



EVALUATION REPORT ON Operation of NST BUS SERVICES in Phek District



**DIRECTORATE OF EVALUATION
NAGALAND - KOHIMA**



GOVERNMENT OF NAGALAND
DIRECTORATE OF EVALUATION
NAGALAND KOHIMA

**OPERATION OF NST
BUS SERVICES IN PHEK
DISTRICT**

FOREWORD

The District Specific Study on Nagaland State Transport (NST) bus services in Phek district is a critical overview of the functioning of the Nagaland State Transport in Phek district. The study indicates that NST buses are still the primary mode of public conveyances in many rural areas in the district, plying even on uneconomical routes making the NST Department more of a welfare service provider rather than a commercial entity. The survey was conducted in 2009 and there has been a time lag since the conduct of the survey and the publication. However, despite these shortcomings and infirmities in data, the study makes an attempt to assess the extent of satisfaction in the delivery of services, and highlights the potential areas to increase revenue earnings amongst others.

The study team was led by Shri Sevolhu Nyekha, District Evaluation Officer, Phek and was assisted by the then Inspectors Shri Veshietso Kotso and Shri H. Reyove Epao, then Sub-Inspector Smt. Avo Rhakho and was supported by the establishment section in Phek. This study would not have been possible without the support of the then Deputy Commissioner, Phek Shri Sachopra Vero, the co-operation extended by the Transport Commissioner Nagaland and his team, Station Superintendent, NST, Phek, officials at Pfütsero sub station, the drivers and conductors in these stations who responded to the questionnaire and all those passengers who ungrudgingly spent time filling up the questionnaires and in giving their feed back. Scrutiny of the report and tables was ably done by officers and staff of the Evaluation Directorate and in this, special mention must be made of Ms Khriengu-u Thevo, Inspector and Ms Vikehieno Zhasa Sub Inspector for taking extra pains to finalise and complete the report. We acknowledge their contribution. Notwithstanding the limitations, I hope the study will provide insight and will be useful for policy makers, and officers in the Nagaland State Transport Department in particular and for the State Government in general for revitalizing the Department and for future course of action.

31st October 2013, Kohima.

(Kevileno Angami)
Ex- Officio Director

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Chapter I

SCOPE OF THE STUDY

Buses are the most conventional means of public conveyances with relatively less operational cost. Buses can be utilized on conventional roads in urban as well as rural areas and frequency of stoppages can be scheduled as per convenience. And for a hilly land-locked State like Nagaland, road transport is the only means of transportation both for passenger and goods. The State's first public transportation facility provided by the Government was the Nagaland State Transport (NST) Buses. Till date, these NST buses continue to be the most used mode of public conveyances in the State.

The NST bus service in Phek district was commissioned on 15th March 1976, linking Phek with the State capital Kohima easing transportation problems of the people of the district. Since commissioning, the State Government has invested substantially for operational sustenance of the services. Nonetheless, disparity in access to the NST bus services exist within the district and delivery of quality service is yet to be achieved, despite the huge expenditure under the various State Plans. In this back drop the District Evaluation Office, Phek undertook the evaluation study on the operation of the Nagaland State Transport buses under Phek District.

THE BASIC OBJECTIVES WERE:

- a. To study the functioning of Nagaland State Transport (NST) buses in the district.
- b. To assess the extent of satisfaction in the delivery of services.
- c. To ascertain the revenue earnings from operation of NST buses.
- d. To suggest ways and means for improvement of NST services.
- e. To assess the total impact of the NST bus services.

SAMPLE AND METHODOLOGY

For the study, two NST Stations in the districts viz Phek and Pfütersero were selected as samples out of the three operational NST bus stations in the district. The focus of the enquiry was primarily on the delivery of services by the organisation.

All the 8 (eight) routes operated from these two stations were covered under the study. Five structured schedules for (a) Station Head (b) Officials (c) Bus Operators (d) Conductors (e) Passengers/users of the facility were specially designed and canvassed for the study. Two Station Officers, 8 drivers, 8 conductors and 78 passengers were selected as respondents for the survey.

The study was conducted by the District Evaluation Officer, Phek 2 (two) Evaluation Inspectors and 1(one) Sub-Inspector.

REFERENCE PERIOD AND LIMITATIONS

The reference period of the study was January 2007 up to March 2008. The major constraint in the study was the unavailability of data and reluctance of respondents to share information. However, despite the infirmities in data and the responses the study has captured the day to day operation scenario of the organization.



Chapter II

CONNECTIVITY AND TRANSPORTATION IN PHEK DISTRICT

ABOUT PHEK DISTRICT

Earlier a part of Kohima district, Phek became a separate district on December 21, 1973. As per 2011 Census, the population of Phek district is 1,63, 418 constituting 8.25 percent of the State's population. Phek is located in the South-eastern part of Nagaland, bounded by Myanmar in the east, Zunheboto and Tuensang districts in the north, Manipur state and in the south and Kohima. It is a hilly district rich in flora and fauna with moderate summers and cold winters. Monsoon sets in by the last week of May and retreats by the end of September. The main inhabitants of the district are the Chakhesangs and the Pochurys. The district is predominantly rural with 85 percent of its people living in rural areas. Though the district has a high literacy rate of 78.1 percent (2011 Census), yet the economy is predominantly agricultural. Agriculture is the main occupation of the people with 80.84 percent of its population engaged in agriculture. Terrace Rice Cultivation (TRC) is a predominant practice. Besides agriculture, people engage in salt making (in Meluri area) weaving, bamboo and wood carving. Poor communication and transport facilities as well as lack of financial and technical resources are some of the major constraints in the district.

BOX 1. Profile – At a Glance

Area	: 2026 Sq.km
Population	:163418(2011 Census)
Density of population	: 81 person per sq. km
Literacy percentage	: 78.1% (2011 Census)
Highest and lowest altitude (above sea level)	: Pfutsero -2136 m/Phek -1524m
Number of villages with all weather roads	: 24 Villages
Fair weather roads	: 53 Villages
Number of villages not connected with roads	: 12 Villages

CONNECTIVITY IN THE DISTRICT

In any economy, the growth and development of a state is facilitated by its transportation and communication system. A developed transportation system reduces regional disparities and fosters better understanding amongst people of the districts/region.

In Phek district the total length of roads is 1638.6 km constituting 12.22 percent of the total road length of the State. Under Phek district 24 villages have all weather roads and 53 villages have fair weather roads, while 12 villages do not have any approach roads. Only 35 percent of the total road network in the district is surfaced and 65 percent of the roads were unsurfaced during the year 2003-2004 as per Statistical Hand Book of Nagaland 2007. This compares poorly with the State's average of 46.6 percent of surfaced roads. Moreover, the density of surfaced roads in the district is 28.4 kms per 100 sq.km which is much lower than the State's average of 37.6 kms. These statistics show the level and rank of Phek district in the availability of transportation and communication facilities in the State.

Provision of transportation facilities is essentially determined by demand, on the economic viability and the demographic profile of the population. However demand and provision of resources and facilities is not merely based on choices but is also based on social decisions and on the policies of the Government. Therefore provision of public utility services is determined not only on economic viability and but also on welfare functions. Translation of demand into available services is therefore dependent on the size of the population and on the basis of the need and existence of such utility services in the area as in the case of NST buses.

Community and Village Development Board procured buses are a common sights in many villages, plying between Kohima or Phek and the particular village. Availability of Tata Sumo services as taxis plying between Kohima and Phek have also increased. However, on the long distance routes, NST buses continue to be the sole means of public transportation in the district .



Chapter III
**OVER VIEW OF
NAGALAND STATE TRANSPORT DEPARTMENT (NST)**

ABOUT THE NST DEPARTMENT

The Nagaland State Transport Department was commissioned in 1965 as a utility service Department. Till the 1990s, the Nagaland State Transport buses were the predominant mode of passenger transport in the State. However, entry of small affordable car segment into the market and the trend of procurement of community buses out of the Village Development Board funds increased the number of public transportation operators in the form of taxis and private buses. The emergence of private transport operators eased access to transportation facilities both in the urban areas and semi urban areas. Private operators however, operate mostly only on profitable routes and charge higher rate of fares. Therefore, in most rural areas, for inter-district and long distance routes and the non economical routes, NST buses continue to be the primary mode of public conveyance. Passenger safety and notion of being secure in Government provided transportation and the relatively low fares charged makes the NST buses the preferred mode of public transportation.

The guidelines of the NST Department stipulate the requirement for every station and sub-station to display schedules of departure and arrival of the buses along with fares and scheduled stoppages. It also stipulates establishment of a public grievance redressal system where public can directly submit their concerns to the Station Officer-in-Charge.

