

# **TRANSPORT**

**Edited by Aquila Ismail**

**Contents:**

1. Introduction
2. Evolution of the Transport Sector in Karachi
3. Transport and Working Men
4. Transport for Women and Children
5. Transport Operators
6. Transport Officials
7. Conclusion

## **Introduction**

In Pakistan, transportation demand in urban areas continue to increase rapidly as a result of both population growth and changes in travel patterns. As it approaches the 21<sup>st</sup> century, the urban areas in the country confronts a historic transportation crisis that has become a planning war against increasing mobility, gridlock and air pollution. Given the financial restrictions and environmental concerns, it appears unlikely that this demand can be accommodated without dramatic changes in transport policies. The principal urban transportation policy needs to adopt a comprehensive strategy for achieving mobility and air quality mandates.

In the absence of a good, convenient and efficient public transport system in urban areas, there has been an increasing trend towards more and more ownership and utilization of personalized motor vehicles to commute which is not more energy intensive and polluting, but also more expensive to the economy. This book examines the role of transport in the lives of essentially those who use public transport—both the lower and lower middle class groups in Karachi. The material is based on interviews with 108 transport users living in one central and four peripheral neighborhoods, as well as with bus owners, drivers, government officials.

While the vehicle mix in urban areas has aggravated congestion and air pollution, on the other, specifically production of buses and their design for mass transportation has not received adequate attention in the national automobile policy. With growing traffic congestion, thousands of dismayed drivers in the urban areas are finding out that rush hour traffic is slowing to a crawl. This in turn leads to higher oil consumption and emissions which are poisoning the urban areas.

The book encompasses considerable variation, but the interviews note how people from many different locations and backgrounds have been able to break through barriers, and have established examples of increased spatial mobility as a means to empowerment with minimum aid from outside institutions. Class, wealth and caste have complex effects on mobility. Women generally experience acute access restrictions and transportation constraints, and sexual harassment. The interviews give a clear insights into how these issues convert into daily drudgery for everyone using public transport.

### **Sites of Research**

1. Ghaziabad-Orangi Town west
2. Siddiq Goth/ Nasri Colony New Karachi-North
3. Dhani Buksh Goth Gulistan-i-Jauhar East
4. Pehlwan GOTH Gulistan-i-Jauhar East
5. Awami Colony Korangi East
6. Zia Colony Korangi South-east
7. Shireen Jinnah Colony Clifton South
8. Nawa Lane Lyari Central

### **Profile of areas**

#### **1. AWAMI COLONY**

The settlement is thirty years old and its name has been given by the residents. Gilgiti, Baltistani, Hazarawaal, Pakhtun, Muhajir, Bengali, Afghani and Burmese live here. In spite of the mix of people there have never been ethnic or religious riots here.

The settlement got water in 1970 and electricity in 1978..... The lanes were paved during the time of the Member National Assembly, Muzzafar Shujra. After that no one has done any development work here. The earlier name of this settlement was Machar Colony.

The area become like a pond after rains. There are 12 mosques and 3 Imambargahs in the settlement. There is no community center in the area. Weddings and other functions are carried out in pitched tents. Every community carries out the rites and customs according to the area they come from.

There are 1850 houses in the area.

The lanes and roads are haphazard and there are piles of garbage every where. There is no arrangement for cleaning.

The lease is being given by SKAA and the area is sometimes part of the Central District and sometimes falls in the Malir district. There are several problems because of this during elections.

#### **2. DHANI BUKSH GOTH**

The goth is situated behind the airport in district Malir and has been named after the wadera, Dhani Buksh who established it. 2000 families live here and are a mix of Sindhi, Baluchi, Pashtuns, and Punjabis. Mostly the men work as employees. teachers, drivers etc.

The government has built a primary school here and 200 students study here. Beyond the primary the children have to go schools in the adjoining areas. There are ten big lanes in the settlement. There is no water in the area, but gas lines have been laid in all the lanes. The

roads are paved. In accordance with the People's programme the buildings for a community center and a hospital were constructed but these are not in use.

The name of the goth has already been enlisted for leasing in the Goth Abad Scheme of the government. There have been any ethnic conflict in the goth and everyone lives in mutual harmony. The people have paid in installments for the land.

### 3. SIDDIQUI GOTH, NEW KARACHI

This is an older goth of the city and is alongside district wasti. The goth is included in the Zilla Council and is within the limits of district west. Sindhis Baluchis, Pathans and Punjabis live in the goth. Most inhabitants are those who have come from the interior of Sindh for jobs and their families still live in the interior. The inhabitants have got electricity recently as per the 'snake hunt' scheme. The area has telephone facilities.

The sanitation facility in the goth is very faulty and in many places the sewerage lines have roken and the dirty water flows in the lanes. The manhole covers are broken and the lanes which are used as roads are unpaved. Tere is a community center called Zahid Community Center in the area.

There is school in the goth with classes up to matriculation and a college is under construction. The water line has very low pressure and most people fulfill their water needs through tankers.

The PPP, PPP (SB), THE JI opened private schools here but now only the JI school is still operating. The others have wound up. There are several Goths alongside Siddique Goth such as Yousuf Goth etc. Some of these Goths have got the lease facility in the Goth Abad Scheme.

The people here use Data Coach and W-11 minibus.

### 4. PEHLWAN GOTH

The settlement is named after a man from the Frontier called 'Pehlwan'. This area was settled in 1965. The goth is located in District Malir and comes within the jurisdiction of the Canonement Board. The area was leased in 1994. There were problems of waterm electicty and gas and sewerage in the beginning but the people solved the problems on the basis of self help.

The population of the goth is about 10-12 thousand and there are about 5000 houses. Most houses are made of cement sheets and the lanes are unpaved. Mostly Pthans live in this area. Both Muslims ad Christians live here. The transport problem here is not very serious. The last stop of many routes is very near here. There is no proper market in the area. The people have to go to Jauhar complex some distance away to buy every day commodities. There is no Mohalla Committee or association in the goth, there is no private or government school, nor any hospital. There are only a couple of private clinics.

### 5. NAWALANE, LYARI

The Nawalane area has been inhabited since before the partition. It is located in the Lyari District South within the limits of Kalakot Thana. Ten years ago the area was leased. During the regime of Zulfqar Ali Bhutto water, electricity, sewerage system and gas was made available in every house. Transport is a prime problem here.

Pakhtuns, Niazi, Mianwali, Muhajirs, Punjabis and Baluch live in this area. The percentage of Urdu speaking people is 5 to 10 per cent. Most people run businesses. A large number of transporters live here as do fruit sellers, vegetable sellers, laborers, service holders. The streets are paved. This population of 40 to 50 thousand has a small community center which a councilor established. For weddings and other functions the people set up tents in the lanes. There was a park called Bakhtawar Park which people used for recreation but that is now lying in a neglected state.

This settlement is relatively free of ethnic and religious strife.

The houses are on 60 to 80 square yard plots and are made of RCC. The houses are single to three stories high. The people here pay land tax, water, electricity, gas bills. There is no market near by and people have to go to Ranchore Line for daily use commodities. This area is part of the old city and is densely populated.

## 6. ZIA COLONY, KORANGI

Zia Colony is located in Korangi No.1, Sector 32-A in the Korangi Industrial area. This area is near the National Oil Refinery and is within the limits of municipal area number 69 of District East.

The people settled here in 1980 on vacant land. There were some poultry farms here. The people paid Rs 10 to the Association and got plots here.

This settlement spread over 65 acres is divided into 5000 plots of 60 sq yds each. There are thirty-one large lanes here and the settlement is divided into three areas:

1. Abbas Nagar...mostly Bengalis live here
2. Sultanabad...a majority of the inhabitants here are block makers
3. Labor Colony...the people here are mostly laborers.

The majority of the people here are Punjabis and Pathans although a fair number of Muhajirs also live here. There are a few Hindu and Christian families here as well. The gas, electricity and telephone facilities have been obtained by applying to the concerned departments obtaining it officially. A majority of the people here are employed in the nearby factories and local garment units.

Wagons plying route number U and U-9 pass by this settlement. Because it is near the P&T Colony the price of the land here has increased. On either side of the settlement are wide paved roads.

## 7. GHAZIABAD, MUJAHID COLONY, ORANGI TOWN

This area of Orangi in sector 111/2 became inhabited nineteen years ago. All kinds of people live here, Bengalis, Biharis, Mewaits and Punjabis. This area consists of five hundred houses and about 25 per cent of the area has been leased. With the remaining are the problem with leasing I that in the KMC map two plots have been shown as one and the lease charges are thereby higher than it should be and people are unable to afford the cost. There are about 25 lanes each with 20-28 houses. The area was authorized in 1993.

There is no gas, electricity, water here although telephones are available. Now the KESC is giving poles and transformers in the area on self help basis. The cost of wires will be borne by the community. The Ghaziabad Mujahid Colony residents have paid Rs. 200,000 with the demand note to the KESC already.

All the external roads are paved whereas the internal streets are not. There is a Ghaziaba Welfare Committee here established in 1991.

#### 8. SHIREEN JINNAH COLONY NO. 4

The Shireen Jinnah Colony is situated in District South near the sea at a short distance from the Abdullah Shah Ghazi Mazaar. The colony was established in 1971 and consists of 60 and 80 square yards plot. 400 to 500 hundred families were sent here to empty an area for the construction of flats near the British Consulate adjoining the Do Talwar roundabout.. That area now has two big bungalows and one park. The colony obtained water in 1980, electricity in 1983 and gas in 1990.

Christian families live in three lanes of the Colony and there is a church here as well. There is a school here called Mariam School which has classes up to the secondary level. There are Bengalis and Pathans also in this colony. Only wagons ply in this area. Bus no. 20 and N-4 wagon and some coaches as well including Hasan Zai, Lucky and Silver Coach.

The biggest problem of this area is the parking of oil tankers which causes the traffic to be jammed here at all times. Emergency vehicles, fire brigade and even ambulances cannot pass through. The drivers and conductors of the oil tankers sit on the side of the road and harass the women passing by. There is a ban here on vehicle repair activities from 7 pm.

Most of the respondents are workers in the informal sector of the economy, and their monthly income ranged between Rs. 0 to Rs. 5000, with an average of Rs. 1300. Only urban workers are represented in the sample. They each work, six or seven days a week in income generating activities and household chores combined, and those days are long (up to nineteen hours),

Other modes of transport, such as taxis and rickshaws are only used in emergencies (such as for health reasons) or where the income earned is sufficient to stand the use of a these for recreational purposes occasionally. On average, fractionally under twenty per cent of the income is spent each month on transportation, and despite many of the men suffering physical problems as a result of up to ten hours per day moving around, the highest percentage (more than eighty per cent) complained of high public transport costs as a difficulty, before the lack of a vehicle, long waits for public transport or physical strain..

Transportation is not often considered as a separate issue in the lives of low-income groups as is little discussed among urban poverty specialists. From the beginning the URC recognized that the links between transport related activities and urban poverty are multiple. In a large metropolis like Karachi, transport is essential for many people if they are to access jobs and livelihoods. The cost and length of the journey may have a major impact on their net income and the time available for other activities. Indeed the demonstrates that transport plays a vital part in both their professional and personal lives.

Transport dictates to a large extent how the location of the job market relates to living areas of all income groups particularly those of middle and low income. Urban public transport is particularly important for the urban poor, as this is the only mode available to them for middle and long-distance travel.. The contribution to livelihoods includes access to

employment and income-generation opportunities, education, health, and social networks such as extended families, which can help in securing incomes and necessary goods and services.

The labour pool of Karachi lives in the low-income squatter settlements colloquially called katchi abadis (estimated to contain more than 50 per cent of the population of the city), which are located at such a distance from the major job markets that there is virtually no other way to link them other than a system of mass transit. Public transport activity therefore clearly occupies a centre stage position, a two-way life-line between the fundamental employment and residential activities which sustain Karachi. Access and quality emerge as the basic criteria for evaluating whether the transport system (in its present form as well as in any of its future proposed forms) is helping or will be helping in the development of the city or contributing towards its gradual degradation.

The problems of transport in a city are related to past decisions on planning and development. In the case of Karachi, foremost among the important policy decisions was the plan executed by the military regime in 1962-64. Their vision was to have a grand mass transit system to allow a near perfect segregation of the city center and white collar residential areas on the one hand and industries and blue collar settlements on the other. The plan sought to evict low-income citizens from the center of the city with both jobs and housing located on the periphery. In practice, however, the majority blue-collar jobs have remained near the city center but the government has shifted the low-income settlements to the outskirts, first by force and later by relative easing of land acquisition.

Over time it became evident that neither the city nor state governments had the technical, financial resources to sustain various complex far reaching plans. The plan was abandoned in 1964 and by 1987 half of Karachi's population lived more than ten kilometers from the central business district. These problems have been compounded by further urban growth and the continued spatial expansion of the city. (Understanding Karachi)

The point of view of the users of large public transport modes is the foremost source of understanding the nature and extent of the problem. It could as well serve as the starting point of any intervention actions. The large modes are the cheapest means presently existing and represent the only portion of the public transport activity which operates as a system, supposedly consisting of set routes and timings (in practice these are not followed exactly). The users of this so-called system are undoubtedly the party which has the most at stake, as they are largely people of middle and low incomes, whose livelihood opportunities are directly dependent on the access and quality of the set-up.

Workshops, discussions, interviews conducted by the Urban Resource Center with users, operators and regulators resulted in a broad consensus on the three critical problems that need to be addressed:

- i. reduced livelihood opportunities and lower potential for economic development;
- ii. low quality of life for citizens, both users and those living adjacent to high-use areas;
- iii. loss of life and injuries and the loss of property due to accidents.

The consistent incapacity of the state at all levels to solve the problems enumerated above has to be recognized. It will simply not be practical to expect the government to come with any viable solution. The research process has identified an organizational capacity for the different sectors to work collectively to address the problems. Hence the URC has agreed to be the convening group in order to initiate an advocacy lobby for the required policy decisions. It also seeks to collect and update information that could be used by the transport agencies. In this way URC seeks to catalyze a process of social change within the transport sector to the benefit of both the users and operators.

## Chapter 2

### Evolution of the Transport Sector in Karachi

In 1728 the merchants of Karack Bandar, an estuary that had silted over, decided to relocate their activities to what is now known as Karachi. In 1729 they built a fortified settlement on thirty-five acres on high ground north of Karachi bay. Karachi, or Kolachi, as the area where it was located was originally called, was a new settlement. Between 1729 and 1783, Karachi changed hands several times as the Khan of Kalat and the rulers of Sindh tried to control it due to its strategic importance. Finally in 1783 the city fell to the Talpurs Mirs after two prolonged sieges. At about this time, the British started taking an interest in Karachi due to the expansion of Czarist Empire in Central Asia. In 1838 obsessed that this expansion would extend to the Arabian Sea, occupied Karachi and it served as their landing fort for their troops for the first Afgahan War. In 1843 they annexed Sindh and shifted the capital from Hyderabad to Karachi. Subsequently they made Sindh a district of the Bombay Presidency and Karachi was made the district headquarters.

Troops were stationed in Karachi and a services sector to cater to the needs of the army sprung up in what is today Saddar and the Cantonment. A district administration was developed and was housed in the Civil Lines area. The port was improved and steps were taken to develop and market Sindh's agricultural produce to Great Britain. To this end, the Indus Steam Flotilla and the Orient Inland Steam Navigation Company were developed to transport cotton and wheat down the Indus and across the Karachi bay to Karachi port. A number of British companies set up their offices and warehouses in Karachi and the population increased from 14,000 in 1838 to 57,000 in 1856.

Between 1856 and 1872, Karachi's population did not increase although the trade figure kept growing. The expansion of trade during this period, primarily because of the American Civil War, was aided by the development of the Sindh Railway in 1861, which linked Karachi to the wheat and cotton growing areas. The decision to extend the railway to Punjab was taken in 1869 and between 1872 and 1901 the population of Karachi doubled when the link was completed. Oil extraction was undertaken in Sui, near the railway line 450 kms from Karachi. This was also exported from the Karachi port. In 1881 the population of Karachi was 73,056 of which 68,332 lived in the old town.

In 1885, the tramway was introduced in Karachi owned by the East India Tramway Company and ran on steam power. However, it was replaced by horse carriages in 1892 since the Karachiites objected to the noise made by the steam locomotives, which they claimed scared the animals which were then used for transport purposes.

Between 1901 and 1911, Karachi's population increased by 37 per cent. During the Second World War (1935-1945) Karachi became the military base and port for supplies to the Russian front. Troops were stationed and trained here, military intelligence services functioned from here and telegraph and telecommunication systems were developed as a result. After the war Karachi became the center for supplies to the Allied troops in South and South-East Asia. This again increased its importance and between 1911 and 1941 the population increased by 133.4 per cent. It is estimated that 90 per cent of Karachi's growth between 1921 and 1941 was the result of migration.

On the eve of partition, in 1947, the population of Karachi was 450,000 and by 1951 had increased to 1.137 million because of the influx of 600,000 refugees from India. Karachi was made the capital of Pakistan in 1947. (Arif Hasan-Understanding Karachi)

Animal-drawn carriages were the only means of passenger transport until 1885. The population was small and distances were short and could be undertaken on foot. Horse drawn 'Victorias' were imported from England. A light rail tramway was opened for public use in 1884, as per the Karachi Tramway Act of 1883. The trams had fixed routes, obviated by the tracks but more importantly adhered to a fixed time schedule. Petrol-fueled buses were introduced in the 1930s using buses released by the British Army. Three large companies were operating in Karachi just before independence in 1947 Association, the Heera Nand Transport Company, Hussain Bus Service, and the East India Tramway Company. General Motors had begun to assemble 'Bedford' buses. (Karachi Bus Owners Association).

The first legislation to control transport activity was enacted in 1939 based on the recommendations of a study. (Understanding Karachi) The provision of transport was coordinated with the planning and development of the rest of the city, and took into account the need for wide streets, open spaces etc.

Although the government made arrangements for addressing the new demands, there were periods when the transport activity was being handled purely by private concerns. The rapid population growth in the city resulted in a corresponding growth in the demand for transport. The main demand was for travel between job locations and settlements.

Large buses and the tramway were the main transport options during the 1950s, along with a limited number of taxis. The planning and organization of the transport system and transport activities was non-existent, which resulted in much mismanagement: at one point 29 different makes of bus were being imported into the country. The Heera Nand Transport Company changed hands and became the A.M.Qureshi Co (Bus owners association)., the East India Tramway Co. was purchased by Mr. Mohammad Ali in 1951, and became the Mohammad Ali Tramway Co) Five more new companies were formed: Rehman Transport, Ehsaan Corporation, Pakistan Transport (Riyasat Bros), Choudhry Transport Co., and Gujarat Bus Service; each owned between 30 and 50 buses. The makes of the buses being used were Bedford, Mercedes, and Leyland, and later other makes were introduced, such as the Thames, while the name of General Motors was changed to Gandhara Motors and they continued to assemble Bedford chassis. Diesel buses were introduced in 1951-2. (Chartered Institute of Transport)

After the disbanding of the transport companies (why were they disbanded?) in 1956 moneylenders financed the purchase of buses from vehicle importers. The buses changed hands frequently and continue to do so today, as one operator after another finds the business to be unprofitable.

## Evolution of the Transport Sector

### The demographic pattern

As a result of Partition, 600,000 refugees moved into Karachi between 1947 and 1951. Many of them occupied public buildings such as schools, markets and hospitals or squatted on the pavements. Others occupied the open spaces in the city and these, in time, became the inner city katchi abadis. Since these settlements came about through unorganised invasions, they were unplanned and had high densities, no schools, commercial centers or open spaces. Their road network consisted of narrow lanes with no vehicular access.

In early 1948, the government tried to move the refugees out of public building onto whatever open land was still available in the city, thus creating more unorganised invasion settlements. In the early fifties, it organised the shifting of refugees from the pavements and certain city centre settlements to new settlements on the city fringe. These settlements were not too far from the city centre and so were acceptable to the refugees as residential areas. The largest of these settlements was Liaquatabad.

As these early settlements started to consolidate themselves, the demand for plots in them increased. With this began the system of illegal subdivision of land (ISDs) out of which the vast majority of katchi abadis in Karachi have been created. Examples of these early ISDs are the Lalukhet pockets and Ghouseia Colony.

### **The Greater Karachi Resettlement Plan**

In 1958, the government of Pakistan appointed Doxiadis Associates as consultants for what came to be known as the Greater Karachi Resettlement Plan. As phase 1 of the plan, it was decided to create new townships, complete with houses, fifteen to twenty miles outside Karachi in Korangi and New Karachi. In the vicinity of these townships, large industrial areas were also planned and incentives provided to the industrialists to develop these areas. Clearance of the inner city katchi abadis and shifting of the residents to the new sites was an integral part of the plan. It was felt that the residents of the new townships would be provided jobs in the proposed industrial estates and these would become independent satellite towns. The plan was only partially implemented before it was shelved in 1964.

Since the industrial areas did not develop fast enough to generate adequate employment the residents had to journey to the city centre to work. This was a drain on their resources as they were forced to spend a large part of their incomes on transport. Thus much of the population was forced to go back and squat in other areas or in the new ISDs that were created nearer the city to accommodate them.

Arteries and transport systems were developed to link Korangi and New Karachi with the city centre and the port. At about the same time, nearer to the city in the west, industrial activity expanded in a big way in the Sindh Industrial Estate (SITE) area and demand for labour was created. Migrants from the north, along with residents of the bulldozed inner city slums, moved in to fill this demand. Their natural place of residence was on the arteries linking Karachi to the North Karachi Township. Thus ISDs on state land were created on these new link roads in the proximity of SITE and the city, and they have expanded since. Punjabi Para in Golimar and Wahid Colony in Nazimabad are examples of such ISDs. To the east, on the Korangi Road, ISDs were also created nearer the city. However, since they were far away from the new job market, they were on a much smaller scale and have not expanded over time.

Between 1962 and 1966, the government of Pakistan created three new townships. These were Baldia, Orangi and Qasba. These townships were properly planned and were all in the proximity of SITE, with road links to the city and the port. ISDs developed very rapidly around these townships and are still growing and now account for over 50 per cent of the total katchi abadi housing in Karachi. Examples are Ittehad town, the Orangi township katchi abadis and Iqbal Nagar in the Qasba area.

After the India–Pakistan war of 1971, it is estimated that about 350,000 refugees arrived from Bangladesh. The development of the Steel Mills complex, the Export Promotion Zone, and Port Qasim took place, creating what is known as the eastern corridor, and adding to Karachi's transportation problems .

With the development of a job market in Godhra Camp and the New Karachi Industrial Area in the seventies, there has been a major growth of ISDs in New Karachi and Federal 'B' Area. Examples of such settlements are Shah Bhitai Colony and Bata Colony.

Since new industries in the satellite towns did not emerge at the pace envisioned, the inhabitants of these new katchi abadis had to travel to the city, the port area, and the SITE area. This was the beginning of the long-distance transport problems which have plagued the city ever since. In addition there was a massive influx of peasants and small holders, mostly from the Punjab, to the urban areas. Almost all of the industrialization took place within Karachi, albeit at a slower pace than planned and not located in the planned industrial estates. The people displaced by the green revolution, and the first Martial law era, migrated to the city in search of jobs, accounting for a 50 per cent growth of the city during this period, and also laying the foundations for the physical division of the city into rich and poor areas. (Housing for the Poor-Arif Hasan)

### **Impact on transport**

In spite of the removal of the lower-income families from the city centre, congestion in the city increased because of the traffic generated by the displaced people commuting back to their jobs in the city and turning the area of Saddar, the city's cultural centre, into a transit area. As a result of industrialization port activities expanded greatly, but the rail transport system and warehousing did not expand correspondingly. This, combined with state support for trucking, caused an increase in cargo traffic on the roads, and haphazard roadside warehousing began to emerge, leading to further congestion of the city areas nearer to the port. This was aggravated by the expansion in the wholesale market activities in these areas to cater to the growing population of the city. (ibid)

In 1948 (which new settlements?) the government began to provide transport services to and from the new settlements. In 1950 central government handed over the system to the newly established 'Karachi Improvement Trust', which was upgraded to the 'Karachi Development Authority' in 1957. (Arif Hasan 97) This initiative soon proved to be inadequate. The newly formed independent government had limited resources in terms of both manpower and finances, so a number of private companies appeared to meet the increased demand.

In 1956 the purchase price of a new bus was almost 200 per cent more than in 1946, and the private bus owners asked the government to revise the minimum fare limits. The request was turned down, and as a result all of the large companies disbanded, and all of the buses were sold to individuals.

The Karachi Transport Syndicate was formed on 1 December 1957 under the patronage of the minister at that time. A depot was established behind the Central Jail, and a fleet of 280 buses started operation on route numbers 13, 15, 15B, 15C, 16B, and 16E. (Where to where? The numbers do not say much) The syndicate was not successful and broke up in December 1958. (URC Forum 2000)

The unexpected problems of transport, increasing inner-city congestion and degradation, development of unserved katchi abadis, and related infrastructure inadequacies, led the government to engage the UNDP to prepare a Master Plan for Karachi in 1968. A semi-autonomous body known as the Karachi Master Plan Department was formed in KDA to prepare the Karachi Master Plan (KMP) 1974-85. (Arif Hasan 19 97)

Meanwhile, Motor Vehicles Taxation Act (1959), a Motor Vehicles Act (1965), and The Stage Carriages Regulation (1969) had already been enacted (waqarul haq 99).

### **The expansion of the municipal transport sector**

On 5 January 1959, the Karachi Road Transport Corporation (KRTC) was established as a joint venture of the central government and the public, who were invited to buy shares. A total of 324 Bedford buses, including 24 double-deckers, started operating from four depots at Landhi, Malir, Orangi and Liaquatabad. The headquarters, along with Central Stores and a Central Workshop, were established at SITE. After a promising start, KRTC operations started deteriorating within a couple of years and it was wound up only five years after its creation, and the government's share of the organization was bought by Gujrat Transport in February 1964.

Further deterioration took place, however, and for the next three years KRTC operations were taken over by a consortium of Commerce Bank and Valika Group, under the name of Khalid Riffat Transport Company. This organization also broke up, in December 1967. From January 1968 to May 1968 urban transport in Karachi was once again totally in the hands of private operators. (brig qasim 78)

Private transport operators continued to expanded in Karachi during this period (**during which period?**) as new route permits for both passenger and cargo transportation were issued — mostly to people from the NWFP province of the country, the home province of the Martial Law Administrator. Just as the new katchi abadis were being developed by middlemen — the beginning of large-scale informal sector housing development in Karachi and the origin of the land 'mafia' — a similarly informal mechanism or 'mafia' began to emerge in the transport sector.(Arif Hasan 99) (also see emergence of minibuses on the roads of Karachi)

In 1969, the government liberalized the route permit system. Before then permits had been granted according to political affiliation, and individuals rushed to enter the transport business and the big companies offered them loans and gained control over them. (Ilyas 96) In 1973-4, the Provincial Transport Authority divided the city into two routes (**which two routes? What does it mean?**). In 1970 small Suzuki pick-ups were allowed to be imported without duty restrictions (**so what happened due to this?**) (Arif Hasan 99).

**Municipal transport** (Source: Public Transport in Karachi and its Problems Chartered **Institute** of Pakistan-1978)

In June 1968 the government initiated the Karachi Omnibus Service, a subsidiary of the West Pakistan Road Transport Corporation, and operations began with a fleet of 100 buses from Malir Depot. In November 1968, 532 Swedish buses were received as a gift from the Government of Sweden and the Landhi sub-depot was opened, while the Korangi sub-depot, built at a cost of Rs 3,232,446, was commissioned on 1 January 1970.

The West Pakistan Road Transport Corporation was disbanded when the province was split into four, and the Sindh Road Transport Corporation was established, starting its operations in Karachi with 636 buses) The Central Stores for SRTC were established in the SITE area in June 1973. The SRTC then embarked on an ambitious five-year plan with a capital outlay of Rs250,000,000 and a fleet of 2000 buses. Gulbai Depot was commissioned in June 1974, with a fleet of 65 buses, but had to be closed on November 1976 due to losses. The Orangi Nullah Depot was commissioned in July 1974 with 75 Bedford buses and started operating on routes 2, 2B, 2C, and 3, (**where to where?**) while the Deh Mehran Depot was commissioned with a fleet of 50 buses for University Operations on 45 different routes, but these also proved to be ill-conceived (**why? Losses?**) projects and both depots had to be closed in January 1975.

Model depot was commissioned in July 1974 with 65 Bedford buses while the Landhi Depot was converted into Central Workshop in November, 1973. Within eight months the workshop was shifted to the SITE area, and finally had to be closed in August 1975.

Although various measures were taken and the provincial government invested heavily, the SRTC losses continued to grow, and finally the central government appointed a high-level committee in November 1975 to investigate the lack of performance (**it would be good to have some reasons for the losses**). On the recommendation of this committee two Urban Transport Corporations were to be created under the Ministry of Communications, one for Karachi, and the other for Lahore/Islamabad. The SRTC was divided on 1 February 1977 into Karachi Transport Corporation for the city, and SRTC for the rest of the province, under the provincial government.

#### ***Initiation of Karachi Transport Corporation ( Source: Chartered Institute of Transport)***

The Karachi Transport Corporation (KTC), a federal corporation under the Ministry of Communications, was owned jointly by the federal government and the provincial government. KTC took over SRTC's assets in Karachi, consisting of the headquarters, six depots, Central Stores and the Central Transport Training Institute, and 347 buses — the other 797 were beyond economical repair. Out of these 347 about 200 were on road while the rest needed major repair and overhaul. There was a staff of 5332 persons to run the surviving fleet of 200 buses at a monthly salary cost of Rs1,700,000. This meant there were 27 people on the payroll for each bus that was on the road.

