

Study the Opinion of General Public and Transporter Regarding the Services Provided by Regional Transport office in Rewa Region of Madhya Pradesh

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ABSTRACT

Regional Transport Officer or as well acknowledged as RTO is a licensing, registration, taxation authority of a particular region. . The services provided by regional transport offices are mainly related to the transportation and used by general citizen, transporters and bus owners. People have different opinion regarding the services related to regional transport offices. Many of the opinion come as pros & cons. The study done in this field to know the opinion of different general citizen, transporters and bus owners as they are satisfies with the services of transport offices or not. The study is also done to know the future view point of the government regarding RTO related services. There are so many questions put up in front of them to know the actual feed back of the people. There are so many points comes with the opinion that regional transport offices are only handle by agents and all the works of transport offices are hold by agents only. The study is done on the basis of primary and secondary data collection with simple random sampling. The data collected are concluded with the positive/negative opinion of general public and transporter with future view point. The whole study is done from the Rewa region of Madhya Pradesh.

Key Words: Regional Transport Office, Opinion of Transporter, Opinion of General Public, Future Viewpoint Regarding RTO

I. INTRODUCTION

Regional transport offices are working under the government of India and following the laws made by Indian government. The services provided by regional transport offices are mainly related to the transportation and used by general citizen, transporter and bus owners. These services are basically provided by regional transport offices for the convenience of public in transportation. Public are also charged to avail these services with some amount of fees and taxes and some time with fine at the time of offence.

II. OBJECTIVES OF THE STUDY

- To know the positive / negative opinion of the people regarding the services provided by regional transport offices.
- To know the positive / negative opinion of the transporter/ bus owner regarding the services provided by regional transport offices.
- To know the future view point that is providing by the government to improve the services of regional transport offices in future.

III. HYPOTHESIS

H_0 : RTO have significant relationship with general public.

H_1 : RTO have significant relationship with transporter/bus owner.

IV. RESEARCH METHODOLOGY

Research method - The whole work of research is completed with using convenient type of research.

Method of Data Collection - Data is collected on the basis of primary data and secondary data. The primary data collected with the help of Questionnaire, direct interview and observation and secondary data collected with the help of RTO reports. There are two different questioner used for the general public and transporter.

Sample Size- The total sample size is 120 where 20 transporters / bus owner and 100 general public used for survey. Data is collected from the Rewa region of Madhya Pradesh.

Sampling technique - Simple random sampling technique used for the sampling.

CONCLUSION

Opinion of General Public:

As per the part of conclusion it is very necessary to know the opinion of people. Here the meaning of people is related to the person who are using transport office related services and it is well known that after an age everybody required the services of regional transport office. It is required when a person purchase a vehicle, he/she has to registered it by regional transport office, it is required when a person become 18 year old and he/she required a driving license for driving a vehicle and many more things comes under the process of regional transport offices which are mandatory for each individual after an age.

People have different opinion regarding the services related to regional transport offices. Many of the opinion come as pros & cons.

Positive Opinions which comes from the General Public are –

- Regional transport offices are known as revenue collection offices of government.
- Regional transport offices plays very important role in our society.
- Transport offices are providing us very essential services.
- The all types of services like registration of vehicles, license, permit, etc. are necessary for all.
- The collected revenue of transport offices are used by government in state development like road constructions.
- Regional transport offices teach safety measures.
- Transport offices give the knowledge of rules and regulation related to transportation.
- The officers who are working in RTO, they are always being attentive as per their duties and work.
- There are very good coordination of activities in regional transport offices departments.
- The fees and charges for having a driving license or registration are affordable.
- The people can use the service of RTO without the help of agents.
- This office helps the people in transportation.
- The taxes and charges gathered by transport offices are necessary for the population to follow the safety rules.

Negative Opinions which comes from the General Public are –

- The registration charges are very high in four wheeler vehicles.
- The revenue collected by regional transport offices is not generalized in front of the public.
- The revenue is not used as per the planning.
- The outer road of Satna and Rewa is fully damaged and never being cared.
- Where are the collected revenue is used is not clear by government.
- The transportation services are fully depending upon the agent services.
- The charges of agents are very higher than the original cost of services.
- Agents are working as the permanent employee of RTO.
- Agents are charging as they want and no one denies them for this offence.
- There is no rule to punish to the agents in transportation laws.
- The behavior of agents is not good with the general citizen.
- There is no internet facility available to get driving license.
- There is no safety book published by regional transport offices which can be easily available in market.

Opinion of transporter and bus owners:

Regional transport offices are playing very vital role in the working of transporter and bus owner. It is said that the whole transport work is revolving around the regional transport departments. The government of India made the rules and regulation related to transportation in India, these rules are suppose to follow by transported and bus owner as per their sections. The regional transport offices are the government offices who are governing these rules and regulation and providing the services related to transportation.

The opinion of transporter and bus owner are come with the pros & cons and overall study said that the transporter and bus owner both are not happy with the services provided by transport department. It is also found that the transporters are more dissatisfied than the bus owners.