Necessary budgetary support for its investment and other establishment needs is provided by the State Government under its annual plan/non plan allocation. However, the NST Department is expected to meet the expenditure for its operating costs through transportation charges and revenue collection.

In 2007-2008, NST buses covered 11414 km, The total employee strength of the Department spread across the State was 1049 during the period. The fleet strength of buses and vehicles under the Department was 249. As per the report of General Manger, NST Dimapur, Nagaland, allocation and expenditure during the period was Rs. 2811.61 lakhs, while the revenue earnings was Rs.837 lakhs. The actual variation of expenditure to revenue earning is Rs. 1979 lakhs (Rs. 2811.61- Rs 837) indicating returns of only 34.02 percent.

PASSENGER SAFETY

As per the Annual Administrative Report of the Department, passenger safety is one of the primary concerns of the Department for which the Department place focus on maintenance of the buses and its operations. Concessions and free passage to physically handicapped persons and also to an attendant to those totally disabled is provided by the Department. Similarly free pass facility is allowed to the accredited journalist.

REVENUE COLLECTION

Although the Department is a public service provider collecting user charges, its welfare function as primary public transportation in the rural areas cannot be denied. Yet, performance of the Department is evaluated not only in terms of satisfactory delivery of services but is also evaluated in terms of revenue collection to ensure its sustainability. In 2007-2008, the gross capital investment of the Department was Rs.2811.61 lakhs, while the gross earnings was Rs. 837 lakhs. This indicates recovery of 34.02 percent of the total expenditure. While non deposit of revenue earned from sale of tickets/ fare and wayside earnings into Government Treasury is a major cause for loss of the Department, yet other factors such as excess consumption of fuel due to bad road conditions, high wear and tear therefore high cost of repair/ replacement, non utilisation of own mechanics and facilities when such provisions exist within the Department, poor quality of machinery procured therefore higher depreciation rate and operation on uneconomical routes add to the loss in revenue earnings. Yet, for ensuring continuation of the service, in the long run, the organization requires to be a self sustaining and at least break even on expenditure- income.

SAFETY MEASURES

The NST Department conducts periodical trainings and workshops for its drivers, conductors and mechanics to upgrade their skills and to improve their work proficiency at NST Staff Training Institute, Dimapur. Mobi Apps M. Track devices, a mechanism for tracking the buses of their location, stoppages, speed limit and also to monitor the driving pattern of the drivers have also been installed in buses plying as Night Service buses. Alcohol Detectors have

been provided to the traffic and enforcement personnel to check the use of alcohol by drivers and conductors while on duty. Through these detection devices, in case drivers are detected exceeding the safety speed limit or using alcohol while on duty, they are booked and penalized by the Department.

PRESCRIBED SAFETY SPEED LIMIT OF BUSES

- a. Hill Area - 35 to 50 km per hour.
- b. Plain Area - 40 to 60 km per hour.

ENFORCEMENT WING

To monitor observance of discipline by the crew while on duty and check pilferage of earnings through sale of bus tickets and collection of bus fare, the Enforcement Cell, a wing under NST Department is authorized to conduct way side checking. The Cell therefore acts as the Vigilance Cell of the Department for curbing irregularities in revenue collection, abuse of intoxicants and unwarranted conduct of the crew while on duty. To facilitate discharge of duty on any bus route, the Department has provided motorbikes to the Enforcement personnel.

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Chapter IV **PERFORMANCE OF NAGALAND STATE TRANSPORT IN PHEK DISTRICT**

NAGALAND STATE TRANSPORT IN PHEK DISTRICT

Nagaland State Transport Station Phek was established on 15th March 1976, initially linking bus services between Phek and the State Capital, Kohima. The objective was to provide affordable passenger transport service to the public to improve communication facilities and to simultaneously generate revenue. In Phek district, the Department is headed by a Station Superintendent. The Department has 1(one) Bus Station located at Phek district headquarter and two sub-stations at Pfütsero and Meluri. Out of the 3 (three) operating stations, one station and one sub-station were covered under the survey i.e. Phek and Pfütsero. Within the jurisdiction of these two stations, the originating and terminating bus terminals were in the following villages.

1. Chozuba
2. Sakraba
3. Kikruma
4. Dzülhami
5. Thipüzu

Since 2007, Sakraba sub-station has become defunct.

THE ORGANIZATIONAL SET UP OF THE NST DEPARTMENT IN THE DISTRICT

A. Staff Strength under Phek District:

1. Traffic and Enforcement	- 08
2. Operational (Drivers and Conductors)	- 30
3. Technical maintenance	- 15
4. Ministerial staff	- 07
5. <u>Grade IV staff</u>	<u>- 08</u>
Total	- 68

B. Station wise fleet strength:

1. Phek Station	- 7 (seven) Buses
2. Pfütsero Sub-Station	- 3 (three) Buses
3. <u>Meluri Sub-Station</u>	- 5 (five) Buses
Total Buses	- 15 (fifteen)

ENFORCEMENT CELL

A sub-office of the enforcement cell is located at Chizami. The Enforcement Cell covers all the sub-stations and originating/ terminal points within the district.

BOX 2. Station Wise - Bus Service Operation in Phek District.

Originating Station	Destination	Distance in Km	No. of Service	Type of Service	Frequency of Service		Standard of Buses			Fare in Rs
					Daily	Alternate	Express	Semi Deluxe	Super Deluxe	
1	2	3	4	5	6	7	8	9	10	11
Pfütsero	Dimapur	144	1	Day Service	√			√		107
	Kohima	70	1	-do-	√			√		52
	Phek	75	1	-do-	√		√			45
Phek	Pfütsero	75	1	-do-	√		√			45
	Meluri	66	1	-do-	√		√			40
	Kohima	145	1	-do-	√			√		108
	Dimapur	219	2	Day Service & Night Service	√	√		√	√	163 191
Meluri	Dimapur	240	1	Day Service		√			√	209
	Kohima	166	1	-do-	√			√		123
	Laluri	124	1	-do-		√	√			75
	Phek	66	1	-do-	√		√			40
	Phor	98	1	-do-		√	√			59
Kikrüma	Kohima	60	1	-do-		√	√			36
Sakraba	Kohima	90	1	-do-		√	√			54
Chozuba	Kohima	72	1	-do-	√			√		54
Dzüilhami	Kohima	93	1	-do-		√	√			56
Thipüzü	Kohima	70	1	-do-		√	√			42
							10	6	2	

BOX 3. Operation of VDB and Private Buses in Phek District

Name of Station/Village	Name of Destination	Distance in Km	No. of Service	Type of Service	Frequency of Services		Ownership of Bus
1	2	3	4	5	6	7	8
Sakraba	Pfütsero	20km	1	Day service	Daily	-	Private
Lozaphühü	Phek town	16km	1	Day service	Daily	-	VDB
Phek Basa	Phek town	15 km	1	Day service	Daily	-	VDB
Phek Village	Phek town	6 km	1	Day service	Daily	-	VDB
Ketsapo	Phek town	10 km	1	Day service	Daily	-	VDB
Losami	Phek town	24 km	1	Day service	Daily	-	VDB
Thetsümi	Kohima via Pfütsero	95 km	1	Day service	-	Alternate day	VDB
Chizami	Kohima via Pfütsero	95 km	1	Day service	-	Alternate day	VDB
Zapami	Kohima via Pfütsero	90 km	1	Day service	Daily	-	VDB
K . Bawe	Kohima via Chetheba	85 km	1	Day service	Daily	-	VDB
Zhavame	Kohima via Pfütsero	80 km	1	Day service	Daily	-	VDB
Total			11				

OPERATION OF NST BUSES

Box 2 indicate the availability of NST bus service on different routes in Phek district. Phek, Meluri and Pfütsero are the major stations in the district with 5 other originating depots. The two stations under study Phek and Pfütsero stations have a total of 10 buses catering to about 20 villages in the area. Buses originating from all the eight stations/depots have Kohima as one of its destinations in addition to other destinations.

The Departmental approved rate of fares for the ordinary and express buses starts with 60 paise per km while for that of semi deluxe and super deluxe buses, it was 74 paise and 87 paise per km respectively. The schedule time of departure and arrival of the buses as given in Table No. 5, reflects that the

NST Department had factored in the time taken to traverse on narrow roads on hilly terrain and the stoppage time in calculating the time of arrival. With a speed limit of 35-50 km per hour in the hill section, the time taken to travel 145 kms from Phek to Kohima along with wayside stoppages was 6 hours. Except for the buses operating on the route from Phek to Dimapur which was on alternate days, operation of all other buses was on daily basis.