Workshop facilities were practically non-existent, there was no system for maintenance, inspection, or repair of the vehicles, and nothing remained of the 532 buses received from Sweden in 1968.

Within one year the tasks of re-organizing the five inherited depots, establishing a Central Workshop and a Transport Training Institute, overhauling about 200 repairable buses taken over from SRTC, and the introducing 100 new Bedford buses had been completed. The new buses cost Rs20,000,000. The chassis were purchased from National Motors, and the bodies were built through State Enterprise by Republic Motors and the Trailer Development Corporation. Operations began in November 1977 and these buses continued to run satisfactorily for a number of years.

During the political turmoil of March to May 1977, KTC lost 10 buses which were completely burnt out, and most of the remaining buses were damaged by broken windscreens, window-panes, lights, etc., while the unprecedented rain and flood of 30 June 1977 also damaged the vehicles.

By mid-1978, about 14 months after it began operating, the KTC was experiencing a number of problems. About 700 unserviceable buses were still lying in the KTC depots, creating many operational and maintenance problems. The Central Workshop was geared-up to undertake major engine overhauls and prevent the sub-standard ex-SRTC fleet from deteriorating any further. Its capabilities were limited, however, and there was still a large backlog of major repairs.

From 1978 to 1982, with the financial backing of the federal government and full support from the provincial government, a five-year development plan for KTC was completed successfully, with the induction of the 100 new Bedford buses and an additional 450 Fiat buses, the arrangement of the transfer of body-building technology which introduced the building of large 112-seaters, as opposed to the 57-seater models of Bedford and Mogurt operating up until then, modern and strong body-making technology in Pakistan; establishment of a new building to house the Transport Training Institute, the Central Workshop, and the Central Stores; construction of two new depots at Deh Mehran and North Karachi; acquisition of land for and establishment of new bus termini and depots (Central Bus Terminus near Empress Market on a 5000yd<sup>2</sup> plot, handling about 200,000 passengers daily, and two others at Nazimabad and Khokhrapar); and acquisition of two floors in the KDA Civic Centre building for a Head Office.

The planning included consideration of the fact that with the expected commissioning of Port Qasim, the Pakistan Steel Mill, the Export Promotion Zone and other industrial commercial and residential development in the east and south-east of the city, Karachi would be a poly-centric city by the late 1980s, instead of it being a concentric city revolving around the economic activity in the Saddar and Port areas only.

In 1996 the KTC was supposed to receive a monthly subsidy of Rs6.6 million, but only Rs3.7 million was received. Funds were not even available to pay salaries. The government had made provision in the 1996-97 budget for Rs10.42 million to repair KTC buses. Between 1994 and 1996 24 new KTC buses were destroyed and 184 were damaged during violence stemming from the city's law and order situation. The damages cost KTC an estimated Rs55.5 million, but they received no compensation. Fifty buses were in the workshops awaiting new tyres and batteries. The Sindh provincial government was finding it difficult to pay the Corporation's subsidy.

By December 1996, it was estimated that the KTC was running at a loss of about Rs10 million per month, as out of a total of 303 buses it owned, only 100 were operational (Daily Dawn 1996a).

In an agreement between the Sindh Government and the World Bank it was decided to privatize KTC after 20 years of operation. On 31 December 1996 all the 100 buses on the road (operating on at least 13 routes, including the far flung areas of Khokhrapar, Malir, Saudabad, New Karachi, Landhi, Baldia Town, Orangi, Korangi, and adjoining localities) were dumped in KTC's seven depots. More than 3400 employees were paid five months' salary in compensation and issued with dismissal letters. Law enforcement personnel were deployed at the depots, the three workshops, and the training institute in order to avert any trouble during the closure. It was estimated that KTC paid Rs1.1 billion to its employees in compensation, while Rs3.75 million was required to pay the benefits of those employees who retired after 1991

### **Introduction of the mini-bus**

Mini-buses were introduced by the newly elected government following the 1971 war with India. The minibuses are owned by individuals. Their actual price is around one million rupees (1999) each. They are purchased mostly by people belonging to the northern districts of Pakistan, through money

lenders, most of whom also come from the same area. There are around ten to twenty such money lenders. In the last fourteen years, these money lenders have financed 6,350 buses at an approximate cost of 6 billion rupees.

These buses provide an extremely inexpensive mode of transport. Larger buses are far too expensive for the purchaser to buy and operate and the fares would have to be much higher (and perhaps unaffordable to commuters), to break even. (understanding Karachi-Arif Hasan)

In the beginning most owners operated their buses through hired operators but later another system was introduced. This involved the permit holder advancing a loan to operators for the purchase of the bus, and recovering it in monthly installments, along with a high rate of interest. This system had the advantage that the permit holder no longer had to haggle with the operators over financial matters, or worry that he was being cheated, and his earnings also increased.

This development led to the birth of the Karachi mini-bus mafia, whose powers were admittedly limited, because public transport and private transport companies still handled most of the activity. Although a demand for more mini-buses existed, loans for their procurement were not easily available. In the seven-year period between 1973 to 1979, it is estimated that loans for only 600 mini-buses were advanced by the financiers (approximately Rs90 million).

### **The development of a transport mafia (source Qasim 1979)**

After 1978, when about 5000 mini-buses were added to Karachi's transport system it is estimated that Rs1.5 billion was given as loans by a handful of transporters to the mini-bus operators in the period between 1979 and 1987. In this money-lending system, the bus legally belongs to the transporter until the operator has paid off his loan along with interest. There is no formal agreement, and if the operator cannot pay an installment then the bus is simply taken away from him. He has to take care of all repairs and maintenance himself, the transporter arranges for his driving license, and if he is arrested or fined then the transporter uses his influence with the authorities for his release but for this the operator has to pay in cash or in kind.

This situation is similar to bonded labour, since the operator is not in an employment contract but instead working to pay off his loan or to free himself. He works long hours and has little concern for civic obligations and/or legalities in his struggle to meet the monthly installments.

This system of finance and operation, backed by huge sums of money made on the black market, established the political and economic power of the transport mafia in this period. The role of the administration was reduced to one of employee rather than authority, or perhaps senior partner in this ruthless business. A number of incidents illustrate the balance of these new relationships. In November 1985 the transporters forced the government to agree that mini-bus drivers who kill people will only be charged under section 304-A (accidental death), and not under section 304 (causing death not amounting to murder), or section 302 (murder), irrespective of the circumstances of the case.

### ***The Bushra Zaidi Case: A public protest for a better transport system***

On 15 April 1985, Bushra Zaidi died under the wheels of a speeding mini-bus outside Sir Syed College in Nazimabad. This event provoked a protest during which dozens of mini-buses were set ablaze. The protest soon took the shape of a battle between the people of Karachi and the transporters, and then into an ethnic conflict between the Urdu-speaking people and the Pushtospeakers from NWFP. On 17 April troops were called out and major parts of the city were placed under curfew. Later the conflict triggered a clash between Urdu-speakers and Punjabis and local Sinshis as well, which then spread into other cities. More than 1500 people died in the five years following this incident, despite Bushra Zaidi's father announcing his forgiveness for the driver. The people wanted a better transport system.

### **KARACHI Master Plan (source Arif Hasan)**

By 1971, it was estimated that approximately 1.3 million people were living in squatter settlements, and combined with other problems this provided the background for the 1974-85 UNDP Master Plan. The Karachi Master Plan developed land-use plans that identified areas for institutional development, recreation, environmental enhancement, and industrial growth. Locations for metropolitan and sub-

metropolitan centres were identified in the suburbs of the city, and the concept of cohesive and sustainable communities was developed for these areas. The KMP also stressed the need for the development of an appropriate bus system. The vast majority of Karachiites also wanted improved roads. The KMP identified the needs of the services sector for transport, and proposed locations for bus terminals, depots, and workshops. It proposed the upgrading of the circular railway as a mode of mass transit, and studies were undertaken and proposals developed to expand the rail system into the suburbs and develop a rail corridor through the city to serve Saddar and various locations in the business district. A road network along with a number of bridges on the Lyari river was proposed to link up various areas of Karachi, reducing distances and preventing unnecessary movement through Saddar and the inner city. To make rehabilitation of the city possible, southern and northern bypasses were planned to allow all port traffic and inland trade-related activities to move out of the inner city, in order to reduce congestion.

The road network was developed, the bridges built on the Lyari, and part of the southern bypass completed, but the other proposals in the master plan failed to materialize. The development of the road network did open up new areas for development and shortened distances.

The non-implementation of many of the Master Plan proposals (such as the bypasses, a proper bus or rail system, terminals, depots, and workshops, etc.) later compounded the city's transportation problems. The spaces earmarked for terminals and depots were either encroached upon or given away eventually through a process of political patronage, while the roads became the sites for these activities. A service sector thus developed around these roads causing further encroachments, and in the absence of the bypasses the inner city became further burdened with warehousing and storage for port-related and inland trade traffic.

A new Master Plan-1989-99 (source Arif Hasan 1997)

In the late 1980s the government of Pakistan, with UNDP assistance, initiated another Master Plan, the KDP 2000. Unfortunately the process did not take into consideration the informal development lobbies which had become important providers of services in Karachi during the eighties. These lobbies had by then become influential interest groups and they were neither consulted nor did they participate in the plan formulation.

The plan further assumed that the state planning and development institutions had the necessary organizational culture and skills to implement the plan. In fact the steering committee of the plan, of which the chairman was the chief minister of Sindh, was not even able to convene to approve the plan. Hence the plan has no legal standing and many of its recommendations are being violated (this situation continues to date, showing that Karachi's planning has not been a priority with the four governments that have been in power since the plan document was completed in 1990).

According to a press report, in 1996 there were 1887 buses operating in Karachi, even though 6000 were required, according to the standard set for developing countries of one bus for every 2000 people. Out of the 146 routes considered bus-worthy by the Regional Transport Authority (RTA), only 45 routes were being covered (13 by KTC buses and 32 by private buses).

The Karachi Circular Railway

The Karachi Circular Railway (KCR) was set-up in 1964, and reportedly carried thousands of commuters punctually every half an hour, charging a mere 0.25 paise for its fast and reliable service. It used to make 104 trips daily during the 1970s. The service started to decline in about 1979, as a result of the failure of successive governments to replace the worn-out engines and bogies and maintain the tracks and stations. The need to navigate 23 railway crossings hampered the trains from maintaining their schedules, while 'ticketless travellers' increased among the already declining numbers of users. By 1985, the train service had been reduced to 93 trips daily, and the service was losing Rs12 million per year. In 1998 the trains were making only 12 daily trips, and the KCR was losing Rs6 million annually.

A master plan for the revival of the Karachi Circular Railway (KCR) has been prepared. The plan envisages not only the strengthening of the existing KCR infrastructure but also its extension to cover those areas which are currently not taken care of by the KCR.

The master plan is to be implemented in three phases. Phase-1 consists of the rehabilitation of the

KCR which includes the doubling of tracks between Cantt Station and Landhi so that the KCR can have its own tracks and as such be completely independent of Pakistan Railways. This phase also envisages the shifting of railway stations to under flyovers and bridges at the intersections of major roads with the circular railway.

This will facilitate interchange of transport modes and will firmly link the railway system with the road network. In addition, Phase-1 also includes the plying of commuter buses along the Shahrah-i- Sher Shah from Nagan Chowrangi to the Nazimabad Station; from Orangi Town to the Orangi Town Station; and from Cantt Station and Jinnah Bridge to Saddar. It is envisaged that trains will ply every fifteen minutes.

Phase-2 of the master plan envisages the building of a loop from the Nazimabad Station through the Nazimabad Town, New Karachi Town and Gulshan-i-Iqbal Town to Depot Hill near the Drive-in Cinema.

It also includes the building of a spine to Orangi Town and the completion of a loop from Baloch Colony to Korangi and Landhi. A connection with the Quaid-i-Azam International Airport has also been planned. The approximate cost of Phase-2, inclusive of rolling stock, is also estimated at between Rs 10 and 15 billion. With the completion of Phase-2 almost all of Karachi will be serviced by the railway.

This will bring about a major improvement, not only in commuting but also in the physical environment. Use of buses will only be necessary for short distances, if at all, since the railway will be available at a distance of about two kilometres to the vast majority of Karachiites.

Phase-3 of the master plan envisages a loop through Keamari Town and an extension of the Korangi line into Defence Society and its link up with the Shireen Jinnah Colony and the beach.

In addition, the building of this network will have no adverse environmental effects since it uses the existing rail corridor and the extensions are on very wide road alignments. The proposed KCR network will link almost all of Karachi's low, lower middle and upper middle income areas with the major work places.

Another important feature of the proposal is that ultimately the railway network will pass through all the 18 towns of Karachi District.

## Transport and Working Men

Income is a key determinant of individual and collective well being. Work opportunities largely hinge on the availability of transport. For someone in a relatively isolated urban residential district or katchi abadi, being able to catch a bus can open up a wide range of new job prospects. Transport activities impose a significant burden in terms of time and effort on working men and women with far-reaching implications for their livelihoods. But the transport needs of the under privileged are rarely considered and the available transport services are at best inadequate.

Access to job opportunities in urban areas is necessary for the poor to participate in most income-earning activities. In Karachi, the urban poor are concentrated on the periphery of urban areas which is far from their workplaces. Many workers take several part-time, low-paid jobs at different locations, simply to maintain the very basic level of household income. Many school children have to help their parents after school hours to raise household income. Their ability to obtain employment and education is highly dependent on the costs and availability of public transport.

Residential relocation is often very difficult for the poor due to high moving costs and lack of affordable alternative locations, providing affordable public transport can have an immediate impact on the personal welfare of the urban poor, as on the personal welfare of all income groups. It is generally accepted that access to at least minimal infrastructure services is one of the essential components of personal welfare. Improvements in transport not only provide people with more convenient access to a broad range of socio-economic opportunities, but also have strong income effects by lowering transport cost and hence the prices of consumer goods and services. In these ways, transport exerts a pervasive contribution to the improvement in personal welfare.

For the poor and low income groups, the lack of affordable access deprives them of the ability to take advantage of job opportunities and even of very basic social services. Reliable access to schools and health services for the poor contributes directly to their accumulation of human capital, which is a key factor in sustainable poverty alleviation. In as much as jobs and basic social services are relatively highly valued by the poor, it can be said that the associated basic transport access is of high value to the poor. In this sense, improvements in transport conditions can have greater welfare implications for the poor than for the rich.

High-cost transport means geographical, social, and economic isolation which is especially a handicap to the poor. Mechanisms for the poor to voice their transport needs are typically weak and should be improved, especially at the local level. Approaches include surveying existing problems and needs, establishing explicit participation in collaboration or partnership with NGOs, and enabling expression. This is what the URC understands and hopes to provide

While the importance of the transport sector in economic and social development has long been recognized, transport sector operations are rarely considered part of direct interventions for poverty alleviation. Agriculture, education, health, and water and sanitation infrastructure are constantly emphasized for their direct role in poverty reduction. Transport tends to be viewed as contributing to poverty reduction only indirectly, that is, through its contribution to economic growth. In addition to improving accessibility, transport investment affects employment.

Transport provides intermediate services to facilitate interactions between productive activities. In urban areas, social and economic interactions are much more spatially intensive than in rural areas. Housing, jobs, and public facilities are supposed to be located in proximity in order to take advantage of the economies of agglomeration. Most of the urban activities have a distinctive daily cycle. That this close proximity of activities, both in location and timing, does not exist is a massive failure of urban planning. Even a well planned city requires a highly efficient transport system. When an urban transport system becomes deficient, urban productivity declines and the standard of living for urban residents worsens.

In Karachi, because transport cost is a key determinant of locations of urban activities, transport improvements can expand the location choices of both firms and households. In developing cities, many poor households live in residential locations far from workplaces. This restricts their range of employment opportunities. For those who do have a job, they have to commute a long distance, often by modes of poor quality. A long-run solution to this problem is residential relocation to neighborhoods close to job locations. However, the poor may not be able to adjust their residential location because they have limited choice with their low-incomes. Moreover, government regulations such as building codes that control the use of land and the size of housing units make home moving very difficult for the poor. These land use regulations affect high-income households very little, but in effect they eliminate segments of the housing market available to the poor.

Transport improvement also increases the efficiency of operation of the labor market and labor participation rates. The combination of these factors increases urban productivity and urban household incomes. Also transport has direct impacts on the personal welfare of all income groups. It is generally accepted that access to at least minimal infrastructure services is one of the essential components of personal welfare. Improvements in transport not only provide people with more convenient access to a broad range of socio-economic opportunities, but also have strong income effects by lowering transport cost and hence the prices of consumer goods and services.

In these ways, transport exerts a pervasive contribution to the improvement in personal welfare. With accessible and affordable housing some distance away from employment opportunities, the absence of government regulated transport, the people in the areas surveyed are forced to use the transport provided by private owners at whatever condition offered. In Karachi, the livelihood of many residents is directly dependent on access to regular transport. What also has to be taken into account is the fact that badly run, dirty, dangerous public transport adds to the already stressful conditions that people encounter in urban areas. This leads to a reduction in their productivity, health and most importantly in their ability to enjoy life. The following case studies of people from the target localities will bear this out.

*. Shakoor Khan, Awami Colony, 25 years, LLB 2<sup>nd</sup> year (part time student) Checker in Korangi Towel Factory. 25 members in the family. 14 members use public transport.*

*It takes me 15 minutes to reach the bus stop on foot. There is no regular stop. I know through experience where the bus will stop. This informal stop is filthy and there is no shade or sitting arrangement. I take C-1 Misri coach and Bilal coach. Another 15 minutes are required to get from where I get off from the bus to the factory on foot.*

*Usually there is a great rush on the bus and every day I have to travel literally hanging by the rails. There is usually only enough space to put one foot on the floor. Most people travel standing up and because of the rush push against each other. That is why the passengers quarrel among themselves.*

*The conductors are very rude to the passengers. Usually there is argument over the fare. They take the money and do not return the change. Because of greed they fit in more passengers than there is space for. Four or five years back the big government busses plied here and these were better but have stopped.*

*Usually the music is played very loudly. Even during the time for prayers the music is not put off. Because of the music the driver is usually in an excitable state. He has no interest in the problems of the passengers. The drivers are not very careful about the way in which they stop the bus. One has to jump out of a running bus. The elders as well as the young have a rough time getting out of the bus. The drivers stop the bus wherever they feel like. Sometimes the bus is stopped way behind where he wants to disembark and sometimes way ahead. Sometime back my 60-year old uncle fell while getting down from the bus and broke his leg. The uncle has since expired.*

*Usually the buses travel at a very high speed. They have to start and be back at their terminal at a certain time. There are two doors in the coach one for men and the other for women. And this is fine. But the men enter through the door meant for women and even sit on the seats reserved for them. For this the conductor is to blame. They do not stop the men from occupying women's seats and for money keeps on filling in more and more passengers. There is a screen between the seats for men and women in Mazdas but it is of no use. When there is a heavy rush then the men out of necessity go and stand in the women's section.*

*The coaches are usually neat and clean but the Mazdas have broken windows and bad seats. When one travels by Mazda the clothes get dirty. Compared to the Mazda the speed of the coach is very high. They usually go at the speed of 80 or 90. That is why speed breakers have been made. But here to Karimabad there are no speed breakers. In his opinion it is very necessary to have speed breakers so that people can cross the roads safely. Because of the absence of speed breakers there are many accidents. I have himself taken the injured to hospital. My cousin was hit by a speeding bus and broke his legs. He was admitted in the AO Hospital for a month and took almost a year for his legs to heal. Rs 70,000 to 80,000 were spent on the treatment.*

*Transport is not easily available in my area. It is very difficult to get busses to go to Saddar or the University. It takes two to three hours just to get to Saddar. I have great trouble going to the Law College to study. In emergencies the family use taxis and rickshaws. The taxi drivers do not turn on the meter and ask for higher fares. We have no option but to give it.*

*My monthly income is Rs 3000 and I pay Rs 25 daily for transport. In this way I spends Rs 750 per month on transport.*

*The noise of the traffic, rush and discomfort has a negative impact on my life. A lot of time is spent on walking and traveling which is especially a problem for my studies.. I think Metropolitan Busses should ply in my area as well. Fare of Rs7 in busses with good facilities is enough in this day of inflation. The music in the busses should not be so loud and obscene, but should be soothing and soft.*

**. Sadruddin Peehocho, Awami Colony, 34 years, High School Teacher, 15 persons in the family out of whom 13 use public transport.**

*I have been teaching in a school for 15 years. It takes me 20 minutes to reach the Al-Hasan bus stop. Then I wait for 15-20 minutes for the bus. The bus does not go directly to the school. C-4 goes to Korangi no 5. From there I change to K-L, 17-D, F-11, F-16. There the busses come every five minutes. It takes at least one hour every day to reach school.*

*There is no bus stop anywhere neither is there a sign showing a stop. On rainy days I carry my shoes in my hands when waiting for the bus. There is no facility of any kind. Where I wait for the bus is very dangerous and many accidents have occurred there. There is a hotel there with a cane juice extraction machine and there is big rush there. Inside the busses there is a great deal of filth because of paan and cigarettes.*

*The seats are not repaired properly and often clothes get torn and become dirty as well. The seats are very small. Often I have stand throughout the journey. Because the buses are small one cannot even stand properly.*

*The conductor is very rude to the passengers. He is always raring for a fight. Often they take more than the fare and do not return the change. They also ask for the fare again and again. The music is very loud in the busses. If the music is soft then it feels nice then the two and a half hour journey passes by well. In the same way*

there are high powered pressure horns fitted on the buses. Even in places where it is not required the drivers use the horn.

There is no arrangement for safety in the buses and these are not brought to a halt properly. Speed breakers are made so that children and the sick can cross the roads easily. In my opinion speed breakers should be made but only in the areas where there are settlements. People have made speed breakers in many places indiscriminately which also cause harm to the vehicle. But the speed breakers made by the government are fine and they do not harm the bus nor do the passengers feel the jump.

Access to public transport is a major problem. In emergencies we have no other options. Our income does not permit us to take rickshaw or taxi.

The police take money from the drivers. Only about 20 per cent of the drivers have complete papers the rest run on the system of bribes. The higher police officers are also involved in this.

I spend about Rs 18 every day on transport. His pay is Rs 5,500. The rest of the family spends about Rs 700 to Rs 800 on transport per month.

The noise of the traffic makes it difficult for children in schools to concentrate on their studies. In addition because of the problems and difficulties of transport one begins to feel angry and bitter, and even afraid. A person becomes psychologically imbalanced.

The Mazdas should be done away with and in their place the big buses should be plied. In order to reduce the rush more buses should be brought on the road. At least there should be arrangement for the women and the elderly to sit inside the busses.

The drivers and the traffic policemen should be given two year courses in which they must be taught good manners and honesty. The condition of the busses should be improved, the fare should be reduced because the income is low and therefore they cannot pay the high fares. The bus stops should be made according to the population. There should be a stop every half a kilometer.

**Ghulam Muhammad Khan, Awami Colony, 37 years, employed by the Navy as driver, works in Manora, six persons in the family.**

I go to the bus stop on foot. The time taken is 15 minutes. There I wait for 20-25 minutes for the Afridi Coach. It takes me to Tower and it takes 50-55 minutes to reach there. From there I take W-11 to go to Kemari. Then I take a launch to Manora. I do not have to wait long in Tower but if I do not reach Keamari on time then I have to wait a while for the launch. I leave the house at 5:30 in the morning because my duty begins at 8:00 a.m. I cannot be late because I have to go to pick up the staff from the city and bring them to Manora. In the same way, on the way back my duty finishes at 4:00 p.m. and I reach home at 8:00 in the night. In the morning the roads are deserted which is why I have to stand in the middle of the road so that the coach driver can see him.

In the morning I usually get a seat. I do not observe much of what goes on inside the bus because my eyes close due to lack of sleep. On the way back I have to often sit on the roof of the bus as there is no room inside.

The conductors are very rude. There is no unity among the people. If every one gets together and reprimands the conductor then he will be forced to behave.. People do not consider the problems of others as their own and keep silent.

There should be no music. This distracts the driver. In the same way the pressure horns are a problem for people both inside and outside the bus. Clothes get torn and become dirty in the bus because of the dust and oil. The speed of the coaches is very high. But if I am late then I want that they should go even faster.

I had one accident in my life. In June I was getting down in Tower from the coach when another coach came and hit me.. I fell on the road and someone helped me on to the footpath. I returned home in an injured state. I used to have pain in the legs and would massage it with oil and bandage it. Then in August I had another accident. I was in Korangi No 21/2 on a motorcycle when a Mazda hit me. I sustained a lot of injuries and my leg was broken in three places and I was hurt on his face as well. The driver immediately put me in a rickshaw and took me to the hospital. The hospital people sent me in an ambulance to Jinnah Hospital. The driver asked for forgiveness which is why I did not file a case. The coach owner offered to pay for treatment but my family did not agree. In any case my treatment was paid for by the navy. I was admitted for almost two months in Al Shifa. A rod was put in my thighs and a plate as well. The plate cost Rs9000 which I had to pay by himself as the navy did not include this in the medical facility.

I use public transport out of necessity. On holidays we do not go out and stay at home. For weddings and other events they hire Suzukis because for taxis are very expensive and only one family can go in when in the suzukis two or three families can travel together. The suzukis usually charge Rs 200 to Rs250 . Earlier he could go by cycle for short distance work but after the accident he cannot.

My monthly income is Rs 4800 and I pay Rs 18 every day for transport. This comes to Rs450- Rs 500 per month.

**Muhammad Sharif, 36 years, matriculate, purchase officer in a textile mill in Korangi. 17 persons in the family. Only I use public transport.**

After walking for 10 minutes I reach the bus stop which is in fact just a tree. All of us stand underneath that tree. The transporter also stops his van in front of this tree. I take a Mazda or a coach from here. These are very dirty from the inside. The passengers use pan, cigarettes, snuff probably because the drivers and the conductors also use these. If these people do not use these things then they can stop the others from doing the same. Sometimes I get a seat, but I do not sit because my legs are too long and I cannot sit comfortably on the seats. This is why I prefer to stand and travel.

No one can sit in the ladies section without the permission of the driver or the conductor. If someone sits without their permission then the police or someone else beats them up when in fact the driver and the conductor are responsible.

In my observation only Indian songs are played in the busses which are usually quite obscene. The conductors are very rude. They push more people inside than the capacity to earn more money. They are badly mannered and they deal with the passengers in such a horrible way that no decent man would want to get into any conversation with them. The horns are very loud and because of this the whole environment is very noisy which is why people become irritable and short tempered.

There are no speed breakers on this road and so there are many accidents here. Every year at least 30-40 accidents occur, in which 20-25 persons die. I have personally requested many times that speed breakers be constructed on this road ie at Al Hasan stop but each time the administration says that this road is a highway and so speed breakers cannot be built here although I have myself seen speed breakers on highways.

The speed of the busses is all right because if it becomes slower then people will spend more time traveling. If bigger busses are arranged then it would be good. Then two doors are okay. In the present buses it is not feasible.. The clothes get dirty but what can one do one has to travel. I have never had any accident but I have seen countless accidents. A few days back my nephew was hurt in a road accident. The poor fellow broke both his legs.

If people start getting better facilities in transport it would be good but the fare should not increase. The condition of our roads are very bad. Along with the contractors we are also responsible for this as we have left the entire responsibility on the government. We also should supervise the contractor.

In emergencies no one cares about the expenses, we only see our helplessness. We do not use rickshaws or taxis. For weddings and other functions we hire suzukis.

I spend Rs 6 to 8 on transport every day, when my monthly income is Rs 4000. In my opinion the police department must be closed down and people will have to be made aware that transport is also our property. The traffic police issues fitness certificate after taking bribe. There should be a ban on this.

**Noor Ahmed ,Lyari, Lathe Machine Worker**

For the last 5 years I travel daily to Mohajir Camp Rasheedabad through X-1 or X-20 to reach workplace. Five minutes are consumed from home to bus stop and I walk to bus stop. There is no proper and official bus stop but an indigenous one exists made by drivers and conductors on roadside pavement. Whenever traffic police becomes strict then the drivers do not stop the buses near bus stop. Passengers chase them and catch them some distance away from bus stop.

