

JABALPUR CITY TRANSPORT SERVICE



5.0 Jabalpur City Transport Service

5.1 Context

Jabalpur is located in the Mahakoshal region in the geographic center of India. Jabalpur is one of the largest cities in Madhya Pradesh. It was the 27th largest urban conglomeration in India in 2001 with population of 12.76 lakhs. Jabalpur is the first district in India who has been obtained the comprehensive ISO-9001 certificate. This has come into force from 1st April 2007. The numerous gorges in the neighbouring rocks surround the city with a series of lakes, which are shaded by trees and add much greenery to the suburbs. Jabalpur is located at 23°10'N 79°57'E / 23.17°N 79.95°E / 23.17; 79.95. It has an average elevation of 411 meters (1348 feet).

5.2 Situation before Implementation of the Project

i) Existing Transport System in the Jabalpur City

Jabalpur city is the heart of Madhya Pradesh and located on the banks of Narmada River and has an urban population of 10 lakh and a rural population of 15 lakh making it a third largest city in Madhya Pradesh.

As per the RTO records the total registered vehicles is about 4.5 lakh in which the major share is of two wheelers amounting to 3.4 lakh followed by jeep / cars at 33 thousand. As far as the public transport system is concerned the registered Auto / 3 wheelers are 1000 whereas busses are 1400 approx.

As per the rough estimates a total of 4.5 lakh people travel in the city by various modes of transport in which major chunk (about 2 lakh) travels by 2 wheelers followed by 2.2 lakh who prefer to travel by tempo / auto / rickshaw. This does not take into account the tourists who visit Jabalpur to see marble rocks and other pilgrimage centers on the banks of holy river Narmada. This creates a lot of congestion in terms of traffic jams resulting in delays, street fights and accidents. To add to the woes the tempo / auto / rickshaw charge exorbitant fares which again leads to discontentment among the public.

ii) Problems and Needs Addressed by the Project

The first and foremost need addressed was a prompt and timely public transport will encourage the commuters to leave their 2 wheelers at home and adopt the safe and cheap mode of mass transport. The public at large will stop using by tempo / auto / rickshaw if a dedicated mass transport system which covers all the routes within the city & surrounding areas and run at a predetermined route and adheres to the laid down timings and reasonable fares.

iii) Reason for Adoption of Particular System

To provide a dedicated, dependable, sustainable mass transport system for the masses at an affordable price, ease the traffic congestion resulting in less pollution, and thus live up to our motto of "My City Green city".

iv) Preparation of Feasibility Study

In the feasibility study, a survey was carried out to find out the needs of the public, routes which needs to made based on the public demand, cost and size of the buses, their operating costs, repair & maintenance of the fleet, Number of staff and their wages, route charts and the bus timings, type & costing of bus passes, etc.

5.3 Description of the Project

i) Project Description

Comfortable & efficient public transport is now the need of every big city that is in queue to become a metropolitan city. Jabalpur is a fast growing city in areas like Industrialization, Tourism & Education etc. but the most important feature missing here was efficient public transport service.

With the aim to provide the people of the city reliable, safe & efficient mode of transportation at an affordable price the city administration decided to launch 'Jabalpur City Transport Services Limited' (JCTSL) a company incorporated under the Companies Act 1956.

Jabalpur city transport services limited has been designed to operate & manage the public transport system in a Public-Private Partnership (PPP) model to benefit the company,

operators, government & general public at large. This company is supported by the Jabalpur Municipal Corporation (JMC) and the Jabalpur Development Authority. The company is looking ahead for a bright future aiming at developing and modernizing infrastructure needed for the betterment of the mass transport services.

In this project, it is envisaged that the JCTSL will have 150 Metro buses (44 seats) and 20 mini Metro Busses (16 seats) covering 16 routes. In the first phase 36 Metro buses covering 6 routes and 16 Mini metro will be put covering 4 routes.

ii) Strategy Used to Achieve the Desired Goals

To start with the municipal corporation floated a tender for the construction of 110 Bus stops on a BOT Basis. For the Metro bus operation 3 bus operators were short listed and were asked to procure 12 busses each. Agreements were signed with the parties for the bus operation.

Similarly for the pass making a service provider was selected to make passes on commission basis and the company has four types of passes (metro, mini metro, combined & route passes for 7 Km & 12 KM) under three categories viz General, student & handicapped. These passes are made and renewed monthly or quarterly.

To ensure that the busses maintain their route and time a contract was signed for the "On line Vehicle Tracking System" (OLVTS) which provides the real time information of the bus through GPS called a 'Bus Unit' and the same information is displayed on the 'Passenger Information System' (PIS) installed in the bus stops. The entire activity is web enabled and can be monitored from anywhere but a dedicated control room with necessary infrastructure has been incorporated.



