

Study on the
AUTORICKSHAW SECTOR
in Chennai



December 2010

Conducted by

Civitas Consultancies Pvt Ltd for City Connect Foundation Chennai (CCCF)

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Executive Summary

Autorickshaws, which qualify as a paratransit mode of transport, are one of the most popular modes of public transport in India. They stand incomparable in their segment of providing door-to door transportation and last-mile connectivity at an affordable cost to a major chunk of the Indian population. In Chennai, the fifth most populous city in India (with among the highest population densities in the world), traffic issues are bound to exist. In spite of the existence of buses and trains, connectivity remains an unresolved issue, due to the underdeveloped feeder system. Thus, there is a strong rationale to emphasize upon paratransit modes of transport, such as autorickshaws, which can provide the missing link. In concurrence with the role already played by them in moving around 1.5 million commuters in Chennai on a daily basis, they have been envisaged to extend this role over a greater fraction of the population, provided the sector is released from the clutches of the various problems stalling its growth.

These bottlenecks are:

- Permit Raj
- Autorickshaw fare revision
- Overcharging
- LPG-run autorickshaws
- Financing of autorickshaws
- Parking
- Traffic violations and misconduct
- Other problems related to social exclusion, lack of training and social security

This sector has been plagued with these problems for the past few years. In 1999, the government of Tamil Nadu banned the issue of permits for the new three-seater autos, leading to a huge demand-supply gap within the autorickshaw sector, inflating the price of the permit several folds. Although the cost of the permit is Rs 375, drivers are required to make payments in the range of Rs 70,000 to Rs 1,00,000. As a result, the removal of the ban, as was done in April, was not of much consequence. The open permit system, which

has been announced, will hopefully be more instrumental in turning the sector around.

Apart from the ban on permits, the government of Tamil Nadu failed to revise autorickshaw fares regularly. The fare that stood at Rs 7 meter down for the first 2 km and Rs 3.5 per km for every subsequent km in 1996 was revised only in 2007 when it was changed to Rs 14 meter down for the first 2 km and Rs 6 per km thereafter. Since 2007, the retail selling price of diesel, petrol and LPG have increased by 16.44 per cent, 12.58 per cent and 25.79 per cent respectively, as measured on June 26, 2010, without any concurrent increase in fares. This constant failure on the government's part to index the autorickshaw drivers' income has contributed to the practice of overcharging, the brunt of which is borne by the passengers. In addition to overcharging to make up for the inadequacy of fare, the autorickshaw drivers demand exploitative fares to relieve themselves of their financial obligations. The lack of formal sources of credit has skewed the Chennai autorickshaw sector towards the rental system of driving, wherein the ratio of rented autorickshaw drivers to owner-cum-drivers stands at 7:3. Even when the autorickshaw is owned, the financial burden of paying almost double the interest rate (24 per cent) to the moneylender, as compared to what would be paid to a bank (11.5 per cent to 13 per cent) weighs down heavily on the driver. Thus, inaccessibility of credit is a major loophole in the system, one which has the capacity to lead to a complete breakdown, and needs to be addressed at the earliest. Only when drivers are relieved of the constant pressure of making payments will they feel a sense of ownership and freedom that is necessary to ensure smooth functioning of the system. They need to be adequately remunerated to give them a sense of belonging and respect.

In addition to the basic problems of livelihood of autorickshaw drivers, other problems like availability of parking spaces, autorickshaw stands and LPG stations need to be dealt with. They need to be provided formal training and knowledge about driving rules, so that they can save money spent on fines and penalties. The government needs to seriously consider revamping the image of autorickshaws and educating people about its role in daily life and mobility. Autorickshaw drivers are a crucial sect of the community and the government must provide them with a sense of security by not only indexing their income by constant revision of fares, but also by providing benefits in the form of medical insurance, vehicle insurance and educational scholarships.

Promoting autorickshaws in a city remains a key part of developing a sustainable well-connected public transport system and discouraging the growth of private modes of transport. In this scenario, it is critical to reassess the role of autorickshaws in the urban transportation landscape, considering its smaller, befitting size and unchartered ability to provide connectivity.

About the Authors

Chennai City Connect Foundation (CCCF)

Chennai City Connect Foundation (CCCF) is an initiative which brings together various urban stakeholders including residents of the city, employers across the entire range of industries, small and medium firms, bodies like Rotary, industry associations, NGOs, community organizations and other entities outside the government onto a single platform. This helps the government respond in a constructive, collaborative manner to voices coming from outside, to create value-added partnerships.

The aim of CCCF, among other things, is to assist governmental agencies by providing them with a knowledge base and support system to help in the development of urban infrastructure and services.

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Michelin holds forefront positions in every tyre market, as well as in travel-related services. By leveraging its technological leadership, capacity for innovation, high-quality products and services, and powerful brands, Michelin is able to pursue a global expansion strategy and improve efficiency in every aspect of its business.

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By providing a platform for clients, candidates, employees, investors and suppliers to come together, they create a cycle which perpetuates employment and exchanges between different stakeholders, contributing to mutual gains.

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Civitas specialises in three categories: Urban, legal, and advisory. It offers packaged solutions in a cost-effective and time-bound manner. Its solutions are practical in execution, elegant in expertise and promotional for the stakeholders. They have a consortium of experts working in various fields. Civitas has its research wing in the Centre for Public Policy Research (www.cppr.in) and has partnered with infrastructure companies and urban planners. Composite solutions, supported by rich research experience, help Civitas in its pro-active role in urban infrastructure development. Their core strength is in conducting research; integrating newer developments across the globe and customising them according to the requirements of local conditions, with the help of expert domain knowledge.

TABLE OF CONTENTS

List of Abbreviations	10
List of Tables and Graphs.....	13
1. Introduction.....	19
1.1 Introduction	20
1.2 Economic Profile.....	22
1.3 Transport Sector	23
1.3.1 Bus Transport	23
1.3.2 Rail Network.....	24
1.3.3 Autorickshaws.....	25
2. Chennai Autorickshaw Sector	32
2.1. Chennai Autorickshaw Sector	33
2.2. Permit Raj	34
2.3. Autorickshaw fare revision	36
2.4. LPG-run autorickshaws	40
2.5. Financing of autorickshaws	41
2.6. Parking.....	43
2.7. Traffic Violations.....	44
2.8. Other Problems.....	49
3. Methodology	50
3.1 The Study.....	51
3.2 Objectives.....	51
3.3 Data Collection	51

3.4 Sample Size	51
3.5 Zonal Distribution.....	52
3.6 Specific Location.....	52
3.7 Secondary Data Collection	53
4. Data Analysis and Interpretation	55
4.1 Data Analysis and Interpretation of Autorickshaw Driver Survey ...	56
4.2 Zonal Analysis of Autorickshaw Drivers' Opinion.....	100
4.3 A comparison between owner operated autorickshaws and driver operated (on rent) autorickshaws	104
4.4 Regression Analysis.....	108
4.5 Data Analysis and Interpretation of Passenger Survey	110
5. Major Findings.....	127
6. Policy Suggestions	135
7. Annexures.....	141
8. Bibliography	215

List of Abbreviations

AITUC	All India Trade Union Congress
ANew	Association for Non-Traditional Employment for Women
Approx	Approximately
auto	Autorickshaw
Avg.	Average
Cc	Cubic centimetre
CCPA	Contract Carriage Permit Application
CITU	Centre of Indian Trade Union
CMA	Chennai Metropolitan Area
CMBT	Chennai Mofussil Bus Terminus
CMDA	Chennai Metropolitan Development Authority
CNG	Compressed Natural Gas
CSR	Corporate Social Responsibility
CTS	Comprehensive Transportation Study
CTTS	Comprehensive Traffic and Transportation Study
dB	Decibels
DGP	Director General of Police
DPR	Detailed Project Report
D/L	Driving License

DMRC	Delhi Metro Rail Corporation
EMI	Equated Monthly Instalment
G.O.	Government Order
GPS	Global Positioning System
HHI	Household Interview
I.D.	Identity card
INODA	Indian National Organization for Developmental Action
IPT	Intermediate Public Transport
ISBT	Inter State Bus Terminus
IT	Information Technology
ITDP	Institute for Transportation and Development Policy
ITES	Information Technology Enabled Services
Kg	Kilogramme
Km	Kilometre
Kmph	Kilometer per hour
L.I.C.	Life Insurance Corporation
LPF	Labor Progressive Federation
LPG	Liquified Petroleum Gas
Ltd	Limited
MMDA	Madras Metropolitan Development Authority
MRTS	Mass Rapid Transit System
MTC	Metropolitan Transport Corporation

NCR	National Capital Region
NGO	Non-Governmental Organisation
No.	Number
PTCS	Pallavan Transport Consultancy Services
Pvt	Private
Ref	Reference
Rs	Rupees
RTI	Right to Information
RTO	Regional Transport Authority
SBI	State Bank of India
SMS	Short Messaging Service
Sq. km	Square kilometre
TADHCO	Tamil Nadu Adi Dravidar Housing and Development Corporation
TCS	Tata Consultancy Services
UNDP	United Nations Development Programme
Yrs	years
%	Per cent
<	less than

List of Tables and Graphs

Tables

1. Growth of Population in CMA
2. Projected Population for CMA and Chennai City
3. The Growth: Metropolitan Transport Corporation (Chennai) Ltd. March 31, 2010
4. Vehicular Position in Chennai City for certain years
5. Average Person Trip Distribution by Mode in CMA
6. Projected Daily Trips by Public and Private Transport
7. Autorickshaw fares in different cities of India
8. Various cases booked against autorickshaws
9. Number of cases registered against erring autorickshaw drivers
10. Number of road accidents according to type of vehicles in Chennai city during the year 2009
11. Cases registered against autorickshaw drivers for not using meters
12. Cases registered against autorickshaw drivers for demanding excess fare
13. Number of accidents registered in Chennai city, in which autorickshaws were involved
14. Income based on different fare calculations
15. Perception of autorickshaw drivers and passengers
16. Perception of autorickshaw drivers about Government authorities
17. Driver age group: Own autorickshaw vs rented
18. Hours spent driving: Own autorickshaw vs rented
19. Fuel cost (daily): Own autorickshaw vs rented
20. Per kilometre fare demanded: Own autorickshaw vs rented

Graphs

1. Age group of autorickshaw drivers
2. Educational qualification

3. Age vs education
4. Marital status
5. Number of children
6. Number of family members
7. Family income
8. Work Profile of family
9. Assets owned
10. Autorickshaw drivers' personal expenditure distribution
11. Ownership of debt
12. Debt amount
13. Autorickshaw driving experience
14. Source of learning autorickshaw driving
15. Time spent driving per day
16. Average waiting hours per day
17. Average speed of travel
18. Kilometres covered by autorickshaw driver per day
19. Type of fuel used
20. Age of autorickshaws
21. Ownership of autorickshaws
22. Reason for not using meter
23. Monthly income
24. Minimum fare charged by autorickshaw drivers
25. Per kilometre rate
26. Meter down fare demanded by autorickshaw drivers
27. Monthly autorickshaw maintenance expenditure
28. Autorickshaw drivers' expectation of monthly income
29. Expenditure flow of higher income
30. Per kilometre fare charged by autorickshaw drivers

31. Daily fuel cost
32. Refusal to go to particular destination
33. Competitors of autorickshaw
34. Average daily working hours in day shift
35. Average daily working hours in night shift
36. Activities during waiting time period
37. Frequency of leisure activities
38. Leisure activities
39. Days taken off in a month
40. Purpose of leave
41. Sleeping hours
42. Meals per day
43. Time of main meal of the day
44. Place of consumption of main meals
45. Factors which anger drivers on the road
46. Class of passengers using autorickshaws
47. On the job problems
48. Health problems
49. Stress relieving behaviour on road
50. Stress coping mechanisms
51. Possession of permit
52. Price of permit
53. Source of permit
54. Difficulties in getting permit
55. Speed at which the autorickshaw drivers overtake a vehicle
56. Speed at which autorickshaw drivers would drive on an empty road
57. Traffic rules that autorickshaw drivers violate
58. Penalties experienced by autorickshaw drivers

59. Driving speed considered dangerous by autorickshaw drivers on road
60. Autorickshaw drivers' perception of Traffic Police
61. Monthly outlay on fines/penalties/bribes
62. Perception about autorickshaw unions
63. Membership in autorickshaw union
64. Reasons for not being member of auto union
65. Advantages of being a member of autorickshaw union
66. Autorickshaw drivers' perception about banks
67. Mode of purchase of autorickshaw
68. Reason for borrowing from seth
69. Social insurance: Types
70. Insurance details
71. Kilometers driven per day: Zonal data
72. Hours spent driving per day: Zonal data
73. Average time spent waiting: Zonal data
74. Average speed of travel: Zonal data
75. Minimum fare charged at present: Zonal data
76. Meter down fare demanded: Zonal data
77. Per kilometre fare demanded: Zonal data
78. Educational Qualification: Own autorickshaw vs rented
79. Minimum fare charged: Own autorickshaw vs rented
80. Minimum fare demanded: Own autorickshaw vs rented
81. Monthly expenditure on Maintenance/Repair: Own autorickshaw vs rented
82. Characteristics of modes of transportation: Bus
83. Characteristics of modes of transportation: Call Taxi
84. Characteristics of modes of transportation: Local Train
85. Characteristics of modes of transportation: Maxi Cab
86. Characteristics of modes of transportation: Shared autorickshaw

87. Characteristics of modes of transportation: Taxi
88. Distance for which autorickshaw is taken
89. Modes of Transportation: Accessibility
90. Modes of Transportation: Affordability
91. Modes of Transportation: Comfort
92. Modes of Transportation: Long distance
93. Modes of Transportation: Short Distance
94. Prevalence of Overcharging
95. Passengers' preference for using meter
96. Reason for Autorickshaws' high fare
97. Location wise fare difference
98. Passengers' perception of autorickshaw drivers
99. Passengers' perception of drivers' driving skills
100. Extent of bargaining on Rs 100 fare demanded
101. Passengers' opinion on meter down price
102. Per kilometre fare demanded by passengers
103. Preference for Dial-an-Auto services
104. Service charge for Dial-an-Autorickshaw
105. Waiting charge
106. Maximum distance for which passengers take autorickshaws
107. Maximum fare that passengers are willing to pay for an Autorickshaw ride

Annexures

Tables

21. Pune autorickshaw fare
22. Vehicular position in Tamil Nadu for certain years (transport vehicles)
23. Vehicular position in Tamil Nadu for certain years (non-transport vehicles)
24. Details of autorickshaw permits as on 30.04.2010

25. Autorickshaw applications received and permits issued as on 24.09.2010
26. List of autorickshaw LPG Dispensing Stations functioning in Chennai city
27. Vehicular position in Tamil Nadu as on 01.08.2010
28. Details of Autorickshaw Permit as on 30.04.2010
29. District wise particular of Autorickshaw permits issued after lifting the ban on 13.05.2010
30. Autorickshaw applications received and permit issued as on 24.09.2010
31. Vehicular position in Chennai city as on 01.08.2010
32. Interesting facts about Autorickshaw drivers plying <80 km

Graphs

108. Marital status of autorickshaw drivers plying <80 km
109. Age group of autorickshaw drivers plying <80 km
110. Monthly income of autorickshaw drivers plying <80 km
111. Working family members of autorickshaw drivers plying <80 km
112. Monthly family expenditure of autorickshaw drivers plying <80 km
113. Monthly personal expenditure of autorickshaw drivers plying <80 km
114. Assets owned by of autorickshaw drivers plying <80 km
115. Expenditure on health of autorickshaw drivers plying <80 km
116. Education expenditure of autorickshaw drivers plying <80 km
117. Expenditure on festivals/ceremonies of autorickshaw drivers plying <80 km
118. Food expenditure of autorickshaw drivers plying <80 km
119. Type of autorickshaw fuel of autorickshaw drivers plying <80 km
120. Membership in autorickshaw union of drivers plying <80 km
121. Opinion of autorickshaw drivers plying <80 km on autorickshaw unions
122. Minimum fare charged by autorickshaw drivers plying <80 km
123. Average daily working hours of autorickshaw drivers plying <80 km
124. Ownership of autorickshaws plying <80 km

Introduction

Introduction

1.1 Introduction

Chennai, the capital of the Indian state of Tamil Nadu, is located on the Coromandel Coast of the Bay of Bengal. With a population of 4.34 million in the 2001 census¹, it is the fifth most populous city in India. Further, the Chennai Metropolitan Area (CMA), which includes Chennai city, had a population of 7.04 million², according to the 2001 census, making it the fourth most populous metropolitan area.

The CMA falls in three districts of the Tamil Nadu State, viz. Chennai District, part of Thiruvallur District, and part of Kancheepuram District. The extent of the Chennai District (covered by the Chennai Municipal Corporation area) is 176 sq.km. In Thiruvallur District, out of a total district area of 3427 sq.km, an area of 637 sq km in Ambattur, Thiruvallur, Ponneri and Poonamallee taluks falls in CMA. In Kancheepuram district, out of 4,433 sq km, an area of 376sq.km in Tambaram, Sriperumbudur and Chengalpattu Taluks falls in the Metropolitan area. Thus, while Chennai city extends over an area of 176 sq km, CMA covers an area of 1189 sq km³. In 2010, CMA was estimated to house a population of about 7.41million⁴. The density pattern thus indicates that the city has the highest gross density of 24,700 persons/sq.km, whereas the average gross density in CMA is only 5900 persons/sq km⁵.

¹ 2001 Census of India and Chennai Metropolitan Development Authority(CMDA)

² <http://www.ctn.org.in/about-chennai.html>, Accessed on 25 November 2010.

³ <http://www.cmdachennai.gov.in/>, Accessed on 25 November 2010.

⁴ <http://www.world-gazetteer.com/wg.php?x=&men=gcis&lng=en&dat=80&geo=-104&srt=pnan&col=aohdq&msz=1500&va=&pt=a>, Accessed on 27 November 2010.

⁵ Chennai Metropolitan Development Authority, Government of Tamil Nadu. September 2008. Second Master Plan for Chennai Metropolitan Area, 2026, Volume I, Chapter II: Demography. [Internet source]. Tamil Nadu: Chennai Metropolitan Development Authority. 25 November 2010. Available at http://www.cmdachennai.gov.in/Volume1_English_PDF/Vol1_Chapter02_Demography.pdf

Table 1: Growth of Population in CMA

Table Sl.No.	Growth of Population Description	in CMA Population in lakh			
		1971	1981	1991	2001
1.	Chennai City	26.42	32.85	38.43	43.43
2.	Municipalities	4.84	8.14	11.84	15.81
3.	Town Panchayats	1.11	1.64	2.71	3.86
4.	Village Panchayats	2.67	3.38	5.20	7.31
5.	CMA(Total)	35.04	46.01	58.18	70.41

Source: Census of India and CMDA⁶

Based on the population projections that are given in the table below, these population densities are expected to further increase in the coming years.

Table 2: Projected Population for CMA and Chennai City

SL. No.	Description	Actual	Projection (Millions)				
		2001	2006	2011	2016	2021	2026
1	CMA	7.04	7.89	8.87	9.96	11.19	12.58
2	Chennai City	4.34	4.62	4.95	5.23	5.54	5.85

Source: Master Plan II⁷

⁶ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA(Chennai Metropolitan Development Authority)

⁷ <http://www.ctn.org.in/about-chennai.html>

Additionally, Chennai also has a large migrant population, which comes from other parts of Tamil Nadu and the rest of the country. As of 2001, 74.5 per cent of the migrants were from other parts of the state, 23.8 per cent were from rest of India and 1.71 per cent from outside the country⁸.

Chennai is divided into four broad regions: North, South, Central and West. North Chennai is primarily an industrial area, while Central Chennai is the commercial heart of the city. South Chennai and West Chennai, previously mostly residential, are fast becoming commercial, home to a growing number of IT firms, financial companies and call centres.

1.2 Economic Profile

The economic base of Chennai City shifted from trade and commerce to administration and services in the early decades of the twentieth century. According to the *CMDA Report 2008*, CMA accounts for 16.2 per cent of State income from all sectors. Chennai City, which had a total personal income of Rs 12,488.83 crore in the year 2000, solely accounts for 10.94 per cent of the state income⁹. Chennai's economy has a broad industrial base in the automobile, computer, technology, hardware manufacturing, and healthcare industries. The range of products manufactured in Chennai includes weaving and apparel, refined petroleum products, automobiles and components, leather products, bicycles, tyres, railway coaches, and transport equipments.

The city is India's second largest exporter of software, information technology (IT) and information-technology-enabled services (ITES). Many software and software services companies have development centres in Chennai, which contributed to 14 per cent of India's total software exports of Rs 144,214 crore during 2006-07, making it the second-largest exporter, by city, of software in the country, second only to Bengaluru¹⁰. Major software companies like TCS, Infosys, Wipro, Hewlett Packard, HCL, Satyam, Mahindra, CTS, IBM, Capgemini, Accenture, eBay, PayPal, Symantec, Verizon, Virtusa, etc., have their offices set

⁸ Chennai Metropolitan Development Authority, Government of Tamil Nadu. September 2008. Second Master Plan for Chennai Metropolitan Area, 2026, Volume I, Chapter II: Demography. [Internet source]. Tamil Nadu: Chennai Metropolitan Development Authority. 25 November 2010. Available at http://www.cmdachennai.gov.in/Volume1_English_PDF/Vol1_Chapter02_Demography.pdf

⁹ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA (Chennai Metropolitan Development Authority)

¹⁰ http://en.wikipedia.org/wiki/Chennai#cite_note-Nasscom-59, Accessed on 28 November 2010.

up there. Further, the Chennai Metropolitan Area is home to around 30 per cent of India's car manufacturing industry and 35 per cent of its auto components industry¹¹. Over and above this, it also accounts for 60 per cent of the country's automotive exports. Electronic companies, including Dell, Nokia, Motorola, Samsung, Siemens, Sony and Foxconn, are also booming. Telecom giants Ericsson and Alcatel-Lucent, pharmaceuticals giant Pfizer and chemicals giant Dow Chemicals have research and development facilities in Chennai. A large number of automotive companies, including Hyundai, Ford, BMW, Mitsubishi, Komatsu, The TVS Group (TVS Electronics and TVS Motors), Ashok Leyland, Nissan-Renault, Daimler Trucks, TI Cycles of India, TAFE Tractors, Royal Enfield, Caterpillar Inc., Caparo, Madras Rubber Factory (MRF) and Apollo Tyres have are in the process of setting up manufacturing plants in and around Chennai. The Ambattur-Padi industrial zone houses several textile manufacturers, and an SEZ for apparel and footwear manufacture has been set up in the southern suburbs of the city. Chennai contributes more than 50 per cent of India's leather exports¹². In addition, the region around Chennai has also served as an important administrative, military, and economic centre.

1.3 Transport Sector

The transport sector in Chennai provides daily connectivity through the various networks of road transport and Railways. A brief overview of the existing transportation system is given below:

1.3.1 Bus Transport

MTC (Metropolitan Transport Corporation) runs an extensive city bus system for which the demand far outstrips supply, leading to inhuman conditions of travel. The details of the fleet size, the routes and the number of passengers it transports every day are given below.

¹¹ http://dsir.nic.in/reports/ExpTechTNKL/Abs%20new/Automotive_Components.htm, Accessed on 1 December 2010.

¹² Government of Tamil Nadu. April 2006. Development Plan for Chennai Metropolitan Area. [Internet Source] Chennai: Government of Tamil Nadu. 28 November 2010. Available at http://web.archive.org/web/20080226213256/http://www.jnnurm.nic.in/toolkit/CDP_CHENNAI.PDF

**Table 3: The Growth: Metropolitan Transport Corporation (Chennai) Ltd.
March 31, 2010**

MTC (at present)	
Depots	25
Fleet	3421
Route	681
Employees	22594
Passengers per day	56.93 lakh (avg)
Collection per day	215.10 lakh (avg)

Source: Government of Tamil Nadu. 2008¹³

1.3.2 Rail Network

The commuter rail system in CMA, operated by the Southern Railways, essentially consists of the following three lines:

- Chennai Beach - Tambaram, running southwest
- Chennai Central - Thiruvallur, running west
- Chennai Central - Gummidipoondi, running north.

The first two lines have dedicated tracks for commuter trips. The third line, however, caters to both suburban and inter-city passenger movement.

There is a fourth line - an elevated Mass Rapid Transit System (MRTS) - which links Chennai Beach to Velachery and is interlinked with the remaining rail network . The Chennai Metro system is under construction.

¹³ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA(Chennai Metropolitan Development Authority)

1.3.3 Autorickshaws

Autorickshaws are one the most paratransit¹⁴ modes of transportation in many Asian countries. In India, Bajaj Auto obtained a licence from the Government of India in 1959 to manufacture two and three-wheelers. Although the goods carrier three-wheeler was introduced earlier in 1971, the rear engine autorickshaw, which is equivalent to the internationally-run taxis, was only introduced later in 1977¹⁵. Due to their small size and narrow body, these three-wheeled vehicles were the perfect choice for navigation on heavily-congested Indian roads.

Although the erstwhile petrol-run autorickshaws were yellow and black in colour, the newer CNG-run autos have a different colour scheme of green and yellow. These vehicles are usually powered by a two or four stroke gasoline engine. In Chennai, one of the most congested cities of India, autorickshaws form a key element of the transport system. They provide the cheapest paratransit service that makes door-to-door transportation easy; their service comes in handy especially in CMA, where the traffic situation is excruciating. Currently, there are 61,999 autorickshaws plying in CMA region, of which 24,101 run on LPG, the remaining being run on petrol (ref to Annexure 7). They are the second largest movers of commuters in Chennai and help to move around 1.5 million commuters daily.

Statistics of other modes of transport; as given by the Transport Department, Chennai city, are given in the table below:

¹⁴ Paratransit vehicles are a for-hire flexible passenger transportation that does not necessarily follow fixed routes and schedules. They provide two types of services: one involving trips along a more or less defined route with stops to pick up or discharge passengers on request. The other is a demand-responsive transport which can offer a door-to-door service from any origin to any destination in a service area.

¹⁵ http://www.bajajauto.com/bajaj_corporate_achievements.asp, Accessed on 10 October 2010.

Table 4: Vehicular Position in Chennai City for Certain Years¹⁶

Mini bus	0	0	0	0	0	0	0	0	0	0	0	0	0
Contract Carriages													
Autorickshaw	36132	37557	37420	37962	39027	39782	37714	38062	41316	39330	51113	44973	49062
Ordinary Taxi	276	286	283	249	249	222	277	265	283	284	1165	252	1259
Motor Cab (SP)	4755	4789	4789	4724	4824	5162	5379	5717	6329	7549	12930	10908	17367
Motor Cab (AIP)	1149	1385	1818	2144	2192	2400	2312	2510	4086	4787	6412	5143	6290
Maxi Cab (SP)	1672	2015	2457	3298	3559	3828	3883	3865	4357	4871	8341	6305	9760
Maxi Cab (AIP)	208	237	249	295	298	191	233	236	358	709	1228	1366	1603
Omni Bus (SP)	133	134	134	134	134	138	140	156	181	192	174	167	156
Omni Bus (AIP)	68	73	73	73	73	66	62	74	72	71	71	69	65
TOTAL	44393	46476	47223	48879	50356	51789	50000	50885	56982	57793	81434	69183	85562
Private Service V	303	352	428	584	651	690	756	847	883	926	2376	874	2702
School Bus	389	435	465	546	594	740	852	863	902	961	1709	1129	2095
Ambulance	346	336	400	449	548	645	728	765	792	826	1107	1047	1320
Fire Fighter	64	64	64	64	64	64	64	64	69	75	107	87	109
TOTAL	1102	1187	1357	1643	1857	2139	2400	2539	2646	2788	5299	3137	6226
Goods Carriages													
Lorries	19790	19994	20988	20425	19071	16334	16713	16087	17606	17732	28376	22393	31307
National Permit L	3187	3226	3612	3451	3443	3588	3607	4133	4604	5104	6400	6374	6685
Tractor & Trailer	536	538	589	620	639	660	673	688	726	739	1394	874	1535
Light Commercial	4940	5652	6125	6132	6254	7156	8837	11209	15461	17622	23177	21714	23950
Articulated Vehic	1010	1086	1097	1123	1143	988	1253	1225	1162	1691	1908	2019	2019
TOTAL	29463	30496	32411	31751	30550	28726	31083	33342	39559	42888	61255	53374	65496
Total Transport V	77852	80965	83836	85089	86464	86327	87160	90434	102864	107146	151760	129929	162745

II) NON Transport Vehicles													
Category of vehicles	1.4.1998	1.4.1999	1.4.2000	1.4.2001	1.4.2002	1.4.2003	1.4.2004	1.4.2005	1.4.2006	1.4.2007	1.4.2008	1.4.2009	1.4.2010
Motor cycle	2E+05	243431	278199	319419	362514	418640	483971	570490	671033	785450	896631	1E+06	1E+06
Scooters	2E+05	164425	179923	195784	212544	231579	248025	266612	286751	298160	310706	320289	333490
Mopeds	3E+05	366383	389996	415683	436014	449731	455688	462243	469266	476602	482877	490037	497485
Two wheelers	7E+05	774239	848118	930886	1011072	1E+06	1E+06	1E+06	1427050	2E+06	2E+06	2E+06	2E+06
Motor car	2E+05	183603	199848	218002	234381	252951	273735	298800	324989	355670	389719	430575	471899
Jeep	7007	7589	8012	8344	8450	8737	8754	8772	8783	8804	8809	8824	8858
Trycycle Auto	2546	2553	2557	2557	2557	2559	2565	2565	2569	2586	2601	2613	2613
Stationwagon	271	280	286	325	326	335	335	335	347	348	349	358	358
Tractor	1136	1145	1146	1147	1161	1167	1179	1189	1196	1238	1276	1360	1404
Road Roller	56	56	57	58	60	60	60	60	66	74	100	120	128
Threewheeler	2034	2420	2852	3822	4200	4781	5140	5735	6511	7145	7464	7659	7803
Fourwheeler	1050	1089	1093	1280	1283	1300	1310	1800	2160	2185	2185	2185	2185
Others	1426	1818	3821	5388	5596	6168	6522	6638	6751	6867	7172	7472	7796
Total	2E+05	200553	219672	240923	258014	278058	299600	325894	353372	384917	419675	461166	503044
Total Non Transport Vehicles	9E+05	974792	1E+06	1171809	1269086	1E+06	1E+06	2E+06	1780422	2E+06	2E+06	2E+06	2E+06
Total all vehicl	1E+06	1E+06	1E+06	1256898	1355550	1E+06	2E+06	2E+06	1883286	2E+06	2E+06	2E+06	3E+06

Source: Statistics of Transport Department, Chennai

¹⁶ Statistics of Transport Department, Chennai

As per the CMDA Report 2008, the vehicle population in Chennai city as on January 1, 2008, stood at around 2.6 million. The car or jeep population amongst these stood at 4,50,000. Motor vehicle population has increased at a phenomenal rate with an average annual growth rate of 9.7 per cent.

Further, the report cited that in May 2008, public transport constituted 31 per cent of the trips of Chennai city. Per capita trip rate was 1.30 per day and trip rate per household was 5.88 per day, as per the CTTTS (Comprehensive Traffic and Transportation Study of 1992-95). Total person trips performed in Chennai were about 7.45 m and 9.59 m during 1992 and 2005 respectively¹⁷. Details of this are provided in the table below:

Table 5: Average Person Trip Distribution by Mode in CMA

Table Sl. No .	4.2 Daily Mode	Average Person Trip Distribution by Mode in CMA (Trips in million)									
		No. & percent of total trips by mode									
		1970		1984		1992		2004		2005	
		No.	%	No.	%	No.	%	No.	%	No.	%
1	Bus	1.1	41.5	3.074	45.5	2.84	38	2.89	29	2.47	25.8
2	Train	0.3	11.5	0.61	9	0.31	4.1	0.5	5	0.24	2.5
3	Car/Taxi	0.08	3.2	0.103	1.5	0.11	1.5	0.4	4	0.36	3.8
4	Fast TW	0.04	1.7	0.219	3.2	0.52	7	1.8	18	1.83	19.1
5	Autoricks haw	-	-	0.024	0.4	0.16	2.2	0.2	2	0.29	3
6	Bicycle	0.57	21.3	0.72	10.7	1.06	14.2	1.3	13	1.23	12.8
7	Cycle rickshaw & others	0	0.1	0.105	1.6	0.24	3.5	0.1	1	0.03	0.3
8	Walk	0.55	20.7	1.895	28.1	2.21	29.5	2.79	28	3.14	32.7

Source: CMDA Report August 2008

The CMDA report also states that the Second Master Plan projected travel demands based on the increase in the per capita trips (as was given in the table above). The per capita trip that was 1.44 in 2005 (HHI Survey carried out as part of the DPR for the Chennai Metro Rail

¹⁷ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA(Chennai Metropolitan Development Authority)

Project, DMRC, 2005) has been projected to increase to 1.6 by 2016 and 1.65 by 2026. The comprehensive Traffic and Transportation Study (CTTS) for CMA undertaken in 1992-95 through a consortium of consultants -- M/s. RITES and M/s. KCL and the quick study carried out through M/s RITES in 2004 -- essentially provided the basis for forecasting of the future travel demand in the CMA. Their findings and conclusions have been formulated in the table below:

Table 6: Projected Daily Trips by Public and Private Transport

		1991	2004	2006	2011	2016	2021	2026
1. Population in lakh		58.07	75.61	78.96	88.71	99.62	111.98	125.82
2. Daily per capita Trips		1.29	1.32	1.34	1.5	1.6	1.6	1.65
3. Total Daily Person Trips in lakh		74.91	99.81	105.81	133.07	159.39	179.17	207.60
Scenario 1	Private	57.00	64.57	60.00	50	45	40	35
Modal Split %	Public	43	35.43	40.00	50	55	60	65
Total Daily Person Trips by Public Transport in lakh		32.21	35.36	42.32	66.53	87.67	107.50	134.94
	By Rail %	9.25	14.54	16.00	20	25	30	25
	By Road %	90.75	85.46	84.00	80	75	70	75
Daily Trips in lakh								
	By Rail	2.98	5.14	6.77	13.31	21.92	32.25	33.74
	By Road	29.23	30.22	35.55	53.23	65.75	75.25	101.21

		1991	2004	2006	2011	2016	2021	2026
Scenario 2	Private	57	64.57	55.00	45	40	35	30
Modal Split %	Public	43	35.43	45.00	55	60	65	70
Total Daily Person Trips by Public Transport in lakh		32.21	35.36	47.61	73.19	95.64	116.46	145.32
	By Rail %	9.25	14.54	16.00	25	30	35	40
		1991	2004	2006	2011	2016	2021	2026
	By Road %	90.75	85.46	84.00	75	70	65	60
Daily Trips in lakh	By Rail	2.98	5.14	7.62	18.30	28.69	40.76	58.13
	By Road	29.23	30.22	39.99	54.89	66.94	75.70	87.19
Scenario 3	Private	57	64.57	50.00	40	35	30	25
Modal Split %	Public	43	35.43	50.00	60	65	70	75
Total Daily person Trips by Public Transport in lakh		32.21	35.36	52.90	79.84	103.60	125.42	155.70
	By Rail %	9.25	14.54	20.00	30	35	40	45
	By Road %	90.75	85.46	80.00	70	65	60	55
Daily Trips in lakh	By Rail	2.98	5.14	10.58	23.95	36.26	50.17	70.07
	By Road	29.23	30.22	42.32	55.89	67.34	75.25	85.64

Source: CTTS(MMDA, RITES, KCL & PTCS, 1992-95) and short-term study to update

CTTS (1992- 95)(CMDA, RITES & PTCS, 2004)

The three scenarios have been worked out gradually increasing the modal share of the public transport and also increasing the share of rail transport within the public transport modes. Scenario 2 has been selected based on the following assumptions.

- i) The modal split between public and private transport will change from 28:72 (2005) to 55:45 (2011) and 60:40 (2016), 65:35 (2021) and 70:30 (2026) in line with the trend in share of public transport increasing with city size.
- ii) The sub modal split between bus and rail will have to change from 91:9 (2005) to 75:25 (2011) and 70:30 (2016), 65:35 (2021) and 60:40 (2026).

The total person trips in the CMA, which was 9.59 m/ day in 2005, have been projected to increase to 20.76 m/ day in 2026 (*vide* Fig 7.1). Further, it is seen from the above table that the number of trips carried out by bus transport in 2005 would become nearly 3.5 times in the year 2026. Similarly, the volume of passengers to be carried by rail port will be nearly 24 times the present volume.

These demand projections point towards the dire need to increase the supply of public as well as paratransit modes of transport, like autorickshaws, shared autos, call taxis, maxicabs and others to match increasing trip requirements. Autorickshaws, especially, can play a pivotal role in meeting these demand requirements due to the various benefits they provide like access, privacy, comfort, point-to-point transport and most importantly last-mile connectivity.

There is a strong rationale to emphasize upon paratransit modes of transport such as autorickshaws, as it would lead to freeing up land in a city as an autorickshaw requires only one parking space, as compared to the two required by private vehicles - one at home and one at the final destination. Further, it helps save space, as although it carries about the same number of people on an average, it occupies only one-third the parking area and half the space used by a car on road.

On a per-capita basis, autorickshaws produce lower emissions compared to private cars, due to their smaller engines (around 175 cc compared to over 800 cc for cars). Their three-wheeled design makes them easily manoeuvrable in traffic, and reduces the

probability of road accidents. Finally, in addition to the above benefits, its smaller size entails lower capital and maintenance costs, not only for the vehicle, but also for the roads, providing mobility options to low and middle income populations at a lower implicit cost.

CHENNAI AUTORICKSHAW SECTOR

Chennai Autorickshaw Sector

2.1 Chennai Autorickshaw Sector

Chennai city with a population of about 4.6 million¹⁸ houses 7.419 per cent of the total population of the state of Tamil Nadu, which stands at about 62 million¹⁹. Further, the city has a share of 29.95 per cent of the total autorickshaws in Tamil Nadu, which stood at 172,305 as on August 1, 2010²⁰. Autorickshaws in Chennai city were reported to stand at 51,613 on the same date²¹. As the family density of Chennai city is 5803 per sq km²² and the auto density is 293.25 per sq km²³, it can be derived that an autorickshaw caters to roughly 20 families of Chennai city, reinforcing the fact that they play a central role in the paratransit system of the city.

However, despite the critical role played by them in the transport system, autorickshaws have been dragged into turmoil and people have been eyeing them with disgust and distrust. Chennai autorickshaw drivers are considered to be the most daring of species, who are accused of over speeding, overcharging and recklessly manoeuvring autos, even in tight situations without compromising on speed. However, the fact is that we cannot even think of a Chennai city without autorickshaws, at least for the next 100 years.

Developing road infrastructure to meet the travel demands of the rapidly growing population in Indian cities is almost impossible. According to the *CMDA report 2008*, 1,780 new vehicles are put on roads every day, on an average, without corresponding increase in motorable road space. The increase in road space accounts for only 3 to 4 per cent of the total area, a value

¹⁸ <http://www.ctn.org.in/about-chennai.html>, Accessed on 25 November 2010.

¹⁹ http://www.encyclopedia.com/topic/Tamil_Nadu.aspx, Accessed 20 November 2010.

²⁰ Statistics from Transport Department, Chennai

²¹ Statistics from Transport Department, Chennai

²² According to CMDA Report 2008, Per Capita trip rate was 1.30 per day and trip rate per household was 5.88 per day, as per the CTTS (Comprehensive Traffic and Transportation Study of 1992-95). So can it be concluded that average family size is $(5.88/1.3) = 4.52$.

So no. of families in Chennai = $(4616639/4.52) = 1021380$ (approx). Thus, taking this figure as family size, then the Family density of Chennai city is $(1021380/176) = 5803$ per sq. km.

²³ Auto density of Chennai city is $(51613/176) = 293.25$ per sq. km.

of very low order, when compared with 11 per cent in Bangkok, 20-25 per cent in developed cities, such as London, Paris or New York, 21 per cent in New Delhi and 11 per cent in Coimbatore²⁴. Phenomenal growth of vehicles coupled with minimal increase in road space has led to lower speeds of 15-20 kmph on key road links. In this scenario, it is critical to reassess the role of autorickshaws in the urban transportation landscape, considering its smaller, befitting size and unchartered ability to provide connectivity. This is important not only from the perspective of providing an integrated and affordable public transport system, but also in terms of the socio-economic imperative of encouraging autorickshaws as a means of livelihood for the low-income, uneducated, and migrant population.

However, despite the importance of autorickshaws as a means of transport, the sector has been plagued with problems for the past few years. These have been cited below:

2.2 Permit Raj

In 1999, the Government of Tamil Nadu passed G.O. (Government Order) Ms. No. 166 dated February 10, 1999, for a ban on issue of permits for new 3-seater autos for three months. However, G.O. Ms. No. 841 dated June 16, 1999, exempted autorickshaws bought through loan from TADHCO (Tamil Nadu Adi Dravidar Housing and Development Corporation) from the permit ban. Following that, another G.O. Ms. No. 1214 dated September 1, 1999, was passed, which extended the ban on issue of permits. Further, G.O. Ms. No. 1346, dated October 5, 1999 (ref. Annexure 24), prohibited the plying of autorickshaws on Wall Tax Road from the junction point of E.V.R. Salai up to Isaac Street (both ways) in Chennai by the powers conferred by Section 115 of the Motor Vehicles Act, 1988, the Government of Tamil Nadu. However, shared autorickshaw permits were issued by the G.O. Ms. No. 1439 dated October 29, 1999 (ref. Annexure 23), which granted permission to register 100 vehicles of 'Vikram' 5+1 seater autorickshaws in Chennai city on an experimental basis. This move, however, hardly made a difference, considering the number of shared autorickshaws that currently ply in Chennai city are limited to 200. All this was done to decongest the roads. However, autorickshaw drivers complained that if decongestion was the reason, the same rules must have also been applied to private vehicles.

²⁴ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA (Chennai Metropolitan Development Authority)

The permit ban mentioned above led to a huge demand-supply gap within the autorickshaw sector, the ramifications of which are being felt to date. According to a study conducted by Anna University, autos accounted for 5 per cent of the trips in 1992, which came down to 4 per cent in 2008²⁵.

In lieu of the same, the government passed G.O. Ms. No. 96 dated January 30, 2009 (ref Annexure 8), ordering the issue of 5,000 autorickshaw permits in Chennai city with subsidy, with certain conditions fulfilled by the applicants. Orders were issued relaxing the age limit of applicants from between 25 and 45 to 23 and 45 and the educational qualifications from 10th pass to 8th pass, to fetch more applicants. However, the inadequacy of these measures finally propelled the government to pass G.O. Ms. No. 463 dated May 14, 2010 (ref Annexure 19), which lifted the ban on grant of permits in Tamil Nadu. It also ordered that the autorickshaws that ply in CMA should run on LPG. Thus, all RTOs were requested to grant contract carriage permit under Section 74 of Motor Vehicles Act 1988. Further, an open permit system was to be operational from December 2010. Consequent to the lifting of ban, 20,632 permits have so far been granted in this State, out of which 9,267 permits been granted in CMA²⁶. The sale of permits is yet to catch up with the issue of permits, as even though the permit comes at an official cost of Rs 325 (excluding courier charges of Rs 50), drivers have to make payments in the range of Rs 70,000 to Rs 1,00,000 to obtain it. Thus, the huge illicit payments involved make the permit unaffordable for the drivers. In addition, additional conditions to be met are that the applicant should reside in Chennai city and should have documents like address proof (ration card, Voter I D, Passport, LIC policy etc.), three passport size photographs and a CCPA form²⁷.

Apart from the typical permit, through G.O. Ms. No. 293, dated June 15, 2010 (ref Annexure 18), the government identified 23 autos in Palani to ply as 'Tourist Friendly Autos' and these were permitted to be painted with sceneries of prominent tourist spots in Palani, along with a tourism logo for easy identification. The autorickshaws were exempted from being painted in

²⁵ Sreevatsan, Ajai and Lakshmi, K. 30 September 2010. Court's direction puts spotlight on autorickshaw fares. [Internet source]. Chennai: The Hindu. 30 September 2010. Available at <http://www.thehindu.com/news/cities/Chennai/article803256.ece>

²⁶ Statistics from Transport Department, Chennai

²⁷ Statistics from Transport Department, Chennai

highway yellow, as per rule 364. Further, shared autorickshaw permits were also given at Rs 625, inclusive of Rs 100 service charge (ref Annexure 28).

2.3 Autorickshaw fare revision

However, despite lifting of the ban and an increase in the number of autorickshaws, several other problems are yet to be addressed. One of the most pertinent problems faced by the Chennai autorickshaw sector is the practice of overcharging. According to the Transport Office, the Government of Tamil Nadu decides the autorickshaw fare as per Section 67 d (i) of the Motor Vehicles Act, 1988. According to G.O. no. 1679 dated November 11, 1996, the meter down fare was fixed as Rs 7 for the first 2 km and Rs 3.5 for every subsequent kilometre. The night service charge was 25 per cent more than normal and the waiting charge was 20 paise for every five minutes. After this date, the fuel charge increased, but the autorickshaw fare remained the same till 2007, in which year G.O. Ms. No. 48, dated January 10, 2007 (ref. Annexure 25), was passed, in which the government decided to revise the fare for contract carriage autorickshaws, keeping in view the increase in fuel prices. Thus, the government fixed the following fares:

- ✓ The minimum fare was fixed at Rs 14 for the first 2 km
- ✓ Rs 6 for every km thereafter
- ✓ A waiting charge of 40 paise for every five minutes
- ✓ Night charges from 10.00 pm to 5.00 am were fixed at 25 per cent more than the day fare

Further, it was ordered that the meters of the contract carriage autorickshaws, which are fitted with electronic meters, be recalibrated according to the revised fare structure within 45 days from the date of issue of notification of fare revision, and those fitted with mechanical meters be recalibrated within 90 days. Further, autos fitted with mechanical meters were ordered to move to electronic meters within a period six months. Lastly, it was ordered that conversion tables corresponding to revised fares be distributed and followed, till meters are recalibrated. Since then, the retail selling price of the following as on June 26, 2010 were (ref Annexure 29): (Per litre prices in Rs)

- Diesel - 40.07 (increased 16.44 per cent from 2007)
- Petrol - 55.92 (increased 12.58 per cent from 2007)
- LPG - 33.55 (increased 25.79 per cent from 2007)²⁸

²⁸ Statistics from Transport Department, Chennai

Thus, although fuel prices have gone up, the fares witnessed no upward revision, leading to a problem of indexing of income. Thiru M Ravi, Additional Commissioner, Traffic Police Chennai, was quoted as saying, “The tariff rates do not reflect the correct fuel cost, which is the reason why autorickshaw drivers overcharge.”²⁹

However, indexing for fuel price changes is just one fraction of the problem. Autorickshaw drivers in Chennai travel a daily average distance of 100 km. This Study revealed that the average trip size was about 6 km, which translates into roughly 17 trips in a day. At this rate, the gross monthly income earned by an autorickshaw driver in Chennai on a daily basis stands at Rs 646. Seventy per cent of autorickshaw drivers in Chennai work on rent and the daily money paid by them is in the range of Rs 150 to 200. Further, daily fuel costs amount to Rs 150 to Rs 200. In addition to this, maintenance costs range from Rs 1,000 to Rs 4,000 a month. This translates into an additional daily expenditure of Rs 50 to Rs 100 on an average. Adding up expenditure on fines and penalties to the above, the total daily expenditure on an autorickshaw amounts to approximately Rs 500. This leaves the driver with savings of Rs 150 or less, which is inadequate to support of family of five.

The above calculations clearly highlight the meagreness of the income earned by an autorickshaw driver in Chennai, if he charges the government prescribed fare, which is to be blamed for the malpractice of overcharging that is plaguing the autorickshaw sector.

The tables below give a fare comparison across six cities of India:

Table 7: Autorickshaw fares in different cities of India

City	Old Fare			New Fare		Fare at night
	As on (date)	Meter down	Per km	Meter down	Per km	
Thiruvananthapuram ³⁰	March 15, 2010	Rs 10 for 1.6 km	Rs 6 per subsequent km	Rs 10 for 1.25 km	Rs 6 per subsequent km	50 per cent of fare extra

²⁹ Personal interview conducted on 27 September 2010.

³⁰ <http://www.team-bhp.com/forum/indian-car-scene/88872-auto-taxi-fares-india.html>, Accessed on 15 October 2010.

Delhi ³¹	22 June 2010	Rs 10 for first km	Rs 4.5 per subsequent km	Rs 19 for first two km	Rs 6.5 per subsequent km	25 per cent of fare extra
Bangalore ³²	2008	Rs 14 for first two km	Rs 7 per subsequent km	Rs 17	Rs 9 for every additional km.	50 per cent of fare extra
City	Old Fare	New Fare			Fare at night	
	As on (Date)	Meter down	Per km	Meter down	Per km	
Chennai ³³	November 5, 1996	Rs 7	Rs 3.5	Rs 14	Rs 6	25 per cent of fare extra

³¹ The Times of India. 22 June 2010. Delhi govt hikes auto, taxi fares. [Internet source]. New Delhi: The Times of India. 1 October 2010. Available at <http://timesofindia.indiatimes.com/city/delhi/Delhi-govt-hikes-auto-taxi-fares/articleshow/6078238.cms>

³² The Times of India. July 27 2010. Pay autorickshaw driver 9 from 3rd km, Minimum fare will be 17. [Internet source]. Bangalore: The Times of India. 4 October 2010. Available at <http://timesofindia.indiatimes.com/city/bangalore/Pay-auto-driver-9-from-3rd-km-Minimum-Fare-Will-Be-17/articleshow/6221394.cms>

³³ Statistics from Transport Department, Chennai

Pune ³⁴ (ref Annexure 1)	July 2010			Tariff =(Meter Reading x 8) + 3 Rs = Approx Charge to Pay K.M -----> CHARGE (Rs) 1 -----> 11 1.1 -----> 12	50per cent of fare extra
Mumbai ³⁵	-	-	-	Rs 11 for 1 km Rs 6.5 per km	25per cent of fare extra

The above table reflects the upward revision in autorickshaw fares of most cities. In Delhi, the fare was revised this year from a low Rs 10 for the first km and Rs 4.5 per km thereafter to a fare of Rs 19 meter down for the first two kilometres and Rs 6.5 per km for every subsequent km. This upward revision in fare was extremely necessary as pointed by Rakesh Agarwal, General Secretary, Nyaya Bhoomi,³⁶ who said, “When drivers charged the old fare of Rs 10 meter down and Rs 4.5 per km, they earned only about Rs 4,000, which was lesser than the minimum wage of Rs 5,272 prescribed for an unskilled worker in Delhi³⁷.”

In addition to problems of permit and fare, other problems that have clouded the sector and stalled its growth are:

³⁴ <http://www.team-bhp.com/forum/indian-car-scene/88872-auto-taxi-fares-india.html>, Accessed 15 October 2010.

³⁵ <http://www.team-bhp.com/forum/indian-car-scene/88872-auto-taxi-fares-india-2.html>, Accessed 15 October 2010.

³⁶ Nyayi Bhoomi is an NGO in New Delhi which runs an Autorickshaw Star Club and works for the amelioration of autorickshaw drivers.

³⁷ Telephonic interview on 13 October 2010

2.4 LPG-run autorickshaws

- G.O. Ms. No. 510, dated April 13, 2007 (ref. Annexure 20), necessitated the conversion of autorickshaws to LPG mode (Section 87(1) of the Motor Vehicles Act- Central Act 59 of 1988). Further, a subsidy of Rs 2,000 to every autorickshaw undergoing the conversion was announced. This was followed by another order G.O. Ms. No. 1158 (ref. Annexure 22), dated September 11, 2008, in which orders were issued for conversion of existing petrol driven autorickshaws plying in Chennai city into LPG mode in a phased manner with subsidy of Rs 2,000 to be granted by the Tamil Nadu Pollution Control Board. Further, the Transport Minister announced an additional amount of Rs 1.88 crore to enhance the subsidy from Rs 2,000 to Rs 3,000 for conversion of the existing 28,760 petrol driven autorickshaws to LPG mode. Over and above these incentives, in G.O. Ms. No. 1645 dated December 18, 2008 (ref. Annexure 11), an amendment was made in which the RTOs of CMA were permitted to grant 2,500 contract carriage permits to LPG driven 3-seater new autorickshaws under loan subsidy scheme and 7,500 contract carriage permits to LPG driven 3-seater autorickshaws without subsidy under the general category. All these orders were passed in light of the fact that autorickshaws that operated on LPG fuel had 40 per cent lower operational costs. According to a *UNDP Report*, an autorickshaw covers an average distance of 18 km with 1 litre of gasoline/petrol; whereas in case of LPG the autorickshaw travels up to 52 km on an average in 1 litre LPG. Thus, 1 litre LPG is equivalent to 1.346 litres of gasoline; a corollary of which is that with 1 litre of LPG a rickshaw covers 26 km more than the same quantity of gasoline, amounting to huge cost savings³⁸.

However, all these measures proved to be ineffective as these government orders failed to take into account the lack of availability of LPG dispensing stations, which stand at only 23, according to the Government of Tamil Nadu, State Transport Authority (ref Annexure 6). For this reason, J Seshasayanam, general secretary of Madras Metro Auto Drivers' Association, was quoted as saying, "There are only 22 operational Autorickshaw LPG dispensing outlets in the city. The filling capacity of

³⁸ http://sgp.undp.org/web/projects/4512/environmental_protection_with_increase_in_income.html, Accessed on 23 October 2010.

each outlet is about 10,000 litres a day. However, demand is more than six lakh litres. More autorickshaws must not be forced to convert without addressing the issue of supply.” His point was that autorickshaw drivers have to travel at least 10 kilometres to find an LPG station, which makes the fuel conversion an uneconomical business proposition.

In addition to low accessibility, safety is another area of concern, as LPG fuel restricts the speed limit of an autorickshaw to a maximum of 45 kmph, which is considerably lower than the 60 kmph speed limit of a petrol autorickshaw. Further, the cost of installation of an LPG conversion kit entailed an expenditure of Rs 11,500 for a locally assembled kit to Rs 21,000 for the factory assembled model³⁹, which highlighted the stark inadequacy of the subsidy being provided. To top it all, Sethuraman from TVS⁴⁰ pointed out that LPG, unlike petrol, cannot be filled in a bottle due to its gaseous nature. Because the nature of the Chennai sector is skewed towards the rental system, wherein the drivers rent the autorickshaw for a particular duration of time and then return it to its owner, a by-product of this is that the drivers work on a shift basis. What follows is that whereas in case of a petrol autorickshaw the driver is able to empty out the extra petrol in a bottle after his shift is over, in the case of an LPG autorickshaw, the extra LPG cannot be emptied out, and is used up by the next driver. This puts the first driver at a financial disadvantage, which makes the fuel unattractive despite the cost savings involved in the larger picture.