COMMUNITY VILLAGE DEVELOPMENT BUSES

The Village Development Boards(VDB) in most of the villages which do not fall on the route of the NST buses, have procured community buses to ease the transportation problems of its population which simultaneously is also a source of revenue for them. Box 3 indicates that 10(ten) villages in the district within the purview of the two stations procured buses out of funds of the VDB. In one village, a privately owned bus was catering to the transportation needs of the people. Destination of most of these community buses were the subdivisions or the nearest semi urban areas or between the village and district headquarter or Kohima where to and fro is possible within a day.

STAFF STRENGTH

Out of the total of 68 employees working under the jurisdiction of the Station Superintendent, Phek, the number of employees in the two stations covered under the study is 50. Ten drivers and 7 (seven) conductors were operating the fleet of 10 buses for Phek and Pfütsero stations. Out of the 10 (ten) buses, 8 (eight) were in running condition while 2 (two) buses were off road due to age and mechanical problems. Table No. 4

ISSUE OF WAYSIDE TICKETS

The survey indicates that only occasionally wayside tickets were issued to passengers by conductors. The wayside earnings therefore seldomly gets deposited into Government account. Instances of transporting of illegal articles in the buses and use of intoxicants by drivers while driving were also reported. Although NST buses are primarily passenger transportation it was also observed that buses were utilized as carriers of commercial goods on account of non availability of affordable means of freight transportation in the district.

MAINTENANCE

Maintenance of assets enhances life and durability. However, the study indicates that maintenance and upkeep of buses in the NST stations was poor. There was one cleaner under Phek station whose duty was to clean the 5 buses under its jurisdiction. However as per reports, buses were not regularly cleaned. Medicines and tools/equipments are mandatorily required to be available on the buses. However at the time of survey it was observed that the basic tools/equipments were not available in most buses. First aid kit was found installed in all the buses, yet in some they were without medicines. Table No. 13.

EXPENDITURE ON FUEL/MAINTENANCE

The monthly expenditure statement show buses operating from the Phek Station spent maximum on fuel, compared to the Pfütsero sub-station. The expenditure on fuel during the 15 months period under Phek head quarter was Rs. 20,21,577/- and under Pfütsero sub-station, it was Rs. 7,37,974/-. One reason for the high fuel consumption was bad road conditions and use of adulterated fuel. In case of repair, major works were done at the Head Office, Dimapur and only minor repairs were done in the respective stations

with the parts supplied by the Head Office. In the case of Phek station, expenditure for repair and replacement was reported as Rs.5,55,632/-. An analysis of the income and expenditure of both stations shows net earning amounting to Rs. 16,36,919/- per annum. Table No. 9 &10

REVENUE EARNINGS

During the reference period of 15 months, the revenue earned by the office of Station Superintendent Phek and Sub-Station Pfütsero was Rs.35,77,630/- and Rs. 13,74,472/- respectively totaling to Rs. 49,52,102/-. Table No. 7, indicates that January is the peak month for earning in both the stations. Phek station recorded earnings of Rs. 3,15,800/- in January 2007 and Rs. 3,46,747 in January 2008. For the corresponding period Pfütsero station recorded earnings of Rs. 91,652/- and Rs. 91,700/-. The second and third highest earning months were March and February in both stations. Increase in passenger traffic on account of the social and economic activities / engagements post Christmas season and during the end of financial year is attributable to the improved revenue earnings.

TIME SCHEDULE

NST Department is a public utility service provider with the onus of providing transportation facilities to the citizens on time. Therefore when bus schedules are cancelled it is expected that such instances are notified by the Department. However, the study reveals that the public are not notified of such cancellations. This resulted in waste of time, energy and resource of the passengers. This was also one of the reasons for the clashes between the public and the institution.

The Discipline study reveals that discipline amongst passengers on aspect of adherence to time and punctuality was lacking. However, passengers were found to be cordial and helpful especially in times of vehicle break downs/accidents and technical snags, where they voluntarily offered their services Table No.5

PROPOSAL FOR NEW ROUTES

All respondents opined that the existing strength/fleet of buses was insufficient to meet the transportation needs of public. Respondents highlighted requirement of at least eight additional vehicles for both Pfütsero station and Phek station. On the same lines, Department officials indicated that proposals for introduction of buses on new routes have already been examined by the Department. However on account of the poor road conditions, the Department has not been able to commission buses. When road conditions improve and road fitness certificate is issued by the Road and Bridges Department (PWD), the NST Department proposes to introduce new bus services, on the following routes :

<i>From</i>	<i>To</i>
1. Khomi Village	Kohima
2. Phokungri	Meluri



Chapter V

CONCLUSION

According to a study (Tiwari 1994), in low and middle income countries, buses are likely to remain the primary mode of mass transit for the foreseeable future. In most transportation scenarios, reliance on buses has a positive impact on air quality because they pollute less per person mile and create less congestion because of their smaller road-use footprint. Although this study has not been as intensive to make projections, the evaluation field study indicates public reliance on buses as a safe means of transportation with demand for its services out pacing supply in the rural areas on many routes especially in areas where private buses or community buses have not been procured by the Village Development Board. The last chapter dwells on observations and findings of the study in Phek district. Based on these findings suggestions have been made for improvement of the delivery of NST bus services, for improvement in revenue generation amongst others. These suggestions are not specific for NST, Phek alone but for NST Department in general.

MAIN FINDINGS OF THE STUDY

1. It is mandatory for the Department to deposit the revenue collected from sale of journey tickets into the Government treasury. Revenue collection is assessed from the number of tickets sold. Therefore total journey fare collected cannot be determined without knowledge about the amount collected from wayside passengers.

2. Nagaland State Transport buses operate more as welfare service provider rather than on a commercial basis.
3. Punctuality was found wanting from Departmental personnel in discharging their duties. Irregularity and non adherence to time schedule adversely affected the operation of the bus services.
4. Peoples' preference for vehicles either private or government which would stop and pick /drop them at any convenient point is much higher than for those vehicles which allow boarding and alighting only at the designated stops. Buses fare/ rates were of less concern and weightage to most passengers compared to the convenient stoppage point in the district.
5. Although rate of bus fare charged from passengers was reported to be higher than the km /rate indicated, respondents opined that pricing of the tickets/fare was not as important as ensuring timely bus services.
6. The current practice in the NST Department is to send all buses with major mechanical problems to the main workshop in Dimapur for repair. For vehicles with minor mechanical problems, spare parts were supplied by Head Office for repair in the district/sub-station. However, the quantity of spare parts supplied to the station were not as indented and were not supplied on time. Therefore despite defects, some buses were reportedly plying due to public pressure and demand causing undue accidental passenger risk.

7. Performance of vehicles to a large extent is determined by maintenance, handling and age of the vehicle. Bad road conditions, age of vehicle and irregular maintenance of buses in Phek district was a reason for high consumption of fuel and high wear and tear.
8. Most of the buses do not have first-aid medicines in the first-aid box installed in the bus. Most of the bus crew did not have any knowledge of administering first aid in any event of emergency.
9. NST Department in Phek district was operating without a line inspector and therefore wayside checking was irregular.
10. The issue of provision of implicit subsidy resulting in lower level of pricing of fares than the operation costs exist.

SUGGESTIONS

1. The general belief is that the poor cannot afford high user charges and so fares have to be affordable. This impacts financial sustainability of operation buses. Despite the disadvantageous determinants in the Department to increase revenue collection, an approach would be to place conscientious officers/staff with records of integrity in the revenue collection counters/sections. Pro-active Enforcement Cell, regular maintenance of buses to enhance appeal to commuters as a regular public transportation facility, sensitizing public/ commuters to pay the fare to the person authorized and by insisting on tickets even by wayside passengers would reduce revenue pilferages.

2. Buses can be utilized for advertisement to increase revenue collection. Addition of convenience service centres/kiosk in the NST bus premises e.g drinking water facilities, pay and use toilets, luggage/baggage storage, cafeteria, foodstands, food trolleys, phone booths, cyber cafes, mobile books/news stands will add value to the service provided by NST. Rent /user charges could be levied on use of all these facilities to improve revenue collection.
3. Cancellation of buses, if for any reason, whether due to mechanical defects or road blocks should be informed to passengers through SMS on phones or displayed and notified. Phone number of passengers should therefore be obtained as far as possible while issuing tickets by circulating a paper for filling in identification particulars by passenger.
4. Leveries should be provided to ticket issuer, drivers, conductors, cleaners, sweepers. Wearing uniforms with name tags should be made compulsory while on duty. This will enable easy identification.
5. Separate ticket counter one for women, children, differently abled and aged and another for men should be made in the big stations. Facilities for handicapped, ramps for wheel chairs, counters for such persons along with sliding ladders for physically handicapped to board buses should be installed to make facilities accessible to all sections of the society. Seats should also be earmarked for differently abled and aged persons above 65 years of age.