I usually get seat in minibus. But I do not get seat while traveling from Rasheedabad to Lyari in mornings. From Bakra Piri Chowk I get the seat. Since I get seat while traveling therefore clothes remain in good condition. Sometime I have arguments with conductor for not returning remaining 50 paisas of fare. I have periodical day and night shifts in duty

*I dislike chewing pan and eating niswar in the public transport more than smoking. Once due to a nail my shirt was torn and I faced trouble when dirty water of the road sprinkled inside the bus through the pores of rusted floor. I have grievance s with the driver that they take 25-60 minutes from home to workplace, while it actually takes 15 to 20 minutes. At times I travel on rooftop while traveling from factory to home. The dirt and dust unbearable but I never met any accident while traveling in such a manner.*

*At times I like music in the vehicle. Sometimes the traffic police in the name of checking extort Rs. 10-20 from drivers. Except me all my area residents take transport from Ranchor Line, Shershah and Lee market in emergency. Though I understand that racing is not good but when I am in hurry I feel good about it. I easily get rickshaw and Taxi near my house.*

*Sanaullah , , Nawalane Lyari , 30 Years , Middle Pass , works in a cold drink store (around Lee market) ,Fifteen Members (7 brothers, 2 sisters, a mother, 3 Bhabhis and 1 cousin) 5 uses public transport.*

*Its a 10 minute distance from house to bus stop. Then I have to wait 15-20 minute for bus. The environment inside the bus is bad. In rush hours conductors and drivers themselves ask men to come in women compartments just to increase the income. Though the vehicle is dirty inside there are so many people in the vehicle that you even can't see the dirty things. Conductors usually forget that they have taken fare from ladies and afterwards repeatedly demands fare by touching them. On the contrary they are afraid of men.*

*There is no harm in having music but that should be stopped in the presence of women because there are lot of Indian cheap songs available in the market. Men do take advantage of these pun songs and make physical gestures at the women. There should be no pressure horns since these cause increase in hypertension. The clothes get damaged due to the condition of the vehicles and I myself experience it 3-4 times. The roads of Karachi are in bad shape especially there are lot of speed breakers e.g. in front of schools, hospitals, mosque, to the extent that people have made them in front of their houses. Once I passed urine due to these.*

*If accompanied by female family members then we take rickshaw or taxi, other wise travel by Mazda. At time I use cycle also. Expenditure on transport is about Rs 400 to Rs 800 monthly while the total earning of all of the family members in Rs 20,000. I myself earn Rs 3,000.*

*There should be supremacy of Law.Roads should be constructed so that they could last for many years. There should be neighborhood committees that can look into transport issues besides other issues. In case of big vehicles plying on road, instead of small one, more people could be accommodated.. Tram will serve the purpose for Karachi.*

**Sakhiullah ,: 60 Years , Lyari , Illiterate Labourer in Karachi Port Trust,: 7 members, 4 uses public transport**

*I have no other option except to use a horse driven cart to reach to Lee Market from my residence and it usually consumes 10 minutes. I do not have to wait long for transport but it takes half an hour to reach from Lee Market to Keamari through 7-H or X-8. There are no prescribed bus stops. Conductors usually mention routes by shouting. By experiencing routes daily, one can make a wild guess where the bus will stop? Usually stops are dirty and cart vendors can be seen everywhere. The interior of the buses are in bad shape especially shape of X-8 seats are not comfortable and there is lot of pushing goings around due to rush. Pick Pocketing often happens in rush.*

*The conductors attitude is very bad way towards passengers. They don't return the remaining amount of fare. There should be no music in public transport.*

*Usually there is a lot of rush in buses. Stinking smell destroys the atmospheres. Clothes become dirty and often tattered. When there is a rush in men compartment the arriving passenger get into the bus from women compartment. It would be good if every passenger can get a seat.. Rs 3 passenger is enough in the days of price hike.*

*The drivers indulge into speeding if there is race going on and they do not care for passengers. Speed breakers are meant to get the speed of the vehicle reduced, but these cause trouble to passengers.*

*I use the bus to go to work place and rickshaw to hospital. But rickshaw driver asks for exorbitant fare like they charge Rs 50 to go to Civil Hospital. I used bicycle for little chores but due to fracture of leg in an accident now I cannot use the bicycle. Moreover the congested traffic makes it impossible to use cycle.*

*Speaking on traffic issues in my opinion all these issue have deep and adverse impact on our lives. We have passed our time but our children cannot cope with these issues.*

*I spend Rs 10 per day on conveyance and Rs 300 per month. My monthly income is Rs6000.*

**Abrar Hussain: Lyari , 50 years, Driver in KPT.**

*For the last 30 years I have been going to Ranchore line through Tonga and from there I take 7-H or any bus going to Tower to reach KPT. From Bakra Piri to Ranchore line Coachwan charges Rs. 2 and from Tower to KPT, the charges are Rs. 2.50. I remember that in the very beginning it cost only 25 paisas to reach tower. In the morning since every body goes there therefore there is rush on Tonga stand and every body hurriedly rides on Tonga. Sometimes we have to wait for Tonga for at least 10 -15 minutes. There are no discounts for students in Tonga fare. At times, I have to wait for 7H bus for half an hour and there is mostly no seat available. Most of the buses plying at 7H routes are not in good condition. Ironed clothes become wrinkled, polish on boots spoil and due to protruding nails from seats our clothes tatter.*

*Since there is no bus stop on Ranchore Line therefore we commuters often stand directly under the sun with a chance of getting heat stroke. In case of rain we take shelters under the shades of shops. I dislike playing songs in buses and vans as it distracts drivers and that causes accidents. Passengers never demand playing of songs.*

*Passengers should get the convenience of seats but the fare should remain the same. In my estimate some people cannot afford the fare. The vehicle should be in good shape. I am not a bullock and I know that*

conductors hoard passenger into bus like sheep or goats, and they will not drop this habit. Exchange of hot words takes place on the issues of the speed of bus or on the rate of fare.

I think that traffic problems of Karachi could only be solved by the introduction of circular railway and electric train. There is a need of reduction of load of vehicles and commuters on roads. Circular railway should be introduced in the city. Stations should be close to bus stops. I dislike smoking, pan chewing and niswar eating in public transport. I myself do not use any one of them.

It takes 45-60 minutes from Ranchore Line to reach tower. Due to heavy traffic the buses get slow. Men should not be allowed in women compartments. I can travel all the way standing but it does not look nice to travel in women compartment.

Traffic police doesn't stop drivers unnecessarily and stops the vehicle only when drivers commit mistakes. Drivers should cooperate with police and must get their documents checked. I am working as a driver in KPT since last 30 years and never got chalaan. My father was also a driver from creation of Pakistan to 1972 and he too was never in trouble. My father and I always respect the traffic laws. My father was a truck driver and he never committed over taking and over loading.

**Abdul Khalid , 42 years, Lyari, Principal Al-Ahad Model School Bakra Piri**

I am working as principal for the past three years. Most of my students live nearby. Some students commute by Mazda and according to them Mazda conductor and driver do not behave properly with them. Most of the conductors are illiterate.

School children do not create problem for conductor, probably it happens in Punjab but not in Karachi. Students usually pay fare but in case of any elderly passenger embarking, they are asked to leave the seats. This is unfair with the students.

The grill separating women and men compartments is there just for nothing. Men often use the separate passage. In case the women are in large number, they are asked to sit in men's compartments. Drivers play indecent songs in the presence of women. They play these even if asked by men to stop. The parents of the students send their children through Suzuki because they think that fare of wagons are exorbitant.

Drivers and conductors drop the passengers wherever they like. They do not apply full brake to stop rather just slow down and expect passengers to jump off, no matter the later falls down or hit by the following bus. In a similar incident I got injured and had to take rest for about 8 days by taking off from the job.

Since there are fewer buses on a route so passengers are constrained to travel on rooftops. From one terminal to another, the driver himself decides the numbers of stops and he stays there until the following next bus of the same route does not arrive.

They do not move even on the insistence of patients, students or those who have to reach the job. On the contrary they advice the passengers to take other bus, and if asked to return the fare they simply refused. If women demands the same then they get the advice of early departure / leaving from home. If two buses of the same route somehow reach a single point, the drivers start racing.

*Passengers are dropped little far from stops that creates problem for women and elders. If senior citizen take long to get into the bus, drivers speed away. The roads are getting narrower in high-density areas. It is impossible for the present routes to fulfil the transport needs of the citizens.*

*For the convenience of the citizens it is necessary to reinstall the system of circular railway. Every fifth household of our area has conveyance even then conveyance is an issue.*

*There is no transport available in our area after 8:30 and in case of emergency we have to go to Bakra Peri or Ranchorline otherwise we have to ask either neighbour or relatives and they charge double the amount of fare.*

*Abdul Karim , 38 Years, Lyari, Inter Arts, Park Supervision in IMC West Orangi Town, Mohajir Camp, It takes me 7-8 minutes to reach the Dhobi Ghat bus stop. From there I commute on Bus No.60 to reach Bara Board. I have to wait 5 to 15 minutes for the bus.*

*Government do not build / develop the bus stop properly and if there are any then these are misused. These are drug dens and are also used for relieving purposes. Law enforcing agencies are also responsible for that because they are not strict with the drivers for the use of prescribed bus stops. As for the environment inside the buses, since I suffered from polio in early child hood and have a disabled left hand therefore standing on the journey during rush hours is problematic. I am an expert in bus identification and therefore can easily figure out that which bus would stop where. Most of the buses stop in the middle of the road that creates problem in traffic flow.*

*Buses are in bad shape inside. On principle 90 percent buses should not ply on roads. The protruding steel sheets in bus causes injuries and also damages clothes. There is indecent music in buses that cause embarrassment to us since our mothers and sisters also travel in buses, so music should be extremely prohibited in buses. Besides this pressure horn is also very harmful. .*

*Smoke emitting buses are disastrous for health and their registration should be cancelled. Conductors usually don't return the remaining amount from fare and that often results in arguments.*

*Due to small entrances of Mazda and also due to rush, passengers are usually hanging on the doors of it. It is better that public transport should be seat by seat and doors should be opened only on prescribed bus stop. Every person should play its role to change the transport culture. Mazda drivers have to teach in specific time as given by the owners of the terminus and that's the reason for speeding. Also they overload the passengers for their greed and do not bother about the trouble of the passengers.*

Economic conditions of the country are not good so people are engaged with economic struggle. Troubling transport adds to the miseries and gives birth to peevishness, causing improper attitude towards each other. This also affects their efficacy.

I spend Rs 6 per day on conveyance that cumulatively comes out to be Rs 180. Due to his economic condition, I usually travel in buses, but X-9 and X-20 are not available late night.

**Ghulam Muhammad Khan, 37 years, employed by the Navy as driver, works in Manora,**

I go to Al-Hasan bus stop on foot. It takes 15 minutes to get there. There I wait for 20-25 for Afridi Coach. This takes me to Tower and it takes him 50 to 55 minutes to reach there. From there I take W-11 to go to Keamari and then a launch takes me to Manora. I do not have to wait long in Tower but if I do not reach Keamari on time then I have to wait a while for the launch. I leave the house at 5:30 in the morning because my duty starts at 8:00 in Manora. I cannot be late because I have to go to pick up the staff from the city and bring them to Manora. In the same way, on the way back my duty finishes at 4: and I reach home at 8:00 in the night. In the morning the roads are deserted which is why I have to stand in the middle of the road so that the coach driver can see me.

In the morning I usually get a seat. I do not observe much of what goes on inside the bus because my eyes close due to lack of sleep. On the way back I have to often sit on the roof of the bus as there is no room inside.

It is very bad that men occupy the seats meant for women. The conductor should strictly forbid this. But people should think for themselves that this is wrong. The conductors are very rude. There is no unity among the people. If every one gets together and reprimands the conductor then he will be forced to behave.. People do not consider the problems of others as their own and keep silent.

There should be no music. This distracts the driver. In the same way the pressure horns are a problem for people both inside and outside the bus. Clothes get torn and become dirty in the bus because of the dust and oil. The speed of the coaches is very high. But if we are late then we want that they should go even faster.

I have had one accident in my life. In June I was getting down in Tower from the coach when another coach came and hit me.. I fell on the road and someone helped me on to the footpath. I returned home in an injured state. I used to have pain in my thighs and I used to massage it with oil and bandage it. Then in August I had another accident. I was in Korangi No 21/2 on a motorcycle when a Mazda hit me. I sustained a lot of injuries and my leg was broken in three places and I was hurt on my face as well. The driver immediately put me on a rickshaw and took me to the hospital. The hospital people sent me in an ambulance to Jinnah Hospital. The driver asked for forgiveness which is why I did not file a case. The coach owner offered to pay for my treatment but my family did not agree. In any case my treatment was paid for by the navy. I was admitted for almost two months in Al Shifa. A rod was put in my thighs and a plate as well. The plate cost me Rs9000 which I had to pay by myself as the navy did not include this in the medical facility.

We use the transport out of necessity. If there is no work then we do not go out and stay at home.

If there are two doors in the bus then it is good. The rush should be reduced and other facilities should be given but the fare should not be increased.

For weddings and other events we hire Suzukis because for one taxis are very expensive and only one family can go init when in the suzukis two or three families can travel together. The suzukis usually charge Rs 200 to Rs250 .

Earlier I could go by cycle as well but after the accident I cannot.

My monthly income is Rs 4800. And I use Rs 18 every day for transport. Ie Rs450 to Rs 500 per month.

You are educated people so whatever you think best you recommend on my behalf.

**Saeed Ahmad, 45 years, employed in the National Refinery Korangi.**

From 1968 to 1977 I have used the F17 route bus to travel and then used C1 and C2 Mazda till 1987. Then the law and order situation in the city deteriorated and the transport sector was affected. Since 1987 the company van picks and drops me.

I pay Rs200 and travel in comfort and in a relaxed manner.

I live in an industrial area, and buses from various parts of the city bring people here. These buses are usually filled with people. The local people have to stand throughout the journey because it is so jampacked with people from the city. Sometimes they have to even stand on the foot stand as there is no space inside.

In the morning from 7:00 to 9:00 if ladies have to go to Saddar the drivers do not stop the bus for them. Even if they do pick them up then those men who are sitting on the seats for women do not get up. When the driver is asked to stop at a destination they do not stop and in fact just barely apply the brake and once the passenger has set foot on the foot stand they speed up again. I have seen many people fall in this process. I have myself almost

fallen off the Mashriq Coach. I had my child in my lap and my wife got left behind in the bus. Then she got down a little ahead.

Mazda C1 have seats that are torn and are covered with sack cloth and the metal parts usually protrude out. In the industrial area the drivers let the conductors drive the bus. One year back in a bloody accident the coach fell inside a drain and 23 valuable lives were lost.

The buses keep overtaking each other in the area and if the passengers complain to the driver then they begin to fight and stop the bus in the middle of the road.

The ladies with children and elderly ladies are ordered to climb in quickly which causes a great deal of difficulty for them.

I traveled twice on the roof of the bus. My clothes get dirty and they even tear. One feels very afraid on the roof. Traveling on the roof of the car is a usual activity in the industrial area. The traffic police knows about this and they ask them to come down and travel inside the bus.

The trucks laden with sand and pebbles do not have covers on them while passing through industrial area. The sand and pebbles fall off and often hurt the eyes of passersby. This causes accidents with motorcyclists etc. Many times the people have talked to the police about this problem but to no avail.

Two of my sons use public transport and we spend Rs900 on it per month.

Bigger vans should be introduced and the seating should be according to capacity even if the one side fare is Rs10.

The bus stop constructed in 1965 is now no longer there. And now we stand near Singer Chowrangi. The passengers stand wherever they want to at will and in the same way it is the drivers wish where he stops and whether he chooses to pick up the passengers or not. We get wet when it rains because there is no proper bus stop. When it rains the men take shelter in the local hotel but women cannot do even that.

Many times it has happened that the bus is moving and the a policeman on motorcycle comes in front of the bus forcing it to stop to tell the driver and the conductor that their bhatta has not reached them. In these situations the driver and the conductor quickly promise to deliver the money immediately. The owners deliver the monthly bhatta to the policemen at the police chowkis.

There are factories in our area and this together with the smoke from the buses causes intense pollution. The clothes get dirty very fast because of this and there is a great deal of effort and money for soap etc spent on cleaning. Most people in our area are victims of colds, fevers, coughs and other illnesses.

On the route from Drigh Colony to Qaidabad and from there to Qayummabad the big buses should be restored. One should have to wait at the most for five minutes at the bus stop. There are more coaches in the city now.

If we have our children and wives with us then the drivers stop the bus very reluctantly.

For weddings etc we use taxis. In case of emergencies we call Eidhi or borrow someone's car from the neighborhood.

The buses stop plying after ten in the night. If we have to pick up some relative or friend from the railway station or the airport then we have to book a taxi.

**Ameer Khan, 52 years, employed.**

Every day I go by Afridi Coach from the AlHasan bus stop to Tower. I have to wait for the coach for fifteen to twenty minutes. There is no real bus stop here. The people and the conductors and drivers have by themselves selected this spot. Because there is no bus stop so whether it rains or shines we stand on the open road and if we get wet then we fall sick.

It takes an hour and a quarter to an hour and a half to reach Tower. Because of the length I get tired. The coach fare one way is Rs 7 and I spend Rs 450 per month on transport.

Sometimes I get a seat but more often I travel standing up. The driver usually takes on passengers by stopping properly but when disembarking the driver only brakes slightly and then speeds up. The passenger barely has time to get time and many times they fall. During the journey I do not like the use of Paan, niswar or cigarettes. I use niswar but never during the journey.

Traffic policemen have several times stopped a bus and taken the driver and the conductor on the side to speak with them. What they talk about I do not know. But after the conversation the bus is allowed to go on.

The coach speed is very high and because of this the majority of the accidents take place. The passengers complain of the high speed to the driver but he driver does exactly what he feels like I have personally never brought the high speed to the drivers attention.

The coaches that ply on our route are in good condition. Clothes do not get dirty and neither are there any sharp edges to cause injuries. If I am guaranteed a seat every day on the coach I do not mind paying Rs2 more one way.

In the night in case of emergencies we hire a taxi belonging to neighbors etc who then do not over charge.

No one else except me travels by public transport in my household.

I do get tired because of the long journey but during it I have never fallen asleep and this is why I have been pickpocket.

*I also travel by CI Mazda.*

*In order to solve the problem of transport in our area it is necessary to run big buses and have a proper bus stop.*

*The conductor should issue tickets to all passengers whether it be a bus, Mazda or coach.*

***Faqir, Pehelwan Goth, 45, illiterate, Sweeper Karachi University***

*I travel by bus, cycle and walk. When I walk to the University it takes me two hours and by cycle it takes me 45 minutes. It takes one hour by bus. I mostly use the bus. I have to change two buses first to Safari Park, and then another bus to the University.*

*It takes me at least 15 minutes to get to the stop. I spend Rs12 every day. I have to wait 5-10 for the bus and this is very boring.*

*The conditions of the buses is not very good. The nails etc cause the clothes to tear. The buses are very crowded. In the intense rush sometimes I begin to feel sick. I do not like music and when it is played with such a loud volume it makes my head ache. There are many different types of horns fixed on the bus although there is really no need for them. The driver honks them just for pleasure even when there is no one in his way.. I earn Rs 3300 per month.*

*Getting on and off the buses is very difficult as the drivers do not stop properly. Also the doors are small and one has to squeeze past the conductor. There should be bigger buses and the conductor should behave properly especially towards women.*

*The drivers go so fast that at times it feels as though the bus will overturn and it makes me very fearful. The smoke from the buses is suffocating. Traveling on the roof or hanging to the rods outside is extremely dangerous but people do it as there is such a shortage of transport.*

***Sabir, Pehlwan Goth, 40years, matriculate, works in bungalows as various jobs.***

*I walk easily to the stop in 5 minutes. There is no proper bus stop. The people wait on the side of the road. I have to wait 5-10 minutes for my bus which is X-24 Mazda.. If there are four or five passengers at the stop then the driver stops the bus properly otherwise one has to jump on to a moving bus. There is always the danger that one would fall and hurt oneself. It takes him 30 minutes to get to my destination. In the mornings I normally get a seat. While on the way back it is impossible He never takes the risk of traveling on the roof or hanging at the back. If there is no space inside I let the bus go and take another. I have sometimes traveled in the women side in times of rush.*

*I have no objection to good, clean music in a soft tone being played in the bus. But if the songs are vulgar then it upsets me specially when women are also on the bus. He is mentally always prepared to travel the whole length standing. The clothes get dirty and I expect this to happen..*

*I spend Rs7 and a monthly sum of Rs 200. I am willing to pay more if a seat is ensured every day. On going to family occasions and relatives the family spends up to Rs1000 every month. His income is Rs 7000 to Rs8000 per month.*

*I do not like people using snuff, or smoking or chewing paan in the bus. The noise of the horn does not bother me as I accept this a part of the transport system.*

*The behavior of the conductor depends on that of the passengers. I usually get from standing all day and thus gets irritated at small things.*

*Unless the government takes over the system things are not going to improve in transport.*

***Yousuf, Pehlwan Goth, 35 years, middle pass, waiter in a restaurant in Gulshan-e-Iqbal. He and his wife use public transport. Wife works in a garment factory.***

*The stop is in front of the house. For the G-19 I have to wait 10 minutes. Sometimes I get a seat and the seats are so small that it is better to stand. The rod which one holds on to while standing is usually rusted. He says he has never seen a clean bus so he cannot say anything about the cleanliness. The conductors do not listen to anyone and if they are behind time then they are on edge and the driver neither stops the car to take on passengers nor stops to let them on.*

*If the ladies side is empty then sometimes he sits in it but gets up whenever a woman enters.*

*There should be no music in the bus. I have asked the driver to stop playing certain songs many times and this has led to arguments. If one tells the driver to stop using the pressure horn unnecessarily then they ask them to get down and take another bus. His clothes have never been torn but his shoes have often been ruined. As a waiter he has to appear in clean clothes and shining shoes and this is a big problem on the bus.*

*He spends Rs6 every day and his wife Rs12 when his pay is Rs 1000 and each day he earns Rs 75-100 in tips. His wife earns Rs 2800.*

**Mian Idrees, Dhani Buksh Goth, 27 years, Intermediate, Painter**

*He has to go to various parts of the city for his work but he mostly goes to Guistan-e Jauhar and sometimes to New Karachi, Defence, Malir, Landhi. He mostly travels by Mazda and bus. The stop is 5 minutes from his house. The passengers just stand on the side of the road there is no proper stop. The drivers stop wherever it is convenient for them. The bus arrives in 5-10 minutes. One has to wait under the sky whether it rains or is hot. Sometimes when it rains they get wet. In the morning usually he gets a seat. When he wants to get down he has to jump off a moving bus and this is dangerous.. Once when the driver suddenly braked a fast moving bus a nail pierced his nails and it is still unhealed.*

*Many times starched clean clothes get dirty and torn due to the dirty seats. Once when he complained to the conductor on the state of the bus he was told to get off.*

*The condition of the other buses X-24, G-10, D-3, X-10 and Safari coach is better.*

*Mostly Indian songs are played on the buses and the choice of songs depends on the driver. Mostly the drivers put on songs when women get on and this is disgusting.*

*Most conductors behave very badly but some are okay.*

*The conductors ask the passengers over and over again for the fare because he forgets after taking the fare.*

*The speed is so fast that many times he feels this was to be his own. Many times people have been injured when trying to get on a speeding bus. When the drivers suddenly apply the brake on the breaker then passengers fall over one another. Sometimes they hit their head on the side and this hurts. It is as though the lives of the passengers is in the hands of the driver and conductor.*

*He says that if the facilities are improved he does not mind paying a bit more otherwise the fare is all right. He spends Rs 1000 every month on transport and this includes sometimes going by rickshaw.*

**Ghulam Shabbir, Dhani Buksh Goth 26, Middle pass, Shuttering work for buildings, Rs 3000**

*He spends Rs 6 every day on transport. It takes him 2-5 minutes to get to the stop and then he waits for about 5 minutes for the bus. He reaches his destination in about 10 minutes.*

*Most of the buses are in bad condition. The floor and footboards are usually broken. The windows do not have glasses and seats are broken and dirty. The sharp nails and metal protruding which cause injury and tear the clothes. The conductors do not behave properly and ask for the fare again and again forgetting that they have already taken it. Usually there are fights between the conductor and the passengers on this issue.*

*In the morning the drivers drive very fast and in the evening very slow. The drivers play the music so loudly that it shatters the eardrums and the noise of the pressure horns gives me a headache. It is very dangerous to travel on the rooftop but when there is so much rush and one does not get space inside then there is no other recourse. The men also occupy the seats reserved for women when there is a big rush although they should not do this. The smoke causes the eyes to burn and there should be strict restrictions on smoke emitting vehicles.*

*I like traveling by coach better than the Mazdas because the coach takes me to my destination faster than the mazda. The fare for both is the same so I prefer the coach. The traffic police often stop the bus but let them go after taking Rs10. The police stop an overloaded bus more frequently. Every bus should have a list of the fares so that there are no arguments over this.*

**Rab Nawaz, Dhani Buksh Goth, 35, Primary, Tailor in a Hosiery Factory in Mahmoodabad.**

*I usually hail the bus to a stop in front of my house. The Safari Coach comes by in 5-10 minutes. Then it takes 45-50 minutes to get to the Nursery stop and from there it takes me 25-30 minutes to walk to the factory.. The Coach is not so dirty except that sometimes they clean the seat with oily cloth and this stains our clothes. I get a seat from my house but on the way back it is impossible. In fact we are packed in like animals. The conductors never return the change from the fare and deliberately delay it so that the people forget and when there is an argument the driver always sides with the conductor. I personally like music but the kind of songs that are played in front of the ladies is very embarrassing. Such things should not be allowed. The pressure horns on the coaches serve no purpose and they should be removed. My clothes have never been torn but they do get very dirty. Since I live alone and have to wash them myself this is very annoying. When I travel on the roof when there is no choice I often fall sick because of exposure to pollution and the anxiety. So I avoid it. My body aches at the end of the journey.*

*I earn Rs 5000 per month and spend Rs 12-14 every day on transport.*

**Muhammad Khalid Gul, Dhani Buksh Goth, 35 years, M.A. Economics, Government Clerk**

*I have been living here for the past four years and go to Tariq Road to work. The stop is 10 minutes away and I walk to it. Then I have to wait another 5-10 minutes for the bus. I mostly travel by Gulshan or Safari Coach. There is no real bus stop the drivers and passengers have determined a spot and so there is no facility for sitting or shelter from rain and the sun.*

*The one-way fare is Rs 6. I have never traveled on the roof or hanging from the rails. It takes me one hour to get to my place of work by bus. I leave the house at 7:45 and reach my place of work at 9:00. The drivers drive very fast from here to Hasan Square and then it takes 40 minutes to get to Tairq Road.*

*In the evening I go to Tower to give tuitions. It then takes me 1 1/2 hours to get from Tower to Gulistan-I-Jauhar and almost always on this trip I have to stand as seats are not available. When the traffic policeman stops a bus it simply wastes our time as there is never any reason except to extort money.*

*The long journey gives me a headache and I do not feel like doing anything once I get back home. My performance at work is effected and I remain irritable. In emergencies we have to use taxis which are not available near by and we have to walk to the next chowk.*

*I pay Rs 1500 for transport every month while my income is Rs7000.*

***Haseebullah, Ghaziabad Orangi, 50 years, laborer, Rs 3500 per month, illiterate.***

*I do not go to the same place every day but to whichever part of the city I can get work. Often I have to change two or three buses and spend Rs 10-15 every day. From my house to the bus stop it takes 5-10 minutes and I wait at least 10-15 minutes for the bus. There is proper bus stop and the bus can be stopped wherever the passengers are waiting. I travel at least four hours each day to get to and from work.*

*The buses are usually in very bad condition and at times it becomes intolerable to travel but what to do. The windows are broken and the seats are very bad. The trips are very torturous. The nails and sharp metal edges cause injuries and our clothes get torn. The rods and screens are rusty which make the hand and clothes very dirty. The conductors are very badly behaved and use bad language. Mostly the drivers and conductors use some kind of drug or the other. It is very difficult to get on and off buses because of the rush. It is very difficult to travel during the rush hours. People sweat and some even throw up.*

*The drivers drive as though they are in a war field. They do not bother about anyone getting hurt or falling off. It is very dangerous to travel on the roof of the bus. One is always in the danger of being hit by an electrical wire. The drivers do not slow down at the turnings and many times people fall off the roof and are injured.*

*It is not right for the men to sit in the ladies section and if the system is improved then there is no reason why they cannot sit together. But it is very necessary to respect women. I have seen that women and men travel together in Calcutta and Punjab.*

*On long journeys it is all right for music to be played but it should not be loud. The horns used should be simple and the use of horns with sounds of dogs barking or children crying should be banned. These are really terrible to listen to.*

*It is not right to construct speed breakers at any odd place. These should be built in front of schools, hospitals, colleges etc only.*

*The buses should not allow more passengers than the number of seats. The fares are already high and these should not be increased.*

*In our areas the buses do not ply after nine in the night. Often in the night if the bus is empty they change the name plate and begin to ply on a route they know will have passengers. This creates a lot of problems on the original route as the passengers are then left stranded.*

*The buses that overload pay a fixed bhatta to the police. If this is not paid the bus is locked up and then released on payment.*

*In times of emergencies we have to use taxis and rickshaws. The people should have easy access to transport and everyone should get a seat.*

***Feroze, Zia Colony, Korangi, 52, Chowkidar,***

*I am living in Zia Colony since 1982 and for the last six years have been working as a chowkidar in the home of a company executive. I leave the house everyday at 6 and walk to the chowk in 10 minutes. Then I take the X-23 to Baloch Colony bridge and then walk to Karsaz where I work in a house.*

*The fare is listed as Rs 3 in the list but the conductor charges Rs4. There have been arguments with the conductor over this but he does not listen. Twice I complained to the sergeant at the Qayyumabad traffic kiosk and both times he said that he would send my complaint to the DC.*

*Most of the X-23 Mazdas that ply on my route are in pretty bad condition. But the owners pay bribe and get the fitness certificate.*

*During rush hours sometimes we have to travel on the roof but the same fare is charged as the inside.*

*There is a no proper stop and we have to wait in the hot sun and when it rains there is no shelter.*

*There should be no music played inside the buses because this distracts the driver.*

*The Coaches charge more than the other but take us to our destination faster. The passengers are willing to pay more but the conditions must be improved before the fare is increased. The coaches charge more but the*

facilities they give are the same as that in a wagon. If the owners do not pay bhatta then even if the condition of the bus is okay and it is not overloaded they will lock it up.  
My clothes get extremely dirty in the bus.