2.5 Financing of autorickshaws

- Financing of autorickshaw remains an important area of concern. A typical petrol-run autorickshaw costs Rs 1.45 lakh. The typical loan structure followed by IndusInd Bank (ref. Annexure 16) in collaboration with Bajaj Auto is given below⁴¹. The borrower, i.e. the driver, is required to make a down payment of Rs 33,371 followed by instalments paid every month.

³⁹ Subramanian, Karthik. 18 May 2007. Will LPG switchover bring down autorickshaw fares? [Internet source]. Chennai: The Hindu. 2 October 2010. Available at <http://www.hindu.com/2007/05/18/stories/2007051816360300.htm>

⁴⁰ Telephonic interview on 30 October 2010

⁴¹ Personal interview on 29 October 2010

Calculation for 33371/- is

Cost for an ordinary auto is	149171/- for ordinary auto	
	(Self start autos cost extra	6,000
	(-) 120,000	
		<hr/>
Loan amount which bank gives		29,171
Document Charge		(+) 2,000
Processing Charge		(+)1,200
Insurance for 1lakh for owner		(+) 1,000
		<hr/>
		33,171

One option of repayment is for a period of 35 months or almost three years in which the borrower is required to make payments of Rs 5,118 for 20 months; after that Rs 4,818 for the next 15 months. Another repayment option extends over 41 months, wherein the borrower is required to pay EMIs (Equated Monthly Installments) of Rs 4,610 for the first 30 months and Rs 4,310 each for the next 11 months. Although banks charge an interest rate in the range of 11.5 per cent to 13 per cent, they are not the preferred source of finance, due to excessive documentation required by them. Credit is also not available easily, as banks ask for documents like ration card, driving licence or voter's ID card, one photograph and a copy of the electricity bill, to apply for loan. In cases where a witness is required, he/she is also required to possess each of the above mentioned documents. Since autorickshaw drivers rarely possess such documents, they approach the local moneylender or 'seth' for loans. Although the moneylender supplies loans at almost double the interest rate of 24 per cent and demands a higher down payment of Rs 50,000, the absence of documentation hurdles makes it easier to get loans. Thus, informal finance still constitutes to be the dominant source of finance for autorickshaw drivers. Therefore, formal sources of

credit need to be established in the interest of the autorickshaw drivers. This is especially so in light of the recent statistics on the sale of autorickshaws. The transport department had issued about 59,000 temporary permits at a cost of Rs 375 each (inclusive of Rs 50 courier charges) for autorickshaws in Chennai after the State Government relaxed the ban on registration of passenger autorickshaws on April 30 this year ⁴². However, these autorickshaws remained untapped by the driver community. Only 5,000 of the 59,000 temporary permit holders had bought autorickshaws. The three-month limit for documentation expired for the remaining majority. The reason cited by the driver community was the difficulty in getting loans from banks. This clearly emphasizes the dire need to provide formal sources of credit to drivers at the earliest. Upward revision of fares will only inflate the rentals paid by the autorickshaw drivers unless and until easy access to credit is turned into a reality for them.

2.6 Parking

- According to the *CMDA Report 2008*, the demand for parking in the Central Business Districts is two times the supply. Acute shortage of parking supply is witnessed in commercial areas of Anna Salai, T Nagar, Purasawalkam and Mylapore⁴³. There is no organised parking for autorickshaws in places where there is demand for them, like bus stops and public buildings. The few prepaid stands at railway stations, ISBT and large commercial complexes are already occupied and badly managed. Drivers complain that the high degree of travel without passengers for longer journeys is because they have to return empty due to the absence of stands and the prevalence of no-parking signs at far-off destinations like the airport and NCR regions. This lack of organised space in the city further contributes to the feeling of not belonging. Unauthorised and indiscriminate parking impedes free flow of traffic and causes accidents. The haphazard parking has led to a loss in the road capacity that ranges between 15 per cent and 60 per cent leading to road congestion and slower traffic flows. As the autorickshaw fare only charges for the distance component and does not

⁴²Jeeva. 22 August 2010. They have permits but no cash to buy autos. [Internet source]. Chennai: The Times of India. 15 October 2010. Available at http://findarticles.com/p/news-articles/times-of-india-the/mi_8012/is_20100822/permits-cash-buy-autos-chennai/ai_n54896722/

⁴³ Government of Tamil Nadu. 2008. *Highlights of the Recommendations of the State Level Committee on Road Connectivity and Traffic Improvements in Chennai*. CMDA (Chennai Metropolitan Development Authority)

account for the time component, drivers tend to drive over the speed limit and violate traffic rules to make the most of their time and prevent fuel cost inefficiencies caused by traffic roadblocks. These traffic violations lead to huge monetary losses in the form of fines, penalties and bribes paid to the traffic police.

2.7 Traffic Violations

- From the process of licensing to driving his vehicle on the road, the autorickshaw driver suffers from a lack of information and awareness. He cannot differentiate between touts and officers and is clueless about the actual licensing fees. He ends up spending more on touts' fees than on the actual licence. After obtaining a licence, he is required to get a badge for commercial driving. Here, the whole process gets repeated and he is tested for his driving skills (something he has already got a licence for). He has no knowledge about laws and penalties related to his profession due to lack of formal training. This leads to traffic violations and huge financial losses in the form of fines and penalties paid. In addition to this, the jam-packed roads and slow traffic movement, accompanied by a stressful work lifestyle and health hazards like back pains and aural disorders caused by noise pollution, lead to irritable, impatient behaviour and flouting of traffic rules.

Against offences like plying without meters, rigging of meters, demanding excess fare, the Transport and Police Departments take taken action against drivers under Sections 86 and 177 of the Motor Vehicles Act, 1988.

Over the past four years, the number of cases registered for the following are (ref. Annexure 29):

- ✓ Tampering of fare meter - 9,618
- ✓ Not using fare meter - 31,583
- ✓ Demanding excess fare - 80,062
- ✓ Refusal to ply - 18,845⁴⁴

The following table ⁴⁵ gives the number of cases registered for various traffic offences and the fines collected this year.

⁴⁴ Statistics from Transport Department, Chennai

⁴⁵ Statistics from Traffic Department, Chennai

**Table 8: Various cases booked against autorickshaw drivers
(01-01-2010 to 26-10-2010)**

TYPE OF VIOLATION	No. of Cases booked	Fine amount collected	Fine Amount for each case
Over Speed	1447	450050	50
Rash Driving	173	78300	
Cutting Yellow Line	299	16250	
Signal Violation	13112	726430	
No Parking	11921	681000	
No Entry	1455	82020	
Lane Jumping	599	33400	
Stop Line Violation	16783	942800	
Without D/L	321	164170	
Drunken Drive	839	473470	
Tampered Meter Seal	5624	383200	
D/E Fare	14908	941130	
Refusal to Ply	4853	281270	
Two Person D/S	40906	2686520	
Over Load	8896	789950	
Improper Uniform	54733	3313525	
Obstruction	21553	1291020	
E.E. Smoke	11637	1134900	
Horn Cases	111	5850	
Over Height	8491	449000	
D/N Plate	3765	217670	
D/H Light	937	52000	
No 'U' Turn	1261	71150	
Cell Phone	123	16800	
Load Rear Projection	3734	220280	
Other Offences	2899	300500	
TOTAL	231380	15802655	

Source: Traffic Police, Chennai

The following table⁴⁶ gives details of cases registered for various traffic violations in the last four years:

⁴⁶ Statistics from Traffic Department, Chennai

Table 9: Number of cases registered against erring autorickshaw drivers

NATURE OF CASE	FULL YEAR			
	2006	2007	2008	2009
	Case	Case	Case	Case
OVER SPEED	1397	1509	1298	2008
RASH DRIVING	305	278	330	176
CUTTING YELLOW LINE	431	265	219	600
SIGNAL VIOLATION	8753	9525	9101	9820
NO PARKING	5201	7885	10027	16570
NO ENTRY	1727	2332	2662	2108
LANE JUMPING	484	448	622	672
STOP LINE VIOLATION	6110	7464	8156	13557
WITHOUT DRIVING LICENCE	297	563	670	749
DRUNKEN DRIVE	273	484	795	947
NOT USING METER	113	510	771	8158
DEMANDING EXCESS FARE	1503	14994	16728	19290
REFUSAL TO PLY	1020	2159	2781	7528
TWO PERSONS IN DRIVER SEAT	25137	26310	25585	41423
OVER LOAD	18409	13803	14939	19733
IMPROPER UNIFORM	14283	31091	35835	78002
OBSTRUCTION	14551	12199	20888	35529
EMITTING EXCESS SMOKE	650	269	225	2452
HORN CASE	122	422	35	157
OVER HEIGHT	831	2252	4565	6865
DEFECTIVE NUMBER PLATE	3924	1777	1960	9326
DAZZLING HEAD LIGHT	121	107	74	1003
NO "IT TURN	552	891	1001	1245
CELL PHONE DRIVING	266	77	155	187
OTHER OFFENCE	8778	8101	11185	11137
LOAD REAR PROJECTION	0	0	0	5388
TOTAL	115238	145715	170607	294630

Source: Traffic Police, Chennai

The table below⁴⁷ gives details of accidents involving autorickshaws in Chennai city

Table 10: Number of road accidents in 2009, according to type of vehicles in Chennai city

(FROM JANUARY 2009 TO DECEMBER 2009)

	Fatal		Grievous Injury		Minor injury		Non-injury	Total
Types of Vehicles								Accidents
	N.A	N.P.K	N.A	N.P.I	N.A	N.P.I	N.A	
Bus: GOVT	81	84	9	16	208	247	76	374
: PRIVATE	16	17	2	3	33	39	25	76
Truck /Lorry	100	105	12	12	247	295	183	542
Car/Jeep/Taxi/Tempo	115	118	38	41	1182	1433	437	1772
Two wheelers	182	185	41	44	1323	1518	41	1587
Three wheelers	35	35	19	23	411	485	57	522
Others	53	54	0	0	100	106	34	187
Total	582	598	121	139	3504	4123	853	5060
N A-NO. OF ACCIDENTS. N P K - NO. OF PERSONS KILLED. N P I - NO. OF PERSONS INJURED								
Source: DGP Office, Chennai								

The table given below⁴⁸ gives the number of cases registered against autorickshaw drivers for plying without meters and using tampered meters, for which fines were collected.

⁴⁷ Statistics from Traffic Department, Chennai

⁴⁸ Statistics from Traffic Department, Chennai

Table 11: Cases registered against autorickshaw drivers for not using meters

Penalty for not using meter & Tampered Meter Seal: Rs. 50/-					
	2006	2007	2008	2009	2010
NOI USING MEIER	113	510	771	8158	5470

Source: Traffic Police, Chennai

Table 12: Cases registered against autorickshaw drivers for demanding excess fare

Penalty for Demanding Excess Fare: Rs. 50/-					
	2006	2007	2008	2009	2010
DEMANDING EXCESS FARE	1503	14994	16728	19290	14292

Source: Traffic Police, Chennai

The table given below⁴⁹ gives details of fatal and non-fatal accidents registered against autorickshaw drivers in Chennai city.

Table 13: Number of accidents registered in Chennai city in which autorickshaws were involved

NATURE OF ACCIDENT	FULL YEAR				UP TO SEPTEMBER
	2006	2007	2008	2009	2010
FATAL CASE	50	40	40	36	17
NON-FATAL CASE	695	669	659	493	351

Source: Traffic Police, Chennai

⁴⁹ Statistics from Traffic Department, Chennai

2.8 Other Problems

- Drivers are treated with disregard by the government and resented by customers, and, thus, have no say in the system in which they operate. With such negative societal attitude towards them, they find their uniform discriminatory and degrading, and avoid being identified as autorickshaw drivers.
- It was found that even autorickshaw strikes were in the interest of financiers who control the system. In the case of a fare hike, the driver's earnings also increase. However, daily rents are increased simultaneously and thus the price of the permit is inflated in the process, which completely cancels out the increase in earnings.
- Autorickshaw drivers are required to carry roughly 16 documents with them at all times. As a licence requires documents like school mark sheets and other papers which several drivers do not possess, they fail to get licences, giving the traffic and transport police an excellent opportunity to solicit bribes.
- Drivers who have used electronic meters are unhappy with the system, as they find them unreliable and prone to malfunction. Technical institutions have found them to be erratic and sensitive to rain, temperature, electrical disturbances, and mechanical shocks. Moreover, they take time to be repaired.
- Lack of employment benefits like health insurance, due to the informal nature of the sector, places an additional burden on the drivers, as a majority of them are married and have to support their families.

However, despite these problems, promoting autorickshaws in a city is a key part of developing an integrated public transport system and stalling the growth of private cars. Discouraging the Intermediate Public Transport (IPT), which includes autorickshaws, would eventually result in increased private car ownership, highlighting the critical role played by autorickshaws in not only the city of Chennai, but the transport system of the country.

METHODOLOGY

3. Methodology

3.1 The Study

The purpose of this Study is to understand the ecosystem of autorickshaws and the nature of their drivers. For this, a case study method was employed and primary data was collected from the respondents through the interview method. The purpose of the survey is to provide scientifically gathered facts and materials to set up the conclusion.

3.2 Objectives

The objectives of the present study are to understand the factors influencing the autorickshaw sector to find out the underlying reasons that bring about distorted pricing and its inter-linkages with the drivers' behaviour. Further, the impact of de-licensing of the sector and its transition to the open permit system will be studied to formulate a future course of action. In addition to the above, the models of training provided by various driving schools will be studied to find out their role in modifying driver behaviour. Lastly, it aims to draw parallels with other competitive modes of transport along with elucidating the supply chain management to bring together various stakeholders of the business to reach a policy solution.

3.3 Data Collection

We collected primary and secondary data for the study. Primary data collection is carried out through the questionnaire method. The study is divided into two parts: One studying the socio-economic and financial condition of autorickshaw drivers, and the other studying the passengers' perceptions about autorickshaws and drivers. Our survey covered 509 autorickshaw drivers and 200 autorickshaw passengers.

3.4 Sample Size

The goal of survey research is to take a sample representative of a population. The sample data is later generalised and concluded for a population, within prescribed limits of error. Further, in this section, we arrive at an adequate sample size for about 64,000 autorickshaw licence populations in Chennai, Tamil Nadu.

The licence data is considered to be categorical in nature, because having a licence or not is categorical (Yes/No). With 5 per cent acceptable error margin, the minimum sample size for the autorickshaws licence survey would be 384. With only 75 per cent response rate for 384, the maximum size of the sample would be 509.

Unlike household data where the distribution is known, the distribution of aurorickshaw licences could be skewed to a particular area/zone. We can review the distribution of aurorickshaw licences on two aspects with pros and cons:

3.5 Zonal Distribution

We assume that aurorickshaw distribution is the same across all zones, and we arrive at a sample size for each zone by dividing the maximum sample size by the number of zones.

As mentioned earlier, unlike household data, we might not be accurate in representing the population, because the licence distribution might be skewed in one zone. For such zones, the required sample size might be low. A zone is a bigger area, when compared to a specific location or area.

3.6 Specific Location

We select 18 specific locations based on traffic density, the usage of aurorickshaws in residential areas and socio-economic conditions of these locations.

Zone	Location
Central Chennai	Chennai Central, Parrys, Egmore, Nungambakkam, Mount Road, Anna Square, T Nagar, Tambaram
South Chennai	Basant Nagar, Guindy, Koymabedu, Mylapore, Thiruvanmiyur
North Chennai	Red Hills, Royapuram, Thondiarpet
West Chennai	Anna Nagar, Vadapalani,

This technique helps us understand how aurorickshaw drivers behave in different aspects of their journeys and how the cost varies from commercial to residential areas.

3.7 Secondary Data Collection

Secondary sources of data were used to find out the official information and statistical figures on Chennai autorickshaws and other relevant information. Here, we used various websites and literature. The latest information and statistics was collected through the Right to Information Act (RTI). As part of the study, we interviewed Thiru Dr M Rajaram, Transport Commissioner; Joint Transport Commissioner; Thiru M Ravi, Additional Commissioner Traffic Police; finance officials from IOB, SBI, IndusInd Bank and money leaders/seths for the auto-financing process. For autorickshaw dealership details, we interviewed Sethuraman from TVS and Bajaj Auto officials. To study functioning of prepaid autorickshaws, we interviewed officials from the Central Railway Station, prepaid autorickshaw stand and CMBT (Chennai Muffusil Bus Terminus) prepaid autorickshaw stand. Persons from various autorickshaw unions like CITU, AITUC and LPF were also interviewed. To understand the functions of other public modes of transportation, we interviewed various call taxi operators like Fast Track, Sarvana, Bharati Call Taxis, three shared autorickshaw drivers and three maxi cab drivers. We also interviewed various transportation experts like Ms. Shreya Gadepalli, ITDP; Mr Ashwin Mahalingam, IIT Madras; Mr Akshay Mani, Embarq; Mr Thiru Americai V Narayanan, INODA; Mr Rakesh Agarwal, Nyaya Bhoomi, Auto Rickshaw Star Club, Delhi; Mr. Janardan Prasad, Dial-an-Auto, IndiaCommutes, Pune; Professor Mahalingam, Anna University; Mr. Purusothaman, Tourist Friendly Auto Association leader and Dr Annalakshmi, ANEW Training school, Chennai.

The present study employed the interview method, taking into consideration all the variables involved. Keeping in mind the kind of information needed, we divided the questionnaire into different categories. It mainly focused on the profile and general information of the autorickshaw driver, helping us to understand their socio-economic conditions, income and expenditure pattern, to understand the functioning of the autorickshaw sector. A part of the questionnaire focussed on professional information and government regulation. It was aimed at studying government regulations on the autorickshaw sector and health issues faced by drivers, giving us a fair idea of on-the-job problems. Data collection was carried out over a period of two months. Photos and video recordings were taken to document the same.

Questionnaires for passengers were used to find out their profiles and the frequency and services for which they used different modes of transport. It also studied the perception of passengers towards autorickshaw drivers.

The filled in questionnaires were entered into a database and analyzed thereupon. The analysis was done with the help of tables, graphs and pie charts. We also used the regression analysis method to find out the relationship between hours spent driving and the kilometres driven per day with income per day.

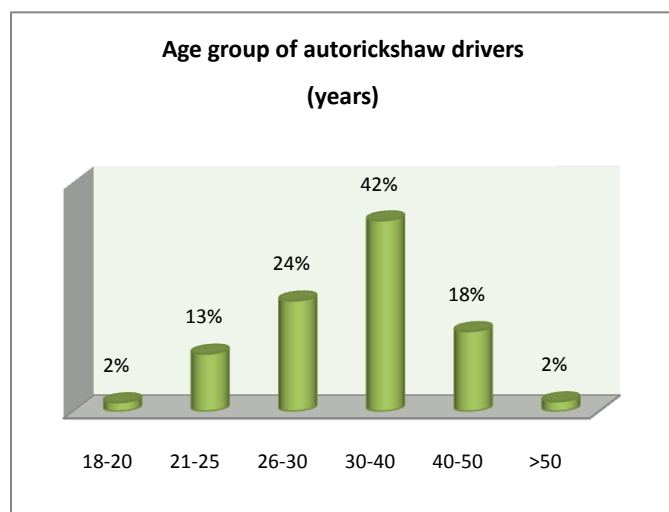
*DATA ANALYSIS
AND
INTERPRETATION*

4. Data Analysis and Interpretation

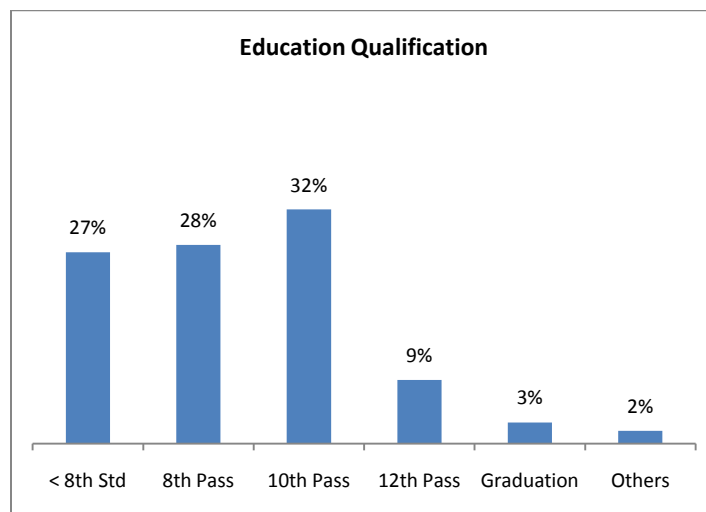
4.1 Data Analysis and Interpretation of Autorickshaw Driver Survey

PROFILE OF AUTORICKSHAW DRIVERS

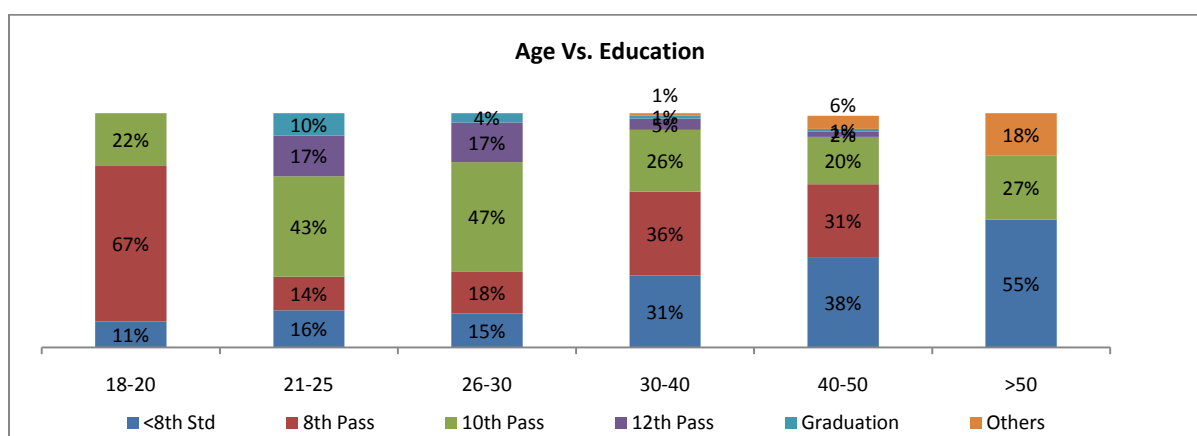
Graph 1



Graph 2



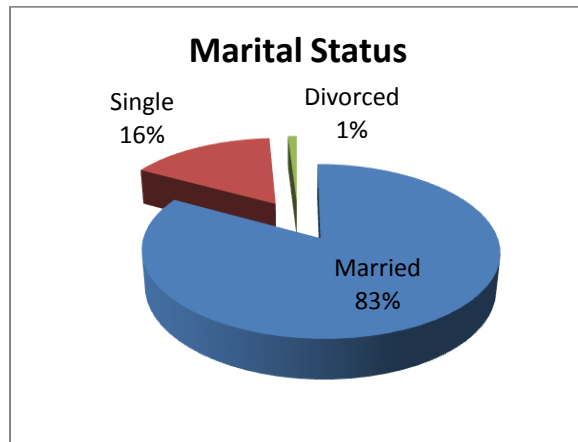
Graph 3



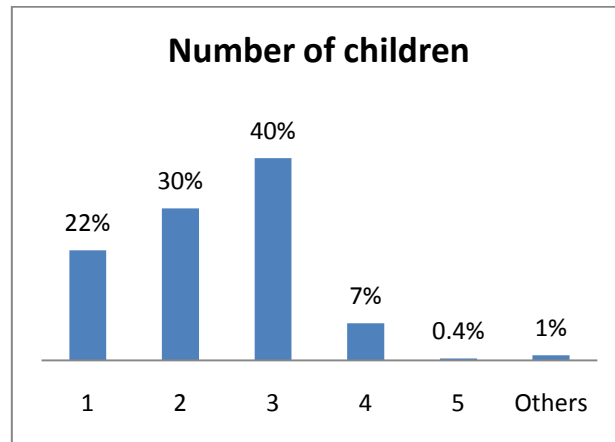
Eight out of 10 autorickshaw drivers in Chennai fall in the age group of 26-50 years. Further, we observe that 42 per cent of the autorickshaw drivers fall in the age group of 30-40 years. Close to 86 per cent of the autorickshaw drivers have education qualification varying between less than 8th standard and 10th standard. On examining the cross tabulation of education and age for the age group of 26-50 years, we observe that over 50 per cent of the drivers either are 8th pass or 10th pass. Due to lack of education qualification and increasing age, it is

evident that people choose a profession like autorickshaw driving to survive in a city like Chennai. This is also indicative that the autorickshaw drivers' families are either financially not able to him in education or are unaware of the advantages of education in a city like Chennai. Graph 3 shows that Chennai autorickshaw drivers are true representation of demographic dividend of the population.

Graph 4



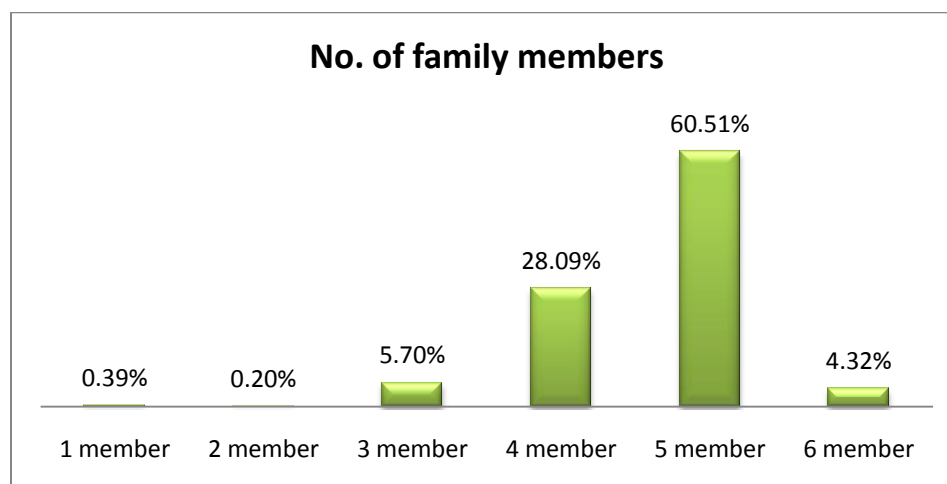
Graph 5



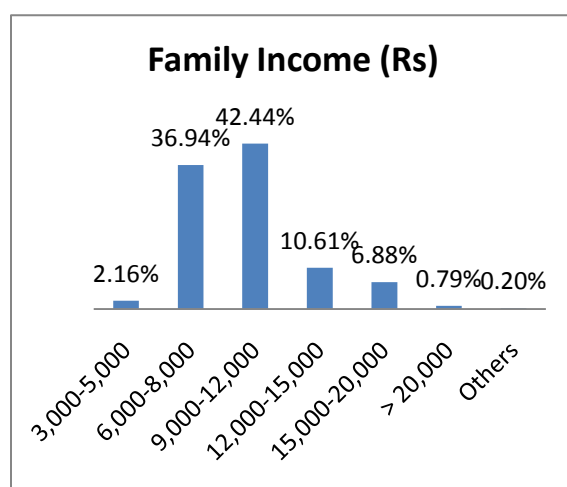
The survey findings reveal that a majority of the autorickshaw drivers are married (about 83 per cent); this can also be justified by the autorickshaw driver age group concentrated between 30-40 years. Married drivers have one or more children, up to a maximum of five. This gives an indication of the family size varying between 1 to 6 people. Large family size and growing family expenses could be the reason why autorickshaw drivers hype autorickshaw fares, deny using meters and misbehave with passengers. In the next section, we will analyse autorickshaw drivers' incomes and the family support they get, giving more evidence for the way they behave with passengers.

ECONOMIC PROFILE OF AUTORICKSHAW DRIVERS

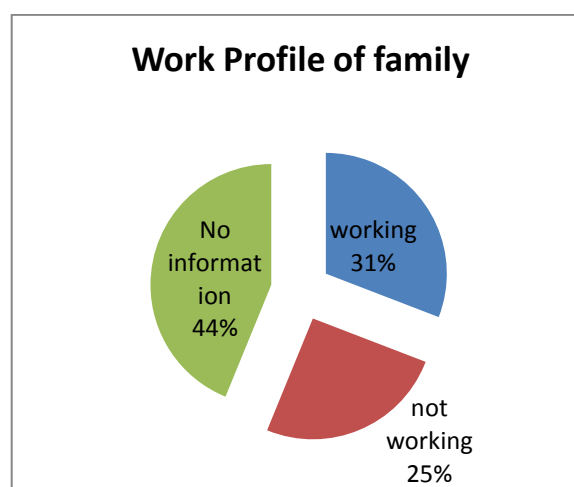
Graph 6



Graph 7



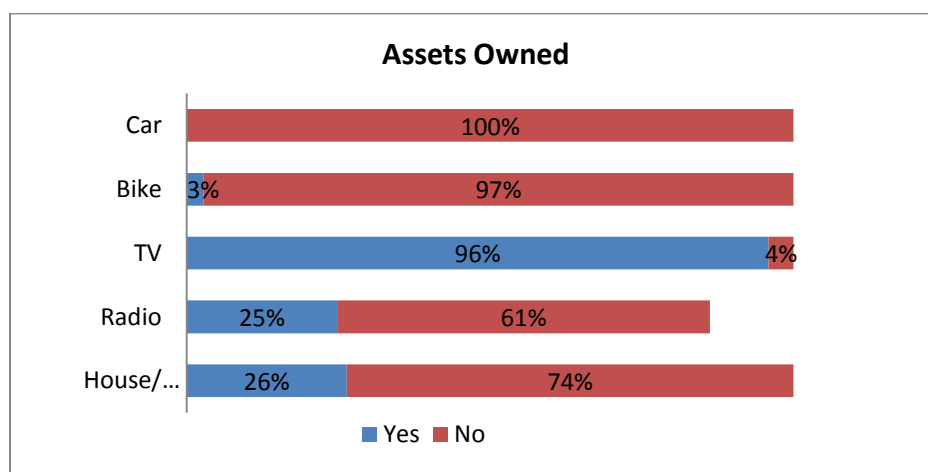
Graph 8



The Study revealed that 42 per cent of autorickshaw drivers' family incomes were between Rs 9,000 to Rs 12,000, while 36 per cent was between Rs 6,000 to Rs 8,000. Only a meagre 10 per cent earned more than Rs 12,000. With such an income range for an average family size of 5 members, it is very difficult to survive in a city. Further, we observe that there is only 31 per cent of the drivers said they had one more family member who helped in earning bread. In addition, 25 per cent of the drivers do not have any support from their families. Limited family support and low income builds frustration, which could be the reason why autorickshaw drivers behave unruly with their families. Also, due to lack of awareness, the

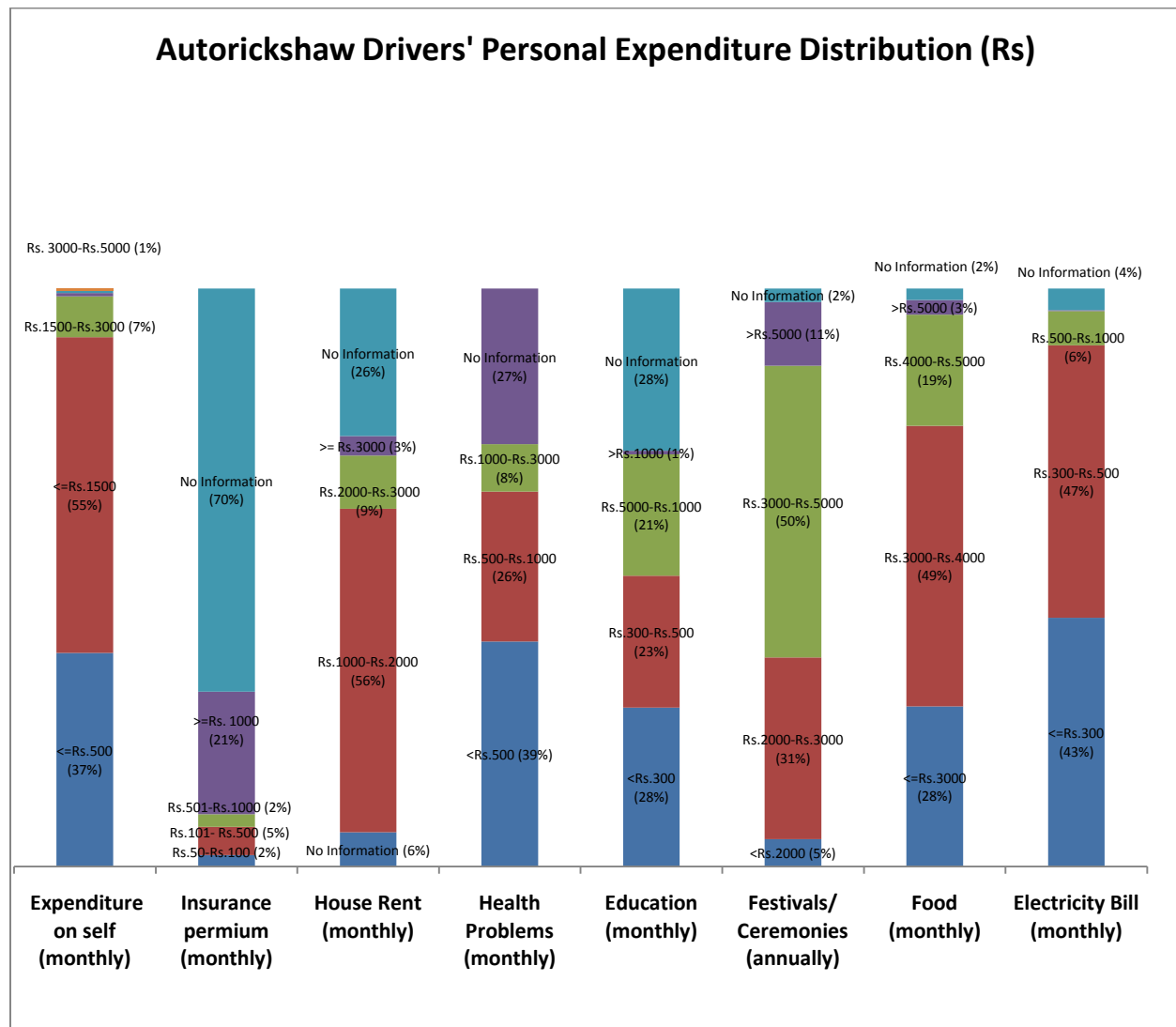
autorickshaw driver takes his customers for granted and assumes that they have money to spare.

Graph 9

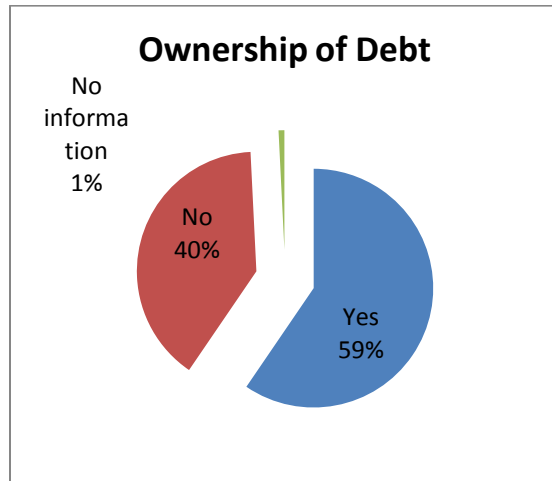


A television, bike, car, house and radio have become necessities for city life. While examining these necessities owned by autorickshaw drivers, we observed that the TV stands first with 96 per cent, owning a house comes second with 26 per cent, radio with 25 per cent in third place, and a meagre 3 per cent owned bikes. None of them owned cars. We can conclude that not all necessities are affordable for a autorickshaw driver with his income. This particular distribution confirms the fact that autorickshaw drivers belong to middle class consumer families, who wish to go upwards. They can be considered at the thresholds of the lower middle class.

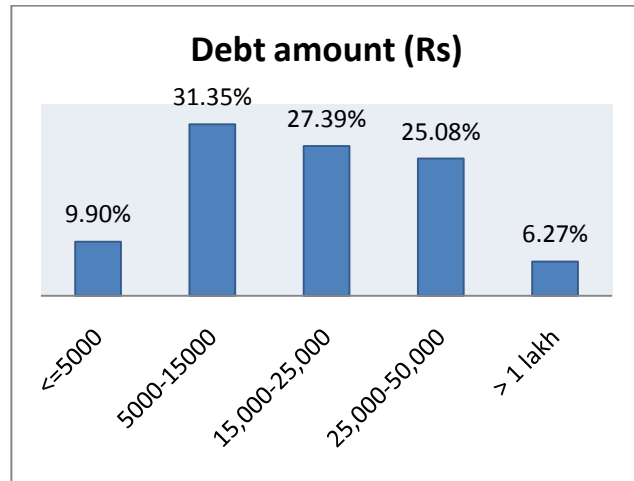
Graph 10



Graph 11



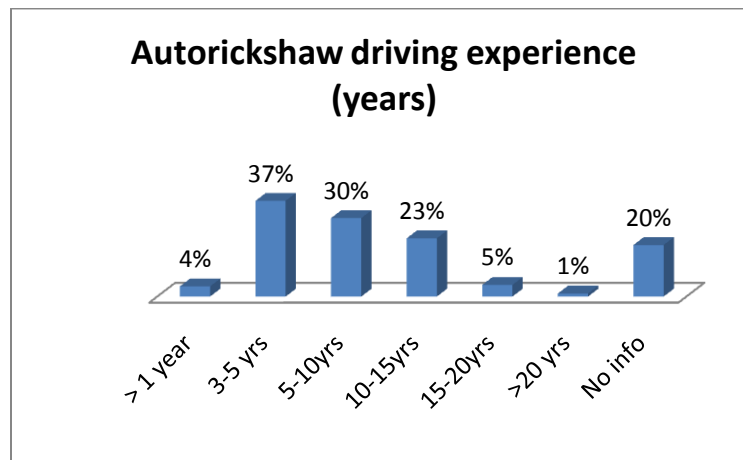
Graph 12



According to the survey, 59 per cent of the drivers said they had taken loans for family expenses. Of the respondents who answered in the affirmative, 31.35 per cent have debts in the range of Rs 5,000 to Rs 15,000, 27.39 per cent of the drivers have debts of Rs 15,000 to Rs 25,000, and 25.08 per cent between Rs 25,000 to Rs 50,000. As these drivers come from the lower strata of the society and often do not have access to formal source of credit, they end up borrowing from their relatives or friends. Most often, they borrow money from private moneylenders, who charge exorbitant interest rates ranging from 24 per cent to 60 per cent. This could also urge the autorickshaw drivers to charge a passenger more than normal.

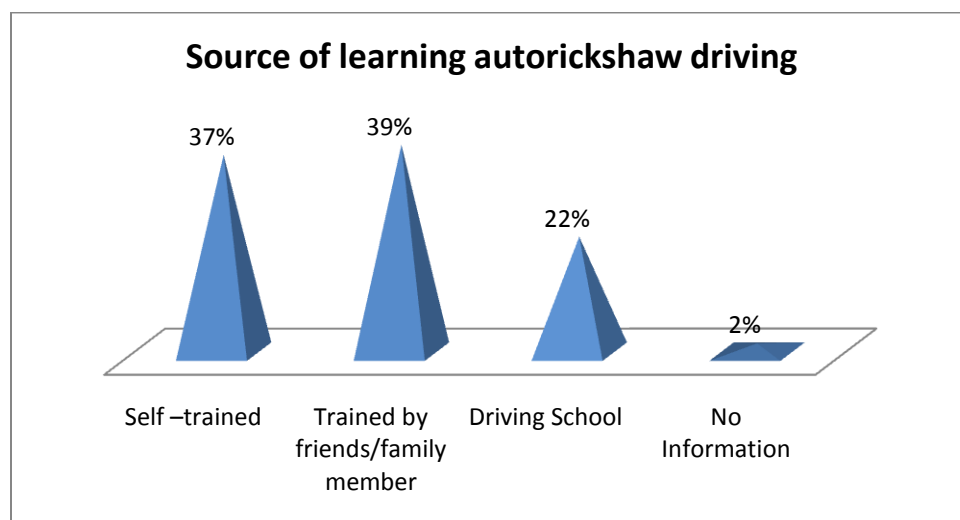
AUTORICKSHAW DRIVING AS A PROFESSION

Graph 13



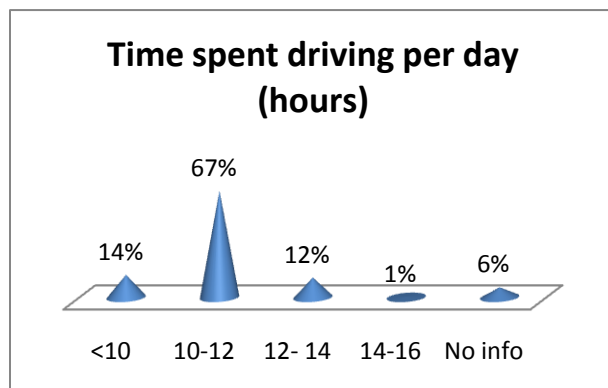
The Study revealed that there were very few drivers who have less than one year of experience in Chennai. About 37 per cent of the drivers have been driving for 3-5 years, while another 30 per cent have been driving for at least 5-10 years. A larger group (23 per cent) has driving for the past 10-15 years. A negligible proportion of 1 per cent has been driving for more than 20 years. This is a corollary to the fact that most of the drivers enter the profession in their early 20s and leave in the early 40s. A majority of them (56 per cent) took up autorickshaw driving due to lack of alternate employment. Only 22 per cent chose this profession, for its image of being a decently remunerative profession, as compared to other jobs that they could have opted for.

Graph 14

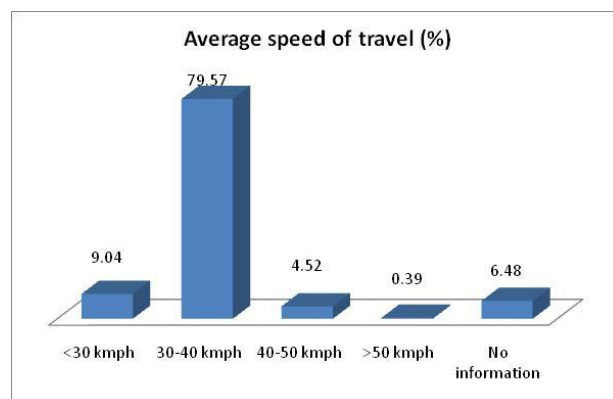


A whopping 77 per cent of autorickshaw drivers in Chennai learnt driving on their own or were taught by friends and relatives, the Study revealed. Only 22 per cent received training from a driving school. This could be a cause for the numerous complaints of rash driving and traffic violations against autorickshaw drivers. This warrants attention towards provision of formal training to autorickshaw drivers and altering their behaviour. If such a mass of drivers is allowed to take up driving without proper training, it will lead to further chaos on the already congested roads. With the open permit system to be in force soon, the number of autorickshaws in the city will increase. Thus, it is imperative that drivers are given proper training to prevent aggravated chaos.

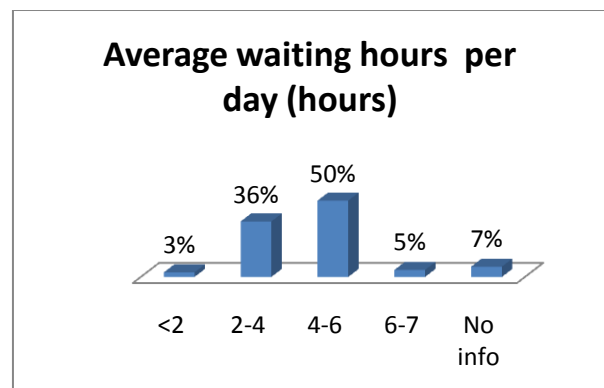
Graph 15



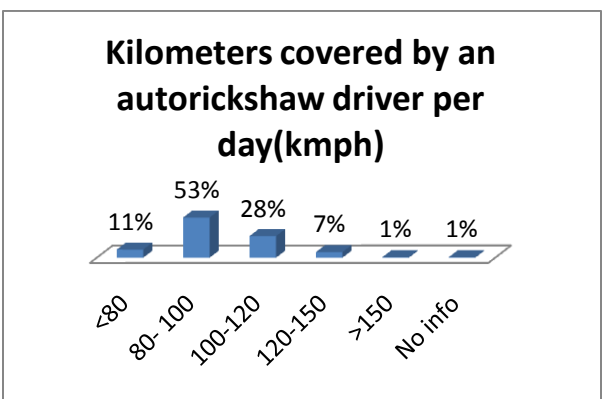
Graph 17



Graph 16



Graph 18

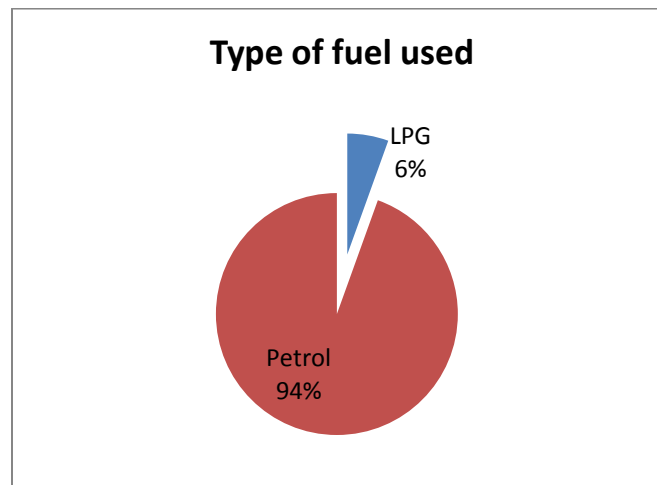


Autorickshaw drivers spend about 10-12 hours on the road daily. About 4-6 hours (49 per cent) is spent waiting for passengers. This indicates that drivers get passengers mostly during peak travel hours. In a day, they cover about 80 to 100 km.

Contrary to the popular claim that autorickshaw drivers drive above the speed limit and are rash, a majority (80 per cent) of them said they drove at speeds of 30-40 kmph during peak

hours. The drivers said traffic in the city was chaotic, and hence they are restricted from driving fast. Moreover, the maximum speed of an autorickshaw is 50 kmph, making it impossible to drive at high speed. In fact, if drivers ply at the maximum speed, it will cause wear and tear to the vehicle. This will cost them dearly, in terms of maintenance.

Graph 19

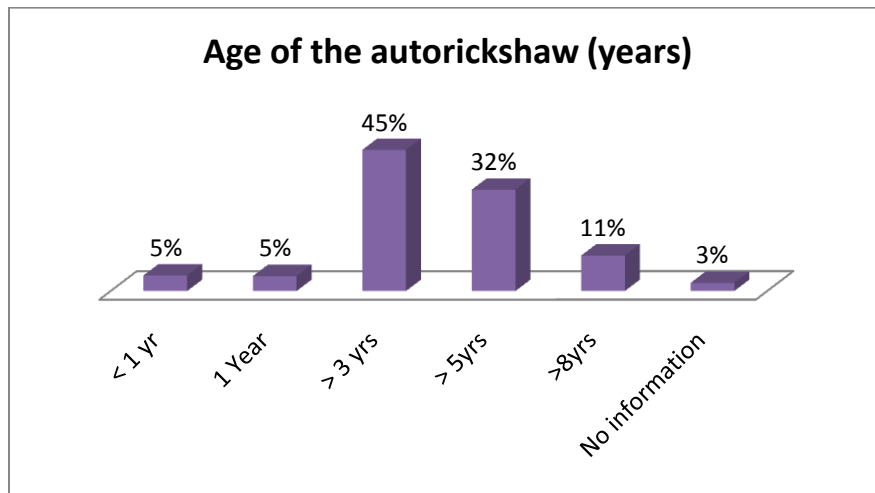


The Study revealed that most autorickshaw drivers (94 per cent) used petrol as fuel. They said the daily maintenance cost of an LPG Autorickshaw was higher, when compared to a petrol one. Moreover, there are only 23 LPG gas stations in the city. Drivers are, thus, unwilling to travel long distances to find an LPG station and spend time queuing up for fuel.

INCOME OF AUTORICKSHAW DRIVERS IN CHENNAI

Chennai autorickshaw drivers are known to charge high fares from their passengers, and are considered to be the highest earning autorickshaw drivers in the country. This Study reveals some interesting facts, which are discussed below.

Graph 20

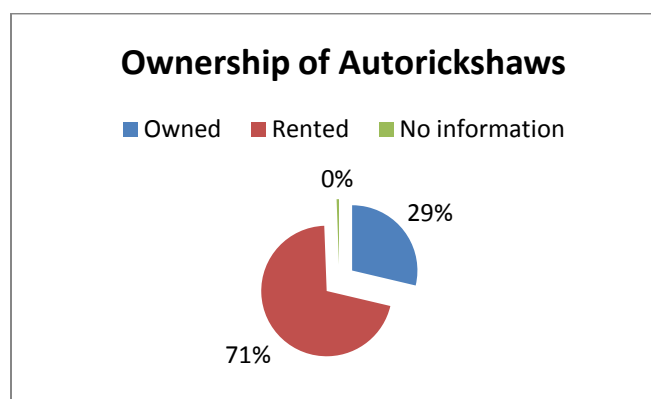


A majority of the drivers use 2-5 year old autorickshaws. About 45 per cent of the drivers were using autorickshaws that are less than three years old. Another 32 per cent use autorickshaws that are less than five years old. A negligible proportion of the drivers run autorickshaws that are less than eight years old. The graph above reveals that autorickshaw drivers ply about 80 -100 km per day. This indicates that they must be spending a substantial amount of their income on maintenance and repair of their autorickshaws.

This also colludes with the earlier findings; most of the drivers drive for an average 15 - 20 years and they leave the profession in their early 40s. This leads to another conclusion that at least two new autorickshaws are bought during their driving life. It necessitates better bank credit facilities, while availing loans for a new vehicle.

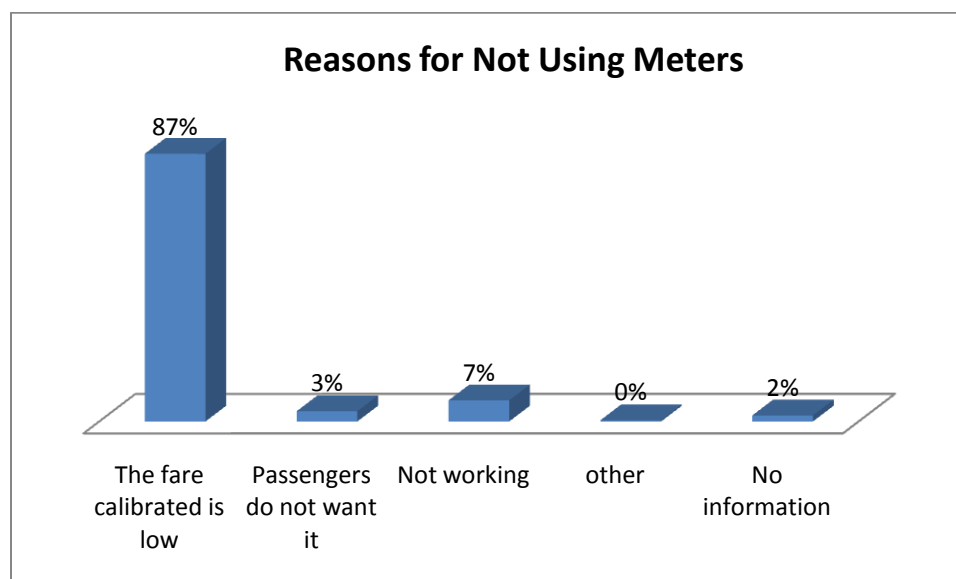
OWNERSHIP

Graph 21



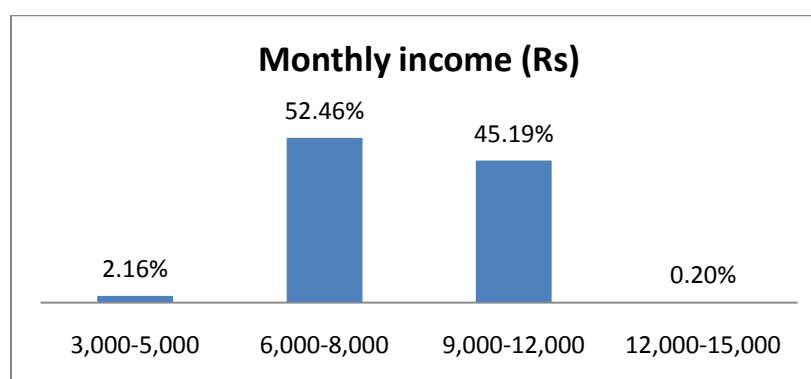
The Study revealed that a majority (71 per cent) of the autorickshaws in Chennai are operated on a rental basis, only 29 per cent are owner operated. Drivers who drive on lease or rent basis pay daily rent ranging between Rs 150 to Rs 200, depending on the age and condition of the autorickshaw. The figure validates the finding of this Study that drivers come from poor economic backgrounds and do not have access to formal sources of credit.

Graph 22

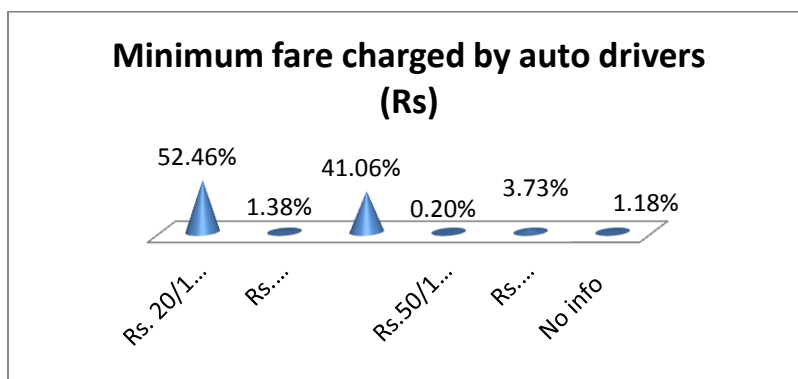


Eighty seven per cent drivers said the meters were calibrated according to the price fixed by the government, which they felt was too less to be followed. While seven per cent of the drivers said their meters were non functional, only a negligible 3 per cent said passengers did not want the meters running.