6. Convenience roadside stoppages in urban and rural areas should be verified by Departmental officials before deciding on using it as a stoppage. Locations with proper sanitation/toilet facilities and hygienic eateries should be chosen for roadside stoppage. Proper signages should be installed at the stoppages.
7. Passenger information services such as time for departure, schedule time of arrival schedules stoppages and fare information, route should be displayed on a chart at the station and sub-stations. Waiting area with seats and time piece/clock in a strategic location should be installed.
8. Genuine spare parts specially the ones with frequent demand should be procured in bulk, stocked and supplied timely to the stations as requisitioned.
9. Maintenance and upkeep of the buses will increase the longevity of buses and enhance passenger comfort . Physical performance of buses depend on the age of the vehicle. Buses which are more than 20 years old should be auctioned. Repair and phasing out/replacement of the old buses should be done timely.
10. Covered dustbins should be installed in all the stations and service of Departmental cleaners should be optimally utilized.
11. Roster of duties of personnel should be displayed on notice board in a visible location in the station. Disciplinary action should be initiated against irregular staff.

12. Use of seat belts by drivers should be made compulsory. And to enhance the quality of driving and update drivers on the upgraded mechanical devices, requisite driving training should be imparted to drivers on a regular basis. The Department could earmark 2-3 percent revenue earned from buses for skill up gradation and imparting psychological attributes and first aid knowledge to conductors.
13. The Department should regularly check and ensure that basic medicine for first-aid is available in the first aid boxes installed in the buses.
14. Suggestion/grievance box should be installed in all bus stations for redressal of grievances and for improvement of services. The suggestion box should be regularly checked and recorded for action by an assistant in the Station.
15. Baggage carriage capacity could be increased by providing shelves in storage cabin. Baggage of over 30 kgs per person should be levied carriage charges.
16. Frequent traveller monthly pass for short distances could be introduced to retain ridership.
17. NST buses are assumed to be the safest modes of transport available because of their larger size and mass than most other road vehicles. However, on account of high risk of accidents operation of long body buses in the hilly terrains and narrow roads should be withdrawn from the hill section.

18. Withdrawal of Bus services on certain routes in the district without any reason and explanation has caused inconveniences and resentment amongst people in the district. Re-introduction of bus services on these routes or on routes touching these villages /stoppages should be explored.
19. The Department should pursue with the PWD Department to give priority to improve and certify the condition of roads on the routes proposed for introduction of bus services in Phek district as demanded by the public and as already proposed by the NST Department.
20. To check emission levels of vehicles, vehicular smoke testing machine should be provided to all the bus stations in phase-wise manner.
21. Install GPS tracking device in all buses.



ANNEXURE

VIEWS AND COMMENTS OF NAGALAND STATE TRANSPORT DEPARTMENT

Sub: ***Views and comments on the Evaluation Report on
OPERATION OF NST BUS SERVICE in Phek District.***

REF: ***Planning & Co-Operation Department NO.PLN-5/08 dt.17-12-2013***

Chapter-1

- 1) No comment

Chapter-II

CONNECTIVITY AND TRANSPORTATION IN PHEK DISTRICT

- 1) Excepting other District, main Inter and- District bus service operations in Phek District are of VDB buses except Meluri sub-division and NST bus services are operated from Phek and Pfutsero connecting Kohima, the State Capital and Dimapur, the commercial hub.

Chapter-III

OVERVIEW OF NAGALAND TRANSPORT DEPARTMENT (NST)

- 1) ***About the NST Department***

No comment.

- 2) ***Passenger Safety***

No comment.

- 3) ***Revenue collection:***

The total budgetary allocation and expenditure of the Department during 2007-2008 was Rs.2811.6

1 and not Rs. 8265.34 as mentioned in the report.

Break-up of the budgetary allocation and expenditure for Rs. 2811.61 is as given below.

A. CAPITAL INVESTMENT	(Rs. In lakhs)
i) Fleet, Land & Building	Rs - 523.00
ii) Civil Aviation (Helicopter Service)	Rs - 99.00
iii) Centrally Sponsored Scheme(CSS)	Rs - 542.00
TOTAL =	Rs - 1164.29
B) SALARY:	Rs-1342.00
C) OPERATING EXPENDITURE	
(Fuel, Tyres and Spares etc)	Rs- 305.32
Grand Total	Rs-2811.61
D) REVENUE EARNING.	Rs-837.00

Therefore the actual variation of expenditure to revenue earning is Rs-2811.61(-) Rs-837.00=Rs-1974.00 which is 34.02% However , as per norm and guidelines of planning commission of India, for assessment of financial performance of road Transport, only the operating expenditure i.e. Salary Rs-1342.00+Operating Expenditure Rs-305.32 = Rs-1647.32 is taken into account and therefore, the operating surplus is (-)Rs-810.32 which is 50.81%.

4) **Safety Measures.**

No comment

5) **Enforcement Wing**

No comment

Chapter-IV

PERFORMANCE OF NAGALAND STATE TRANSPORT IN PHEK DISTRICT

1. Nagaland State Transport in Phek District.
No comment.
 2. The organisation set up of NST Department in the District.
 - A- Staff strength under Phek District.
 - B- No comment.
 - C- Station wise Fleet strength
 - D- No comment.
 - E- Enforcement Cell –No comment
 - i) Operation of NST Buses – No comment
 - ii) Community Village Development Buses-No comment.
 - iii) Staff strength – No comment.
 - iv) Issue of wayside Tickets.
- (a) Revenue collected is to be mandatorily deposited to Govt. Exchequer through treasury challan whether it is sale of tickets at booking counter or conductors' wayside revenue collection. Defaulters are penalised as per service Rules in force.
- (b) There is standing Order restricting carrying of contraband goods, inflammable items, livestock (animals/poultry), building materials, firewood etc.

(V) MAINTENANCE: Repairs, and maintenance of buses are done under 2 (two) categories i.e. minor and major.

Under Minor Repairs, preventive maintenance and routine repair & maintenance jobs viz: servicing, Tyre & tube, Spring leaves, Kingpins, Clutch, Gearbox, Electrical and Electric welding jobs etc, are carried out at station and divisional level workshops of the Department with the available resource for proper upkeep of the buses to maintain regularity of the services.

And under Major Repairs, Jobs like Engine overhauling body repairing, FIP calibration etc. Are carried out at the Department central Workshop located at Dimapur.

For repair & maintenance of Vehicles (buses), though the Department is equipped with all the required Machineries & Tools with well established infrastructure, in view of budget constraints, proper repair and maintenance could not be achieved as expected.

(V)(b) In the case of Phek and Pfutsero NST stations, facilities for repair & maintenance of vehicles are provided for preventive maintenance and routine repairs & maintenance basing on the Fleet size.

(V)(c) Cleaners are provided to all the operating stations depending on the number of service operated. Likewise, one cleaner is provided to Phek station against operation of 2 services which is considered sufficient. To maintain cleanliness of buses, availability of water is the main factor which, however pose as a problem.

(V)(d) Basic Tools like wrench, tyre lever, mechanical jack, wheel wrench, screw driver etc. Are provided as supplied by the vehicle manufacturer and carrying of the basic tools is mandatory for all the drivers.

(V)(e) Carrying of medicines in First Aid Box is mandatory for use during emergency expired medicines are required to be replaced in time.

(VI) EXPENDITURE ON FUEL AND MAINTENANCE :

Phek Station drew Diesel/Fuel from the private Pump at Phek and the expenditure on Fuel of Phek Station is inclusive of Meluri Station and that of Pfutsero-Phek Service.

In the case of Pfutsero Station, fuel for Pfutsero-Dimapur/Kohima services are drawn from the respective connecting Stations i.e Dimapur and Kohima respectively.

Expenditure on Fuel for Phek Station amounting to Rs. 20,21,577/- is inclusive of the expenditure of Meluri sub-Station and that of Pfutsero-Phek Service.

However, Presently, fuel is supplied from our own pump at Kohima Divisional Workshop to Phek Station through barrels which are then issued to the buses detailed on services. Therefore, question of adulteration no longer exists.

