CHAPTER XI

SUGGESTIONS AND CONCLUSION

"The dominant economic fact of our age is the development not of manufacturing but of the transport industries."

... ... ALFRED MARSHALL
THE YEAR 1947 witnessed the birth of State Road Transport services operated by the Roadways organisation and now the child has grown its infancy. The nationalisation was affected with a view to:

(i) provide regular, efficient and comfortable means of transport;
(ii) eliminate all kinds of defects prevalent in the private operation;
(iii) cater to the needs of the travelling public;
(iv) bring about co-ordination between Rail and Road;
(v) improve transport services both in private and public sectors and thereby contributing to the over-all economic development of the State and the country as well. It is heartening to note that the Roadways has succeeded to a considerable extent in fulfilling the above expectations reposed in it. Now it is a common feature for the travelling public to travel in luxurious and comfortable buses having enough leg-room and head-room for the passengers; while in the days of private operators, the buses were mere skeletons of wood and iron and their seats were also like bare planks of wood. The passengers have facilities to record complaints both in the
buses and at the stations if any inconvenience is caused to them. The Roadways observes strict punctuality in running of buses and on an average it has maintained punctual running in 95 out of 100 cases. On the day the Roadways buses were introduced, tickets used to be issued on the road-side or under the shade of tree. But now the position has completely changed and new pucca structures have been erected for many bus stations. Well-a-nigh, every station has a waiting hall with benches, refreshment stalls, lavatories and urinals. Cruel over-crowding and packing of men like goods is a past history. Time-tables are exhibited at all stations and separate windows exist at important stations for ladies. In addition there has come into existence efficient system of retaining lost property, of first aid, of minimising accidents and of proper attending to unfortunate accidents. Moreover, buses are now running on unremunerative routes as well as there any private operator would hardly dare to think of operating a bus.

Apart from achieving its main objective of providing efficient and economical services, the operation of the Roadways has gone a long way in relieving unemployment in the State. The development of a net-work of modern automobile workshops gave birth to greater opportunities to workers for improving their technical skill which in turn gave them fresh impetus to raise their prospects. The establishment of Roadways has also brought in its trail sizable welfare measures for the staff. The benefit of leave with pay, holidays, weekly offs, medical treatment, provident fund contributions etc., are the facilities which were undreamt
in the private sector, and which are now available to the
Roadways staff.

The above progress is no mean achievement. It
shows how fast the Roadways is heading towards providing
efficient services and bettering the lot of the staff. The
success of the nationalised scheme has by now evoked interest
in and out the State. Visitors from other States who have
travelled on the Roadways buses have acclaimed the services
provided by it with full throated praise. However, every
thing with the Roadways is not right. There are reports of
inefficiency, corruption and wastage of public funds. The
achievements are alleged to be poor and disappointing.
Moreover, much still remains to be done to make it an effi-
cient organisation. In the direction of proper buildings,
well-equipped workshops, garages, office accommodation,
properly maintained canteens and up-to-date tools and equip-
ments for facilitating quick and accurate repairs, it has
not made much headway.

SUGGESTIONS FOR FURTHER DEVELOPMENT OF
ROADWAYS.

In my opinion, the following suggestions are
worthy of mention for further development of Roadways in
U.P. and specially in Kanpur Region:

CONSTRUCTION OF BETTER ROADS :

As narrow and bad roads in U.P. hinder the
development of the Roadways, there is an urgent necessity
of broad and good roads. The State Government should take
immediate steps for the construction of such type of roads,
the services of the Roadways may be extended even to far-flung areas of U.P. and everybody may avail of its services at cheaper rates. Besides it, Mahatma Gandhi's Cottage Industries may also get an opportunity for their development by the construction of good roads and extension of Roadways services.

**STRICT PUNCTUALITY:**

The Roadways organisation should observe strict punctuality as far as possible. It should avoid late running of buses and in case of accidents should take immediate steps to provide for an alternative bus so that services may remain undisturbed. All this will create public confidence in and sympathy for the Roadways which will be of considerable help for its developments.