### **Tufail, Zia Colony, 48 years, Leather Cut-piece Business**

I have been involved in this business for the past 25 years and have to go to various places at various times. Mostly I go to Bihar Colony Lyari .I usually take C-1,,X-2 Mazda or Afridi Coach. The distance from my house to the bus stop is one kilometer which I walk and then I have to wait 20-25 minutes for a bus. Sometimes I manage to get aseat but mostly I have to stand.

I spend Rs 600-700 every month on transport and I manage a net income of Rs3000.

The vulgar songs inside the bus upsets me and a couple of times I have complained to the conductor and the driver both of whom have asked me to shut upor get off.

I have traveled on the roof a couple of times out of sheer desperation but it is very dangerous.

Once while I was getting down from the Afridi Coach the driver started the bus suddenly and I fell and badly hurt my foot and was unable to go to work for 10 days. And even now my feet hurt sometimes. When Icomplained to the driver he said that he was helpless as he had to reach the las tstop at a certain time and in future I should not sit inhis coach.

If I get better travel facilities then I am willing to pay more but this means I must get a seat each time. Whe the traffic policemen stop the bus much time is wasted in their deal making. They are not bothered about the passengers waiting inside the bus.. MY WIFE WORKS AT THE Jinnah Hospital and she spends Rs15 every day on public transport.

### **Nazir, Zia Colony, Korangi, 60 years, mason**

I am living in Zia Colony since 11 years and have to travel to various areas for work.. I leave the house at 6:30 in the morning. I have to walk for 15-20 minutes to catch a bus. It is very rare that I get a seat. In spite of my age many times I get on the roof during rush hours as I have no choice. I get to work 15-20 days in the month and make Rs250 per day. I spend Rs 900 on transport. The conductors often take more than the listed fare and we have no option but to give it.

It is very inappropriate to play loud music in the buses. The vulgar songs makeme sick especially when there are women in the bus also. Many times at the Qayyumabad stop I have seen the driver or the conductor giving money to the traffic police.

The drivers speed up and this is very dangerous. When he brakes suddenly then the passengers are thrown around.

We cannot get a bus after 9:00 and in cases of emergencies we have to hire taxis and pay them whatever they demand.

In my opinion instead of Minibuses there should be big buses on the road. I smoke during the journey but I do feel that this is not good.

### **Allah Wassayo Bhutto, Siddiq Goth, 30 years, M.A. economics, Clerk in Service and General Administration Department, Sindh Secretariat**

I use the department contract carriage. IT takes me 10 minutes to get to the stop where my bus picks me up.I usually have to wait 5-10 minutes for it. It takes about 55-60 minutes to reach the office.

The bus is very clean and the bus is checked for maintenance on a very regular basis. If the bus is not clean then we refuse to sit . The driver and conductor are under or supervision. The conductor is simply to assist the driver incase there is a flat tyre or something. 10 women also travel with us. The music is played according to what we request. No one objects except one moulana who is against listening to music. We have an ordinary horn in the bus which is rarely used anyway.

The driver drves at a reasonable speed and does not stop except at designated spots. I do not use any public transport except whenI am going to my home in interior of Sindh. I do all my daily chores on foot. My income is Rs 3400 and I spend Rs 100 on transport.

### **Israr Ali, Siddique Goth, 27 years, Matriculate, Works in the Garden Department District Central**

I walk 3-5 minutes from home to get to the Allahwali stop. I then take the W-11 to Lalukhet and then board the 4-J or 1-D to get to my office. It takes me 45 minutes to get to Lalukhet. And then the next bus takes me to the gate of my office in 10 minutes. The W-11 is usually clean but the people smoking makes the interior very suffocating. On the way to work I usually get a seat but very rarely do on the way back.

*Men occupy the ladies seats when these are vacant and there is a rush on board but give it up when women enter. However, if a friend or acquaintance of the driver or conductor is sitting on a ladies seat they do not stop to pick up women. Some drivers and conductors are okay but some conductors will fight over small amounts of money. Many times they do not return the change. Music is played now on almost all buses. It keeps a person from getting bored. But if it is loud, which it often is then it feels very bad and gives me a headache. Sometimes the songs are vulgar which is intolerable. A couple of days back I was on the W-11 when the driver played an extremely vulgar song. On one very obscene line all the passengers felt very embarrassed but did not protest. The pressure horn is used by the driver of the W-11 only in Sohrab Goth because there is a ban on it after this area.*

*The D-1 and J-4 are usually in bad condition.*

*I spend Rs13 every day on transport and my monthly income is Rs3,000.*

### **Muhammad, Siddique Goth, 30 years, Mason**

*I go to work every day in various parts of the city and have to use both the mazda and the coach. I leave the house at 6:30 in the morning and am able to easily get a bus because in our area the buses begin plying at 5 in the morning. I walk to the bus stop and it takes me between 5-7 minutes to get there. There is no proper space designated for the stop the people wait where the bus stops most frequently.*

*I get a seat in the morning but on the way back it is impossible.*

*I had hot words once with the conductor because he did not return my change. He claimed that he had returned my money when I was sure he had not. When my fellow passengers also told the conductor that he was in the wrong then he gave me the change.*

*I do not like music when traveling. Only seldom I like a particular song and want to hear it again and again.*

*Sometimes I sit in the ladies section when there are vacant seats but get up when the seat is needed by a woman.*

*The whole day I work sand, clay and cement so the smoke of the buses does not bother me. I am immune to it.*

*The traffic police have the right to stop a bus to check the papers but they look for excuses to harass the drivers so that they can get bribe.*

*The W-11 drivers do not stop the bus properly when people are getting on or off. I have not had any accident uptil now. However at times the protruding nails and pieces of metal have injured my hands.*

*I do not like using cigarettes or paan during traveling but I do use snuff which I spit outside the bus. I sit near the window and it has never happened that my spit has caused any inconvenience to others. But I have seen many times that when people spit outside it can land on people nearby on the roads or motorcyclists who are in the vicinity. I have now decided that I will not even use snuff during my journey.*

### **Riaz, 24 years, Shireen Jinnah Colony, Computer Operator plus student**

*I have been using public transport ie bus, coach and mazda for the past 15 years now. It takes me 2-3 minutes to get to the stop and in the morning I have to barely wait a couple of minutes before a bus is available. This is because the bus terminal is close by but I do not go inside the terminal but wait outside. People have themselves selected a spot for the stop. When it rains we take shelter in the nearby shops.*

*I reach my place of work in 20 minutes but when I used to study it would take me at least 45 minutes to get to school.*

*On the way to work in the morning I usually get a seat but not on the way back.*

*I object to people eating paan in the bus and hate it when people spit inside.*

*There is really no proper arrangement to clean the buses and there are cigarette packets, stubs and paper lying around.. The minibuses and coaches are relatively cleaner.*

*I like listening to Urdu and Punjabi songs on the buses but in a soft tone. Many times the men give the driver cassettes that they have brought from home to play during the journey,. If there is good music then the trip is pleasant and passes quickly.*

*I do not like the use of pressure horns in the buses. It is frustrating to hear all this noise. If the horn is suddenly sounded behind a vehicle then it startles the driver and this leads to accidents.*

*The clothes get wrinkled and dirty on coaches and mazdas and even tear from snagging on nails and pointed objects.. The seat rods are often rusted and these stain the sleeves and collars.*

*I spend Rs 6 every day and Rs 200 on a monthly basis.*

*The public transport is not available after 11 in the night. In emergencies we have to hire rickshaws and taxis and have to pay huge sums of money for them.*

*When the drivers speed up the passengers tell them to slow down but they never listen. Also they are always in such a hurry that they do not brake properly to stop in order to let passengers come on board or get off. Older men, women and children often get hurt when trying to on or off a moving bus.*

The income of the men interviewed above depends directly on their ability to reach the areas where most jobs are located, mainly the city centre, from their homes. Excessive time and money is spent reaching work places, and mental tension, physical discomfort, and stress are common. The lack of access to and poor quality of the public transport further reduce the opportunities available to the poor. The opportunity costs of the resources spent on public transport, both financial and social, is huge. The same resources could be spent on other more productive activities like spending time with the family, primary education, and income-generating activities.

Passengers have to travel hanging on the doors or sitting on the roof-tops of public transport vehicles during peak hours. Traveling while standing throughout the duration of travel in great heat; hanging partly or completely outside the vehicle; having to sit on roof-tops (with the obvious fears); the non-availability of seats and the bad condition of the seats. In many cases the passenger's clothes are torn or smeared with dirt and/or oil; clothes and shoes getting soiled and wrinkled; suffocating from smoke and lack of fresh air; losing their balance or even falling over while standing in the fast-moving vehicles; and speeding and dangerous driving.

Passengers cannot rely on the transport service. Daily timetables or even lists of the number of services available on a given route are non-existent. Passengers have to rely on verbal information and guess when planning their trips. Almost everyone has to wait at least 10-15 minutes at bus-stops without knowing when the bus will arrive. The result is long waits and anxiety. Vehicles race each other to reach the bus-stops first to pick-up all the waiting passengers.

The operators claim that the fares are too low for them to provide a proper service. They also claim that profit margin is so low that they are barely surviving in the business. Regardless of whether the operators are making money or not, the amount spent by the low-income group on transport is a substantial burden on their daily/monthly budgets. An increase

in fares is predictable. With annual national budget announcements, the oil prices go up and with it the fares for public transport. These disproportionate increases in fares effect the livelihoods of urban poor. Most of the poor spend 10 per cent or more of their monthly earnings on their work-related transport. Overall transport expenses could be much higher. The monthly incomes of most of the people interviewed were between Rs1500 and Rs6000 .

Long distances and lengthy traveling times are the two fundamental problems of public transport activity in Karachi. The decision taken in the 1960s to locate low-income settlements in the outskirts of the city, and the failure of the accompanying re-location of blue-collar job-markets, has created this perennial paradox. Originally the vision was to have a 'grand' mass-transit system to allow the near-perfect segregation of a 'beautiful' city-centre and white-collar residential areas on one hand, and industries and blue-collar settlements on the other. In practice the majority of blue-collar jobs remained near the city centre, whereas the government had already shifted the low-income residents by force to the outskirts. The passage of time has revealed that the city, nor the country for that matter, has never had the financial or technical/manpower resources to sustain that 'grand' vision. The increasingly limited resources over the years have made the repercussions of that decision virtually irreversible, trapping the city into a vicious cycle of transport-triggered degradation as it attempts to desperately join two irreconcilable ends.

Approximately a total time of more than two hours every day going to work and coming back while for some it is more than four hours daily.

Speeding and dangerous over-taking and maneuvering of vehicles is a cause of many accidents, while the poor mechanical maintenance of vehicles also threatens the safety of the passengers (worn-out brakes, etc.). Many people are injured or killed while hanging off doorways and ladders, or traveling on rooftops. The unsafe manner in which passengers are picked-up and dropped is another frequent cause of injuries, accidents, and even deaths, as passengers have to run into the road to get on and off the bus.

Bus-stops have never been built at many of the places where the buses stop and passengers wait to board them. Most of the bus-stops which do exist are improperly located, designed and/or built, and poorly maintained: they are dirty, not properly shaded, the seats/benches are inadequate, and drinking water arrangements are absent. Most of the bus-stops are encroached by vendors, tramps, and drug-addicts. The absence of proper terminals at important stops or junction points, with loading/unloading platforms, shaded waiting/sitting areas, time-keepers' booths, transit facilities and refreshments, transporters' facilities, depots, and workshops is a cause of great inconvenience. Taxis and auto-rickshaws, and even large intra-city and inter-city vehicles are often parked or are being repaired in streets and lanes, constricting traffic and disturbing residents, and sometimes even blocking the entire road, posing serious consequences for emergency situations.

Pollution is a major concern. The three sources of noise disturbance and pollution are pressure horns, not only the volume but the type of noise is also a disturbance, e.g. the imitation of a screaming child; engine and muffler noises; and calling-out for routes and stops by the conductors. This includes high-pitched whistling, shouting, and banging on the sides of vehicles to indicate how soon the vehicle intends to be on its way – a means of attracting prospective passengers when more than one vehicle happens to reach a stop at the same time.

The exhaust fumes of the usually poorly maintained public transport vehicles, including buses, mini-buses, taxis, rickshaws, as well as heavy freight vehicles, is a major source of the high air pollution levels in the city.

The interiors of vehicles are not designed for the needs of the users, particularly the disadvantaged such as disabled people and children. Safety aspect like emergency exits or fire extinguishers are not provided. The tendency is to increase the space so that as many people can stand as possible. Seats are not comfortable.. Deafening/loud music is played, often containing vulgar . In the mini-buses and coaches the doorways are narrow, causing inconvenience to male as well as female passengers. Broken/rusted foot-boards, handrails, seats, windows, floorboards, and ceilings are a source of damage to clothes as well as a cause of injuries. Seat size and spacing is not standardized, resulting in excessively cramped interiors, and causing discomfort whether sitting, standing, or passing through the aisles. Garbage and dirt is often not cleaned up, and sometimes the seats are oily or damp. It is noteworthy that although the basic design considerations are lacking, the vehicles are well 'decorated' with engravings, photographs, and amateur paintings. It is not the lack of resources and but different priorities. On some routes there is a competition among the operators for the best decorated vehicles. A misplaced notion of public service at best.

The contribution of transport operations to poverty alleviation is seen, in general, as indirect and stemming from broadly based economic development. Yet, most direct poverty-targeted interventions (for example, schools, health clinics, nutrition programs, and even credit) depend on transport as a complementary input for their effective delivery. With few exceptions, the distributive impact of transport and the potential for transport to play a direct proactive role in assisting the poor has received little attention.

## **TRANSPORT FOR MARGINALIZED GROUPS**

Definitions of poverty based on income levels don't reflect the many forms of deprivation that factor into urban poverty, with the result that governments underestimate how many people live in poverty and in what conditions. Moreover, income-based poverty lines alone are not adequate to form a firm basis for poverty evaluations.

The population of the city of Karachi has grown rapidly over the last two decade, creating a massive demand for transport, which, to put it mildly, has not been matched with investment in infrastructure.

### ***Women and Transport***

While inadequate transport services impact all residents, women commuters face particular mobility constraints. Since *purdah* (seclusion of women from men) defines separate spaces for men and women and based on their different roles within the household and society, women have distinct transport needs. Their access to social and economic opportunities and mobility in public places are compromised by the lack of an effective transport system to meet their needs. Lately it is being recognized that men and women due to their different constraints, options, incentives and needs have different transport priorities and are affected differently by transport interventions

The current transport services provided by public and private buses are insecure, unreliable, congested and unsafe. It is difficult for women to compete with men for the limited space, particularly given the cultural background in Pakistan, which has a restrictive attitude towards women's mobility. Bus operators are also less inclined to accommodate women's specific needs due to their focus on maximizing returns.

## Female Students

Women's transport problems require particular attention, because their labor force participation and productivity is adversely affected and because it impairs women's access to education opportunities or impacts on their educational performance. Although women's educational opportunities at every level have increased due to shifts in policy, many such opportunities remain restricted due to inadequacies in the existing transport system. For many, transportation costs are unaffordable, while for others the risks of sexual and verbal harassment are simply too high.

**Interview:** Asma Samuel. Pehlwan Goth. 18 year old student of first year intermediate, Khurshid Girls College, Shah Faisal Colony.

*Asma travels by D-3 to Faisal Colony. It takes her 15-20 minutes to get there. Then she walks for 20 minutes to get to her college.*

*There is no formal bus stop. A convenient spot is used by commuters. The stop is in a deserted place with no facilities for waiting even for the elderly.*

*The buses are crowded and most often men and women passengers get intermingle which is very worrisome for me. She says that to date she has not been able to get a seat on the bus and travels standing up. All passengers pay at the same rate so not being able to get a seat is very frustrating.*

*The conductors are very rude. The music played inside the bus is very loud. However, personally, she likes loud music but it does irritate the other passengers and should be played softly. Also the loud music is distracting the driver and could lead to accidents. The pressure horns used adds to the din. Since there are no proper stops the bus drops off people sometimes very near the college and sometimes very far off.*

*There are usually two doors in the bus but men use the door on the ladies side and while passing by try to touch the women and generally pass rude remarks.*

*The speed is very high and often she has to get on and off while the bus is running. I usually go to college with my friends but they all get off one by one and I am left alone which scares me.*

*The interior of the bus is usually in a very bad condition and the smoke from the diesel ruins her white uniform. I sometimes think that the color of our uniform should be black. The seat near the engine is very bad and leaves black marks on the clothes.*

*I cannot afford more than three rupees per trip.*

*When the buses go at a speed over the speed breakers all the passengers fall over one another.*

*The interior of the buses is very dirty. I get mentally exhausted and the smoke causes allergies. I have to stand and travel for such a long time which tires me out. If all this was not there then I could give more time to my studies and could also do some housework.*

*The number of buses should be increased and all passengers should get seats.*

**Interview;**Laila., Gulshan-e-Zia Orangi Town. 17 year old student of Intermediate in Abdullah College.

*I use the Mazda and Coach. No big buses ply in our area. It takes me 5 minutes to get to the stop then I barely wait 2 minutes for the coach/wagon but on the way back I have to wait at least 45 minutes to get a bus. It takes me 45 minutes to get to college. There is shade in the bus stops and this makes the wait very difficult and it is worse when it rains.*

*I spend Rs 7 every day on transport and this is given to me by my family.*

*The interior of the vehicles are very dirty and I usually do not get a seat. The rod I hold on to while standing is usually rusted. My uniform gets dirty.*

*The coaches/wagons are very crowded and it gets suffocating inside.*

*The speed is very high and it becomes difficult to even hold on to ones bag. When the drivers race with another bus then the speed is so high that often the women who are standing keep getting thrown around inside the bus and get hurt. The vehicles do not stop properly and one has to get on and off running moving vehicles which is very hard.*

*The men keep coming and going inside the ladies section which makes me very angry. But we are helpless I we protest the driver and the conductor get angry and abuse us. Sometimes some elderly women do scold these men but it has no effect. Often the men push you deliberately when passing by and this is infuriating.*

*There should be a ban on playing music in the coaches/wagons. It is too loud and gives me a massive headache. There should be no pressure horns but ordinary horns should be enough.*

*The use of paan and cigarette in the public transport should be prohibited. During the rush the cigarette smoke is suffocating and the spit from the paan is so filthy.*

*The exposed nails and metal edges often cause injury to the hands and clothes catch on these and tear.*

*Everyone should be able to get a seat. But I will not be able to afford any increase in fare.*

*In the night it is impossible to get a bus even in emergencies. One year back my father fell suddenly ill in the night and we called an ambulance which arrived one hour later.*

*There is the facility of 50per cent discount on big buses which we cannot avail because these do not go through our area and they should.*

**Interview;** Sadaf Ghaziabad. 19 year old student of nursing.

*I use G-10 AND W-23 to get to my college and there is no other option for me. The stop is right in front of my house and I barely have to wait 5 minutes for the bus. But then I have to change buses ie I have to wait at least 15 minutes to take the W-23 from the petrol pump. It takes even longer to get a bus from there in the evening. I use at least two and a half hours to get to work.*

*The bus stop is located in this way that there is sign on the pole near the Habib Bank that this is a bus stop. Of course there is no shade or facility to sit even for the elderly. At the stop the boys harass women. They chew paan and spit at our feet or they whistle at us and make rude gestures. They should wait in a dignified manner and respect women.*

*The atmosphere inside the bus is also very bad. The men come inside the ladies section and in the evening they even climb on the roof of the bus. While on the roof they dangle their feet and touch our shoulders when we are getting on the bus. The conductor also touches us when he asks for the fare and is very rude and they push the women when passing through. If one is able to get a seat then the men poke you with pins from the back and generally disturb us.*

*The inside of the bus is very dirty. The seats are wiped with oily cloth and my white uniform gets stained with oily patches. It is also very difficult to wash these off. But otherwise the condition of the G-10 and W-23 is not too bad.*

*It is very difficult to stand when one does not get a seat. The rods which we are supposed to hold on to while standing are very high and we cannot hold on properly so when there is a jump on the road we fall over one another. There should be more seats for ladies at least so that the elderly can get a place. When an elderly woman gets on we usually give her our seat. It is easier for us to travel standing.*

*The drivers adjust their mirrors so they can look at the women and constantly stare at them. And usually play very vulgar songs. Most of the conductors are rude. The men smoke on the bus and when it is crowded the smoke is suffocating..*

*I think there should be soft music played in the bus as this helps pass the time.*

*Speed breakers are usually made outside schools, hospitals etc so that the drivers slow down but they never do and on the contrary the speed with which they go over the bumps causes the passengers to fall over one another*

*and sometimes there are injuries. The drivers do not stop the bus and one has to get on and off moving vehicles. Also the same door is used for people getting on and off. The drivers should stop for a while at least so people can safely go through the doors.*

*There should be separate entrances for men and women.*

*Access to public transport is generally difficult. I prefer buses because the fare is reasonable and we cannot afford taxis and rickshaws. We use these only in emergencies. I believe that much good will be done if only the drivers and conductors are polite and better trained.*

*I use the public transport for fifteen days in the week and spend Rs 100 on it. She gets a stipend of Rs 1100.*

*There should be more seats for women and the overhead rod for hanging should be lower. The buses should drive at a lower speed and the bus stop should have facilities for sitting in shade and some drinking water.*

**Interview:** *Samina, Ghaziabad. 20n year old student of B.Sc final year at Sir Syed College, Nazimabad*

*It takes me about 10 minutes to walk to the bus stop and I have to change two buses to get to college. I use Z-4 and I-C every day. I wait 15-20 minute for the bus and it takes me 45 minutes to get to college.*

*The atmosphere in the bus stop is very unsuitable for girls at least. The men look at us strangely. The stops are as filthy as the surrounding areas and even more so because people spit and throw things around while waiting.*

*The buses are always very crowded. My mother always tells me not to get on crowded buses because there is greater risk of accidents which is why I have to wait longer for a bus which is relatively less crowded.*

*The men climb into the ladies section and get angry and argue when they are told to move.. The conductors do not stop them because they are only interested in the fare.. Sometimes the women protest but mostly they keep quiet. There are very few seats for women ad most of them do not get seat and have to stand. When the bus moves they fall on one another.*

*Usually the condition of the buses are very bad. The seats are broken and the cigarettes and paan create a lot of filth. The buses emit black smoke which dirties our clothes. Once a passenger ws chewing paan and he spit itoutof the window such that the spit landed on my white uniform and when I reached college the others made fun of me.*

*The drivers and the conductors behave very badly. The drivers either speed up or go very slow to spite the passengers. The conductors ask for the fare again and again and invariably do not return the change.*

*Indian songs are played in a very high volume and these songs are very embarrassing and as it is the volume causes a lot of despar and frustration. Adding to the din are the pressure horns which are used without any reason. Wherever a few people gather on the roadside the bus stops for them. There is no sign etc on our stop as well. There are no facilities of any kind at the stop.*

*The drivers do not stop the bus completely and it is very difficult to board the bus or get off when it is still moving. The drivers race one another. The speed of 7-c is very high and one student of my college even fell off a speeding bus ad was badly injured.*

*The men hang on the door during rush hours and when we ask them to move to let us pass through then they barely give us enough room to squeeze through.*

*They only use taxis and rickshaws when the whole family has to go somewhere as these are very expensive.*

*I pay Rs 15 every day for the bus. There should definitely be separate buses for students. The ladies compartment must be completely partitioned from the men's side.*

*My personality is affected by traveling on buses. My clothes become dirty and the daily washing of clothes are a burden. The smoke causes respiratory diseases. When I see the buses in foreign countries on television I get an inferiority complex. I forget most of what I had learnt because of the loud music and din inside.*

**Interview:** *Lubna Iqbal Ansari, North Karachi. 23 year old Masters researcher, Karachi University.*

*I mostly use Qayyum Coach. I have to wait at the stop for 15 to 20 minutes every day. If I change two buses on my way to work then I do not have to wait at the stop. Usually I manage to get a seat. There is no proper bus stop from where I take my bus.*

*Women usually protest when men sit in the ladies section.*

*If I travel by coach then I reach home in 45 minutes and if I use the wagon it takes me one-and-a-half-hour.*

*I spend Rs 14 every day on transport and along with other family members we spend a total of Rs1200 on transport.*

*The conductors are usually very rude. They touch the women when they ask for the fare. Every two or three days there is a big fight over the conductor putting his hands on a woman's shoulders when taking the fare.*

*The section for women should be bigger. Even educated men come into our section.*

*Soft music and songs should be played while on the road as this feels good. But the loud vulgar songs that are played fray our nerves. Some drivers put off the music when passing by a cemetery.*

*I do not like the attitude of the traffic policemen. They stop the wagons etc for no reason sometimes to take money from them. This is very frustrating and creates a disdain for the police among the public. This is why the public does not complain to the police about the behaviour of the drivers or conductors.*

*Men stand at the door of the bus and try to touch the women as they enter. It is very annoying and embarrassing. Sometimes the traffic department takes action against men who travel in the ladies section but this is rare.*

**Interview;** *Perween; Nawalane, Lyari; 25 years old student of intermediate KMA Kharadar*

*I have to walk to Chakiwara Police Station to catch a bus and have to change buses to get to Kharadar. From Chakiwara I take X-9 AND x-20 for which I have to wait 10-15 minutes. Then from Lee Market I take H-1 or C-7. I do not have to wait too long for these. I need 30-45 minutes to get to Kharadar*

*There is no proper bus stop and usually the bus stops where a large number of people gather. There is no shade*

*The number of seats for women is very limited. During rush hours men occupy our seats which increases the difficulty for women. There is barely room to stand inside the bus and there is a lot of pushing.*

*The conductors are very rude and they do not speak properly but scream at you. The music is usually very loud and very vulgar.*

*The inside of the buses are so bad that white uniforms become black and our appearance becomes quite disheveled. The drivers do not stop the bus; they only slow down and passengers have to jump on and off moving vehicles. I have seen an elderly woman being crushed under the wheels of a bus when she fell while disembarking. I think there should be speed breakers because these reduce the speed considerably.*

*When I am in a hurry then I take a rickshaw but very rarely.*

*I spend Rs10 every day to get to college and per month she spends about Rs300. Her father is a transporter and earns about Rs 5000-7000 per month. There are eleven members in the family.*

*The inadequate transport system has a very bad effect on our every day lives. I am often late in arriving at the college and am scolded by the teachers. The loud pressure horns and the music are very nerve racking and the black smoke makes us ill.*

**Interview;** *Alima/Saeeda; Nasiri Colony, Surjani Town; 15/17 years old. Students of class 7/8*

*We sometimes take the bus. The behavior of the driver and conductor the filth discourages us from taking the bus. We also cannot afford it every day.*

*In any case since the bus stop is very far from the house it really is no use going by bus. We walk to school. It takes us 15 minutes to get there. Because of the rush and the teasing of the men we sisters decided it was better to walk than to take the bus. We get tired but we are able to save the harassment and also the fare.*

*Interview :Samina/Rubina; Dhani Buksh Goth; 19 years old students of intermediate Islamia girls College, Lines Area*

*We take about 10 minutes to walk to the bus stop and have to wait about 10-15 minutes for a bus. They take 11-C to Taj Complex. It takes then one hour to get there. Then they walk for 15 minutes to get to the college.*

*The buses are very dirty. There is no shade or place to sit while waiting for the bus and the buses are very crowded. The men come in front and harass the women. We get seats with great difficulty. Mostly we have to stand the entire way.*

*The attitude of the conductor is very bad and they often get into fights with the passengers. They usually do not return the change after asking the fare.*

*The music is played very loudly and the pressure horns add to the din. The driver is usually distracted by the music.*

*There is no special place where the drivers stop the bus and do so wherever they feel like. Often the passengers have to alight from a moving bus and this is very dangerous. The speed is very high and this is unsafe.*

*Often the protruding nails and pieces of metal injure our hands. You can see my injury even now.*

*Samina's father is a rickshaw driver and in emergencies they use it. They together spend Rs 16 every day on transport when the income is Rs 5000-6000*

*We want to be able to get to our destination without changing buses. There should be more buses so we do not have to wait.*

*The noise and din of the music gives us a headache. The filth inside the bus makes our clothes dirty. We get very tired from the long travel time and the walking every day.*

**Interview:** *Declined to give name as afraid of College Principle ( Khatoon-i-Pakistan College. The student lives in Federal B Area and uses public transport to come to college. She is a student of Final year Science*

*She has to wait for about 5 minutes for the bus and it takes about 15-20 minutes to get to college. She never gets a seat. Her father comes to take her home every day because of the insecurity. He would like to drop her as well but cannot because of his work.*

*The conductors always try to touch the women and misbehave with them. Drivers take peculiar pleasure in scaring the women by speeding up and then suddenly braking.*

*The loud music and pressure horn gives her a headache and sets her nerves on edge.. the people who have respiratory problems suffer immensely.*

*More passengers are taken on than the capacity and there is often barely room to stand literally on one leg. There have been so many accidents involving girl students and one is nervous until one reaches home safely. The speed is very high and the drivers negotiate the turns at very high speed and this causes the passengers to fall on one another and sometimes they are injured in addition to the embarrassment of the situation. Also the drivers probably do not know the meaning of speed breakers and instead of slowing down they actually speed up with the resultant difficulty to the commuters. They also speed up when they see pedestrians crossing the streets as if they get pleasure out of scaring them.*

*The section seating women is very inadequate. There should be more reserved seats for them. So many more women now travel by public transport. They not only go to schools and colleges but also to work.*

*She has seen a woman being seriously injured in the leg by the protruding metal edges. Small injuries are very common.*

*The uniform and clothes become so dirty that it is never possible to wear them twice.*

*The transporters charge us the whole fare but do not provide us a place to sit. She spends Rs 20 both ways*

*The men and women must have equal number of seats. The number of passengers taken on must be according to the number of seats. The buses must be clean. Men should never enter the women's section. The drivers and conductors should be given lessons in good manners and they must have uniforms. The numerous mirrors inside the bus should be removed. The drivers position these mirrors so that they can look at the women and are distracted from driving. This is dangerous.. In fact the men should sit in front and the women at the back. She has no expectations of things improving but can still hope it will some day.*

**Interview:** *She also did not give her name. She is a student of Jinnah University and lives in Liaquatabad. And is a graduate student.*

*She has to wait for about 10 minutes for the bus and reaches the University in 10 minutes. Because of the very bad environment in the bus stop her father comes every day to the stop with her. he also picks her up from there. This in itself creates a very stressful situation for her because she feels that her father has this additional burden because of her desire to study. If only the situation at the stops would be better then perhaps she could come and go on her own.*

*The condition inside the bus and the behavior of the conductor and driver are known to everyone, She almost never gets a seat. She has books in one hand and with the other holds on tight so that she does not all or collide with the conductor or other men. The whole bus is usually very filthy and these make the clothes hand and feet very dirty.*

*The music is played very loudly and if one asks the driver to lower the volume they become very rude and in fact increase the volume further.*

*Smoke from the bus as well as from cigarettes cause suffocation.*

*One feels very insecure in the bus and one is relieved only when one gets back home safely. the speed is perhaps even faster than the f-16 aircrafts.*

*Getting scratches and wounds from protruding nails and bits of metal is very common. Clothes get caught on the points and get torn.. When she reaches College she feels she did not put on clean clothes in the morning.*

*She does not want much but hopes the present conditions of the buses improve somewhat. There is much room for it.*

*She spends Rs6 every day*

*Eve teasing within the bus and at the stops is very common.*

**Interview:** *Erum Jahan, Nasiri Colony, 20M YEARS OLD, ba PART I, Government College for Women, New Karachi.*

***IT TAKES Erum about 15 minutes to get to the Allahwali bus stop.  
This is the last stop***

for W-11 and this is the bus she takes to college. She does not have to wait for too long for a bus.

