

JALGAON CITY BUS SERVICE



9.0 Jalgaon City Bus Service

9.1 Context

Jalgaon is a city in western India, to the north of the Maharashtra state in Jalgaon District, which itself is located on the northern Deccan Plateau. Located within the productive, irrigated agricultural region of Khandesh, Jalgaon is a municipal corporation. Jalgaon is also the hometown of the Smt. Pratibha Patil, President of India. Modern Jalgaon now boasts of vast industrial areas, educational institutes and good hospitals. The city is well developed with good roads, shopping centres, and residential areas, and also has good communication and transport infrastructure.

Jalgaon is near the world famous Ajanta Caves and is one of the key attraction places for tourists all around the World. Jalgaon has a diverse climate. It is exceptionally hot and dry during summer with temperatures reaching as high as 47 degrees Celsius. Jalgaon receives about 700 mm rainfall during monsoons, which is followed by pleasant temperature in winter. The city is served by several major rail lines with routes to Mumbai, Nagpur, Delhi and Surat. It lies on National Highway-6 connecting it to Surat and Kolkata. The Ajanta Caves are located about 64 km (about 40 mi) to the south of Jalgaon, and the Yaval Wildlife Sanctuary is about 32 km (about 20 mi) to the north. As of 2001 India census, Jalgaon had a population of 3.68 lac.

9.2 Situation before City Bus Service

a) *Existing System*

Before implementation of the eco-bus service in Jalgaon city, the city-bus services were provided by the Maharashtra State Road Transport Corporation (MSRTC) which was not as per the increasing demand for transport services. The financial performance of the MSRTC was not good to cope-up with the citizen's demand and could not augment its fleet. As a result Intermediate Public Transport (IPT) like Auto-Rickshaws, private vehicles, etc. came on the roads of the city, creating congestions, air and noise pollutions, etc. Traffic situation became bad and it led to major accidents.

b) *Problems and Needs Addressed by the Project*

- i) The number of buses plying on the routes was inadequate and quite old.
- ii) Frequency of buses was inadequate.
- iii) The over-all quality of services provided by MSRTC was extremely poor.
- iv) The MSRTC was not responding to the growth of the city by augmenting services. On the contrary it declined to start additional services.

c) *Reason for Adoption of City Bus Service*

- i) MSRTC has communicated to the Jalgaon Municipal Corporation (JMC) that since the city bus service provided by them incurred huge losses, they wanted to close the city bus service.
- ii) JMC was also not in a position to invest huge amount of money required for purchase of buses, recruitment of staff and providing infrastructure.
- iii) Hence the Municipal Corporation took a conscious decision Vide Resolution No. 40 dated June 2008 to appoint an agency for providing public transport service on PPP basis.

d) *Preparation of Feasibility Study*

A detailed feasibility study was not called for as the MSRT Corporation was already providing city services though they were inadequate. Prasanna Bus Links Private Limited (PBLPL), as an operator of JMC Unit only continued to operate city services (as a successor to MSRT Corporation).

9.3 Description of the Project**i) *Project Description***

PBLPL has partnered with JMC to offer well-maintained, high frequency, and safer services for meeting the demand of public transport in Jalgaon. The project was launched on 15 August 2009.

JMC has constituted Transport Committee (TC) under section 25 of the Bombay Provincial Municipal Corporation Act, 1949. The committee constitutes of 13 members in which 12 member are appointed by the corporation. The committee is headed by the chairperson who is appointed for tenure of one year. Under chapter XX, section 342, the transport manager shall manage the transport undertaking and perform all acts necessary for the economical and efficient maintenance, operation, administration and development of the undertaking.



Figure 9.1: Front and Side View of Jalgaon City Bus

Levy of fares and charges of transport services has been decided by the TC with the approval of the JMC and Regional Transport Authority Besides, routes, stages of fare (fare structure) is also done by the TC. The Corporation provides infrastructure and monitors the bus transport system, whereas the buses are procured, owned, operated and managed by the PBLPL.

However the JMC has transferred the rights to the above mentioned Transport Company, in lieu of the royalty of 85 Paise per km. The Corporation has also taken ₹ 25, 000 per vehicle from the Operator as a guarantee in the form of bank deposit. In case, the operators withdraws their services it is mandatory to give six-month notice period to the Corporation. However there is no guarantee for loan repayment from the Corporation.

It is important to note that escrow account is maintained by the transport agency. The revenue collected from the tickets, advertisements is deposited in the account and same is used on the following heads:

- 1) Government taxes;
- 2) Salary to the staff;
- 3) Bank loan installment;
- 4) Fuel and Maintenance;
- 5) Accident Insurance (vehicle and employ);
- 6) Royalty; and
- 7) Amount of fine (if imposed).

The transport agency is deploying Bharat II (Euro-II) standard buses which are economically viable, and support hi-tech IT facilities like the GPRS system, for real time information on the display board on the buses and shelters.

These buses have 200 mm ground Clearance and their turning circle radius is in the range of 7100 to 8000 mm. Besides these salient features, modern ticketing and pass system would also be one of the important features of the bus services. In a nut shell these buses are economical, eco-friendly and electronically sound. The ticket rates are ₹ 3/- for first 2 Km and 60 Paise per km thereafter.