**HIGH RUNNING SPEED:**

Since time has become money and everybody wants to travel in a faster means of transport, the roadways should increase the running speed of its buses and remove those bottlenecks which stand in the way of fast running of buses. It will create public confidence in the Roadways and consequently it will become more popular than other means of transport.

**PROVISION OF CLOAK ROOMS:**

There should be a provision of cloak rooms at every important and big stations. This will make the luggage of the passengers safe and they will go anywhere after leaving their luggage in cloak rooms. This facility is provided by the Railways and the Roadways should follow its example.
NEED FOR MORE ROADWAYS SERVICES IN VILLAGES:

As we know India is an agricultural country and 70% of its population lives in villages, the Roadways organisation should extend their services, both passenger and goods in the villages. But as the extension of the Roadways services requires more and more metalled roads for connecting the villages to the district head-quarters and small towns, the State Government should embrace national development plan for rural roads. The objective of the plan should be to provide "All weather Road."

GREATER AMENITIES:

Though the Roadways has provided many amenities to the passengers, yet they are insufficient and poorly administered. The amenities regarding the bath rooms, urinals, latrines etc., should be good and constant attention should be paid to their functioning. Seats of buses should be made more comfortable. The Roadways should open its own canteens at least in all the big stations so that passengers may get good edibles at cheaper rates. In short, the Roadways should take every possible step for the provision of maximum amenities to the passengers.

STARTING OF NIGHT SERVICES BETWEEN IMPORTANT TOWNS:

At present the Roadways organisation provides Roadways services only in the day. But in order to make a rapid progress and compete with the Railways, it should also start night running of buses firstly between some important cities e.g. Kanpur-Lucknow; Lucknow-Sitapur; Kanpur-Allahabad etc. and later on the whole Province.
This type of service is provided in the Western countries. This scheme will enhance the importance of the organisation and provide more revenues to it. Besides it, public will get the advantage of travelling at night.

OPENING OF NON-PARALLEL ROUTES TO RAILWAY LINES:

The Uttar Pradesh has a wide net of Railways and most of the bus routes run parallel to the Railway lines which causes a sort of duplication of transport services. The result is that a very large area of the Province is untouched by means of communication and transport. Therefore, new bus routes should be opened in those areas where Railway services are not available.

MODERN AND BETTER TYPE OF BUILDINGS:

Modern and better type of buildings for stations, waiting rooms, quarters of officers and workers, workshops etc., should be erected by the Roadways. These buildings should be equipped with every type of facility. Specially the station buildings must be spacious. The Collectorganj Bus Station at Kanpur is an example of worst type of station building in U.P. It always remain over-crowded and even the buses cannot pass easily.

REFRESHMENT ROOMS AND RESTAURANTS:

Refreshment rooms and restaurants should be opened on Co-operative basis at every bus station so that both public and the employees of the Roadways may get benefit from them.
MANUFACTURE OF SPARE PARTS IN THE ROADWAYS:

At present, generally the spare parts needed for Roadways buses are purchased from foreign countries. These parts are very costly and increase the cost of operation. Therefore, a separate department should be established in the Central Workshop for the manufacture of spare parts with the collaboration of any foreign country. It will decrease the cost of operation and the organisation shall become more profit-yielding.

BETTER PAY-SCALE AND BONUS TO THE EMPLOYEES:

In order to increase the efficiency and better working of the Roadways, the pay-scale of its employees should be up-graded without any delay. In addition to the increase in pay, they should also be given some share in profits of the Roadways in the shape of bonus. This would give an incentive to them and they would work hard. Consequently, the Roadways will make progress leaps and bounds and there shall be more systematic and efficient service on all routes.