E said that the whole area is dirty. There is no sewerage system and water is a problem. So this is what the bus stop is like as well. There is too much filth. However the W-11 is clean from the inside and in good condition. In the morning she is able to get a seat. But mostly the passengers have to travel standing up.

The attitude of the driver and the conductor is very bad. The driver speeds up the bus and this is very dangerous. The speed breakers are very dangerous as the drivers instead of slowing down go over it at fast speed and the passengers fall over one another and get injured as well. The bus is not stopped properly for passenger to get on or off. The music is very loud and this gives her a headache. The noisy pressure horn add to the din. In most places the stop is not indicated by any sign. The passengers call out to the driver wherever they want to get down.

Erum's uniform gets dirty due to the black smoke from the diesel and she has to wash it every day. This yellows the white uniform yellowish and she hates wearing it to college.

Erum cannot afford any other form of transport. Except in emergencies they do not use taxis or rickshaws. Because of problems of transport she goes to college only ten days in the month. The rest of the time she teaches in a local school and also takes tuition in the home. There should be no music playing inside the bus. The speed should be reduced and the number of buses increased. When getting on or off the bus should stop completely.

Her expenses on transport are Rs10 every day. She is able to earn 1500-1600 per month.

*Interview: Sarwat Iqbal, Nasiri Colony, Surjani Town, 19 years old, matriculate, trained as teacher for special children.*

She studied up to matric in the Sindh Government School, New Karachi. Then she trained in Rahatgah in Gulshan-e-Iqbal as teacher for special children. When she was training she would take the W-11 to Liaquatabad No 10. She did not have to wait too long at the Liaquatabad bus stop. Then she would walk from the stop to the institute. While walking she always felt insecure as someone or the other would surely pass some remark. Since there is no formal bus stop the passengers have to look for the stops. It takes her a total of one hour to go to the institute and another to come back home.

The men sitting in the women's section usually get up when more than one woman get on. Throughout the trip the men stare at the women. It is important for working women to dress up to go to work and this invite too much attention. The drivers do not give consideration to the fact that women are present in the bus and play very vulgar songs. The drivers also do not stop the bus properly and passengers have to jump off. Even when getting on one leg is still on the road when they take off. The conductors ask the women passengers for the fare in a very inappropriate manner. 90 per cent of the time they put their hands on the woman's shoulders when asking for the fare. The women standing in the women's section are not able to properly hold the supporting rods this is very high. The men who pass through the women's section often try to touch some woman.

The drivers could drive at a high speed but only when the road is clear. However these drivers drive at an overwhelming speed even during the rush hour.

The conductors take on more passengers than the capacity of the bus. Due to this the passengers are cramped in and clothes become all crumpled up. She is willing to pay a bit more if the number of passengers is limited to the number of seats. But she cannot pay more than Rs 6. The private buses do not give any concession to students.

There should be no pressure horn on the buses. Some buses have four or five horns of different sounds. The drivers usually have any mirrors in front of them and they use them to look at the women.

The drivers should not smoke or eat paan during driving. Some drivers also use drugs and their eyes are bloodshot. This can lead to serious accidents.

The traffic policemen take money and let the errant drivers off. They also abuse each other in the most obscene language and this is very embarrassing for the women.

The ten interviews above are of young women from all the locales used in this study. The common refrain is the harassment they are subjected to by primarily the drivers and the conductors with the male passengers loosing no opportunity to do the same. Imagine being faced with this first thing in the morning when one is setting forth to study. Also the physical discomfort affects their performance as students. By the time they reach their institution they are tired, the loud music has given them a headache, their clothes are dirty and even torn at times. The very limited seating capacity for women means that most of them have to travel on their feet with not even adequate holding support.

Women who have to battle against societal pressures to get an education are further burdened with the fact that among the objections levied against it would be lack of proper transport facilities and the exposure to harassment. The latter severely jeopardizes their mobility as society places the onus of good behavior on them and not on the men.

### **Working Women**

The working women, including housewives, depicted below use public transport to get to their place of work. The time spent on getting there is in itself an impediment to their continuation of work. Added to this is the harassment and the discomfort which takes a toll on their health both mental and physical. Their long days away mean that the women can interact less with their families .

**Interview:** *Safia Mariam, Nawalane Lyari, 23 Years with a B.A. degree. She works as a supervisor in the Prime Minister Health Program. She travels to Kala Pul to work.*

*Safia has to take bus from Chakiwara to reach Kala Pul. Its a twenty minute walk from home to Chakiwara, while Tonga takes 10 minutes and charges Rs 2/ passenger. Suzuki van takes Rs 7 and the time consumed is 7 minutes. Safia usually gets X-17, X-2 and X-8 (mini buses) to reach Kala Pul. X-17 and X-8 goes directly to Kala Pul, while X-2 goes to Saddar and from there C-11, 1-C and N-1 takes her to Kala pul. This switch over takes 15 minutes.*

*Except dirt, the other wise environment of vans and Tonga stops are fine. While in Chakiwara and Ranchor line, men misbehave. There is no proper bus stop at these places, no seating arrangement, non-availability of potable water and there are no sunshades on these stops. There is a garbage dump near the Chakiwara bus stop and a lot of solid waste is disposed there.*

*Earlier there was no partition in Mazda but now it is partly there and that's the reason men were successful in creating trouble for women. Numbers of seats are insufficient for women and there are only seven seats for them. Rest of the women keep standing during traveling.*

*In their greed to earn more, they try to accommodate more passengers than the capacity. The rush irritates the conductor and probably his irritation causes misbehaving with passengers and then he becomes habitual of that.*

*Due to the perpetual increase in the POL prices, fares are also increasing. If conductor asks for increased fare, passengers argue. Due to the obnoxious attitude of conductor no women dares to ask about the fare. If these get published in newspaper or relayed on TV and radio the passengers will be facilitated.*

*There should be no music in mini buses. Horns should have low noise. Even if the signal is red, drivers keep on blowing the horn. Since drivers ply vehicles on long routes, they need to play songs besides, male passengers also demand that such songs be played.*

*The conditions of the buses and mini buses speak for themselves but they are forcefully driven on roads. If you enter in the bus wearing white colored clothes, you will leave the bus with black color due to smoke. It is damaging to our health too and the complexion of my feet goes black.*

*Usually Mazdas are driven at very high speed. They have fixed timings. If the bus of the same route is following then driver speeds away like an, otherwise he drives at the speed of a donkey cart. Speed breakers are built to slow them down but usually these are ignored by the drivers. As a result the passengers fall on each other. If roads are in good condition and traffic is controlled then there isn't any need of speed breakers.*

*While passengers are boarding or getting off the bus the drivers do not stop the vehicle completely therefore we have to jump from moving vehicle. Once my veil clamped in the bus and it dragged me to a distance. When passengers shouted and screamed the bus driver stopped. Fortunately I was not injured but my watch broke and handbag damaged. All these have negative impact on our lives. Peevishness appears in our lives and we become patient of hypertension. We remain off mood most of the time. It affects our efficacy. Our less income and more expenses affect our health too.*

*Safia gets the public transport but she has to bear the trouble of waiting. She uses buses and mazda in routine but in case of emergency resorts to rickshaw and taxi. If these buses could be brought into good condition and offer better service, she is ready to pay Rs 6 or more. Safia pays Rs 15-20 per day on conveyance, hence in a month she spends Rs 600. The cumulative spending on transport by the family is Rs 6,000 per month.*

*Safia suggested that there should be an improvement in the system of traffic signal. Roads should be made wider and be improved. The traffic police should be more responsible and there should be proper bus stops with all the facilities of water, seats and shading*

**Interview:** *Shama and two other ladies, Housewives,. Awami Colony, These ladies use public transport on an irregular basis.*

*The ladies said that it takes them almost fifteen minutes to get from their homes to the bus stop. There is a big rush inside the busses. Men sit on the seats meant for women and women have to hang on to the door of the bus. There are arguments and use of abusive language inside the bus and no care is taken that women are present. The conductors fit in more passengers then there is space for.*

*One woman who was about 40-45 years of age told us that her daughter has studied up to the matric level and during her education she would often go to school which was in Korangi No 5, far away from their house, on foot. She did not go by bus because often the men would tease her. Sometimes during the examination she would take a rickshaw and it would cost almost Rs 50 to come and go. So we could not afford to send her to school every day by rickshaw which is why she was unable to continue her studies. If the problem of transport is solved then I could think of educating my daughters.*

*Shama told us that her cousin who has a disabled leg studies in a college in Korangi No 21/2. She also often walks to college because of the rush and the problems in busses. She often cries when she comes home because the other passengers say that if she is disabled she should stay at home. She is depressed. Shama said that if the problem of transport is solved then women and girls would go out to study and they can even go to work.*

**Interview:** *Shah Faisal Colony, Irshad, 32 years old, illiterate, works as a maid in Shah Faisal colony. The family consists of 7 members.*

*It takes her approximately fifteen minutes to get from her house to the bus stop and takes her 5-10 minutes to get on D-3 and a further 15-20 minutes to get to her shah Faisal colony and another 15 minutes, on foot, to get to her destination. Thus all in all it takes her approximately 1 hour to get to her workplace.*

*The environment at the bus stop is very bad as there are no facilities available there. Irshad told us that the bus is very crowded and even though the bus is meant to be segregated, due to the rush, men and woman inevitably travel side by side and most passengers stand in the bus.*

*The bus is clean from the inside but due to nails etc sticking out, clothes get torn. Irshad told us that the attitude of the conductor is usually very bad and there is usually a row about the ticket. Apart from that there are other things which bug passengers such as loud music which usually creates tension and causes a headache and if any passenger is ill the noise is very agonizing for them. Similarly they also blow the horn much more than what is necessary. Irshad the drivers but her view is that it should not be that loud.*

*She also said there is no designated place or time for the buses to stop at. They stop wherever they see passengers.*

*As far as facilities go, irshad said that there are two doors, one for the men and for the women but they are not used accordingly and the men use the women's door and play pranks and are usually scolded but to no avail.*

*Irshad also said that the buses travel at very high speeds and even though speed breakers have been constructed to check their speed, the drivers usually go over the speed breakers at the same high speed causing all the passengers which includes women, old people and children to fall all over each other and also disturbs passengers who are ill.*

*Irshad said that in case of emergencies people use Rickshaws and taxis and if they ever need to go to a wedding or some other function in a large group, they usually book a bus. She also added that if public transport provides proper facilities she would be willing to pay up to four rupees for a ticket.*

*Irshad said that she usually spend Rs6 for transport and her monthly salary is Rs2000 and her husband, who is a laborer, earns Rs100/day. It takes around Rs24/day for three people to commute to their workplace.*

*Irshad suggested the following as positive reforms for the transport sector:*

- *The bus stop be made closer to peoples houses*
- *The buses should have some speed limit.*

*After pondering a great deal, Irshad told us the impact of of the problems of the transport sector. She said they deal with a lot of tension and consequently headaches are common and due to exhaustion while commuting her pace at work slows down.*

### **Interview:**

*Ms. Neelam, Zia Colony, Korangi 53 years old, matriculation and till 4 years ago she worked as a staff nurse at the Karachi Transport Corporation hospital. Her family comprises of three people and she has one son who now daily uses public transport.*

*Neelam told us that it takes them 15 minutes to get to the bus stop on foot. Neelam said that when she worked 4 years ago she use to use the KTC bus and the bus use to be there within 10-15 minutes and thus the waiting period wasn't so long. The bus use to go straight to sadder and the KTC hospital, where Neelam used to work, was right there.*

*She said that as far as the environment of the bus stop is concerned, it was always dirty and disorganized. She said that usually men bug women at the bus stops but since everyone knew her she never had to go through that. KTC buses use to be clean from the inside but the Mazdas are very dirty. There are usually separate sections for men and women in the bus but due to the rush the men usually push the women whilst passing by. Passengers usually stand while traveling in the KTC or any other public buses. Neelam said that if there were more seats everyone would travel comfortably, and since they all pay for their tickets they are entitled to that. She suggests that passengers should be taken only according to the number of seats and also that the loud music in the wagons and buses should be done away with.*

*As far as health and safety is concerned Neelam is of the opinion that the bus drivers speed to much. The Buses are not supposed to exceed 45m/hr but they usually drive at 60m/hr which is very dangerous and usually while overtaking accidents occur.*

*Neelam belongs to the Christian community. The number of passengers must be according to the number of seats. This is only possible when the government takes over the transport. When it is in the hands of the private transporters then they do exactly what they like. The police are also in league with them and if a law breaker gives a little amount as bribe he gets away. If any one asks the conductor the rate of travel he is immediately off loaded. If someone gives more money the conductors do not return the change and instead picks a fight.*

*Neelam normally takes the bus to the hospital but in case of emergencies does use taxis and rickshaws.*

*When asked if she was willing to pay more if the facilities of transport were improved she said that for so many years now the salaries of the working people have not been increased so it would not be possible to cope with increased fare.*

*Interview: Zarina, Zia Colony Korangi 38 years, matriculate, nurse, left work a year back. Worked in Azam Basti.*

*It would take 20 minutes to get from the house to the bus stop and then she had to wait at least an hour for the bus. She would take the U-9 and get down at the Defence Housing turn and from there take the W-21 for which she had to wait alos. In this way it would take her at least three hours to get to her place of work and the round trip every day consumed six hours. About the environment at the bus stop she says that till a year back she was regular commuter and thinkd that the condition at the bus stop could not have changed mush since then. The place is very dirty but then the whole area is covered with filth. The men at the bus stop create mischief and pass obscene remarks. There is no facility o sit and she had to stand all the time waiting for the bus. Of Course there was no drinking water available. There should at least be a place to sit and a oitcher of water at the stops she says. There is no sign for the stop we just become used to a certain sot because we know the bus will stop here. Normally wherever many people gather the bus stops there.*

*The conductors behave very badly. They do not even now how to talk properly. The men tease the women and at times fights and arguments ensue. There is usually so much rush that it is impossible to get a seat.. She would make the long trip standing up. If she ever complained to te conductor that there were too many people he would tell her to buy the bus.*

*The interior of the bus are very dirty. The men spit in the bus. The metal strips are usually very sharp and clothes get caught and tear on them. The U-9 are usually very dilapidated but the W-21 is better. Zarina wished that bigger buses would come on her route so that everyone would get to sit on the trip..*

*About the music she first said that there should be no music but then she said that that maybe soft music should be played as this would cause the trip to become pleasanter.*

*Zarina said that the drivers usually stop the bus wherever we tell them to stop and this is very convenient. Thi does create problems but what can we do. Since there are no proper stops we cannot rely on the bus to stop at a specific place.*

*Zarine did not know what the speed breakers were for but the bus goes over them at the usual speed and this jolts the passengers. The speed of the bus is so high that once she hurt her lips very badly when the bus went over a speed breakler and she was thrown forward. Once she collided into a W-21 and broke her legs. For three months she was bed ridden and hse was unable to go to work and the children also suffered because she could not look after them.. Even now in the winter her legs ache.*

*Zarina said that C-1, N-5, a nd U-9 also stop at her stop. Whenever she has to go to a wedding or some such function then the entire family comes along and they take a taxi but the fare is very high. If the condition of the buses improves she is willing to pay up to Rs 5 and not more.*

*She would spend Rs15 each day and Rs450 per month when her pay was Rs3000. She had to leave her job because there was no time to look after her children.*

*Interview: Nargis, Ghaziabad, 40 years, matriculate, Staff Nurse, place of work Qatar Hospital, Orangi. When the interview was taken she was studying for a post graduate diploma in nursing in Jinnah Hospital. This is a two year program.*

*Nargis uses the G-10, and I-D to get to Jinnah Hospital. And it takes her about one and a half hours to get to work. The bus stop is right in front of the house and she has to barely wait 5-10 minutes for the bus. She gets on G-10 at the stop and then changes to I-D. On the way back she has to wait 30-45 minutes for the G-10 while the I-D is very frequently available. Wherever there are many people standing that place is assumed to be the stop. People usually assemble wherever it is convenient for them. There is no sign etc to show the spot. There is no place to sit or a shade.*

*There is a great deal of rush on the buses. Men occupy the seats meant for women. Women find it difficult to climb on the bus and even when they manage the men make it very difficult for them to travel. Nargis said that the condition of the buses she travels in is not bad. Although once her clothes got torn.*

*She is able to sometimes get a seat. There should be more seats for women. Also the rod which one holds on to must be lower so that women can hold on comfortably. Nothing could be better than if all assengers were able to get seats.*

*The conductors are very rude. They ask for the fare in an improper manner and try to touch the women. There should be no pressure horn and smoking should be prohibited inside the bus. Nargis said there should be low music in the bus. Mostly the drivers play vulgar songs at a high volume. If the muscic is low and good it would help make the journey pleasant.*

*Because of an absence of proper bus stops the passenger ask the drivers to stop wherever they want to get down and this often creates problems when the drier refuses. This could be prevented if there were proper stops.*

*The speed breakers made in front of schools and hospitals are supposed to make the driver lower their speed. But this does not happen. The drivers also do not completely stop when the passengers are getting on and off and this leads to much difficulty and accidents.*

*In emergencies Nargis uses taxis but this is very seldom.*

*Nargis earns Rs6000 and spends Rs15 every day on transport which is Rs 450 per month. Her husband is a construction worker and in his spare time drives a yellow cab. The total income of the family is about 10,000 to 12,000 and they spend a total of Rs 1700 on transport.*

*Interview: Erum Sultana, Qasba Town, Manghopir Road, M.A. secretary*

*For the past ten years has been using public transport. The bus stop is very close to the house. The I-C bus or the W-19 Mazda arrives in 3-4 minutes. Sometimes she takes the W-30 which has recently started plying on the route. It arrives in exactly 15 minutes. Two or three times she has traveled by Safari Coach.*

*Even though the bus stop is near her house she never is able to get a seat. If the distance is to be long she often takes a bus going in the opposite direction to the last stop, which is not too far from her house. Then she boards a bus going out and in this way is able to get a seat but has to spend more. The seats are generally not torn or dirty but there are exposed nails etc.*

*The men often travel in the women's section and do not listen to the driver when he tells them to move to the men's section. In the Safari Coach all the seats for women are occupied by men. If there are children with women or they are carrying some packets of are in Burqa then the drivers and conductors do not want to let them board the bus. If the driver for some reason has to drive fast even then he does not take in women passengers.. However in the afternoon when the rush is less they do not mind taking on women passengers. Some men vacate the seat when women come in but some do not. Nowadays women often tell them to vacate their seats. She is witness to an event when a middle aged man was sitting on a seat in the women's section. When some women boarded the bus the other men vacated their seats but this man did not. When the conductor asked him to get up he said that he had paid as much as the woman so he would not get up. When the argument became heated a young man in the men's section offered his seat to this man and the matter was resolved. On the days when the government becomes strict the conductors do not allow any men to enter the women's section.*

*During the trip it is very rare that some proper music be playing. The songs are usually very vulgar. There should not be any music played in the bus. The drivers are distracted and this could lead to accidents.*

*There should be a facility to buy a monthly ticket as this will ensure some revenue for the government. If this facility is provided then the daily fights between the passengers and the conductors over the fare would be considerably reduced.*

*The women like to sit far away from men so that no one can touch them. If a woman protests over a man's behaviour during the journey then usually the other men support her.*

*If she is ensured a seat then Erum does not mind paying a bit more. According to her the government should survey the number of passengers and increase the fleet accordingly.*

*She spends Rs 500 per month on transport.*

*Interview: Razia Ashraf, Dhani Buksh Goth, 35 years old, worked as an ayah in a school till a year back. Place of work Baba Farid School, Gulshan-e-Iqbal*

*It took Razia 15 minutes to walk to the stop. She traveled in the Safari Coach and after getting down at Gulshan-e-Iqbal would walk another 15 minutes to the school. The Safari Coach was clean and there was no rush and she would get a seat every day. But the Mazdas were usually in bad condition. She would spend Rs15 every day on transport and her monthly income was Rs 1500.*

*Razia said that the music was very loud and it should not be allowed. She said that transport has a very important part to play in our lives. We meet one another because of it. Razia said that because of the transport [problems she would get home late every day and she would always be tired because of the journey which is why she stopped working.*

*Interview: Bushra, Nasiri Colony, Surjani Town. 30 years old, illiterate, works as a maid in F-C Four.*

*Bushra uses the public transport to get to work. Her husband is a donkey cart driver. The stop is a few minutes away from the house. She has to wait at least 15 minutes for the bus. She takes the 4-B Metropolitan but this bus takes her direct. It takes her 10-15 minutes to get to her place of work. Wherever there are a few people waiting for the bus that automatically becomes the bus stop. However she had no complaints about the atmosphere at the stop.*

*She is satisfied with the condition of the 4-B and compared to the W-11 and other mini-buses on the 4-B the number of passengers is limited to the number of seats. In addition the speed is very comfortable. The bus is neat and clean and no music is played inside. There is no problem in boarding or getting down from the bus. The fare is Rs6 which is very reasonable when one sees the facilities.*

*Bushra spends Rs 210 per month when her income is Rs3500*

*She thinks the fare is reasonable.*

*Interview: Nargis, ShirinJinnah Colony, 30 years, works as maid in Clifton.*

*She travels by Bus No. 20 every day to the Supermarket Clifton. She has to walk 10 minutes to get to the stop and then wait another 5-10 minutes for the bus. It takes Nargis 45 minutes to get to her place of work. She spends Rs7 every day on fare and her monthly income is Rs 3000. The women feel insecure at the bus stop. On the way the men whistle at women and it is very difficult to travel with young girls.. The buses are usually very crowded and it is impossible to get a seat. The men sitting in the women's section do not get up even when women come in. and women are forced to stand throughout the journey.*

*The attitude of the conductors is very rude and disrespectful towards women. They push the women when passing through and ask again and again for the fare. The women are embarrassed by this but are forced to travel by public transport.*

*She likes to listen to music on the trip. The journey goes by pleasantly.*

*She is against smoking in the bus as it creates difficulty in breathing. The seats are often torn and uncomfortable. The window glasses are broken. In winter cold air comes in which makes the journey very uncomfortable.*

*It is very difficult to get board a bus or to get down.. The drivers do not stop the buses completely. Even when they do then as soon as one sets foot on the ....the drivers take off.*

*The speed is very high and the drivers race with other buses, which is very frightening.*

*The nails etc in the seats injure the hands and tear clothes. About five years back while getting down from a bus she had cut her hands very badly. A vein had been cut through and it bled very badly and took a long time to heal.*

*Interview: Elizabeth, Shirin Jinnah Colony, 42 years old, Intermediate, works as Staff Nurse in Valika Hospital. It takes Elizabeth 15 minutes to walk to the stop. The Bus Number 20 goes to Lucky Star, Saddar. The bus arrives in 10-15 and it takes about 45 minutes to get to Saddar. From Saddar she takes Z-2, 1-D, and 1-C and the change of buses takes 20 minutes. Then a further 45 minutes are spent in reaching the hospital. In this way a total of 4 hours is spent every day on the two way trip.*

*Elizabeth said that the stops are usually very dirty and crowded. Also there are no signs showing where the stops are. Anyone can raise a hand to stop a bus. She said that they cannot even imagine any facility at the stop.*

*Inside the bus it is very very crowded and because of this it is natural for passengers to get into fights for space. Men sit in the space reserved for women. The conditions in Bus no. 20 and Z-2 are very bad. She has witnessed several accidents . The clothes get dirty and the diesel fumes ruins her uniform. Because of the rush most of the passengers sand and travel and any even hang on to the doors. The number of seats is very limited.*

*The conductors are terribly rude and often there are arguments with the passengers over the fare. If one tells the driver to not speed the driver becomes very abusive. And never lowers the speed.*

*The music is very loud. She thinks there should be music in the bus but in a low tone. This would help in relaxing the passengers. She often goes to sleep in the bus on the way bac and since the conductors is familiar with her routine he usually calls out to her to wake up.*

*Elizabeth said that women do not feel secure on the bus. The conductor and the driver tell us to get on off in a hurry and often we have to jump from a moving bus. Women have been known to have bad falls because of this. Her uncle who is disabled and uses crutches has to throw the crutches into the bus and scramble on and his knees are usually raw because of this.*

*She thinks that the speed breakers serve no purpose as they fail to make the driver reduce the speed and in fact when the bus passes over the hump the jolt is very uncomfortable and passengers get jostled around.*

*She thinks that the police and the drivers are hand in glove in corruption. Even if a driver breaks a signal the police do not take any action and take money to let the driver go. Elizabeth spend Rs20 every day. Her total family income is Rs 10,000. There are four of them using public transport and together they spend Rs34 per day.*

*Elizabeth says that transport effect our lives directly. She spends four hours every day on it. And this results in her not being able to give enough time to her family and the house gets neglected. By the time she gets home the journey has tired her out. She says once a piece of jewelry got snatched from her neck in the rush. She has constant headaches from the noise and smoke and often gets respiratory infections.*

*All she wants is to be able to get a seat while traveling and that the bus should not stop in so many places and thus save time.*

*Interview: Shehla, Ghaziabad, Orangi Town, 50 years, housewife.*

*She has been living in this settlement for the past 22-23 years. And uses the public transport at least three to five time a week t see her relatives and carry out other chores. She travels by G-10 and is able to get a seat at the*

stop, which is close to her house. But on the way back mostly she is unable to sit. She does not like the music that is played in the bus. Usually men make requests for music. Women rarely do.

*These days if a man sitting on a seat reserved for women does not get up when they come in they protest and make a noise. There are no marked out bus stops and the driver stops the bus wherever he sees passengers and many times the passengers make the driver stop wherever they want to get off. The drivers do not stop the bus properly and getting off a moving bus is very difficult. She has once or twice fallen off herself. The number of buses are very few considering the number the number of commuters. There are eight persons in her family who use the public transport and together they spend Rs. 7,500 and their total income is Rs.20-22000.*

Economic reasons are the driving force behind the mass daily commuting. The women usually have to keep their own houses as well as earn an income. Time away from home is long (about twelve hours) and wasting time waiting between journeys is about an hour on average. Regarding the journey itself, discomfort is the main problem. No waiting facilities at the roadside, inadequate women's facilities on the buses.

Women are subject to heavy time burdens due to the need to balance their productive, social, and reproductive roles in societies that subject them to socially imposed constraints that further limit their opportunities to improve their economic conditions and /or enjoy equal access to human capital and employment. What the study uncovers is a large and growing number of women traveling daily into the city at considerable mental and physical cost to themselves. The urban commuters are in a double bind, they have to endure virtually non-existent formal transportation and chaotic, overcrowded urban public transport.

It is generally assumed that transport infrastructure and services such as roads and buses benefit both genders equally. The term 'gender, used here in connection with women's studies refers to the economic, social, political and cultural attributes and opportunities associated with being male and female.

Women are not even aware of transportation as a 'separate aspect' of their lives, although their lives may revolve around it.

Seventy percent of the 1.3 billion people living in poverty worldwide are women, according to the UN 1995 Human Development Report. Transport-related issues such as access to jobs, markets and social/educational facilities play an important, but underappreciated role in perpetuating women's disadvantaged position in society. While there have been an increasing number of efforts to incorporate gender perspectives especially into the health, education and agricultural sectors, much fewer attempts have been made in the transport sector. This is particularly unfortunate since transport plays such a vital role in most women's daily routines.