Graph 23

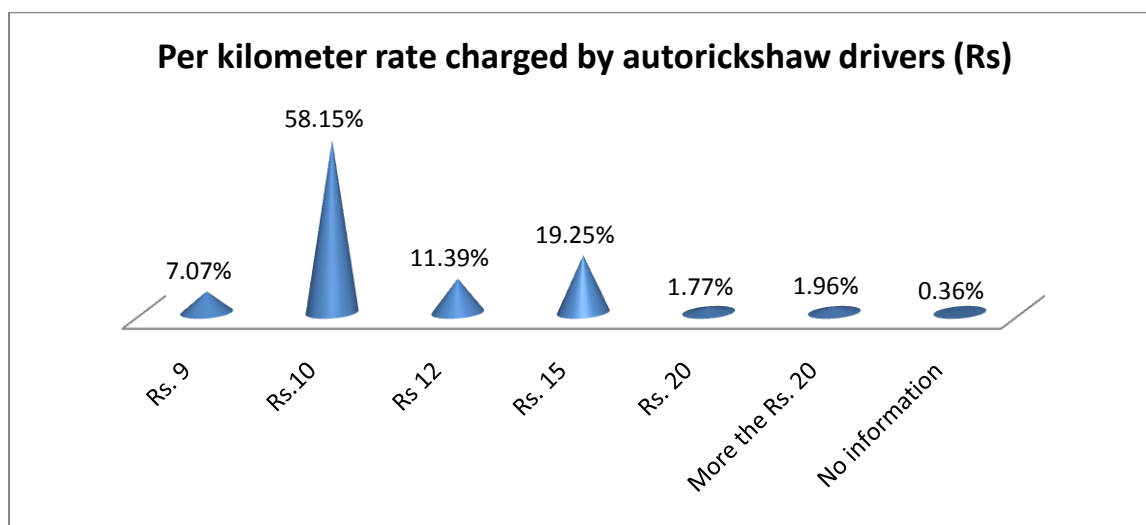


Graph 24



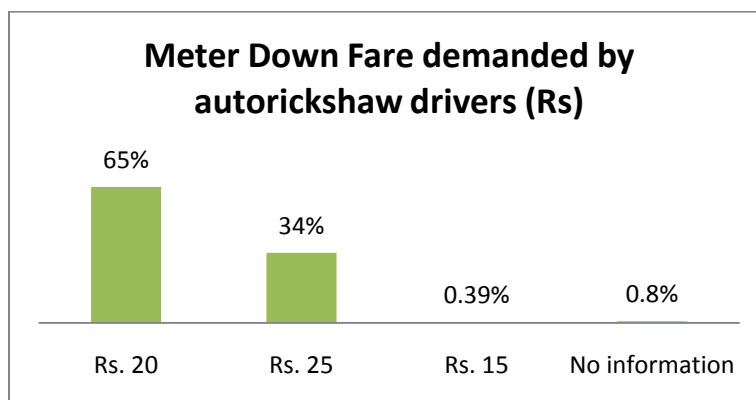
A majority (52.46 per cent) of the autorickshaw drivers said they earned a net income ranging from Rs 6,000 to Rs 8,000. Forty five per cent of them earn between Rs 9,000 to Rs 12,000. Only 0.20 per cent of the drivers earn more than Rs 12,000. This shows that autorickshaw drivers earn a daily net amount (i.e. excluding expenditure on the autorickshaw) of about Rs 200 to Rs 400.

Graph 25



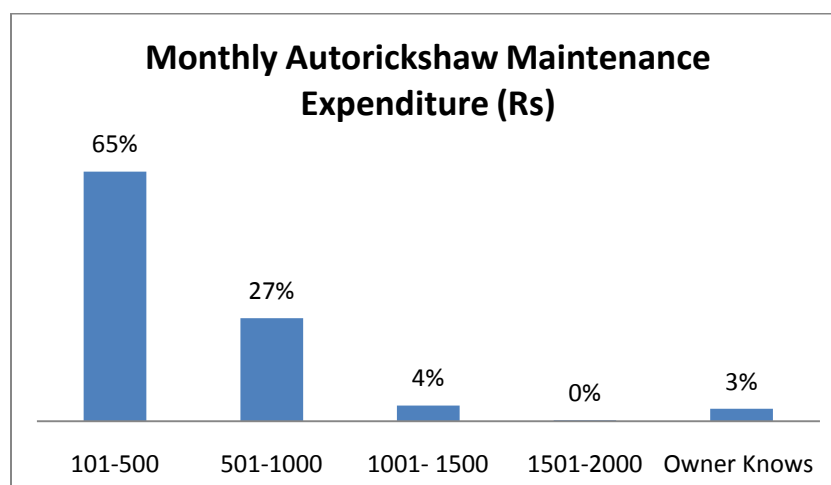
The Study revealed that autorickshaw drivers in the city charged a minimum of Rs 9 per kilometre against the government's prescribed rate of Rs 6 per kilometre. A majority (58.15 per cent) of the drivers said they charged Rs 10 per kilometre, while 11.39 per cent said they charged Rs 15. A negligible proportion (1.77 per cent) admitted that they charged Rs 20 per kilometre and another 1.96 per cent admitted to charging more than Rs 20.

Graph 26



Sixty five per cent of the drivers said they wanted the meter price (for the first 2km of the trip) to be increased from Rs 14 to Rs 20. Thirty four per cent of the drivers said they wanted the minimum fare to be increased to Rs 25. Government fare revision has taken place only three times in the last two decades, and this has led to the arbitrage. From the graph, it is evident that autorickshaw drivers are not satisfied with the minimum fare fixed by the government three years ago, and seek an upward revision. Since the government has not taken any step in this direction, drivers charge extra from the passengers.

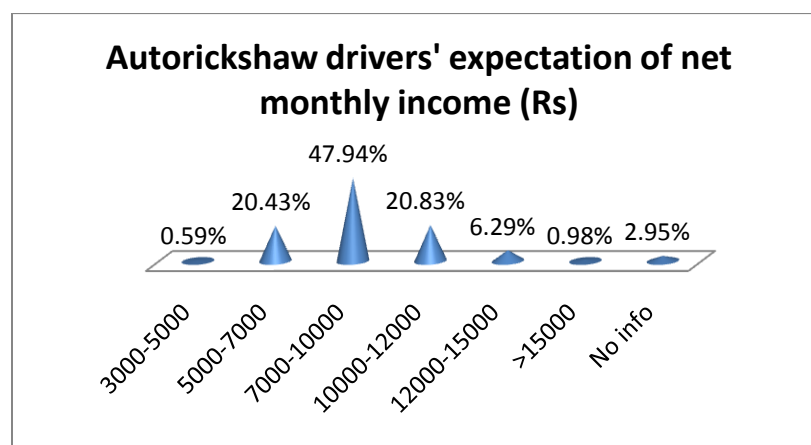
Graph 27



A majority (65 per cent) of autorickshaw drivers in Chennai said they spent about Rs 500 on maintenance and repair of their vehicles every month. While 27 per cent said they spent a maximum of Rs 1,000 per month, only 4 per cent said that they spent around Rs 1001-1500 per month. Drivers who spent more than Rs 1,000 might be driving Autorickshaws which are more than 5 years old.

INCOME EXPECTED BY AUTORICKSHAW DRIVERS

Graph 28



About 90 per cent autorickshaw drivers expect a monthly net income ranging from Rs 5,000 to Rs 12,000. About 47 per cent of the drivers expect an income of Rs 7,000 to Rs 10,000. Another 20.43 per cent expect an income in the range of Rs 5,000 to Rs 7,000 and 20.83 per cent a higher net income ranging from Rs 12,000 to Rs 15,000. Again, it shows that autorickshaw drivers belong to the threshold of middle class families.

INCOME BASED ON DIFFERENT FARE CALCULATIONS

It is perceived that Chennai autorickshaw drivers earn more than their counterparts in other cities; the reason being the excessive fares charged by them. It was found that autorickshaws drivers cover a distance of about 100.12 km, rounded up to 100 km for easier calculations. The average trip size is about 6 km. Thus, on an average, drivers make 17 trips per day.

The state government in 2007 fixed the meter down price at Rs 14 for the first 2 km and Rs 6 for every subsequent kilometre. This calculates to Rs 646 a day, out of which rent and fuel amount to Rs 150 and Rs 250 per day, respectively. The driver is left with Rs 246 per day. Considering expenditure on the autorickshaw to amount to Rs 1,000 to Rs 4,000 per month, the government-prescribed fare is hugely inadequate and needs to be revised at the earliest.

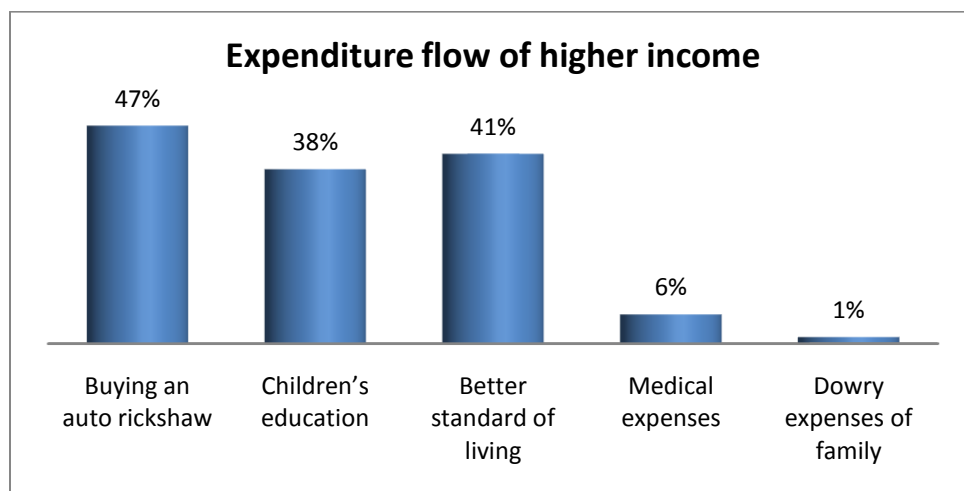
In lieu of the same, the table below sheds light on prospective incomes that drivers can earn at different fares - a study on the rates the current fare should be revised to.

Table 14: Income based on different fare calculations

Average kilometres driven per day (km)				
Average no. of trips per day				
Meter down fare for 2 km (Rs)	Per km fare (Rs)	Average no. of trips	Average size of trip (km)	Daily Gross earning (Rs)
At Current fare				
14	6	17	6	646
At fare demanded by drivers				
15	9	17	6	867
15	10	17	6	935
15	12	17	6	1071
15	15	17	6	1275
15	20	17	6	1615
15	25	17	6	1955
20	9	17	6	952
20	10	17	6	1020
20	12	17	6	1156
20	15	17	6	1360
20	20	17	6	1700
20	25	17	6	2040
25	9	17	6	1037
25	10	17	6	1105
25	12	17	6	1241
25	15	17	6	1445
25	20	17	6	1785
25	25	17	6	2125
Fare demanded by passengers				
9	5	17	6	493
9	6	17	6	561
9	7	17	6	629
9	8	17	6	697
9	9	17	6	765
9	10	17	6	833

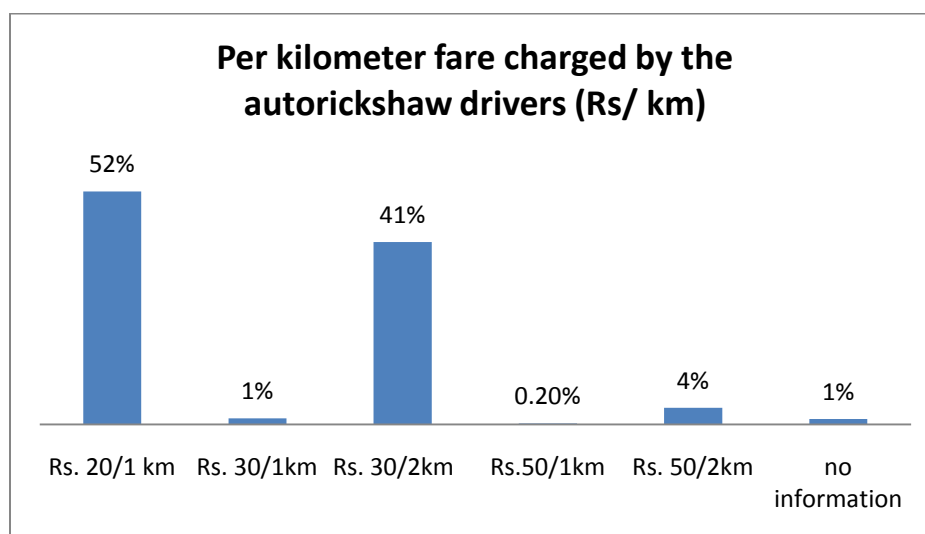
10	5	17	6	510
10	6	17	6	578
10	7	17	6	646
10	8	17	6	714
10	9	17	6	782
10	10	17	6	850
12.5	5	17	6	552.5
12.5	6	17	6	620.5
12.5	7	17	6	688.5
12.5	8	17	6	756.5
12.5	9	17	6	824.5
12.5	10	17	6	892.5
15	5	17	6	595
15	6	17	6	663
15	7	17	6	731
15	8	17	6	799
15	9	17	6	867
15	10	17	6	935
17.5	5	17	6	637.5
17.5	6	17	6	705.5
17.5	7	17	6	773.5
17.5	8	17	6	841.5
17.5	9	17	6	909.5
17.5	10	17	6	977.5
20	5	17	6	680
20	6	17	6	748
20	7	17	6	816
20	8	17	6	884
20	9	17	6	952
20	10	17	6	1020

Graph 29



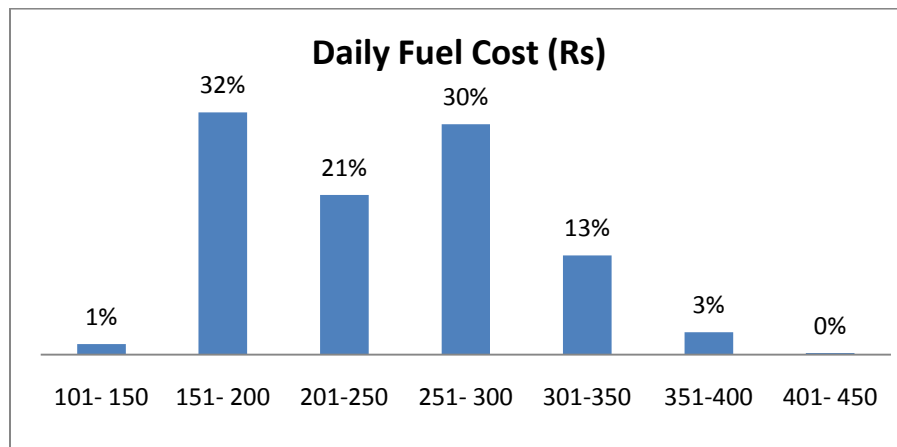
Since a majority of the autorickshaw drivers in Chennai are not owner of the vehicles, 47 per cent of them want to buy their own autorickshaws, if they have higher earnings. Thirty eight per cent of the drivers want to spend higher earnings on their children's education, while 41 per cent of them would like to spend it on better living standards. Only 6 per cent will spend it on medical expenses and 1 per cent would want to save it for future dowry expenses, the Survey revealed. Again, this proves that an autorickshaw driver has qualities of an aspiring middle class person.

Graph 30



A majority of autorickshaw drivers in Chennai admitted that they charged a fare of Rs 20 per kilometre. While 41 per cent said they charged Rs 15 per kilometre, 4 per cent charged Rs 25 per kilometre. Only a negligible 0.20 per cent admitted that they charged Rs 50 per km.

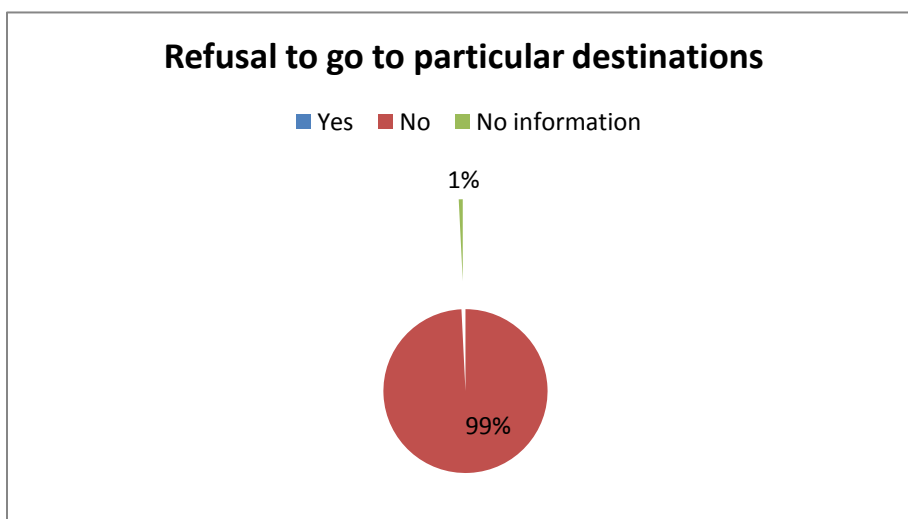
Graph 31



The Study revealed that 32 per cent said they spent a daily amount of Rs 151 to Rs 200 on fuel, while 30 per cent said they spent between Rs 251 to Rs 300. Another 21 per cent of the autorickshaw drivers spend around Rs 201 to Rs 250 per day. Only 13 per cent of the drivers said they spent about Rs 301 to 350 on fuel per day. This is consistent with earlier finding that the average number of kilometres driven by an autorickshaw driver is 100 - 120.

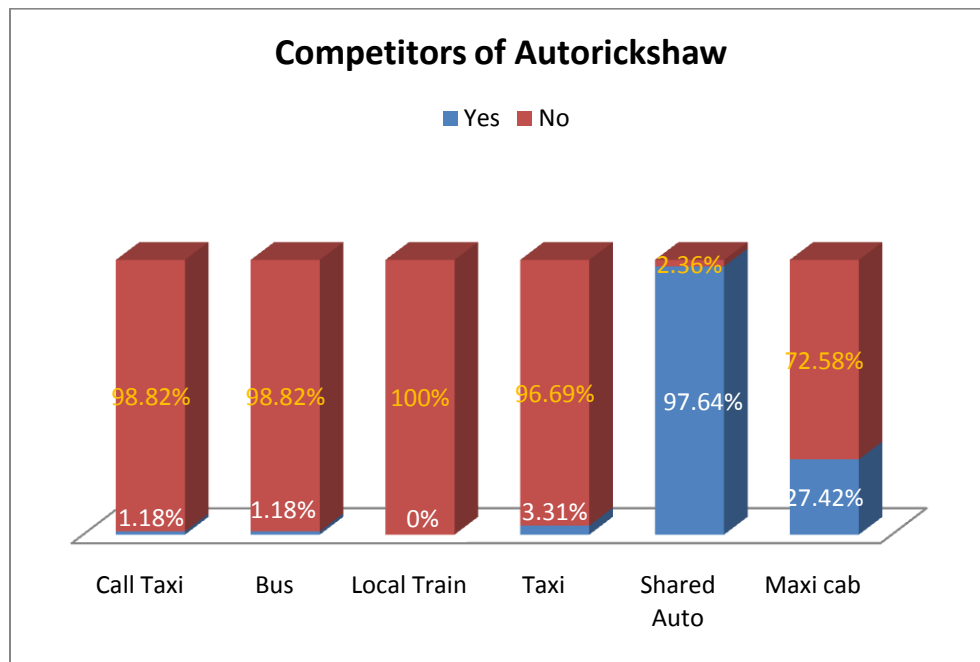
ROUTE

Graph 32



Chennai autorickshaw drivers do not have fixed routes. During personal interviews conducted with them, they claimed that they never refused to take passengers. A huge majority (99 per cent) of the drivers said they did not run on a fixed route, and were willing to travel to any destination, provided the passenger was ready to pay the demanded fare.

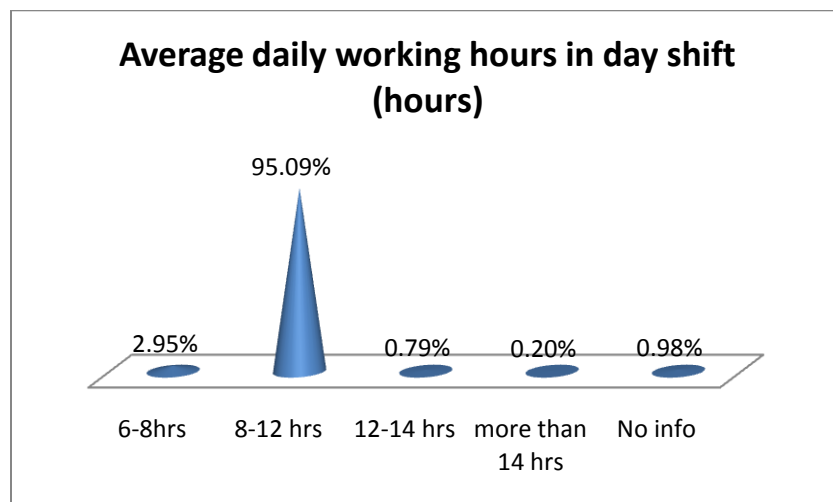
Graph 33



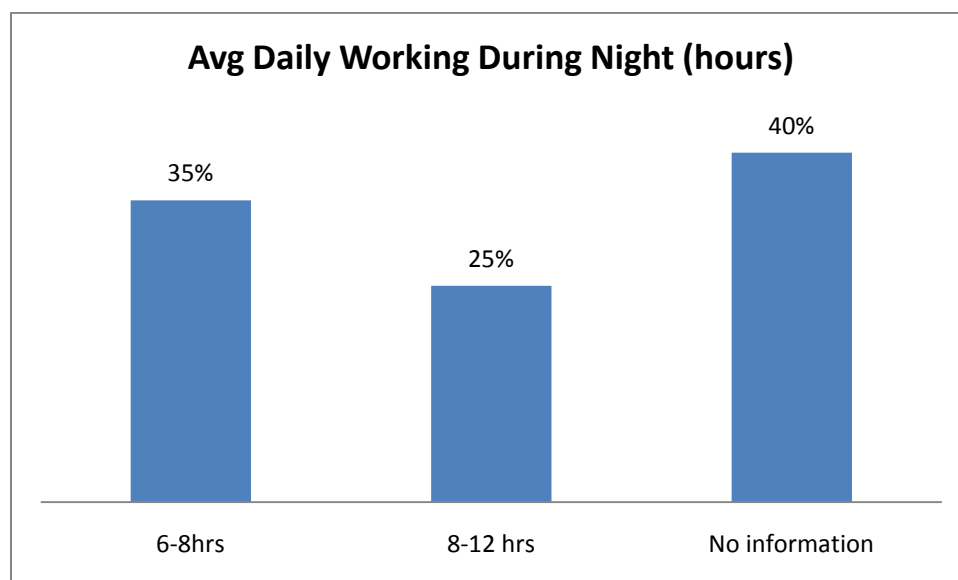
With regard to competition, Chennai autorickshaw drivers do not consider call taxis, buses or local trains as their rivals. Their main problem was with shared autorickshaws. About 97.64 per cent of the drivers said shared autorickshaws ate away their share of business, and sought removal of the same. Only 27.42 per cent of the drivers consider maxi cabs as their competitors. An inconsistent policy dividing the autorickshaw rickshaw segment is significantly glaring here.

CHENNAI AUTORICKSHAW DRIVERS' WORKING HOURS

Graph 34



Graph 35

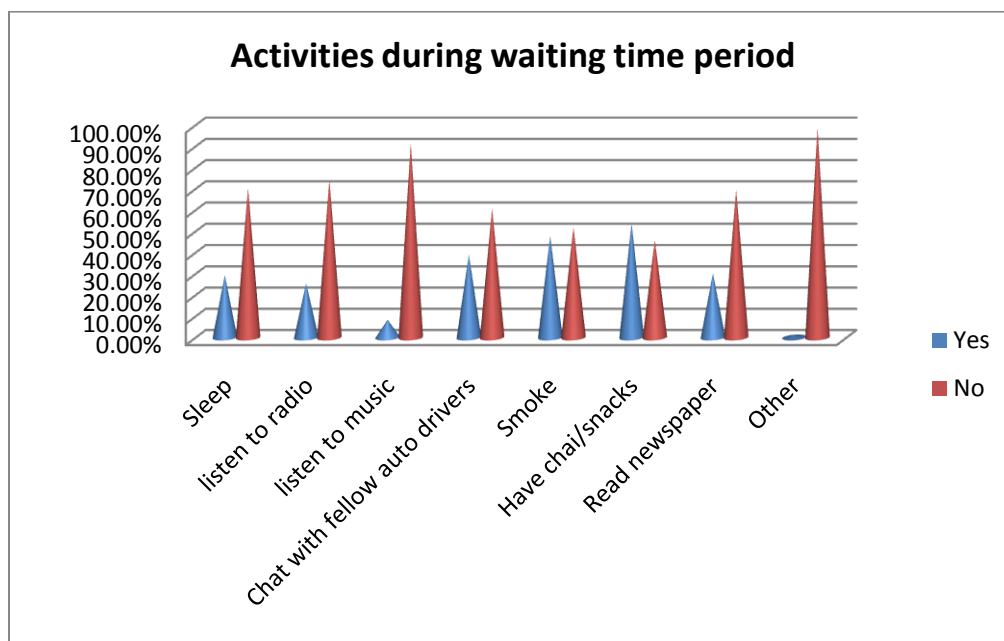


Autorickshaw drivers in Chennai work for 8-12 hours per day (95.09 per cent). Their daily schedule starts at 8 am and ends at 8-9 pm. They get several passengers during peak hours. However, most drivers have long waiting hours during the non-peak traffic periods of the day. Several drivers work the night shift, running lesser rides, but making almost the same amount of money through additional night charges, exorbitant fares, and shared and non-shared trips.

LEISURE ACTIVITIES

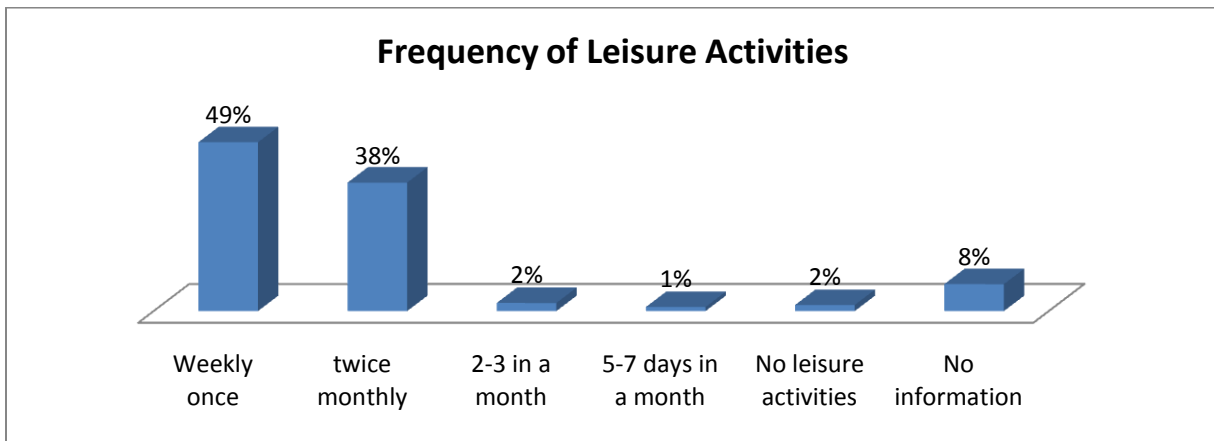
Time spent on leisure is important for any working professional. Leisure activities are meant to de-stress a person and help maintain a healthy lifestyle. There are various recreational activities one can choose from, which bring about a positive flow of energy in a person. However, some people indulge in activities that have unhealthy repercussions. This Study attempted to find out the leisure activities of Chennai autorickshaw drivers. The same are discussed through charts and graphs given below.

Graph 36



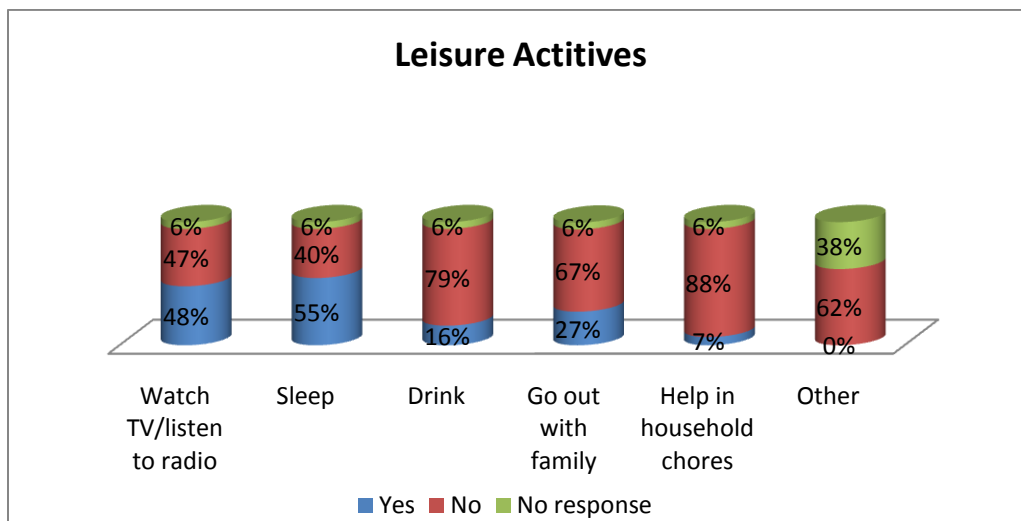
The Study revealed that a majority of the drivers have tea or snacks while they wait for passengers. More than 40 per cent smoke to while away their free time. Other activities they engage in are taking short naps, listening to music, talking to their fellow drivers, and reading newspapers.

Graph 37



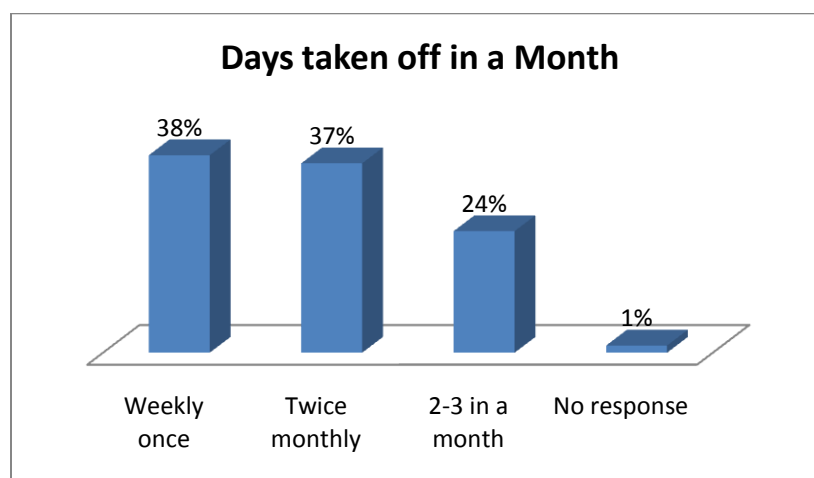
The drivers do not take out much time for leisure, as is revealed in the bar chart above. Most drivers separate only 2-4 days for leisure activities in a month.

Graph 38



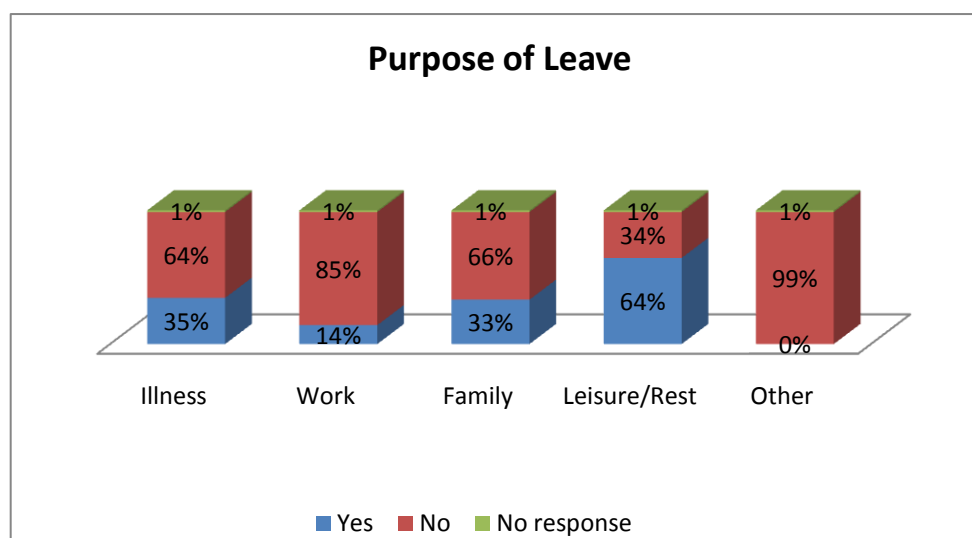
A small proportion of 15.91 per cent of the drivers admitted that they drank alcohol in their free time. A majority (54.62 per cent) of them said they slept in their free hours, while another 47.94 per cent said they watched TV or listened to the radio.

Graph 39



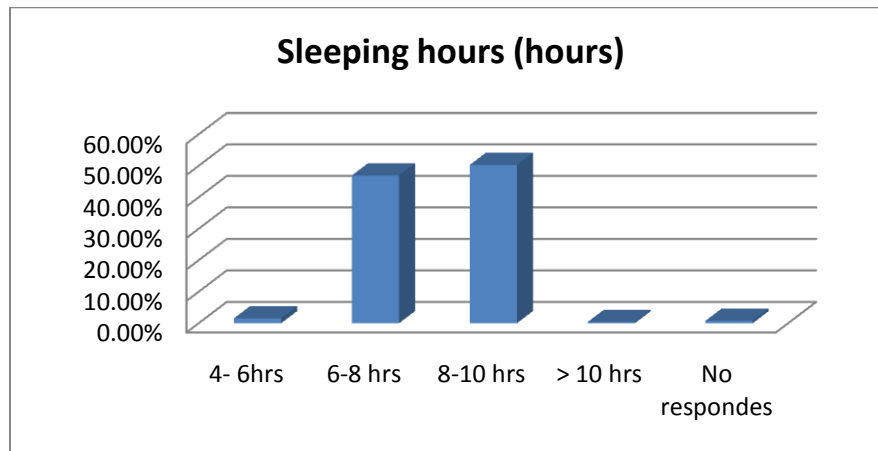
While 38.31 per cent of the drivers said they only took a weekly off; 36.74 per cent said they took two leaves a month. This shows that autorickshaw drivers are stressed out, when compared to other working class populations. It can be concluded that rent to be paid daily and the low income generated makes them work almost every day in a month.

Graph 40



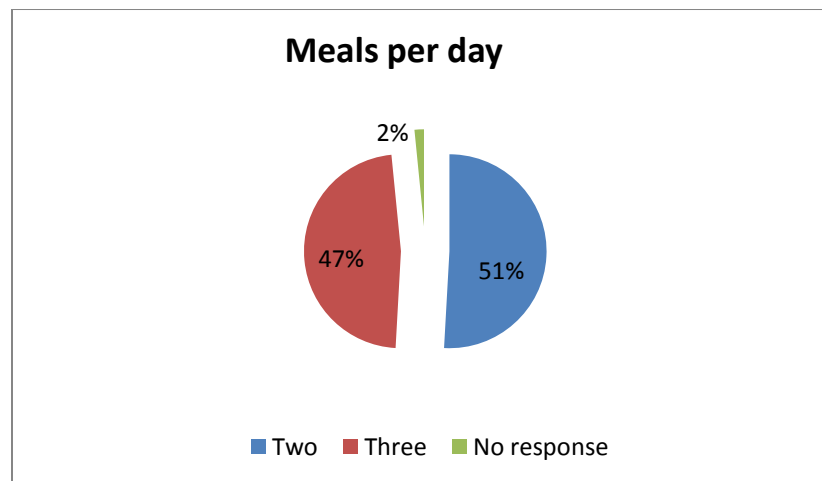
Sixty four per cent of the autorickshaw drivers said they took leaves to spend time for leisure or rest. However, 34.58 per cent of the drivers admitted to not turning up for work due to illness, while another 33.20 per cent wanted to spend time with their families.

Graph 41

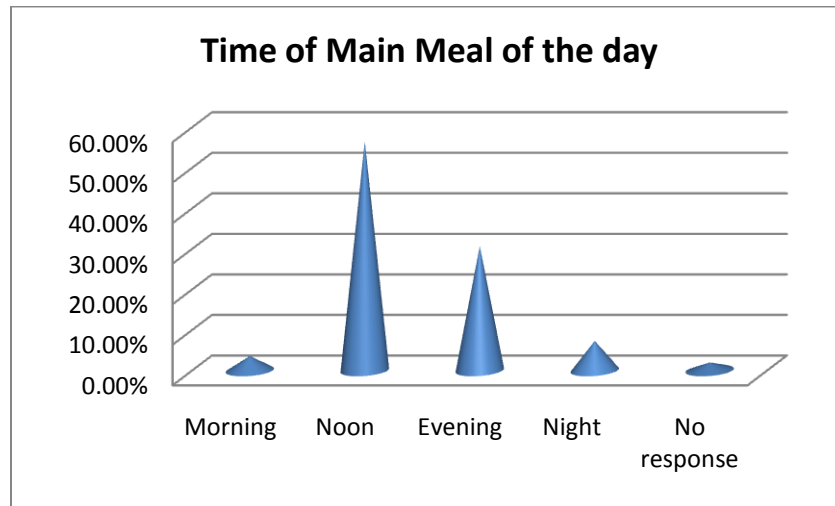


It is interesting to note that autorickshaw drivers in Chennai sleep for about 6-10 hours a day. Forty seven per cent of the drivers sleep for 6-8 hours, while another 50 per cent for 8-10 hours. Only 2 per cent of the drivers sleep for 4-6 hours. However, drivers do not have an easy life, as their profession entails health hazards, including back pains and aural disorders, apart from immense fatigue.

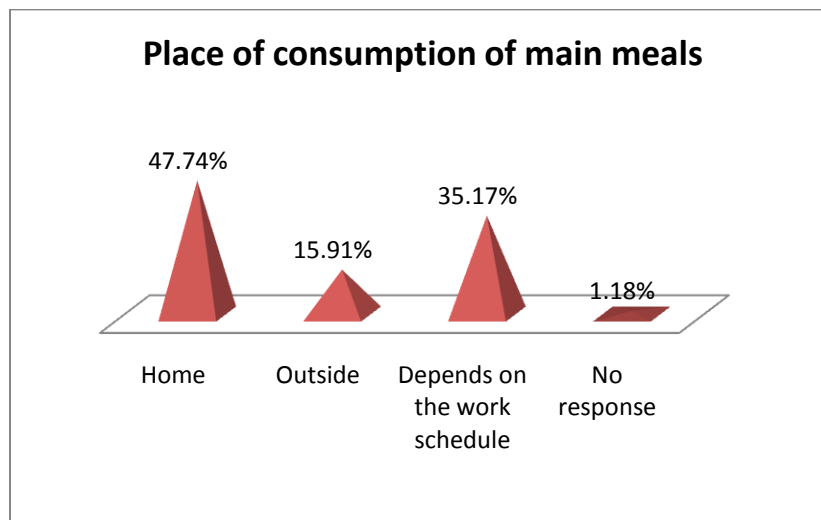
Graph 42



Graph 43

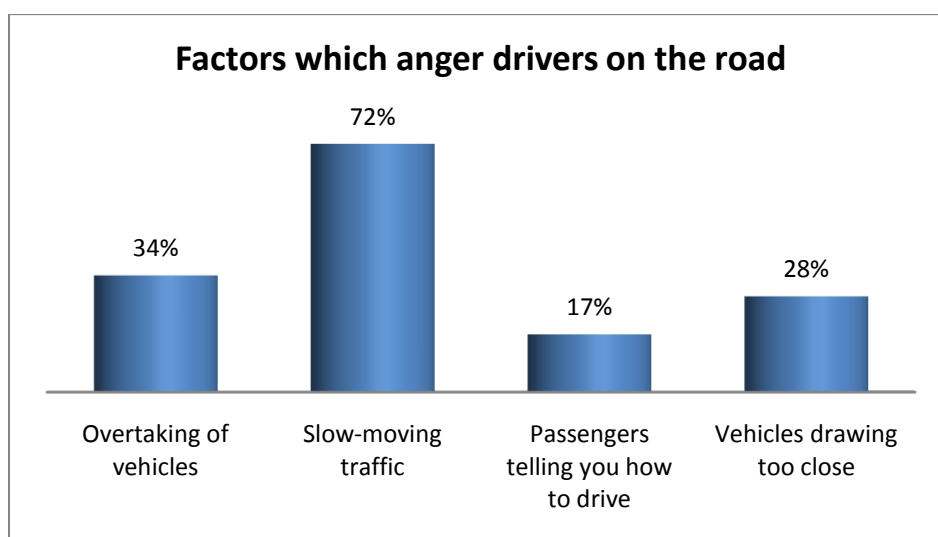


Graph 44



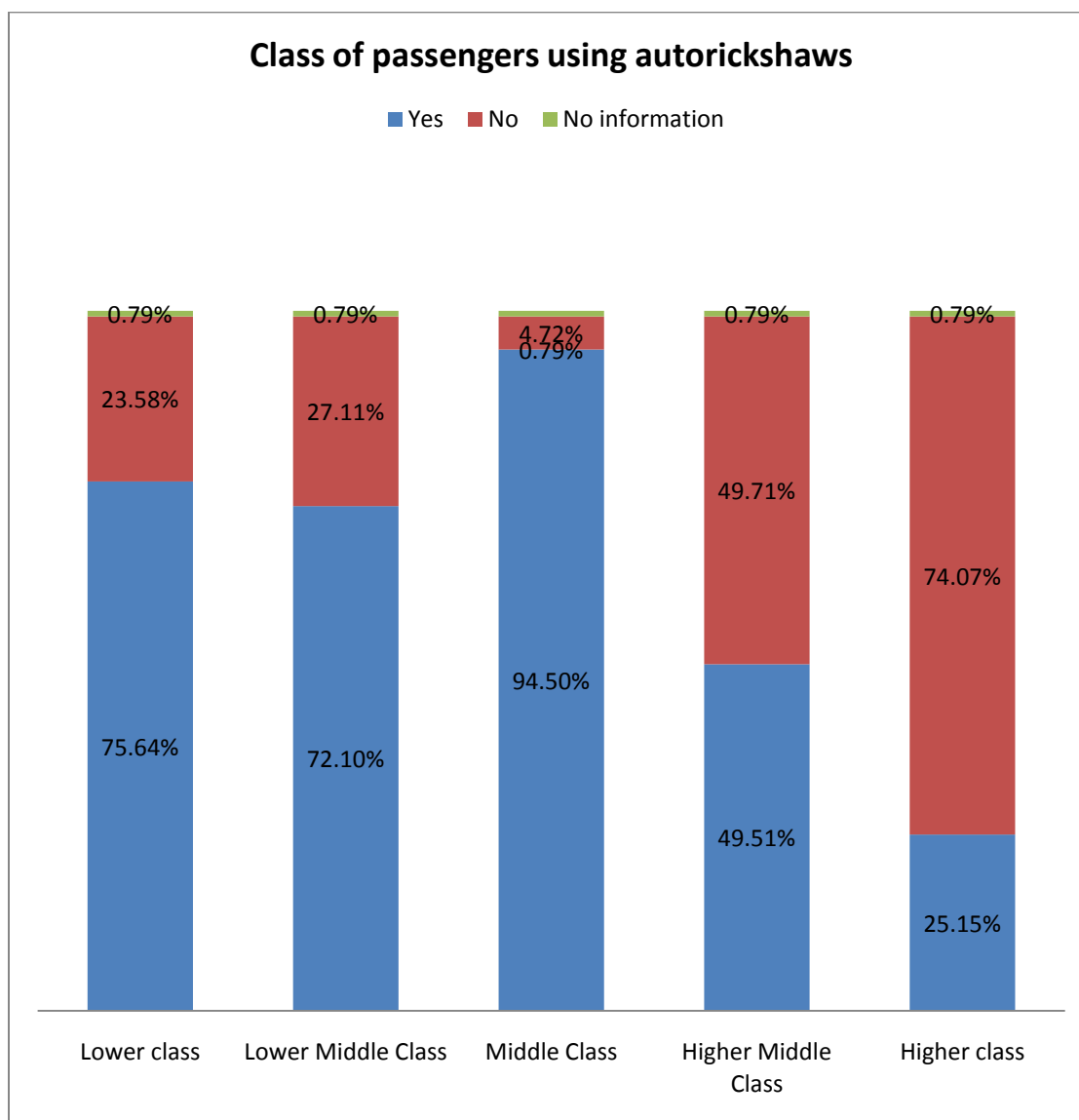
The Study revealed that autorickshaw drivers in Chennai have 2-3 meals in a day. Their main meal is in the evening or night. A majority of 47.74 per cent drivers claimed that they eat their main meal at home, while for the others it depended on their work schedules.

Graph 45



Slow traffic angers 72 per cent of the autorickshaw drivers, as there is a constant pressure on them to drive faster to reduce fuel wastage. This may be one of the reasons for their reckless behaviour, and their habit of charging extra fare from passengers to make up for lost time and wasted fuel.

Graph 46



The Study revealed that almost all classes of people use autorickshaws, with the exception of the upper class. About 75 per cent of the drivers admitted that the lower class used autorickshaws, while 72.10 per cent of the drivers also said that people belonging to the lower middle class also used them. However, a majority of the drivers, i.e. 94.5 per cent claimed that the middle class used autorickshaws, making it a major vehicle of transport for

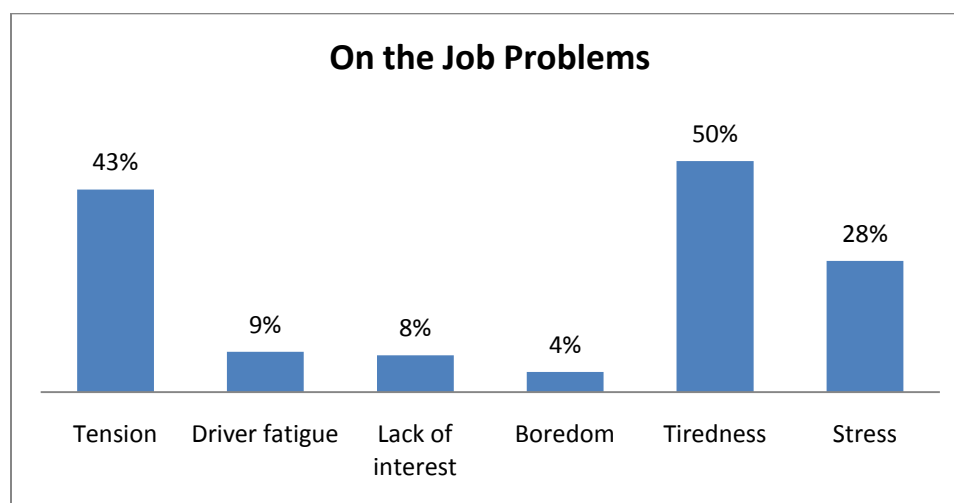
that category. About 49 per cent drivers admitted to the upper middle class using their services, and only about 25.15 per cent claimed that the upper class did so.

If colluded with the earlier finding that drivers belong to middle class thresholds, the autorickshaw sector can be identified for the middle class, operated by the lower middle class, contrary to popular wisdom.

JOB HAZARDS AND STRESS-COPING MECHANISMS OF AUTORICKSHAW DRIVERS

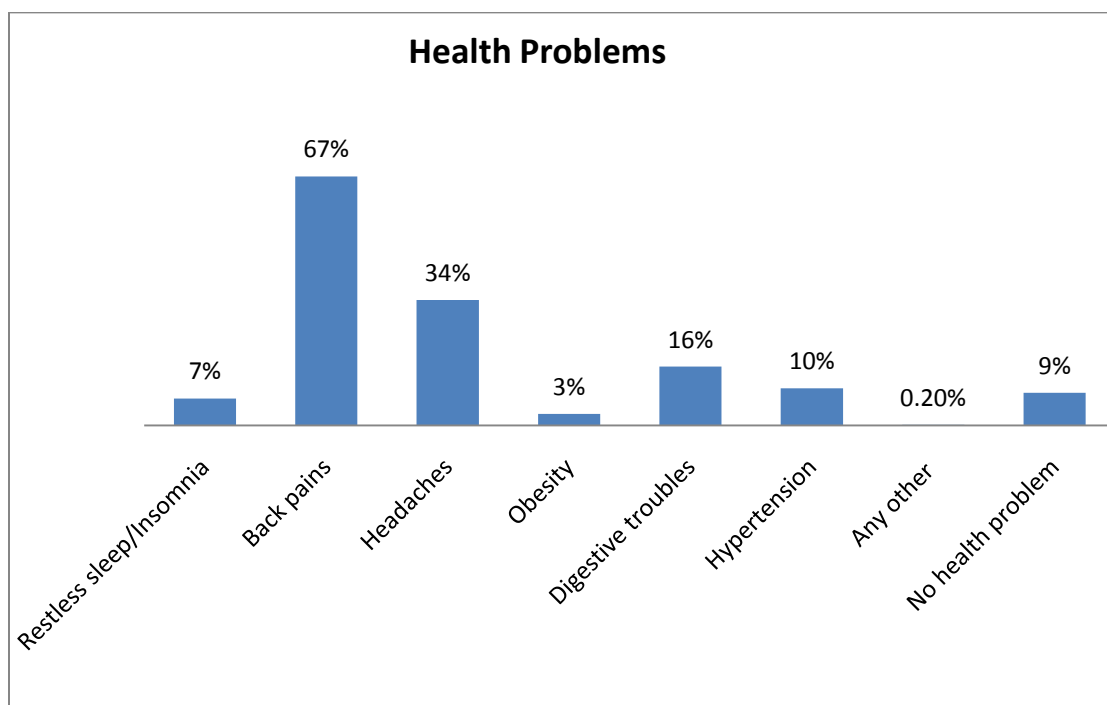
Driving autorickshaws in a city congested with busy roads and heavy traffic demands extreme physical and mental fitness. Autorickshaw drivers spend 10 to 12 hours in the chaotic traffic, and are exposed to heat, noise, air pollution and other maladies, which pose threats to their mental and physical health. In order to find out the health hazards they face and their coping mechanisms, the drivers were interviewed at different points in the city. The findings have been discussed in the following figures and tables.

Graph 47



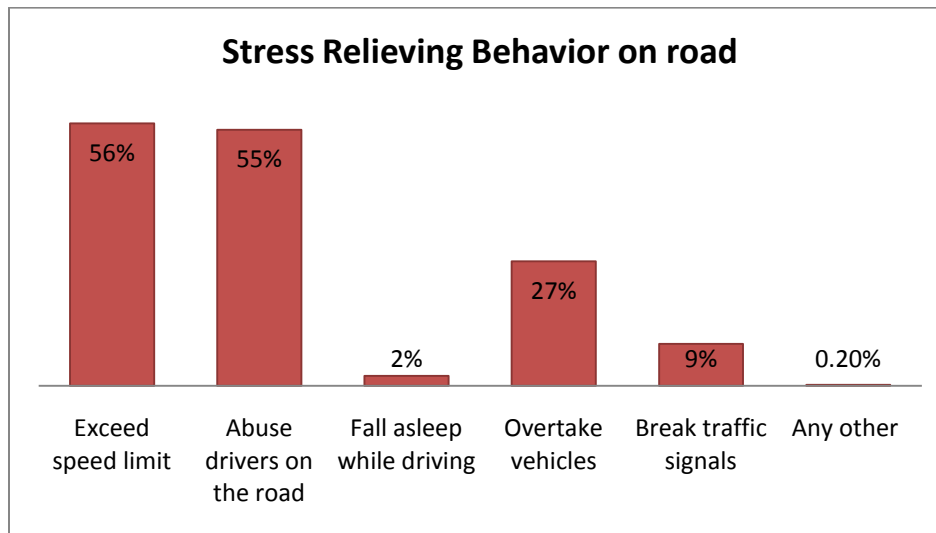
Of the 509 drivers interviewed for this Study, 50 per cent of the drivers claimed that they suffered from physical fatigue while driving. Forty three per cent of them said they were tense while driving, while 28 per cent said they were stressed on the job. Most drivers suffered from several problems. This shows that autorickshaw drivers are prone to physical and mental fatigue on the job.

Graph 48



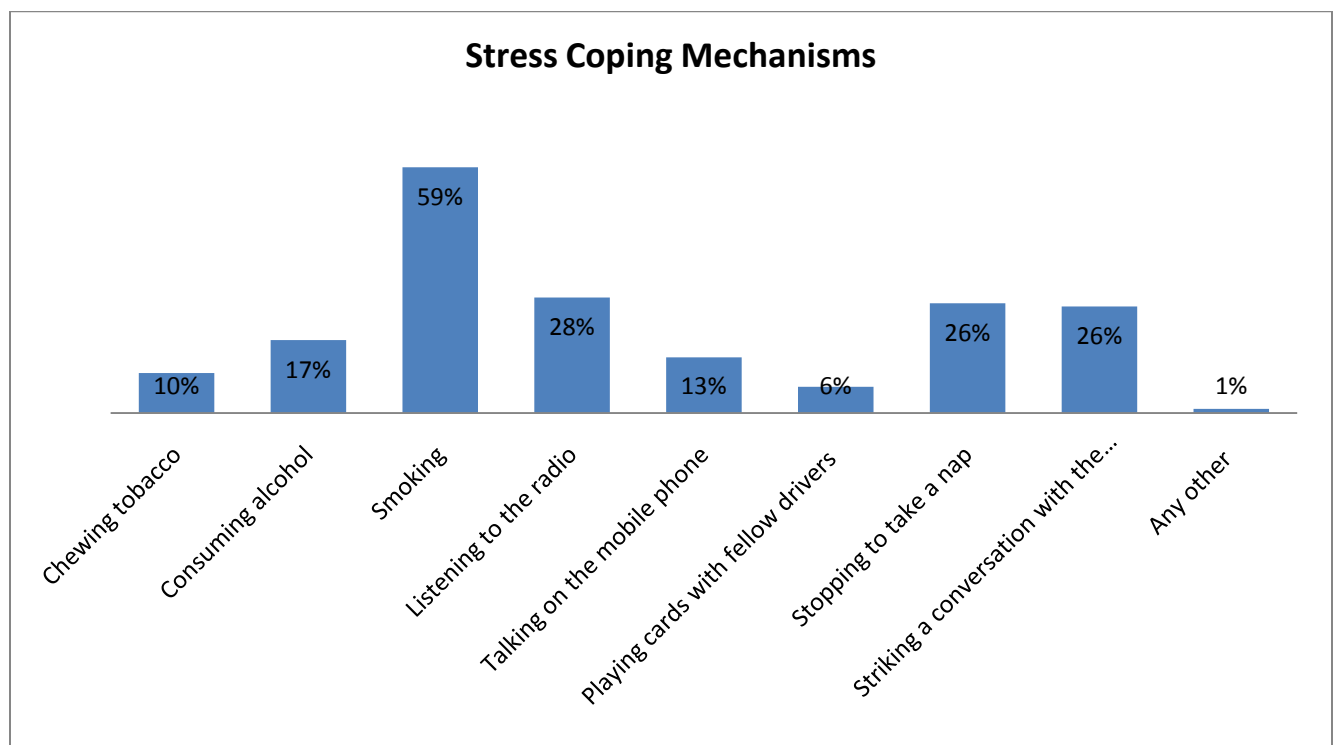
Sixty seven per cent of the drivers suffer from back pain, while 34 per of them have headaches. Another 16 per cent have digestive problems, while 10 per cent suffer from hypertension. A proportion of 7 per cent suffer from insomnia and 3 per cent from obesity. Due to exposure to dust, pollution and noise, most drivers are subject to fatigue-induced sleep. This shows that driving autorickshaws in Chennai city is physically demanding.