MISCELLANEOUS FACILITIES FOR THE EMPLOYEES:

The Roadways employees should also be provided with other facilities like residential quarters, medical treatment, arrangement of recreation, indoor and outdoor games etc. All these facilities will increase their efficiency which will be of great importance for the Roadways. Moreover, there should be no discrimination between the
officers and employees of low grade in the provision of such facilities.

**FORMATION OF A COMMITTEE FOR SOLVING LABOUR DISPUTES**

Like all other business concerns, there has been labour unrest in the Roadways also. The employees of the Roadways have resorted to strikes several times in order to force their demands. Therefore, for deciding the issue of disputes, a Committee consisting of a Senior Judge, a member of the Legislature, a representative of the Roadways and a representative of the employees should be formed. All disputes should be referred to this Committee for its impartial verdict. Whatever decision it takes, should be binding on all the parties concerned. Besides it, the Government should also appoint a select Committee from time to time to enquire into any grave situation that may arise.

**TRAINING CENTRE**

A training centre should also be established so that necessary training may be imparted to the newly recruited staff especially traffic and technical staff. The gazetted officers should also be given administrative training so that they may become worthy of their chairs. This training will go a long way to improve the Roadways services and increase the efficiency of its staff. Increased efficiency will result in greater profit to the Roadways.

**EMPLOYEES SHOULD BE SENT ABROAD**

Like all other business and commercial departments,
the Roadways should send its employees to foreign countries for the purpose of higher studies. Specially employees of technical and mechanical side should be sent abroad from time to time for the study of engineering and technical set up of the Roadways in foreign countries. Besides them, higher officials of administrative side should also be sent abroad so that they may study in way of administration of the Roadways services, the method of keeping their accounts and the manner of managing traffic.

**CONSTANT PUBLICITY**

In order to popularise the Roadways, there should be constant publicity of its services and amenities provided to the passengers, through the newspapers, periodicals, posters, cinema-slides etc. Moreover, in modern days of cut-throat competition, the publicity or advertisement forms the life-blood of the commercial organisation. Therefore, a publicity officer or a public relation officer, to act as sole contact with the press and public in giving information about the undertaking, official statements of policy, explanation, contradiction etc., should be appointed.

**SEPARATE FINANCE**

The Roadways finances should be separated from General Finance on the lines of Railways. Thus, there should be a separate Roadways budget and should be separately voted by the Legislature. The Roadways should not be made dry for reasons the responsibility for which be of other.
WHOLE-SOLE CHANGE IN THE EXISTING ADMINISTRATIVE STAFF:

The following changes in the existing Administrative Staff must be made in order to make the Administration more efficient:

(1) CHANGE IN DIRECTION STAFF: Direction staff should be changed. Only such men who have vast experience of the line should be kept at the helm of affairs. They may have to be paid a fancy salary but this will be profitable in the end.

(2) REDUCTION IN ADMINISTRATIVE STAFF: The number of Deputies and Assistants to the Transport Commissioner should be reduced. The number of General Managers should, as far as possible, be minimised and they should be replaced by I.A.S., Officers who have good administrative capacity to their credit. Besides them, the number of Traffic Managers should be brought in.

(3) TASK ACCORDING TO CAPACITY: Those employees who are below standard should be dispensed with without any fear or favour. The staff then remaining should be given good deal and facilities. They should be treated as employees of a business concern and be given the benefits of bonus, housing, transport and such other facilities.

SCIENTIFIC ACCOUNTING SYSTEM:

(i) Cost accounting should be introduced to be extreme extent. This alone will give a true cost of operation and will guide in fixing of rates and fares.

(ii) Commercial system of accounting based on double entry system of Book-keeping should be brought in. This will
make it possible to prepare a correct profit and loss account and balance sheet.

**LOW INCIDENCE OF TAXATION:**

As heavy incidence of taxation hampers the growth of the Roadways, it is suggested that the Government of U.P. should impose only two types of taxes—one is the State fuel tax and the other is State Motor Vehicle Tax. All other local taxes should be abolished. However, local bodies may be suggested to impose property tax and may be allowed certain share from the State taxes to maintain roads etc. The decrease in taxes will certainly give a fillip to the Roadways organisation.

