PREFACE

The purpose of this study is to analyse problems with which a public Undertaking in motor bus transportation are confronted. The study was initiated by the discussion I had with my guide Dr. P. C. Shejwalkar who had completed the project report on "The Poona Municipal Transport Survey" from 1950-56. The survey was sponsored by the Indian Institute of Public Administration (Poona Branch). Dr. P. C. Shejwalkar suggested to me that it would be worthwhile to review the problems and working of the Poona Municipal Transport Undertaking from 1952 onwards to the present position. Such a study was necessary in view of the radical changes that had taken place in the economic and social life of Poona, owing to the Panshet disaster of 1961. Investigation into the problems of the Poona Municipal Transport Undertaking under the new set of conditions was considered most desirable by the Poona people also.

The Management of the Indian Institute of Public Administration, (Poona Branch) also expressed their willingness to sponsor another such survey and accordingly my guide, Dr. P. C. Shejwalkar, advised me to choose the same topic for doctoral work. Fortunately, the Association of State Road Transport Undertaking (ASRTU) - Committee's Report on the comparative efficiency of the Public Transport Undertaking in India was ready for reference in 1971, so
that criteria for assessing the operational efficiency of the Poona Municipal Transport Undertaking could be easily determined. The study was also facilitated by the availability of the Administration Reports of the Poona Municipal Transport Undertaking published every year.

Dr. P. C. Shejwalkar and myself consulted Mr. R. N. Asthana, General Manager, Poona Municipal Transport Undertaking and Mr. V. V. Jadhav, Works Manager in the Poona Municipal Transport Undertaking. In our informal discussion of the various issues relating to the working of the Undertaking Mr. R. N. Asthana and Shri V. V. Jadhav showed keen interest in our research project and expressed their willingness to render whatever help was necessary. They also made available, 'The Project Report on the Schedules of the P. M. T. Undertaking and suggested remedies'. The Report had also specifically pointed out the long felt need of such a consumer oriented enquiry into the working of the P. M. T. Undertaking.

In a consumer oriented survey of a public undertaking people's opinion regarding the adequacy of service was regarded as most important and therefore a press conference was held in the month of August 1971. The announcement regarding such a survey were communicated to the people through various local newspapers and an appeal was made to the public to communicate their opinions, difficulties and inconveniences involved in the use of service and other suggestions for improving the operational efficiency of the Undertaking.
In response to this appeal a large number of people showed enthusiasm in answering the various questions and communicating their suggestions on several aspects of the service efficiency. About three hundred letters were received from the people who communicated their opinion informally. In addition to these informal letters received, 1113 questionnaires were answered promptly by the people from different strata of the society. Arrangements were made at various important control points, to make these questionnaires available to the passengers and the staff of the Poona Municipal Transport Undertaking gave their willing cooperation in distributing the circulars and questionnaires which numbered nearly four thousand. The response of the people in answering questionnaires should be considered more than satisfactory in the light of the experience Dr. P. C. Shejwalkar had in collecting information for the survey of the Undertaking for the years 1950-57. The method adopted in the survey previously conducted was to choose a random sample of one-tenth per cent of the population, from the electoral roll. Out of the 1300 persons who were chosen and to whom the questionnaires were issued, hardly 300 persons cared to answer the questionnaires issued to them. As against this, 1113 questionnaires answered this time were taken as a representative sample, and the information was tabulated and analysed.
A separate questionnaire was prepared to note down our own observations on the operations of different routes. My guide Dr. P.C. Shejwalkar and myself and some of our student enumerators travelled on different routes and our own personal observations were made.

Apart from the formal methods of investigation my informal talks with Shri S.G. Misal (Traffic Superintendent), Shri B.G. Renuse, (Statistical Supervisor) and Shri K.V. Joshi, (Workshop Department) enlightened me on several aspects of the problems of the Undertaking. They helped me by providing the necessary statistical and other information and in interpreting the same. I had also the privilege of discussing some current problems of the Undertaking, with the members of the Standing Committee (Transport), Poona Municipal Corporation. I am happy to note that on verification, most of my conclusions and findings coincided with the views and conclusions arrived at by the staff of the Undertaking.

I am also thankful to Shri R.H. Asthana, and Shri V.V. Jadhav and other members of the staff of the Poona Municipal Transport Undertaking for their help and kind cooperation.

The Editor, Mr. C.V. Hariharan, State Transport News, a Journal of the Association of State Road Transport Undertaking, was also kind enough to make available the ASRTU Committee's Report on City Transport Services.

Without the able guidance of my guide Dr. P.C. Shejwalkar the research work could not have been expedited and completed. I am grateful to him, for his guidance and encouragement.

M.C. DIXIT.