Graph 49



A majority (56 per cent) of the drivers admitted that they exceeded the speed limit on the road to relieve stress. Fifty five per cent of the drivers admitted that they verbally abused other drivers on the road, while 27 per cent said they rashly overtook other drivers. A few drivers admitted to jumping signals and falling asleep due to fatigue and stress.

Graph 50



The drivers adopt various stress-coping mechanisms to overcome physical and mental stress. Fifty nine per cent of the drivers smoke, 17 per cent take to alcohol, 26 per cent take naps in the afternoon and 10 per cent chew tobacco. Only 28 per cent of the drivers have positive habits like listening to the radio or talking to fellow drivers, although smoking and drinking is quite common. Thus, most drivers engage in multiple activities to cope with the stress.

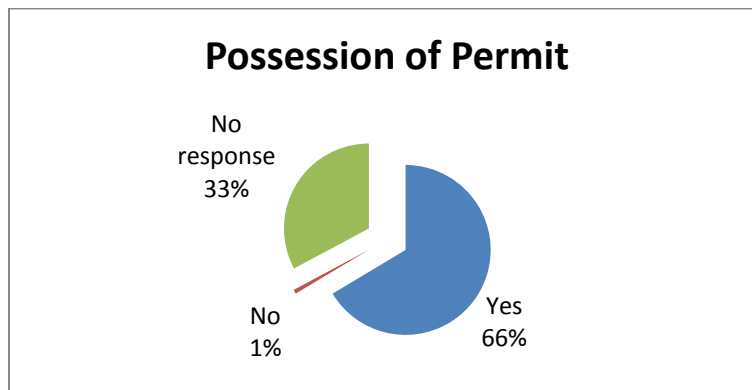
A majority of the drivers who have health issues and on-the- job problems are aged between 21-40 years and have been driving autorickshaw for at least 3-5 years. They have less leisure time, which adds to their strain. This might be the reason why drivers usually quit the profession in the late forties. With no other skills and less or no life savings, autorickshaw drivers' post-retirement needs should be looked upon closely, to provide them with some kind of security.

The Study found that drivers working in extremely demanding conditions due to the nature of the profession. The autorickshaw, as a vehicle, vibrates a lot while on the road. The effects of noise pollution cause hearing abilities and aural disorders, even amounting to deafness at a certain stage. The noise intensity varies with operating conditions and the overall state of the autorickshaw. There are other factors, such as striking of metal body structures, sound of the horn, and voices of the passengers, which add to the noise. Moreover, autorickshaws pass through crowded areas and sounds from outside add to the noise. It was found that working in places where a daily noise level exceeds 89 dB is dangerous, even for those suffering from mild noise-related hearing loss⁵⁰. Living with such noise levels for more than 10 hours is extremely taxing the drivers, their ears in specific.

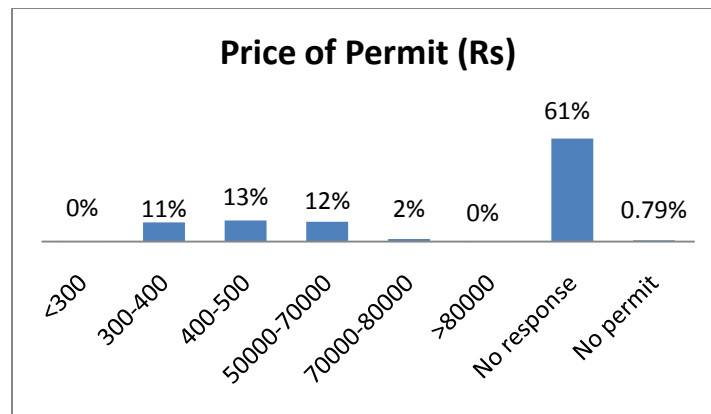
⁵⁰ <http://www.ijesd.org/papers/54-D459.pdf>; International Journal of Environmental Science and Development, Vol. 1, No. 3, August 2010; Running Condition Noise Dose to Auto drivers in Kolkata Metropolitan City of India in Different Seasons; Tirtharaj Sen, Pijush Kanti Bhattacharjee, Member,IACSIT, Debamalya Banerjee, Bijan Sarkar.

AUTORICKSHAW PERMIT

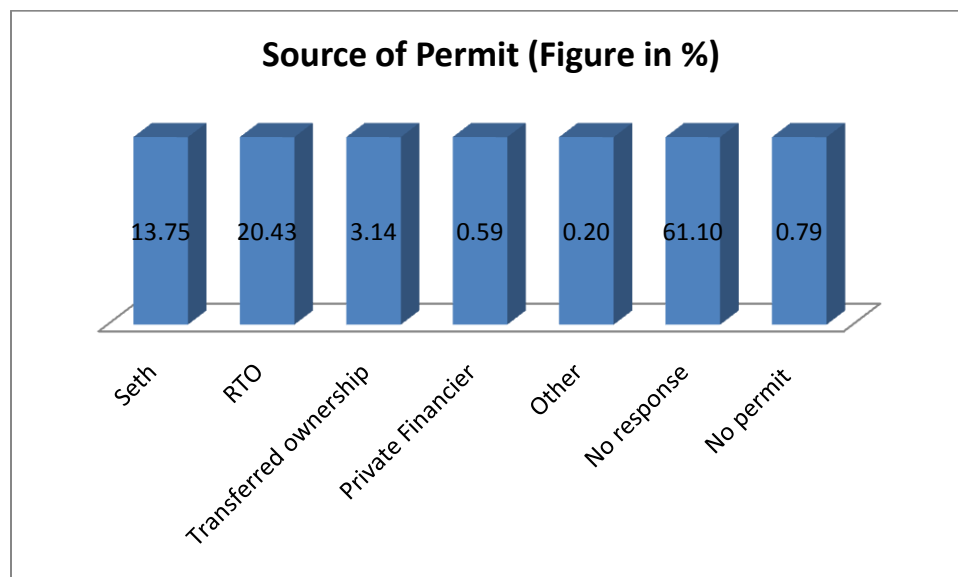
Graph 51



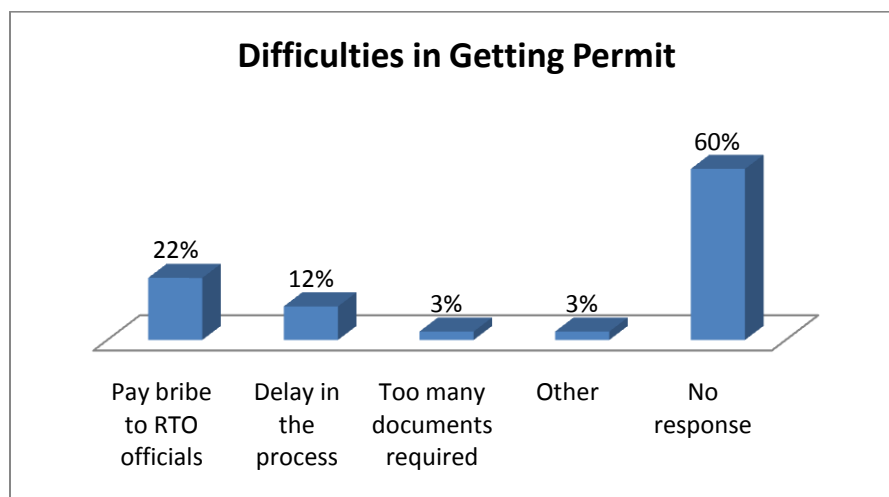
Graph 52



Graph 53



Graph 54

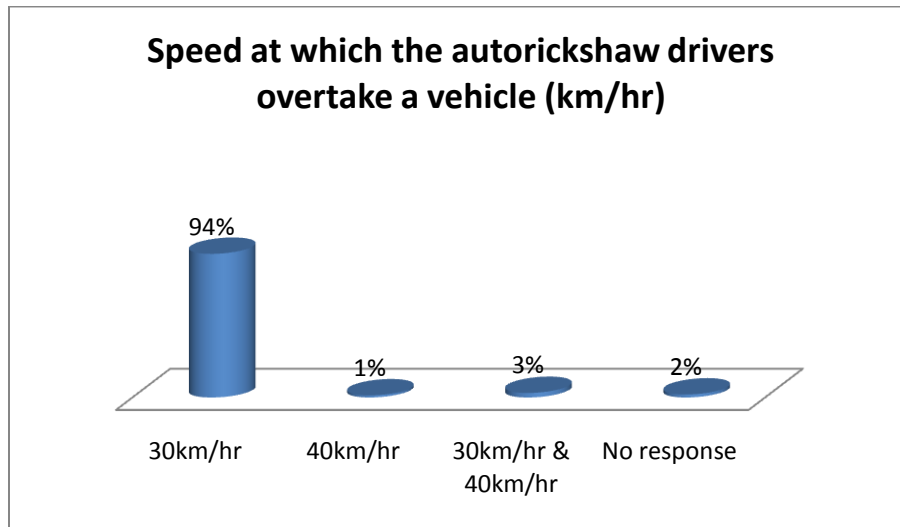


Sixty six per cent of the drivers claim to have a permit. Although the official price of a permit is Rs 375, the drivers claim to have paid amounts ranging from Rs 300 to exorbitant Rs 80,000, highlighting the huge illicit payments made. Permits are usually obtained through RTOs, private financiers and moneylenders called 'seths'. Although the RTOs are the designated source of getting the permit, several private financiers and seths had bought permits in bogus names before a ban on new permits came into force in 1999. After the ban, these same seths sold these permits to drivers for hugely inflated prices. This explains the huge price range of the permit, as cited by autorickshaw drivers during the interviews.

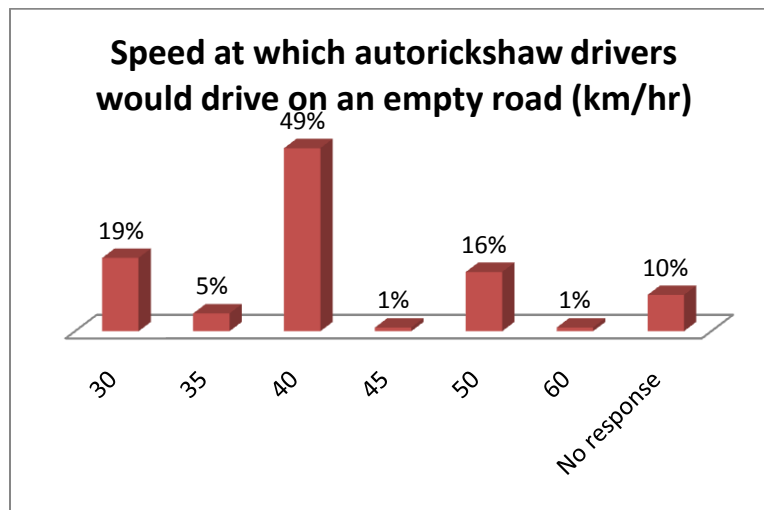
TRAFFIC BEHAVIOUR OF AUTORICKSHAW DRIVERS

Chennai's autorickshaw drivers are blamed for rash driving and over speeding. They are considered to be the main cause of accidents in the city. Interviews with the traffic police revealed that they considered autorickshaw drivers to be gross violators of traffic rules. This Study has investigated to try to find out the true scenario.

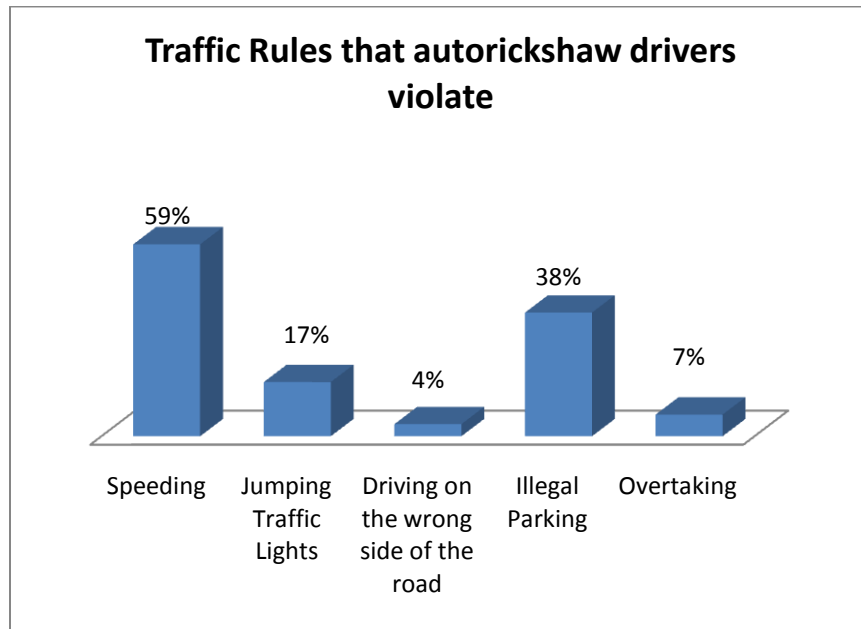
Graph 55



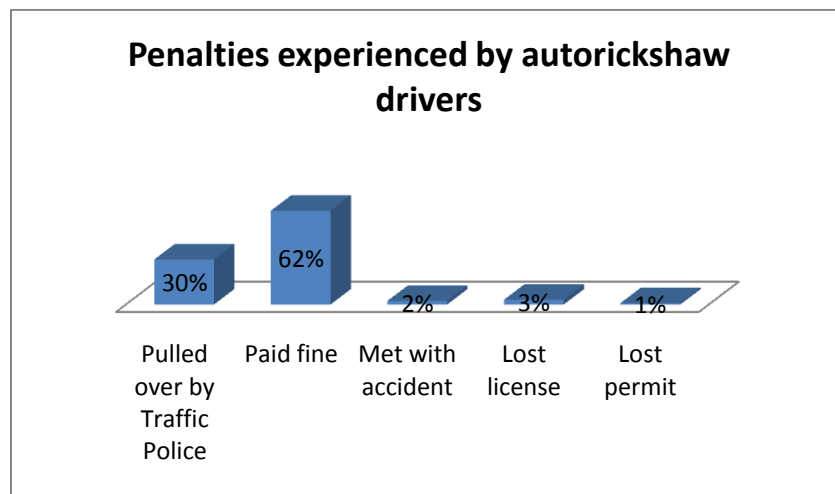
Graph 56



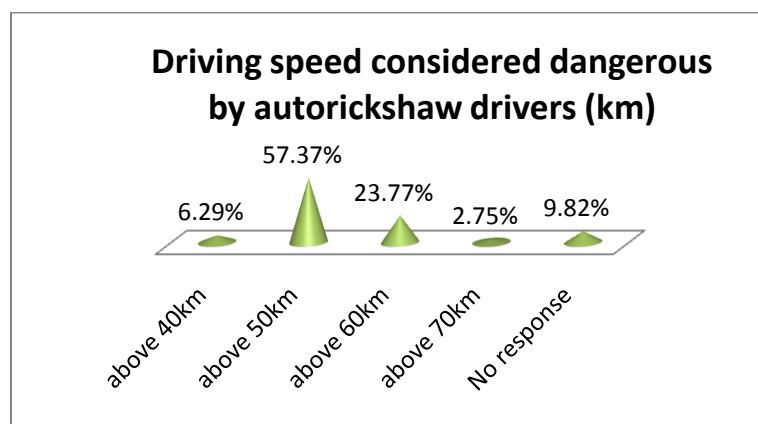
Graph 57



Graph 58



Graph 59



While 57.37 per cent of the drivers said driving above 50 kmph was dangerous, another 23.77 per cent said driving above 60 kmph is dangerous. Only 6.29 per cent of the drivers said driving above 40 kmph was dangerous.

It was found that a majority of the drivers did not agree to the complaint that they tend to go over the speed limit. However, it was also found that to cope up with stress, they exceeded the speed limit and misbehaved on the roads. Stress, excessive time wastage during traffic hours and road congestion causes drivers to exceed the speed limit to make up for their loss.

PERCEPTION OF AUTORICKSHAW DRIVERS ABOUT VARIOUS STAKEHOLDERS

The autorickshaw drivers' perception of their services, customers and stakeholders plays an important role in determining their attitude, and quality of service. This helps design the service delivery mechanism, which decides the future course of action.

Autorickshaw drivers were interviewed to find out their perception about themselves, passengers, the government and related departments (transport and traffic police), and how passengers perceived them. Their responses are mentioned in the table below.

Table 15: Perception of autorickshaw drivers and passengers

i. About Self		No. of Respondents	% of Respondents
1	Well trained	394	77.41
2	Violate traffic rules at times	104	20.43
3	Drive rashly sometimes	6	1.18
4	Rude behaviour at times	5	0.98
ii. About Passengers			
1	Rude, disrespectful	41	8.06
2	Friendly, Polite	288	56.58
3	Force them to violate traffic rules	78	15.32
4	Distrustful, do not ask for meter	56	11.00
5	Trusting, ask for meter	44	8.64
5	No response	2	0.39
iii. Passengers' perception of Autorickshaw drivers			
1	Rude, untrustworthy, overcharge	153	30.06
2	Friendly, go by meter	35	6.88
3	Well mannered, but do not use meter	167	32.81
4	Drive rashly and overcharge	146	28.68
5	Others	4	0.79
0	No response	4	0.79

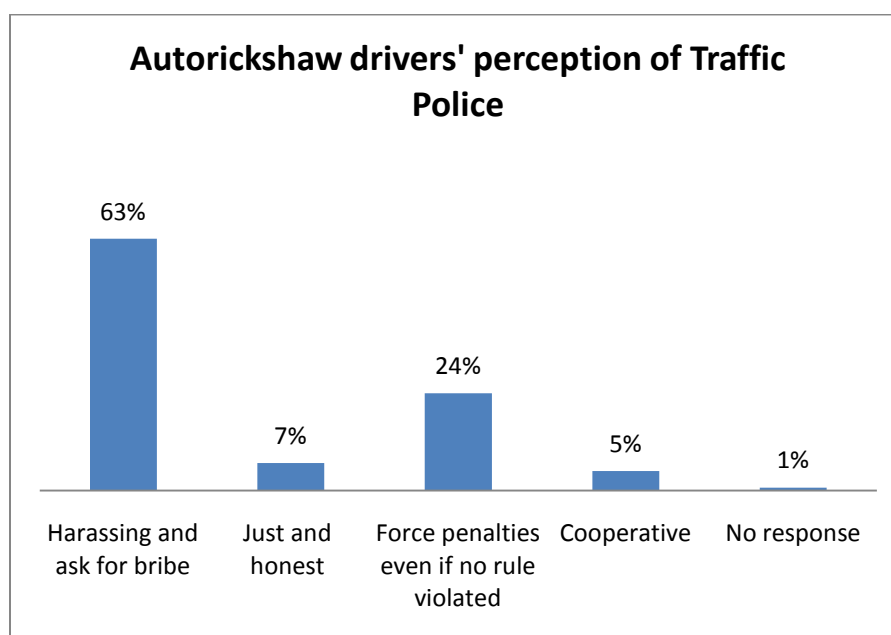
It is interesting to note that drivers have a high image of themselves, and are of the opinion that they treat their customers well. People in Chennai believe that autorickshaw drivers are the main violators of traffic rules and they misbehave with passengers. However, a majority of 77.41 per cent of the drivers consider themselves to be well trained. Only 8.06 per cent complained that passengers were rude or disrespectful.

Interestingly, a majority of 58.74 per cent of the drivers said they felt passengers had a negative view about them (of being rude, driving rashly and charging extra fare). Only 32.81 per cent of the drivers thought that passengers found them to be well mannered.

Table 16: Perception of autorickshaw drivers about government authorities

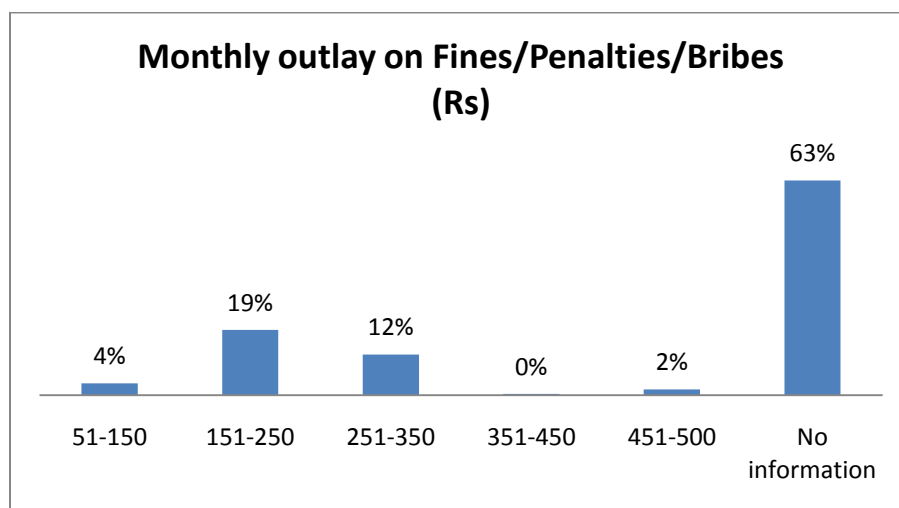
	Perception	No. of respondents	% of respondents
1	Harassing and ask for bribe	246	48.33
2	Difficult to approach, unhelpful	213	41.85
3	Helpful and cooperative	48	9.43
5	No information	2	0.39

Ninety per cent of autorickshaw drivers are of the opinion that government officials in the transport and related departments are difficult to approach. They find them unhelpful, harassing and ask for bribes.

Graph 60


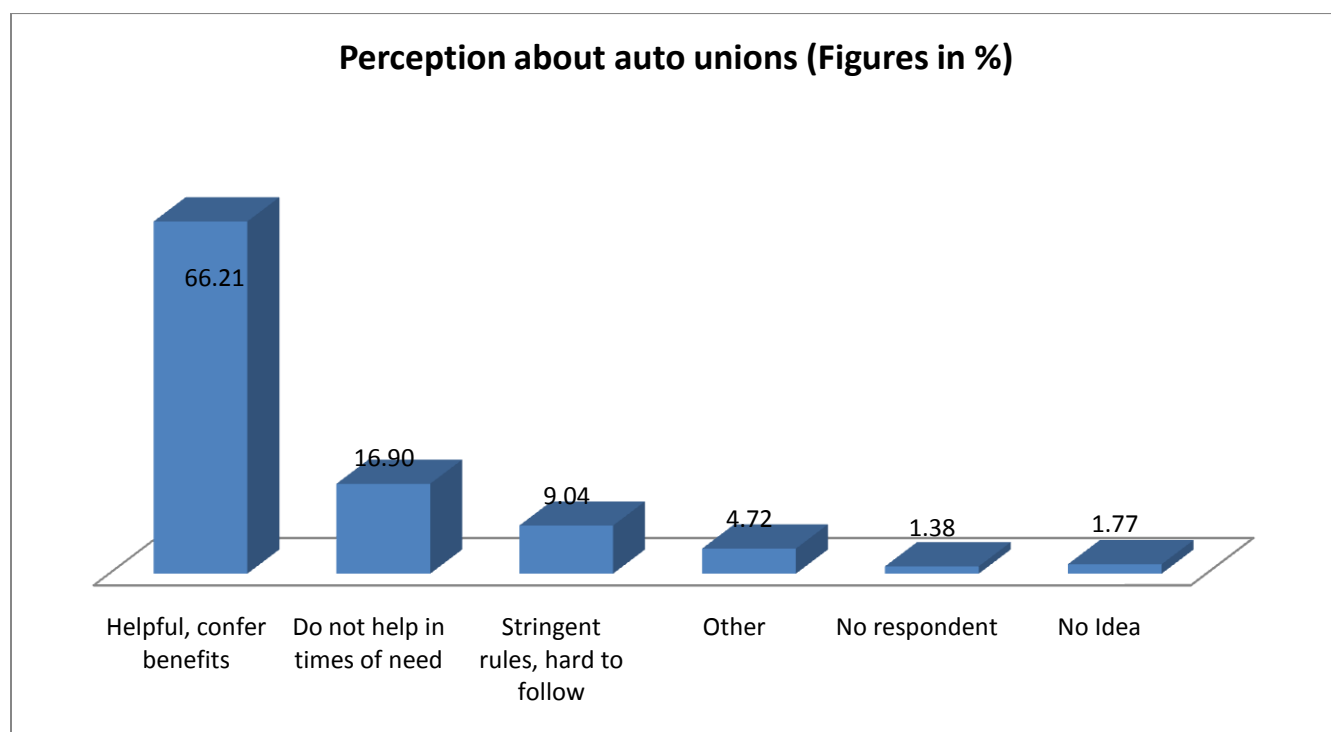
A majority (63.06 per cent) of the autorickshaw drivers interviewed were of the opinion that the traffic police harassed them on purpose to extort bribes. This may have culminated in the majority of the drivers disobeying traffic rules, since they have taken for granted that they can get away by paying bribes to the traffic police.

Graph 61



Most (63 per cent) drivers were hesitant to reveal how much fine/penalties/bribes they pay. Only 19 per cent of the drivers said they paid around Rs 151 to Rs 250 per month and another 12 per cent said that they spent around Rs 251 to Rs 350 per month. With a meagre income, paying bribes can be considered as a professional hazard that autorickshaw drivers face.

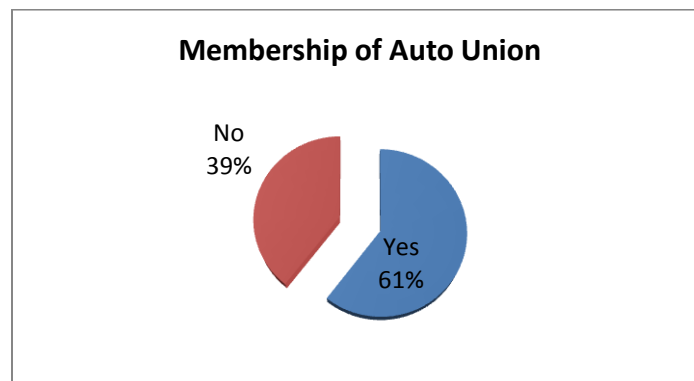
Graph 62



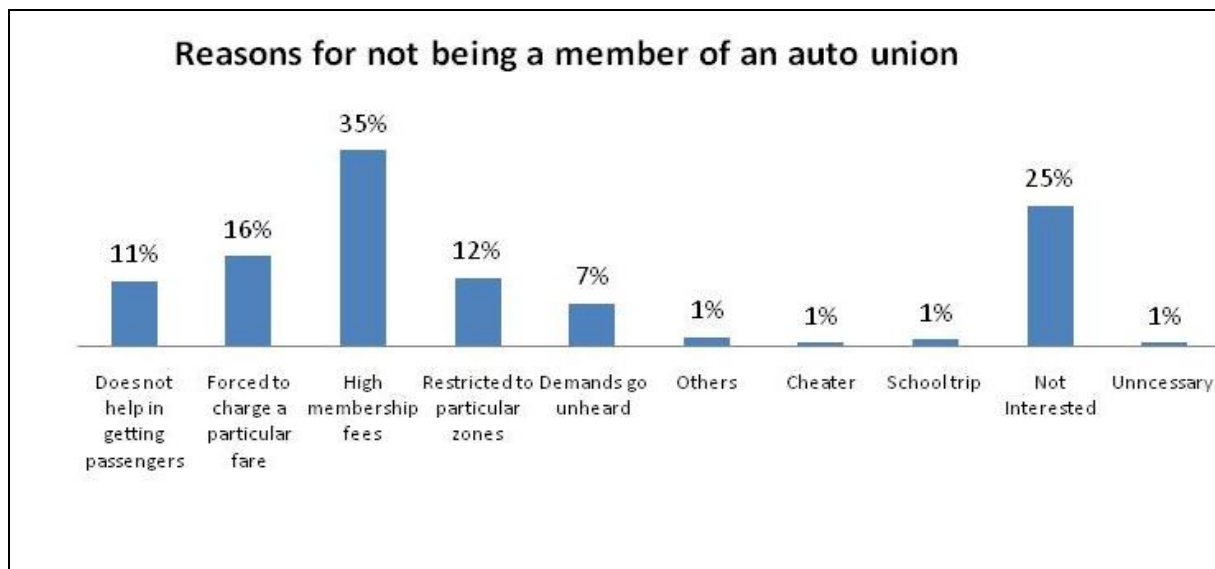
The Study revealed that a majority (61 per cent) of the autorickshaw drivers were members of autorickshaw unions, with 66.21 per cent saying that the unions were helpful in times of need. Through focused group discussions, it was revealed that unions help their members deal with the police, in cases of accidents and other violations. Some unions even extend financial assistance, in case of the death of any driver.

AUTORICKSHAW UNIONS

Graph 63

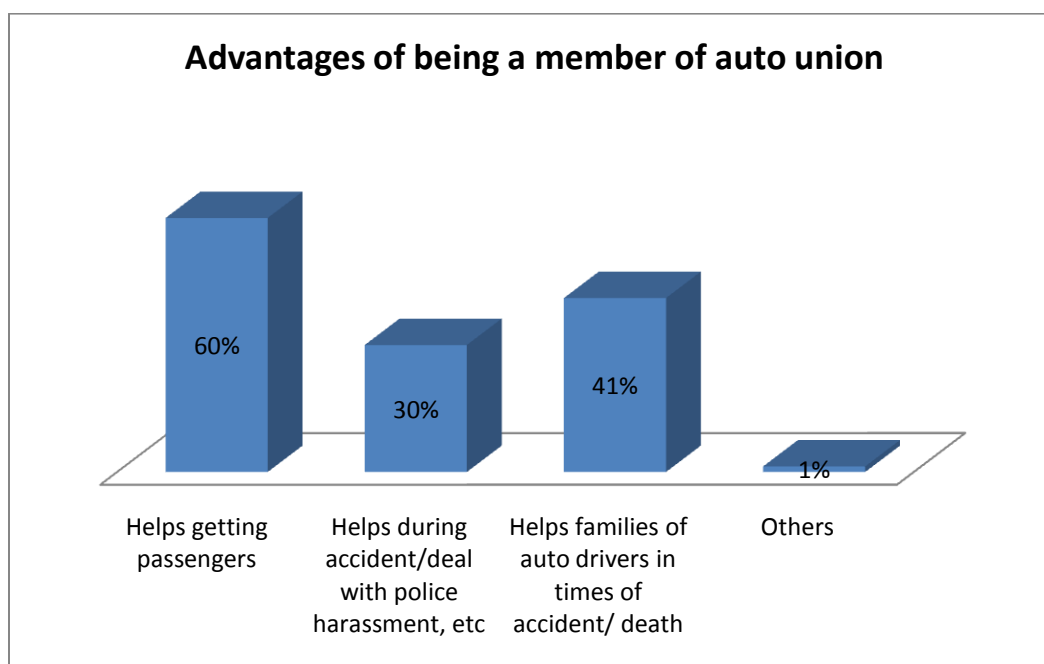


Graph 64



Of the 39 per cent of drivers who are not part of any union, 35 per cent cited high membership fees as the reason, while 25 per cent were not interested. Sixteen per cent said the unions forced them to charge a particular fare, if they became members, while 12 per cent said they were forced to take a particular route on membership. This implies that these unions have a strong influence on autorickshaw drivers.

Graph 65

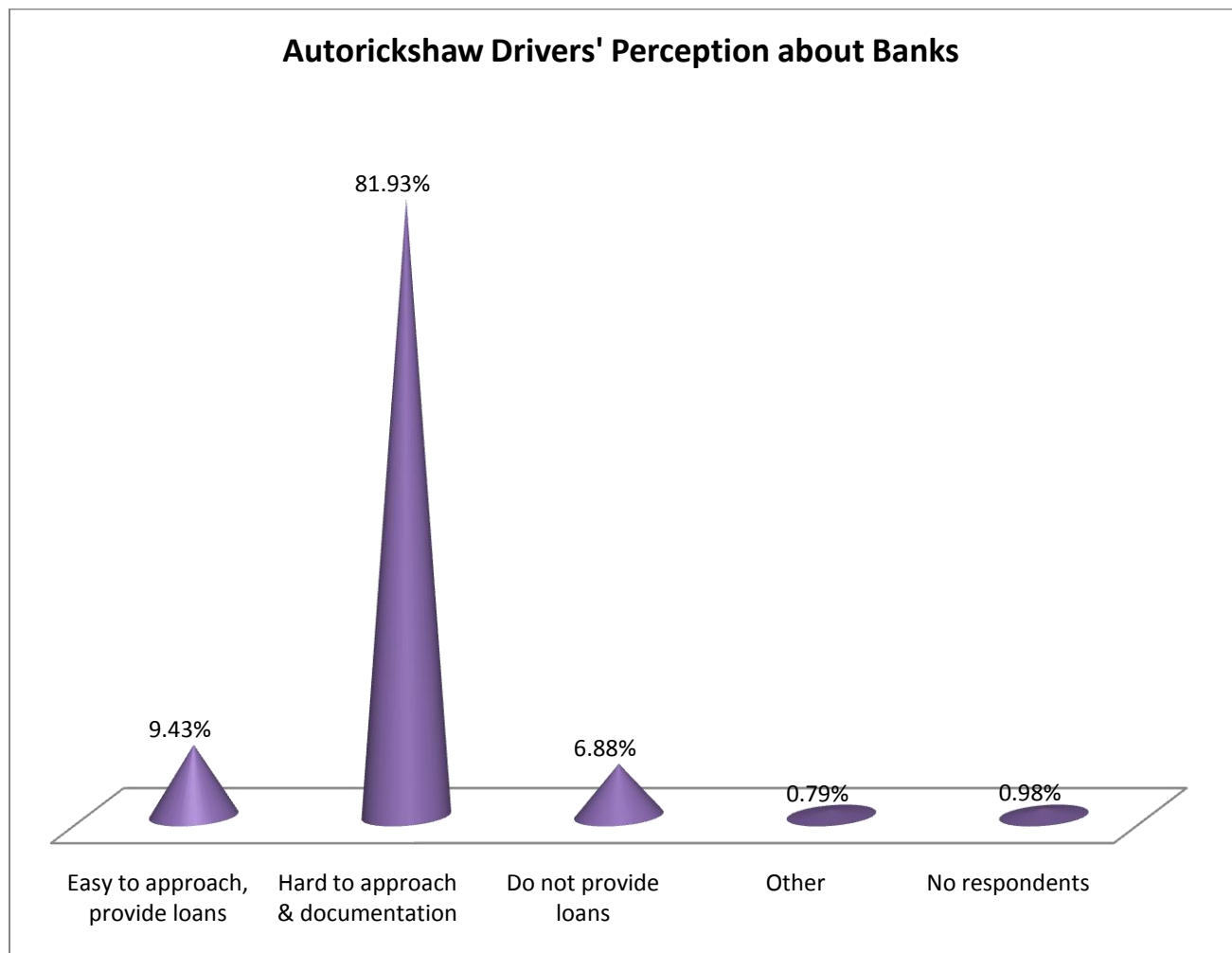


Of the 61 per cent of drivers who are part of autorickshaw unions, 60 per cent said the unions helped them get passengers through the provision of autorickshaw stands. Forty one per cent said the unions helped drivers and their families in times of eventualities, like accidents and death. They said in case of the death of a driver, the union members get together and provide financial assistance to the deceased's family. None of the unions assist drivers in any social security measure. However, since there is a definite influence of the unions on their members, they could be assisted to link their members with social security programs. The unions can also act as nodal points to provide training, awareness and assistance to the drivers.

ACCESS TO CREDIT

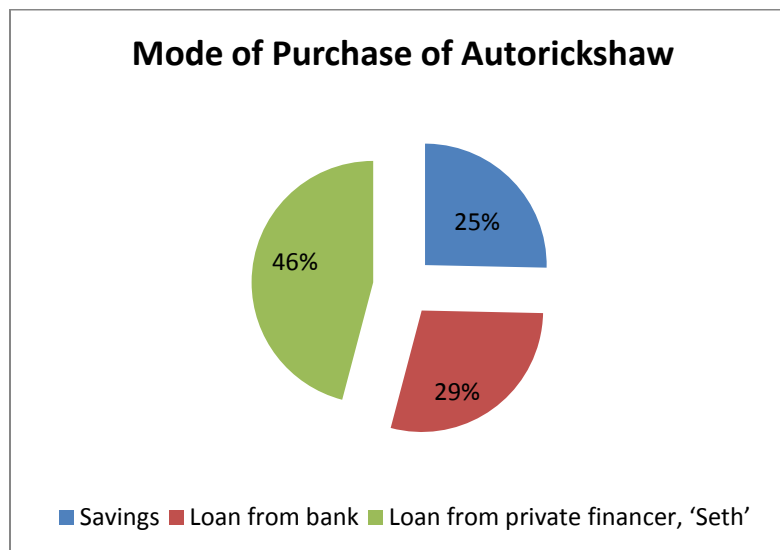
Access to formal sources of credit is a key factor in the establishment of any business or service, especially for entrepreneurs at the bottom of the pyramid. It is even more essential in the autorickshaw sector, which is the second largest carrier of passengers in the city. This Study has made discouraging findings about the credit system for autorickshaw drivers. Banks, instead of acting as solace, have pushed autorickshaw drivers/owners into the clutches of private moneylenders, who reap benefits from excruciatingly high interest rates.

Graph 66

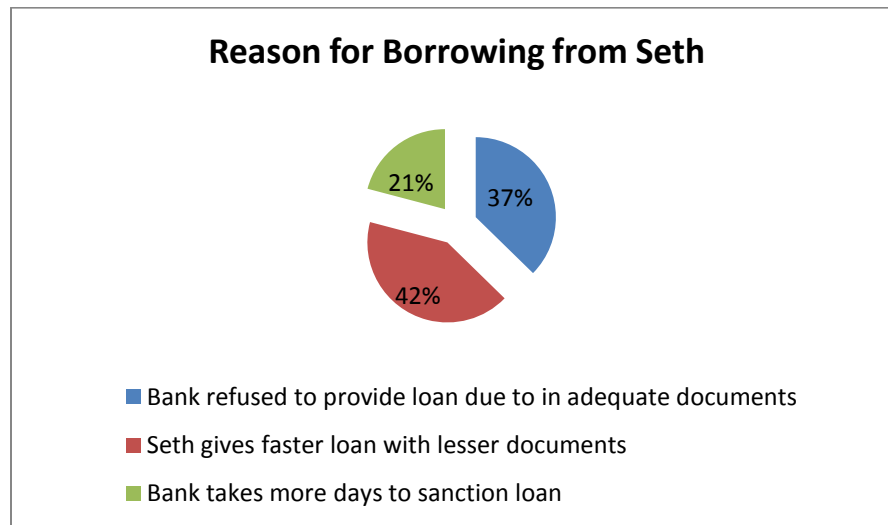


A majority (81.93 per cent) of the autorickshaw drivers interviewed said the banks were hard to approach and had lengthy documentation processes. The key factor that keeps most of them away from banks was the mandatory submission of proof of income and identity. Since a majority of the autorickshaw drivers come from low income groups and are mostly non residents of the city, it is hard for them to produce the mentioned documents to avail of credit. This forces them to turn to private moneylenders, who charge exorbitant rates of interest, averaging around 24 per cent.

Graph 67



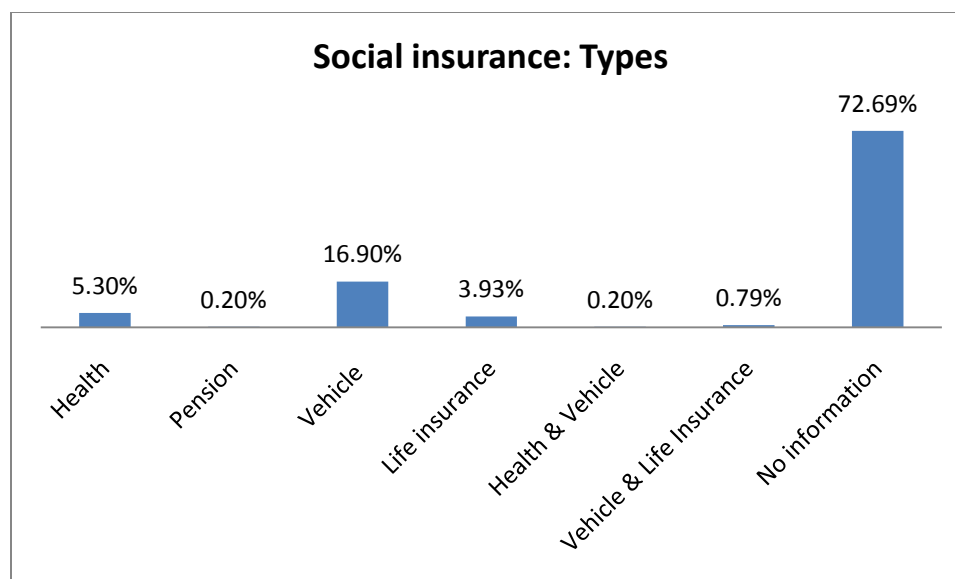
Graph 68



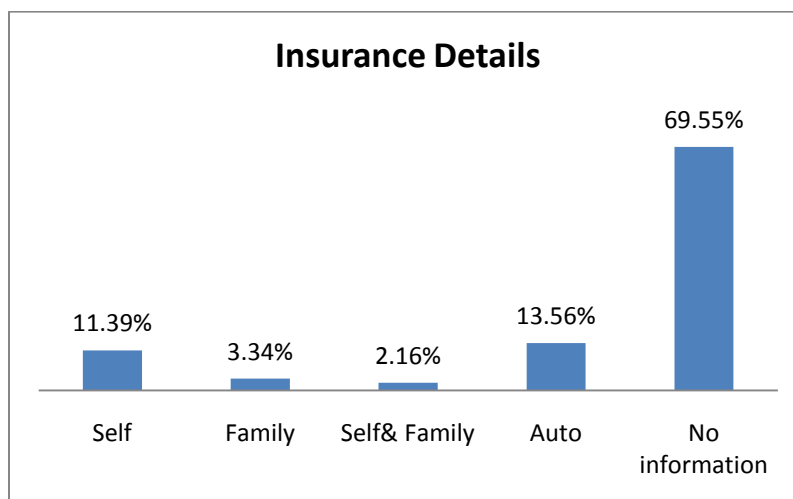
The above graphs clearly tell that private financiers are proactive in providing finance to buy autorickshaws. A majority (46 per cent) of the autorickshaw owners has sourced their finance from private financiers, and the cost is almost as much as that of a car. This has resulted in the transfer of burden to the passengers, who have to pay a higher price for autorickshaw services.

SOCIAL SECURITY OF AUTORICKSHAW DRIVERS

Graph 69



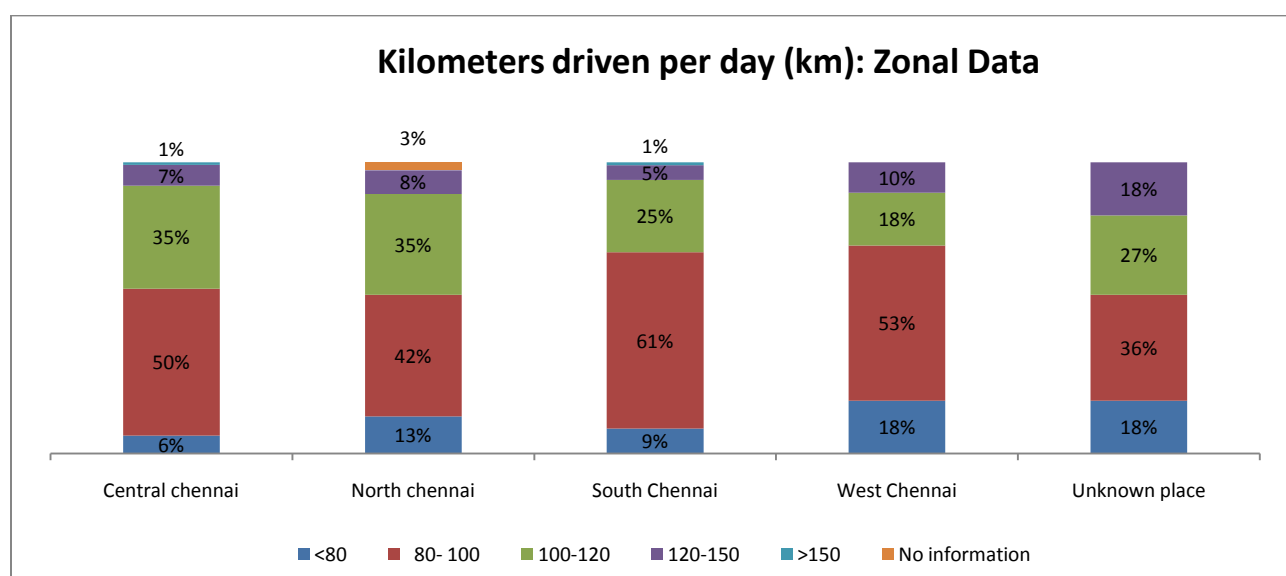
Graph 70



There is no provision of social security for autorickshaw drivers in Chennai. The demands to meet their day-to-day expenses are so urgent, that they are not able to invest in social security. In cases of eventualities, they do not have any safety net. In case of death, the family stands vulnerable to poverty and other maladies.

4.2 Zonal Wise Analysis of Autorickshaw Drivers' Opinion

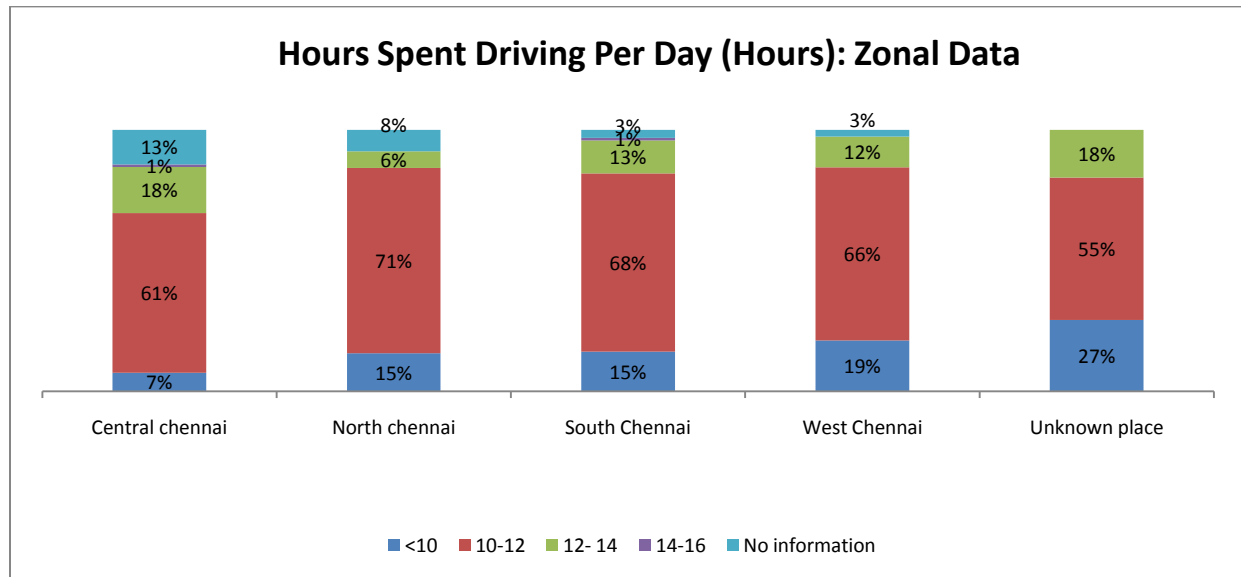
Graph 71



While only 42 per cent of the autorickshaw drivers ply for 80-100 km per day in North Chennai, a whopping 61 per cent drive the same distance in South Chennai. 35 per cent of

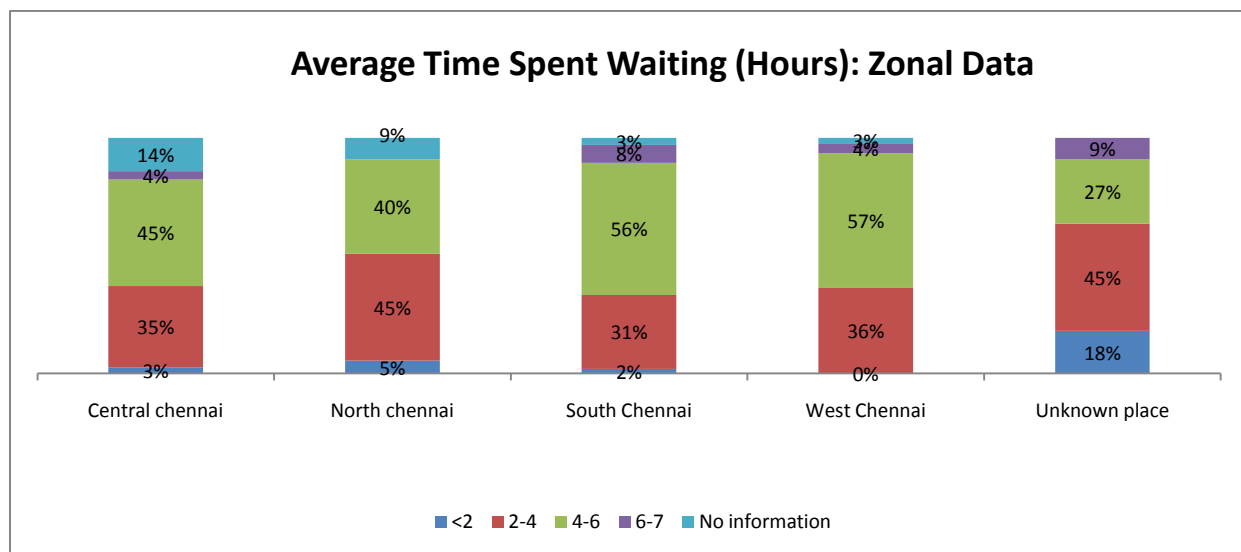
the drivers in North Chennai drive for 100-120 km while only 25 per cent of the drivers in South Chennai drive the same distance.

Graph 72



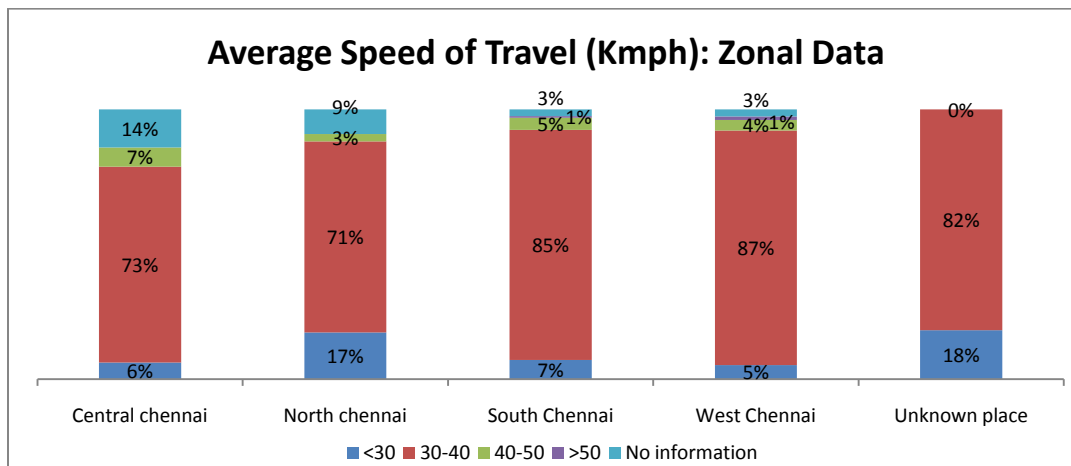
Not much difference was noted in working hours of different zones. A majority of the autorickshaw drivers spent 10-12 hours per day driving autorickshaws in each zone. In Central Chennai and West Chennai, 61 per cent and 66 per cent, respectively, spend around 10-12 hours on the job.

Graph 73



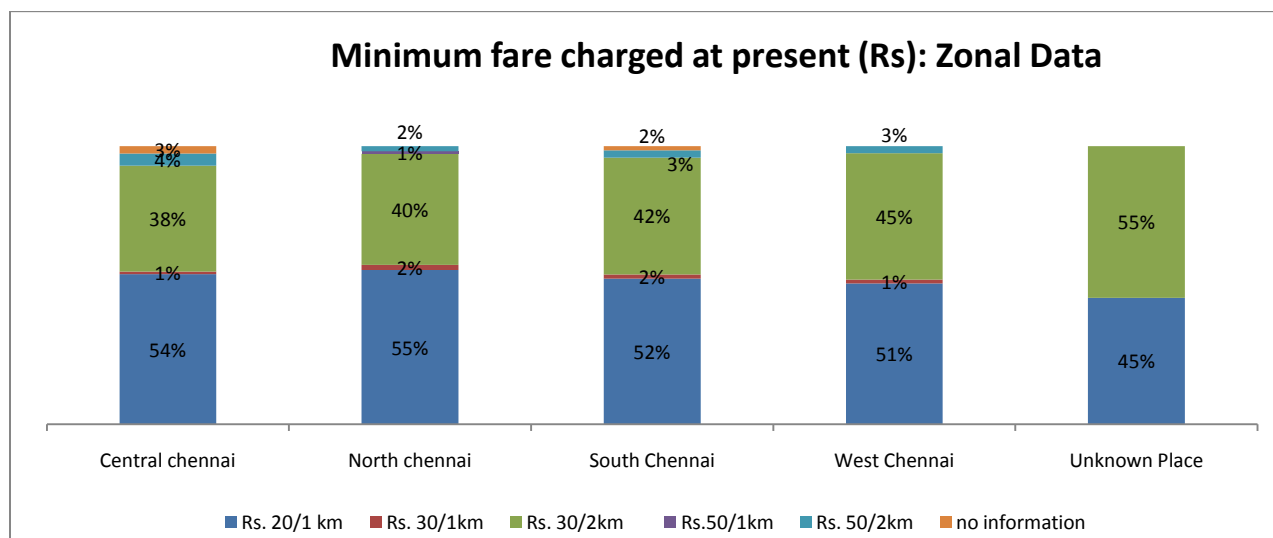
Forty five per cent of the autorickshaw drivers spend about 2-4 hours per day waiting for passengers in North Chennai, while in South Chennai 56 per cent spend around 4-6 hours. While the productive hours for autorickshaw drivers from North Chennai may be considered to be about 8-10 hours per day, in South Chennai it is around 6-8 hours.