Figure 5.1: Side View of Jabalpur Metro Bus, JCTSL 2010

To add and support the bus operation an additional revenue source in terms of advertisement was thought about and thus tenders were floated for the "advertisements on buses" and 3 agencies were short listed.

iii) Activities Implemented to Achieve the Desired Goals

Tenders were floated for all the above activities and work orders awarded. 60 Bus stops have been constructed on BOT Basis. 28 metro Busses & 9 Mini metro buses have been procured by our operators and running successfully on 6 and 4 routes respectively. 2 GPS equipment has been installed and the testing Phase is on.

iv) Challenges Encountered and how it was Conquered

- To ply Metro buses on all the routes;
- To decrease the vehicle load on the city roads;
- To bridge the gaps in the route network by plying Metro Taxies;
- To make public transport accessible to the rural population;
- To bring all tourist spots of Jabalpur in the Metro route network;
- To increase the frequency of buses on each of the bus stops so that the waiting time can be reduced; and
- Problem of driving buses as the engine fitted at the rear side of the bus and there is no automatic transmission system in them.

v) Expected Outcome of the Initiatives

In this regard, it may be stated that the Jabalpur City Transport Services Ltd is operating city buses successfully. These buses are attracting commuters and their passenger carrying capacity is being fully utilized. It may be seen that most of the daily commuters are using these services that were using other modes of transport before operating these services.



Figure 5.2: Metro Bus Service Shelter, JCTSL 2010

vi) *Role and Activities of the Partner*

- The entire BOD in place is from state government, transport, traffic and law & order departments.
- The entire state Government machinery works at its own level to keep this mode of transport sustainable, working and betterment.
- For the betterment of the service all partners agree to the suggestion and proposals were put forward by its members.

5.4 Factors of Success

The traditional mode of public transport in Jabalpur is autos, cycle rickshaws and two wheelers. This system of transport is costly as there was no regulatory body to monitor the fares charged by the owners. Secondly the owners of this mode of transport dictated as to where & when they will operate which puts the public in lot of inconveniences.

To overcome these difficulties JCTSL was incorporated in Dec 2006 and since there was a void in the public transport system, the running of Metro busses was welcome change for the citizens of Jabalpur.

The expenditure in operation of the Metro buses was found to be ₹ 24 per km whereas the income was found to be ₹ 26 per km thus proving that the Metro bus operation in Jabalpur is profitable under the PPP mode.

5.5 Budgetary Implications and Sustainability

i) Total Cost of the Project

10 Crore approximately.

ii) Source of Finance for Sustainability of the Project

The company has received Rs 25 lakh as a corpus fund from both the major share holders while the vehicle being operated by private partners are being financed by various banks in the city.

5.6 Impact of the Initiatives

The study team of NIUA interacted with the commuters (who were using these buses) and the concerned officials of JCTSL. It was found that the commuters were satisfied with the services. They mentioned that these buses are very comfortable having good seating arrangements at different levels, which made better view for them. However, they stated about the frequency of these buses as they have to wait for a bus for sometimes more than half an hour. They mentioned that these buses are not cleaned properly.

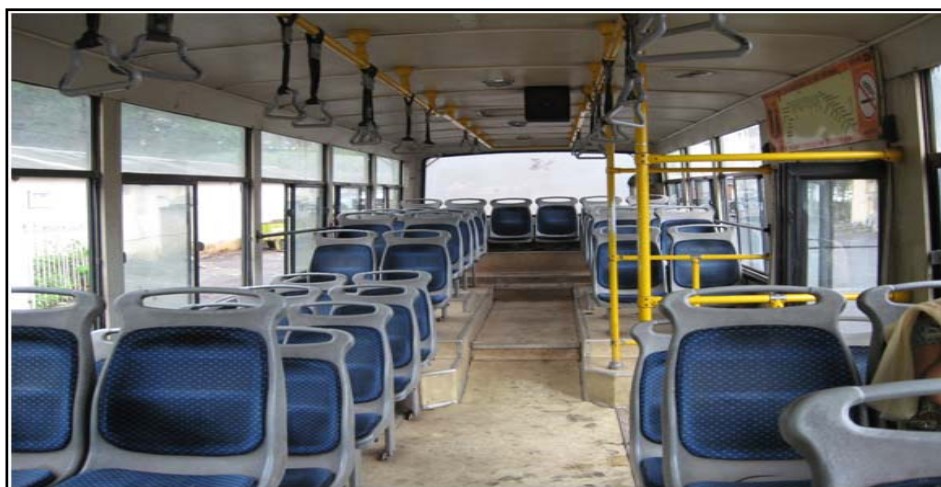


Figure 5.3: Jabalpur Metro Buses - Seating Arrangement at Different Levels inside the Bus, JCTSL 2010

The officials of JCTSL mentioned that the drivers of these buses are facing problem in operating these buses because the engine of these buses are fitted at the rear side of the bus and there is no automatic transmission system. They suggested that these buses should have automatic transmission system for operating these buses smoothly. They also mentioned that they have to run these buses on some economic routes which might be one of the reasons of revenue losses. However, they are displaying advertisements on the bus stop / shelters, which is a source of non traffic revenue.



Figure 5.4: Jabalpur Metro Bus – Picture Showing the Engine Fitted Rear Side of Bus, JCTSL 2010

5.7 Summing Up

The city bus service of Jabalpur was running 28 Metro and 9 Mini Metro buses on 6 and 4 routes successfully (July 2009). The financial performance of it was up to mark. Revenue was being collected as ₹ 26 per kms against operating cost of ₹ 24 per kms. Moreover, commuters found satisfied with the service (NIUA's study team interviewed with the commuters).