VI(B) Expenditure on fuel of Phek Station is inclusive of Phek, Pfutsero and Meluri Sub-Stations whereas, the Revenue earning of Meluri Sub-Station was not taken into account in the Report.

(VII) REVENUE EARNING:

No Comment

(VIII) TIME SCHEDULE:

Normally, whenever a vehicle detailed for a particular service become defective, replacement Vehicle is immediately provided to ensure regular operation of the service. However, in certain cases, replacement of Vehicles could not be provided due to shortage of Vehicles leading to cancellation of the service for which, the inconvenience caused to the passenger is regretted.

(IX) PROPOSAL FOR NEW ROUTES:

Criteria for opening of bus service no New Routes are as follows:

1. Feasibility and viability
2. Demand from the public
3. Road fitness certificate by the R&B Department

The present position of the Routes mentioned in the Report are as follows:

1. Khomi Village to Kohima-Service already introduced
2. Phokungri to Meluri-Service already introduced
3. Chazouba to Phek (Via Thevopisu Village)-Road fitness

Certificate not yet received and so far there is no public demand.

Chapter-V

CONCLUSION:

Main findings of the study: Comments.

1. Revenue collected from wayside passengers are deposited to the Operating Station Office through wayside Deposit Challan. It is mandatory and is closely monitored by the Station Officer.
2. No comments.

3. Due to unexpected turn of events, in exceptional cases like sudden breakdown of Vehicles, scheduled time cannot be maintained for which the Department is trying its level best to improve and maintain punctuality of the Services.
4. For security reasons and as a safety measure, the Department has designated the stoppages at locations having basic amenities.
5. Spare parts indented by Stations and Sub-Stations are issued on need based requirement, subject to availability of fund and stock in the market. Any defective Vehicle is not permitted to ply with passengers since security and safety concern of the passenger is paramount of the Department.
6. The Station Officer is assisted by technically qualified personnel to ensure maintenance & upkeep of the buses. Bad road condition is beyond the control of the Department.
7. Please refer to reply at (V)(e) of Chapter (IV).
8. In all the Operating Stations, Enforcement Personnel are posted to ensure proper checking to prevent revenue pilferage and ensure good conduct of the crews. However, sometimes, due to transfer and posting, the personnel may not be on duty for a certain period. However, Phek Station being under the direct control of the Enforcement Officer, NST Kohima and the Station Officer, Phek Station being the controlling Officer, they are authorized to conduct surprise checking as often as possible whenever such personnel are not available for reasons as stated.

9. As a Govt. Department, the Department provides the services more as a utility service while simultaneously adopted effective system for proper collection of revenue and ensure that the revenue collected is deposited to the Govt. Exchequer in time.

SUGGESTIONS: Comments

1. Suggestion provided in the report is well noted and the Department is seriously contemplating for implementation.
2. The suggestion like hoarding of advertisement in buses and bus stations, pay and use toilets, Cloakroom, cafeteria, rent on user charge are already being implemented in most of the major stations of the Department for generation of additional revenue and for Phek Station, pay and use toilets, cloakroom, cafeteria, et c. is being examined.

The Department would endeavour to extend such services gradually to all the Sub-Stations as well.

3. The Department is examining for implementation.
4. Uniform / Liveries to all the crew members, technical staff and Gr.IV staff already provided.
5. Already being examined by the Department.
6. For the comment, please refer relevant para of Chapter V.
7. The Department has taken up introduction of Intelligent Transport System which will address the problem. However, internet connectivity is the main issue.

8. The Department procure only genuine aggregates/spare parts of TATA Motors certified. Stock piling could not be resorted since durability of the consumable spare parts has to be taken into account and consumption of units/items could not be specifically assessed.
9. The Department pursue the policy of proper maintenance with the set up at various level to ensure longevity of the buses and comfort of the passengers

The prescribed condemnation age of the buses is 8 years. However, the vehicle may be utilized beyond the prescribed age of condemnation or shortened, depending on technical feasibility of the vehicle and as per the opinion/views of the Technical experts or Engineers.

10. Providing of Dust bins as suggested is being examined for implementation.
11. It is being followed.
12. Certain suggestions requiring Govt. approval would be pursued in right earnest.
13. Please refer comment at para V(e) of Chapter IV.
14. Suggestion, being implemented.
15. The Department levy freight charge @Rs. 1.00 per Kg per Km beyond 20 Kg of luggage per passenger. Voluminous goods/ luggage are charged separately.

However, luggage carrier are provided as per technical specifications depending on the carrying capacity of the vehicle.

16. Suggestion, being examined.
17. NST buses are constructed on 52" wheel base chassis for 35+1 seater Super Deluxe, 42" wheel base chassis for 27+1 Super Deluxe and 41+1 seater Semi Deluxe taking into consideration the hilly terrain and serpentine road condition.
18. The Department has not withdrawn any notified Route or Service without sufficient reason or justifications. Withdrawal of Service to the detailed report of the concerned Controlling Officer along with the consent of public of the area or the Village Authority.

However, certain short routes were allowed for operation by VDB buses in pursuit of State Govt. Policy.
19. Already implemented.
20. NST buses are of Euro II standard and conform to emission level.
21. Vehicle Tracking Devices are already installed on 50 buses operation Night Services and on long routes and remaining, in phased manner.



(SENTI PONGENER)

General Manager
Nagaland State Transport
Nagaland: Dimapur

Table No. 1**WORKING OF NST STATIONS**

Name of Station	Year of Commissioning of NST Service	No. of Buses			No. of Times Hired by Private Parties Annually
		No. of Running Buses	No. of Buses Off the Road	Total (3+4)	
1	2	3	4	5	6
Phek	1976	05	02	07	14
Pfütsero	1970	03	NIL	03	12

Source :- Station Superintendent, NST Phek

Table No. 2**FARE RATES**

Category of Buses	Rates per KM per Seat (in paise)
Express & Ordinary	60
Semi Deluxe	74
Super Deluxe	87

Sources :- Station Superintendent, NST Phek

Table No. 3
TYPE OF BUS IN OPERATION

Name of Originating Station	Name of Destination	Distance (in Km)	Type of Buses in Operation			Fare (in Rs.)			Seating Capacity		
			No. of Express	No. of Semi Deluxe	No. of Super Deluxe	Express	Semi Deluxe	Super Deluxe (night service)	38 Seater	40 Seater	42 Seater
1	2	3	4	5	6	7	8	9	10	11	12
Pfütsero	Kohima	70	1	1	Nil	42	52	-	-	1	-
	Dimapur	144	Nil	1	Nil	-	107	-	-	1	-
Phek	Phek	75	1	Nil	Nil	45	-	-	-	1	-
	Pfütsero	75	1	Nil	Nil	45	-	-	-	1	-
	Meluri	66	1	Nil	Nil	40	-	-	-	1	-
Phek	Kohima	145	Nil	1	Nil	-	108	-	-	1	-
	Dimapur	219	Nil	1	1 (alternate)	-	163	191	1	1	-

Source :- Station Superintendent, NST Phek

Table No. 4

STATION WISE STAFF STRENGTH

Name of Station	Category of Service	No. of Station Superintendent	No. of Yard Master	No. of Office Peon	No. of Ticket Examiner	No. of L.D.As	No. of Typists	No. of Booking Master	No. of Chowkidar	No. of Sweeper	No. of Cleaner	TECHNICAL STAFF POSITION						Total
												No. of Foreman	No. of Driver	No. of Conductor	No. of Mechanic	No. of Mechanic Helper	Bhidar	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Pfitsero	Regular	-	-	-	01	02	-	-	02	-	-	01	03	04	05	-	-	18
	Work Charge	-	-	-	-	-	-	-	-	02	-	-	-	-	-	-	-	02
	Adhoc	-	-	-	-	-	-	-	-	-	-	-	-	01	-	-	-	01
Phek	Contract	01	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	01
	Regular	01	01	01	-	04	01	01	-	-	-	-	07	03	02	03	-	24
	Work Charge	-	-	-	-	-	-	-	-	-	01	-	-	-	-	-	01	02
Phek	Adhoc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	02	-	02
	Contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	NIL
Total		02	01	01	01	06	01	01	02	02	01	01	10	08	07	05	01	50