Graph 74



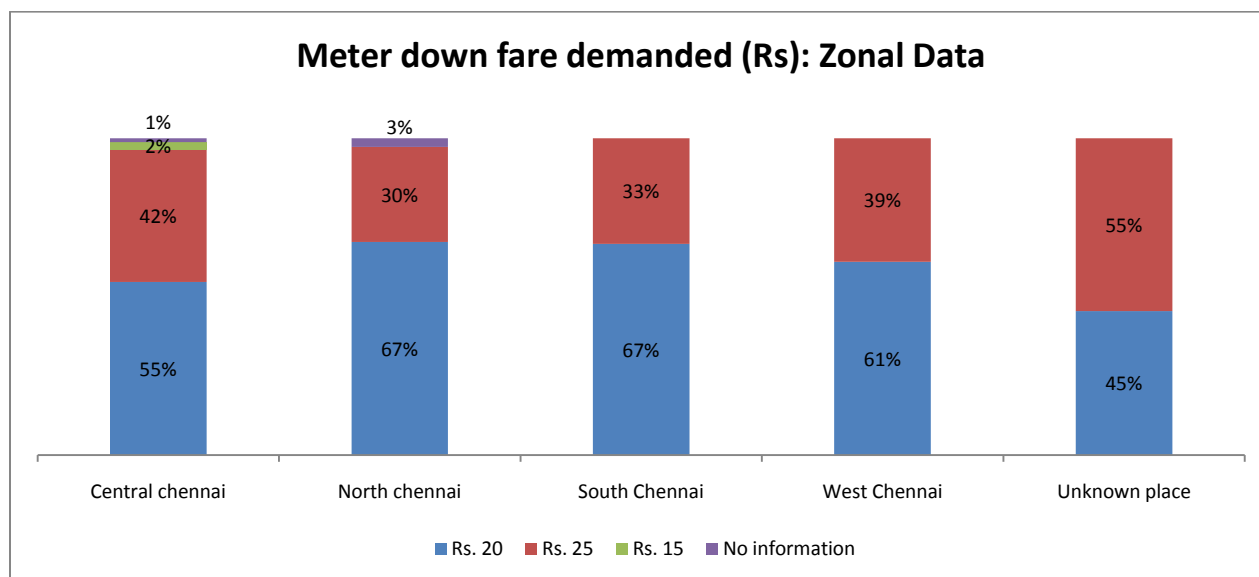
In all the zones across Chennai, most autorickshaw drivers said they plied at a speed ranging between 30-40 kmph. However, 19 per cent of the drivers in South Chennai said they plied at an average speed of more than 50 kmph.

Graph 75



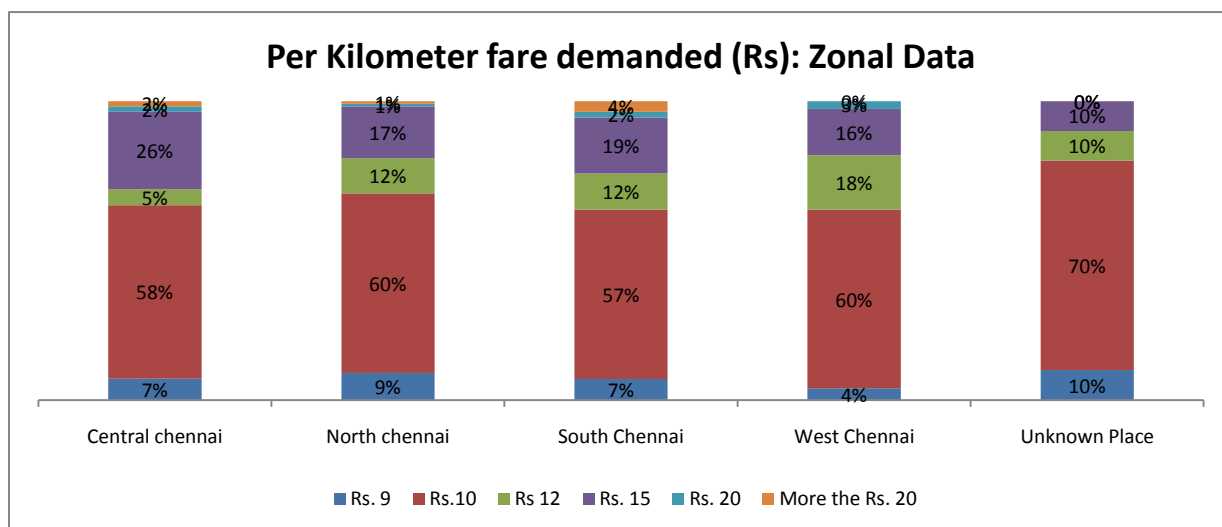
A majority of the autorickshaw drivers across all zones said they charged Rs 20 per km as minimum fare.

Graph 76



A majority of the autorickshaw drivers in all zones seek revision of the ‘Meter down Fare’ from Rs 14 to Rs 20 for the first 2 km. However, there is also a substantial percentage that demands a meter down fare of Rs 25.

Graph 77



Most autorickshaw drivers, almost uniformly, are of the opinion that the ‘per km fare’ should be increased from Rs 6 to Rs 10.

4.3 A Comparison Between Owner Operated Autorickshaws and Driver Operated (on rent) Autorickshaws

A comparison between drivers who owned their autorickshaws and those that rented was made, to find out if there was any significant difference in the fare, job hours, perception and income levels of the two categories. The comparison has been illustrated in the tables and figures below.

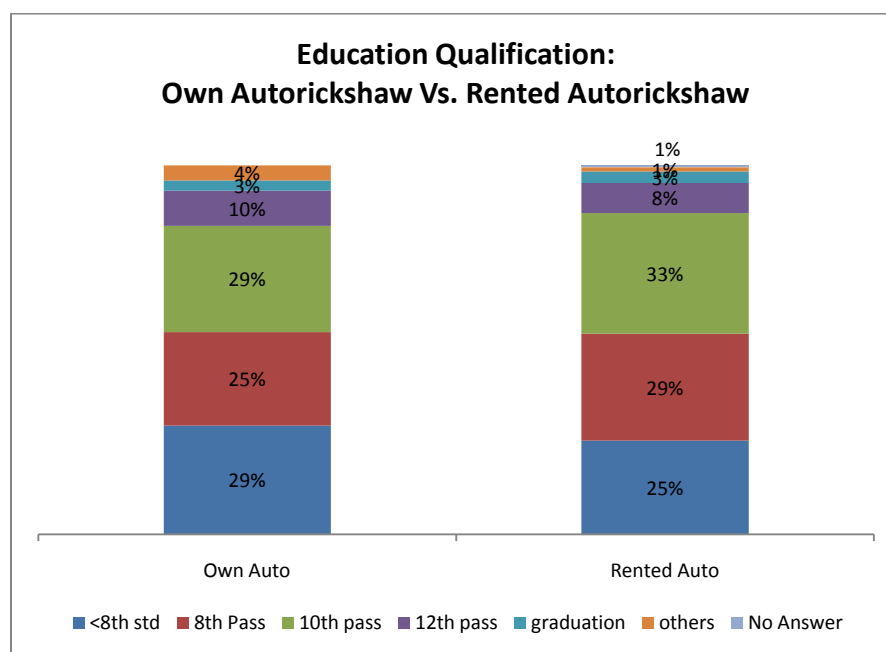
Table 17: Driver age group: Own autorickshaw vs rented
Autorickshaw driver Age Group (Years)

	Own Autorickshaw	Rented Autorickshaw
18-20	0%	3%
21-25	4%	16%
26-30	18%	27%
30-40	45%	40%
40-50	29%	13%
>50	3%	1%
Base	146	355

The Study revealed that a majority of the drivers of both categories fell in the age group of 30-40 years. In the owner-operated category, the drivers in the age group of more 40 years were more (22 per cent) than those in the driver-operated category (14 per cent). While there were no autorickshaw owners who were driving their own vehicle in the age groups of 18-20 years, 3 per cent of the drivers who are driving the autorickshaws on rent. There were also a significant number of drivers of rented autorickshaws in the age group of 21-25 years, as compared to owner-operated ones.

These findings are significant, as they shows that the entry-level barrier for an autorickshaw driver to buy an autorickshaw by accessing bank credit is very high (refer to earlier findings). Upward mobility in the social structure, while in the sector for a considerable time (10 years approx), helps them avail of loans easily.

Graph 78



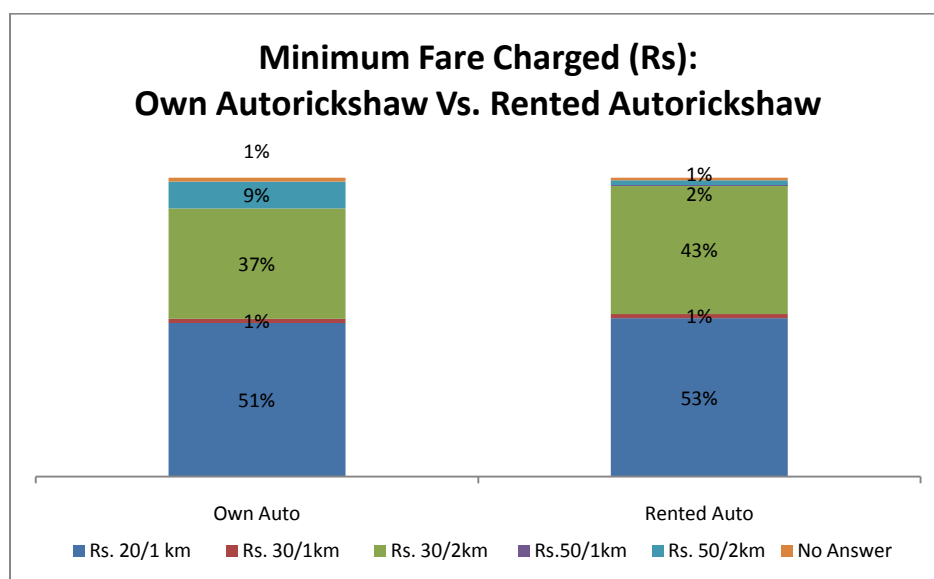
A majority of the drivers in both the categories are school dropouts (54 per cent). A mere 3 per cent are graduates. There are more drivers with a 10th pass amongst those that rent their autorickshaws (33 per cent) than those that drive their own (29 per cent). This indicates that autorickshaw drivers in Chennai are less educated and mostly school dropouts.

**Table 18: Hours spent driving: Own
Autorickshaw vs rented**

	Own Autorickshaw	Rented Autorickshaw
<10 Hrs	15%	14%
10 Hrs -12 Hrs	62%	68%
12 Hrs - 14Hrs	14%	12%
14 Hrs -16 Hrs	1%	0%
>16 Hrs	1%	0%
No Answer	8%	5%
Base	146	355

There was not much difference between time spent on the job in both categories, with 62 per cent of the owners driving 10-12 hours, and 68 per cent driving rented ones.

Graph 79



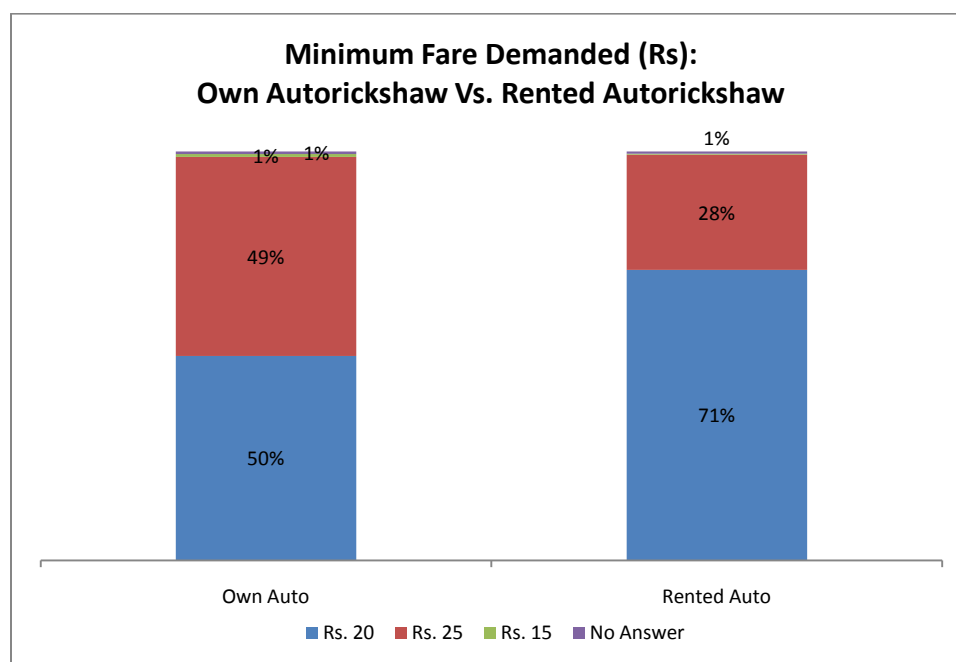
A majority of the drivers in both the categories said they charged Rs 20 per km. Both claimed that they charged extra, as the fare fixed by the government was inadequate.

Table 19: Fuel cost (daily): Own autorickshaw vs rented

Rs	Own Autorickshaw	Rented Autorickshaw
101- 150	1%	1%
151- 200	26%	34%
201-250	18%	22%
251- 300	29%	30%
301-350	18%	11%
351-400	6%	2%
401- 450	1%	0%

The data on expenditure on fuel cost is a mixed one, as there are more drivers than owners who spend in the range of Rs 151 to Rs 200. However, both are equally represented in the fuel spending category of Rs 251 to Rs 300. At higher fuel cost ranges, as in the range of Rs 301 to Rs 400, the proportion of owners is more than that of drivers.

Graph 80



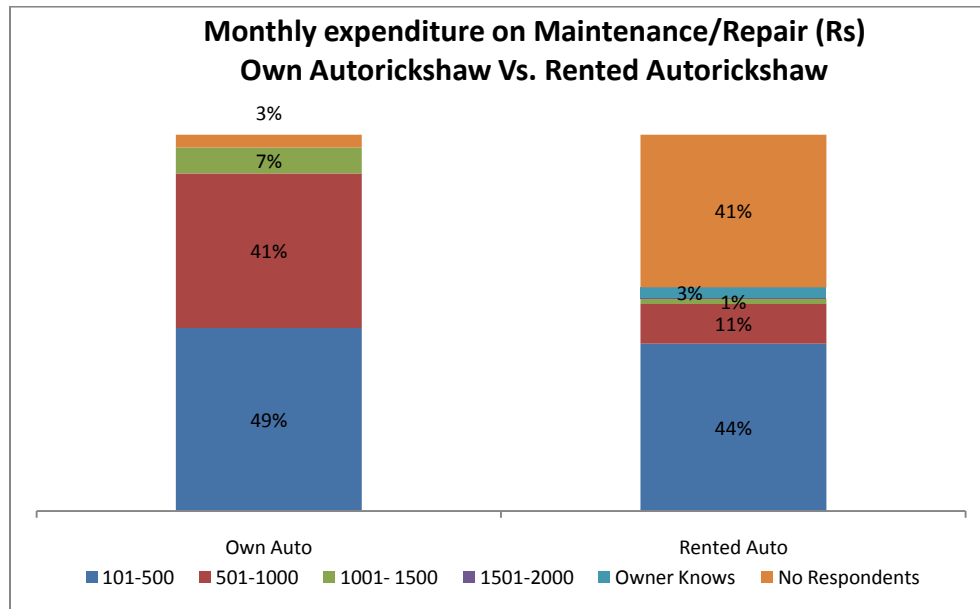
The Study revealed that a majority of the drivers in both categories wanted the meter down fare (for the first 2 km of a trip) to be increased to Rs 20 from Rs 14. However, a staggering 49 per cent of the owners wanted the meter down fare to be raised to Rs 25. This may be because the owners are pressurised to pay back their loans, and want maximum returns on their investment.

Table 20: Per kilometre fare demanded: Own autorickshaw vs rented

Rs	Own Autorickshaw	Rented Autorickshaw
Rs 9	7%	8%
Rs 10	59%	57%
Rs 12	14%	11%
Rs 15	12%	22%
Rs 20	4%	1%
>Rs 20	5%	1%
Base	146	355

Majority of the owner and the drivers of Autorickshaw rickshaws want the fare per kilometre to be raised from Rs 6 to Rs 10. However, a substantial amount of the drivers (22 per cent) want the fare to be raised to Rs 15 per kilometre.

Graph 81



From the above chart, it seems that the owners spend more on maintenance of their autorickshaws than drivers who drive on rent. This indicates that drivers of rented autorickshaws do not worry about the longevity of the vehicle, since they are more concerned about their own earnings. If they find a problem with the vehicle, they have the option of renting an autorickshaw from another owner. However, owners do not hesitate from spending money on the maintenance of their vehicles, due to the huge capital investment already incurred by them in buying the same. Previous graphs show that owned autorickshaws run more kilometers, thus leading to the higher end of maintenance cost. Drivers who rent bother less about maintenance.

4.4 Regression Analysis

$$1. Y (\text{Income}) = 3 + 0.25 \times X_1 (\text{Hours spent driving}) + 0.18 \times X_2 (\text{Km driven per day}) - 0.20 \times X_3 (\text{Daily Rent})$$

From the above regression, we observe that hours spent driving and kilometres driven are key drivers for income. We analysed the past records of autorickshaw drivers, and time spent

driving to understand the relationship. We observed that the maximum speed of travel decreases and average waiting time decreases as the autorickshaw driver's experience increases and average speed of travel increases.

A 25 per cent increase in hours spent driving; along with an 18 per cent increase in kilometres driven will lead to an increase in income, which in turn reduces the daily rent payment by 20 per cent.

$$2. Y (\text{Income}) = 3 - 0.09 * X1 (\text{Average waiting time}) + 0.19 * X2 (\text{Average speed travel}) - 0.38 * X3 (\text{Max Speed of travel})$$

Daily fuel cost, monthly maintenance and monthly fines, and penalties paid have a direct influence on the kilometres driven, while EMI for loans has a negative impact.

$$3. Y (\text{Income}) = 1 + 0.30 * X1 (\text{Daily fuel cost}) + 0.2 * X2 (\text{monthly maintenance}) - 0.16 * X3 (\text{EMI Loan}) + 0.26 * X4 (\text{Monthly fine})$$

On further income and expenditure analysis, we observe that monthly house rent, health expenditure, and electricity expenditure have a direct impact, while loans has an inverse impact.

$$4. Y (\text{Income}) = 3 + 0.08 * X1 (\text{Monthly House Rent}) + 0.09 * X2 (\text{Health problem}) + 0.21 * X3 (\text{electricity Exp}) - 0.12 * X4 (\text{Loan})$$

In an idealistic world, we would expect an average income of Rs 3,000 with no monthly house rent, health problems, electricity bills and loans. But since every income has expenditure component; house rent has 8 per cent impact, expenses on health 9 per cent, electricity 21 per cent impact and loans has a lower impact of 12 per cent, on every increase in income. We, thus, draw a conclusion that as the income increases; expenditure also increases, while at the same time, the loan amount decreases. Despite a decrease in the loan amount, we observe remarkable increase in electricity expenses, which could be due to the purchase or ownership of electronic gadgets, on account of increase in income.

Conclusion: Although an autorickshaw driver's income is dependent on hours spent driving and kilometres driven, there are several forms of expenditure. The different aspects of expenditure could be a main reason why autorickshaw drivers demand fares higher than that prescribed by the meter.

4.5 Data Analysis and Interpretation of Passenger Survey

To study the views of passengers on autorickshaw drivers and over charging of fares, Civitas identified and surveyed 200 passengers. The interviews were conducted at various locations in Chennai.

PROFILE OF PASSENGERS

Autorickshaw Usage

The survey had 75 percentage male, and only 25 percentage female respondents. The Study revealed that 38 per cent of the passengers belonged to the age group of 18-25 years, with 37 per cent in the age-group of 26-35 years. Only 7 per cent were between 46-60 years of age and 1 per cent above 60.

Seventy three per cent of the passengers were from Chennai, while only 27 per cent of the passengers were outsiders who were in the city for jobs, businesses or study.

On analysing the passenger's professions we observed that 31 per cent of the passengers were private sector employees, whereas 33 per cent were students. Only 7 per cent were IT professionals. Other professions include 24 per cent, while teachers include 4 per cent and 3 per cent government officials. This reflects on the middle class expenditure on autorickshaw trips, due to availability and accessibility.

Thirty three per cent of the passengers used autorickshaws 1-2 times a week and another 42 per cent in times of emergency. Only 1 per cent of the passengers used autorickshaws twice daily. Another 41 per cent rarely used autorickshaws. Here, emergency has a different dictionary meaning: Autorickshaws' help during first and last mile problems, and more often to support inadequate public transport facilities and frequencies.

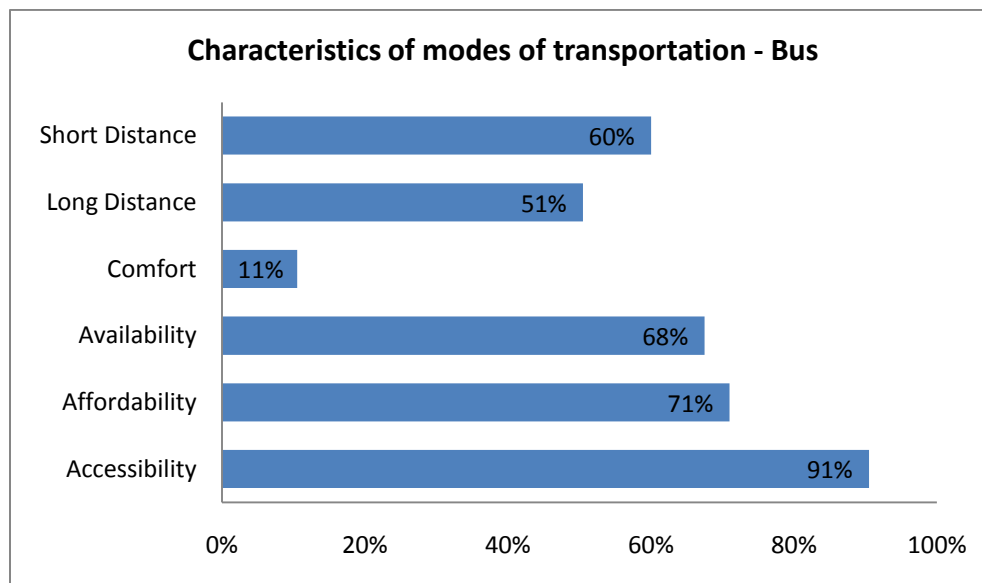
A majority (81 per cent) of the passengers said autorickshaws were their preferred mode of conveyance, due to availability. Fifty five per cent of the passengers said autorickshaws were accessible and easy to find, and they did not have to walk or travel to look out for one. Fifty eight per cent of the passengers said autorickshaws were comfortable to travel in, and were used for short distances (41 per cent). This finding matches with previous ones that show that most often, passengers use autorickshaws for emergency, and that requirement is elucidated by short distance, availability and accessibility.

This reveals that autorickshaws are the most preferred mode of travel, second only to the mass transit system (buses and local trains). They are sought after due to the comfort they provide, especially for short distances. However, the issue of affordability is evident, as passengers complain that autorickshaw drivers charge them extra fares.

Bus Usage

A whopping 72 per cent of the passengers use buses twice daily and 16 per cent used it once a day. Nine per cent of the passengers used the bus 3-4 times a week. This indicates that the bus is the most preferred mode of transportation, as it covers long distances at extremely low fares.

Graph 82

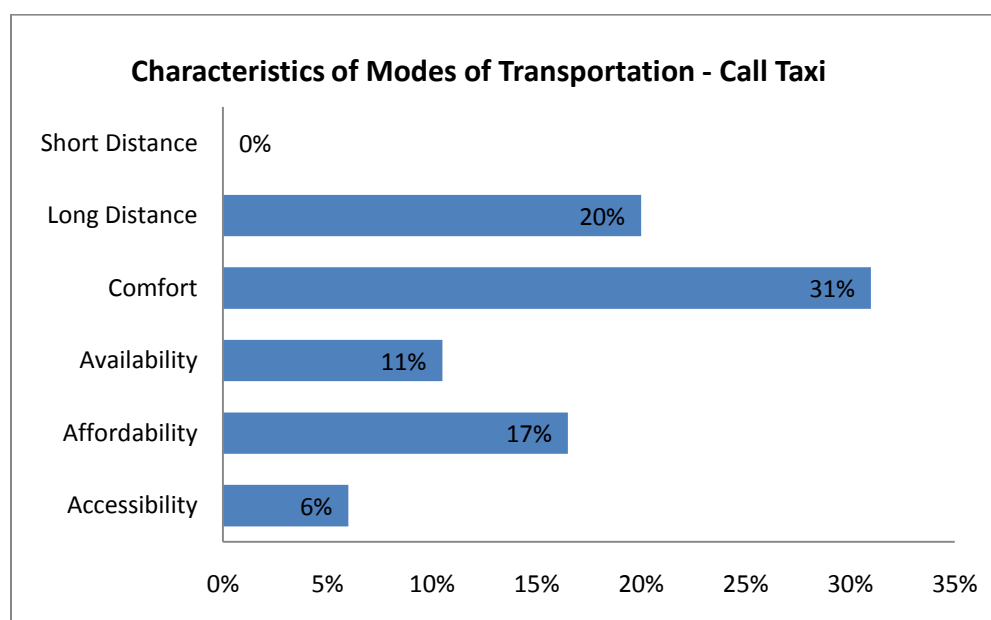


In the Study, the bus scored 91 per cent on accessibility, 71 per cent on affordability, 68 per cent on availability, 60 per cent for short-distance trips and 51 per cent for long distances. However, buses fail in providing comfort to passengers. Only 11 per cent of the passengers said buses were comfortable to travel in.

Call Taxi Usage

Only 1 per cent of the passengers interviewed said they used call taxis 1-2 times a week. A majority (57 per cent) of the passengers rarely used call taxis; whereas only a negligible proportion of 3 per cent used them 3-4 times a week. Ten per cent of the passengers use call taxis in emergency. The autorickshaw drivers' survey revealed that a majority of the passengers were from the lower middle or middle classes of the society. A negligible per cent of the higher class also uses autorickshaws. Thus, it could be concluded that call taxis were preferred by the higher class and the middle class and lower middle class used it for planned trips, for example to the airport, for tours, or in case of an emergency.

Graph 83

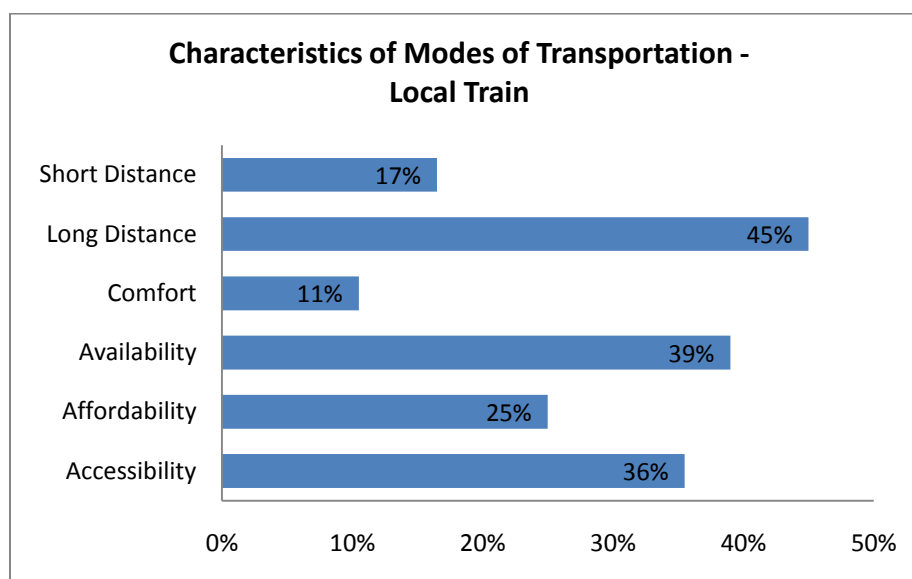


Call taxis rate high on comfort, but not on factors like accessibility and availability, are they require prior booking. They are definitely not preferred by someone wanting to make short trips, due to their high fares -- the biggest reason why they are unpopular with most people, except the upper sections of the society. Comparing findings for call taxi and autorickshaws, it is evident that passengers using the latter are more in number, for obvious reasons. They are used for last and first miles, as their accessibility and availability edge over call taxis.

Local Train Usage

While 35 per cent of the passengers use the trains to commute 1-2 times in a week; 29 per cent use it 3-4 times a week. Only 4 per cent use it twice daily. Another 4 per cent of the passengers use the local train once a day. This shows that the bus is the most preferred mode of transport, followed by the train. The autorickshaws act as a feeder system, connecting the train station with the actual destination of the passenger.

Graph 84

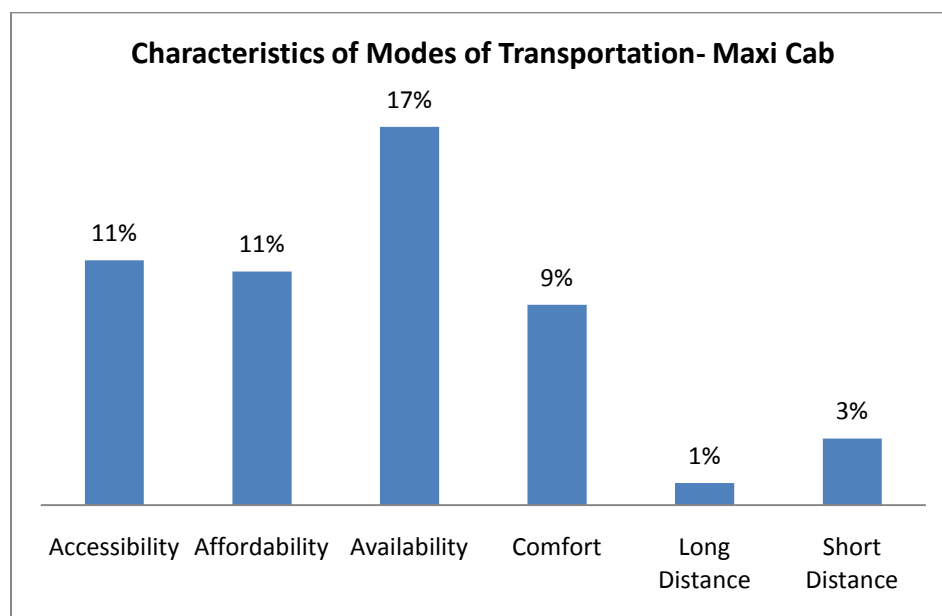


Local trains are preferred for long-distance trips by 45 per cent passengers. They rank well on availability, accessibility and affordability. However, on short-distance trips, they do not rank high, as they provide connectivity to limited destinations. Here, the autorickshaws have a major role to play in providing last-mile connectivity and door-to-door transport.

Maxi Cab Usage

Fifty five per cent of the passengers interviewed rarely used maxi cabs, while only a negligible proportion of 3 per cent used their services daily, and only 1 per cent used them once a day. It is clear that although maxi cabs could be an alternative to bus service, they are unable to attract many passengers, as they ply on a limited number of routes. This makes it impossible to cater to the demands of commuters on a large scale.

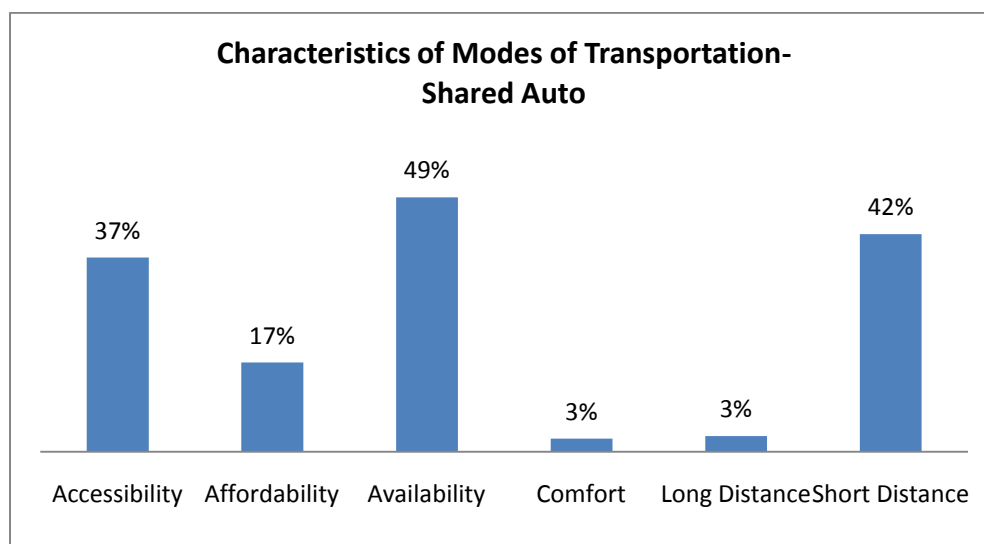
Graph 85



Share Autorickshaw Usage

While only 28 per cent of the passengers use shared autorickshaws 1-2 times a week, a negligible proportion of 4 per cent use it daily. Eleven per cent of the passengers use this service for one way of the journey, while 29 per cent rarely use it. This may be because buses or local trains are easily accessible from where they live.

Graph 86

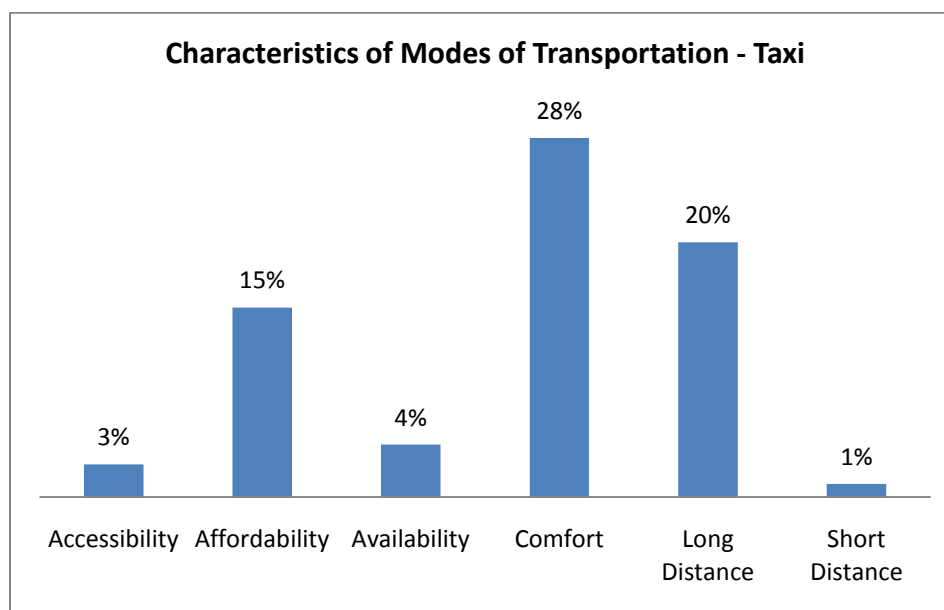


The Study revealed that the shared autorickshaw is a preferred mode of conveyance, as it is accessible and affordable. The government-prescribed fare for a shared autorickshaw is Re 1 per km. However, most shared autorickshaw drivers charge a minimum fare of Rs 5 for the first kilometre, and Re 1 for every subsequent kilometre. For longer trips, the fare is divided between the passengers. Thirty seven per cent of the passengers who use shared autorickshaws said they were accessible and 49 per cent said they were easily available. Shared autorickshaws are mostly used for short distances, as claimed by 42 per cent of the passengers.

Taxi Usage

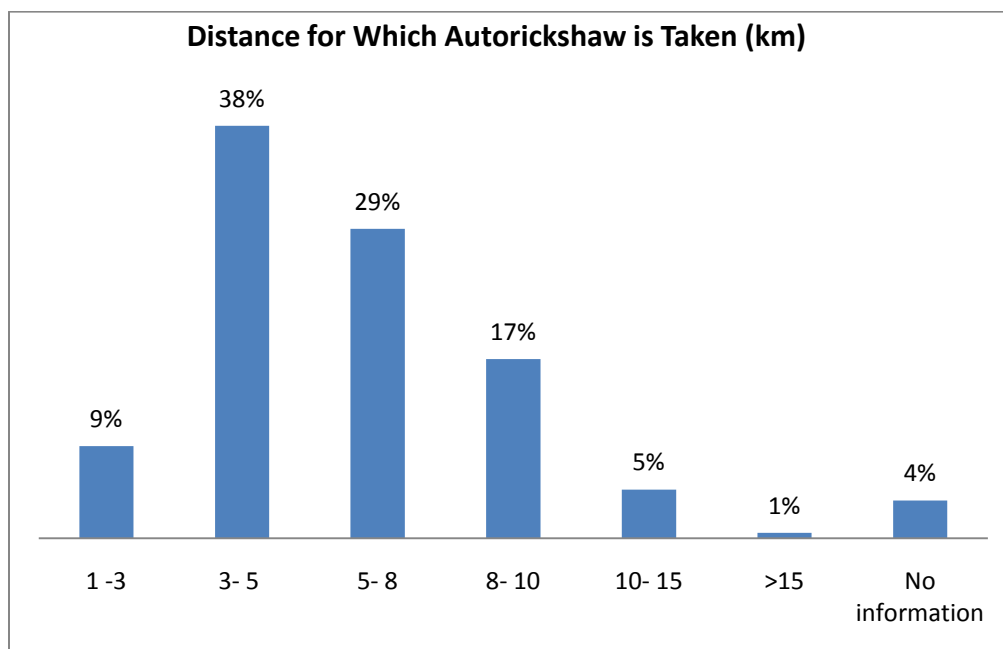
While a majority (56 per cent) of the passengers rarely uses taxis, only 2 per cent of them use taxis twice daily. Since only 22 per cent of the passengers use taxis in case of emergency, it is clear that these vehicles are not a part of the daily transport segment of the city. They are also used as call taxis in times of need or planned trips.

Graph 87



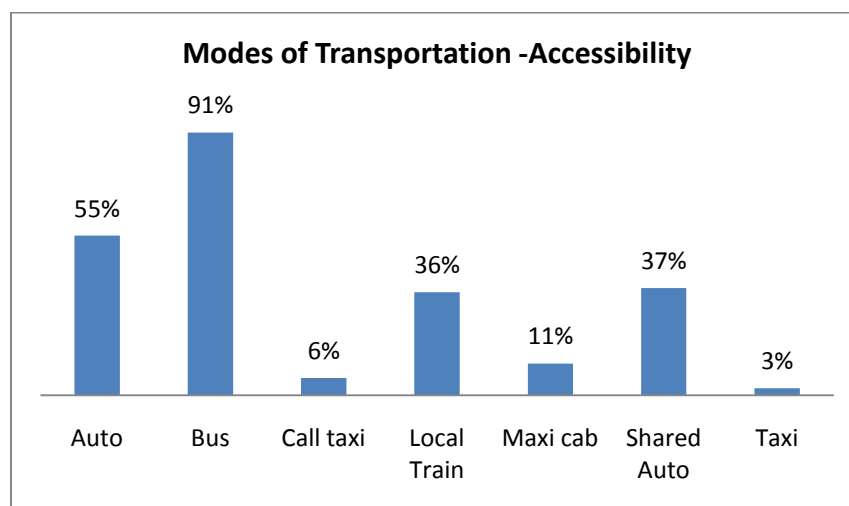
Twenty eight per cent of the passengers interviewed said taxis were comfortable to travel in, while 20 per cent said they used same for long-distance trips. Only 1 per cent of the passengers said they used it for short distances. Fifteen per cent of the respondents said the taxi service was affordable. Hence, it could be inferred that taxis are not used for day-to-day travel, since they are not easily accessible (only 3 per cent said taxis were accessible).

Graph 88



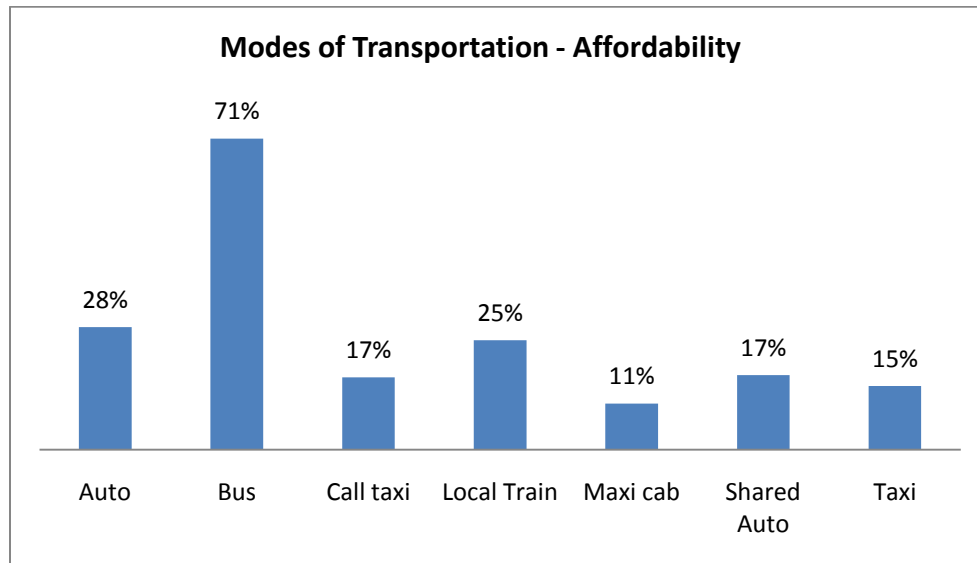
A majority (38 per cent) of the passengers use autorickshaws for at least 3-5 km, and another 29 per cent for 5-8 km. Only 9 per cent of the passengers use autorickshaws for short distances of 1-3 km and another 5 per cent use them for long distances of 10-15 km. While observing the kilometres taken by the passengers, we can say that the autorickshaw is preferred only for short distances. For longer distances, all others use other modes of transportation. Other modes of transport may either be cheaper or more comfortable as compared to autorickshaws.

Graph 89



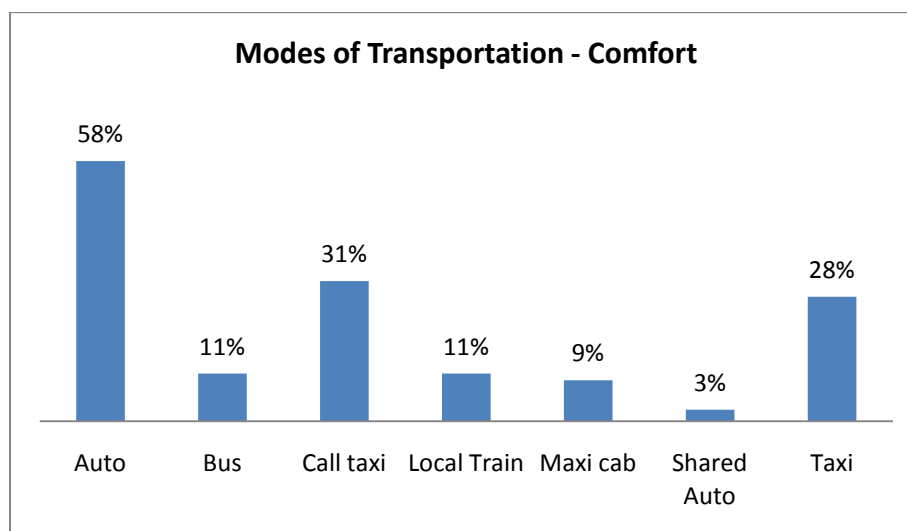
The bus service is more accessible than autorickshaws, the Study revealed. Ninety one per cent of the passengers found buses to be the most accessible, while 55 per cent opted for autorickshaws. This is in addition to the 37 per cent passengers who choose shared autorickshaws as an accessible option. Call taxis and taxis do not seem to be accessible, as only 6 per cent and 3 per cent of the passengers, respectively, said they were accessible.

Graph 90



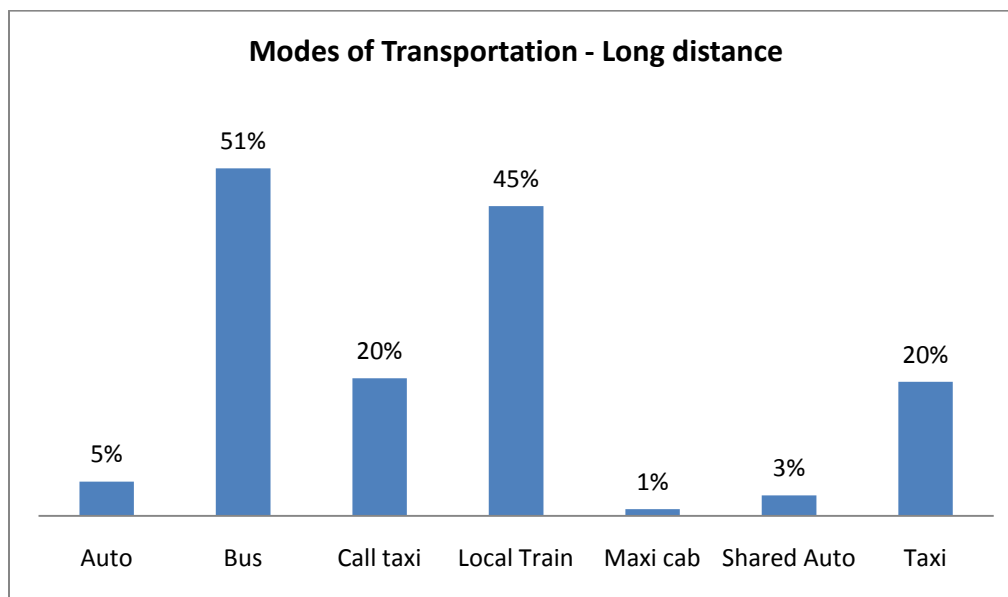
In terms of affordability, 71 per cent passengers voted for the bus; only 28 per cent opted for the autorickshaw.

Graph 91



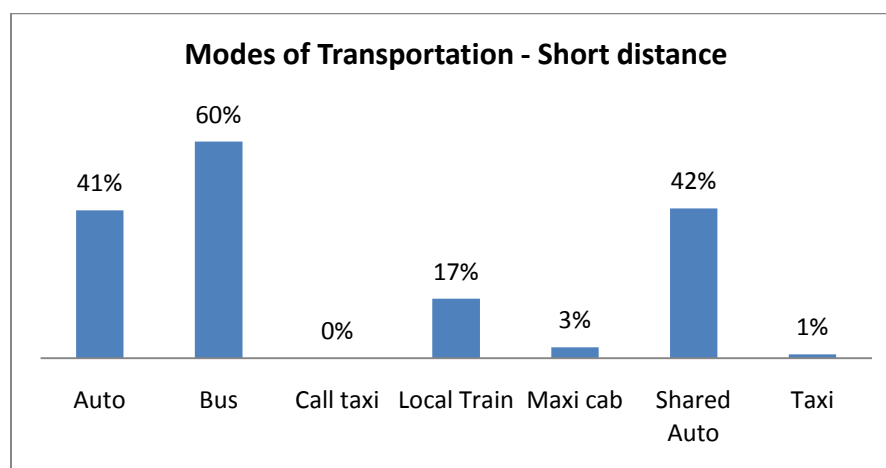
Fifty eight per cent of the passengers found autorickshaws to be the most comfortable mode of transport, when compared to buses (11 per cent), call taxis (31 per cent) and taxis (28 per cent). Commuters find the autorickshaw comfortable, as it has a direct relation to affordability and accessibility.

Graph 92



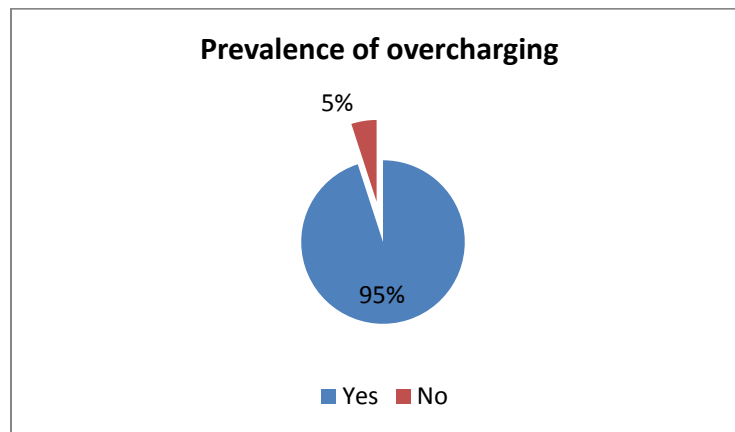
For long distances, buses and local trains are the most preferred modes of transport in the city. Fifty one per cent voted for the bus and 45 per cent for local trains. Call taxis and taxis were rated equally by 20 per cent of the passengers each. Only 5 per cent of the passengers preferred autorickshaws for long distances.

Graph 93



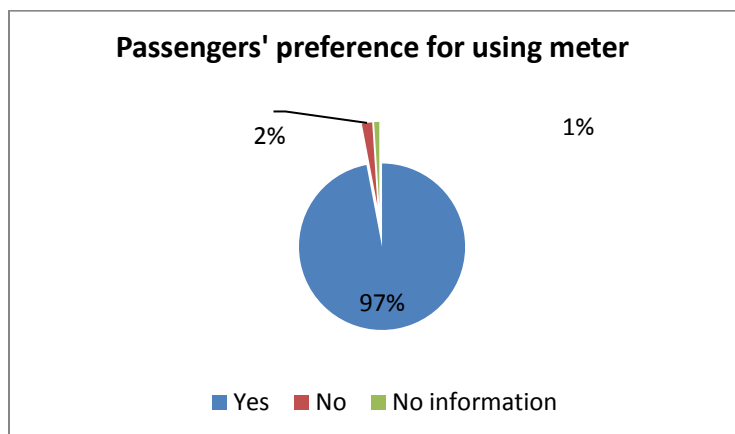
The Study revealed that 60 per cent commuters used buses while 41 per cent used autorickshaws for short distances. The shared autorickshaw service is also preferred, with 42 per cent of the passengers voting for it. This was followed by 17 per cent in favour of local trains. Call taxis are not preferred for short distance trips at all.

Graph 94

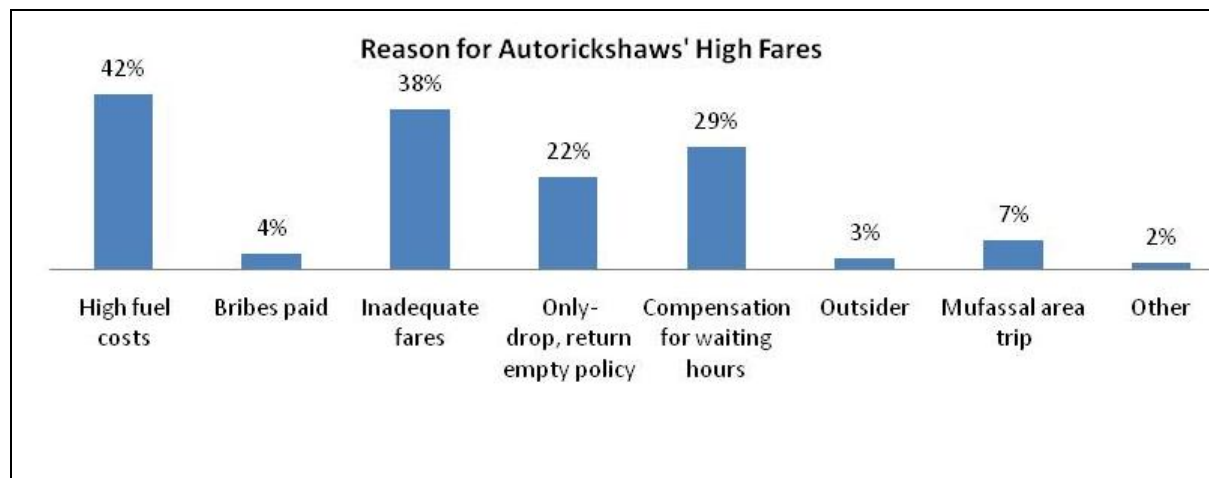


A whopping 95 per cent of the passengers supported the claim that aAutorickshaw drivers charge extra fare. Only a negligible 5 per cent said they did not. Overcharging is a major cause of dissatisfaction amongst passengers. This is also a main complaint against autorickshaw drivers in Chennai. This poses a major concern for the future of autorickshaw drivers, as the city is offering alternative services to commuters, which include shared aAutorickshaws and maxi cabs. Id and when the government passes laws in favourof shared aautorickshaws (and with the entry of Tata magic), autorickshaws will lose their share of commuters. This could adversely affect the sector.