Positive opinion comes from the transporters and bus owners are

- RTO plays very important role in the business of transport.
- Regional transport department gives us all services related to transportation.
- Transport department inform us about the rules and regulations for transportation.
- Transport department inform us about the charges of different services.
- The charges of transportation is decided by transport department as per the per kilo meter and updated time to time. These charges are confirmed by transport department to the transporter and bus owners.
- Transport department teach the transporter and bus owner about the road side, road points and road map.
- Transport department teach the transporter that what types of material is allowed to transport.
- Bus owner got to know about how many passengers can travel in particular vehicle.
- The weight of particular vehicle after loading is decided by transport department and confirmed it to transporter.
- The transport department helps the bus owner and transporter with confirming them about the new rules and regulation.
- The transport department always making relation with transporter and bus owner to help them time to time.

Negative opinion comes from the transporters and bus owners are

- The charges of permit (state and national) should be reduces because it is not affordable in some locations.
- The charges of registration of vehicles are very high.
- The no objection certificate charges can be reduced.
- The charges between the border check posts can be eliminated.
- The officers at border check post are charging more than the actual some time without giving the proper reason.
- The charges of agent intermediary are very high in permit and NOC.
- The agents are charging as per their own decision without any interference of RTO.
- The agents are working as the intermediary between the RTO and transporter, so the whole business of transporter conducted by agents which is not good for the transporter.
- Because of the agent interference the whole cost the transportation always goes high.
- The delivery time of the transport is delayed (some time) because of the late working at the border check posts.
- The officers are working in flying squad department of transport offices are charging more than the actual offences.
- There is no direct approach is possible for transporter, if he want to get a permit with immediate effects. It is possible only with the help of agents.
- There are many charges charged by transport department which are very high and unavoidable.
- The behavior of the flying squad officers is very rude.
- The government is not taking any corrective action against the illegal working of RTO.
- The whole regional transport offices are ruled by agents only and the every employee who is working in RTO, they are depending upon the services of agents only.
- The transport department works with the slogan of give and take.
- The revenue collected by transport department with the help of transporters and bus owners are used in other government planning which is not generalized.
- The position of transporters and bus owners is never been monitor by transport department. They believe in only making rules, which may be good for transporter and bus owner or not.
- The revenue collected by transport department is not being properly used for the benefit of transporter and bus owners.
- The laws made by government for the transporters and bus owners are not updated by transport departments.

FUTURE VIEWPOINT

It is very necessary to talk about the future viewpoints of Regional Transport Offices at Rewa and Satna District. In viewpoint we will discuss about the facilities related to transport services that are started by Madhya Pradesh Regional Transport Department, Gwalior in Rewa and Satna district for the convenience of the public and government. These services are started by government of Madhya Pradesh under the provision of Madhya Pradesh Motor Vehicle Act, 1994. We will also discuss the services related to transportation are going to start by government. The number of services started by government are discussed herewith.

- The online services are available for the permit system and that will help to the transporter and bus owners. Transporter and bus owner can easily get the permit for their work with wasting no time and without the interference of the agents.

- The online learning driving license facility started by Madhya Pradesh government in the year 2012. Now the person who crosses the age of 18 can easily get the learning driving license without the interference of agents and with depositing right fee.
- The one very important system start by government of Madhya Pradesh is related to number plate. Now the number plate of any vehicle is supposed to be made by transport department only. With this facility the transport department will give so many things like.

- The vehicle can be easily traced by transport department from any location in India in case if it is stolen.
- No duplication possible for any one because the number plate made by transport department can be easily checked.
- The registration number of vehicle can be checked with the help of number plate.
- The vehicle model can be checked with the help of number plate.
- This system can help in making No Objection Certificate and Transfer Certificate.
- This system will help in interstate transportation.
- The whole record of vehicle will be available in transport department.

- Online citizen friendly services going to be start by Regional Transport Offices in Madhya Pradesh in 2012-13. Some of these services are already started by government in Madhya Pradesh. These services are:

- Status of Registration Numbers.
- Permanent Number Plate in 3 Days.
- Online information on Ministry of Road Transport and Highways.
- Online Information on Road Safety Rules.
- Online Tax Payment Facility for Dealers.
- Online Quarterly Tax Payment.
- Tax Enquiry on Demand.
- Document Delivery Search.
- National Registration of Vehicle.
- Online users can get information about the act or rule for different traffic offences.

- There are some more services related to transport department which are going to be introduced by government of Madhya Pradesh in near future are:

- Availability of online application form for all services provided by RTO.
- Help Desk at all RTO offices of Madhya Pradesh.
- Online search for bus services. Users can get details related to service name, service number, route name and scheduled timings by selecting source station and destination.
- Online application for the certification of fitness.
- Search the status of stolen vehicle.
- Online availability of no objection certificate.
- New fully furnished offices for transport department maintained with all types of luxurious facilities.

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