Source :- Station Superintendent, NST Phek

Table No. 5**SCHEDULE OF DEPARTURE AND ARRIVAL**

Name of Originating Station	Name of Destination	Schedule Time for Departure					Schedule Time of Arrival					Approved speed rate km per hr (in hill areas)
		6:00 am	6:30 am	7:00 am	2:00 noon	5:00 pm	10-12 am	12-2:00 pm	2:00-4:00 pm	4:00 pm	4:00 am	
1	2	3	4	5	6	7	8	9	10	11	12	13
Pfütersero	Kohima	-	-	√	-	-	√	-	-	-	-	35-50
	Dimapur	-	√	-	-	-	-	-	√	-	-	-do-
	Phek	-	-	√	-	-	-	√	-	-	-	-do-
Phek	Pfütersero	-	-	-	√	-	-	-	-	√	-	-do-
	Meluri	-	-	-	√	-	-	-	-	√	-	-do-
	Kohima	-	√	-	-	-	-	-	√	-	-	-do-
	Dimapur	√	-	-	-	√	-	-	-	√	√	-do-

Source :- Station Superintendent, NST Phek

Table No. 6**BUS STOPPAGES**

Name of Originating Station	Name of Destination	Approved Stoppages					Total stoppages	Common reasons for Stoppage/Halt
		At all Recognised Villages	Lanye Station	Pfütersero Station	Kohima Station	Piphema Station		
1	2	3	4	5	6	7	8	9
Pfütersero	Kohima	1	1	1	-	-	03	1. In Vacancy bus
	Dimapur	1	1	1	1	1	05	
	Phek	1	1	-	-	-	02	
Phek	Pfütersero	1	1	-	-	-	02	2. Travel sickness
	Meluri	1	1	-	-	-	02	
	Kohima	1	1	1	-	-	03	3. Shopping on wayside
	Dimapur	1	1	1	1	1	05	
Total		07	07	04	02	02	22	

Source :- Station Superintendent, NST Phek

Table No. 7**MONTH-WISE EARNINGS****(In Rs.)**

Sl.No	Month	Name of the Station		
		Phek	Pfütsero	Total
1	2	3	4	5
	2007			
1	January	3,15,800/-	91,652/-	4,07,452/-
2	February	1,65,000/-	90,200/-	2,55,200/-
3	March	2,25,654/-	92,400/-	3,18,054/-
4	April	1,87,678/-	91,960/-	2,79,638/-
5	May	2,19,110/-	90,200/-	3,09,310/-
6	June	2,32,700/-	91,520/-	3,24,220/-
7	July	2,65,927/-	90,200/-	3,56,127/-
8	August	1,77,972/-	91,740/-	2,69,712/-
9	September	1,74,500/-	91,960/-	2,66,460/-
10	October	2,41,007/-	92,400/-	3,33,407/-
11	November	2,57,220/-	92,400/-	3,49,620/-
12	December	2,40,180/-	92,400/-	3,32,580/-
	2008			
13	January	3,46,747/-	91,740/-	4,38,487/-
14	February	2,61,407/-	91,300/-	3,52,707/-
15	March	2,66,728/-	92,400/-	3,59,128/-
	Total	35,77,630/-	13,74,472/-	49,52,102/-

Source:- Station Superintendent, NST Phek

Table No. 8

FUEL CONSUMPTION**(In litre)**

Name of Station	No. of Buses	Diesel		Mobil		Gear oil		Brake oil	
		Per month	Per year	Per month	Per year	Per month	Per year	Per month	Per year
1	2	3	4	5	6	7	8	9	10
Pfütsero	4	600	7200	75	900	45	540	30	360
Phek	4	3068	36816	100	1200	60	720	40	480
Total	8	3668	44016	175	2100	105	1260	70	840

Source :- Station Superintendent, NST Phek

Table No. 9**EXPENDITURE ON FUEL****(In Rs)**

Name of Station	Particulars of Fuel	2007 (12 months)			2008 (3 months)			Expenditure on fuel for 15 months	Station wise Expenditure on Fuel
		Consumption (in litre)	Rate Per litre	Expenditure	Consumption (in litre)	Rate Per litre	Expenditure		
1	2	3	4	5	6	7	8	9	10
Pfütsero	Diesel	7200	30.50	2,19,600/-	1800	30.50	54900/-	274500/-	737974/-
	Mobil	900	186.75	1,68,075/-	225	186.75	42018	210093/-	
	Gear Oil	540	187.88	1,01,455/-	135	187.88	25364/-	126819/-	
	Brake Oil	360	281.25	1,01,250/-	90	281.25	25312/-	126562/-	
Phek	Diesel	36816	30.50	11,22,888/-	9204	30.50	280722/-	1403610/-	2021577/-
	Mobil	1200	186.75	2,24,100/-	300	186.75	56025/-	280125/-	
	Gear Oil	720	187.88	1,35,274/-	180	187.88	33818/-	169092/-	
	Brake Oil	480	281.25	1,35,000/-	120	281.25	33750/-	168750/-	
Total		48216		22,07,642/-	12054		551909/-	2759551/-	2759551/-

Source:- Station Superintendent, NST Phek

Table No. 10**REPAIR/ REPLACEMENT OF PARTS OF BUSES**

Name of Station	Repair/Replacement during January 2007 to March 2008				Expenditure Incurred by Station for Repair (minor) (in Rs.)
	Major		Minor		
	Done by the Head Office (Dimapur)	By Bus Driver/ Conductor	Done by the Head Office (Dimapur)	By Bus Driver/ Conductor	
1	2	3	4	5	6
Pfütsero	√	-	-	√	No Record
Phek	√	-	-	√	5,55,632/-
Total	-	-	-	-	5,55,632/-

Source :- Station Superintendent, NST Phek

Table No. 11**NET EARNINGS JANUARY 2007 TO MARCH 2008****(In Rs)**

Name of Station	Total Earnings	Total Expenditure			Net Earnings Column 2-5
		Fuel	Repair	Total	
1	2	3	4	5	6
Pfütsero	13,74472/-	737974/-	No Record	737974/-	636498/-
Phek	3577630/-	2021577/-	555632/-	2577209/-	1000421/-
Total	4952102/-	2759551/-	555632/-	3315183/-	1636919/-

Source :- Station Superintendent, NST Phek

Table No.12**MODE OF ENTRY INTO SERVICE**

Name of Station	Total No. of Drivers		Total No. of Conductor	
	Strength	Entry into Service through Interview/test	Strength	Entry into Service through Interview/test
1	2	3	4	5
Pfütsero	3	3	4	3
Phek	7	5	3	3
Total	10	08	07	06

Source :- Field Study

**Table No.13
BUS MAINTENANCE**

Name of Originating Station	Name of Destination	Total No. of New Model Buses	Total No. of Average Model Buses	Total No. of Old Model Buses	Cleanliness of Bus		
					Not Regularly Cleaned	Regularly Cleaned	Occasionally Cleaned
1	2	3	4	5	6	7	8
Pfütsero	Kohima	1	-	-	-	1	-
	Dimapur	1	-	-	-	1	-
	Phek	-	-	1	1	-	-
Phek	Pfütsero	-	-	1	1	-	1
	Meluri	-	1	-	-	-	1
	Kohima	1	-	-	1	-	-
	Dimapur	2	-	-	1	-	-
Total		05	01	02	04	02	02

Source :- Field Study

**Table No.14
ATTITUDE OF PASSENGERS**

Name of Station	Total No. of Respondents	Punctuality of Passengers			Trustworthiness of Passengers in Payment of Fare		Discipline amongst Passengers			Helpfulness of Passengers during Road blockage/Bus Breakdown		
		Most of the Time	Sometimes	Never	Yes	No	Everyone	Most of them	Few of them	Everyone	Most of them	Few of them
1	2	3	4	5	6	7	8	9	10	11	12	13
Pfütsero	6	3	3	-	6	-	w	2	2	4	-	2
Phek	8	2	6	-	8	-	-	6	2	4	1	3
Total	14	05	09	NIL	14	-	02	08	04	08	01	05

Source :- Field Study

Table No.15
UTILISATION OF BUSES FOR TRANSPORTATION OF COMMERCIAL GOODS

Name of Originating Station	Name of Destination	Whether Buses are used for Transporting Commercial Goods				Availability of Passengers	
		Always	Sometimes	Few Occasions	Full Capacity	Average	
1	2	3	4	5	6	7	
Pütsero	Kohima	-	1	1	-	2	
	Dimapur	-	2	-	-	2	
	Phek	-	1	1	-	2	
Phek	Pütsero	-	2	-	1	1	
	Meluri	-	2	-	1	1	
	Kohima	-	1	1	-	2	
Total	Dimapur	-	1	1	-	2	
		Nil	10	04	02	12	