Graph 95

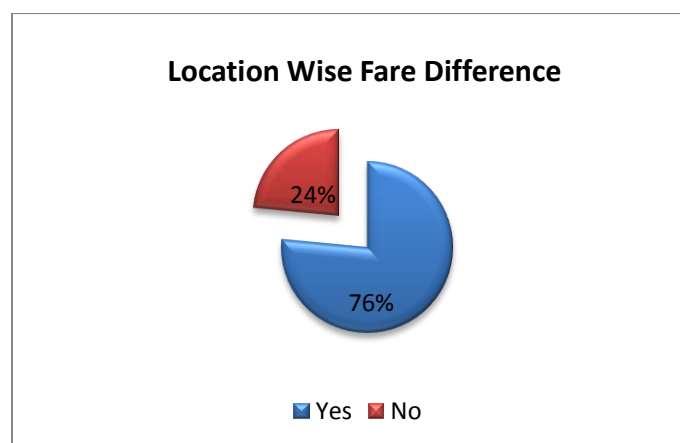


Graph 96



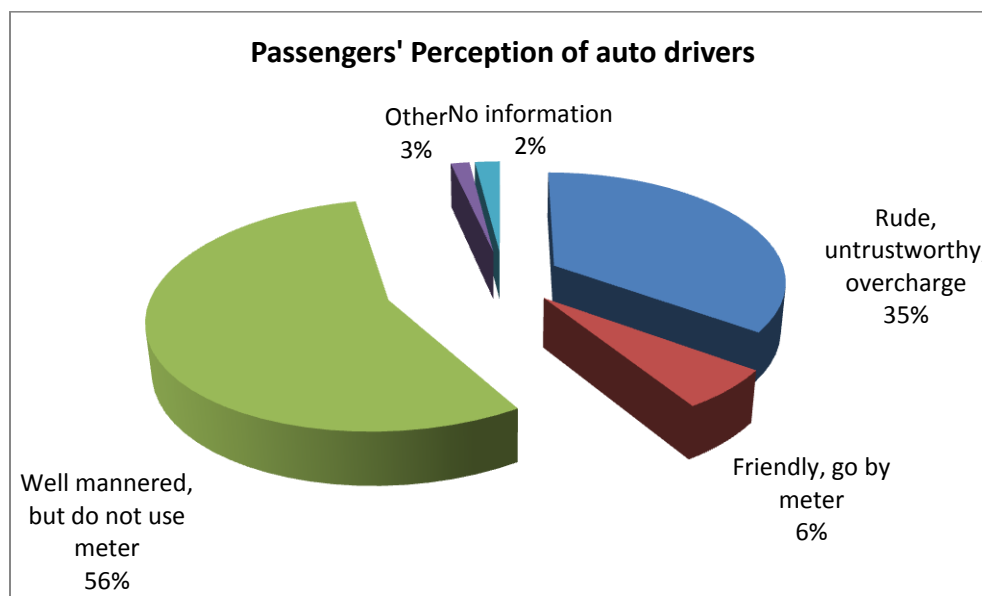
While 42 per cent of the passengers feel that high fuel cost is the reason for autorickshaw drivers demanding extra fare, 38 per cent think that the fare fixed by the government is inadequate. Another 29 per cent said it was because the drivers had to wait for hours to get passengers. Twenty two per cent said the drivers did not get passengers on return trips, and compensate for the dead kilometers by overcharging. Only 4 per cent of the passengers said bribes that the drivers had to pay to the traffice police was a factor behind the malpractice.

Graph 97



A majority (76 per cent) of the passengers are of the opinion that autorickshaw fares change with to the locality. The rest denied that there was any such difference.

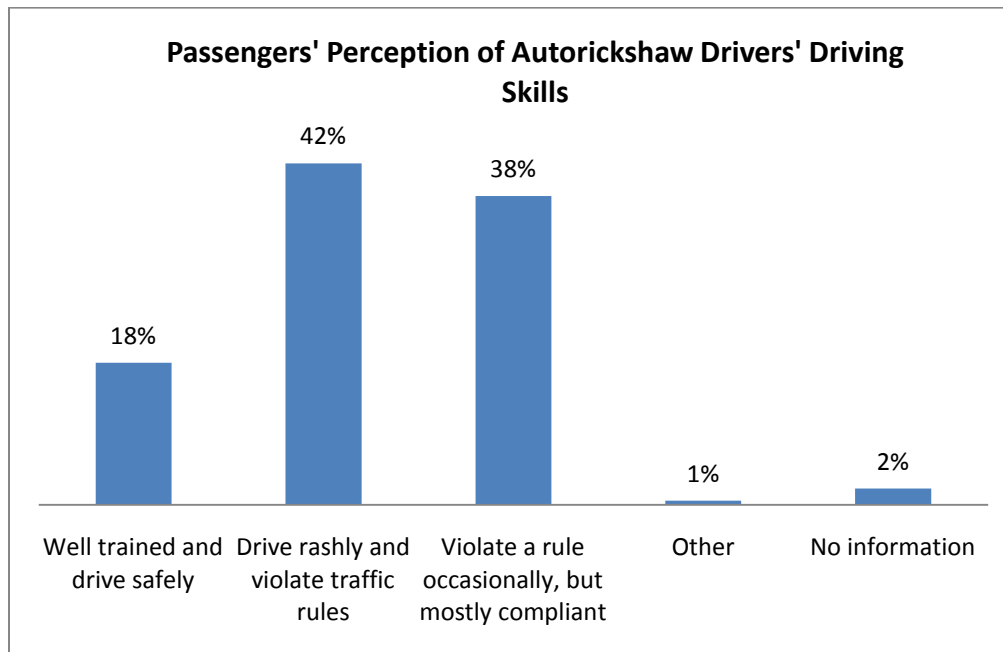
Graph 98



Fifty six per cent of the passengers interviewed said autorickshaw drivers were well mannered, but did not use the meter. However, 35 per cent said they were rude and not trustworthy. Only a meagre 6 per cent of the passengers said that the drivers were friendly. Passengers have perceived Chennai autorickshaw drivers to be charging more, so while they bargain for fares, they come across various reactions. Hence, it's very difficult to change the perceptions of passengers, until a majority of the drivers have uniformity in their fares and become accommodating in nature.

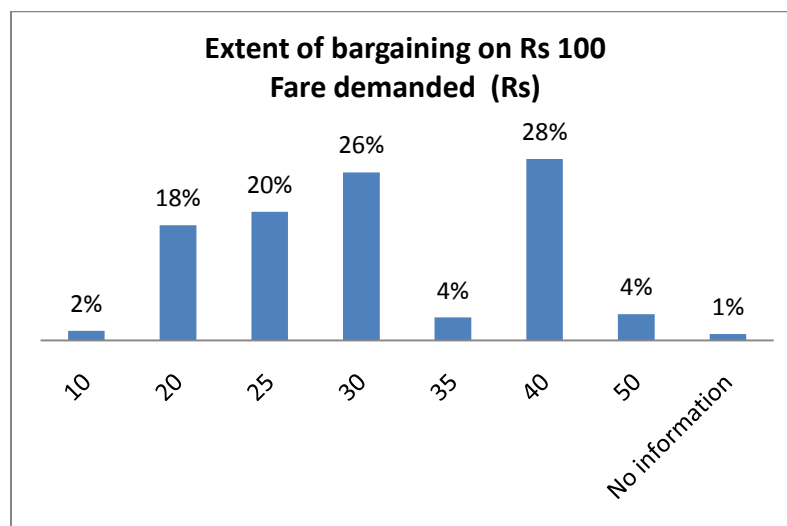
This is a major finding, as it disapproves the common parleys that autorickshaw drivers are rude. This finding also leads to a scenario, where the service provider and consumer are satisfied by the product, but differ only on the pricing strategy. For that, as in other sectors, the markets shall be allowed to influence the pricing mechanism.

Graph 99



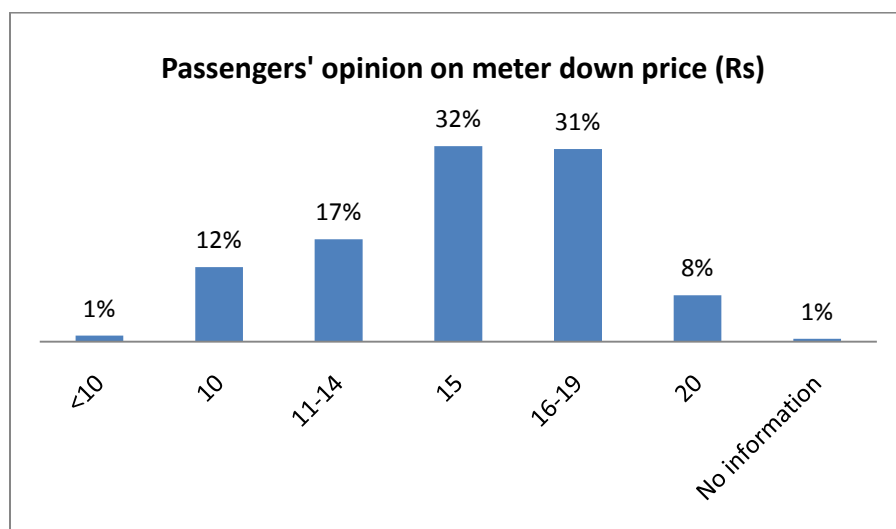
There is mixed opinion about the driving skills of autorickshaw drivers. Forty two per cent of the passengers said the drivers were rash and violated traffic rules, while another 38 per cent said the drivers violated traffic rules occasionally. Only 18 per cent of the passengers felt that autorickshaw drivers were well trained and drove safely.

Graph 100



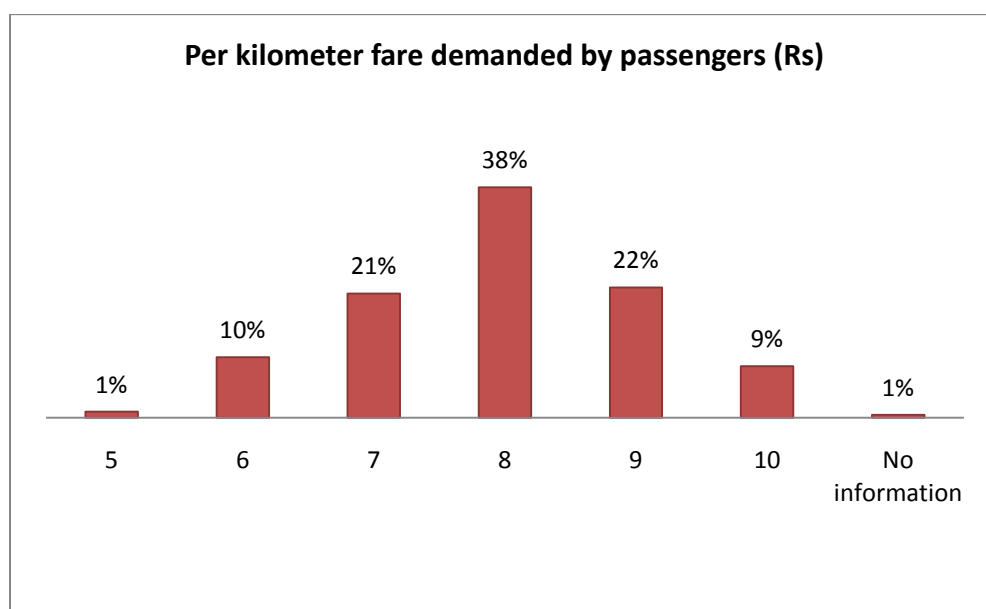
Bargaining on fares is a regular practice in Chennai. Passengers bargain for a reduction of Rs 20 to Rs 40 on a Rs 100 fare. This highlights the massive extent to which autorickshaw drivers overcharge.

Graph 101



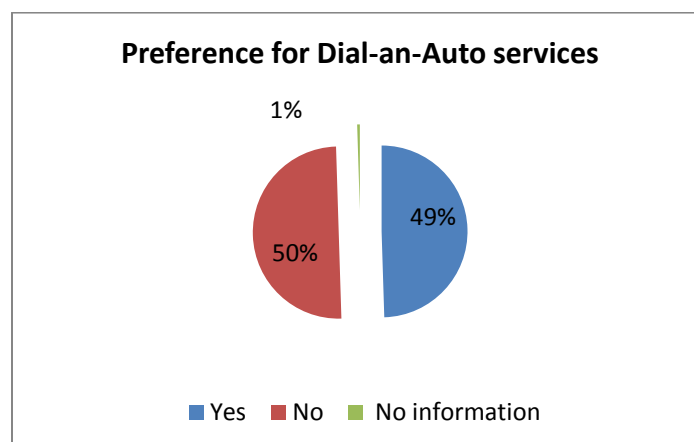
While 32 per cent of the passengers recommended a meter down price of Rs 15, 31 per cent of the wanted it to be between Rs 16 to Rs 19. Only 8 per cent want the meter down price to be raised to Rs 20. This shows that even passengers agree that the current autorickshaw fare pricing is on the lower side.

Graph 102



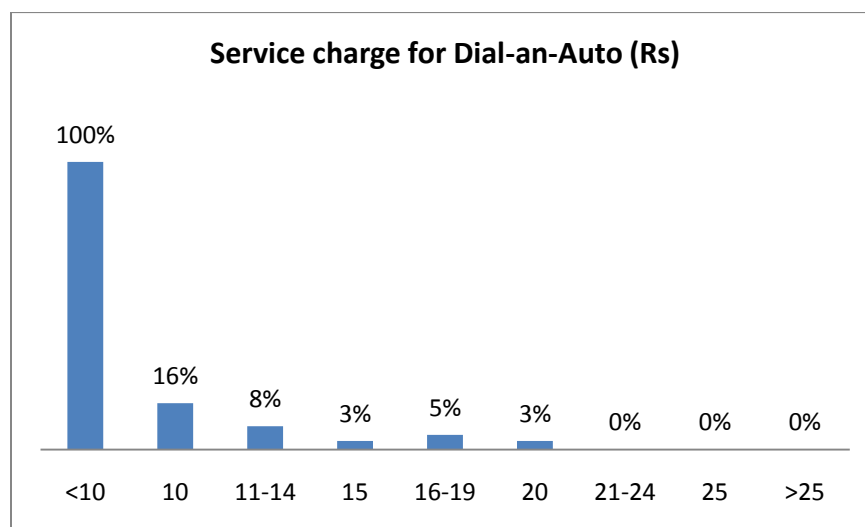
A majority of the passengers demanded a per kilometer fare ranging from Rs 7 to Rs 9. Only 9 per cent of them wanted the per kilometre fare to be revised to Rs 10; while 1 per cent wanted it to be reduced to Rs 5 per kilometer.

Graph 103



The Study revealed mixed views on the Dial-an-Autorickshaw services (similar to call taxi model). While 49 per cent of the passengers said they would avail of such a service, 50 per cent answered in the negative.

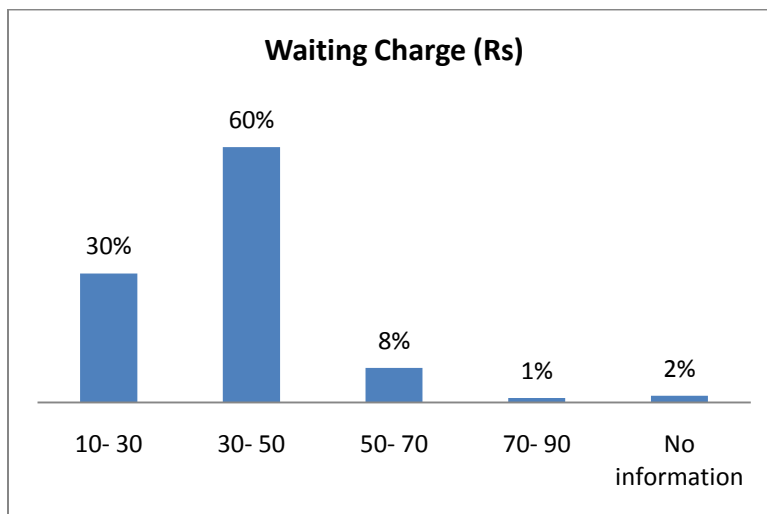
Graph 104



Of the 49 per cent of the passengers who showed interest in Dial-an-Auto services, 16 per cent said they were willing to pay Rs 10 as service charges, while all of them were willing to pay service charges of less than Rs 10. A meagre 3 per cent of the passengers said they were willing to pay Rs 20. However, none of the passengers were willing to pay more than Rs 20.

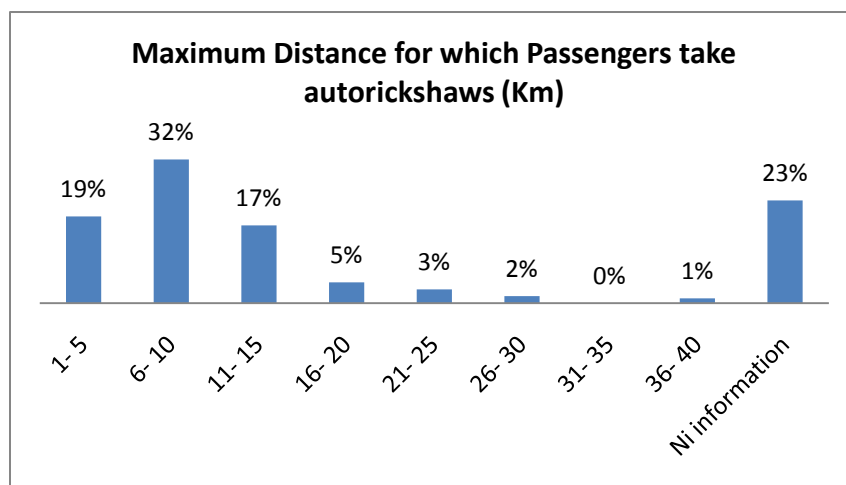
This finding shows that supporting dial -in auto services through service charges would not be a feasible idea.

Graph 105



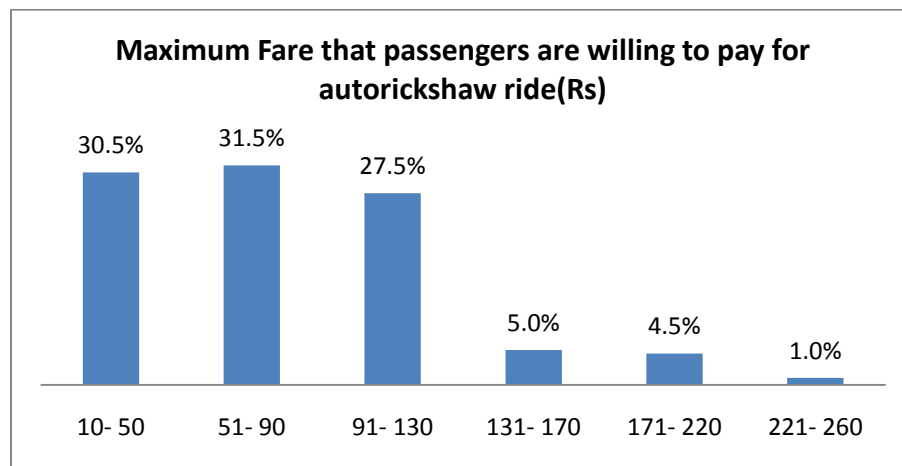
Sixty per cent of the passengers said they were willing to pay Rs 30 to Rs 50 as waiting charge to autorickshaw drivers, whereas 30 per cent said they would pay between Rs 10 to Rs 30. Only 8 per cent of the passengers said they would pay about Rs 50 to Rs 70.

Graph 106



Thirty two per cent of the passengers said they travelled about 6-10 km by autorickshaws, while 19 per cent of them said they travelled about 1-5 km. Only 10 per cent of the passengers said they were willing to take autorickshaws for distances beyond 15 km.

Graph 107



About 30 per cent of the passengers said they were willing to spend between Rs 10 to Rs 50, while another 31.5 per cent said they were willing to spend Rs 51 to Rs 90 on an autorickshaw trip. Twenty seven per cent said they were willing to pay anywhere from Rs 91 to Rs 130. Only 4.5 per cent of the passengers were willing to pay above Rs 170. This indicates that passengers prefer autorickshaws for short trips.

MAJOR FINDINGS

Capital
investment of
Rs 700 crore

Employing 1,00,000
drivers

Catering to
72 lakh
population



Supporting five
lakh family
members

Generating a revenue of
over Rs 2,000 crores per
year

5. MAJOR FINDINGS

Autorickshaws are one of the largest movers of commuters in Chennai city. They are second only to bus services, transporting around 1.5 million commuters daily. The sector serves as a safety net for the uneducated and unemployed providing a lucrative income to thousands of poor youths who join this profession to support their families. However, Chennai's autorickshaw sector is plagued with the problem of inaccessibility to formal sources of credit and the state government's ineptitude in recognising the key role that autorickshaws play in the integrated transport system of the city. This has compelled the Chennai autorickshaw drivers to struggle for their rights (livelihood). In the aftermath, they are accused of overcharging, rash driving and being ill-tempered. When studied closely, the current scenario is the result of decades of negligent socio-economic and policy factors governing this sector.

Access to Credit

Limited access to formal sources of credit is a major issue which has had multiple ill effects on the autorickshaw sector in Chennai. One of major consequences has been the hyper-inflation of autorickshaw fares. The banks' documentation procedures are not favourable for the poor who want to enter this sector for a livelihood. This has resulted in the rise of private financiers or '*Seths*', who have captured the sector. Only few can afford the exorbitant rates of interest charged by the *Seths* which presently hovers around 24 per cent. This has resulted in a majority of the autorickshaw drivers in Chennai driving autos on rental basis. As the study revealed, a staggering 71 per cent of autorickshaw drivers are driving rented autos. They not only have to earn their livelihood but also help the owners repay their loans. The drivers have to pay a daily rent of Rs 150 to Rs 200 i.e. Rs 4,500 to Rs 6,000 per month to their *seths*. This has a direct impact on the autorickshaw fare which puts the passengers at the receiving end of their fury and frustration.

Faulty Permit system

The state government's ban on passenger autos (3+1) in 1999 had an ill-effect on the Chennai autorickshaw sector. The private financiers purchased bulk permits from the RTOs on bogus names prior to the ban. After the ban, those who wanted to enter the sector had to turn to the private financiers for permits. The private financiers inflated the permit prices to exorbitant levels. The permits which were given for Rs 375 by the Transport Department were

sold at a premium of Rs 70,000 to Rs 80,000 and in some cases even Rs 1,00,000. Thus, the nexus between the private financiers and the Transport Department blocked the entry of the poor into the sector and directly inflated the autorickshaw fare charged.

Socio-economic factors

A majority of the autorickshaw drivers enter the profession at an early age and come from the lower economic strata of the society. The study revealed that most of them (54.02 per cent) are school dropouts. Most come from a poor family background and the lack of opportunities lead these youth to opt for autorickshaw driving. As the study revealed, Chennai autorickshaw drivers are mostly married (83 per cent) and have an average family size of five members (60.51 per cent). A majority of 39.69 per cent of them have three children. This indicates a high dependency ratio. Put simply, it indicates that the autorickshaw drivers take up the responsibility of a typical Indian family at a relatively early stage and that too in a demanding metro city where the cost of living is scaling upward daily.

Most of the autorickshaw drivers' family incomes range between Rs 6,000 to Rs 12,000 per month. Of this segment, 42 per cent have family income ranging from Rs 9,000 to Rs 12,000 while another 37 per cent have family incomes ranging from Rs 6,000 to Rs 8,000. Furthermore, 59 per cent of the drivers are in debt with dues ranging from Rs 15,000 to Rs 50,000. Generally, they borrow it from friends and neighbours at an interest rate that sometimes goes up to 30 per cent. This is far higher than the rate of interest of a bank loan. However, the repayment works out in an informal way.

Poor education, large family sizes and the financial burden on the autorickshaw drivers could possibly be some of the reasons for their unruly behaviour with their passengers.

Demographic Dividend

According to the study, 66 per cent of the autorickshaw drivers belong to the age group of 26-40. This indicates that the autorickshaw drivers are giving their prime age to this sector i.e. they want to maximise their returns. Furthermore, the autorickshaw sector generates revenues of over Rs 2,000 crore per year. Another sector that generates a great portion of Chennai's revenue is the IT sector in Chennai. However, in stark contrast, the IT sector does not limit the aspirations of its employees and provides them with training and opportunities to improve their reach & potential. Taking this into consideration, the autorickshaw drivers

also need to be looked upon as an aspiring group with a huge potential to generate revenue for the economy. Investment in this sector will prove to be greatly rewarding to the economy.

Uniqueness of Autorickshaws in the Chennai Transport System.

Autorickshaws are mostly preferred for short distance trips of 3-5 kilometres (67 per cent) and are typically used by the middle class (95 per cent). There is almost no other mode of transport that caters to this segment. After buses and local trains, the next alternative mode of transport for this class is the autorickshaw. Regular and Call Taxis are mostly used by the higher classes as the study pointed out that 56 per cent of the passengers rarely use taxis and 22 per cent of them use them only during emergencies. The middle class uses these services mostly for long distance trips. Though there are shared autos and maxi cabs which provide short distance trips, their demand far outstrips their supply. There are only 200 share autos with permits in the city. Tata Magic, is a four-wheeler that is illegally run as a shared autorickshaw in the city as it is permitted to only ply as taxi as per the government rules. This clearly indicates the uniqueness of autorickshaws in their segment. There are few or practically no competitors. The commuters have to depend on them for short distance trips and door to door para-transit connectivity. This imbalance between demand and supply compounded with the absence of competitors has contributed to the sense of indifference amongst the drivers who do not like to negotiate on fare basis or in behavioural terms.

Lack of Social Security

There is no social security in the autorickshaw driving profession. Though they are a major transporter of commuters in the city, the drivers do not have any form of insurance or social security. A majority of the drivers cannot afford insurance for themselves or their families. A negligible portion (0.2 per cent) of the drivers has pension plans. The only reason many of them join unions is due to the provision of informal insurance. An autorickshaw driver's future after the age of 40 or 50 is unpredictable. All they have to depend on is their savings. This leads the drivers to aggressively look out for maximum earnings from autorickshaw driving.

Lack of incentive

Chennai autorickshaw drivers are ambitious as 47 per cent of the drivers aspire to buy their own autos, 41 per cent of them aspire for better living standards and 38 per cent of them want to spend more on their children's education. However, the autorickshaw sector does not

provide any incentives to the drivers to generate additional income. All that they can earn is the fare for plying passengers. It is an established fact that the fare set by the government is not adequately compensatory. The end result is that passengers constantly haggle with drivers over the fare charged - a great inconvenience to all parties involved.

Vehicle Type

The autorickshaws plying on Chennai's roads are fairly new with a majority ranging from less than 3 years (44.60 per cent) to less than 5 years (32.02 per cent). Though there are 24,101 LPG-run autos⁵¹, 94 per cent of the drivers use petrol. This is because there are only 23 LPG dispensing stations in the city which doesn't make it feasible for the drivers to fill LPG at their convenience.

Income from Autorickshaw Driving Profession

Per day, the autorickshaw drivers spend around 10-12 hours on job (66.60 per cent), which includes 4-6 hours of waiting (49.71 per cent) for passengers to hire them. A majority of the autorickshaw drivers said that they travel at an average speed of 30-40 kmph and cover a distance of 80-100 Km per day. Through this they are able to earn a net income of around 6000-8000 (52.46 per cent of the drivers) which is excluding the expenditure on autorickshaw.

Autorickshaw Fare

A majority of 52 per cent of the drivers said that they charge Rs 20 per kilometre. The autorickshaw drivers are accused of overcharging by 95 per cent of the passengers. Refuting the drivers' claims that passengers do not ask for the meter, 97 per cent of the passengers confirmed that they want the autorickshaws to ply by the meter. However, the autorickshaw drivers claim that they do not use the meter since the fare calibrated in 2007 (Rs 14 Meter Down; Rs 6/km; 40 Paise/Minute as waiting charge) is very low. Since 2007, the fuel costs have increased: Diesel by 16.44 per cent, Petrol by 12.58 per cent and LPG by 25.79 per cent as on 26.06.2010 (ref Annexure 29) which has led to a problem of indexation of income. Further, the study revealed that autorickshaw drivers in Chennai drive an average 102 kilometres daily and the average trip is approximately 6 kilometres, which amounts to about 17 trips per day. If drivers ply by the govt. fixed fare of Rs 14 meter down for the first 2 kilometres and Rs 6 per km thereafter, they would have daily earning of Rs 646 on travelling

⁵¹ Statistics from Transport Department, Chennai

100 km. However, considering the fact that daily rental costs amount to Rs 150 to Rs 200, fuel costs range between Rs 200 to Rs 250 and maintenance costs and expenditure on fines and penalties, etc, add to another Rs 100, the remaining figure is a minuscule amount, hugely inadequate for the driver and his family. Since the government has failed to pay attention to such factors, the autorickshaw drivers are left with no option but to fix a fare of their own. The drivers (65 per cent) want the meter down fare as Rs 20 for the first 2 km and Rs 20 per km of the trip.

Traffic Behaviour

Chennai autorickshaw drivers are accused of rash driving and over speeding. However, the fact is that the maximum speed for an autorickshaw is 50 kmph. Taking the traffic speed in the city into consideration, which moves at 18-25 kmph at peak hours, it is most often not possible for the autorickshaw drivers to ply at their top speed or over take other vehicles. From the study it was found that autorickshaw drivers ply within a speed limit of 30-40 kmph. However, the passengers are of the opinion that the drivers mostly drive rashly and violate traffic rules.

Health Hazards

The study found that though the autorickshaw drivers shied away from admitting to drinking alcohol, but a majority (50 per cent) of the autorickshaw drivers accepted that they consume tobacco in their leisure time while waiting for passengers. Smoking and alcohol intake coupled with job stress (pollution, noise & vibration of vehicle) may be acting as detrimental factors to their health. Back pains and aural disorders are extremely common and push the drivers out of the profession at a relatively early age of the late-forties.

Autorickshaw Driving Skills

Sixty eight per cent of the drivers have been driving autorickshaws for past 3-10 years. Only 23 per cent of the drivers have been driving for the past 10-15 years. Fifty six per cent of them took up driving because they did not find any other jobs. However, Chennai has a majority of unskilled drivers. Driving an autorickshaw requires a four-wheeler license. However, only a negligible 22 per cent of the drivers have learnt driving from a driving school. Rest of the 77 per cent of the drivers learnt driving with help of friends and relatives. The presence of such a vast majority of informally trained drivers explains the reason for

perception of autorickshaw drivers as reckless drivers. However, 77 per cent of the autorickshaw drivers think that they are skilled drivers contrary to 41 per cent of the passengers accusing them of rash driving and violating traffic rules.

Autorickshaw Drivers are Trainable

Most of the autorickshaw drivers are in their youth. This means that they are trainable. There are lots of complaints on their driving skills and general customer behaviour. This is due to the lack of training. Training programs could be initiated to train them in driving skills and soft skills. Corporates, as part of their CSR initiatives, or NGOs could take up training the drivers which could help in solving the existing issues in the longer run.

Autorickshaw Driving Lacks Recognition as a Profession

Autorickshaw driving is still looked upon as a menial occupation. It is not recognised as a profession which gives lucrative earning for people who take up driving. The autorickshaw drivers are not considered as professionals who can demand their due. They are still seen as belonging to the lower strata of workers. Their sense of entrepreneurship is completely dismissed as an autorickshaw owner-cum-driver is considered to belong to a lower social stratum when compared with a taxi driver who is not even an owner. However, the truth of the matter is that autorickshaw drivers actually belong to the aspiring and upwardly mobile lower middle class looking for social recognition & better living standards. They are desperate to wriggle out of their image which has shrunk with the size of their vehicle.

Scope of providing Social Security to Autorickshaw Drivers

Chennai autorickshaw drivers earn a monthly net income of Rs 6,000 to Rs 8,000 against factory workers who earn around Rs 4,500. This indicates that they have a greater ability to invest in social security schemes than the factory workers. Private players could take up this opportunity to initiate social security schemes specially designed for the autorickshaw drivers. If even a meagre amount of Rs 100 per month is collected for social security schemes, it adds up to a whopping value of Rs 20 million per year⁵².

⁵² Considering there are about 1,00,000 drivers working in the Chennai autorickshaw sector, each paying an insurance premium of Rs. 100 per month, this cumulates into an annual insurance premium collection of Rs 20,000,000.

POLICY SUGGESTIONS

6. Policy Suggestions

POLICY MEASURES FOR AUTORICKSHAW SECTOR IN CHENNAI

Government Should Give Up the Reign of Fixing Fare

The autorickshaw sector is regulated by the government. The permit system which was in the hands of the government has done more damage to the sector than good. Discrepancies in the permit system have led to corruption and unnecessary sky rocketing in the price of the permit resulting in a few private financiers controlling the autorickshaw sector in the city. This has blocked the entry of the poor entrepreneurial youth who could have otherwise benefited from this sector by taking up the profession. Ultimately, the public bears the brunt of such mismanagement. Of-late the government seems to have realised its mistake and has taken the corrective steps of contemplating abolishing the permit system for passenger autorickshaws.

However, the state government still has the reign of fixing the fare. It should understand that it has done enough harm to this sector by trying to control it. The fares have not been revised after 2007. The current fare which is Rs 14 for first 2 kilometres of a trip and Rs 6 for every subsequent km is not accepted by the autorickshaw drivers or their unions. They are not heeding to the state government and have taken the liberty of charging their own fares. In the absence of a fixed fare, the passengers stand at huge loss of time and money. Since the state government hasn't been proactive in updating the fares, the autorickshaw drivers have taken this as an excuse to overcharge the passengers blaming the state government for not doing its job on time. The passengers, oblivious of the due amount they should pay for an autorickshaw trip, end up on the losing front.

Considering these facts, it is high time the state government lets go of its responsibility of fixing the fare for the autorickshaw sector. Deregulation is the force which actually leads to greater market specialisation by encouraging small autorickshaw companies and private individuals who are currently denied entrepreneurial freedom to provide transport services. Moreover, lifting entry controls should be expected to increase employment opportunities for some urban residents, particularly among low-income and minority populations in which unemployment is the highest. The state government can bring in corporates and cooperatives

to start company models to organise the functioning of the sector. With multiple players operating in the market, deregulation will lead to market competition which will help to increase efficiency and improve the quality of services as the service provider will set their own fare.

Price deregulation can lead to a variety of fare structures:

Some such structures are cited below:

- One of the pricing policies that can be enforced as part of a company model or even outside its purview is that drivers be allowed to set any rates they want to, up to a maximum, so long as they post them in two-inch lettering in the front window as has been done with San Diego's shared ride taxis and jitneys. Variations can be made such as abolishing the minimum fare to allow autos to charge as little as they like for a ride which will increase competition and stabilise the autorickshaw fare through market dynamics. Another thing the government can do is to fix a maximum ceiling to prevent the fare from overshooting as may happen in the short term. This has been done in Indianapolis.
- Deviated fixed-route services model is another unique model which can be incorporated. It is a hybrid of fixed-route services model and demand-response services (Dial-a-ride) model in which the autorickshaw driver will have scheduled stops but will also have the liberty to alter course between stops to go to a specific location for a pre-scheduled request.
- Dial-an-Auto service can be started with GPS fitted autos which entail an extra expenditure of about Rs 4,000 to Rs 5,000 per autorickshaw. It can also be coordinated through the help of GSM technology or simply through a call-centre approach using calls and SMS services. A service charge can either be charged from the customers, or it can be made an inclusive component of the autorickshaw fare. Another option is that the drivers can pay a fee to the company for its call-centre services. Dial-an-Auto services can also be integrated with the call taxi operations to save on administrative and capital costs.

- Further, autorickshaws can be equipped with receipt-printing meters as has been done in Sweden. Other variants include off-peak discounts and cut rates for repeat, advanced reservation customers which exist in Seattle.
- Also, multiple companies can be started, each developing a brand for its fleet. This can be executed in collaboration with the unions or cooperatives can be formed. Branding will entail experimenting with value added services such as call-on-board, newspapers, bottled water and music in their vehicles. Moreover, a unique colour scheme can be worked out for the vehicles as well as uniforms for the drivers who can further double up as tourist guides.
- Revenue sharing agreements between the transport operator and the autorickshaw driver so that the autorickshaw driver has an incentive to drop passengers to the Metro/train/Bus station will need to be worked out. The autorickshaw is an important agent in the feeder system through its service of providing last-mile connectivity.
- Lastly, an independent monitoring body with representatives from all the stakeholders can be set up to ensure quality and transparency.

Allow More Vehicles to Cater to Short Distance Trips

Currently autorickshaws are the sole service providers for short distance trips in the city. There is almost no competition in this segment. Shared autos are seen as a potential competitor for the autorickshaw drivers as they have a designated seating capacity of 5+1. Yet, there are only 200 Shared autos in Chennai. This could perhaps be attributed to the higher price of a shared autorickshaw permit that is Rs 625 inclusive of service charge⁵³. Instead of limiting the seating capacity, the autorickshaws should be allowed to carry a large number of passengers as is done in smaller cities. If a seating limit has to be necessarily imposed, then the manufacturing companies are the ones who should be made responsible for deciding the same based on the safety concerns. Same is the case for Maxi cabs. The government has put restrictions on Tata Magic to provide short distance trips. They are allowed to only ply as taxis. However, they are illegally operating as shared autos by paying fines of around Rs 5,000 per month to the RTOs.

⁵³ Statistics from Transport Department, Chennai

In the absence of any competitors the autorickshaw drivers have become arrogant. The government should take appropriate steps to curb this trend. It should allow more types of vehicles to ply in the short trip segment. It should also allow the 3+1 autorickshaws to ply as shared autos instead of wasting time waiting for passengers or riding dead kilometres at the cost of high fuel consumption. This will allow the autorickshaws to focus on the quality of service and just fare. Thus, a mix of exclusive-ride and shared-ride autorickshaws seems to be the best solution.

Hassle Free Access to the Credit System

Currently, access to formal sources of credit is cumbersome. The drivers are mostly non residents who come to the city for a livelihood and are people with poor economic profiles. This lack of credit acts as a major roadblock against them as the banks' documentation process requires residence proof and proof of their ability to repay the loan. Hence, in the eyes of the bank these people are not credit worthy. So majority of the drivers end up driving autos on rent rather than becoming owner-cum-drivers which could have a direct impact on fixing the fare. The government should take steps to ease the process of access to credit. Another option is that manufacturers can be encouraged to sell autorickshaws directly to the drivers through micro-payment systems.

Designated Parking Spaces

Organised parking for autorickshaws at bus and metro stations should be considered. Autorickshaw stands can be designated by the government. If corporates are allowed to foray into the sector, then the autorickshaw stands can be distributed between companies through a tender process wherein, if a company wants to expand or close down, it can buy /sell the autorickshaw stand from/to other companies. Also a parking charge can also be instituted to induce efficiency in the system. This way the drivers will think twice before deciding to take time off work and as an added benefit the use of private transport will do down.

Social Security

Since a majority of the drivers are married and support a family, they overcharge to provide for the basic security that is required by individuals. The government can step in to formulate partnerships with private insurers to provide vehicle and health insurance along with other benefits that keep the autorickshaw drivers driven and satisfied.

Driving Skill Tests

The study shows that only 22 per cent of the drivers have been trained in driving schools. Majority of them are self-trained or trained by their friends and relatives. This is a major concern since autorickshaw driving in Chennai requires four wheeler licenses. Since the autorickshaws ply in large numbers and are a very important mode of transport in the city, the government should adhere to stringent rules in checking the driving skills of the drivers. It should collaborate with driving schools and make training mandatory by allowing only drivers trained by recognised driving schools to operate on the roads.

ANNEXURES

7. Annexures

Annexure 1

Table 21: Pune Autorickshaw fare

Pune Autorickshaw fare									
Km	Rs	Km	Rs	Km	Rs	Km	Rs	Km	Rs
1.00	11.00	3.00	27.00	5.00	43.00	7.00	59.00	9.00	75.00
1.10	12.00	3.10	28.00	5.10	44.00	7.10	60.00	9.10	76.00
1.20	12.50	3.20	28.50	5.20	44.50	7.20	60.50	9.20	76.50
1.30	13.50	3.30	29.50	5.30	45.50	7.30	61.50	9.30	77.50
1.40	14.00	3.40	30.00	5.40	46.00	7.40	62.00	9.40	78.00
1.50	15.00	3.50	31.00	5.50	47.00	7.50	63.00	9.50	79.00
1.60	16.00	3.60	32.00	5.60	48.00	7.60	64.00	9.60	80.00
1.70	16.50	3.70	32.50	5.70	48.50	7.70	64.50	9.70	80.50
1.80	17.50	3.80	33.50	5.80	49.50	7.80	65.50	9.80	81.50
1.90	18.00	3.90	34.00	5.90	50.00	7.90	66.00	9.90	82.00
2.00	19.00	4.00	35.00	6.00	51.00	8.00	67.00	10.00	83.00
2.10	20.00	4.10	36.00	6.10	52.00	8.10	68.00	10.10	84.00
2.20	20.50	4.00	36.50	6.20	52.50	8.20	68.50	10.20	84.50
2.30	21.50	4.30	37.50	6.30	53.50	8.30	69.50	10.30	85.50

2.40	22.00	4.40	38.00	6.40	54.00	8.40	70.00	10.40	86.00
2.50	23.00	4.50	39.00	6.50	55.00	8.50	71.00	10.50	87.00
2.60	24.00	4.60	40.00	6.60	56.00	8.60	72.00	10.60	88.00
2.70	24.50	4.70	40.50	6.70	56.50	8.70	72.50	10.70	88.50
2.80	25.50	4.80	41.50	6.80	57.50	8.80	73.50	10.80	89.50
2.90	26.00	4.90	42.00	6.90	58.00	8.90	74.00	10.90	90.00
								11.00	91.00

Source: <http://www.taxiautofare.com>

Annexure 2

Table 22: Vehicular position in Tamil Nadu for certain years (Transport vehicles)

I) Transport Vehicles											
Category of vehicles	1.4.2000	1.4.2001	1.4.2002	1.4.2003	1.4.2004	1.4.2005	1.4.2006	1.4.2007	1.4.2008	1.4.2009	1.4.2010
Stage carriages											
Public (Stu)	17033	16969	16843	16414	16994	17436	17635	17520	17897	18767	19307
Private	5705	5705	6068	6345	6331	6271	6760	6841	6982	7183	7898
TOTAL	22738	22674	22911	22759	23525	23707	24395	24361	24879	25950	27205
Mini bus	714	3693	4136	3903	3816	3869	4285	4035	4002	4041	4003
Contract Carriages											
Autorickshaw	100861	108090	111942	119719	119937	122832	133639	136986	146244	152072	160734
Ordinary Taxi	1100	869	751	914	886	1223	1612	1676	2366	3593	5272
Motor Cab(SP)	29021	31200	32821	35363	36388	35922	42797	47804	57587	63278	72558
Motor Cab(AIP)	3945	4366	4464	4713	4655	4826	7051	7922	8937	9436	9674
Maxi Cab(SP)	21471	23740	25092	28010	24835	23043	24591	26158	33248	37655	42753
Maxi Cab(AIP)	684	857	908	804	883	797	939	1108	1678	2329	2798
Omni Bus (SP)	300	299	299	329	318	327	310	466	430	460	503
Omni Bus (AIP)	151	151	151	147	143	151	153	144	130	161	156
TOTAL	157533	169572	176428	189999	188045	189121	211092	222264	250620	268984	294448
Private Service Vehicles	2037	2392	2718	3480	4374	4485	5330	5807	8049	9407	10498
School Bus	1958	2141	2444	4923	5706	5876	8099	8796	10835	13219	14632
Ambulance	2009	2149	2336	2556	2772	2946	3211	3728	4126	5233	5620
Fire Fighter	682	708	725	735	785	854	1419	1542	1558	1564	1578
TOTAL	6686	7390	8223	11694	13637	14161	18059	19873	24568	29423	32328
Goods Carriages											
Lorries	110150	110399	109579	110144	107186	108985	131351	134495	164134	183881	199807
National Permit Lorries	28831	28608	26534	26626	26068	27455	31581	33898	40428	47612	51977
Tractor & Trailer	28153	29798	31358	34046	38263	43052	50519	57808	62258	70368	71638
Light Commercial vehicles	36371	40598	43864	48239	62240	74380	101637	103911	130659	148375	148249
Articulated Vehicles	8124	8633	9073	10038	9392	9196	8187	7680	5321	6080	4293
TOTAL	211629	218036	220408	229093	243149	263068	323275	337792	402800	456316	475964
TRANSPORT TOTAL	399300	421365	432106	457448	472172	493926	581106	608325	706869	784714	833948

Source: Transport Department, Chennai

Annexure 3

Table 23: Vehicular position in Tamil Nadu for certain years (non-transport vehicles)

II) NON Transport Vehicles											
Category of vehicles	1.4.2000	1.4.2001	1.4.2002	1.4.2003	1.4.2004	1.4.2005	1.4.2006	1.4.2007	1.4.2008	1.4.2009	1.4.2010
Motor cycle	973757	1142550	1334348	1595505	1883849	2244565	2691550	3269611	3839000	4416484	5100133
Scooters	613681	684567	752129	832548	911076	1001436	1089637	1148698	1200712	1245745	1308347
Mopeds	2092087	2335885	2514088	2645590	2752830	2860056	2969141	3085117	3220307	3374554	3561118
Two wheelers	3679525	4163002	4600565	5073643	5547755	6106057	6750328	7503426	8260019	9036783	9969598
Motor car	409479	446824	483799	523840	564949	617461	674002	745321	829789	924800	1037725
Jeep	33544	35546	36877	38445	39290	39878	40976	41764	42128	42510	42720
Tricycle Auto	3615	3731	3813	4034	4083	4111	4123	4171	4260	4331	4331
Station wagon	1932	2089	2146	2285	2456	2491	2662	2759	2775	2818	2818
Tractor	63764	66955	70209	73289	76058	80516	89980	108088	124231	139225	155913
Three-wheeler	5771	8398	11589	16431	23336	33264	46853	54207	57898	59548	60622
Four-wheeler	3915	4575	4833	5206	5874	7264	10825	12617	14706	15767	16545
Road Roller	417	427	471	476	494	653	974	1385	1644	1732	1813
Others	5966	9170	11689	13940	16006	18123	19901	21557	24691	28141	30928
Non Transport Total	4207928	4740717	5225991	5751589	6280301	6909818	7640624	8495295	9362141	10255655	11323013
Total all vehicles (I+II)	4607228	5162082	5658097	6209037	6752473	7403744	8221730	9103620	10069010	11040369	12156961

Source: Transport Department, Chennai

Annexure 4

Table 24: Details of Autorickshaw permit as on 30.04.2010

NAME OF THE RTO	NO. OF AUTORICKSHAWS				TOTAL
	PETROL	LPG	DIESEL	ELECTRIC	
RTO CHENNAI SOUTH	2366	636	290		3292
RTO CHENNAI WEST	3965	1380	302		5647
RTO CHENNAI SOUTH WEST	1752	783	81		2616
RTO SOUTH EAST	5838	2676	255	1	8770
RTO MEENAMBAKKAM	5538	1493	106		7137
RTO KANCHEEPURAM	822	121	213		1156
RTO CHENGALPET	823		226	1	1049
TOTAL	21104	7089	1473	1	29667

Source: Transport Department, Chennai

Annexure 5

Table 25: Autorickshaw applications received and permits issued as on 24.9.2010

No.	Description	Chennai Zones	Other Districts	Total
1	Total No. of Applications Received	65,940	22,863	88,803
2	Proceedings issued	65,751	22,559	88,310
3	Permits Issued	9267	11365	20,632

Source: Transport Department, Chennai

Annexure 6

Table 26: List of autorickshaw LPG dispensing stations functioning in Chennai city

Government of Tamil Nadu,
State Transport Authority

Sl.No	LIST OF LPG BUNKS	DEALER
1	Oviya Agencies, Opp Flower Market, Koyambedu, Chennai.92.	IOCL
2	Chennai Autorickshaw Drivers Co-operative Society Ltd, 849, Periyar EVR High Road, (Near Breeze Hotel)	IOCL
3	Sri Thirumurugan Agency NO.349, Wall tax road, Chennai-79 (Elephant Gate)	IOCL
4	Sri Sakthi Agencies Near Dunlop (Opp Ambattur telephone exchange)	IOCL
5	Kasthuri Agencies Unit II , MKB Nagar, Vysarpadi, Chennai.	IOCL
6	Sri Sarojini Oil DealerFishing Harbour Complex,Royapuram, Chennai.13	IOCL
7	Pathy & Company, Nerkundrum	IOCL
8	Thirumurugan Agencies Unit II, Korukkupet	IOCL
9	Car Care Centre, 97, Anna Salai , Near LIC, Chennai.2	BPCL
10	Madras Lorry Owners Association, Guindy (BPCL

	Opp Chellammal College)	
11	Sri Devi Enterprises, MTH Road, Avadi, Chennai.54	BPCL
12	Bharat Petroleum Retail Outlet, 94-B, Illrd Main Road, Ambattur Industrial Estate, Chennai.58	BPCL
13	A.Shanmuga Sundram, Tambaram Sanitorium, Chennai-47	BPCL
14	Tamil Nadu Lorry Owners Federation, No.16, PH Road, Koyambedu, Chennai.107	BPCL
15	BPCL Company operated outlet, Medavakkam, Pallikaranai	BPCL
16	M/s.D.S.Rajammal, Korukkupet.	BPCL
17	M/s.Sri Vari Agencies, Kottivakkam	BPCL
18	Balaji Agency, Main Road, Near Madras Medical Mission Hospital, Mogapair	HPCL
19	Sarath Service Station, 2/123, Kunrathur High Road, Porur, Chennai.116	HPCL
20	Anna Autorickshaw Transport Drivers Industrial Co-operative Society Ltd, 242, Royapettah High Road, Chennai- 600 014	HPCL
21	M/s.Saran Agencies, Madhuravoil, Chennai	HPCL
22	M/s.Brindavan Service Station, Vyasarpadi, Chennai	HPCL
23	M/s.Victory Education Trust, Thirumullaivoil	HPCL

Source: Transport Department website

Annexure 7

Transport Department

From
Public Information Officer,
O/o. the Transport Commissioner,
Chepauk,
Chennai 600 005

To
Jithin Paul Varghese,
Centre for Public Policy Research,
Door No.28/3656, 1st Floor, Soonoro church Road,
Elamkulam, Kochi – 682020.

Lr.R.No.62673/B4/2009, Dated: 15.10.2010

Sir,


Sub : Transport Department – Right Information Act, 2005 – seeking information regarding autorickshaws plying in Chennai Metropolitan limits – Reply sent – Regarding.

Ref : Application under Right Information Act, 2005 received from Thiru.Jithin paul Varghese, Centre for Public Policy Research, Elamkulam, Kochi on 01.10.2010

I invite your attention to the reference cited.

In the reference cited, the following information in English regarding autorickshaw plying with in the limits of CMDA under Right Information Act, 2005.

Questions	Answers
1.	61999 autos are plying in which 24101 autos are LPG mode
2.	Minimum charges Rs.14/- for first 2k.m.for next every 1k.m. Rs.6
3.	Government of Tamil Nadu
4.	As per the Section 67 d(i) of Motor Vehicles Act, 1988
5.	10.1.2007
6.	The Regional Transport Officers of Chennai city
7.	G.O.Ms.No.463, Home(Tr.3) Department, Dated:13.5.2010
8.	The applicant should reside in Chennai city. Form of CCPA, prescribed fee, address evidence (like ration card, Voter I.D., Passport, L.I.C. Policy etc.) 3Nos. of passport size photographs have to be enclosed.
9.	Related to Government.


Assistant Secretary III.

Annexure 8

GOVERNMENT OF TAMIL NADU

ABSTRACT

Motor Vehicles - Contract carriages - Issue of permits for 2500 new Liquefied Petroleum Gas Dedicated Autorickshaws 3 seater with subsidy and 7500 Liquefied Petroleum Gas dedicated Autorickshaws 3 seater without subsidy scheme in Chennai City - G.O. Issued - Amendments to G.O.Ms.No. 322, Home dated 1.3.07 - Issued.

Home (Transport-III) Department

G.O.Ms.No.96 Dated: 30.01.2009

Read

1. G.O.Ms.No.322, Home dated 1.3.2007.
2. G.O.Ms.No.1645, Home dated 18.12.2008

Read also:

3. From the Principal Secretary and Transport Commissioner, Chennai
Lr.R.No.26758/B4/2007 dated 13.1.2009.

ORDER:

With a view to providing employment to the unemployed youth of Chennai City, the Government in Government order first read above, issued orders for the issue of 5000 Autorickshaw permits in Chennai city, with subsidy with certain conditions to be fulfilled by the applicants. Subsequently in the Government Order second read above, orders have been issued relaxing the age limit of the applicants from between 25 and 45 to 23 and 45 and the educational qualifications from 10th std pass to 8th pass, to fetch more applications. The vacancies under subsidy scheme has also been reduced to 2500.

2. In his letter third read above, the Principal Secretary and Transport Commissioner has reported that conditions No.6 of Annexure-I to the G.O.Ms.No.322, Home, dated 1.3.2007 specifies that the applicant should possess valid driving licence to drive light Motor Vehicle with Badge number / Transport Vehicle and shall have an experience not less than Five years. It has been reported that badge to drive transport vehicle could not be given to a driver.

(2)

...2...
having less than 20 years of age. Therefore, the relaxation of age limit as 23 will benefit the applicant, only if the condition No.6 is relaxed and the experience, required is altered as not less than "three years" instead of existing "five years". He has proposed the following Amendment:-

"The para 6 of the Annexure-I of G.O.Ms.No.322, Home, dated 1.3.2007 may be substituted with the following para:-

"(6) The applicant shall possess a valid driving licence to drive a light motor vehicle with Badge Number/Transport Vehicle and shall have an experience of not less than 3 years.

The amendment shall take effect from 18.12.08".

The Government, after careful examination, have decided to accept the proposal of the Principal Secretary and Transport Commissioner and accordingly the following amendment is made to the G.O.Ms.No.322, Home, dated 1.3.2007.

The amendment hereby made shall be deemed to take effect on and from 18.12.2008.

AMENDMENT

"In the said Government order in the Amendment-I for guidelines 6, the following guidelines shall be substituted, namely:-

"(6) The applicant shall possess a valid driving licence to drive a Light motor vehicle with Badge Number/Transport Vehicle and shall have an experience of not less than three years".

(BY ORDER OF THE GOVERNOR)

S.MALATHI,
PRINCIPAL SECRETARY TO GOVERNMENT.

To
The Principal Secretary and
Transport Commissioner, Chennai-5.
The Director General of Police, Chennai-8
The Joint Transport Commissioner,
Chennai-23.
The Collector of Chennai, Chennai-1.
The Collector and Regional Transport Authority,
Thiruvallur/Kancheepuram.

Annexure 9

(1)

H

GOVERNMENT OF TAMIL NADU

ABSTRACT

Motor Vehicles - Autorickshaws in Chennai City - Grant of 5000 new permits in relaxation of the ban - Orders - Issued.

HOME (TRANSPORT VI) DEPARTMENT

G.O.Ms.No.1099

Dated: 7-12-2005

Read:

1. G.O.Ms.No.1492, Home, dated: 30-10-99.
2. G.O.Ms.No.185, Home, dated: 10-2-99.
3. G.O.Ms.No.841, Home, dated: 14-8-99.
4. G.O.Ms.No.1214, Home, dated: 1-9-99.
5. G.O.Ms.No.1439, Home, dated: 29-10-99.
6. G.O.Ms.No.1147, Home, dated: 16-8-99.

Read also:

7. From the Transport Commissioner, Chennai letter No.62561/G3/2004, dated 13.7.2005 and 3.8.2005.

ORDER:

In the G.O.first read above, the Government have ordered a ban for registering new three seater Autorickshaws in Chennai City initially for a period of 3 months. In the G.Os. second and fourth read above, the ban was ordered to be extended upto 31.10.99. Thereafter, in the G.O. fifth read above, the ban imposed on registering new three seater Autorickshaw in Chennai City was extended until further orders. In order to prevent possible misuse of outside vehicles in Chennai City the ban orders imposed on registration of 3 seater Autorickshaws in Chennai City by the Government were subsequently extended by the Transport Commissioner to Thiruvallur and Kancheepuram Districts also. This ban is still in force. The intention is not to allow fresh permits for Autorickshaws in these places.

