Facility of communication begets 'community of interests' which is the only treaty which is not 'a scrap of paper'.

... ... LORD FISHER
THE SUCCESS of any public utility undertaking depends, to a great extent, upon the amenities and facilities provided by it to the users of its services. If it provides for a large number of amenities, it will surely be a popular one otherwise it will fail miserably. Same is the case with the U.P. Government Roadways which also happens to be a public utility undertaking. That is why it has provided a large number of amenities to its passengers which are worth to be praised. An other important reason of providing such amenities is the responsibility which the Government has taken over after the nationalisation of the Road Transport. Before nationalisation, one of the greatest defects of private operators was that they used not to pay any attention to the amenities of passengers. In majority of cases, their sole aim was just to earn money whether by fair means or foul. The idea of booking offices, passenger-sheds or even arrangements for drinking water did not ever occur to them. Punctuality in running the buses was not considered necessary. Passengers had to wait for hours only to be told that the bus would not go either due to paucity in the number of passengers or owing to some defect in the vehicle itself. They over-loaded the vehicles and frequently misbehaved with the public. But such conditions do not exist under the
Graph Showing Punctuality of Running Buses

% of Punctuality

Scale y-axis 2 = 5% punctual

X-axis 1 = year

80%

90%

92.5%

94.79%

95.67%

95.64%

93.60%

89.50%

---YEARS---
Government controlled and operated Roadways because the change in the agency of operation was made only to remove these very defects. So the Roadways organisation, since the very inception of its services, has been trying to provide as greater amenities as possible to the passengers. It has introduced different types of amenities from time to time and now a satisfactory stage has come in this direction. It is worth-noting that Kanpur Region has been in the forefront in providing the amenities. A description of various types of amenities available at present is given as under:

PUNCTUAL RUNNING OF BUSSES:

The Roadways maintains a strict punctuality in the running of buses so that precious time of the passengers may not be wasted. The time of running buses from place to place is calculated in such a way that neither the passengers have to spend more time than what is desirable nor they are subject to any risk by over speaking to the bus. The department has taken a vow to maintain atleast 95% punctuality in all circumstances.

The following statement gives a fair idea of the progress in this direction:

STATEMENT SHOWING PUNCTUALITY OF OPERATION OF ROADWAYS BUSES**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total No. of Bus-trips run.</th>
<th>No. of Bus trips in right time.</th>
<th>Percentage of Bus trips in right time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1961-62</td>
<td>38,55,464</td>
<td>3,65,4,673</td>
<td>94.79</td>
</tr>
<tr>
<td>1962-63</td>
<td>41,47,371</td>
<td>39,64,710</td>
<td>92.16</td>
</tr>
<tr>
<td>1963-64</td>
<td>41,56,447</td>
<td>38,97,520</td>
<td>93.79</td>
</tr>
<tr>
<td>1964-65</td>
<td>41,31,346</td>
<td>39,10,496</td>
<td>95.64</td>
</tr>
<tr>
<td>1965-66</td>
<td>41,71,083</td>
<td>38,91,786</td>
<td>93.30</td>
</tr>
<tr>
<td>1966-67</td>
<td>19,39,151</td>
<td>17,34,701</td>
<td>89.50</td>
</tr>
<tr>
<td>(Upto Oct. 1966)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Thus it is evident from the above statement that punctuality was maintained uniformly throughout these years and it shows the importance being attached to the punctual running of buses by the Roadways.

**TIME TABLES:**

The time-tables regarding the arrival and departure of buses and fare schedules are displayed on the notice board of the station of each region. Time-tables are also sold at a normal price and enquiries regarding time-table on telephone are also answered literally. Besides it, late arrivals, departures, and curtailments are also notified on the notice board. The time-tables are prepared in accordance with the requirements of each route and if necessity arises, are modified, keeping in view the convenience of the passengers.