Major differences in the basic mobility needs of women and men are grounded in the gender-based division of labor within the family and community. Men's stereotypical role in almost all societies is the one of the income-earning breadwinner, who leaves the house for work in the morning and comes back in the evening. Women, however, usually perform triple roles as income earners, home-makers, and community-managers. As a rule, they take shorter, more frequent and more dispersed trips during the day. Women also frequently carry shopping bulky loads and are accompanied by children or elderly relatives. Of course women usually do not get paid for these reproductive and community-related trips.

Existing transport systems are not adequately geared towards the needs of women. Rather, most systems are biased towards the travel needs of male breadwinners. In order to alleviate women's disproportionate transport burden in society, a variety of factors need to be addressed. Among the most important are access to modes of transport, the routing of facilities and infrastructures, and the timing/frequency of services. Overall, women's access to vehicles and services is actually often more constrained by socio-cultural conventions than by physical barriers. Women are especially vulnerable when accompanied by children, and this can be a major deterrent for women to use public means of transport. Finally, there are cultural constraints which often prevent women from properly accessing public transport. In predominately Muslim cities such as Karachi it is socially difficult for women to share crowded buses with mainly male riders because of the religious dogma of the *purdah*, or social seclusion of women.

The multiple roles of women (i.e. shopping, visiting doctors, paying household bills, domestic chores, and remunerative tasks) have increased their demand for transport. In the absence of adequate transport, many women are forced to abandon their education, their jobs and even restrict their social roles.

### **Children and Transport**

Children receive no consideration in the operation of public transport services. There is lack of space for them to keep their heavy school bags. The conductor does not treat them well. They learn many impolite gestures and words while traveling. In the peak hours the children are among the most vulnerable.

*Majid Ali, Awami Colony, 12/13 years old, student of class 5, school in Zaman Town, 10 persons in the family, 9 4 brothers and four sisters), three people use public transport, including the older brother who is fifteen years old.*

*The school suzuki takes me from my lane at 7:30 in the morning and brings me back at 1:30 in the afternoon. The school begins at 8 in the morning. The suzuki driver drives very fast and there are twenty two children in each van. This suzuki belongs to the school. There are four such vans owned by the school and they have drivers only and no conductor or helper. Every van has two or three senior boys who stand on the foot step and usher the children in. This is their duty that they help the children to get in and out. In our van seven sit on one side and seven on the other. Two children sit in front with the driver. One teacher and three children stand in the middle when three stand on the foot step outside. These are older boys.*

*There is no cassette player in our van. It was there before. The teacher who goes with us did not like it which is why the driver removed it. The other school van has music.*

*Our van is clean. When it starts from the school in the morning the driver wipes it with cloth. There are no windows inside the van. Our bags, however, get dirty because they are put on the floor of the van. The horn is all right in our van but in other vans it is very loud.*

*Our van has not been involved in any accident however one other van was in an accident once in which the children were hurt.*

*Our school charges Rs 150 per child for the van and we give the money in the school along with the fees. The fees is Rs220 per month.*

*In this way my father spends Rs660 on fees and Rs450 on transport for the three of us per month. My father cooks food in the local hotel for Rs 200 per day.*

**Abdul Hafeez, Nawalane, Lyari, 14 years, student**

*I am a student of class IX and travel daily to Okhai Memon school Tower. It takes 10 to 15 minutes from home to Meeran Naka pull (Bridge) by walking. We do not take lift in the morning but in the evening we (friends) take X-9 or 7C to reach tower.*

*Since we are students therefore conductor charges a discounted fair of Rs. 1.25 to Rs. 1.50. Usually we get seats in the bus but some time we have to travel standing. Usually the speed of bus and minibus is appropriate but if any bus of the same route follows them then they start racing. People chew pan, eat niswar and smoke cigarettes in bus, though I dislike it but never stop any one.*

*Steel strips usually protrude from seat and I remember that I got injured one time. Conductor frequently pushes the passengers that is one cause of quarrel between them. The drivers should play*

Naat in the morning and songs in the evening. I like music in the transport and I never ask driver to stop it. I never saw women asking driver to stop music.

Drivers usually either don't stop for students or just drive the vehicle fast away from them. Students also play tricks in the vehicle. Sometime they do not pay the fare or at times, they start quarrel just to divert the attention of conductors.

Drivers and Conductor do not behave properly with women. I usually start at 7:00 in the morning for school. After spending 45 minutes on road I reach Tower and get tired. Majority of the students residing in my area have to go to Tower.

School gets off at 12:00 and I reach homes at 1:00. There is no proper bus stop at Meeran Naka. In case of rain we travel by rickshaw. I get Rs.10 per day as pocket money.

**Sajjad/Zahid**, Nasiri Clony, Surjani Town, 14/15 years old, study in class 7/8.

It takes them 15-20 minutes to get to the Allahwali bus stop. They go to school on the W-11 which takes them straight to school. It takes them 15-20 minutes to get there. No proper bus stop exists but since the bus stops at a particular spot every day they know where to wait for the bus. The stop is as dirty as the rest of the area. They are able to get seats when going to school in the morning but on the way back they have to stand.. The drivers play loud music inside and they do not like this. The pressure horns are terrible. The music gives them a headache and they tend to forget what they have learnt. The rush and the pushing and pulling inside the bus scares them.. They feel that there should be absolutely no music played in the bus and the speed should also be regulated and should not be so high. The conductor is also rude to them and when passing through pushes them to one side. Very often on the way back the conductor does not allow school children to board the bus. The children said that often they have to hang on to the door with the bus at high speed which is very dangerous. When the bus goes over the speed breakers then the passengers fall over each other. The brothers spend Rs10 every day on transport.

**Khurram Shahzad**, Zia Colony, Korangi, 13 years old, studies in class 4

It takes him 15-20 minutes to get to the stop. In about 2-3 minutes the U-9 is available. Although the number of U-9 buses is very limited but its timings are fixed so it is convenient as it coincides with his school timings. The bus comes every one hour. The U-9 gets to his stop at 7:50 in the morning and thus he does not have long to wait. He and two other younger siblings go to school. Khurram's school is in Nasir Colony and they do not have to change buses.

Khurram said that he recognizes the stop from the large number of people standing there and that there is no sign to show where it is. There is a great deal of filth at the stop and the bus stop near the house overflows with gutter water. There is no arrangement to sit or wait. At least the bus stops should be clean and there should at least be a footpath to stand on says Khurram.

Although there is a separate section for ladies but at rush time men hang on to the front door as well and thus women find it difficult to get on and off. Khurram also has to hang on many times since there is no section for children. But the three of them often get seats in the rear of the bus.

Khurram said that most drivers drive at a very high speed. They do not even slow down at the speed breakers. The drivers often make bets with each other on who can drive faster.

The bus is very dirty from inside. Many people eat paan and spit inside the bus and their uniforms get stained. The three siblings use Rs12 each day on transport which comes to Rs360 per month..

If everyone gets a seat it would be very good he says.

**Faiza Khalid**, Dhani Buksh goth, 7 years old, class two, Army Public School(location?)

*Faiza uses a private van for school. She has been using this for the past three years. Her mother said that the van does not come up to the house so she walks with the child to the road every day and it takes then five minutes to get there. It takes Faiza half an hour to get to school.. There were about 26 children using the van till about two months back. The driver would take off too often so they had to hire another van. Faiza said that when she was in class one the van was very bad, it was dirty and broken down. But his van was good. Sometimes in the other van the driver would hurry the children when getting on or off and sometimes even pushes them. But this van ws better. It only carried thirteen children. Faiza made a face when she said that the driver plays very loud music in the van and the loud horn is very bad. Faiza said they feel afraid of the high speed. When the children ask the driver to reduce the speed he does not do so and as punishment drops them very far from the house. Faiza says the music gives her a headache. Faiza's mother informed that they pay Rs500 per month for the van and no money is cut for absence of the driver. Faiza is the only one from their area who goes to that school.*

**Leslie/Nigel** (brothers), Shireen Jinnah Colony, 14/13 years old, grade 9/8., St. Anthony Boys High School, Cantt.

*The brothers go to school in the morning shift. It takes them 10 minutes to get to the bus stop. Their stop is the last stop for Bus no. 20 which is why they usually find a bus immediately. They reach the school in 30-40 minutes and then again have to walk from the stop to the school for 10 minutes. In this way Leslie and Nigel take one hour each morning to get to school.*

*After school they go straight for tuition to Taj Complex in Saddar.. They take the 1-D bus and have to walk for 15 minutes to get to the stop. Then it takes 30 minutes to go from Cantt to Saddar. When they get down in Saddar there I such a rush on the road that it becomes difficult to cross the road. It takes them up to 10 minutes to do so. This way an hour is wasted. It really takes these two students three hours to get to and from their school and tuition.*

*The bus stops are usually very dirty. They have to wait at the stops with their heavy books and there is no place to sit. Near the school there is a tree and nowhere else is any shade available. It is very uncomfortable in summers.*

*They usually get seats in the morning because the bus is empty at the last stop. But they have to stand on the way back and in between as well. The 1-D bus is very crowded. They pay the full fare but the adults sometimes even make us get up. It is very dirty inside the bus. People eat in the bus and make it worse. The diesel fumes and the balc oil which stains the seats makes their hands and uniforms dirty. People spit paan juice in the bus. The conductor does not return the change from the fare. The brothers think there should be music in the bus but soft. The loud volume makes them sick. They forget whatever they have studied the previous evening. The noise of the pressure horns are nerve racking.*

*The drivers stop the bus wherever they feel like as there are no proper stops.*

*Leslie and Nige often have to hang on to the doors of the bus. The driver does not stop the bus completely. And they have to jump out of moving buses on to busy roads. They have fallen a few times. The metal pieces and nails sticking out of the seats injures their hands and tears their uniforms. These metal pieces are rusted and the wounds become infected. Leslie showed a leg wound from the nails.*

*The drivers drive very fast . They go specially fast over the speed breakers and the passengers fall on top of one another.*

*The brothers said that earlier they would use cycles for nearby travel and chores. There are many oil tankers in their area so their father does not allow them to go out on the cycle.*

*The brothers spend Rs14 each day on transport.*

**Nathaniel**, Ghaziabad, 16 years Orangi, 1<sup>st</sup> year student in college in Nazimabad.

*The bus stop is very close to the house. Two buses go from here to Nazimabad and it takes one hour to get there. . Every day he spend Rs15 on transport.. There are no facilites at te stop and it is very dirty.*

*Inside the bus there are often fights over the fare. It is very crowded in the buses. Most are very dirty. Only a few are clean. It is very difficult to get on the bus and one has to jump from moving buses.*

*Men go to the women's section when there is a rush. He likes the music in the buses but not the pressure horn.*

*There are very few speedbreakers on his route, but the speed on his bus is fine.*

*The students should have to pay half fare. If there are facilities then he says he is willing to pay more as fare. All drivers get away with breaking the speeding laws by paying bribe to the policemen.*

*There should be more buses and these should be bigger.*

**Jamil**, Shireen Jinnah Colony, 17 years, student of 2<sup>nd</sup> year, S.M Arts College, Burns Road.

*It takes him 4-5 minutes to get to the bus stop from where he takes Bus no. 20 to Saddar and from there any available bus to Burns Road. The bus comes in five minutes and it takes 30 minutes to get to Saddar. From there it takes him 10-15 minutes to get to College.*

*The buses are very dirty. The seats are stained with paan juice and even paint and this ruins the clothes. From his home he is able to get a seat but on the way back it is impossible. He travels on the ladies seat but vacates it when women get on. The conductors are very rude and think of us as inferior humans. They do not stop the bus when they see us because we pay half fare.*

*All the buses do not have music.*

*He spends Rs7 on transport which he spends out of the Rs20 he gets as pocket money every day.*

**Zulfiqar Ali, Dhani Buksh Goth, 18, Intermediate, Allama Iqbal College**

*He has to change buses once to get to College. From his home he takes D-3 wagon to Shahra-e-Faisal and from there any bus to College. It takes him 15 minutes to get to the bus stop from home. Then after boarding the bus he has to wait at least 15 minutes before the bus in front leaves and his can take off. It should take only 10 minutes to get to College but because D-3 goes at a very slow pace it takes 45 minutes. He spends Rs15 every day on fare. The stop is in a very dilapidated condition. There is no shade and even when it rains one has to stand and wait under the open sky. There is immense rush inside the bus. The passengers are squeezed in like cattle and in our area D-3 is the only wagon that runs and the entire area travels by it. One sweats profusely in the heat and the clothes get dirty and crumple. In the heat one becomes really tired.*

*According to Zulfiqar it is very difficult to travel by bus. If one gets a seat and sits down then it is difficult to stand and those who are standing never get a chance to sit. The trip exhausts him and he feels as though he has literally come back after working in a field.*

*The women face great deal of oppression in the bus. The men pass obscene comments and try to touch them. The conductor behaves very rudely and does not respect the women at all.*

*There should be no music on the buses. The inter-city buses may have music because the trip is very long. In any case commuters like soft music but the drivers deliberately play it very loud and this is nerve-shattering. The pressure horns add to the intense noise pollution. Some time back there was a horn available in the market which emits sounds like that of a child crying. This horn is fitted in the D-3 Mazda as well and it upsets everyone specially the women.*

*It is very difficult to get on and off the wagon. These are not completely stopped and one has to jump in and out and people often fall while doing this.*

*The speed should not be too slow but the drivers should not race with each other.*

*Paan and cigarettes should be banned inside the bus.*

*The traffic police stop the buses even when there is no violation and take bribe. But the buses which pay monthly bhatta are not stopped even if they break a signal.*

*Bigger should be introduced on the routes. If everyone gets a seat then people will be even to pay a bit more.*

The children prevented above belong to all the localities under survey. That they have to travel outside their own areas is telling of the fact that the state, among other things, has not bothered to provide schools for children in the localities where it has sought to throw the lower income groups. To start the day with anxiety over the trip to school, the physical hardship it includes, is not what children should be made to face each day.

Children face the same problems as do women but without the sexual harassment component. However, like the girl students, the time wasted in public transport, with the frequent stoppages, the irrational routes could have been better used to study. Often the buses do not serve the areas in a rationalized manner which then leads to walking for considerable distances. At times even the nearest available stop is some distance away entailing up to 20 minutes of walking by children and women. Timetables and even lists of the number of services available on a given route are non-existent. Bus drivers follow their own time schedules. They either speed dangerously to meet deadlines or stop in places for as long as 30 minutes waiting for the bus to fill up. Students can neither plan their trips nor can they rely on a vehicle being available when needed. This causes a multitude of problems for them not the least being that they may miss classes for no fault of theirs.

Also traveling on crowded, noisy buses with loud, vulgar music blaring into their ears is hardly conducive to academic activity. To arrive in school or college with dirty clothes and shoes, tired out from standing surely arouses in them a feeling of frustrating and helplessness and even embarrassment.

A primary issue for women and children is safety. Speeding and unsafe driving lead to daily problems, both physical . sometimes with injuries, and mental. The unsafe manner in which the passengers are picked up and dropped is another cause of injuries and accidents.

Most of the private buses are old and dilapidated with badly maintained body work. Broken, rusted footboards, handrails and rods, seats, windows cause injuries frequently. Women and children get injured or their clothes catch and tear on protruding nails and jagged pieces of metal. The seats are often dirty, oily and damp. The interiors are not designed with a view to any kind of comfort. In the minibuses and caches the doors are narrow causing considerable difficulty especially during rush hours. Inside the space is cramped and people have to travel considerable distances in suffocating conditions..

What these groups ask for is not insurmountable. The women want to be able to travel in dignity, good behavior from the conductor and driver, and less risk when getting on and off the bus. They also want to be able sit in comfort when the distances are long as they often. The children want the same. But because there are no regulations of education and manner involved in the employment of drivers and conductors , no standardization of bus sizes, seating etc the problems women and children face every day on privately owned public transport will not go away.

### ***Transport Operators***

Karachi has 14,854 intra-city buses, all owned by private operators. In addition it has 513 inter-city buses as well. According to the figure given by the Regional Transport Authority to URC, 72 per cent of all commuters using buses travel by the 8,773 minibuses plying on Karachi's roads. Minibuses are owned by individuals. Their actual price is around one million rupees each (1999). They are purchased mostly by people belonging to the northern districts of Pakistan, through money-lenders, most of whom come from the same area. The pay back is in monthly installments over a period of three to four years. (Arif Hasan: interviews with bus owners ) If there is a default in payment the bus is taken away and all the payments made earlier forfeited. The papers of the bus remains in the name of the money lender who have close links with the traffic police and the buses can therefore, flout all traffic laws with impunity. These buses provide an extremely cheap mode of transport where the fare is not more than Rs5-7. Larger buses are too expensive and the fare would have to be higher in order for the transporter to make a profit.

The URC has held a number of forums since the mid nineties on transport related issues. It has tried to understand the problems of the transporters.

The major problem regarding the Karachi transport situation is how to organize a transport since each bus is not only individually owned but sometimes has more than one owner. The free transport policy under which any individual can ply a vehicle on any route is believed to have destroyed the entire transport system of the country, and much of the investment has come to a halt in Karachi on account of this policy. The transport sector has only recently been given the status of an industry, which is also said to be one of the reasons why facilities have not improved in the past. Transporters claim that they have no access to bank loans or to insurance facilities. Transport companies constitute only 5 per cent of all private transporters; individual owners like drivers, conductors, time-keepers, etc constitute the remaining 95 per cent.

Bus routes were last rationalized in Karachi in 1972. After that, new routes have been added but a rational network which is in keeping with Karachi's spatial spread has not been developed. If the routes are rationalized, a more convenient and speedier network, which would ease traffic flows as well, especially through Saddar, could be developed.

Transporters feel that there is a complete negligence by the administration regarding the allocation of land for the construction of a bus terminal. The lack of a bus terminus and proper parking facilities for buses, lead to the occupation of vacant plots of land to be used as parking and servicing areas for buses. Once vacant land is built on the transporters are left with no alternative but to use roadside space and the roads themselves for both parking and

servicing of their vehicles. The transporters requested to be allowed to either rent or buy in easy installments the depots of Karachi Transport Corporation which were to be auctioned off, but their request was ignored. However, here a caveat needs to be added and that is that this demands of the Bus owners etc is not genuine. When the Urban Task Force 1998-99 undertook negotiations to provide them with terminals it realized that they wanted to turn it into a profit making venture, and a means of acquiring real estate.

The minibuses along with other privately owned buses have no bus terminals, workshops or depots. All these activities are performed on the road and around these ad hoc facilities a services sector to transport develops along with hawkers, eating places, entertainment, toilets and other facilities that cater to the operators and to transit population. As a result, road and pavement areas, sometimes as high as 90 per cent of road space, in important locations and nodes of Karachi have been encroached upon and are used for these facilities. These encroachments cause huge traffic jams and large-scale environmental degradation. They also cause disputes among residents, shopkeepers, hawkers and transporters. Most of the down market environmental degradation in Karachi is the result of the above-mentioned factors. However, in spite of these drawbacks, the minibus operators are able to serve inaccessible katchi abadis and villages around Karachi, and areas where road conditions are deplorable. No government or private company would ever be able to do this.

Roads in Karachi are in a dismal state, with speed breakers built at short distances, which cause substantial wear and tear of buses and other vehicles. Many roads are permanently inundated with water or sewage, while most roads are at some time or the other, dug up by different utility companies all adding to the problems of maintenance of vehicles. Speed breakers should be improved. These are usually badly designed and badly located, causing additional maintenance costs and traffic hazards.

Other problems that that effect transporters in Karachi and hence effect the residents are that the previous governments used to pay some compensation ( 50 per cent) of the market price of a vehicle if it had been burnt or damaged by violence in the city. The present government, despite the loss of thousands of vehicles in the past several years has refused to pay compensation.. Also an arrangement used to exist between the Central Board of Revenue and the bus owners by which the latter would pay income tax according to a mutually agreed formula. The income tax officers constantly harass them to pay more money than that agreed upon.

The police are a permanent source of harassment for bus drivers, implicating them in numerous offences in order to collect excessive bribes. Many operators who reportedly pay monthly *bhatta* to the police, and it is alleged that all mini-buses pay a regular amount of up to Rs3000 a month to the traffic police. It was also reported that at least 15 per cent of the mini-buses are owned by policemen. The traffic police, instead of controlling traffic, stand in corners and catch drivers and negotiate with them for their own pocket money. Even in traffic *chowkis* the officers take Rs300 to 500 on each *challan* but they submit only Rs25 to 30 to the government treasury. Presently there is only a nominal fine of between Rs20 and Rs30 for traffic violations, but the traffic police usually charge around Rs200 to Rs500 on normal violations. All this extra money goes in the pockets of police officials.

The concept of fines was to generate revenue for the government but nothing goes into the government accounts. The traffic police encourage the drivers to violate regulations. When police officials catch a driver, they begin bargaining on the amount of the fine. When both parties settle on the amount, the driver pays but does not get a receipt. This situation has encouraged drivers to think that violating traffic rules is just a matter of

paying the police. Magistrates are also involved in this extortion and collect large sums of money from bus drivers.

Owners associations, with help from others, should educate their members to improve access to and quality of transport services. The initiative should come also from the government

The following are interviews of operators and officials of their associations. These put in perspective the other side of the story and is convincing on some points while not so on others.

***Malik Tamahas, Minibus Owners Association.***

*Under the Prime Minister scheme I purchased 20 buses, but it did not turn out to be a profitable business mainly because of bhatta mafia, non co-operation from the administration, encroachments on the roads, no co-operation of owners of the wagons. Today you get a new bus between 18 t 20 lacs and minibus between 9 to 10 lacs.*

*Wagons are increasing in no. as compared to buses. The reason is that it becomes full to capacity quickly. Since the riots of 1985 they have increased in no., more so because if the minibus gets burnt the loss is less than the bus. The fares of buses are less than minibuses.*

*Because of the ban, to import the second hand parts, we are not in a position to get it from outside, we used to get the second hand engine from outside in Rs. 20 to 25 thousand. Now it comes to about Rs. 70 to 80 thousand rupees. If we get tyres from outside it can be relatively cheaper than getting the local ones.*

*There was no benefit for the real transporters in the yellow cab scheme taken out by the then Prime Minister in 1992. Transporters should have facility of bank loan or modaraba loan. In today's system the moneylenders take back 110% more than what they lend. We suggested, when the PM transport scheme was launched, that these vehicles be given through the transport associations and the transporters should be given these vehicles on the basis of preference. If this advice would have been taken seriously, the situation today would have been changed for the better, than what it is and the recovery position of the bank would have been good.*

*Even now we have purchased the vehicles from the people and have returned the loans to the banks.*

*Because of the increase in population in Karachi, there is a demand of new vehicles in the town, but the transporters don't have money to invest.*

*Because of the high frequency of car snatching and arson, the insurance companies have stopped insuring the vehicles. Some, which do, charge exorbitant premium, which is not in our capacity to meet, after taking out all the expenses.*

*Previously the government allotted the route for buses. Now the transporters choose the route and then have to bribe lacs of rupees to get it approved. No transporter has got so many buses as to ply on the same route and is enough for that route. He asks others to ply their buses on that route. Initially when the route is not profitable he gives, from his own pocket, compensation to the drivers and conductors till such time that it becomes profitable. The coach owner who initiates the allotment of route takes 20 to 200 only rupees from other transporters.*

*The bhatta is inclusive of the deal with the policemen. It is adda ( terminal) owner's responsibility to make a deal with the police regarding the vehicles, which are parked in that adda.*

*The wagon owners which give bhatta to the police, their wagon code is distributed to the concerned traffic police posts, so that they are not stopped for challans, and if at all they are challaned they are charged with very light penalty. Within the transport system there is a group, which is neither from the transporters' nor has any direct relationship with the adda owner. They are the specialists in dealing with the traffic police. They are either touts or indirectly related with the police. If any driver does not make a deal with the traffic police or the brokers in the court or peshkars, they take you before the magistrate and heavy penalty is levied, so that next time he is forced to make a deal outside the court.*

*Some of the routes have their times fixed to reach from one end of the route to the other, but some others do not have any fixed timings.*

*If we don't over load the minibus and take passengers only according to the capacity of the seats then the fare of the minibus should be around Rs.10 to 15, so that the transporters can give better facilities to the passengers.*

*Transporters also have to give facilities to the driver and conductors. They might not wear clean clothes for two or three days when they are staying back at home, but when on duty, they would want to wear clothes washed by the dry cleaners. They would not eat a simple food but would rather go for a sumptuous meal.*

*To get a new route, approval is sought from Regional Transport Authority (RTA). The Traffic Engineering Bureau (TEB) and the traffic police of all the districts, which come under this route, is also involved. This entire process costs about one lac to a wagon.*

*For some time the Public Transport Authority was also involved in assigning new routes. They used to take about 5 to 9 lacs for a single route. The transporters objected and they stopped giving route permits. Now it is only given by the RTA.*

*For some time back, the transporters used to give all the drivers and conductors, bhatta. Now they are given daily wages. The drivers are given about 200 to 250 and the conductors about 100 to 150 rupees daily.*

*Most of the transporters now have about two to three buses. If they own about five of the buses, they keep a proper record of the expenses and incomes. For one or two buses the owners usually don't keep records.*

*If the owners drive or conduct the buses themselves, they earn quite a good amount, but if the owner does not do any of the two, then the earning is less and it becomes difficult to meet the expenses of maintenance and the amount of their earning remains limited.*

*The drivers should be punished if they infringe any law and be penalized for the offence. If some of the drivers are punished, it may set precedence for the rest of the drivers and the traffic system would become better. Usually it is the owner, which has to deposit the penalized amount. This is a wrong practice, it should be the driver who should be punished instead. In fact, this practice has been encouraged by the owners, themselves.*

*I also have to comply as per the existing system and have to submit the amount myself. If I don't agree, no body would drive the my vehicle and no conductor would conduct the bus.*

*Qisas and diat are the Islamic laws by which you give compensation to the aggrieved party. But what is done is that against one crime two or three penal codes are enacted, which is wrong.*

*The present mess in the traffic system is due to the traffic and other police. The buses don't stop at the proper stops meant for this purpose. There is lack of traffic sense. The passengers come out of their house at the nick of the time and then urge the drivers to drive fast. The*

*masses don't really know how to make use of the zebra crossing. They cross the road in a zig zag fashion. On the footpaths, are encroachers, and the pedestrians are forced to walk on the road*

### **Choudry Ismail, President Karachi Bus Owners Association**

*First of all I would like to talk of Planning. I have been associated with it since last five year plans, starting from Fifth Five Year Plan to Ninth Five Year Plan. But no work has been done about it. This I have been repeating time and again. Besides you will also find five different reports on each five year plan.*

*Right from the inception of Pakistan, each and every department has suffered from ill planning. Especially, in the transport department, where no planning was done at all, by any government that has come. The governments that has come in the last fifty years, have only adopted one policy, that of personal gains. This is a very unfortunate part of it. I am talking of personal gains in the sense that they have brought the vehicles from outside, where they were getting more commission. This no planning, this is business. There used to be private companies before. We objected and wanted to close down such private companies, because we thought that the country could not bear such extravaganzas. That we should concentrate on large size vehicles and import such vehicles. It was better to make them here. If we can't make them here then only particular brands of vehicles be imported from outside, such as Leyland, which was the best, or Mercedes, which was and is reckoned as one of the best ones. Bedford was very popular in both India and Pakistan. But comparatively was more popular in Pakistan than in India.*

*You would be surprised to know that about 29 different types of long vehicles ply in Karachi. You tell me yourself, is this country really capable of enduring such unrestrained spending of money. We objected and recommended that private companies be banned. During Mr. Bhutto's government private companies were nationalized. Before it the private companies were earning, then the government started earning. But then this tendency grew to such proportions that shiploads of cars, motor cycles, scooters, started coming in. This situation remained even after nationalization, which resulted in its other fallouts such as traffic problems.*

*Figures are available, which will tell you that in this city about 85 to 86 percent of vehicles are small ones, which are registered and in whole of country it is 73 per cent. If you include private vehicles, motorcycles, scooters, private cars, it would become 85 per cent but public service vehicles are 1.9 per cent and if you include taxies, rickshaws, then it would become 6 per cent.*

*The people in the government are of the view that, import vehicles from where you get the maximum commission, therefore they decided to import minibuses. Today all the violence that you find is due to these minibuses. But the profit margins are high, because the fare is high.*

*Then the single route has been divided into two. Suppose if the route is from New Karachi to Tower then you started from New Karachi and reached Liaquatabad then from there to Khizra Goath and then to Tower. In this way the fare becomes high and also the profit. So who would invest in long buses?*

*It all started since June 1956. There was a company, which used to have at least 30 to 40 long vehicles. It was called Linder Company. There were other companies like Ahsan Corporation, Pakistan Motor Transport Corporation, Qureshi Bus Service, Karachi Bus Service. There were still others like Moin Brothers Bus Service and Chaudhari. These also used to have 40 to 50 buses. In 1941-42 at the time of British, the fare of Karachi was fixed. At that time the price of the bus was about Rs. 7500. You would not believe that at that time, for Karachi Cantonment Municipal Corporation a fare of 8 pai was fixed, which comes to about 4.2 Paisas, today.*

*In 1956 the buses' value increased to about rupees ten to twelve thousand. At that time we decide that the fare should be increased, but the then Commissioner, refused to increase it. He was asking for Rs.150 lacs to do it. He reduced the fare to 4 Pai, which was fixed for 8 Pai in 1956. In other words it was reduced from 4.2 paisas to 2.60 paisas. This was the first attack on the private sector and the owners of the buses. The result was that all the owners sold their buses to the drivers, conductors and mechanics in installments. They were asked to pay the fixed amount on a monthly basis. From then on till today you would find that most of the bus owner are only one bus owners and not more than that. It is also the case that a single bus is sometimes owned by three to four conductors/drivers.*

*When we understood that they won't change their stance, we made a front against them. We also went to jail, but then some MNA, MPA intervened. They tried to convince the Commissioner that the fare should be increased. Even then he did not increase it. On the contrary he started Karachi Transport Syndicate (KTS). But he failed in doing so. Gujrat Bus Service and Malik ul Haq joined in but the other transporters did not although the Commissioner offered them all facilities and the routes of their own choice. They were incited to use their buses on these routes. The fact was that they did not have any buses of their own. He tried to catch hold different people, and tried to find out investors for them. He wanted to have his control on the transport with some one else's finances.*

*The other attack on us was that the profitable routes were taken from us and were given to KTC. But we still continued with it. As I said, there were people in this business, who belonged to the lower strata of society. They thought it as more than sufficient, whatever they were they were earning. They did not have any garage, nor any loan or insurance facility. In 1973 the then prime minister, Mr. Zulfikar Ali Bhutto said that the government would start the transport facilities. They had already experimented and started that before, like KRTC and KTC. Initially they fixed a low fare, which was not accordingly to the internationally laid down standards. The fares are always fixed keeping in view the daily investment, expenses, investor's profit, the life of the vehicle.*

*In other provinces of Pakistan there is still per passenger per kilometer basis for fixing the fare. Here it is the stage wise method. There is a difference in per kilometer passenger, per stage and per kilometer. It will keep on increasing. In 1965 the position was that no body was there to invest money in buses. Except only those were running it.*

*The route permits were issued by two authorities. One was the Regional Transport Authority, which as the name implies, was for the region, and the other was the Provincial Transport Authority, which was for the province, but transport department used to control it. When the situation deteriorated, people started protesting against it. People of Punjab and Islamabad also protested. When the transporters went there, I was doing a sit-in at that time. Those from our Federation, who were from Punjab, said that I should not say any thing*

against the government. In fact I had collected the data. One deputy commissioner had 26 permits.. I took them by surprise when I quoted two examples. They immediately made draft, which was according to the old Motor Vehicles Rules and Motor Vehicle Act. One draft was prepared for whole of the country and it was shown to the government. Since that day the transport industry, especially in Karachi could not stand on its feet. But one thing was done, that in Punjab the fares were fixed on the basis of kilometer, i.e. the more you travel the more you pay. This system was all right there but not in Karachi. You would ask why?

