowding
6. Overtaking
7. Overspeeding
8. Improper embankment of roads
9. Failure of machinery
10. Any other (please specify) __________________________

(Rank above causes according to the happening of accident from (1) to (10)

C. Do Private buses cause more or less accidents than

H.R.T.C. ? Private HRTC

More
less __________________________

6. How much do you have to wait to catch a bus?

i. 5 - 10 Minutes
ii. 10 - 15 Minutes
iii. 15 - 30 Minutes
iv. 30 - 60 Minutes

7. How much do you have to walk to catch a bus?

i. 0 - 100 Metres
ii. 100 - 200 Metres
iii. 200 - 500 Metres
iv. 500 - metres or more
v. Any other (please specify) __________________________

8. Any other special facility provided by private buses in addition to H.R.T.C (please specify) __________________________


9. Suggestions (if any) __________________________
1. बया बम माफ था?
2. बया चालक का व्यवहार बच्चा है?
3. बया परिचालक का व्यवहार बच्चा है?
4. बया खाले भागामार नहीं?
5. बया बम नम्बारुमार चली?
6. बया बम नम्बारुमार पहचानी?
7. बया वाला के समय चालक का व्यवहार/ चालक भोजन को रथान पर किया गया खाले भोजन बच्चा था?
8. बया वाला प्रश्न सर्कार इंडो जानी किया गया?
9. बया चालक/परिचालक वर्गीय है?
10. बया माफ दरने वाले नहीं लगा है?
11. बया रस्ते में गाड़ीयाँ को विद्युत गया?
12. बया बम की नामांक विभाग नहीं था?

प्रभु कोई निर्देश हिंदी पृष्ठ निर्देश की कार्य प्रणाली से निर्देश:

प्रभु कोई निर्देश

बेतने वाला का पूरा नाम:

नाम

पुत्र/पुत्री

शिमा माता

व्यवसाय
<table>
<thead>
<tr>
<th>Type of Deposit</th>
<th>Rate of Interest on Deposits (w.e.f. 01-09-1997)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Saving Bank</td>
<td><strong>6.00%</strong></td>
</tr>
<tr>
<td>2. Term Deposits:</td>
<td><strong>7.00%</strong></td>
</tr>
<tr>
<td><strong>3. Recurring</strong> Deposits:</td>
<td><strong>9.00%</strong></td>
</tr>
<tr>
<td><strong>4. Over 5 years</strong></td>
<td><strong>10.00%</strong></td>
</tr>
<tr>
<td><strong>5. Over 10 years</strong></td>
<td><strong>12.00%</strong></td>
</tr>
<tr>
<td><strong>6. Over 15 years</strong></td>
<td><strong>14.00% (Over 3 yrs)</strong></td>
</tr>
<tr>
<td><strong>7. Over 20 years</strong></td>
<td><strong>16.00%</strong></td>
</tr>
<tr>
<td><strong>8. Over 25 years</strong></td>
<td><strong>18.00%</strong></td>
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For more details, consult your nearest branch.

Dedicated to the service of mankind since 1928.

The Apex Co-operative Bank of the Konkan Region
Head Office: DHARMSHALA, Distt. Karanja (H.P.)

Central Co-operative Bank Limited