2. A number of representations have been received requesting that new permits may be given by lifting the ban. It is viewed that issue of fresh permits to 3 seater Autorickshaws will facilitate the utilisation of Central and State Government sponsored loan schemes, apart from generating employment for youth and increasing transport facilities. Environmental Pollution (Prevention and Control) Authority set up by the Supreme Court of India has suggested that in Chennai City, where the Pollution level is high, only the LPG fitted vehicles need to be registered in future.

Annexure 10

GOVERNMENT OF TAMIL NADU

ABSTRACT

Announcement— Announcement made by Hon'ble Chief Minister on 26.5.2005
Formulation and approval of Loan Scheme for purchase of New Autorickshaw
by owner-cum-driver —Guidelines - Issued.

HOME (TRANSPORT VI) DEPARTMENT

G.O.Ms.No.1100

Dated:7-12-2005

Read:

1. Government Letter No.52975/Tr.VI/2005-1, Home, dated 30.5.2005, and 20.6.2005.
2. Transport Commissioner letter No.62561/G3/2005, dated 1.7.2005 and 16.8.2005.

ORDER:

The Hon'ble Chief Minister announced on 26.5.2005 that with a view to promote self employment, and to help unemployed youth to acquire Autorickshaws for their livelihood a "Loan Scheme With Subsidy Component" would be implemented. Under this Scheme, loans are to be offered by the Transport Development Finance Corporation and the Banks. 25% of the cost of an Autorickshaw, subject to maximum of Rs.25,000/- shall be paid as subsidy by the Government of Tamil Nadu. The Annual income of the applicant for such loan should not exceed Rs.36,000/-. The Hon'ble Chief Minister has also announced that the loan shall be applicable to prospective owner-cum-driver applicants only.

2. Pursuant to this announcement, the Transport Commissioner has prepared a Draft Scheme in consultation with the Transport Development Finance Corporation and the Banks, indicating the mechanism for disbursing the subsidy to loanees. He had also interacted with the Government Departments and Representatives of the various Banks and his Report in this regard reveals the following:-

The Transport Development Finance Corporation is unable to extend loan under this scheme due to non - availability of certain mandatory provisions in their bye laws. Though the Nationalised Banks have come forward to extend loan to the applicants to purchase auto-rickshaws, they insist that a marginal amount of 10% of the cost of the vehicle should be deposited by the beneficiaries in the respective banks to avail the loan facility. The Transport Development Finance corporation will however be associated in disbursing the subsidy to the respective banks.

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3. The Hon'ble Chief Minister has also made an announcement for issue of 5000 Autorickshaw permits in Chennai City in favour of LPG driven vehicles, in relaxation of the ban orders, to owner-cum-driver applicants. It is therefore necessary that the loan scheme is to be extended to the 5000 new LPG Auto permits to be issued in Chennai City and adjoining areas coming under the jurisdiction of Regional Transport Authority, Chennai (Joint Transport Commissioner, Chennai). As only a few outlets of LPG centres are opened in other parts of the State, priority may be given to LPG dedicated vehicles.

4. The Government have carefully examined the Report of the Transport Commissioner in the light of the position discussed in para 3 above. They have decided to approve the Loan Scheme to be implemented with the Loan Assistance of Nationalised Banks with a detailed mechanism. Accordingly, the following guidelines are ordered:-

- i) The scheme shall extend to the entire State of Tamil Nadu. This is applicable to owner cum driver applicants only.
- ii) The beneficiary / applicant should possess a driving licence to drive a Light Motor Vehicle - Transport vehicle / Autorickshaw.
- iii) The beneficiary's annual income should not exceed Rs.36,000/- per annum. This should be supported by a proper certificate issued by the Revenue Department Authorities.
- iv) The beneficiary should not already possess an Auto-rickshaw permit in his / her name to avail the subsidy. An undertaking to this effect should be furnished by the applicant beneficiary, and enclosed along with the application for the grant of auto-rickshaw permit.
- v) On scrutiny of the papers submitted by the applicant, the Regional Transport Authority will issue necessary proceedings in the matter. Thereupon, the applicant shall approach any of the Nationalised Banks and get loan. On acquiring the vehicle and payment of tax and fees, the Regional Transport Authority will issue permit for operation.
- vi) In Chennai City and adjoining areas coming under Joint Transport Commissioner (Chennai), the loan will be extended to LPG dedicated vehicles only.
- vii) A margin amount of 10% on the cost of vehicle should be deposited by the beneficiaries at the respective banks granting loan.
- viii) The permits granted under this scheme should not be surrendered before the closure of the loan.

- 3 -

- (2)
- ix) The permit granted under this scheme should not be transferred, except in the case of death of the holder of the permit.
 - x) The loan amount should not be closed within a period of three years, i.e., in other words to say, the lock in period.
 - xi) The loan amount sanctioned should be repaid within the time frame prescribed by the banks concerned.
 - xii) While renewing the Fitness Certificate, the Transport Authorities should also review the repayment status of the loanee and further course of action will be taken in accordance with the rules and regulations of the banks granting loan.
 - xiii) The Regional Transport Authority, Chennai (Joint Transport Commissioner, Chennai) shall be Nodal Officer for implementation of the scheme in respect of Chennai and its adjoining area placed under his charge. In respect of other Districts, the Collector of the District / Regional Transport Authority shall be the Nodal officer for implementation of the scheme.
 - xiv) The subsidy by the Government is Rs.25,000/- or 25% of the cost of the vehicle, whichever is less.
 - xv) Subsidy amount will be released by the Transport Development Finance Corporation to the banks which have granted loan. The Transport Development Finance Corporation will draw Funds from the Government through Transport Commissioner for disbursement of subsidy to the banks according to the requirements. The Managing Director, Transport Development Finance Corporation and Transport Commissioner shall jointly evolve a hassle free mechanism for granting the loan, transfer of the amount to the dealer, disbursement of subsidy etc in consultation with the Banks concerned.
 - xvi) Default by a loanee will entail cancellation of permit granted. The decision of Regional Transport Authority will be final in this regard.
 - xvii) The loan scheme is applicable only to those who have not availed the facilities offered in any other special assistance schemes.
 - xviii) The new scheme will be extended only for the purchase of a new Autorickshaw from any of the authorised outlets of the models approved by the Transport Commissioner for registration.


5. The Government further sanction a sum of Rs.12.50 Crores (Rupees Twelve crores and fifty lakhs only) towards 25% subsidy to be distributed to the eligible beneficiaries for buying Autorickshaw under the Self Employment Scheme under the loan scheme announced by Hon'ble Chief Minister.

Annexure 11

17/16)

16241

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23 12 2008
G.O. Ms. No. 1645



ABSTRACT

Motor Vehicles - contract Carriages- Issue of permits for 5000 new Liquefied Petroleum Gas dedicated Auto rickshaws with subsidy and 5000 Liquefied Petroleum Gas dedicated Auto rickshaws 3 seater without subsidy Orders Issued in G.O.Ms.No.322, Home, dated 1.3.2007 - Amendment to the G.O. - Issued.

Home (Transport, III) Department

G.O.Ms.No. 1645 Dated :18.12.2008
Read

1. G.O.Ms.No.322, Home, dated 1.3.2007

2. From the Principal Secretary and Transport Commissioner, Chennai Lr.Rc.No.26758/B4/2008 dated 22.5.2008 and 22.8.08

ORDER.

In the G.O.first read above orders have been issued for the grant of 5,000 Autorickshaw permits with subsidy and another, 5,000 Autorickshaw permits without subsidy.

2. The Principal Secretary and Transport Commissioner in his proposal has stated that based on the Orders issued in the G.O.first read above action was taken to issue autorickshaw permits to the eligible applicants based on the guidelines issued in the said Government Order. He has further reported that more number of vacancies are available under the subsidy categories for want of eligible applicants fulfilling the guidelines prescribed in the said Government order and on the other hand there are more number of excess eligible applications pending for want of issue of proceedings under the non-subsidy category

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and in order to provide opportunity to more people to apply for permit under subsidy scheme, he has proposed the following amendments to the G.O.Ms.No.322, Home, dated 1.3.2007.

- (i) The para 5 (iii) of the G.O. may be amended as follows:-

"The Regional Transport Authorities of Chennai Metropolitan area be permitted to grant 2500 contract carriage permits to Liquefied Petroleum Gas Driven 3 seater new Auto rickshaws under loan subsidy scheme and another 7500 contract carriage permits to Liquefied Petroleum Gas driven 3 seater Autorickshaw without subsidy under general category".

- (ii) The para No.3 of the Annexure I of the above G.O. may be amended with the following para:-

"(1) The age of the applicant shall be between 23 and 45 years".

- (iii) The para No.4 of the Annexure I of the above G.O. may be amended with the following para:-

"The applicant shall possess a minimum educational qualification of a pass in 8th standard for the purpose of availing this scheme".

3: The Government, after careful examination, have decided to accept the proposal of Principal Secretary and Transport Commissioner and accordingly the following amendments are made to the G.O.Ms.NO.322, Home (Transport. III) Department, dated 1.3.2007

AMENDMENTS

In the said Government order,-

- (1) in para 5, -

(a) In clause (ii), for the expression "5000 beneficiaries", the expression "2500 beneficiaries" shall be substituted;

(b) for clause (iii), the following clause shall be substituted, namely:-

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"(iii) The Regional Transport Authorities of Chennai Metropolitan area be permitted to grant 2500 contract carriage permits to Liquefied Petroleum Gas Driven 3 seater new Auto rickshaws under loan subsidy scheme and another 7500 contract carriage permits to Liquefied Petroleum Gas driven 3 seater Autorickshaw without subsidy under general category".

(c) for clause (iv), the following clause shall be substituted, namely:-

"(iv) The ban order issued in G.O.Ms.No.1439, Home, dated 29.10.1999 be relaxed for the grant of 2500 contract carriage permits to Liquefied Petroleum Gas driven 3 seater auto rickshaws under loan subsidy scheme and for the grant of another 7500 contract carriage permits to Liquefied Petroleum Gas driven 3 seater Autorickshaws without subsidy under general category".

(2) in para 6, for the expression, "a sum of Rs.12.50 crores (Rupees twelve crores and fifty lakhs only) towards Rs.25,000/- or 25% of the cost of each of 5,000 vehicles", the expression "a sum of Rs.6.25 crores (Rupees six crores and twenty five lakhs only) towards Rs.25,000/- or 25% of the cost of 2500/- vehicles" shall be substituted.

(3). in the Annexure -I,-

(a) In the heading, for the expression "5000 Liquefied Petroleum Gas dedicated Autorickshaw permits", the expression "2500 Liquefied Petroleum Gas dedicated autorickshaw permits" shall be substituted.

(b) For guidelines 3 and 4, the following guidelines shall be substituted, namely:-

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"3. The age of the applicant shall be between 23 and 45 years."

"4. The applicant shall possess a minimum educational qualification of a pass in 8th standard for the purpose of availing this scheme".

BY ORDER OF THE GOVERNOR

S. MALATHI
PRINCIPAL SECRETARY TO GOVERNMENT

To:
The Principal Secretary and
Transport Commissioner, Chennai-5.
The Director General of Police, Chennai-4.
The Commissioner of Police, Chennai-8.
The Joint Transport Commissioner,
Chennai-23.
The Collector of Chennai,
Chennai-1.
The Collector cum Regional Transport Authority,
Thiruvallur/ Kancheepuram.
Regional Transport Office's of Chennai
Regional Transport Office's
Thiruvallur / Kancheepuram
The Managing Director,
Metropolitan Transport Corporation Limited, Chennai-2
The Pay and Accounts Officer (East),
Chennai-5
The Accountant General,
Chennai-18/35

Copy to:

The Finance Department, Chennai-9
The Law Department, Chennai-9

//FORWARDED BY ORDER//

[Signature]
SECTION OFFICER

Annexure 12

(7)

MOST IMP.
to be put up
by 5/3/07

JRC/17

1.3.2007

1.3.2007

ABSTRACT

Motor Vehicles-Contract carriages-Issue of permits for 5000 new LPG dedicated Auto rickshaws 3 seater with subsidy and 5000 LPG dedicated Autorickshaws 3 seater without subsidy-Ban order-relaxed-subsidy scheme to beneficiaries-Guidelines approved-Instructions to grant of contract carriage permit to Autorickshaws-L.P.G. 3 seater-Issued.

HOME (TRANSPORT.VI) DEPARTMENT

G.O.MS.NO. 322 DATED: 1.3.2007

Read:

(1) G.O.Ms.No.1439, Home, dated 29.10.99
(2) G.O.Ms.No.1099, Home, dated 7.12.05
(3) G.O.Ms.No.1100, Home, dated 7.12.05

Read also:

(4) From the Transport Commissioner, Chennai, Lr.No. 53795/G3/04, dated 12.1.2007 and Lr.No. 53795/G3/06, dated 5.2.2007.

ORDER:

In the G.O. second read above, orders have been issued permitting the Regional Transport Authorities for the grant of 5000 contract carriage permits for Auto rickshaws having three seater LPG dedicated vehicles to the unemployed youth, who possess a valid driving licence to drive autorickshaw (Transport vehicle), as owner-cum-driver in Chennai City and adjoining areas, in relaxation of the existing ban orders issued in the G.O.first read above. On the condition that the autorickshaw should be a LPG dedicated Auto rickshaw. In the G.O.third read above, orders have been issued sanctioning a sum of Rs.12.50 crores (Rupees Twelve crore and fifty lakhs only) towards 25% subsidy on the cost of the vehicle or

new autorickshaw LPG driven vehicles under the self employment scheme, as owner-cum- driver, for the grant of additional 5000 contract carriage permits to the 5000 L.P.G. driven new autorickshaws in relaxation of the existing ban orders issued in the G.O. first read above subject to the satisfaction of the guidelines prescribed therein.

2. Writ Petitions and Writ Appeals were filed in the High Court of Madras by some of the aggrieved persons and organizations against the guidelines prescribed for the grant of auto permits in the G.O. third read above. The Government filed counter affidavits on those writ petitions/writ appeals in the High Court of Madras, stating that as the guidelines prescribed for the scheme were not properly drawn up, the same would be withdrawn and a new scheme with fresh guidelines would be introduced prescribing proper guidelines. Based on the above pleadings made before the High Court of Madras, the Writ Petition and Writ Appeal stood disposed off by the Division Bench of High Court of Madras on 5.9.2006.

3. In the meanwhile, Hon'ble Minister (Transport) announced on the floor of the House on 9.8.2006, that since the existing guidelines to identify the beneficiaries for the grant of subsidy for the purchase of new L.P.G. driven autorickshaw for the grant of 5000 new contract carriage permits are not clear, action will be taken to modify the guidelines elaborately so as to identify the beneficiaries in this regard for grant of 5000 new autorickshaw permits with subsidy to the unemployed youth possessing valid driving licence, as owner-cum driver and in addition, another 5000 new permits for autorickshaw without subsidy under general category.

- 3 -

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4. Accordingly, the Transport Commissioner, Chennai has sent proposals for the grant of 5000 contract carriage permits to new Autorickshaws (L.P.G.) three seater to the eligible unemployed youth with subsidy of Rs.25,000/- or 25% subsidy on the cost of new vehicle whichever is less for the purchase of a new autorickshaw LPG driven vehicle three seater along with the revised guidelines in this regard and also for the grant of another 5000 Autorickshaw permits for LPG autorickshaws as "general category" in Chennai Metropolitan area. The Transport Commissioner, Chennai has requested the Government to consider his proposal and to issue orders :-

- i) to rescind the orders already issued by the Government in G.O.Ms.No.1099, Home (Tr.VI) department, dated 7.12.2005 and G.O. Ms.No.1100, Home (Tr.VI) department, dated 7.12.2005
- ii) to relax the ban orders issued in the G.O. Ms.No.1439, Home, dated 29.10.1999 and
- iii) to approve the modified guidelines for scheme of subsidy linked autorickshaws as well as that relating to non subsidised autorickshaws.

5. The Government have carefully examined the proposal of the Transport Commissioner, Chennai and accept it. Accordingly, the Government direct that

- (i) the orders issued in G.O.Ms.No.1099, Home (Tr.VI) department, dated 07.12.2005 and G.O.Ms.No.1100, Home (Tr.VI) department, dated 07.12.2005 be rescinded.
- (ii) the guidelines for the loan cum subsidy scheme to 5000 beneficiaries in Chennai Metropolitan area for the purchase of new

- 6 -

10

autorickshaw L.P.G. driven three seater vehicles by the beneficiaries be approved;

- (iii) the Regional Transport authorities of Chennai Metropolitan area be permitted to grant 5000 contract carriage permits to LPG driven seater new autorickshaws under loan subsidy scheme and another 5000 contract carriage permits to LPG driven 3 seater autorickshaws without subsidy under General category;
- (iv) The ban order issued for in G.O.Ms No.1439, Home, date 29.10.1999 be relaxed for the grant of 5000 contract carriage permits to LPG driven 3 seater auto rickshaws under loan subsidy scheme and for the grant of another 5000 contract carriage permits to LPG driven 3 seater auto rickshaws without subsidy under general category.
- (v) the guidelines for the grant of contract carriage permit to the autorickshaws L.P.G. driven three seater under Loan cum subsidy scheme in the annexure I be observed strictly by the Regional Transport Authorities. In respect of non subsidy autorickshaw scheme, the beneficiaries must satisfy the requirements as in annexure.II.

6. The Government sanction a sum of Rs.12.50 crores (Rupees Twelve crores and fifty lakhs only) towards Rs.25,000/- or 25% of the cost of each of 5000 vehicles, whichever is less, to be distributed to the eligible beneficiaries identified as per the guidelines prescribed in annexure I for buying new L.P.G.driven 3 seater autorickshaw so as to secure self employment under the subsidy loan scheme.

- 7 -

- 5 -



7. The expenditure shall be debited to the following head of account:-

"2041-00-Taxes on Vehicles-800-Other Expenditure-II State Plan JB
Autorickshaw to unemployed youth under Self Employment Scheme

11. Subsidies

01. Individual Based Subsidy" (DPC 2041 00 800 JB 1116)

8. The expenditure is on a 'New Service' and the approval of the Legislature will be obtained in due course. Pending approval of the Legislature, the expenditure will be met by an Advance, from the Contingent Fund. Orders regarding this will be issued by Finance (BG.I) Department separately. The Commissioner of Transport is requested to apply to the Finance (BG.I) Department in the Prescribed Proforma for the sanctioning of an advance from the Contingency Fund.

9. The Special Commissioner and Transport Commissioner of Transport, Chennai is authorized to draw and deposit the amount sanctioned in para 5 above to the Tamil Nadu Transport Development Finance Corporation Limited, Chennai for utilizing it in instalments at appropriate stages for payment to the banks concerned.

10. This order issues with the concurrence of the Finance department vide its U.O.No.13631/Home.I/07-1, dated 13.07 and ASL No.1689.

(BY ORDER OF THE GOVERNOR)

S.MALATHI,
SECRETARY TO GOVERNMENT

To
The Special Commissioner and Transport Commissioner,
Chennai-5.

- 8 -

Annexure 13

Table 27: Vehicular position in Tamil Nadu as on 01.08.2010

VEHICULAR POSITION IN TAMIL NADU AS ON 01.08.2010			
TRANSPORT		NON TRANSPORT	
STAGE CARRIAGES		Motor Cycle	5376664
PUBLIC (Stu)	19465		
PRIVATE	7845	Scooter	1343084
TOTAL	27310	Mopeds	3632763
		TWO WHEELERS	10352511
Mini bus	3988	Motor Car	1088281
		Jeep	42909
Contract Carriages		Tricycle Auto	4331
Autorickshaw	172305	Tractor	161927
Ordinary Taxi	3784	Three Wheeler	60789
Motor Cab(SP)	75271	Four Wheeler	16776
Motor Cab(AIP)	10065	Road Roller	1841
Maxi Cab(SP)	45121	Others	31780
Maxi Cab(AIP)	2973		
Omni Bus (SP)	481		
Omni Bus (AIP)	161		
TOTAL	310161		
Private Service Vehicles	10581	Total Non Transport	11761145
School Bus	15273		
Ambulance	5740		
Fire Fighter	1579		
TOTAL	33173		
Goods Carriages			
Lorries	201978		
National Permit LORRIES	53226	Transport	858389
Tractor & Trailor	71997		
Light Commercial		Non Transport	11761145
Vehicles	152048		
Articulated Vehicles	4508	STATE TOTAL	12619534
TOTAL	483757		
Transport Total	858389		

Annexure 14

Table 28: Details of Autorickshaw Permit as on 30.04.2010

OFFICE OF THE JOINT TRANSPORT COMMISSIONER CHENNAI SOUTH ZONE, CHENNAI - 83.					
DETAILS OF AUTORICKSHAW PERMIT AS ON 30.04.2010					
NAME OF THE RTO	NO.OF AUTORICKSHAWS				TOTAL
	PETROL	LPG	DIESEL	ELECTRIC	
RTO CHENNAI SOUTH	2366	636	290		3292
RTO CHENNAI WEST	3965	1380	302		5647
RTO CHENNAI SOUTH WEST	1752	783	81		2616
RTO SOUTH EAST	5838	2676	255	1	8770
RTO MEENAMBAKKAM	5538	1493	106		7137
RTO KANCHEEPURAM	822	121	213		1156
RTO CHENGALPET	823	-	226		1049
TOTAL	21104	7089	1473	1	29667

Annexure 15

Table 29: District wise particular of Autorickshaw permits issued after lifting the ban on 13.05.2010

DISTRICT WISE PARTICULAR OF AUTORICKSHAW PERMITS ISSUED AFTER LIFTING THE BAN ON 13.5.2010					
As on 24.9.2010					
SL.NO	NAME OF THE DISTRICT	NO. OF APPLICATIONS RECEIVED	NO. OF PROCEEDINGS ISSUED	NO. OF PERMITS ISSUED	REMARKS
1	Chennai	51775	51616	7076	-
2	Kancheepuram	9376	9376	1546	-
3	Thiruvallur	4789	4759	645	-
4	Villupuram	476	476	369	-
5	Cuddalore	500	500	424	-
6	Vellore	3022	3022	2301	-
7	Thiruvannamalai	287	287	258	-
8	Thanjavur	457	360	119	-
9	Thiruvarur	203	167	105	-
10	Nagapatinam	206	193	124	-
11	Pudukottai	185	168	125	-
12	Trichy	821	821	662	-
13	Karur	52	52	39	-
14	Perambalur	28	20	6	Prior to 13.5.2010 no ban was imposed. Permits are issued regularly.
15	Ariyalur	53	53	16	-
16	Madurai	1827	1827	752	-
17	Dindugal	586	586	509	-
18	Theni	1529	1529	572	-
19	Virudhunagar	441	441	400	-
20	Sivagangai	228	228	157	-
21	Ramanathapuram	658	658	294	-
22	Thirunelveli	1194	1194	1000	-
23	Thoothukudi	498	498	426	-
24	Kanniyakumari	569	569	370	-
25	Coimbatore	500	500	454	-
26	Ooty	1040	922	142	-
27	Tiruppur	151	151	147	-
28	Erode	182	182	93	-
29	Namakkal	75	75	16	-
30	Salem	4441	4441	820	-
31	Krishnagiri	1069	1054	347	-
32	Dharmapuri	1585	1585	318	-
	TOTAL	88803	88310	20632	

Abstract		
1.	Total No. of autorickshaw permits granted in Chennai city.	9267
2.	Total No. of permits granted in Tamil Nadu except Chennai city	11365
	Total	20632

Annexure 16

ndusInd Bank



**இண்டஸ்திர வங்கியின்
அதிரடி லோன் சேவை**

இண்டஸ்திர
பேங்க்



சிறப்பு அம்சங்கள்

1. 2 வது, 3 வது, 4 வது வருட வண்டியின் கின்கரன்ஸ் (தவணை காலம் முடியும் வரை) வங்கியின் மூலம் எடுத்துக்கொடுக்கப்படும்.
2. 12 மாத தவணைகளை தேதி தவறாமல் செலுத்தினால் 13 வது மாத தவணை முற்றிலும் கிடைக்கும்.
3. குறைந்த முன்பணம் ₹ 31771/-
4. குறைந்த வட்டியில் நீதியுதவி.
5. சுலபமான தவணை முறைகள்.
6. உடனடி அபிவிருத்தி.

வண்டி விலை

- 147571 + 1600 = 149171

கடன் தொகை (Loan Amount)

- 120000

மீதி

- 27571

டாகுமெண்ட் சார்ஜ்

- (+)2000

மிராசரிங் சார்ஜ்

- (+)1200

ரூபாய் 1 லட்சம் மதிப்புள்ள கின்கரன்ஸ்

- (+)1000

(வண்டியின் உரிமையாளர் பெயருக்கு விபத்து காப்பீடு)

33371

முன்பணம்

₹ 31771

3 வருடம் - 35 மாதங்கள்

3.5 வருடம் 41 மாதங்கள்

முதல் 20 மாதங்களுக்கு - ₹ 5118

முதல் 30 மாதங்களுக்கு - ₹ 4610

கடைசி 15 மாதங்களுக்கு - ₹ 4818

கடைசி 11 மாதங்களுக்கு - ₹ 4310

உரிமையாளர்

ஜாமீன்

- ♦ ரேஷன் கார்டு ஜெராக்ஸ்
- ♦ டிரைவிங் லைசன்ஸ் (அ) வோட்டர் ID
- ♦ போட்டோ 1
- ♦ EB கார்டு - மில் ஜெராக்ஸ்

- ♦ ரேஷன் கார்டு ஜெராக்ஸ்
- ♦ டிரைவிங் லைசன்ஸ் (அ) வோட்டர் ID
- ♦ போட்டோ 1
- ♦ EB கார்டு - மில் ஜெராக்ஸ்

தொடர்புக்கு:

ரமேஷ் - 96770 04549

J. திலக் பாபு - 99413 87509, K. ரவிச்சந்திரன் - 98410 24231, பிரசன்னா - 98410 24431,
சிவக்குமார் - 97109 15775, சத்தியானந்தம் - 97104 14277

Annexure 17

Ban lifted on grant of Auto rickshaw Permits

1. The Government had imposed a ban on the issue of new Autorickshaw permits in Chennai city vide G.O.Ms.No.1439, Home(Transport VII) Department, Dated: 29.10.1999
2. The Government of Tamil Nadu relaxed the above ban and issued orders to grant 5000 auto permits with subsidy and 5000 autorickshaw permits without subsidy in G.O.Ms.No.322, Home (Transport VI) Department, Dated:1.3.2007, in order to provide employment to the educated unemployed youth in Chennai city. Later this order was amended to grant 2500 permits under subsidy scheme and 7500 permits under non-subsidy scheme.
3. In order to cope with the present demand of auto drivers and to promote ownership culture among the unemployed youths better service to the common public, Government has lifted the ban on grant of permits for autorickshaw vide G.O.Ms.No.463, Home (Tr.III) Department, Dated:13.5.2010
4. With effect of above Government order, it has also lifted the ban order on grant of autorickshaw permits already imposed by some Regional Transport Authorities in their districts at their own discretionary powers, and it leads to grant auto permits to the youths without any hindrance. The details of issue of autorickshaw permit in entire Tamil Nadu are furnished as follows:

Area	Total No. of applications received for issue of autorickshaw permits	No. of order proceedings issued	No. of permits issued
Chennai city as on 22.07.2010	52307	51665	1939
Other Districts as on 16.07.2010	14885	13792	3322
Total	16192	65457	5261

5. The zonal officers and Regional Transport Officers are instructed to take necessary action to issue autorickshaw permits liberally.

Annexure 18

Table 30: Autorickshaw applications received and permit issued as on 24.09.2010

AUTORICKSHAW APPLICATIONS RECEIVED AND
PERMIT ISSUED - AS ON 24.9.2010

Sl.No.	Description	Chennai Zones	Other Districts	Total
1	Total No. of Applications Received	65,940	22,863	88,803
2	Proceedings issued	65,751	22,559	88,310
3	Permits Issued	9267	11365	20,632

Annexure 19

**ABSTRACT**

Motor Vehicles-Tourism-Inculcation of Tourist Friendly Culture among Auto Drivers-Painting the Tourist Friendly Autos with different colours and pictures-Permission-Granted.

HOME (TRANSPORT III) DEPARTMENT**G.O.(2D) No.293****Dated:15.06.2010****Read:**

From the Transport Commissioner Lr.R. No.62731/
B4/09, dated 09.12.2009 and 11.06.2010

ORDER:

The Transport Commissioner has stated that 23 Auto rickshaws have been identified by the District Collector, Dindigul to ply in Palani as "Tourist Friendly Auto" and that these Auto rickshaws may be permitted to be painted with beautiful sceneries of important tourist spots in Palani along with tourism logo for easy identification.

2. The Transport Commissioner has therefore requested to grant exemption from rule 366 of the Tamil Nadu Motor Vehicles Rules 1989 to these 23 Autorickshaws identified by the District Collector, Dindigul and Tamil Nadu Tourism Development Corporation from painting these vehicles as per Rule 364 of Tamil Nadu Motor Vehicles Rules 1989 and from payment of fee under rule 368 of the said rules.

3. After detailed examination, the Government have decided to accept the proposal of the Transport Commissioner. They accordingly exempt 23 autorickshaws identified by the Collector of Dindigul under Rule 366 of the Tamil Nadu Motor Vehicles Rules from painting the autorickshaws in highway yellow colour as per rule 364 and from payment of fees as per Rule 368 of the Tamil Nadu Motor Vehicles Rules, 1989. The Government also permit the above autorickshaws to

be painted with beautiful sceneries and important tourist places in Palani along with tourism logos for easy identification.

(BY ORDER OF THE GOVERNOR)

**K. GNANADESIKAN
PRINCIPAL SECRETARY TO GOVERNMENT**

To
 ✓ The Transport Commissioner, Chennai-5
 The Managing Director,
 Tamil Nadu Tourism Development Corporation
 Chennai-2.
 The Secretary, Tourism and Culture Department, Chennai-9
 The Commissioner of Police, Chennai-8

// FORWARDED BY ORDER //


SECTION OFFICER


Annexure 20



ABSTRACT

Motor Vehicles - Contract Carriages - Lifting the Ban on issue of Autorickshaw Permits in the State - Orders Issued.

HOME (TRANSPORT, XII) DEPARTMENT

G. O. MS. NO. 463

DATED: 13.05.2010

Read:

1. G.O. Ms. No. 1492, Home dated 30.10.98
2. G.O. Ms. NO. 322, Home dated 01.03.07.
3. G.O. Ms. No. 1645, Home dated 18.12. 08.
4. From the Principal Secretary and Transport Commissioner, Chennai Letter. No. 26758/B4/09 dated 27.04.2010.

ORDER:

In the circumstances reported by the Transport Commissioner in his letter fourth read above the Government have decided to lift the ban on grant of new autorickshaw permits throughout the State. The Government have also decided that the autorickshaws that will ply in Chennai Metropolitan Area should run on LPG as per the existing guidelines.

2. Accordingly the Government direct that the ban on grant of new autorickshaw permits in the State be lifted with immediate effect. The Government also direct that the autorickshaw that will ply in Chennai Metropolitan Area should run on LPG as per the existing guidelines.


(BY ORDER OF THE GOVERNOR)

S. MALATHI

PRINCIPAL SECRETARY TO GOVERNMENT

To
The Principal Secretary and
Transport Commissioner, Chennai-5.
The Director General of Police, Chennai-4.
The Commissioner of Police, Chennai-8.

Annexure 21



ABSTRACT

Air quality improvement in Chennai City Action plan to reduce the Air Pollution -- Conversion of existing Petrol driven Autorickshaws to LPG Mode -- Direction under Section 67 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) -- Issued.

G.O.Ms.NO.510
Home (Transport III) Department
Dated : 13.4.2007
Read :

1. From the Transport Commissioner, Chennai letter No.5735 / C3/2004, dated 14.12.2004, 3.2.2005 and 5.3.2005.
2. From the Chairman, Tamil Nadu Pollution Control Board, Chennai Lr.No.639/DDU/DZ/2004, dated 5.7.2005.
3. From the Transport Commissioner, Chennai letter No.5735 / C3/2004, dated 5.9.2005 and dated 19.10.06 and 28.11.2006
4. From the Transport Commissioner, Chennai letter No.5562/ C3/2007, dated 5.2.2007

ORDER :

The Supreme Court of India in W.P.(Civ) 13029 of 1985 has identified nine cities, including Chennai, where the respirable suspended particulate matter levels are alarming and has directed the Government of India and respective States to draw a plan for lowering the respirable suspended particulate matter level in the cities. Further, the Supreme Court of India which is monitoring this issue through the Environmental Pollution (Protection and Authority) set up by it, has requested the Government of India and the States concerned to furnish the action taken report on improving the air quality. Pursuant to the said orders of the Supreme Court of India, the Government of Tamil Nadu have been taking various steps to improve air quality in Chennai City. One such step is to convert the existing petrol run autorickshaws into LPG mode in a phased manner.

2. In the meeting of the High Level Committee, constituted by the State to monitor this programme, held on 10.8.2005, decisions were taken in principle to the effect that -

- i) A Schedule for conversion of autorickshaws to LPG mode will be drawn by the Transport Commissioner.
- ii) Subsidy of Rs.2000/- to each vehicle will be granted to the vehicle covered in this proposal and

Page - 2

- ii) Funds for subsidy will be made available to the Transport Commissioner by the Tamil Nadu Pollution Control Board for distribution of subsidy amount to the owner of autorickshaws through the Regional Transport Officer concerned.

3. Pursuant to the said decisions, the Transport Commissioner has submitted a schedule for conversion of autorickshaws in Chennai City, as indicated below:-

Sl.No.	Date of Registration of autorickshaw (Petrol driven)	No. of Vehicles		Last date for fitment of approved kit
1	2005	3230	5000	31.07.2007
	2006	1770		
2	2005	1968	4839	31.08.2007
	2004	3253		
3	2003	2778	5001	30.09.2007
	2002	2225		
4	2002	2681	5000	30.10.2007
	2001	2319		
5	2001	717	4183	30.11.2007
	2000	3448		
6	1999	2100	5001	31.12.2007
	1998	1774		
	1997	1127		
7	1997 and earlier periods		4827	31.01.2008

The Transport Commissioner, Chennai has stated that the permit issued to the autorickshaws by the Regional Transport Authorities concerned may be deemed to be invalid unless the vehicle is fitted with LPG Kit approved by the competent authority on or before the dates notified. He has also stated that the permits issued to the petrol driven autorickshaws by the Regional Transport Authorities of Kancheepuram and Thiruvallur Districts having endorsements to ply within Chennai City (numbering about 2092) shall also be converted into LPG mode following the same time frame. Only LPG converted autorickshaws shall be allowed to enter in to Chennai City. He has also suggested that direction for conversion may be issued under section 87(f) of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) to the Regional Transport Authorities, Chennai, Kancheepuram and Thiruvallur Districts on the lines of Karnataka State.

4. The Government have examined the recommendations of the High Level Committee, in the light of the remarks of the Transport Commissioner, Chennai. They have decided to approve the scheme of conversion of existing conventional petrol driven autorickshaws in to LPG mode and order as follows:-

- (a) A statutory notification will be issued under section 87(1) of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) insisting switching over to LPG mode by existing in Chennai Cities and the petrol driven and autorickshaws (numbering about 2092) for which permits issued by the Regional Transport Authorities, Kancheepuram and Thiruvallur Districts having endorsements to ply within Chennai City as per the scheduled prescribed by Transport Commissioner, in para 3 above. Only authorized kits will be permitted.
- (b) The Petrol driven autorickshaws specified in para 3 above will be given subsidy of Rs.2,000/- each by the Tamil Nadu Pollution Control Board. Tamil Nadu Pollution Control Board will allocate necessary funds for this purpose. Transport Commissioner will obtain funds from Tamil Nadu Pollution Control Board and release the subsidy through respective Regional Transport Officer concerned.

6. The following Notification shall be published in the Tamil Nadu Government Gazette Extraordinary, dated the 14.5.2007.

NOTIFICATION

In exercise of the powers conferred by sub-section (1) of section 67 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988), the Governor of Tamil Nadu, having regard to clause (a) of the said sub-section (2), hereby issued the following direction to the Regional Transport Authority, Chennai.

DIRECTION

The Petrol driven autorickshaws registered and covered by permit granted by the Regional Transport Authority, Chennai and the Petrol driven autorickshaws registered and covered by permit granted by Regional Transport Authority, Kancheepuram and Thiruvallur and having endorsements to ply within Chennai City, specified. In column (2) of the Table below shall be filled with approved LPG Kit on or before the date as specified in column (3) thereof. The permit shall be deemed to be invalid, unless the petrol driven autorickshaw is fitted with LPG Kit approved by the Competent Authority on or before the said dates, notified and only LPG converted autorickshaws shall be allowed to enter into the Chennai Metropolitan area.

THE TABLE

Serial Number (1)	Year of Registration of Petrol driven autorickshaw (2)	Last date for fitment of approved kit (3)
1	2005	31.07.2007
2	2005 2008	31.08.2007
3	2003 2002	30.09.2007
4	2002 2001	30.10.2007
5	2001 2000	30.11.2007
6	1999 1998 1997	31.12.2007
7	1997 and earlier periods	31.01.2008

(BY ORDER OF THE GOVERNOR)

S.MALATHI

SECRETARY TO GOVERNMENT

To,
The Works Manager, Government Central Press, Chennai-600 079
(for publication an extraordinary Gazette and supply 200 copies of Gazette to Government in Home Tr. II Department)
The Transport Commissioner, Chennai-5
The Director General of Police, Chennai-4
The Commissioner of Police, Chennai-8
The Collector of Chennai

Secretary, E&F Department, Chennai-9
The Chairman, Tamil Nadu Pollution Control Board, Chennai-32
The Joint Transport Commissioner, Chennai-23
The Collector of Kancheepuram/Thiruvallur District,
The Accountant General, Chennai-35/18
The Pay & Accounts Office, Chennai-35

A/ The Regional Transport Officer's in Chennai City,
Regional Transport Officer, Kancheepuram/Thiruvallur.

Copy to



The Finance/Law Department, Chennai-9
All Department of Secretariat.

//FORWARDED//BY ORDER//

R. Nallan
SECTION OFFICER

16/5

Annexure 22

ABSTRACT

Motor Vehicle – Traffic Regulations – Taking School Children in Autorickshaw –
 Amendment to rule 309 of the Tamil Nadu Motor Vehicle Rule, 1989 –
 Notification – Issued – Confirmed.

HOME (TRANSPORT – V) DEPARTMENT

G.O. (Ms) No. 328 Dated: 07.03.2008
திருவள்ளூர் ஆணை 2039
செவ்வந்தி மாதிரி திங்கள் - 24

Read :

- 1) G.O. (Ms) No. 1045, Home (Tr.V) department,
dated: 14.11.2005
- 2) From the Transport Commissioner letter No.
78955/G3/05, dt: 3.7.2005.

ORDER:-

In the Government order first read above, draft amendment has been issued to amend rule 309 of the Tamil Nadu Motor Vehicles Rules, 1989 and invited suggestions and objections from the public. The same has been published in Home Department Notification No. SRO A- 56 (a) / 2005 dated 14.11.2005, on page 1 of Part III – Section 1 (a) of the Tamil Nadu Government Gazette Extraordinary, dated the 15th November 2005.

2. A representation has been received from the public welcoming the draft amendment. Certain objections have been received from the Auto Workers Unions stating that it will affect them and hence suggested to allow carry 8 children in the auto rickshaws and also that 8 children below 14 years be reckoned as 4 persons may be made.

3. In this regard when consulted the Transport Commissioner has stated that the object of the orders issued by the Government in G.O. (Ms) No. 1045 Home (Tr.V) Department, Dated: 14.11.2005 is to avoid overloading of school going children in autorickshaws and to bring some regulation on carrying of school children in autorickshaws. The Transport Commissioner has also stated that the objections in this regard may be rejected and carrying of 5 children upto 14 years shall be reckoned as 3 passengers and it is in accordance with permitted capacity in the permit and it will be covered by insurance normally.

—2—

-2-

4. The Government, considering the interest of the children, have decided to over rule the objections and to confirm the said draft amendment, issued in the G.O. (Ms) No.1045 Home (Tr.V) Department, dated : 14.11.2005.

5. Accordingly the following Notification will be published in the Tamil Nadu Government Gazette.

NOTIFICATION

In exercise of the powers conferred by section 96 of the Motor Vehicles Act, 1963 (Central Act 59 of 1988), the Governor of Tamil Nadu hereby makes the following amendment to the Tamil Nadu Motor Vehicles Rules 1989, the same having been previously published, as required by sub-Section (1) of section 212 of the said Act.

AMENDMENT

In the said Rules, in rule 309, after the proviso, the following proviso shall be added, namely:-

" Provided further that for the purposes of these measurements for seating room of an autorickshaw, 5 children upto 14 years, shall be reckoned as 3 passengers".

(BY ORDER OF THE GOVERNOR)



S.MALATHI
SECRETARY TO GOVERNMENT

To
The Works Manager,
Government Central Press,
Chennai - 79
(For publication in the
Tamil Nadu Government
Gazette and Supply of 25 Copies of the Gazette)
The Transport Commissioner, Chennai -5.
The Director General of Police, Chennai- 4
All Collectors,
All Regional Transport Officers,
All Superintends of Police,
Joint Transport Commissioners,
Deputy Transport Commissioners
All Commissioners of Police,
Copy to:-
The Law Department, Chennai -9,
SF/SC.

// FORWARDED BY ORDER //

Sd/-
SECTION OFFICER

Annexure 23

ABSTRACT

Motor Vehicles - conversion of existing petrol driven Auto Rickshaws into Liquefied Petroleum Gas mode-Enhancement of subsidy - Orders Issued.

HOME (TRANSPORT. III) DEPARTMENT.

G.O.Ms.No 1158 Dated 11/9/2008
திருவள்ளூர் ஆண்டு, ஆவணி திங்கள், 26 ம் நாள்

Read:

1. G.O.Ms.No.510, Home, dated 13.4.2007
2. From the Transport Commissioner Chennai
D.O.Letter No.5562/C3/2007 dated 7.2.08 and 5.3.08.
3. From the Chairman, TNPCE, Chennai Lr.NO. TNPCE/
DD(L)-II/684/2005 dated 21.7.2008

ORDER :

In G.O. first read above orders were issued for conversion of existing petrol driven Auto rickshaws plying in Chennai city in to Liquefied Petroleum Gas mode in a phased manner with subsidy of Rs.2,000/- to be granted by the Tamil Nadu Pollution Control Board.

2. While moving Demand No.25 relating to Motor Vehicles Act and Administration in the Tamil Nadu Legislative Assembly on 4.9.08, the Hon'ble Minister (Transport) announced to enhance the subsidy from Rs.2,000/- to Rs.3,000/- for converting existing petrol driven Auto Rickshaws in Chennai City to Liquefied Petroleum Gas mode.
3. To implement the announcement the Chairman, Tamil Nadu Pollution Control Board was requested to obtain and convey the concurrence of the Board for enhancement of subsidy from Rs.2,000/- to Rs.3,000/-. In his letter 3rd read above the Chairman, Tamil Nadu Pollution Control Board has stated that an additional amount of Rs.1.88 crores has been approved by the Board for enhancing the subsidy from Rs.2,000/- to Rs.3,000/- for converting existing 28,760 petrol Driven auto rickshaws to Liquefied Petroleum Gas mode. The Transport Commissioner will obtain funds from the Tamil Nadu Pollution Control Board and release the subsidy through the Regional Transport Officers concerned.

4. The Government have examined the proposal of the Transport Commissioner and decided to accept the proposal of the Transport Commissioner for enhancement of subsidy from Rs.2,000/- to Rs.3,000/-, for converting 28,760 existing petrol Driven Autos into Liquefied Petroleum Gas mode.

5. Accordingly the Government direct that the enhanced subsidy of Rs.3,000/- per vehicle for converting existing petrol driven autorickshaws into Liquefied Petroleum Gas mode for 28760 Auto rickshaws in Chennai city. The Transport Commissioner shall obtain funds to meet from the Tamil Nadu Pollution Control Board and release the subsidy through the Regional Transport Officers concerned.

6. This order issued with the concurrence of Finance Department vide its U.O.No.56907/Fin (Home.I)/08 dated 11.9.08

(BY ORDER OF THE GOVERNOR)

S.MALATHI

PRINCIPAL SECRETARY TO GOVERNMENT

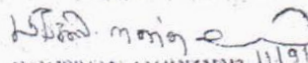
To

The Transport Commissioner, Chennai-5
The Director General of Police, Chennai-4
The Commissioner of Police, Chennai-8
The Collector, Chennai
The Secretary, E&F Dept, Chennai-9
The Chairman,
Tamil Nadu Pollution Control Board, Chennai-32
The Joint Transport Commissioner, Chennai-23
The Collector, Kancheepuram/Tiruvallur
The Accountant General, Chennai-18
The Pay & Accounts Office, Chennai-35/18
All Regional Transport Offices in Chennai city
The Regional Transport Office,
Kancheepuram/Tiruvallur

Copy to

The Finance Department, Chennai-9

by//FORWARDED BY ORDER//


SECTION OFFICER 11/9/08

Annexure 24

121 92229

ABSTRACT

Motor Vehicles - Autorickshaws - Grant of permit for 5+1 seater Diesel Autos manufactured by M/s. Scooters India Limited - Ban on registering new three seater autorickshaws in the Chennai City - Continued - Orders - Issued.

HOME (TR.VI) DEPARTMENT

G.O.Ms.No. 1439. Dated : 29.10.99.

Read:

1. G.O.Ms.No.1492, Home, dated 30.10.98.
2. G.O.Ms.No.166, Home, dated 10.2.99.
3. G.O.Ms.No.841, Home, dated 14.6.99.
4. G.O.Ms.No.1214, Home, dated 1.9.99.

ORDER:

1. In the G.O. first read above, the Government granted permission to register 100 vehicles of 'Vikram' 3 wheeler 5+1 seater autos in Chennai City on an experimental basis. While doing so, the Government also ordered a ban for registering new three seater autos for 3 months. In the G.Os. second and fourth read above, the ban was extended after reviewing the position and it expires on 31.10.99.

2. Now the Government have reviewed the matter again and decided to extend the ban. Accordingly, the Government direct that a ban imposed on registering new three seater autorickshaws in Chennai City shall be extended until further orders.

3. The ban as ordered above shall not be applicable to the autos purchased through loans obtained from Tamil Nadu Adi Dravid Housing Development Corporation (THADCO).

(BY ORDER OF THE GOVERNOR)

SANTHA SHEELA NAIR,
SECRETARY TO GOVERNMENT.

To: The Transport Commissioner, Chennai-5.
The Commissioner of Police, Chennai-5.

Page 1 of 1 By Order

Annexure 25

GOVERNMENT OF TAMIL NADU

ABSTRACT

Traffic-Chennai City Traffic Regulation-Restriction of Autorickshaws menace on Wall Tax Road-Notification under section 115 of the Motor Vehicles Act, 1988-Published.

HOME (TR.V) DEPARTMENT

67757

G.O.MS.NO.1346

Dated: 5.10.1999.

Read:-

From the Commissioner of Police, Chennai Lr.C.No.JCT/
N1/153/7769/99, dated 7.4.99.

ORDER:

The Commissioner of Police, Chennai is requested to implement the prohibition imposed in the following Notification immediately. He is also requested to cause appropriate traffic signs to be placed or erected under section 116 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) at suitable places.

2. The following Notification will be published in the Tamil Nadu Government Gazette:-

NOTIFICATION

In exercise of the powers conferred by section 115 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988), the Governor of Tamil Nadu in the interest of public safety and convenience, hereby prohibits the plying of autorickshaws in Walltax Road from the Junction point of E.V.R. Salai upto Issac Street (both ways) in the City of Chennai.

SANTHA SHEELA NAIR,
SECRETARY TO GOVERNMENT

To

The Commissioner of Police, Chennai-6

The Works Manager, Central Press, Chennai-79.

(for publication in Tamil Nadu Government Gazette for supply of 5 copies of the Notification).

The Director General of Police, Chennai-4.

✓ The Transport Commissioner, Chennai-5.

The Transport/Law Department, Chennai-9.

The Director of Highways, Chennai-3.

The Assistant Engineer, Chennai-7.

Annexure 26

9. 05. 20

GOVERNMENT OF TAMILNADU

ABSTRACT

Motor Vehicles - Contract carriages - Autorickshaws - enhancement of rates of fare for contract carriage autorickshaws - Amendment to Notification under section 67(1)(i) of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) - Issued.

HOME (TRANSPORT.VI) DEPARTMENT

G.O.MS.NO. 48 **DATED:10.1.2007**

Read:

1. G.O.Ms.No. 2939, Home, dated 9.12.1981
2. G.O.Ms.No. 1129, Home, dated 11.5.1988
3. G.O.Ms.No. 1319, Home, dated 27.8.1991
4. G.O.Ms.No. 101, Home, dated 20.1.1991
5. G.O.Ms.No. 1111, Home, dated 20.7.1993
6. G.O.Ms.No. 976, Home, dated 30.6.1995
7. G.O.Ms.No. 1651, Home, dated 31.10.1995
8. G.O.Ms.No. 1679, Home, dated 5.11.1996

Read also:

From the T.C., Chennai, D.O.Lr.No.G3/ 32149/04, dated 8.11.06, 12.12.2006 and 29.12.2006.

ORDER:

The fare for contract carriage autorickshaws was lastly revised in the Government Order 3th read above. Consequent to the writ petitions filed in High Court of Madras against the revision of fare, further revision of fare could not be made subsequently. Now, cases filed in High Court of Madras against the Government, in the matter have been disposed of. The Government have now decided to revise the fare for contract carriage autorickshaws keeping in view of the increases in fuel prices. Accordingly, the Government direct that the fare for contract carriage autorickshaw in Chennai Metropolitan area shall be Rs.6/-per kilometre. The minimum

at Rs. 24/- for the first two kilometres. The waiting charge shall be 40 paise for every five minutes. The night charges from 10.00 p.m. to 5.00 a.m. shall be day time fare plus 25 per cent extra of the day time fare. The Government also direct that .

- i. The meters of the contract carriage autorickshaws which are fitted with electronic meter shall be recalibrated according to the revised fare structure within 45 days from the date of issue of notification of fare revision.
- ii. The contract carriage autorickshaws which are fitted with mechanical meter shall be recalibrated within 90 days from the date of issue of notification of fare revision.
- iii. The contract carriage autorickshaws which are fitted with old mechanical meter shall fix new electronic meters within six months from the date of issue of notification of the fare revision and
- iv. The revised fare structure shall be either written or pasted on the body of the autorickshaws visible to the travelling public.

2. The new rates shall apply to all contract carriage autorickshaws in Chennai Metropolitan areas. In respect of contract carriage autorickshaws plying in Districts, the fares will be revised by the Regional Transport Authority i.e. District Collector concerned with due regard to the local conditions subject to the rates prescribed in this Government order.

3. The meters of autorickshaws shall be recalibrated, Till they are re-calibrated, conversion table corresponding to the revised rates of fare with reference to the reading in the existing meters shall be followed. The conversion table should be authenticated by Regional Transport Officers. One copy of the authenticated conversion table should be available in the vehicle itself. The Regional Transport Officer should ensure that the fare is collected in accordance with the conversion table.

4. The following Notification will be published in the Tamil Nadu Government Gazette Extra ordinary, dated 26th January 2007.

NOTIFICATION

In exercise of the powers conferred by clause (i) of sub-section (1) of section 67 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988) and in partial modification to the Home Department Notification No.II-2/HO/5295(V)/81, dated the 9th December 1981, published at pages 1 to 3 of Part.II -Section 2 of the Tamil Nadu Government Gazette Extraordinary, dated the 10th December 1981 as subsequently amended, the Governor of Tamil Nadu hereby directs that,-

(1) the State Transport Authority, Tamil Nadu to fix the following rates for contract carriage autorickshaws plying within the Chennai Metropolitan area, as specified below:-

- (i) Minimum charge for first two kilometres : Rupees fourteen only
- (ii) For each additional kilometre : Rupees six only
- (iii) Detention charge : Forty paise for every 5 minutes
- (iv) For Night Service between 10.00 p.m. and 5.00 a.m. : In addition to the above rate, an additional charge of 25 per cent of the above rate:

(2) the Regional Transport Authority, that is, the District Collector concerned to revise the fares of the autorickshaws plying

Annexure 27

GOVERNMENT OF ANDHRA PRADESH
SECRET

Motor Vehicles - scooters India Limited - Vikram,
Wheeler 5 seater Diesel Vehicle - Jemission to run
Lubrication shows in TamilNadu - Rates of fare fixed -
Revised.

Home (Transport-VI) Department

U. O. I. S. No. 1493

• ឈ្មោះ: 30.10.199

Legend:

- 1) G.O.Bs.No.1056, Gens, Dated: 17.7.97
- 2) From the Computers India Limited, Chennai
Letter, G.O.IIL 75/(c)/1796/97 dated: 7.10.97
- 3) G.O.Bs.No.1492, Gens, Dated: 30.11.98

COLLA.

In the U.O. first read above, the Government has permitted to register Vikram 3 vehicle 5 seater under as a public service vehicle (inter city) in Delhi. In the G.O. third read above, the Government has given permission for running 100 Vikram 3 vehicle 5 seater vehicles as authorizeshows in the city of Chennai on experimental basis.

2. After careful consideration regarding the fare to be collected from the public for travelling in the vehicles, the Government have decided to fix the fare at Rs. 1/- per head per kilometer (one meter head per kilometer). Accordingly, they direct that the fare for vehicles of category 5 center drive vehicles be fixed at Rs. 1/- per head per kilometer.

3. The following Notification will be published in the TamilNadu Government Gazette:-

NOTICE ATTACH

In exercise of the powers conferred by sub-section (1) of section 67 of the Motor Vehicles Act, 1930 (Central Act 59 of 1930), the Government of Madras hereby directs that the fare for the three wheeler and five wheeler motor vehicles, be fixed at Rs.1/- (Rupee one only) per kilometre.

