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9. Asian Transport Journal
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QUESTIONNAIRE *

TRUCK TRANSPORT: YOUR PROBLEMS, ACHIEVEMENTS AND SUGGESTIONS

Your Age_____ Year Qualification_________________________ Name_________________

QUESTIONNAIRE
(A BASIC PROFILE)

Please tick mark the relevant column:

⇒ The number of vehicles owned by you:
   1) 1
   2) 2-5
   3) 6-10
   4) Above 10

⇒ You have been in the transport business for:
   1) Less than 2 years
   2) 2 - 5 years
   3) 6 - 10 years
   4) above 10 years

⇒ How did you enter into this business:
   1) Domestic experience/Background
   2) Own driving experience
   3) Suggestion from friends/relatives
   4) No sound reason/experience

⇒ You have a:
   1) Heavy commercial vehicle
   2) Small Tempo/Light Commercial Vehicle
   3) Both types of vehicles HCV & LCV
   4) All of them

⇒ Tick mark the vehicle model/models you have:
   1) Tata
   2) Ashok Leyland
   3) Toyota/Majda/Eicher/Mitsubishi etc.
   4) Any other

* Questionnaire for Goods Transport Operators of Himachal Pradesh has been posed in Hindi Language.
PLEASE TICK MARK THE NEXT QUESTIONS WITH REGARD TO INCOME AND EXPENSES OF ONLY ONE VEHICLE. YOU ARE WELCOME TO INTIMATE INCOME & EXPENSES OF YOUR ANOTHER HCVs/LCVs BY FILLING ANSWERS ON ANOTHER PHOTOCOPY OF THIS QUESTIONNAIRE:

QUESTIONNAIRE
(AN OPERATIONAL ASPECT)

PART - A

⇒ Age of the vehicle:
1) Less than 1 year
2) 1 - 2 years
3) 3-5 years
4) Above 5 years

⇒ Now how do you rate the business of transportation:
1) Poor job
2) Satisfactory job
3) Excellent job
4) No comment

⇒ Your vehicle operates:
1) Within local limits
2) Within the Distt.
3) Within the State
4) Outside the State as well (N.P. Holders)

⇒ How do you operate the vehicle mostly:
   a) Through Transport unions
   b) Outside Transport unions
   c) By both method a & b

⇒ The type of job mostly carried out by the vehicle:
1) Transport of cement/concrete/sand/bricks etc.
2) Goods transportation through transport company
3) Transport of fruits/vegetables/Agricultural produce
4) Own work/Any other work

⇒ Your vehicle is operated by:
   a) A Salaried Driver
   b) Yourself
   c) Both method (a) & (b)

⇒ Total hours for which vehicle is operated in a day, approx.:
1) 0 - 6 hrs.
2) 7 - 12 hrs.
3) 13 - 16 hrs.
4) Above 16 hrs.
No. of days for which the vehicle has done job during the month:
1) Less than 15 days
2) 15 - 19 days
3) 20 - 25 days
4) Above 25 days

How do you have to run your vehicle generally:
1) Overload
2) Underload
3) Normal load

The main cause of your vehicle’s breakdown:
1) Bad roads
2) Old age of the vehicle
3) Poor maintainance of the vehicle
4) Driver’s fault/other reasons

Do you get work on return trips:
1) Never
2) Only sometimes
3) Always

Vehicle utilisation per day on an average:
1) About 50 kms.
2) 51 - 100 kms.
3) 101 - 200 kms.
4) Above 200 kms.

In hill roads, how much average is your vehicle giving in 1 litre diesel, approx.:
1) About 2 kms.
2) 3 - 4 kms.
3) 5 - 7 kms.
4) Above 7 kms.

You recurring monthly expenses i.e. expenses relating to payment of salary to Driver and Cleaner, monthly loan instalment, tyre tube replacement, small repairs and servicing, diesel/oil expenses etc. approx.:
1) Upto Rs. 10,000/-
2) Rs. 10,001 - 15,000/-
3) Rs.15,001 - 20,000/-
4) Above Rs. 20,000/-

- Monthly loan instalment Rs.___________
- Monthly salary to Driver/Cleaner Rs.___________
⇒ Your monthly net income from vehicle after deducting the above mentioned expenses:
   1) Less than Rs. 2,500/-
   2) Rs. 2,500 - 5,000/-
   3) Rs. 5,001 - 10,000/-
   4) Above Rs. 10,000/-

⇒ New/Retreaded tyre of your vehicle gives a mileage approx.:
   1) 2,500 kms.
   2) 2,501 - 5,000 kms.
   3) 5,001 - 10,000 kms.
   4) Above 10,000 kms.