Source :- Field Study

Table No.16

JOURNEY EXPERIENCES OF DRIVERS/CONDUCTORS

Name of Originating Station	Name of Destination	Harassment faced by Drivers/Conductors			Whether Encountered Abduction/Kidnapping/Extortion incidents		
		Always	Sometimes	Cannot Say	Sometimes	Cannot Say	Never
1	2	3	4	5	6	7	8
Pütsero	Kohima	-	1	1	-	-	2
	Dimapur	-	-	2	-	-	2
	Phek	-	2	-	-	2	-
Phek	Pütsero	-	2	-	1	1	-
	Meluri	-	2	-	2	-	-
	Kohima	-	-	2	-	2	-
Total	Dimapur	-	1	1	-	-	2
		NIL	08	06	03	05	06

Source :- Field Study

Table No.17

OPINION OF DRIVERS

Name of Station	Name of Destination	Reason for Consumption of Excess Fuel			Fuel Adulteration			On Issue of Wayside Ticket to Passengers			On Deposit of Wayside Earning to Government		
		Bad Road Condition	Fuel Leakage	Others	Always	Sometimes	Never	Regularly	Occasionally	Never	Deposit	Never Deposit	Cannot Say
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Pfitsero	Kohima	1	-	-	-	1	-	-	1	-	-	-	1
	Dimapur	1	-	-	-	1	-	-	1	-	1	-	-
	Phek	1	-	-	-	1	-	-	-	1	-	-	1
	Pfitsero	1	-	-	-	1	-	-	-	1	-	-	1
	Meluri	-	-	1	-	1	-	-	-	1	-	-	1
Phek	Kohima	1	-	-	-	1	-	-	-	1	-	-	1
	Dimapur	2	-	-	-	2	-	-	-	2	-	-	2
Total		07	-	01	-	08	-	NIL	02	06	01	NIL	07

Source :- Field Study

Table No.18

AVAILABILITY OF MAINTENANCE TOOLS/FIRST AID KIT

Name of Station	Total No. of Respondent	Whether Necessary Tools are Available in Buses			Whether Drivers and Conductors Maintain Daily Bus Record		Whether Department Notify When Bus Journey is Cancelled		Whether First-Aid Box contain medicines	
		Yes	Few	No	Yes	No	Yes	No	Yes	No
1	2	3	4	5	8	9	10	11	14	15
Pfütsero	6	-	2	4	-	6	6	-	4	2
Phek	8	2	-	6	-	8	7	1	2	6
Total	14	02	02	10	NIL	14	13	01 4	06	08

Source :- Field Study

Table No.19

FLEET SUFFICIENCY

Name of Station	Total No. of Respondents	Opinion on Sufficiency of Fleet			No. of Additional Buses Required			Whether Public demand for Buses Submitted to Government		
		Yes	No	Total	1 Bus	2 Buses	3 Buses	Total	Yes	No
1	2	3	4	5	6	7	8	9	13	14
Pfütsero	6	-	6	6	3	2	1	6	4	2
Phek	8	-	8	8	5	2	1	8	3	5
Total	14	NIL	14	14	08	04	02	14	07	07

Sources :- Field Study

Table No.20

FEEDBACK OF PASSENGERS

Name of Originating Station	Name of Destination	Total Passengers Interviewed		Total	Departure Time of Buses				Arrival Time of Buses					Whether Encountered Shortage of Fuel while travelling	
		2007	2008		6:00 am	6:30 am	1:00 Noon	5:00 pm	10-11:00 am	11-1:00 Noon	1-2:00 Noon	2-3:00 pm	4:00 am	Yes	No
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Phek	3	5	8	8	-	-	-	8	-	-	-	-	1	7
	Kohima	7	3	10	-	10	-	-	-	10	-	-	-	-	10
	Dimapur	4	3	7	-	7	-	-	-	-	7	-	-	-	7
	Pfütsero	2	12	14	-	-	14	-	-	-	-	14	-	3	11
	Meluri	7	2	9	-	-	9	-	-	-	-	9	-	-	9
	Kohima	7	8	15	15	-	-	-	-	-	15	-	-	2	13
	Dimapur	12	4	16	8	-	-	8 (Night Service)	-	-	-	8	8 (Night Service)	-	16
Total		42	37	79	31	17	23	08	08	10	22	31	08	06	73

Source :- Field Study

Table No.21

TRANSPORTATION OF BANNED ARTICLES

Name of Station	Name of Destination	Total No. of Respondents	Whether Encountered Instances of Passengers Carrying Illegal Articles			If Yes, Whether Caught			Whether met with Accident during Journey		Whether Encountered Intoxicated Bus Operators		
			Yes	No	Total	Yes	No	Total	Yes	No	Yes	No	Total
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Pfütsero	Phek	8	-	8	8	-	8	8	-	8	-	8	8
	Kohima	10	-	10	10	-	10	10	-	10	1	9	10
	Dimapur	7	-	7	7	-	7	7	-	7	1	6	7
Phek	Pfütsero	14	-	14	14	-	14	14	-	14	-	14	14
	Meluri	9	2	7	7	-	9	9	-	9	-	9	9
	Kohima	15	13	2	15	-	15	15	-	15	-	15	15
Total	Dimapur	16	8	8	16	-	16	16	-	16	1	15	16
		79	23	56	79	NIL	79	79	-	71	03	76	79

Source :- Field Study

Table No.22

JOURNEY EXPERIENCE OF PASSENGERS

Name of Station	Name of Destination	Total No. of Respondents	Whether Noticed Passengers Without Tickets			Whether Noticed Line Inspectors Checking Bus			Whether Harassed by Miscreants on the Way			Form of Harassment
			Yes	No	Total	Yes	No	Total	Yes	No	Total	
1	2	3	4	5	6	7	8	9	10	11	12	13
Pfütsero	Phek	8	8	-	8	-	8	8	1	7	8	Demanded cash
	Kohima	10	6	4	10	-	10	10	-	10	10	Does not arise
	Dimapur	7	7	-	7	5	2	7	-	7	7	Does not arise
Phek	Pfütsero	14	14	-	14	5	9	14	8	6	14	Checked faces of the passengers, demanded cash etc.
	Meluri	9	9	-	9	-	9	9	2	7	9	Hijacked bus and demand cash etc.
	Kohima	15	14	1	15	4	11	15	3	12	15	Snatched belongings and abducted passenger
Total	Dimapur	16	16	-	16	6	10	16	-	16	16	Does not arise
		79	74	05	79	20	59	79	14	65	79	

Source :- Field Study

**GOVERNMENT OF NAGALAND
OFFICE OF THE DISTRICT EVALUATION OFFICER PHEK
EVALUATION STUDY ON NST BUS SERVICES IN PHEK DISTRICT
2007-2008**

SCHEDULE-A (OFFICE STAFF)

A-IDENTIFICATIONS

1. Name of the respondent : _____
2. Designation : _____
3. Name of office with year of inception : _____
4. Year of joining in service : _____

B-STAFFING PATTERN

1. How many staff are there in your office?
2. Position of staff at present

Sl.No	Designation	Nos	Edu.Qualification	Regular	Work charge	Adhoc	Contract
1	2	3	4	5	6	7	8

3. Route coverage

Sl. No	Station	No. of Buses	To	Distance in Km.	Daily	To & Fro	Alternate	Year of inception	Functioning	Not Functioning	Seating capacity	Fare rate in Rs
1	2	3	4	5	6	7	8	9	10	11	12	13

4. Approved journey/stoppage

From	Name of stoppage					To
	1	2	3	4	5	

5. Service time/schedules

Name of Station	Time of departure	Name of station	Time of arrival	Approved allotted speed
1	2	3	4	5

6. Is there any separate of fund sanctioned for NST Bus? Yes/No. If yes, give detail
7. Is there any difference of fuel allotment to buses basing on the route condition? Yes/No. If yes, give detail
8. Distribution of fuel to plying buses

From Station	To Station	Distance in Km	Total fuel issue in liter
1	2	3	4

9. Whether the liters of fuels sanctioned for one bus per distance were short to requirement? Yes/NO. If yes, what was the additional amount of fuels required per bus for one way? Indicate liters of fuels and how you managed it.
10. Monthly earning and revenue deposit

From Station	To Station	Seating capacity	Time of service operated	Total earning per month (In Rupees)												
				Jan	Feb	Mar	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	

11. Monthly Revenue deposit

Months	Amount deposited (In Rupees)
January	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	

If not deposited, give reason:

12. Repairing/Replacement

In the month of	Total Nos. Of buses taken/ repaired/replacement 2007-08	Total amount spent in Rs.	Name of the route plying
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