**ISSUE OF TICKETS:**

Printed tickets are issued to the passengers at every bus station in accordance with the principle of "First come and First served". Thus, no discrimination is exercised between the rich passengers and poor passengers. Tickets are issued half an hour before the schedule departure of buses so that they may not be detained unnecessarily and issue of tickets is stopped 5 minutes before the schedule departure of the bus so that the conductor may check the passengers before time and the bus may leave the station in time. Separate booking windows have also been opened for ladies at important bus stations. If any passenger is unable to travel after purchasing the ticket, the
amount of tickets less 10% is refunded to him provided he claims for the refund 15 minutes before the schedule departure of the bus. Moreover, in the City Bus Services, monthly tickets at concessional rates have been introduced for students. This facilitates a large number of students.

**RESERVATION OF SEATS:**

Facility regarding the reservation of seats is also provided to the passengers. 20 to 25% of the seats may be reserved in Upper or Lower class by the payment of 15 Paise per seat as reservation fee which is to be paid 3 hours in advance. Passengers of reserved seats are required to call at the booking office at least 15 minutes before the schedule departure of the bus otherwise the reservation is cancelled.

**PROVISION OF COMFORTABLE SEATS:**

Comfortable seats have been provided in the buses so that the passengers may travel long journey without feeling any seating difficulty. The seats are made of special cellular rubber material and in accordance with the provisions of the Motor Vehicles Act. The seats have been arranged that one can sit comfortably for hours together. There is enough leg-room to be at ease. In order to provide for more comforts in the buses, a Planning and Design Office has been opened in the Kanpur Central Workshop. Some delux buses have also been started on Lucknow-Kanpur routes. These buses are more comfortable.
PASSENGERS ACCORDING TO CAPACITY:

Tickets are not issued beyond the capacity of the bus. Generally, the capacity of a bus is 25 to 34 seats. Out of which 8 are in the upper class and remaining in the lower class. However, 6 standing tickets may be issued by the conductor for a journey up to 11 miles. This makes the journey comfortable since there is no over-crowding in the buses.

CLEANLINESS IN BUSES:

It is an most important item to be observed by the authorities of any public utility concern. Passengers are in the habit of spitting in buses and throwing dirty things like bidi and cigarette ends etc. It will not be exaggeration to mention that some people are not apt to motor travel and hence they actually vomit in the buses. Taking these things into consideration, cleanliness in the buses is a bare necessity. The Roadways buses are washed weekly and dis-infected with phynile and D.D.T. After every trip, the seats are cleaned and their dust is removed. Slogans promoting the cleanliness amongst the passengers are written inside the buses, such as “Smoking strictly prohibited”, “Do not spit” and so on.

WAITING HALLS AND REFRESHMENT STALLS:

In the beginning, thatched-sheds adjacent to booking offices were constructed at bigger stations only. But now the situation has completely changed. At present, there are waiting halls at every station except very small
road-side booking offices. They are provided with benches on which the passengers may sit comfortably while waiting for a bus. In the bigger stations, electric fans are also fitted in the halls and separate rooms are made for ladies.

Besides the waiting halls, an arrangement of regular refreshment stalls has been made in all the big stations. These stalls are neat and clean and their services are efficient one. The rates charged by these stalls are also in accordance with the approved schedule rates. The Roadways Authorities also inspect these stalls and see that edibles are hygenically prepared and kept and they follow local rules and bye-laws. But in smaller stations, no such arrangement has been made by the Roadways. The private shop owners have established their shops near the booking offices. However, the interest of the passengers is served.

In Kanpur Region, an arrangement of facilities of waiting halls and refreshment stalls has been made at Chunniganj, Collector Ganj, Allahabad, Etawah, Ghatampur, Banda, Mahoba, Fatehpur, Mainpur, Furrukhabad, Kannauj, Hamirpur etc.

**DRINKING WATER FACILITY:**

This type of facility has been provided at all stations, both big and small. In accordance with the requirements, whole time or part time boys have been appointed for providing drinking water to the thirsty passengers. In Kanpur Region, the number of such water boys is 27. But some times the services of such boys are not available either due to
A view of loading and unloading of goods at Collector Ganj Bus Station, Kanpur.

For Roadways all are equal queue is being formed to purchase the ticket.

A view of Hawkers at Collector Ganj Bus Station, Kanpur.
at Varanasi, Agra, Nainital and Haridwar. In Second and Third Plans of the State rupees 18.99 and Rs. 20 lakhs respectively were spend on tourist industry and in the Fourth Plan there is a provision of Rs. 75 lakh.