**MINIMISATION OF ACCIDENTS:**

The Roadways should take proper steps for the minimisation of accidents. Invariably in any accident, a number of causes are involved as such darkness, rain, excessive speed, a narrow road, a blind intersection, a drinking driver or pedestrian and worn-out brakes etc. The Roadways should see as to which factor is responsible for a particular accident and take effective measures to remove it. However, following suggestions may be offered for the prevention of accidents:

(i) Records of chargeable accidents should be maintained to point out to the drivers where they err and to impress upon them ways and means of avoiding recurrence of accidents.
(ii) Restriction should be imposed on high speed especially at night. A limit of speed should be determined and any driver found in default should be punished.

(iii) The Roadways organisation should employ highly trained drivers. If they are not available, the untrained drivers should be recruited and be given drivers' training. When they are fit from all aspects, they should be allowed to drive the Roadways buses.

(iv) The Roadways should constantly emphasize safety in the operation of its services. To further this aim, it should promote and encourage safety habits amongst drivers. In order to instil safe driving habit in its drivers, it should give cash rewards on the basis of the drivers' individual records of accident-free operation.

PROMOTION OF TOURIST TRAFFIC:

The Roadways should take every possible step for the promotion of tourist traffic in U.P. It should ply its modern and most comfortable buses in those cities of U.P., which are the centres of tourism such as Agra, Banaras, Allahabad, Kanpur, Almora, Fatehpur etc. The services of these buses should be so good and efficient that no tourist from different countries, while travelling in the bus, may feel any difficulty or inconvenience. It will earn valuable foreign exchange which will be of immense importance for the country and the Roadways itself. Boarding arrangements for the tourists should also be made. Quarters for the tourist of hilly regions should also be made available.
PUBLIC CO-OPERATION:

Like all other public utility undertakings, the success of the Roadways organisation also depends upon the public co-operation. In order to get the public support, the public should be made to feel that it is a partner in a common enterprise and it should be associated with the formulation and implementation of the development plan of Roadways. But the most important step which the Roadways should take in the direction of getting more and more public support is the provision of the maximum amenities to the passengers. It should spare no effort in providing for maximum possible amenities to the travelling public.

MORE EFFORTS OF CO-ORDINATION BETWEEN THE ROADWAYS AND THE RAILWAYS:

More efforts should be taken to ensure better co-ordination between the Roadways and the Railways in order to eliminate all kinds of waste accruing due to competition between them. Though at present the Transport Advisory Council is supposed to bring about co-ordination between the Nationalisation affected Road Transport and the Railways, yet it is hardly effective. Therefore, frequent consultations between the Roadways and Railways Officers should take place to ensure co-ordination of efforts in respect of joint time table, joint stations, joint booking offices and other joint facilities to the public. Thus, a better co-ordination between Roadways and Railways will lead to the maximum provision of cheap and efficient transport facilities to the public out of the expenditure incurred by Railways and Roadways.
NATIONALISATION OF GOODS SERVICES:

The U.P. Government should also nationalise the goods services like the passenger services. The nationalisation of the former has become necessary in view of the beginning of the Five Year Plans. Due to various schemes of industrial development undertaken in the Plans, the demand for traffic tonnage has considerably increased. As it is not possible to obtain more Railway wagons early, this demand can only be met by the road transport. Moreover, this additional demand for traffic tonnage is beyond the capacity of the Indian Railways. However, if the present trend of straining the Railways is persisted in, the Railways are likely to reach a condition of near-collapse, thus endangering the country's investment on this important national undertaking. Thus, in order to relieve the Railways of additional long distance goods traffic, the goods services should also be nationalised and handed over to the Roadways. It will give a fillip to the Roadways and provide additional finance to the State Exchequer.