SECRETARY OF THE LEGAL
COUNCIL OF THE GOVERNMENT

The Transport Commissioner, Chennai-5

To
The Brothers India Limited, No. 12, Chattrapati
Purnani Colony, Sagarpet, Chennai-15
The Director General of Police, Chennai-15
The Commissioner of Police, Chennai-5
The Works Manager, Government General Press, Chennai-15

continued by Order

(S_d) x x x

Annexure 28

Table 31: Vehicular position in Chennai city as on 01.08.2010

VEHICULAR POSITION IN CHENNAI CITY AS ON 01.08.2010			
TRANSPORT		NON TRANSPORT	
STAGE CARRIAGES		Motor Cycle	1444238
PUBLIC (Stu)	5593		
PRIVATE	8	Scooter	384012
TOTAL	5601	Mopeds	606125
		TWO WHEELERS	2434375
Mini bus	0	Motor Car	530898
		Jeep	9903
		Tricycle Auto	2795
Contract Carriages			
Autorickshaw	51613	Tractor	4302
Ordinary Taxi	1239		
Motor Cab(SP)	18144	Three Wheeler	8115
Motor Cab(AIP)	6604		
Maxi Cab(SP)	10448	Four Wheeler	2587
Maxi Cab(AIP)	1694		
Omni Bus (SP)	153	Road Roller	188
Omni Bus (AIP)	65		
		Others	8434
TOTAL	89960		
Private Service Vehicle	2779	Total Non Transport	3001597
School Bus	2156		
Ambulance	1353		
Fire Fighter	109		
TOTAL	6397		
Goods Carriages			
Lorries	31929		
National Permit LORRIES	6539	Transport	167985
Tractor & Tractor	1544		
Light Commercial		Non Transport	3001597
Vehicles	24130		
Articulated Vehicles	1885	TOTAL	3169582
TOTAL	66027		
Transport Total	167985		

Annexure 29

Transport Department

<p>From</p> <p>Dr. M. Rajaram, IAS Transport Commissioner Chepauk Chennai 600 005</p>	<p>To</p> <p>Thiru. Prasant Jena, Centre for Public Research, Door No.28/3656, 1st Floor, Sonoro Church Road, Elamkulam, Kochi, Kerala 682 020.</p>
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Lr.R.No.73516/B4/2010, Dated:09.12.2010

Sir,

Sub : Auto rickshaw particulars requesting - Regarding.

Ref Letter received from Thiru. Prasant Jena, Centre for Public Research, Kerala on 22.11.2010

The details required regarding share autorickshaw / autorickshaw in your letter cited are furnished as follows:

1. Fee for grant of autorickshaw permit is Rs.325 /- in Chennai city
2. Fee for grant of share auto permit Rs.525/- Service charge Rs.100=Total Rs.625
- 2(a). Both the permits are issued as contract carriage permit under section 74 of Motor Vehicles Act, 1988. But, the Seating capacity of the share auto is 5+1. Whereas the Seating Capacity of autorickshaw is 3 +1
3. According to the G.O.Ms.48, Home(Transport) Department, Dated:10.1.2007 the fare for autorickshaw fixed as follows:
The Minimum fare upto 2 Kms is : Rs. 14.00
The Additional fare for each km is : Rs. 6.00
4. According to Rule.3(da) of Tamil Nadu Motor Vehicles Act, 1989 " Share auto" means a motor vehicle constructed, adapted or used to carry five passengers excluding the driver for hire reward and having less than four wheels
5. The details may be obtained from the Office of the Additional Commissioner of Police (Traffic), Chennai.
6. Share auto permits were granted to operate with in a radius of 30 km from district headquarters and not exceeding the limit of the District boundary.

Sd./- M. Rajaram,
Transport Commissioner.

// By order //

Assistant Secretary III

10/12/10

Annexure 30

P I L Petition filed before the Hon'ble High Court, Chennai to curb violations of autorickshaw drivers

1. The Advocate, Thiru. P.Immanuel Prakasam, Chennai has filed a Public Interest Litigation petition in writ petition No.22026/2010 before the Hon'ble High Court with a request to issue direction to the respondents to fix minimum auto fare slab, to direct all auto drivers to fix auto fare meters approved and sealed by the competent authority and to direct the auto drivers to collect fare from the passengers only on the basis of auto fare meter reading.
2. With reference to the above, the following remarks are furnished:
3. The autorickshaw fare was fixed on 10.01.2007 after convening a meeting with all the Autorickshaw Unions / Consumers Groups / NGOs and subject experts from Anna University.
4. The fare for autorickshaws plying within the Chennai Metropolitan area was fixed as per G.O.Ms.No.48, Home(Tr.VI) Department, Dated:10.1.2007 as follows:
 - i) Minimum charge for two k.ms. - Rs. 14.00
 - ii) For each additional k.m. - Rs.6.00
 - iii) Detention charge (waiting charge) - 40 paise for every 5 minutes
 - iv) For night service between 10 p.m to 5 a.m. - In addition to the above rate, an additional charge of 25% of the above rate
5. The prevailing fare for autorickshaws in adjoining States are as follows:

S.No.	States	Minimum Charge for 1 st two k.m (Rs.)	Fare for each additional k.m (Rs.)
1.	Andhra Pradesh	12.00 (1.6 k.m)	7.00
2.	Karnataka	14.00 (2 k.m)	7.00
3.	Kerala	10.00 (1.25 k.m.)	6.00
4.	Tamilnadu	14.00 (2 k.m)	6.00

2

From the above comparative statements, it is seen that, the fare fixed in the State of Tamilnadu is nominal and reasonable.

6. The autorickshaw fare prevailing in Tamil Nadu is more or less equal to Kerala, Andhra Pradesh and Karnataka.
7. Comparative statement of retail selling price of petrol / diesel / LPG is given below:

S.No.	Revision	Petrol	Diesel	LPG
		Per litre (Rs.)		
1.	As on 1.1.2007	49.67	34.41	26.67
2.	As on 26.6.2010 *	55.92	40.07	33.55
3.	Percentage of increase	12.58%	16.44%	25.79%

* The date on which the price of fuel was hiked lastly.

If the autorickshaws are operated in LPG mode, the operational cost would be cut down by 40%

8. The price hike of various kinds of fuel used in autorickshaws are only nominal. Hence, even today, the operational cost of autorickshaw is viable with the existing fare structure.
9. The Consumers are of the opinion that any upward fare revision of autorickshaw fare will put into hardship.
10. After the issue of G.O. fixing the prevailing autorickshaw fare all the autorickshaws meters have been calibrated as per the fare fixed in the G.O. Further while issuing and renewing the fitness certificates, the fare meters are being checked, approved and sealed by the competent authorities in the Transport Department.

3

11. The Enforcement officials of the Transport Department are conducting regular checks along with the officials of the Police Department to curb offences such as non-fitment of fare meter, fare meter tampering, not engaging of fare meter and excess fare demand. The officials of the Transport and the Police Departments have taken action against erring autorickshaw drivers for the above irregularities as per Sections 86 and 177 of Motor Vehicles Act 1988. The irregularities detected at the state level for the past 4 years are as follows:

Action taken on irregularities Detected

Sl.No.	Details of Irregularities detected	No. of cases booked
1.	Tampering of faremeter	9,618
2.	Not using faremeter	31,583
3	Demanding excess fare	80,062
4.	Refusal to Ply	18,845

12. The Government had imposed ban on issue of Autorickshaw permits in Chennai Metropolitan Area vide G.O.Ms.No.1439, Hcme(Transport VII) Department, Dated: 29.10.1999
13. The Government of Tamil Nadu relaxed the above ban for granting of 2500 auto permits with subsidy and 7500 autorickshaw permits without subsidy vide its G.O.Ms.No.322, Home (Transport VI) Department, Dated:1.3.2007 and G.O.Ms.No.1645, Home (Transport III) Department, Dated: 18.12.2008 in order to provide employment to the educated unemployed youth in Chennai Metropolitan Area. So far 9699 permits have been granted on the basis of the above G.O.

14. To meet the public demand, to promote ownership culture among the unemployed youth and to provide better service to the public, Government have totally lifted the ban on grant of permits for autorickshaws vide G.O.Ms.No.463, Home (Tr.III) Department, Dated:13.5.2010
15. Consequent to the orders of the lifting of ban on issue of autorickshaws permits, 20,632 permits have so far been granted in this State and out of which 9267 permits have been granted in Chennai Metropolitan Area.
16. Due to increased number of autos in tune with the public demand, offences like demanding excess fare, overloading of persons, refusal to ply to particular destination, etc are expected to come down considerably. As on today about 1,77,000 autorickshaws are operated in this State and out of which 70,000 autorickshaws are operated in Chennai Metropolitan Area.
17. The Hon'ble High Court, Chennai has directed the G.P. to get instructions and reply in 3 weeks while hearing the above Public Interest Litigation petition filed by Thiru.P.Immanuvel Prakasam.
18. Accordingly counter will be prepared and sent to Government after vetting by the Government Pleader within two days.

Annexure 31

Questionnaire for Drivers

1. Profile of the Respondent								
a. Name	b. Gender	c. Age (years)	d. Educational Qualification	e. Marital Status	f. Place of Residence in Chennai	g. Where do you originally belong to?	h. No. of family members	i. No. of Children
	i) M ii) F	i) 18-20 ii) 21-25 iii) 26-30 iv) 30-40 v) 40-50 vi) >50	i. < 8 th pass ii. 8 th pass iii.. 10 th pass iv.. 12 th pass v. Graduation vi. Other	i) Married ii) Single iii) Divorced			i. Alone ii. 1 iii. 2 iv. 3 v. 4-5 vi. >5	i) 0 ii) 1 iii) 2 iv) 3 v) >3

2. Income				
a) Monthly income (Rs)	b) Monthly family income (Rs)	c) Family members working	d) Monthly family expenditure	e) Personal expenditure (except on autorickshaw)
i) 3000 ii) 3000-5000 iii) 6000-8000 iv) 9000-12,000 v) 12,000-15,000 vi) 15,000-20,000 vii) >20,000	i) 3000 ii) 3000-5000 iii) 6000-8000 iv) 9000-12,000 v) 12,000-15,000 vi) 15,000-20,000 vii) >20,000	i) Wife ii) Father iii) Mother iv) Children v) Siblings	i) 3000 ii) 3000-5000 iii) 6000-8000 iv) 9000-12,000 v) 12,000-15,000 vi) 15,000-20,000 vii) >20,000	i. <=500 ii. <=1500 iii. 1500-3000 iv. 3000-5000 v. 6000-8000 vi. 9000-12,000

3. General info					
a) Family members suffering from health problems	b) Do you have any debts? If yes,	c) Assets owned:	d) Social Security (Insurance)		
			d1) Type	d2) For whom (self-S), (Family-F)	d3) Premium a) <50 b) <100 c) within 500 d) within 1000 e) >1000
i) Wife ii) Mother iii) Father iv) Children v) Siblings	i) <5000 ii) 5000-15000 iii) 15,000-25,000 iv) 25000-50,000 v) > 1Lakh	i) House/Land ii) Radio iii) TV iv) Bike v) Car	i) Health ii) Pension iii) Vehicle iv) Life v) Education		

4. Expenditure Pattern						
a) House rent (in	b) Health Problems	c) Educatio	d) Festivals/ Ceremonies	e) Food	f) Electricity Bill	g) EMI on (non-Autorickshaw

Rs)		n				loan)
Monthly	Monthly	Monthly	Annually	Monthly	Monthly	Monthly
i. 500-1000 ii. 1000-2000 iii. 2000-3000 iv. >3000	i. <500 ii. 500-1000 iii. 1000-3000 iv. >3000	i. <300 ii. 300-500 iii. 500-1000 iv. >1000	i. <2000 ii. 2000-3000 iii. 3000-5000 iv. >5000	i.<3000 ii. 3000-4000 iii. 4000-5000 iv. >5000 v. >10000	i. <300 ii. 300-500 iii. 500-1000 iv. 1000-1500 v.>1500	i. <500 ii. 500-1500 iii. 1500-3000 iv. 3000-5000 v.5000-10000 vi. >10,000

5. Professional Information:

- a. Why do you drive an autorickshaw?
 - i) Did not get any other job
 - ii) Gives higher earning than other jobs
 - iii) Family business
 - iv) Friends/family suggested
- b. How many years of experience do you have in driving autorickshaw?
 - i) Less than 1 year
 - ii) 3-5 yrs
 - iii) 5-10yrs
 - iv) 10-15yrs
 - v) 15-20yrs
 - vi) >20 yrs
- c. What type of driving licence is required to drive an autorickshaw?
 - i) Two wheeler
 - ii) Four Wheeler (light vehicle)
 - iii) Other (specify).....
- d. How did you learn driving?
 - i) Self trained
 - ii) Trained by friends/family members
 - iii) Driving school

e.1. Kilometres driven per day	e.2. Hours spent driving per day	e.3.Average time spent waiting per day	e.4.Average speed of travel	e.5.Maximum speed of travel		
i. <80 ii. 80- 100 iii.100-120 iv.120-150 v. >150	i. <1 0 ii. 10 - 12 iii. 12 - 14 iv. 14 - 16 v. >1 6	i. <2 ii. 2-4 iii. 4-6 iv. 6-7 v. >7	i. <3 0 ii. 30 - 40 iii. 40 - 50 iv. >5 0	i. 40 ii. 50 iii. 60 iv. 70 v. 80		
f) What are your operating costs of the following (in Rs):						
f1. Fuel type	f2.Fuel cost (daily)	f3.Rent (daily)	f4.Maintenance/ Repair(monthly)	f5.EMI on loan for Autorickshaw (monthly)	f6.Fines/Penalties/Bribes (monthly)	f7.Other (specify) (monthly)
LPG/ Petrol						

- g. Do you follow any specific route?
If yes, what route?..... b) No
- h. Are you a member of an autorickshaw rickshaw union & why?
a) If yes i) helps in getting passengers ii) helps in times of trouble like accident/deal with police harassment, etc. iii) helps the families of autorickshaw drivers in times of accident/ death iv) provides health insurance/medical benefits v) Other (specify).....
b) If No i) does not help in getting passengers ii) Forced to charge a particular fare iii) High membership fees iv) Restricted to particular zones v) Demands go unheard vi) Other (specify)
- i. How much do you charge as minimum fare (in Rs)?
a) Rs 20/1 km b) Rs 30/1km c) Rs 30/2km d) Rs Rs50/1km e) Rs 50/2km
- j. On what basis do you charge fares: (can choose more than one)
i. Distance Routes
ii. Passenger: Local Resident or Outsider
iii. Fuel costs
iv. Rate of inflation in general
v. The ease of finding a passenger at the destination point
vi. Any other (specify)
- k. Why don't you use the meter?
a) The fare calibrated is low b) Passengers do not want it c) Not working d) other.....
- l. What should the meter down fare be increased to so that you start using the meter? (for how many kilometres)
a. Rs 20 b. Rs 25 c) Rs 15
- m. What should the 'Per Kilometre' rate be?
a) Rs 9 b) Rs10 c) Rs 12 d) Rs 15 e) Rs 20 f) More the Rs 20
- n. What are your average daily working hours?
a. If day shift : i) 6-8hrs ii) 8-12 hrs iii) 12-14 hrs iv) more than 14 hrs
b. If night shift : i) 6-8hrs ii) 8-12 hrs iii) 12-14 hrs iv) more than 14 hrs
- o. Do you refuse the take the customer to a particular destination?
a) If yes, which location..... b) No
- p. Do you have a radio in your autorickshaw?
a. Yes b. No
- p. Do you have a mobile phone?
a. Yes b. If No, why.....
b.

6. Ownership, Leasing and Financing of autorickshaw:

- a. How old is your autorickshaw?
a) < 1 yr b) 1 Year c) > 3 yrs d) > 5yrs e) >8yrs
- b. Do you 'own' this autorickshaw or is it 'rented'?
- c. If rented, how much do you pay as daily rent?
a) Rs 120 b) Rs 150 c) Rs 200 d) Rs 250 e) Rs 300 f) other Specify....
- d. If owned, at what price did you buy it (*excluding Permit price*)?
a) < 1 Lakh b) within 1.2 Lakh c) within 1.3 Lakh d) within 1.5 Lakh
e) within 1.7 Lakh f) within 2 Lakh g) >2 Lakh h) Other.....
- e. How did you finance the purchase?
a) Savings b) Loan from bank c) Loan from private financier, 'Seth'
d) Govt. loan e) Loan from friend/relatives
- f. If borrowed from Seth, why?
a) Bank refused to provide loan due to inadequate documents b) Seth gives faster loan with lesser documents c) Bank takes more days to sanction loan d) other(specify)
- g. If borrowed from Seth, what are the documents that you have to give? Choose any.
a) Autorickshaw permit b) Residence certificate c) No document required
- h. What are the conditions for availing for loan: (choose the following)
a) **Period of Loan:** i) 2Yrs ii) 3Yrs iii) 4yrs iv) 5yrs v) > 5yrs
b) **Down Payment:** i) Rs 30,000 ii) Rs 50,000 iii) Rs 70,000 iv) > Rs 70,000
c) **Monthly Installment (EMI):** i) within 3000-5000 ii) 5000-7000 iii) other specify
d) **No. of monthly installments remaining:** i) No dues remaining ii) 1year
iii) within 3-5yrs iv) 5-7 yrs v) 7-9 yrs vi) > 10 yrs (specify).....
- i. If you are not able to pay the monthly installments on time, do you have to pay a fine? **Yes/No**
a) If Yes, choose: i) within Rs 300 ii) within Rs 500 iii) within Rs 1000
iv) > Rs 1000
- j. What classes of passengers use autorickshaw services? (*Choose any*)
i) Lower class ii) Lower Middle Class iii) Middle Class
iv) Upper Middle Class v) Upper class
- k. According to you what should be the monthly income of an Autorickshaw driver? (in Rs)
i) 3000-5000 ii) 5000-7000 iii) 7000-10000 iv) 10000-12000 v) 12000-15000 vi) >15000

7. Government regulations, Licensing and Permit:					
a. Do you have a permit?	b. Price of permit? (in Rs)	c. Source of Permit	d. Price for renewal of permit	e. Difficulties in getting permit (choose any)	f. Awareness about Govt. regulations
i) Yes ii) No	i) <300 ii) 300-400 iii) 400-500 iv) 50000-70000 v) 70000-80000 vi) >80000	i) Seth ii) RTO iii) Transferred ownership iv) Private Financier v) Other (specify)		i) Pay bribe to RTO officials ii) Delay in the process iii) Too many documents required iv) Discrimination faced v) Other(specify)	i) Yes ii) No

8. Competition:

Do you face competition from other modes of transport? Which ones and why?

- a. If yes (choose any): i) Call Taxi ii) Bus iii) Local Train iv) Taxi v) Shared autorickshaw vi) Maxi cab
- b. No

9. Time spent off work:

- a. What do you do during your waiting hours? (Choose any)
- i) Sleep ii) listen to radio iii) listen to music iv) Chat with fellow autorickshaw drivers
v) Smoke vi) Have tea/snacks vii) Read newspaper/magazine viii) Other (specify).....
- b. How often do you engage in leisure activities?
- i) Weekly once ii) twice monthly iii) 2-3 in a month iv) 5-7 days in a month
v) more than 10 days in a month
- c. What kind of leisure activities do you engage in? Choose any.
- i) Watch TV/listen to radio ii) Sleep iii) Drink iv) Go out with family shopping/movies
v) Help in household chores vi) Other (specify).....
- d. In a month, how often do you take a day off from work?
- i) Weekly once ii) twice monthly iii) 2-3 in a month iv) 5-7 days in a month
v) more than 10 days in a month
- e. For what purpose do you take a leave: (can choose more than one):
- i) Illness ii) Work iii) Family iv) Leisure/Rest v) Other (specify)

10. Health Concerns:		
a. Hours of sleeping	b. On- the- job problems (choose any)	c. Health problems (choose any)
i. 4-6hrs ii. 6-8 hrs iii. 8-10 hrs iv. > 10 hrs	i. Tension ii. Driver fatigue iii. Lack of interest iv. Boredom v. Tiredness vi. Stress vii. Distraction	i. Restless sleep/Insomnia ii. Back pains iii. Headaches iv. Obesity v. Digestive troubles vi. Hypertension vii. Any other (specify) iii. No health problem
d. On road stress relieving behavior (choose any)		e. Stress coping mechanism (Choose any)
i. Exceed speed limit ii. Abuse drivers on the road iii. Fall asleep while driving iv. Overtake vehicles v. Break traffic signals vi. Any other (specify)		i. Chewing tobacco ii. Consuming alcohol iii. Smoking iv. Listening to the radio v. Talking on the mobile phone vi. Playing cards with fellow drivers during rest breaks vii. Stopping to take a nap viii. Striking a conversation with the passenger ix. Any other (specify)
f. What is your eating pattern on a normal working day?		
1) How many meals a day?	2) When is your main meal?	3) Where do you have your main meals?
i) Twice ii) Thrice iii) Four times	i) Morning ii) Noon iii) Evening iv) Night	i) Home ii) Outside iii) Depends on the work schedule

11. Traffic Behaviour:

a. Traffic rules that you have violated (choose any)	b. Which of the following have you experienced:
i. Speeding ii. Breaking a traffic signal iii. Driving on the wrong side of the road iv. Illegal Parking v. Overtaking vi. Any other (Specify)	i. Being pulled over at the side of the road by traffic police ii. Paid fine iii. Met with accident (Specify how many times and details) iv. Lost license v. Lost permit vi. Police custody (Specify details)

12. Other Behavioral Characteristics:

a. What angers you on the road?	b. If you had a higher earning, you would like to spend it on:
i) Overtaking of vehicles ii) Slow-moving traffic	• Buying an autorickshaw • Children's education

iii)	Passengers telling you how to drive	• Better standard of living
iv)	Vehicles drawing too close, leading to dents at times	• Medical expenses
v)	Other (specify)	• Dowry expenses of family
		• Any other (specify)

13. Would you continue driving behind a car travelling at the following speeds or would you overtake them :

- | | | |
|------------|---------------|------------|
| a. 30km/hr | -Drive behind | - Overtake |
| b. 40km/hr | -Drive behind | - Overtake |
| c. 50km/hr | -Drive behind | - Overtake |
| d. 60km/hr | -Drive behind | - Overtake |
| e. 80km/hr | -Drive behind | - Overtake |

14. If there is an empty road?

- What speed would you drive at?
- What speed do you think will be dangerous on the road?

15. Perception

1.About Self (as Autorickshaw drivers) (Choose any)	a. Well trained, polite driver b. Violate traffic rules at times, but mostly compliant c. Drive rashly sometimes d. Rude behavior at times e. Overcharge f. Ply by meter g. Other(specify)
2.On Passengers (Choose any)	a. Rude, disrespectful b. Friendly, Polite c. Force them to violate traffic rules d. Distrustful, do not ask for meter e. Trusting, ask for meter f. Other (specify)
3.Passenger on Autorickshaw drivers (Choose any)	a. Rude, untrustworthy, overcharge b. Friendly, go by meter c. Well mannered, but do not use meter d. Drive rashly and overcharge e. Other (specify)
4.Government Authorities (Choose any)	a. Harassing and ask for bribe b. Difficult to approach, unhelpful c. Helpful and cooperative d. Other(specify)
5.The Traffic Police (Choose any)	a. Harassing and ask for bribe b. Just and honest c. Force penalties even if no rule violated d. Cooperative e. Other(specify)
6.Employers/Owners (Choose any)	a. Cooperative and helpful in times of need b. Non-cooperative in times of need c. High rentals and underpaid d. Adequately paid, satisfied e. Other(specify)
7.Banks (Choose any)	a. Easy to approach, provide loans b. Hard to approach, too much documentation required c. Do not provide loans d. Other (specify)
8.Autorickshaw Unions (Choose any)	a. Helpful, confer benefits b. Do not help in times of need c. Stringent rules, hard to follow d. Other(specify)

Annexure 32

Questionnaire for Passengers

1.

Profile of respondent					
a)Name	b) Sex	c) Age Group	d) Localite (L)/ Outsider(O)	e) Place of residence in Chennai	f)Profession
	i) Male ii)Female	1. Below 18 years 2. 18-25 years 3. 26-35 years 4. 36-45 years 5. 46-60 years 6. Above 60 years			a) Govt. official b)IT Professional c) Other Private sector employee d)Teacher/Professor e)Student f) Street vendor g) Other (specify)

2. Tick the characteristic you think is associated with a mode of transport: (within the city)

MODE OF TRANSPORT (Can tick more than one characteristic for each mode)								
CHARACTERISTIC	A)	a)	b)	c)	d)	e)	f)	g)
		Auto ricks haw	Bus	Call taxi	Local Train	Maxi cab	Shared Autoricksha w	Tax i
	1)Accessibility							
	2)Affordability							
	3)Availability							
	4)Comfort							
	5a) Long Distance							
	5b) Short Distance							
	B) FREQUENCY OF USE (Choose one)							
	Auto ricks haw	Bus	Call taxi	Local Train	Maxi cab	Shared Autoricksha w	Tax i	
i) Daily once								
ii)Daily twice								
iii)3-4 times a								

	week							
	iv) 1-2 times a week							
	v) Rarely							
	vi) Emergency							

3. Distance for which autorickshaw is taken: (in km)

a. 1-3 b. 3-5 c. 5-8 d. 8-10 e. 10-15 f. >15

4.

i) Do Autorickshaws overcharge?	ii) If Yes, why?	iii) Do Autorickshaw fares differ by location?	iv) Autorickshaw fare in your location is:	v) If more than 3 people in Autorickshaw, does driver charge extra?
a) Yes b) No	a) High fuel costs b) Bribes paid c) Inadequate fares d) Only-drop, return empty policy e) Compensation for waiting hours (traffic jams) f) Outsider g) Mofussil area trip (difficult to find passenger) h) Other (specify)	a) Yes b) No	a) Higher b) Lower c) Same everywhere	a) Yes b) No

5.

i) Perception about Autorickshaw drivers	ii) Perception about drivers' driving skills	iii) Are Autorickshaw rickshaws responsible for traffic jams?	iv) Any complaints against Autorickshaw drivers?	v) Have any of your complaints being answered?	vi) In times of hurry, do you tell Autorickshaw rickshaw to flout rules?
a. Rude, untrustworthy, overcharge b. Friendly,	a. Well trained and drive safely b. Drive rashly and violate	a. Yes b. No	a. Yes b. No	a. Yes b. No	a. Yes b. No
		iv) Are	vi) If Yes,	viii) What	x) Do you feel

go by meter c. Well mannered , but do not use meter d. Other (specify)	traffic rules c. Violate a rule occasionally , but mostly compliant d. Other (specify)	Autorickshaw drivers responsible for most of the accidents?	complaint regarding: (Can choose more than one)	kind of training do you think should be provided to the Autorickshaw drivers?	that the floating population of Chennai is responsible for high fares?
		a. Yes b. No	a. Rash driving b. Abusive language c. Refusal to provide ride d. Overcharging e. Misbehavior f. Other (specify)	a. Driving skills b. Communication skills c. Grooming d. Customer behavior	a. Yes b. No

6. What is the minimum that you pay for an autorickshaw fare?

- a. 10 b. 15 c. 20 d. 25 e. 30 f. 35 g. >35

7. If the Autorickshaw driver asks for a payment of Rs 100, how much will you bargain? (in Rs)

- a. 0 b. 10 c. 15 d. 20 e. 25 f. 30 g. 35 h. 40 i. 50

8. What do you think should be the Meter Down (minimum) price?

- a. <10 b. 10 c. 11-14 d. 15 e. 16-19 f. 20 g. 21-24 h. 25

9. What do you think should be the fare per kilometer?

- a. 5 b. 6 c. 7 d. 8 e. 9 f. 10 g. >10 (specify)

10. Would you want to go in for Dial-an -Autorickshaw service if it was introduced?

- a. Yes b. No

11. If yes, how much would you be willing to pay as additional service charge for Dial-an-Autorickshaw?

- a. <10 b. 10 c. 11-14 d. 15 e. 16-19 f. 20 g. 21-24 h. 25 i. >25

12. If the Autorickshaw driver offers to use the meter, do you use it?

- a. Yes b. No

13. How much waiting charges are you willing to pay and for what duration?

14. What is the maximum distance for which you take an autorickshaw?

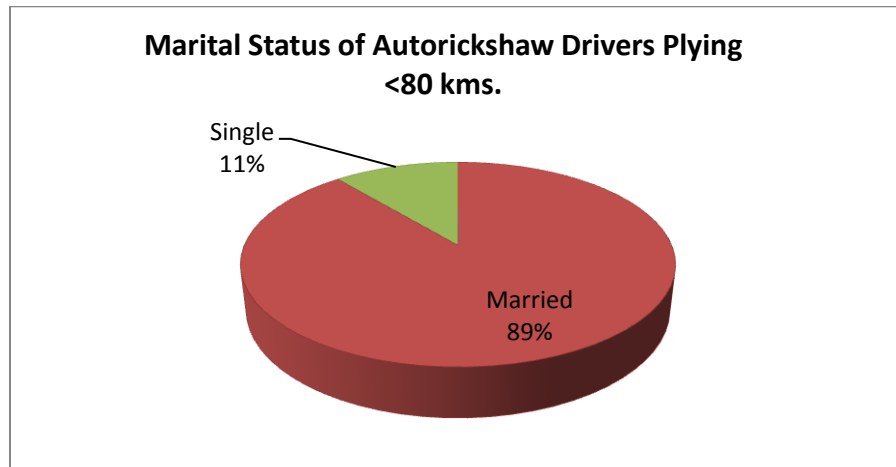
15. What is the maximum fare you are willing to pay for an autorickshaw ride?

16. What change would you like to see in the current autorickshaw system? Any suggestions for improvement?

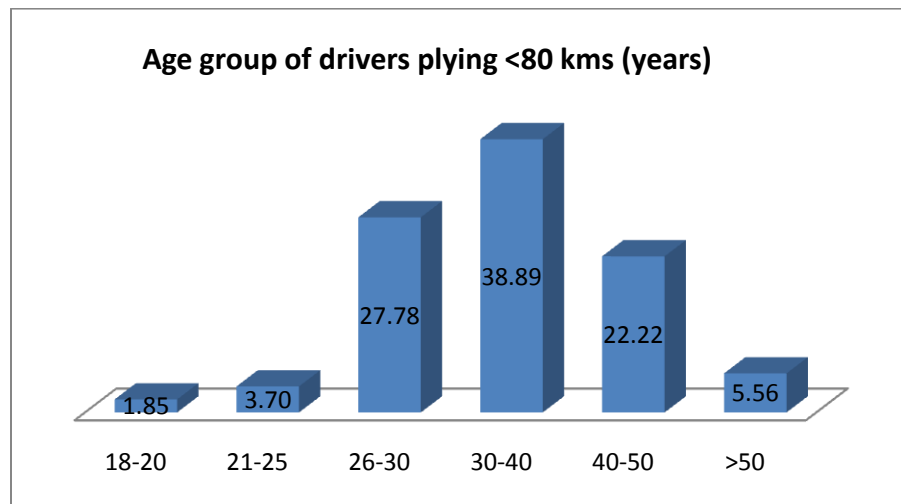
Annexure 33

DATA INTERPRETATION OF AUTORICKSHAW DRIVERS WHO PLY LESS THAN 80 KMS PER DAY

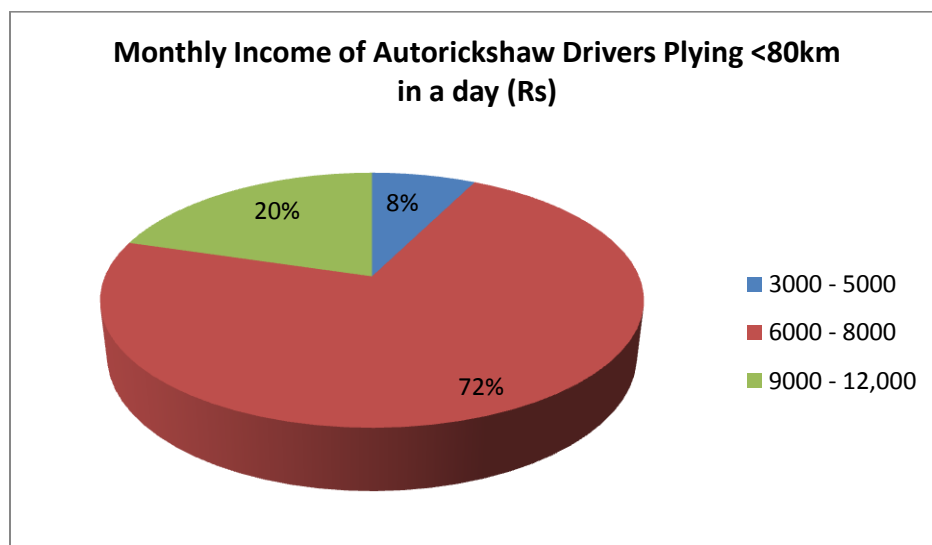
Graph 108



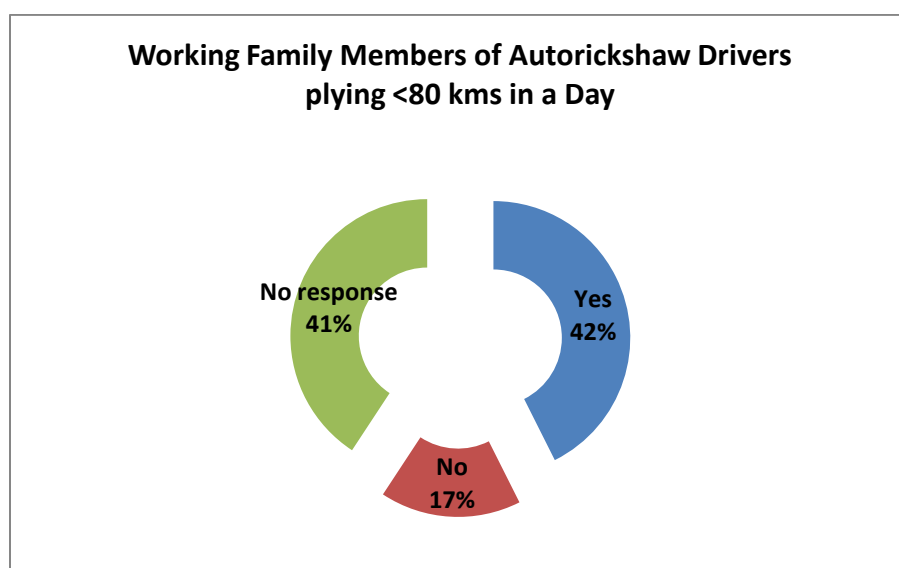
Graph 109



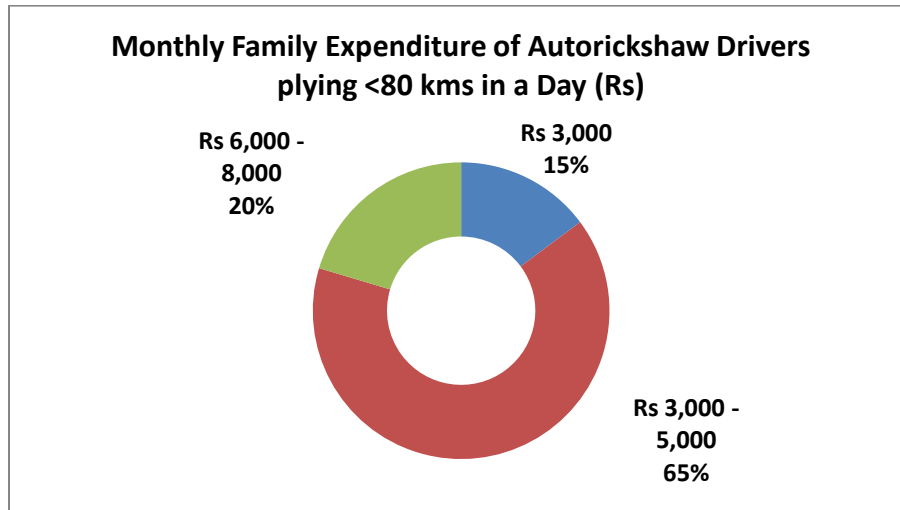
Graph 110



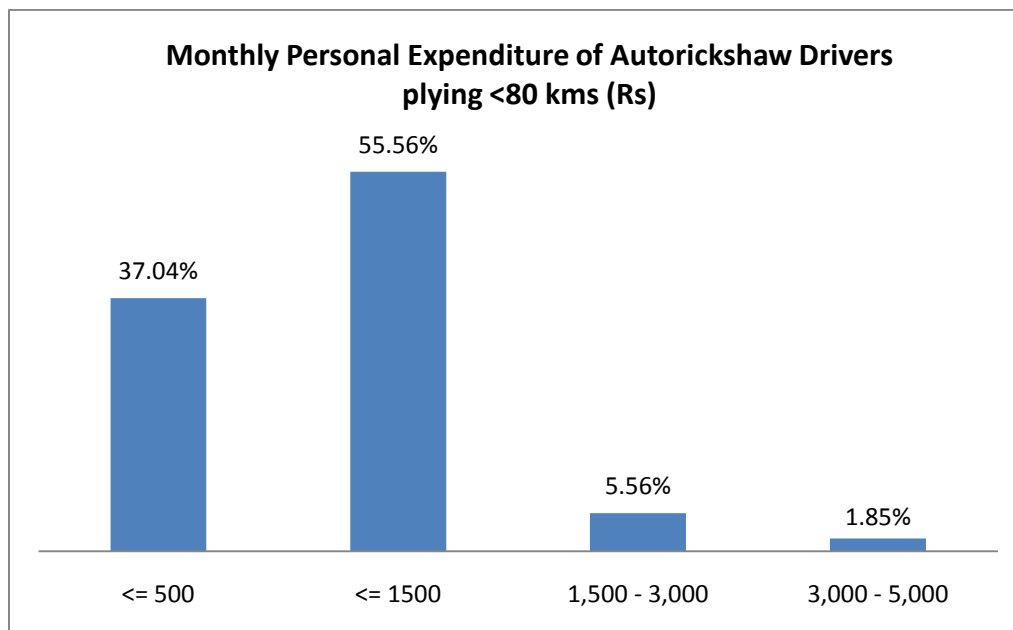
Graph 111



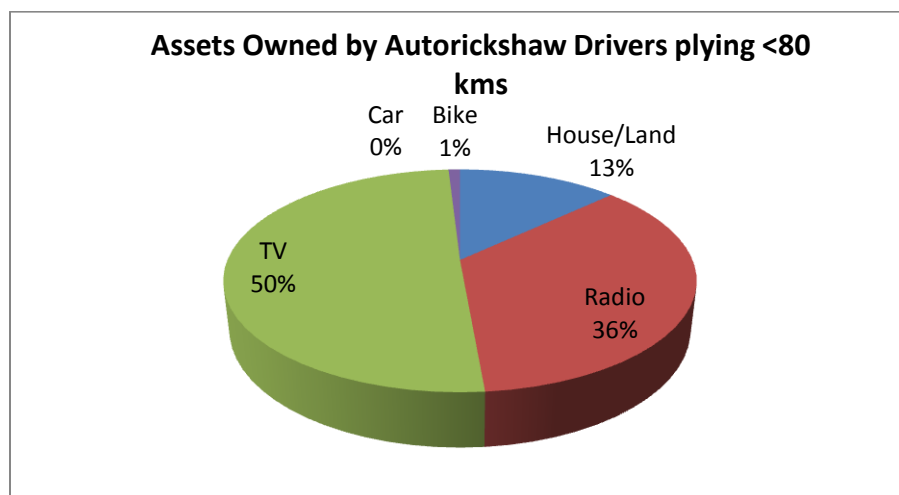
Graph 112



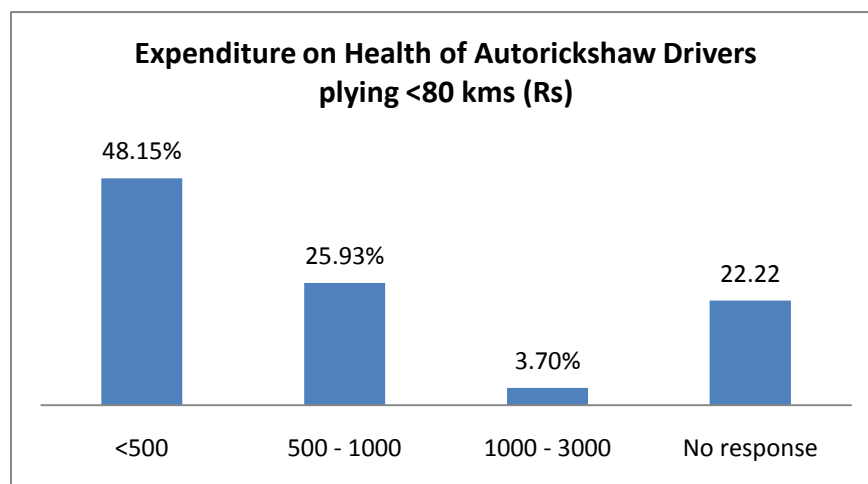
Graph 113



Graph 114

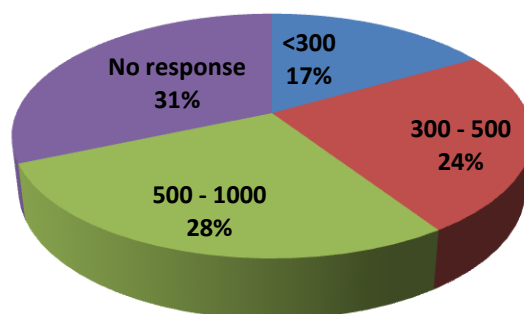


Graph 115



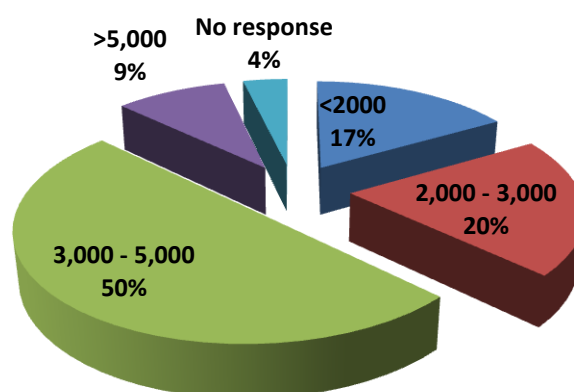
Graph 116

Education Expenditure of Autorickshaw drivers plying <80 km (Rs)

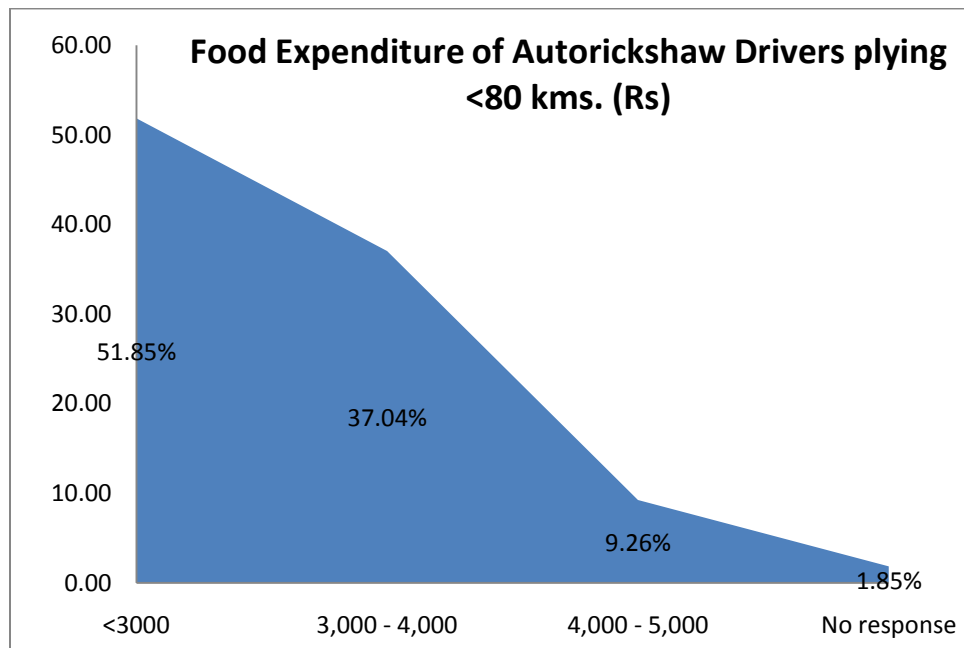


Graph 117

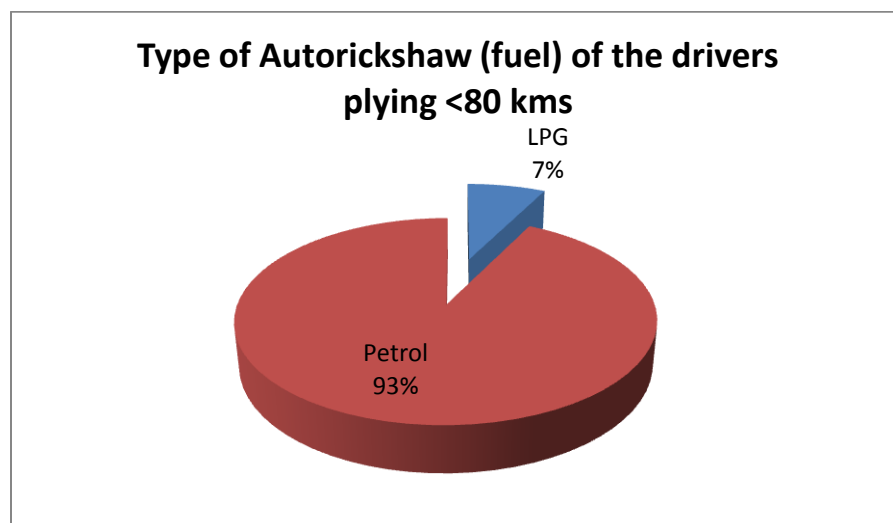
Expenditure on Festivals/Ceremonies of Autorickshaw Drivers plying <80 kms (Rs)



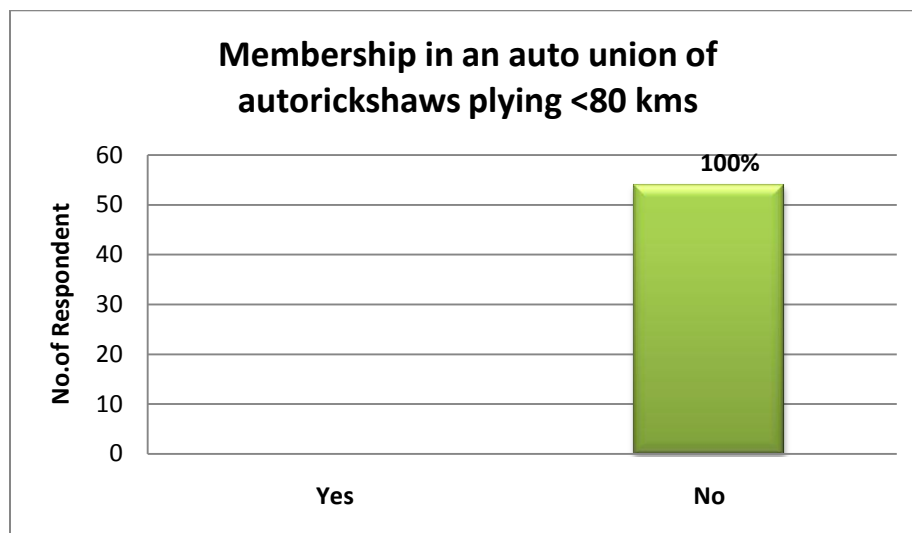
Graph 118



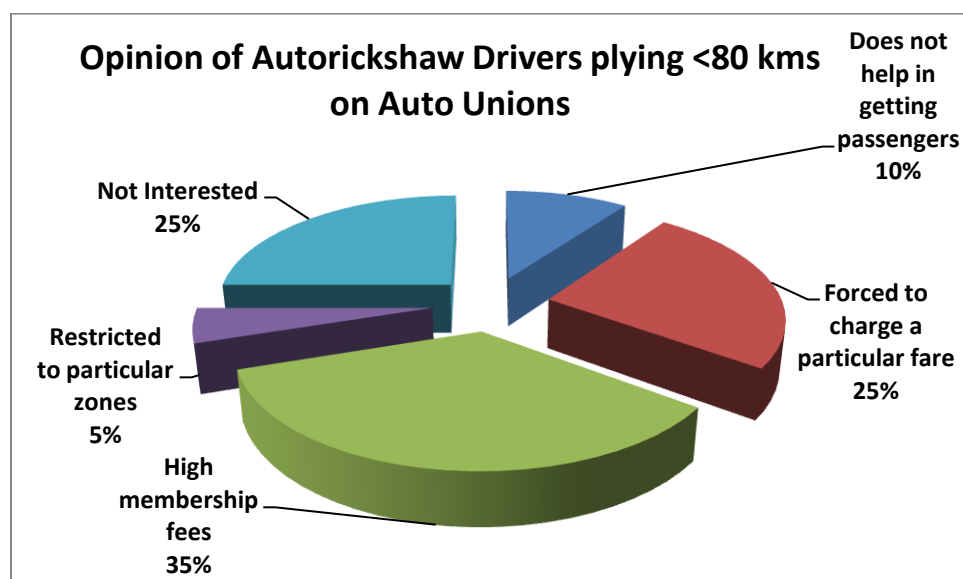
Graph 119



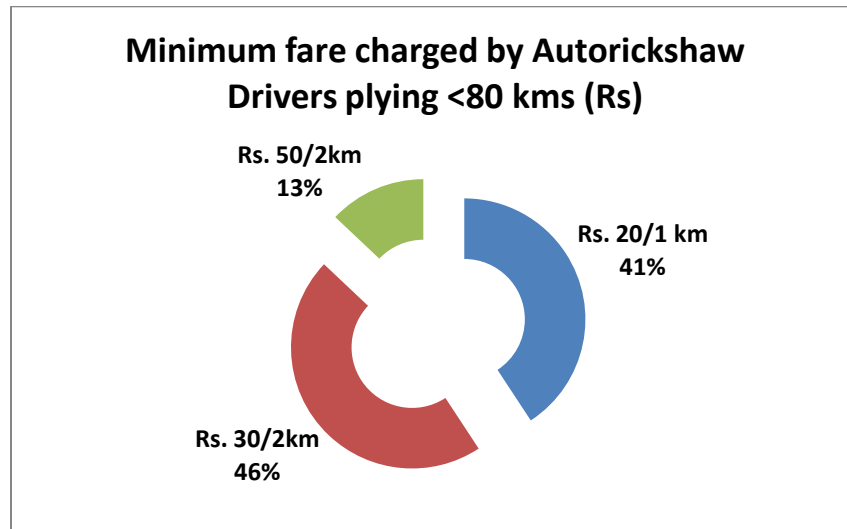
Graph 120



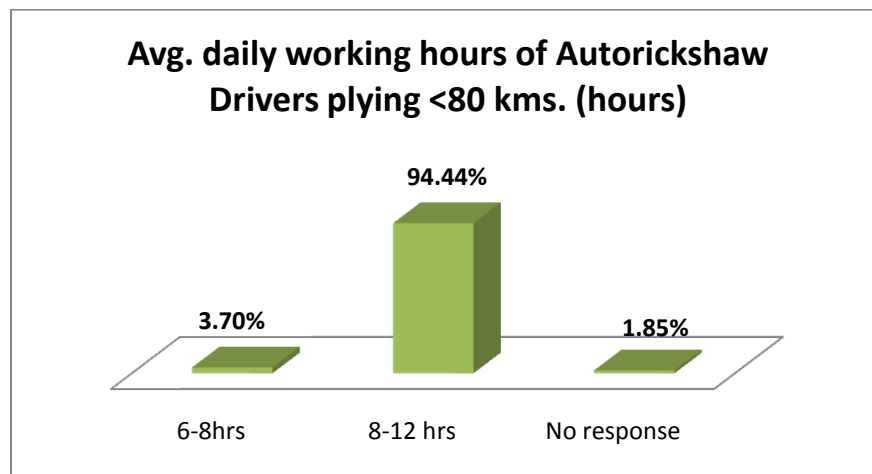
Graph 121



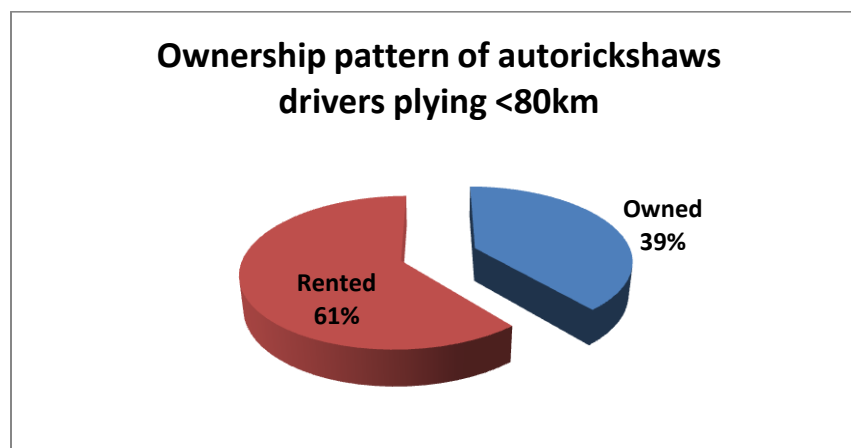
Graph 122



Graph 123



Graph 124



Justification for unequal intervals - Kilometres driven

In the questionnaire, we mentioned the kilometres driven per day by autorickshaws as less than 80, 80 - 100, 100 - 120, 120 - 150 and more than 150.

On observing autorickshaw drivers who drive <80 km, we came across various interesting facts, which are

Table 32: Interesting facts about Autorickshaw drivers plying <80 km

Variable	%
26 to 50 yrs	89%
Married	89%
4-5 family members	94%
Working family members	43%
6,000-12,000 (monthly income)	81%
No Debt	48%
5,000-25,000 debt	52%
Own house in Chennai	24%
Own Autorickshaw	38%
<2000 house rent	64%
Rs 150-Rs 300 fuel cost per day	83%
61% rented Autorickshaw	97% pay rent between Rs 100 to Rs 200 rupees per day

Most drivers are married (89 per cent) and in the age group of 26 to 50 years (89 per cent). Assuming that autorickshaw drivers work all through the month, we derived a monthly expenditure for those that drive <80 km per day. We observed that 32 drivers (61 per cent) who had rented autorickshaw pay rent ranging between Rs 100 to Rs 200 rupees per day. Thus, an autorickshaw driver will spend close to Rs 3,000 to Rs 6,000 on rent alone.

To this, fuel cost, which varies between Rs 4,500 to Rs 9,000 per month (that is from the calculation of 150-300 rupees per day), is added. We also observed that 64 per cent autorickshaw drivers () paid house rents of <2,000 rupees per month.

Assuming that autorickshaw rent and fuel cost is fixed expenses, the variable expenses are house rent, children's education, and expenses on health and leisure.

Thus, the fixed expenditure ranges from Rs 7,500 to Rs 15,000. This alone exceeds the income range of most autorickshaw drivers (81 per cent) which is Rs 6,000 to Rs 12,000. Hence, we observed that 28 autorickshaw drivers (52 per cent) have debts ranging from Rs 5,000 to Rs 25,000. The rest, who did not have debts, either owned houses or got additional support from working family members. Borrowing and support from family members just allow these Autorickshaw drivers to survive in cities.

Thus, on the basis of above facts, the average number of kilometres driven per day should be more than 80 km.

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