In order to solve the Boarding problem for the tourists, the transport department made flats for them which were completed in the Second Plan. Recently Tourist Plots were constructed at Haridwar, Allahabad and Lucknow. For the tourists to Himalyas many Log Cabins were constructed. In the Fourth Plan greater attention is being made in this direction. For the facilities of tourists a Transit Camp is run at Kanpur and the Guest House at Nainital during touring seasons.

The Air-Conditioned coach which runs daily on Agra-Delhi Road is very much admired by the foreign tourists. The touring arrangements at Agra and Varanasi are also praised by the tourists.

COURTEOUS BEHAVIOUR:

Courteous behaviour to the travelling public by the Roadways staff is regarded as a vein of the success of the Roadways. Therefore, separate enquiry offices are established at bigger stations to attend to the public in a most courteous way. At other places, the staff, in charge personally or through their assistants do this. In short, the public wherever it may be, in the bus or at the station, are assured of courteous behaviour. The entire staff of the Roadways organisation is instructed from time to time to show the utmost courtesy and to see that no effort is spared...
in providing all possible facilities to the travelling public. In order to inculcate the habit of courteous behaviour in the employees, a courtesy week is organised every year throughout the State and various functions and activities to make the Roadways employees advance in this direction with greater zeal and enthusiasm, are performed.

In one of the courtesy week messages to all the U.P. Government Roadways Employees, the Transport Commissioner once said,

"The success of Roadways depends to a large extent on the behaviour of the Roadways staff with the public, particularly of those who daily come into contact with a large number of passengers who travel in the buses. The public expects much better treatment and much more amenities from Roadways than from private operators and rightly so, as otherwise nationalisation of Transport would meaningless.

It should be our aim as Government Servants to help and serve our fellow countrymen, we should impress on the public that we are all to serve them and that though due to paucity of funds we may not be able to provide immediately all the facilities which the travelling public may like to have, it would be our constant endeavour to provide all necessary amenities as soon as possible.

We have to satisfy a large number of passengers every day. We should make sure that no customer of ours is allowed to carry a bad impression about Roadways. Therefore, meet him with a smiling face and a fund of sweet words."
Almost in every station office, the ex-Transport Commissioner's famous dictum is found in which he has requested the Roadways employees as follows:—

**COURTESY**

"Always be polite and do not forget to use words such as 'Thank you', 'I am sorry', 'Please', 'beg your pardon'. Courtesy on your part will not only enhance the reputation of Roadways but will also win good-will or admiration from our patron which is a great asset for Roadways."

Sd/-

Jagdish Prasad
Transport Commissioner, U.P.

**MISCELLANEOUS AMENITIES:**

1. Urinals and lavatories have been provided at every station.

2. Adequate arrangements have been made to get the luggage of the passengers weighed without any extra charge.

3. The Conductor help the passengers in loading and unloading their luggage. At bigger stations there are licensed coolies who do the above work at a nominal payment.

4. At bigger stations passengers' guide have been appointed, who guide the passengers to the right vehicle and render all such assistants.

5. Fare tables have been exhibited at every station so that passengers may be sure that the fare charged from them is correct.
It is proposed to introduce certain new measures in the next year with a view to providing greater facilities to the travelling public. The installation of 5 loud speakers at important bus stations for announcing the arrival and departure of buses and the provision of 10 additional water coolers are worthy of mention. It is also under consideration to make provisions for sleeping for long journeys. Double storeyed buses are also expected to be started in the near future.

CONCLUSION:

U.P. Government Roadways is still in its infancy period and is rendering adequate amenities to passengers. Although much has been done in this direction, yet a lot still remains to be done. The facilities and comforts which it provides to its passengers are limited only in big towns like Kanpur, Lucknow, Allahabad etc. In small towns these facilities are quite inadequate and it will be not an exaggeration to say that the villages are quite unaware from the above facilities. The villagers have to face a lot of difficulties while travelling by Roadways. More than 40% passenger in villages donot get even seating facilities. Passengers of hilly areas are also deprived from these facilities. Thus in future the Roadways should try to make service more comfortable in village and hilly areas, only then Roadways could be considered as a public utility concern.