NEED FOR STATUTORY CORPORATION:

At present, the Roadways is run as a Government department and all its profits go into the State Exchequer. This has made the Roadways wholly dependent upon the Government and for every new scheme, it has to take the approval of the Government. To add to difficulties, the Government machinery is too slow to give directions to it and to take any immediate steps for the improvement of its working. Moreover, the high-ranking Officers of the Roadways such as
Transport Commissioner, Deputy Transport Commissioner etc., are transferred after every two or three years to another Government Department. Due to this early transfer, the Roadways organisation does not get the benefit of rich experience gained by these Officers during this short period. The Ad Hoc Committee on Nationalised Road Transport in U.P. rightly laid down in definite terms that the problems connected with the operation of nationalised road transport "cannot be satisfactorily or even sympathetically dealt with under the existing departmental conventions, code rules and regulations laid down for purposes of administration and not for commercial operations." The Committee has, therefore, definitely come to the conclusion based not only on the advice received in the course of its investigations but also on the experience of individual members of the Committee that, if this great experiment is not to be a failure from the very beginning, departmental control of the road transport organisation in the Province must be ruled out as impracticable at the very outset. The unanimous of the Committee is that there is no practical alternative to setting up of an autonomous authority for the purpose."

The above forecast of the Committee regarding the departmental control has proved true in case of the Roadways. Due to this type of management, the progress of the

* The Ad Hoc Committee on Nationalised Road Transport, 1949 Page 4.
Roadways has been halting and its existence has been maintained by increasing the fares and freight rates every now and then. Therefore, it is a high time that the State Government should take a bold step for setting up an autonomous corporation consisting of officials and non-officials for managing the affairs of the Roadways. Even the Planning Commission observed, "we run by the State, a Corporation should be formed for the purpose as that would provide the necessary autonomy and would lead to more efficient administration."*

In fact, this corporation will be a panacea for all ills of the departmental organisation and will act in time whenever the expediency occurs without waiting for directions from the Government. It will be responsible for running the Roadways organisation efficiently and utilising the funds at its disposal in the best interest of the Roadways.

SUGGESTIONS REGARDING CITY BUS SERVICE IN KANPUR REGION.

As regards city bus service, the following suggestions may be offered:-

(1) **PROVISION OF SHEDS:**

At every bus stop, sheds should be provided so that passengers may not have to face any trouble during rainy and summer season.

* First Five Year Plan----Page 483.
(ii) **TIME TABLES:**

Charts showing routes and time of arrival and departure of buses should be made available at every bus stop. It will help the passengers to know the exact time of arrival and departure and he will come to the bus stop at the exact time. In this way he will have to wait for the buses for a long time and his precious time will be saved.

(iii) **SPECIAL BUSES:**

Since there is generally a great rush in the evening and morning hours, special buses should be plied on such hours.

(iv) **PRINCIPLE OF EQUAL BEHAVIOUR:**

It is seen that if any passenger requests the driver to stop the bus within the way of two stoppages, his request is turned down. On the other hand, when an employee of the Roadways makes similar request, the bus is really stopped. So in order to make the city bus service popular among the passengers, this discrimination should be done away with and rules should be made equally applicable to all.

(v) **GREATER CARE FOR CHILDREN, OLD MEN AND WOMEN:**

Among the passengers, there are often old men and women. The conductors do not care to see that they properly get in or get out, but they blow their whistles for the start of the buses. This, sometimes, results in minor accidents. Therefore, the
Conductors should give due attention to such persons so that the accidents may be avoided.

(vi) STRICT DISCIPLINE:

It is often seen that many people board the buses simply saying the word "staff". It is therefore evident that any employee of the Roadways is permitted to travel free without a pass. Moreover, conductors are not expected to know each and every employee of the Roadways, as it is the big organisation having various departments and sections. But they never trouble to check them. This is not all. While the passengers who have paid their fares stand, the staff of the Roadways are comfortably seated. So the Conductors should be asked to see the pass from every employee.