There should be double-deckers, long vehicles and underground train. These days the situation is different in that there is traffic jams everywhere. Instead of buses there are more wagons on the road, also there is too much of labor class. The government also changes the route quite often than not. In this predicament, how do you think the situation could improve?

If you sit in the metro you would find the same overloading. The buses are also old. It would have been different if it were new. I don't know what is the criterion of fixing fares. For this let me tell you, it is the responsibility of the provincial government. It fixes the same fare for public and private sectors. We have been victimized by not been given the fare share. In the name of express coach service and express, the government has fixed about 6 to 7 rupees on it. The buses are old and the fare is relatively high.

The banks do not give any loan. They say that they don't give any loan to old industry. The situation today is as it was in 1956. The banks have stopped giving loans since then. Their place was taken over by the pathans, who give loans with 50 to 60 percent profit margins. Now where from they get the money? They get the money from the banks on 12% interest rate and they give it to us on 50 to 60 percent interest rate. They return to bank what is bank's and the balance they pocket themselves.

In this there is also the share of the bankers, because they have such a policy themselves, so that some of the money comes in their pocket as well. There is no facility for the private transporter directly by the bank.

About these small wagons that you see on the road, they are mostly owned by the labor class and whatever meager amount, they get end of the day, they are content with it. They think it to be their profit of daylong toil. There are about 1400 buses now left. Within a period of about three months about 500 buses got stranded, because they didn't have money to repair it and make it road worthy. They simply can't afford to do it.

You must be knowing that in the city, there are businesses, which have 300% percent profit.

Take for example shopkeeper. He has got a shop in a small room. The owner is controlling every thing. All the transaction is taking place in front of him and is also reaping all the profit. On the contrary, in transport, you have bought the vehicle but the labor is in control of it. Although you can also drive, but you are not doing it, instead you have hired a driver and a conductor. Who is giving them license, you don't? As far as the fixation of rent is concerned, no body has thought about it, if we want good service, people should bring in new buses, but they should at least try to know the exact investment in it. What are the daily expenses? How much is the profit? The licensing authority would issue the license. Every body knows what is happening there? You can sit back at your home and still get the license by giving money. If you want to learn the driving you can do it through your friend or your brother. It is no big deal. You just have to steer, to press the accelerator and apply the breaks and change the gear, that is all about driving. The government has not stressed it. What is the

result? People of loose character came forward with no scruples. There were people, who knew nothing about the law, how would they respect it. This is the whole situation. The fares were not increased to the appropriate level. The fares here are half of what is there in Lahore. What it used to be was that to whole of Pakistan, oil used to go from Karachi. Whatever was the fare, it was fixed considering this. In other countries, every big city has problem of transportation. It is solved through double-deckers, under ground trains, overhead trains. You know that people there are bound to travel in them. There was the problem of parking there for which parking lots were made. You park the vehicles in the parking lot and go by walking. You would find parking lots even near the underground railway stations. Park your car in there, then go by train, and when you come back you get back in your car and go home. You don't have to travel in your own car all the way through. But nothing was done here in Karachi despite, so much has been said about it.

The public service and other vehicles cannot freely go on the road. This can only be solved if we have some specific areas earmarked for parking at market places. Don't let the vehicles to be parked at a wrong place. They should not be allowed to park on the roads, especially on the sides of thoroughfares. If this is observed strictly, you will see improvement in the situation.

Around 1970 when the fares were relatively better, I had at that time 10 to 12 old buses, which I sold and bought 4 brand new ones. Those were plying at route no. 2. Since the fares were better, I thought, why not give some facility to the students. So I started two buses from Paposh Nagar to Tower. One for boys and one for girls, during the school hours. The fare was fixed at 10 paisas. You would be surprised to know that their parents even then did not co-operate. The buses use to take only 15 to 20 students from and to school. Somehow we tolerated all this. All the bus owners were fed up with me and ultimately I had to stop it. Later on it was introduced in all the government transports, in the whole of Punjab and then in the whole of Pakistan.

We did not have enough funds to avoid the counterfeit cards. Other wise this system could have been made fool proof. If we had funds, we ourselves could have issued the cards to the students having our and students' signatures on it. We could have asked the institution to give us the list of all the students, which could be up-dated every year. But this was not to be and the faulty system somehow continued. When KTC was finished, this system also finished on its own accord. By this time the students had became quite accustomed to it. They

*started issuing cards from their institutions and the whole situation came to such a pass the old timers like me also had student card with them. When conductor asked them their age they said it is incumbent upon ever one to seek knowledge till the end of your life. There was no answer to it. We gave the students this facility with all our sincerity and we were paid back in such a way. On the average there are about 1200 tickets sold every day out of which about 400 are of students. You tell me frankly, how come there are so many students, which travel by bus.*

*About the traffic police I would like to say that they have no relevant job to do except stop and let go the traffic, make challans, and do the dealings at the roadside. That is all. Previously it used be relatively better. There was some kind of training given at that time. All sorts of vehicles and there routes were properly appraised of. Now this thing has become extinct. Now they come with undue recommendations from interior. They have a mindset that there is lot to earn in Karachi. They don't know any thing about law as such. They pester unnecessarily. They take you to the court, where their brothers are sitting. They call you about 4 to 5 times there.*

*Now we have our own vehicles, which we have to take care of. It is not like a company that the manager of the company would take care of the matter. If we don't earn, we would not be able to pay off the installments. Will not be able to do business if we have to go to court every now and then. So it is better to give them something and concentrate on the business rather than getting bogged down in all these things.*

*Those days have gone by. Those were the days when there used to be companies. The traffic people used to go to the companies whenever they felt any need. They used to ask for the fee of their children. But now they take it as if it is their birth right. You have to give the money otherwise they would chalaan for some reason or the other. You have to deposit thousand rupees for one chalaan. To evade this you have to bear all their tantrums. If you don't, the loss is yours. This is what it is these days.*

*Previously there used to be companies and they used to train their drivers. They used to give them proper training. The new drivers had the occasions to sit with the old drivers and get training with them. The old conductors used to tell the new ones about the stops and the fare and he used to take training for about fifteen days. When he understood every thing then he would apply for a license.*

*It is very difficult to get the driving license. There is a whole system to get the license. It is given by the licensing authority. Unfortunately like the other systems this was also neglected. They should have given proper training to the drivers. Instead what they did was*

*that they took bhatta and gave the license. This is the root cause of all the lawlessness that you find on the roads. If I am not aware of the law, how would I comply with it. There has to be a proper training center for it according to international standards.*

*The roads in Karachi are only for namesake. The roads that you call are badly broken. There is an absence of proper planning right from the beginning. In Karachi most the business takes place near the port. There should have been at least four to five roads running parallel to each. But what you find is only three roads there. There is Lawrence road, which ends. Then there is M.A.Jinnah road and the last one is Freir Road. This road also ends there. But still there is a solution to it. You have to build on one road a central terminal like the one that you have at Badami Bagh in Lahore. From there buses leave for the city as well as for the inter city routes. This central terminal should be at such a place where you find roads going out everywhere without any hindrance to the traffic. Presently the situation is that the three routes going toward the port converge into one. If you have a terminal on one of them there would be less pressure on it, which would result in less traffic jams.*

*Diseases like hypertension and sugar is growing very rapidly. Transporters can transport play a part in reducing it. First of all I would like to say that the buses are old. Even the new buses give smoke. So it is necessary that we switch over from old to new ones. There is also mixing in petrol and mobil oil. In diesel besides kerosene now they have also started mixing water. So I would like to emphasize that till such time that mixing is done away with, there would still be buses giving excessive smoke. The basic thing is to find out the causes of disease and then try to eradicate it, other wise there is no point in only superficially cutting the growth and not going for complete surgery. Basically the adulteration is coming from the company itself. You will find that the burnt mobil oil in big drums going in big factories. These are big refining factories, which take out the carbon. It becomes devoid of lubrication. Then they mix it with the mobil oil to lubricate it.*

*So till such time that you finish off the mixing you cannot eradicate the smoke from the vehicles. One thing is for the fact that if it burns it will give smoke. It depends whether you are burning oil or gas. If you burn gas it will give less smoke.*

*As far as the insurance is concerned, it is not even for the bus as well as for the passenger, let alone for the drivers and conductors. The rates are so high that it is not feasible to get insured. Comprehensive insurance is 10% of the total value. For instance if*

*the value of the bus is Rs. 20 lacs its insurance would be 10% of this amount. The same is the case with the buses, which are 8 to 10 years old. This means that they are discouraging the old and public service vehicles to get insured. The third party insurance is there but is only for namesake. This is inclusive of driver, conductors and passengers. The amount is 900 rupees. Even this is not possible for us to give. We just do the insurance of 400 rupees just for the sake of formality, because we know that the insurance company will not make the payment.*

*On the drivers and conductors if you think it morally then those who give license to the drivers are responsible for this act of omission. It is they who have given license to such rouses. Then comes the owner of the vehicle. I have told them several times that if you talk to the passengers with politeness they would come to you relatively more in number. I can give you my own example. I had a bus in 1981. This bus was fully decorated. It also had a carpet in it and the driver and conductor wore a uniform. From the face of it, it looked as if it is a bus of the air force. People used to wait for it. It used to ply on the 9A route. There was hardly any space in it. All the time it used to be full to capacity. I also gave them moral training, like how to behave with the passengers. As far as good behavior is concerned we, the owners of the bus are also responsible for it. The union can also help in this, if they want to do it. There are always complaints of drivers, conductors, owners and timekeepers. It's a pandemonium all the day related to these complaints.*

*You don't know the whereabouts of the owner. 90% of the vehicles are in the custody of moneylenders. The vehicle is in my name, but you are driving it. While, actually it is not in your name because the de facto owner is the moneylender. Who will complain against whom. The whole system is topsy-turvy. In fact there is no system as such. You will be surprised to know that the World Bank team came here in 1995 and did a comprehensive survey. They were taken a back to see how the whole system is running. They asked me how I was able to manage the whole affair. They wrote a copious report on the subject. If you are interested you can get it from the Communication Department. I had one copy of it but it was taken by some media man and has not returned it as yet.*

*Those who are standing usually try to evade the conductor and try not to pay the fare. Those who are sitting on the seat normally pay the fare. That is one of the reasons why do we do overloading. We are in fact forced to do it. In the first place there is scarcity of the*

vehicles. In the second place we try to earn some living for us as well for our family and be able to pay the government tax.

To sanction a new route or to extend the present one, there is no problem as such, unless somebody wants to pay some money, that is a different matter, but other wise there is no problem. The people of the area usually submit this in writing that the route may be extended to their area as well. We are asked if it is feasible for us to do it. If we are making some money on it, we send our recommendation attached with it. It is then extended through the RTA. If somebody from amongst the masses wants a new route. He comes to us. We then talk to the owners if they are willing to ply their buses on the new route. If they are willing then it is applied for and permission is given. We have never come across any problem for the new route. In other cities you still have to pay a handsome amount to get the permission. But it is not true here. Yes the worst case in this regard is Punjab. Don't talk of it.

About the songs that are played in the buses this is absolutely wrong. There should not be any musical instrument present in the bus. The drivers give lame excuses. I have about 18 to 20 buses and I have a whole team of mechanics, drivers and conductors, they are all working together. For instance, on every 6 buses there is a fitter, three cleaners, who clean the buses in the night. This way it becomes economical and is also easy to control the expenses. You would not believe that the drivers and conductors themselves installed the record player in the bus, when they take it on the road and take it out while going back. They would openly say that they would drive only when the record is there, otherwise not. I am personally strictly against it.

Our association has been accepted by even the World Bank and is recognized all over the world. We have the co-operation of not 95% but I would say about 98% of the owners. They subscribe to whatever steps we have taken to provide facilities to the owners as well as for the general public which travel through buses. If God forbid any body is wounded or dies in an accident, we give compensation by giving up to 8 thousand rupees. In fact this amount has now been increased to 16 thousand rupees.

Its procedure is, that his relative lodge a claim in the DC office and give an Avail notice. We would immediately go there and make the compensation. If somebody comes to us directly we agree with them to a certain amount. According to rough estimate as of today, the exact figure we would get it form you, we have spent about 2.5 to 3 crores of rupees under this head.

*Besides we have schemes for the owners of the buses in case their vehicle is damaged or burnt. The government doesn't give any thing because there is no such thing as insurance. But we have an alternative for that. We have fixed a daily amount from the owner of the buses, which they deposit in a pool set up for this purpose. From this amount we give compensate the owners.*

*We convene the meeting of every owner of the bus of every route and present compensation applications before them. Those application, which are selected are approved, we send them a formal letter, which he gets it approved from the RTA.. We collect Rs.15 per bus and in the case of any damage we give them up to three lacs rupees within a week so that he can stand on his own feet.*

### ***Irshad Hussain Bukhari, General Secretary Karachi Bus Owners Association and President Karachi Transport Ittehad***

*Since 1988-89 I am also associated with other transport organizations, such as rickshaws, taxies, trucks, yellow cabs. Yellow cabs have been introduced of late.*

*We realized that we usually fight for the problems in isolation. If the bus association wants to call a strike, it is normally, frustrated by the minibus association. If the minibus calls for a strike, it is made ineffective by the bus association. Our problems were many and of varied nature and we did not struggle from a common platform. To make a united front, it was decided by all the different trades of transportation, to come close and understand each other's problems.*

*Thus all the trades like rickshaws, taxies, minibuses, coaches and trucks decided to form Transport Action Committee. For about one year we worked form this platform. I was the chairman, of the committee. Later we gave it a formal shape of an association and named it Karachi Transport Ittehad. It was inclusive of every trade of transportation.*

*There are in all about ten associations, which are working under its umbrella, by the grace of God and I am its chairman since then. Since 1990 I am holding two portfolios. The*

*President as well as General Secretary. We address all the problems of the transportation and the issues at the government level to discuss it there. By the grace of God most of the time we have come out successful in our negotiations. We talk to both Central and Provincial Governments. The governments, also co-operates with us. It is our aim that no political party is able to use us for its own ends. We keep our struggle on from a neutral platform. Till now by the grace of God we are quite successful in that. All the NGOs really appreciate this.*

*Transport Ittehad takes up the transport issues and talks at local, administrative, provincial governments level. It also takes the issue to Islamabad to hold talks with the Central Government. We are, recognized by the World Bank also. Whenever there is a delegation from the World Bank and if it comes to Karachi, it holds meetings with us, and get information. Besides, there are other matters, which we deal. We don't want to boast, but we can safely say that we represent 90 to 95 percent of transporters. By the grace of God we have shown what we have claimed for.*

*There are roughly about 25 persons in the managing committee from ten different associations. It comes to about 250 persons in all, representing all the associations. They choose President, General Secretary, and other posts. I and my other colleagues have been coming unopposed. It would be interesting for you to know that amongst the ten associations that we have in Karachi Transport Ittehad, one is Karachi Bus Association, which was made in 1948 and since then has been struggling for the cause of buses.*

*This association conducts elections after every three years. We have recently made amendment in one of the by laws and have fixed the election duration for three years. I have been elected its General Secretary since 1981. Initially the elections used be held after one year. Then it was changed to two years and now it has again been changed to three years. We have had about eight elections since. You would be pleased to know that, I, myself and Ch. Ismail, have been elected its general secretary and president, un-opposed.*

*There are about 1800 members of the association. In fact 1800 are from those, which are running on the routes. We also have members from those associations, which own the private buses, which run on contract. From there we have about 800 members. So in all there are about 2500 members.*

*The Ittehad does not have enough funds of its own.*

*We take about 100 to 200 rupees from each association. In all there are about ten associations. We get about 2000 rupees every month. Anyhow Bus Owner Association has started a good work since 1986, especially during the crises, when there were many instances of buses being gutted. We started a self- compensation scheme.*

*It was started, by collecting three rupees from each bus. It was then increased to Rs.5. Now we take about Rs.20. The amount thus collected is given, as compensation, to those owner, whose buses got burned. We conduct the inspection within two to three days and give the money to the owner. It is normally up to the maximum of Rs.300,000 to Rs. 350,000. We also give body structure to the owner. This is one thing that we do.*

*Till now we have given about rupees three crore to the bus owners in case of arson. We also given up to Rs.10,000 to the owner to hire a lawyer in case of an accident as soon as we get the copy of F.I.R. We also compensate in case if the vehicle turns turtle or gets damaged in any other way.*

*Some times we come across a situation in which if some body dies, then his/her relatives lodge claim in the court. The claim is sometimes as high as rupees 10 lacs to one crore. For this purpose we have hired a lawyer, who go to the court and fight the case for us. We fight the claims lodged in the court, by the relatives. If we have to compensate somebody against the claim thus lodged, the association compensates on behalf of the owner. It is not on the owner to compensate of his, own accord. It all started after one incident, which took place in 1986. A child died under the bus, which was torched to fire by the angry mob. In those days we used to take only two to three rupees from the bus owners, which was only meant for office expenses like telephone, electricity and other petty expenses. The driver came to my office and suddenly fainted. We brought him to senses. He told me the whole story, which became the basis for all this work that we are doing now.*

*He told me that he bought this bus on installments and that he was not able to pay back the installments. That he sold his house and was able to pay back some of his installments, and some of the amount was utilized in its repair. He said that his family had gone to the in laws and he was, before this incidence, used to sleep in his bus, for he did not have any other shelter.*

*Now since the bus was burnt, he was not left with anything to earn his sustenance. Then he started crying. The tears welled in my eyes, because there always is a human relationship between us. What we did was that we instantly called the meeting of the general body and discussed the matter with the members. We immediately gave him rupees ten thousand so that*

he may start the repair work. We promised to give him further assistance in about a week's time. The expenses thus incurred, in the repair of the bus was to the tune of Rs. 1,50,000, which was borne by the association.

From that day onwards we decided to compensate on a regular basis, to those owner who get into this kind of trouble. In this way we can also shared the grief of an individual and also be able to help him practically. As we new that we would not get anything from the government, and whatever loss is incurred due to this crises, whether it results due to some accident or an act of arson, we should give all possible help to the owner so that he can stand on his feet.

That incident woke up the real Irshad Bokhari, in me. From then on we are dong it on a regular basis. We laid down a precedence, which was later on followed by the minibus association. We have been demanding this compensation from the government for quite sometimes now. We did not get anything in the Nawaz Sharif government, although we were compensated to some extent by Benazir government. Minibuses, cost about 8 to 10 lacs, buses about 6 to 8 lacs, new buses about 25 lacs. The price of the A.C. bus is about 40 lacs. If these buses get burnt, they will not get any thing from the government, despite the fact that they were brought under the Prime Minister Scheme. Why the government did not insure them in the first place. We have to compensate for them also. This scheme has been very successful.

Karachi Bus Owner Association is running in a very organized manner. We have time keeper at the last terminal. He has a register of the association with him. He notes the arrival and departure timings of the buses on the register. Besides, he also collects about fifteen rupees as daily wages from the buses, which then, kind of, becomes his salary, end of the month. There are in all two timekeepers and one who supplies water. Each one of them collects about 15 to 20 rupees for themselves from the buses.

Besides, they also see that any of the buses which has completed one or two trips, they take form them Rs. 20 as their daily donation, which goes in the compensation fund. They note this down in the register, for this purpose. After two or three days we send somebody to collect the amount. This is how we collect the amount for the compensation fund.

At the time, when there were no minibuses and coaches, the attitude of the government was not every encouraging with us. There was a commissioner at that time, who in fact ordered to cut the bodies of the buses in two. The fares were also reduced. These things happened quite sometimes back. Although, even now we are given assurances, whenever we sit in meetings, with the bureaucrats, that the only solution of the traffic problem is long buses. The

*population is increasing at a great pace and the only way to offset the increase of traffic is by providing buses to the commuters, so that they can leave their cars back home and travel by bus.*

*But the long vehicle has not been encouraged so far. There is a great disparity in the fare structure here in this city and what it is in other parts of the country. While, if you see the price of the bus body and engine, it is the same all over. The same goes for chassis, petrol and diesel. You can see that there is a big difference in the earnings of the bus owner up North and what we earn here.*

*When the minibuses were introduced here in 1970-71, it was done in good faith. It was thought that only white color commuters would travel in it, that every passenger would be seated. If it would have been taken in the same spirit, the coaches would also have done good business and it would not have affected the business of the buses. But this was not to be. They started overloading, and taking away our share of passengers.*

*Later on coaches were introduced with the same intention, that, they would take the passengers seat by seat. But they also followed the example of the minibuses and started overloading.*

*There is an element of greed ingrained in the human nature, which compels him to earn more money. To counter this we have to have a check and balance system in place, which is the responsibility of the agencies like traffic police. They should themselves stop taking bhattas from coaches and minibuses.*

*Since our association is well organized, they don't dare take any bhatta, from our drivers. But if some driver does give some money, his complain reaches us. But other wise we don't give any fixed bhatta on a regular basis. On the contrary, minibuses and coaches give bhatta regularly. They have a system for it. Either the timekeeper or the owner collects the money and give it to the traffic police on a monthly or fortnightly basis or somebody from there, goes to different police posts and give the money. This practice unfortunately gives them encouragement. There is no such encouragement from our side. That is why the minibuses and coaches normally do overloading and do all kinds of violations of the traffic rules but nobody catches them. That is the reason they get more passengers and their business is prospering, while on the other hand our business is on the decline.*

*There is one more problem, which we are facing. For students there are concessionary fare rates. You don't find this practice anywhere in the world. Transporters do not give any facility to the students or any concession.*

*But we started it in good faith. It was Ch. Ismail who in fact initiated this scheme. There were other transporters who were against it, but he insisted on it. The then commissioner Karachi also insisted they he should call this off, because the other scheme, that of 50% fare for the children was already in place. But he refused and said that if he wants to start it on his own, why was it bothering him? He therefore acquiesced.*

*We are grateful to the then Governor who has now allowed us to take the fare at 50% concession, which was previously below this. In railway the practice is that of 50% and in PIA it is 30%. So he allowed 50% for us, which has given a good boost in our income.*

*There is one more problem to it. Previously there used to be KTC, which used to issue the cards. The school used to supply them list of students and on the basis of that information, the KTC, used to issue cards to the students. Even that system was not very clean, in that, the clerks used to send a list of more students than they were actually registered with the school. They also use to take money from others. But relatively it was still not a big problem.*

*It was only after the dissolution of the KTC that the real problem started. Since there was no authentic source available, which could issue student cards, many spurious card were issued to those who were not students. We still accepted the cards if the card holder is young. But there were instances in which you find old persons holding the card and asking for student concession, there age being in bracket of 30 to 50 years.*

*They professed that they were part timers that they were doing jobs as well as studying. We believe, the definition of the student is the one who is not a bread earner, whose parents are still bearing all his expenses. He is a student in the real sense and not the one who is earning as well as studying part time.*

*Out of five hundred, you find about half of the cards spurious. Sometimes young people working in the factory have their job cards with them, which they present to the conductor as student card.*

*In the first place the conductors are not literate, in the second place they don't want to get into an argument with them, because if they do it, other six passengers would get out of the bus without paying the ticket, taking advantage of the situation. The conductors usually try to avoid any argument, with the result that they are encouraged to travel like this. Where they have to give Rs. three, they easily get away by giving Rs. one or so. The bankers, which travel in the morning, are usually well dressed. They also pretend as students.*

*How can a poor conductor differentiate between who is student and who is not. So we don't get our fair deal for the fare.*

*We don't have any incentives from the government in the form of loans from the bank. This is what we have stressed so many times in our meetings in Islamabad, that we should be given easy loan facility. We the transporters who have either, minibuses, coaches, rickshaws, taxies, buses are in fact strangulated and shackled by the moneylenders. We are all, kind of pawn, in their hands. We have to give them heavy installments. To pay them back we have to do overloading, we have to overtake and drive fast to earn more and be able to pay them back.*

*The money lenders have excessively high interest rates. If they lend you one lac rupees for one year, they would take about two lac rupees back from you. This means that the owner has to give about Rs.17,000 rupees per month. You can well imagine how the owner would be able to pay back. What would be left for him as an earning and for the maintenance of the vehicle? They definitely would be having some connection with the banks. They might be giving commission to them for taking easy loans. These loans they might in turn be giving to us for which they take quite a heavy premium.*

*The background of the minibuses is that after the prime minister scheme, when Mr. Nawaz Sharif came to power for the second time around, he gave directive to all the secretary transports to allow for air condition vehicles to ply on both, within and intra city routes. But there were no new vehicles available at that time. There was no one prepared to bring in new vehicles due to low fare and crisis like situation prevailing in the city. There was loot and arson rampant on the streets. People were on the rampage.*

*Mr. Soomro misused the situation. He called people and gave them old vehicles of KTC and also the route permits, which were sanctioned by KTC. I demanded from the then Chief Secretary and Commissioner M/s Saeed Mehdi and Mir Husain, that after the dissolution of KTC the routes sanctioned by it should be given to the private transporters. If that would have been allowed, what we could have done was that we would have shifted the buses from those routes where buses were more than they were actually required. The people of those areas would have got a cheaper source of traveling, especially in areas like Landhi, Malir, Saudabad, Quaidabad. These are all district east areas, where KTC buses used to ply.*

*The secretary transport and the department of transport Sindh, have their own monopoly in those areas. They don't allow private buses there. When we say, that, we also want our buses to ply in those areas. We would give students concession facility. In return we get the answer that these are government routes. Then Karachi Public Transport also has its role to play.*

*They take between six to eight lacs to allot the route and that also not to buses, but to minibuses. We objected to it, wrote to Prime Minister, to Governor. We also conveyed our message through newspapers. The result was that he was removed from the office and his place was taken by Mr. Zia-ul-Islam.*

*He was a very nice man and tried to salvage the situation. He invited a company by the name of World Wide, which was then plying on the main route. He allotted them the route and fixed a handsome fare and also passed rules and regulations for them. Made security arrangements.*

*During the days of Mr. Tahir Soomro I was the member of Public Transport Society, but I tendered my resignation in protest. With me Mr. Malik Tamhas also resigned. When Mr. Zia-ul-Islam took the office, he reinstated me, because he thought of me as the true representative of the city transport.*

*He thought that we will able to give them the right advice, which we did when ever it was required. He also made me member of the inspection committee. He first invited us to bring new buses on the routes, but at that time we did not have enough funds available with us.*

*Then he allowed us to bring vehicles up to 1988 model, having good condition. Those buses were started on 4-B route, which he inaugurated. The fares were fixed between Rs.4.5 to Rs.6.*

*It was also decided that the buses would not take load more than its capacity. As long as Mr. Zia-ul-Islam was there, the transporters complied, including Mr. Gulfam and others, but when he left, they started overloading again. Later on Mr. Sarwar inaugurated the route between Quaidabad and Bin Qasim and between Quaidabad to Gulshan-e-Hadid and onward to Steel Town. They were also doing overloading. The Secretary Transport, assigned few persons on the task of checking if the buses were overloading. If they were found to be doing it, their route permits were cancelled.*

