

Analysis the Views of the General Public and Logistics Companies on the Services Provided By the State Road Transport Office in Madhya Pradesh

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ABSTRACT

A Regional Transport Officer, often known as an RTO, is a regional licencing, registration,

and taxation body. The services offered by regional transport offices are mostly transportation-related and are used by the general public, carriers, and bus owners. People have differing views on the services provided by regional transportation offices. Many of the viewpoints are presented as benefits and negatives. The purpose of this research is to learn whether or not various general citizens, transporters, and bus owners are satisfied with the services of transportation offices. The study is also being conducted to determine the government's future views on RTO-related services. There are a slew of questions in front of them in order to get a sense of what individuals are thinking. There are several arguments in favour of the viewpoint that regional transportation offices are handled only by agents, and that all transportation office work is performed solely by agents. The research is based on the gathering of primary and secondary data, as well as basic random sampling. The information gathered is compiled into a report that includes the general public's and transporter's good and negative opinions, as

well as a forecast for the future. The entire research was conducted in Madhya Pradesh's Rewa area.

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

I. INTRODUCTION

Regional transport offices are governed by the Indian government and operate in accordance with its legislation. The services offered by regional transport offices are mostly transportation-related and are used by the general public, as well as transporters and bus operators. These services are mostly supplied by regional transportation offices for the public's transportation convenience. The public is also taxed to use these services, including fees and taxes, as well as fines, depending on the 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

H₀: RTO have significant relationship with general public.

H₁: RTO have significant relationship with transporter/bus owner.

IV. RESEARCH METHODOLOGY

Research technique - The entire research project is done utilising a convenient research approach. **Method of Data Collection** - Data is gathered using both primary and secondary sources. Questionnaires, direct interviews, and observation were used to obtain primary data, whereas RTO reports were used to acquire secondary data. For the general public and the transporter, two separate questioners are employed. The overall sample size is 120, with 20 transporters / bus owners and 100 members of the general public participating in the poll. The data was gathered in Madhya Pradesh's Rewa area.

Sampling technique - For the sample, a simple random sampling approach was utilised.

V. CONCLUSION

Opinion of General Public:

In terms of the conclusion, it is critical to understand people's perspectives. The term "people" refers to those who need transportation office services, and it is widely known that at a certain age, everyone requires the services of a regional transportation office. It is required when a person buys a vehicle and has to register it with a regional transport office, it is required when a person turns 18 and needs a driver's licence to drive a vehicle, and many other things fall under the jurisdiction of regional transport offices and are required for each individual after they reach a certain 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 transportation offices play a critical role in the operations of transporters and bus companies. The whole transportation effort is supposed to revolve around the regional transportation departments. The Indian government created laws and regulations for transportation in India, which are expected to be followed by passengers and bus owners according to their sections. Regional transport offices are government entities in charge of enforcing these laws and regulations as well as providing transportation services.

The opinions of both the transporter and the bus owner are presented with pros and negatives, and the overall research concluded that both the transporter and the bus owner are dissatisfied with the services offered by the

transportation department. The transporters are also reported to be more unhappy 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 reduced 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.

VI. FUTURE VIEWPOINT

•It is critical to discuss the future perspectives of Regional Transport Offices in the Rewa and Satna Districts. In this article, we shall cover the transportation services provided by the Madhya Pradesh Regional Transport Department in Gwalior, Rewa and Satna districts for the public's and government's convenience. The government of Madhya Pradesh began providing these services in 1994 under the provisions of the Madhya Pradesh Motor Vehicle Act. We'll also talk about how the government will start providing transportation services. The number of government-provided services is mentioned here.

- 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.
 - One of the most essential systems implemented by the Madhya Pradesh government is the number plate system. Any vehicle's number plate is now expected to be created only by the transportation department. The transportation department will be able to provide a variety of services as a result of this facility, including. 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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