It is generally seen that notwithstanding the ample room in the buses, people crowd around the entrance and jam the passage, thus making it difficult for the other passengers to enter into or get out. Therefore, the Roadways Authorities should issue strict directions to the Conductors to ask the passengers to sit on the seats. However, if all the seats are occupied, standing may be permitted but only to limited extent.

(vii) SMOKING STRICTLY PROHIBITED:

Though smoking is prohibited and in every bus there is a printed notice to this effect, yet the Conductors and drivers themselves and their friends, who are mostly the employees of the Roadways freely go
Cheap and Luxurious Bus Services are replacing other slow and costly means of transport such as Ekka Tonga and Rickshaw etc.

It is

Travel
on smoking. How can the public be prevented from smoking when the employees of the department themselves break the rules. Therefore, smoking should be strictly prohibited and conductors and drivers etc., should be fined for that.

(viii) SPECIAL BUSES AT CHUNNIGANJ:

At Chunniganj, where the U.P. Government Roadways workshop is located, there is usually a great rush in the evenings. When a bus arrives, all the people of the Roadways rush in to get into the bus and the people have to watch their faces and remain standing for hours before they find a place. The public should as a matter of fact have preference over the Roadways staff and the conductors should try to accommodate the public first. No doubt, the Roadways employees are equally anxious to go to their homes but it would be better if two or three special buses are made available for this rush hour.

(ix) RE-ORGANISATION OF BUS STOPS:

Some of the bus stops are in wrong places. For example, previously there was no stop near the Kanpur Vidya Mandir in Swaroop Nagar and all buses going to or coming from Nawabganj used to stop at the Chauraha where the Diamond Glass Manufacturing Works are situated. People even now wait at this place for the bus either of route No. 1 or No. 12 so that they may get one of the two buses, whichever may happen to come first, but they find that the buses do not stop at this place even by request. In the interest of the convenience of the public, the stop at Vidya Mandir should be closed and shifted to this Chauraha as in the past.
Before increasing the number of new buses on any route, the Roadways Authorities should keep in mind the problem of rush hour traffic. At the time of the opening and closing of factories, schools, offices and hospitals, the rush is so great that the city buses are unable to cope with the traffic. So on those routes where the offices, colleges, factories etc., are mostly situated, the number of buses should be increased at the time of rush hours.

The Roadways Authorities should give strict instructions to the conductors not to allow standing passengers who are the great nuisance to the sitting passengers. The standing passengers generally tread over the feet of the sitting passengers and they lose their balance and collapse over them when the bus starts and stops. At the time of peak hours, the number of standing passengers generally crossed the maximum limit and leave no space for getting down from the bus.

Some times the conductors use the wrong system of issuing tickets. They first ask the passengers to take their seats in the bus and after that they distribute the tickets. It is very difficult for them to remember those persons who have not purchased tickets and they simply shout that those who have not got the tickets, please get them issued. In this way, many persons travel without purchasing tickets and consequently the Roadways has to bear the loss.
The Roadways Authorities should ask the conductors to do away with this practice of issuing tickets. First of all every passenger should be issued tickets and then be allowed to take seats in the Bus.

(xiii) **REGULARITY OF THE BUSES:**

Except few routes, all the routes are very irregular. It is generally expected that the buses run at interval of 15 minutes each. But generally this interval increase to half an hour and specially in routes No. 8 and 11 it increases to an hour also. This irregularity is very troublesome for the passengers. Sometimes, they have to wait for hours at a bus stop and then, suddenly a number of buses plying on that route heave into sight all at once. The Roadways Authorities should pay attention towards it and try to maintain the regularity of the buses as far as possible.