13. Which of the NST Bus Services was the least repaired/replaced its parts or the longest lasting service under your station or in Phek district? Specify the service number and route of the bus.
14. Which of the NST Bus Services was most often repaired and replaced its parts under your station? Specify the parts often replaced/repai red?
15. Does the head office do repairing/replacement? Ye/No
16. Name the driver, whose duty/performance is best on account of regularity, punctuality, driving performance and service charater. Indicate Bus Service No. Route and mention his important qualities.
17. Whether all drivers are mechanically trained? Yes/No.
18. Is there any driver under your establishment awarded proficiency? Is yes, who, by whom and when?
19. Is there any driver against whom most complaints arouse from the passengers? If yes, mention the name of the driver, route and bus number.
20. Is there any conductor against whom most complaints arouse from the passengers? If yes, mention the name of the conductor, route and bus number.
21. Do you have any observatory drawback on NST Bus Services? State precisely.
22. What do you want to suggest for improvement of NST Bus Services in your state?
23. How do you suggest any point of improvement for overcoming the private commercial mini bus or taxi services in the same route where NST Buses operate?
24. Comments/Suggestions on service standardization of NST Buses in Nagaland.
25. Remarks of Investigating Officer:

Name of Investigating Officer
Signature

Name of the Respondent
Signature

**GOVERNMENT OF NAGALAND
OFFICE OF THE DISTRICT EVALUATION OFFICER PHEK
EVALUATION STUDY ON NST BUS SERVICES IN PHEK DISTRICT
2007-2008**

SCHEDULE-B (BENEFICIARIES/PASSENGER)

1. Name of respondent : _____
2. Occupation : _____
3. Village/Town : _____
4. Date of travelled by NST bus : _____
5. Bus NO/Seat No : _____
6. Whether on ticket or other ways : _____
7. Started from : _____
8. Time of departure _____ am/pm. Time of arrival _____ am/noon/pm

B- PASSENGER EXPERIENCES

1. Is there any break of journey/stoppage besides NST points of stoppages? Yes/No
2. Do you face any problems like shortage of fuels/Technical defects which results inconvenient to the passengers. Yes/No
3. Whether you experienced of carrying unauthorised/ illegal articles by drive/conductor. Yes/No, if yes, did the security caught it? Yes/No
4. Did you face any accidental risk on the way? Yes/No. If yes, state the reason.
5. Do you observed the driver/conductor being in the state of intoxicated ? Yes/No. If yes did the passenger suffer because of that? Yes/No.
6. Did you notice passenger without the ticket and paying cash to the conductor? Yes/No.
7. Did the line-inspector check the bus service on departmental duty? Yes/No
8. While on journey, did you face the driver/conductor or passenger been harassed by the unauthorised group(s)/individuals? Yes/No. If yes, state the incidents.
9. Your suggestions/comments for improvement of the NST bus services.
10. Investigator comments.

Name of Investigating Officer
Signature of Investigation Officer

Name of Respondent
Signature of the Respondent

GOVERNMENT OF NAGALAND
OFFICE OF THE DISTRICT EVALUATION OFFICER PHEK
EVALUATION STUDY ON NST BUS SERVICES IN PHEK DISTRICT
2007-2008

SCHEDULE-C (HEAD OFFICE)

A-IDENTIFICATION

1. Name of the respondent : _____
2. Designation : _____
3. Name of office with year of inception : _____

B- BUS STRENGTH

1. Position of Bus strength allotted for the year of 2007 and 2008 for the Phek district.
2. Days of off-road of buses during 2007-2008
3. Fuel expenditure in total during 2007 and 2008
4. Earning and deposit during 2007-2008 (Feb 29/2008)
5. Nos. Of private hiring during 2007-2008.
6. Expenditure on repairing (Replacement)
7. Any outstanding performances by the operators/staff
8. Any mishandling of properties/parts of vehicles in Phek district.
9. Comment and suggestion for the improvement of NST Bus Services.

Signature and Name of
Respondent with Seal

Signature of Investigators.

GOVERNMENT OF NAGALAND
OFFICE OF THE DISTRICT EVALUATION OFFICER PHEK
Questions with rating remarks of the operators (Drivers, Conductors)
on NST Bus Services in Phek District

SCHEDULE-D

1. Introduction
- 1.1. Name of the Respondent : _____
- 1.2. Designation : _____
- 1.3. Station where you are posted : _____
- 1.4. Route to which you are serving : _____
- 1.5. Year of joining in this service : _____
- 1.6. Distance of Route in which you operate: _____

2. On NST Bus Route

- 2.1. The Route where you operate carried the (most commercial goods/ average commercial goods/least commercial goods)
- 2.2. Road condition of the Route where you operate is (good/average/ below average)
- 2.3. Route of NST Bus Service where you operate has (many stoppages/ average stoppages/few stoppages)
- 2.4. Route of the NST Bus Services where you operate face (most harassment/average harassment/cannot say)
- 2.5. Route where you operate is (good security zone/average security zone/poor security zone)
- 2.6. Route where you operate is the most occurrence of (abduction/ kidnapping/extortion etc)

3. On Service of NST Buses

- 3.1. Whether the Bus by which you operate is always (full passengers/ average passengers/poor passengers)
- 3.2. Whether the Bus by which you operate is (an old model/an average model/a new model)
- 3.3. Whether the Bus by which you operate is ordinary (NST Express/Semi Deluxe/Super Deluxe/Omni Tourism Permit)
- 3.4. Whether the Bus by which you operate is to be washed and cleaned (Regularly/Irregularly/Occasionally/ Never)

4. On fuel Consumption

- 4.1. Whether the Bus by which you operate is to sanctioned fuels in (surplus/ accurately/lumpsum/short)
- 4.2. Whether the fuels of the Bus by which you operate is consumed in excess due to (bad road condition/leakage of fuels/other means)
- 4.3. Whether sanction of fuels per every NST Bus Services is per (distance of route?/model of service?/ quality of fuels?)
- 4.4. What is the ratio of fuels per Km?
- 4.5. Did the Bus by which you operate get adulterate fuels? (always/sometimes/ never)

5. On Duty Performance of Conductors

- 5.1. Whether conductor of the Bus by which you operate does always issue travel tickets to passengers at every stoppage? (Habitually/occasionally/never)
- 5.2. Was the conductor deposited the collected amounts of fares to the Govt. Authority? (in maximum/in minimum/cannot say)
- 5.3. Was the conductor always kept aware of risk during travelling? (Sincerly & sensitive/average/dully)
- 5.4. Does the conductor behave properly in course of journey on duty? (Yes, very much/not so bad/cannot say)
- 5.5. How is the driving performance of the NST Bus Driver? (Very good/average/Poor)
- 5.6. Does driver sometimes drive Bus on alcoholic influence? (habitually/sometimes/never)

6. On Experience of Bus Journey

- 6.1. Whether the passengers of the Bus by which you operate have maintain punctuality (most of the time/sometimes/cannot say)
- 6.2. Whether the passengers always made the Bus delay beyond time for departure? (Yes/No)
- 6.3. Whether the passengers loyally pay the Bus fare? (Yes/No)
- 6.4. Whether any of the passengers of the Bus by which you operate sometimes refused to pay Bus fare?(Yes/No)
- 6.5. Whether all the passengers use to always maintain journey discipline in course of journey by Bus you operate? (Everybody/most of them/ only few of them)
- 6.6. Whether all the passengers did voluntarily help you when the Bus entangled by mud or landslide which caused blockage the road. (everybody/average/few)
- 6.7. Whether the operators of the NST Bus Services used to always be prepared the equipments for journey as and when Bus got blockage caused by landslides or any other blockage (Yes/No)
- 6.8. Did you ever record of the passengers who was regarded the most traveller by your Bus from whom you earned revenues? (Yes/No)
- 6.9. Do you maintain Register of recording the daily passengers by your Bus? (Yes/No)
- 6.10. Did any passenger die during journey by your operating Bus? (Yes/No)

7. On Public Relations

- 7.1. Whether you ever notified publics about cancellation of any NST Bus Service for any day? (Yes/No)
- 7.2. Whether the public under the jurisdiction of your NST Bus Service did co-operately demand/claim for any alternate Bus from the Govt. in place of any shortage/failure/suspended/condemned against any Bus servicing route?(Yes/No)
- 7.3. Whether the passengers of your Bus Services always complaint against your duty performance? (Yes/No)

NST PHEK STATION



NST MELURI STATION



NST MELURI STATION



NST PFÜTSERO SUB-DIVISION



DIRECTORATE OF EVALUATION

Below A.G Office

A.G Road, Kohima-797001 Nagaland

Contact No: 0370-2221745(O)

website www.nagaeval.nic.in email direvl_ngl@nic.in