⇒ Are the original spare parts/essential components easily available to you:
   1) No
   2) Yes
   3) Available some times only

⇒ Do you get proper fare for executing an order:
   1) No, wasteful competition from fellow operators
   2) Yes
   3) Sometimes only

⇒ Do you find any problem as regards your dealing with Govt. authority/Insurance Company/Toll Tax Barriers/Vehicle Sales & Service agency/Bank officials etc.:
   1) Yes (If you like, please give comments on backside of this questionnaire)
   2) No
   3) Problems come sometimes only

⇒ Do you feel that your entry into transport business was a haste decision:
   1) Yes, a haste decision
   2) No, a good decision
   3) Can’t decide whether a good or a bad decision

⇒ If you like, please suggest ways to make “Bank Loan Scheme for Vehicles” more customer friendly. (You may use the back side of this Questionnaire also).

⇒ If you wish, please mention below:
   Your Name:
   Vehicle No.:
PART - B

FILL IT, IF APPLICABLE

⇒ Major accident, if any:
   1) Not at all
   2) Yes
   If yes, when did the accident occur______________ month__________ year
   Main cause of accident__________________________________________

⇒ How much time did it take to get the repairs done:
   1) Less than 1 month
   2) 1 - 2 month
   3) Above 2 months

⇒ Total expenditure on vehicle at workshop Rs._____________________
   Submission of Insurance claim Rs.______________________

⇒ Has the insurance claim been settled:
   1) Yes
   2) No
   If no, then give reasons for non settlement of claims.
Questionnaire

Truck Operator's Advances; Bank Official's Opinion

Branch: __________ Distt.: __________ State: __________

⇒ No. of Trucks financed by your branch (Approx.):

⇒ Type of Trucks financed:
  Full size Truck (HCV)
  Small/Medium size Truck (LCV)

⇒ Normally time taken by the Bank to sanction one truck loan:
  a) Less than 1 month
  b) 1-2 months
  c) 3-4 months
  d) Above four months

⇒ Out of total truck operator's loan at your branch, behaviour of borrowers in respect of repayment of instalment:

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>No. of Accounts (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always Regular</td>
<td></td>
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<tr>
<td>Temporary Irregular</td>
<td></td>
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<tr>
<td>Defaulter</td>
<td></td>
</tr>
</tbody>
</table>

⇒ If irregular/deafaulter, the reason(s) is/are:
  a) Diversion of Income
  b) Wilful default by the Operator
  c) Reasons beyond his control

⇒ If most of the accounts are regular, it can be attributed to ____________________________

⇒ Are the vehicles available to you during periodical inspections:
  a) Always
  b) Only sometimes
  c) Never
On an average, how will you like to rate Truck borrowers of your branch viz-a-viz borrowers for other purposes:

<table>
<thead>
<tr>
<th>Traits</th>
<th>Rank</th>
<th>Truck Borrowers (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Highly co-operative &amp; reliable</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>b) Moderate persons</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>c) Less co-operative &amp; unreliable</td>
<td>3</td>
<td></td>
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</tbody>
</table>

Sir, What improvements do you suggest in the present “Bank Loan Scheme for Vehicles”, if any:
# LIST OF STATE ROAD TRANSPORT UNDERTAKINGS (PASSENGER SERVICES)

<table>
<thead>
<tr>
<th>CORPORATIONS</th>
<th>COMPANIES</th>
<th>GOVT. DEPTTS.</th>
<th>MUNICIPAL UNDERTAKINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. North Bengal STC</td>
<td>15. Puronchhi Th. MGR TCL</td>
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<td>16. Orissa SRTC</td>
<td>16. Puronchhi Th. Dr. Jaiyashree TCL</td>
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<td>17. Poonai RTC</td>
<td>17. Panchoiyan Roadways CL</td>
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<td>18. Rajasthan SRTC</td>
<td>18. Patukottai Azh. TCL</td>
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<td>19. South Bengal STC</td>
<td>19. Pallevan TCL</td>
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<td>20. Ranir Kangsaam TCL</td>
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<td>22. Thiruvalluvar TCL</td>
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<td>24. Himachal Pradesh TDCL</td>
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<td>25. Indra TDC</td>
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<td>29. Nagaland TDCL</td>
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<td>30. West Bengal Surface TC</td>
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<td>31. Bihar State TDCL</td>
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**ASSOCIATE MEMBER**

1. Bhutan Government Transport Service