Figure 9.2: GPS Fitted in Bus, Jalgaon

The PBLPL is operating 30 buses on 11 routes.

However 26 routes (15 routes on which the MSRTC was providing services and 11 new routes have been identified) have been identified to operate the eco-buses. It has been proposed to increase the number of buses upto 200 as per the CIRT norms i.e. 40 buses per 100, 000 populations.

The frequency has been increased by providing buses up to 5 minutes where traffic density is high and after every 10 minutes where the passenger load is moderate. At present new bus stops and bus shelters are being erected and the IT facilities are being installed.

ii) Goals of the Project

To provide the best possible public transport service at affordable rates to the citizens.

iii) Strategy Used to Achieve the Desired Goals

In order to achieve the above goal it was decided to adopt PPP for the entire project.

iv) Activities Implemented to Achieve the Desired Goals

- 1) Identification of routes, stages and fixation and fares and charges.
- 2) Approval of appropriate authorities.
- 3) Appointment of an agency after a competitive bidding process.
- 4) Procurement of buses
- 5) Appointment and training of staff.



Figure 9.3: Student Showing his bus pass

v) Challenges / Constraints Encountered

- 1) Resistance of local auto-rickshaw operators which was overcome by intervention by the Police Authorities.
- 2) Acquisition of land for construction of a depot workshop and bus terminus.

vi) Expected Outcome of the Initiatives

- 1) Benefits to the commuters
 - a) Increased frequency
 - b) Clean and eco friendly buses
 - c) Fast and safe travel
 - d) Issue of Student Concession Passes.
 - e) Issue of monthly and tri-monthly passes to daily commuters.

f) Concession in fare to senior citizens, freedom fighters and Journalist.

2) **Benefits to the Government:** Timely payment of government taxes.

3) **Benefits to the Corporation:** Royalty of J.M.C. @ 85 Paise per K.M.

vii) Role and Activities of the Partner

1) Transport Committee

a) Policy decisions.

b) Levy of fares and charges of transport services has been decided by the transport committee with approval of the Municipal Corporation and R.T.A.

c) Approval to the Routes Stages and Fare structures.

2) Transport Manager

a) Identification of Routes stages and fares and charges.

b) Submission of proposal to Appropriate Authorities

c) Management of Undertaking.

d) Execution and overall implementation of PPP Model

3) Operator

a) Procurement of buses.

b) Appointment and Training of Staff.

c) Erection of Bus shelters.

viii) Important Stakeholders Involved and Communication / Networking Procedure for the Project

The Passengers Association in the city is proposed to be involved for improvement of the city bus services. Passenger information system is proposed to be used in the bus and at the shelter in order to:

1) Gives information about the routes and schedules.

2) Inside the bus to commuters to alight at the desired bus stop.

- 3) About the passenger, especially the school / collage going children to their parents regarding the boarding and alighting time to ensure safe travel.
- 4) To communicate any delay or any technical problem to avoid passenger hassle.

9.4 Factors of Success

- 1) Kind of support given by Transport committee and Municipal Corporation.
- 2) State support from RTA/RTO.
- 3) Speedy procurement of buses, appointment and training of staff by the operator.
- 4) Acceptance by public.



Figure 9.4: Over Crowded Jalgaon City Bus

9.5 Budgetary Implications and Sustainability

i) Total Cost of the Project

Total cost of project is ₹ 15 crores, out of which ₹ 3 crore have been invested so far (2010).

ii) Sources of Finance for Sustainability of the Project are: (a) PBLPL and (b) HDFC Bank. The Transport Committee has not provided any finance in the budget. The entire cost of the project is to be borne by the operator.

9.6 Impact of the Initiatives

The study team of NIUA interacted with the commuters and found that the overall impact of the introduction of Eco Bus services on general public and daily commuters is positive.

Commuters using IPT modes earlier were switching over to these buses. Commuters were satisfied with the buses which are comfortable having good sitting arrangements.

9.7 Summing Up

The Jalgaon city bus service, based on PPP, was launched on 15 August 2009. The corporation of Jalgaon has constituted a Transport Committee, which is responsible for making policy decisions, and levy of fares and charges of transport services with the approval of the Corporation and R.T.A. The transport manager is responsible for identification of routes, fares and charges; submission of proposal to appropriate authorities; management of undertaking; and execution and overall implementation of PPP model.

Buses are procured, owned, operated and managed by the private sector, namely, PBLPL. It is also responsible for erection of bus shelters.

As on December 2009, it was operating 30 Eco buses (Bharat II) equipped with GPS, PIS, modern ticketing and pass-system etc. The frequency of these buses is 5 minutes where the traffic density is high and after 10 minutes where the passenger load is moderate.

It is to be noted that JMC has transferred the right to the private sector, in lieu of the royalty of 85 Paise per km. JMC has also taken ₹ 25,000 per bus from the operator as a guarantee in the form of Bank deposits.

Factors of success of the project / system are attributed to the support given by the Committee and JMC; State support from RTA / RTO; speedy procurement of buses and acceptance by the operator. However, challenges / constraints faced during the implementation period are resistance of local auto-rickshaw operators and delay in acquisition of land for the construction of depot, workshops and bus terminus. The satisfaction of the commuters is higher than ever since the introduction of new bus system since IPT.