(xiv) **INCREASE IN NUMBER OF BUSES:**

The number of buses is too inadequate to meet the growing demand of Kanpur which is the industrial metropolis of Northern India. While taking over the service, the Roadways Authorities had given emphatic assurances that in due course the number of buses on the city streets would substantially increase. In actual fact, the opposite has been the case. Starting with about 70 buses, the number has now gone down by about a third. Consequently there remains a cruel overcrowding in the buses which discomforts the passengers. This overcrowding becomes more acute in the absence of other cheap and efficient means of transportation. So the number of buses on each route should be increased.
STEERING TO PREVENT DETERIORATION OF BUSES:

Though pretty costly tiger brand buses came into operation on February, 1963, yet it is surprising that only within two years the buses have worn out. Inspite of the day-to-day repairs in their own workshop at Fazal Ganj most of the fittings are either missing or have gone loose. Windows' frames, seats and electrical accessories appear to be deteriorating fast. This shows that either the sub-standard material was used by the Roadways Central Workshop who has supported these buses at a cost of nearly one lakh rupees each or the repair workshop is being handled from the backdoor by G.T. Road and Kabari Market automobile mechanics and spare part dealers. If the condition of buses is allowed to go down in the present speed, let us not be doubtful about the fate the Transport Department of U.P. is going to meet in managing the affairs of city bus service at Kanpur. Therefore, the Authorities should enquire into that affairs and should take energetic steps to prevent such deterioration of the buses.

RE-ORGANISATION OF ROUTES:

With the taking over of the City Bus Service by the Government Roadways from the Nagar Mahapalika the people have heaved a sigh of relief hoping that efficient economical and properly organised transport system would be provided. But, alas! instead of bus service improving with time, it has deteriorated beyond measure. The number of buses plying on the different routes, instead of increasing, has been markedly cut down and the routes have been organised in a haphazard and irrational manner, with the result that one has to wait for a bus at times for over an hour and even then one
is not sure of being able to board a bus.

To illustrate the point, I will mention route No. 2 from Central Station right upto Kalyanpur. The number of buses to my knowledge on this route is only four so that residents of Gwaltoli and Souterganj, wishing to go to the Railway Station, have to wait for a considerable time. Thus the routes have to be re-organised and the number of buses has to be increased.

(xvii) RE-ORGANISATION OF CITY BUS SERVICE:

Furthermore, the staff should show a little more courtesy and consideration to the travelling public, who after all provide the wherewithal for their income. I have seen, times without number, a passenger on the point of getting down a bus and being thrown off just because the driver suddenly starts the bus without waiting a signal from the conductor. A large number of accidents have occurred, both minor as well as serious, due to this callous behaviour on the part of the drivers. The conductors in their turn think it beneath their dignity to answer queries by passengers. They are neither helpful nor even courteous. They growl and at times even insult the poor unfortunate travelling public. So the Government should look into all aspects of the city bus service and re-organise it to give better satisfaction to the public.
Looking to the pros and cons, it may safely be concluded that the Roadways has achieved a glorious success and has rendered yeoman's service to the cause of public in general and the nation in particular. Valuable and efficient services, for which the State is rightly proud of, is the outcome of the Nationalised Road Transport baby recently born. It has received wide spread attention and its fame has crossed the frontiers of the State. However, the Government should not remain contented with these achievements, should make every effort to translate the foregoing suggestions into practice in order to make the Roadways render more efficient and better services. The State Government should, after taking into consideration the future economic and agricultural development of the State, the estimated volume of traffic 20 years ahead and the migration of people to new districts following industrial and agricultural development, prepare a long-term development plan for the Roadways and spare no efforts for its successful implementation. The need for such a development plan lies in the fact that Nationalisation of Road Transport is not the policy of the State alone, rather it is a National programme and on its life and death hangs the fate of other public utility concerns which are to follow suit. After all the small baby of Nationalised Roadways Transport, which is just to grow, requires due care and caution nurture and nourishment. It has yet to come into its full bloom and vigour to render efficient and organised services to the cause of general welfare of this great State and its people. May God bless it.