*This had been my demand throughout. Still we showed magnanimity and as President of Karachi Transport Ittehad and as General Secretary Public Transport Society, we gave an open offer that you allow new buses to ply in Karachi city. If we are not in a position to bring any investor, then you bring it and fix the fare between Rs.10 to15, we will not object, although, we would not get any benefit out of it.*

*Suppose if anybody wants to have a new route, either from the transporters side or from the public, he submits an application to the concern authority. For minibuses and coaches the Public Transport Society is not adopting the right procedure and the transporters therefore have objections to it.*

*To elaborate to what I have said above is that, the application has to be submitted to the R.T.A. The R.T.A. then advertise it through newspapers like daily Jung and Dawn and asks for any objections within the stipulated period of fourteen days. After this period the letter is issued to the concern section or D.I.G./S.P. of the areas where the route is suppose to go, to issue the N.O.C. Mentioning that they have no objection for the route to pass through their areas. The Traffic Engineering Bureau also issue letter to the above mentioned departments to submit their views and issue N.O.C., if they don't have any objection to it.*

*When the N.O.C.s are submitted to both the R.T.A. and T.E.B. and also if there is no objections from the public, then the matter become easier and the route is allowed officially. Otherwise the matter goes to R.T.A. Board for deliberations, whose chairman is Commissioner Karachi. It is represented by Traffic Police, T.E.B. and other persons, from some other departments.*

*We don't have any representation in the board, for which we have objected several times before. But if there is any important discussion to take place with the transporters in case of any dispute, the Commissioner calls us for this especial occasion to discuss the matter. But this is something, which is out of the normal procedure. It is only out of his good nature that he calls us, considering us to be the true representatives of transporters. We would suggest that there should be permanent member in the board representing the transporters.*

*The coaches have to do it on their own. They should also apply to Secretary Transport and Public Transport Society in order to become its member, and also apply for the route. The secretary Transport is its chairman and the Secretary R.T.A. is its General Secretary and I am its member. The law is there for advertising it in the newspapers and seeking N.O.C.s from other concerned departments but this law in most of the cases is not invoked, which should, in fact be invoked.*

*It was decided in last meeting that if these vehicles will not take the load as per their capacity they would be banned from plying on the routes.*

*The owners of the old vehicle and the Karachi Transport will not be the members of the Public Transport Society. It will only be given to those owners, which have new vehicles. We also agreed to it.*

*Recently the Raja group of industries have introduced new buses. They have been allotted the routes from Toll Plaza to interior of Malir. The other one is from Malir to Saddar, these routes have been introduced about a week back. The World Wide group is plying on two routes, which will start from Malir and Saddar and the other one will start from Toll plaza.*

*I was also present in the meeting when these new routes were being assigned to these parties.*

*The Karachi Transporters, especially the Karachi Transport Ittehad has no objection if some new party comes and bring new buses, give quality service to the public and don't do overloading.*

*The present situation is such that nobody is satisfied. In any part of the world where there are big cities like for instance Middle East, Europe, U.S.A. they encourage long vehicles over minibuses and coaches. Two minibuses occupies space equal to one bus. It has the seating capacity of about twenty to twenty five people and about ten to fifteen travel while standing. On the other hand a long vehicle has different capacities. There are fifty, sixty and seventy seaters and between ninety to hundred people can go while standing. Now as the population of the cities is increasing at a much faster rate, the roads interlinking each other should also be increased.*

*Presently the situation is that there are three main arteries, which are taking up most of the load of the city. One is Shahra -e- Faisal, which goes to Landhi, Maleer, Gulshan-e-Hadeed and then connects with National High way, which goes to Haiderabad. The other one is M.A.Jinnah road, which connects Sadar to Liaqatabad and then connects with the Super Highway.*

*The third one is the one, which connects Golimar, Lasbela and goes to Surjani town through North Nazimabad. So these are the above three roads, which are having maximum load.*

*There has to be a planning in such a way that more roads be built, overhead bridges be constructed so that the traffic can be diverted to the other routes. The flyovers, which have been built, have reduced the traffic at the crossings. The one, which is already built at Liaqatabad has really shown some very positive results. The traffic flow has become smooth. The other ones have been built at Baloch colony and Nazimabad.*

*One or two more such flyovers are required to ease the flow of traffic. New roads be built and the old ones be mended properly with good material. Because of the old roads being bumpy there is lot of wear and tear of the vehicles, such as broken shock absorbers and other damages.*

*These are also one of the causes of increased frequency of accidents. If there are lot of jumps on the road then the bus will definitely take a jerk all of a sudden and if anybody is standing near to the door, he might fall off it.*

*The rickshaws, which are also plying on the roads, should be gradually phased out and their place should be taken over by taxis. The rickshaw creates unnecessary noise pollution, which can easily be done away with by replacing it with some other better vehicle like taxi.*

*We are against the pressure horns, which are installed in most of the buses. We would fully support the traffic police if they initiate a drive against these pressure horns and tape recorders, which play nothing but lewd songs. We have never supported these trends and we have said on a number of occasions in different meeting, that the administration should take stern action against those who are its perpetrators. In short to alleviate the environment prevailing at his point of time you should have to bring in long vehicles.*

*We cross swords daily with RTA., excise and taxation, income tax, KDA., KMC. These are all different arms of the government, which directly or indirectly deal with transportation.*

*Especially excise and taxation never encourages us. If we go to submit the tax they have many pretexts to annoy us. Like if somebody has five buses and he has to pay the tax then they would take the tax of one bus at a time and for the other one we have to stand in queue again. One is forced to think that its better to give some money and get rid of all this hassle. If somebody goes there and takes also the tax of the friends he would be dire straits.*

*If somebody has to register the vehicle the excise people take about fifty thousand rupees as bribe to register it. Although, there is no restriction from the government, that for registration the bus has to be new. These buses should be registered on the open policy of the government.*

*We have too many complaints with excise and taxation people. The RTA. people on the contrary have never given us so much trouble except when under the Prime Minister scheme, which was with PTA. and the chairman of the PTA. used to be secretary transport, they took lot of money when assigning routes. We struggled for the vehicles, which came under the scheme, including coaches and other vehicles and got them sanctioned by the Chief Secretary of RTA. Lot of problems were solved due to this.*

*The RTA. supports us, Commissioner Karachi, D.S.A. Chairman, Secretary Transport do justice and support us. There are some uneasy moments, with the Secretary Transport, whenever there is an issue of raise in the fare. For this issue we interact with Department of Transports, especially the Secretary Transport and we always have some anxious moments with them because they are never willing to increase the fare. Our contention is that whenever there is an increase in the price of fuel, it should be linked with the increase in fare.*

*The other day there was an increase in the price of bread. The previous price was Rs.2.50, which was increased Rs.3.5. There was a net increase of Rs.1 in its price. The reason was the scarcity of flour due to black mailing in the market but the government did not take any action against it. But whenever there is an increase of 50 paisas to Rs.1 there is a pandemonium from the people against it. This is gross injustice on the part of the people that they only protest against increase of the fare but they don't put up the same resistance whenever there is an increase in the price of other commodities like pulses, sugar, flour.*

*Why don't they protest against it and damage the shops and torch them to fire or set fire to the Chief Minister house or the Governor house in protest against the increase in the prices of commodities. But there is always an element of injustice on the part of the government, whenever there is an increase in the price of the fuel. The increase in the price of diesel and petrol is about twelve times since 1995 to 1999. Recently it was increased in the Nawaz Sharif government and twice after the military take over. I don't have presently with me an up date when the price was increased last time but we can definitely give if you ask for.*

*It was the time of Ayub Khan when first marshal law was promulgated in 1958. Although at that time I was not in the association, but Chaudri Ismail was there. He told us that either it was 1959 or 1960 when this law was enforced. We had asked the company and the Ministry of Petroleum on behalf of the Karachi Bus Owners Association about this increase. We told them that they had no right to increase the price because the commission on the price had already been fixed by the Ministry of Petroleum, so they had no right to charge service charges and commission on it. We went into litigation in the Sindh High Court and the case was decided in our favor. They went into the Supreme Court but they soon realized that they would be defeated there also.*

*In our case we made the Ministry of Petroleum, P.S.O., Shell, Caltex codefendents.. They were called by the Supreme Court and they were asked not to charge the service charges because that was already included in the rate. It was a big success for Karachi Bus*

*Owners Association. Not only the service charges were taken back against the commercial consumers of the fuel but vehicles like motorcycle, car also got rid of it. You might have read this in the newspaper today that the petroleum dealers association announcing it to that effect.*

*KTC opened a training school and perhaps they used to impart one month training over there. I am saying, perhaps, because after getting admission in this school the driver usually did not attend the classes properly but in the end used to get the certificate. That training school is now no more. There are private schools which are running presently, and they are imparting training regularly, but the feeling is that they are more commercial and not doing justice to the course.*

*We only see the driver has the license issued from the traffic police. We don't have funds to open a training institute of our own. You have to put lot of money into this kind of project. It comes to about millions of rupees to start where a proper training could be given. We have put up this demand to the government to open up such an institute and give training to the drivers. Where, besides training they be acquainted about the traffic rules. In the end tests be also taken. The test should be tough.*

*You can get counterfeit license. There are agents of police who take money and make counterfeit licenses. There are many such licenses with the drivers. We have always said that we are not in favor of it*

*There has to be proper government sponsored schools. It is also very necessary that the drivers, be matriculate at least. Previously there used to be no restriction on the level of education. But we really emphasize this point, because we ourselves get embarrassed when the drivers don't behave properly and when they use loose language. Education always bestows some humanity to a person.*

*You may have noticed that the bus is usually embellished with many small mirrors. If he wants he can stop installing tape recorders and pressure horns. The driver cannot do all this of his own accord. In fact the story is that just after partition there were few companies. Each company used to have twenty to thirty buses. The owners were educated they had good manners and etiquettes, they had their own garages. They had managers to manage all the affairs and they were paid drivers and conductors who used to abide by any restriction laid*

*down by the owner. They also had a fear that they might be sacked from the job if they don't behave properly, so there was kind of a check and balance system.*

*But then after 1970 there were crises. The new buses were not coming in, there were old ones plying on the route. Investors took their money out of this business and invested in other lucrative businesses. The ones, which were left are running their buses on contract and earning whatever amount they can. So the owners now left are not that much educated and does not give any importance to proper manners and behaviors of the drivers and conductors. The type of the owners that we have now basically hail from the lower strata of this business such as Time Keepers, drivers and conductors who have bought the buses on installments. Mostly there are one or two bus owners having a share in two buses for instance.*

*The practice of giving salary at the end of the month and also become extinct. The concept of permanent employment is not there at all. The system in vogue today is a daily wages one. A driver is not permanently attached to any one bus all the time. If he gets some other new bus he would easily switch over. Now the owners are very much dependent on the whims and fancies of the drivers and conductors. It is they who dictate the owner that they want the bus to be embellished with small mirrors. That the owners, should have pressure horns and tape recorders installed. Their contention is that it is the demand of the passengers and they don't sit quietly if they are not having this facility of listening the songs. We do not encourage and appreciate this trend.*

*You must be aware of the fact that W-11 route is notorious for tape records and songs. You will find that every coach on this route has a tape recorder. The ladies also, which travel in this coach, are not of good character because normally a decent woman would object to such type of songs. They would not in fact travel in such coaches in the first place. It is difficult for a good woman to embark and then disembark at her destination having her self-respect intact. This is also been heard that even the ladies themselves provide cassettes to the driver to play them. But despite all that, the owner cannot absolve himself from all what the drivers are doing.*

*As the owners they should really discourage and try to check any such unhealthy trend. Like this the frequency of the complaints can definitely be reduced. I as General Secretary of the Bus Owners Association have on many occasions advised and sent circulars to this effect that we aren't getting any feed back from your side but we constantly receive these complaints in meeting with commissioner or with the minister or any other meeting with the government. This should not happen.*

*We should see that something is by the owners against pressure horns and tape recorders and we would support any action against it. We in our own capacity are also trying our best to stop this trend.*

*In principle the traffic police should keep a check on the cars, which are stolen, they should see and check the chases number and the engine number of the cars, which are suspicious. But under its guise the traffic police stops Suzuki pickups, which are used for loading and take bribe form them. They also stop the cars for the sake of checking while they can see that the families are sitting in it. They also take money form them, the bus owners also complain about it, they ask us as to from where we have got the engine. There are buses with us, which are about forty to fifty year old. Naturally the original engines have been replaced with the new ones, which the mechanics have remade and therefore the original engine number is not there, but the original chases numbers definitely is there. So on many occasions we have taken up this issue with D.I.G Traffic and D.I.G. Karachi. This has now resulted in the reduction of such activities by the police. It is the gross violation on the part of the traffic police and the thana police to stop and check the vehicles arbitrarily.*

*There used to be a practice previously that at the front and at the rear of the buses there was printed, the route number and near the gate you could find all the names of the stops, which comes in along that route. For instance you could see that this particular bus would start from Tower and would ultimately go to Nasir Colony, New Karachi. This practice has now been stopped for some reason. A passenger does not really get any guideline as to where this bus would go.*

*The commissioner Karachi has been telling us in meetings and is very keen about it. The main reason for this is illiteracy. The other thing is that previously the bodies were made here in Karachi but now most of the bodies are made in Punjab. There bodies are round shaped. Previously there used to a board at the front and the rear of the bus where it was written in bold letters, the name of the route but now you find it written in small letters somewhere at the front of the bus where it is difficult to see at one glance.*

*Previously it used to be written on the inside of the bus. This is a very valid point that you have alluded to. I have been telling this to the bus owners verbally and also through circulars and I remind them quiet often then not, that they should take care of these things, which are very necessary from the passengers.*

*But let me tell you that the whole system of the bus in general has deteriorated. I always prefer to say anything which is right whether it is liked or not by the owners of buses, minibuses, coaches.*

*I have the right to object to all these things not as the president of the association but as a citizen of the city. These malpractices are done specially by coaches that they do extravagant decorations on it and spend lacs of rupees, which is not worth anybody's while. You find the route boards of plastic with mirrors on it. We discourage all these trends. The money should instead be spent to provide facilities to the commuters.*

*At the time of the government of Zia-ul-Haq in 1977 to 1978 we have pointed out those furnaces where the burnt oil was refined. You might have noticed a big drum loaded on a donkey cart. That drum normally contains the burnt oil. These furnaces are in Sher-Shah, where the marshal law teams have raided and people got caught but they were not punished or sent to jail because the proper accountability did not come to the fore. It was learnt latter on that money was given in such cases also and they went scot free.*

*Still you can find these in Sher-Shah, Pak Colony, in the Suburbs of Landhi and Korungi. This work is on with the connivance of the local police stations and we also have pointed this out in newspapers and many of the meetings. Still this practice is on. When it is used in our old buses it gives excessive smoke. The same is true with diesel. Both of them are substandard. What we can do is that we can only point this out to the government and nothing else.*

*In 1980- 81 a board was formed, by the name of Saddar Management Board. It was decided that due to excessive rush, no new routes would be given through Saddar for buses and minibuses. This restriction is still enforced. When Dr. Tahir Soomro started these coaches, which were under him. He was the first man to contravene this restriction and allowed many route permits to the coaches. The buses and minibuses are still following the old restriction. No new route was assigned to them.*

*Its about one year now, since he left the Ittehad. Before that he was in Mass Transit for about two and a half years. Now he has gone back to it. In 1997-98 he gave these routes to coaches, which was gross injustice on his part and contravention of the rules and the decision that was taken in the meeting. The R.T.A. is still not giving routes to buses and minibuses for Sadd*

*In long routes there is no profit. Previously it used to be a different story. In short routes there is profit. The route should not be more than 15 to 20 Kilometers. For instance the route 4-H starts from Surjani Town, which goes to Missri-Shah, Clifton. In the whole day you can have only two trips on this route. Passengers also have to wait for quite long time. It's not a profitable route for the owner.*

*There ought to be a Central Terminal, which the Bus Owners Association is trying for quite sometimes. There is the area of Jahangir East and West or the area of Garden East and West. Mr Ch. Ismail also gave us the proposal that the government's single story houses be demolished and a Central Terminal be built on such reclaimed land. Different routes can come out from this Central Terminal going all over the city, like Clifton, Landhi, Sujani, Baldia and other part. But it's a long planning, which needs quite handsome finances and time to complete it. We can only demand of it but cannot build it of our own accord.*

*URC is one of the NGOs of Karachi which is working under some system. It is doing some very commendable work for Karachi. It is taking interest in the transport problems of the city. We are always ready to cooperate with the NGOs for this cause. This is our promise to you.*

*Hakim Khan, 29 years., Inter,: Transporter: Taj Complex, M.A. Jinnah Road*

*I am the owner of a coach, which ply from Karachi to Rawalpindi. I invested Rs. 1.6 million on the coach and spend Rs. 3000 as running cost that includes cost of diesel and oil, the daily wage of driver and extortion money. The maintenance of the vehicle costs Rs. 1800 after every 3 month. The monthly expenditure on insurance is Rs. 400.*

*The vehicle could be bought on cash as well as on installments. The cash price of coach is Rs. 15,00,000 to 16,00,000. If obtained on installments the accumulated cost (with interest) comes out to be Rs. 25,00,000 to Rs. 26,00,000 in which 400,000 to Rs. 500,000 is to be paid in advance while monthly installments comes out to Rs. 40,000 to 50,000. Bank does not provide loans under Public Transport head and I never tried to get one.*

*Police takes bribe every here and there and they charge Rs. 30 to Rs. 50 despite complete documents are shown to them. Drivers most frequently violate the law by ignoring the signals. Most of the people in the drivers and conductors' community belong to Hazara, and they are preferred most while making selection for these jobs. First a test is conducted and they must pass it to procure the driving licence. Though fake license could be obtained in Rs. 1000 to Rs. 1200. The driving license should get renewed biannually, otherwise they have to face chalan.*

*The most important issue is bad shape of roads. Vehicles suffer, specially their tyres and tie rod. Music is played in the buses on the demands of passenger as it facilitates to pass their time during travelling.*

*There should be at least an interval of 10 minutes between the departure of the buses so that terminal owner sets the time and the timekeeper signals for departure of the loaded*

bus. Time keeper charge Rs. 10 per bus. While the terminus owner Rs. 200 per bus on commission.

The cost of diesel is Rs. 1400 to 1500 per day and oil get changed after every four days and it cost Rs. 1200 to 1300. The new spare parts are available at Garden, Taj Complex and Plaza and average monthly expenditure on these are Rs. 1500 to Rs. 2000. Body Making is done on Dhobi Ghat while chassis can be purchased from Nissan and HinoPak. Body maker also does the designing.

There are two terminuses of coaches in Karachi. One is at Sohrab Goth and the other one is at Taj Complex. The all Pakistan AC coach service Association has its representation and terminus in every district of Sindh. A monthly meeting is conducted on regular basis. Drivers do not have any facilities. In case a driver gets injured in an accident or is disturbed financially, he gets support from the organisation.

There are two trips from Karachi to Hyderabad in a month. Rs. 1200 is the salary of the driver while conductor get Rs. 1000. Per day expenditure of driver is Rs. 300 and of conductor is Rs. 200 while Rs. 100 - Rs. 150 is given to them for meals. We have 6 trips from Karachi to Pindi per month in which drivers per diem is Rs. 800 per trip, conductor Rs. 600 and that is besides the meals.

I make Rs. 50000 to Rs. 600000 per month.

**Khadim Hussain, 52 years, Illiterate, Owner of Mazda (X-9),**

I bought the mazda in 1985 for Rs. 1,0,10,000 on installment. Had I purchased it in cash than I had to pay only Rs. 70,000. In running cost includes Rs. 300 for diesel, Rs. 200 to driver Rs. 200 conductor per day while Rs. 300 per month on servicing. Tax cost Rs. 1300 biannually. After every three years we have to pay Rs. 600 for the route permit. (Out of which only 200 goes to government, the agent pockets rest).

In the beginning we have to pay Rs. 10 per day to police officials later when we found it useless we stopped that. There is no insurance for 10 to 12 years old cars. New car gets insured in 10 percent of the total amount.

Those who want to purchase the vehicle just go and choose it then middleman/ investor/financier purchase the car and keep the documents with him. We pay him the installments and when the tenure of the installments get over we are provided with the documents. The actual price of the car turns out to be double of the original amount. Now a days a Mazda cost Rs. 0.7 million to 0.8 million on installments (0.1 million as advance) and

10,000 monthly installments whereas you can buy it in Rs. 500,000 on cash. Since traffic police takes bribe therefore there are less number of challans.

In case of accident, the responsibility lies with the owner, though driver is the main culprit. Once, another bus hit my vehicle some passenger was injured. I paid the compensation to passenger and spent Rs. 12,000 on maintenance.

We only see the license of the driver at the time of hiring. We keep it as guarantee and provide him the photocopy of it. In Karachi you can get genuine LTV license in Rs. 2000 and HTV in Rs. 3000 to 3500. Earlier the agent delivered at home, but now-a-days driver has to go personally.

In my personal opinion there should be no music in the vehicles because there is already high noise outside the vehicle. In strict period, we do not install pressure horns, as it is these days. Other wise legally horn is prohibited.

The owner of the terminus buys a place and charges Rs. 30 per vehicle per day. Some keeper takes Rs. 10. He charges Rs. 50 to the vehicles that don't have the permit. At our place 40 vehicle have the permit while rest 25 does not have it. The locally manufactured parts cause to lessen the life of the vehicle. The adulterated diesel causes to emit more smoke that hurts conductor and driver more than passenger. In our area a petrol pump at Pankha hotel provides relatively better diesel therefore most of he owners prefer it.

At times despite of our complete documents, traffic police charge Rs. 100 as bhatta and if we refuse to comply they detain the vehicle. Then it takes Rs. 300 to 500 to get it released from the office of the magistrate. It spoils our whole single day earning. If government can look into the matter we will be relaxed.

**Francis, 41 years, owner W-11 Minibus.**

I have been a driver for 20 years, am not educated at all and my licensed vehicle is an H.T.V. 20 years ago a driver used to make between Rs. 60 to 70 daily. Now a driver earns between 14 to 15 percent commission a day, which often comes out to around Rs. 300- 400 daily.

On the W-11 route, one minibus starts its routine from 7 in the morning to 11 in the night. I bought the wagon for Rs. 7,50,000. Four years ago, I took a loan of Rs. 1,75,000 and paid it

*back in monthly installments of Rs 10,000. Before this I used to drive other people's vehicles. If I had 5 lakh rupees in cash, then I would have gotten this same wagon for 5 lakh rupees. Even with our vehicle, no one gets any insurance if it is involved in an accident. Only to escape the police do we pay Rs. 70 for the normal insurance in which case the owner does not benefit. Everyday we pay Rs.50 at the Kaimari terminal and Rs.50 at the Allah Wali terminal to the terminal owners. The terminal owners give the vehicle owners a code such as ghareeb nawaz, a star, a flower, etc.*

*The traffic police either hold up the vehicles that have this code or they fine the drivers so that if I have made a mistake of around Rs. 1,000 the traffic police will let me pay between Rs. 50 to 100. If I don't pay a bhatta to the terminal owners then the terminal owner will surely give my vehicle's number to every stop on the route. And then someone or the other will fine me at these points till the extent that the police impound my vehicle.*

*In the car, young people like to listen to music and if their mothers or sisters are with them, then they ask to put it on. In my car, I turn on the music at a moderate level. Masses of people enjoy music and some of these people are also women. Sometimes women bring their favorite cassettes so that we can play them in the car. It is the drivers who play the songs for the masses of people. Myself, I don't like to listen to music while driving; I don't like noise in the car. If there is a problem between the conductor and the passengers, I stop the car at the side of the road and try to stop the disturbance at first.*

*There is no set time at which we eat; whenever we find time we eat whenever it is necessary. Sometimes during the journey, on the driver's seat, we manage to eat something or the other. On one route there should be a fewer number of cars: if one route has lots of cars then the drivers will try to increase their speed so they can complete more rounds. Most accidents are the result of fast driving. Sometimes it becomes more important to take more rounds in terms of competition and then everyone drives faster which never leads to a good outcome in the end. Since there are so many cars, if we have to make stops for 30-35 seconds at each stop then this also makes people drive faster. The owners have a greed for a greater number of trips and they want the drivers to do make more trips, as this would raise the amount of money.*

*If the vehicle is in good condition, then it can fetch up to Rs. 30,000 and if it is in moderate condition, then around Rs. 20,000. A well-decorated vehicle can earn up to Rs. 1,500 while a simple one can earn up to Rs. 1,200. We tune all the vehicles on our route everyday.*

*Besides this, I am a supervisor in Karachi's health department. If I go to the KMC, then someone else drives my vehicle and if the KMC is not strict, then I drive the car myself.*

Generally, I am against giving bribes. Now if we pay bribes then if we cross a red light no one says anything to us. This is wrong. But without bribes or bhatta, it is hard to bring out a car onto the road. If we don't pay a bribe, and if our documents are in order and we have not violated any traffic regulation, the traffic police will definitely still detain us. By giving bhatta, even the sergeant won't question us. Mostly us drivers break the rules because of signal over loading. A minibus is supposed to take 27 passengers but somehow we managed to get this increased to 32 passengers instead. However, in the vehicle, we take on 70 passengers. In Karachi, in order to fix the transport problem, it is necessary that the big buses keep on working. People say that if one person is in control of one route then they are not good at the other routes. This is wrong: to say that someone is not good at working. In competition, mostly the one-route drivers drive fast. The owners of the cars can take hold of fast driving and other faults. On the W-11 route, between 12-14 transporters are ones who have 10-12 vehicles. These people do most of the 'up-down' talk as well. On the W-11 route, there are 500 mini-buses out of which 400 stay on the road and the other 100 are in most cases discarded. In the present system, the union people look for accidents. They give compensation to the soon to-be owner's of the car. For this reason as well, the owners prefer fast driving since they stand to gain from the accident in monetary terms and thus are not really affected by the accident. The owners of the car contribute Rs.5-10 everyday to the union fund as a fee. Only on our route does the terminal owner receive Rs.2,000+ Rs.2,000 = Rs.4000 per trip. Our union is so strong that if some police officer does not listen to our say, the union people will go against that officer. Overloading can become the reason for accidents as the brakes cannot be applied swiftly. Earlier we would get the fitness certificate without taking the bus to the department on payment of Rs700. Now not only do we have to take the bus there but have to pay Rs1100, when the actual rate for a fitness certificate is perhaps Rs80-85. We are not given any receipt for the amount.

Drugs are used by most drivers. These are drivers who live away from home or have run away when very young. According to a survey 15 per cent of the drivers are addicted to heroin. We do not have any addicts on our route. Previously there were two but they have either died or vanished. Drivers who are addicts are responsible for numerous accidents.

### **Sabir, 49 years old, Driver, Illiterate**

*For 14 years I have been driver rickshaws, taxis, mazdas, coaches and truck and a large part of the time has been spent in driving buses. All these vehicles I have driven on hire.*

*During driving the most problems are created by rickshaws. We have to safeguard these small three-wheelers. The four-wheel vehicles create less problems for others. I drive mazdas and coaches from 6 in the morning to 10 in the night. For rickshaws and taxis there is no time constraint.*

*I leave the house at 5 in the morning. If there is an emergency in my family while I am on duty there is no way they can tell me quickly. A person has to go to the adda and leave a message with the time-keeper and when I have completed a trip and reach the adda then he gives me the message. Even then I cannot leave my vehicle until I find someone to take my place. Once my uncle died and I got the message in the adda. When I reached home they had already taken the body to the graveyard to be buried. When I rushed to the graveyard people had already completed the burial procedure and were returning home.. I felt very bad.*

*Because of the long hours I get very tired. I cannot give enough time to my wife or children. I cannot even join in their joys and sorrows.. My relatives always complain about my absence from family gatherings. When I think of all this I feel depressed and this affects my driving.. Also I feel physically very weak. I feel that my eyesight has been affected from such long hours of driving.*

*In the case of contract vehicles the owner gives the driver RS 4-5000 per month for a 8-9 hours driving every day. For public transport the driver gets commission. The driver gets 10 per cent of the days earnings and the conductor gets 9 per cent. The expenses of the whole day for eating etc are taken from the days earnings and the owner expects this.*

*For four up-down trips I can make Rs 2500 and therefore I get Rs 250 every day. The maintenance of the bus, the diesel, paying the chalaan etc are the owner's responsibility. The owner insures the vehicle but there is no insurance on the driver and the conductor.*

*In the event of an accident the owner does not pay the driver or conductor's family any compensation. The drivers sometimes take out insurance themselves and pay the premium out of their pocket. I have not been able to do this because I do not have the extra money.*

*The passengers complain about the condition of the vehicle, ie about dirty interiors, torn seats, broken metal pieces etc. We tell the owner about these. Then the owner takes up the matter according to his economic condition.*

*Paan, cigarettes etc should not be used by passengers during the journey but they use it to overcome sleep and tiredness on long journeys. When someone spits inside the vehicle and other passengers complain we can do nothing except tell the conductor to put earth over it. The drivers need three mirrors for proper driving. Two side mirrors and one in front of the driver's seat. The remaining mirrors are all for show. The owners put these to decorate the vehicle and the drivers use it to look at passengers. When drivers do this there is the danger of accidents and this has happened several times with me.*

*If a person sits next to the driver then he is either another driver, someone from the adda or a friend. We have to talk to this person sitting with us and we do not take the fare from him. He normally gets down on the way.*

*The use of pressure horns creates problems for others especially those driving motorcycles. They are startled. At that moment it is possible to lose balance and fall.*

*The smoke from the buses causes eyes to water, coughing, colds. This is a problem with all the drivers. The smoke which comes out when we accelerate at the signals creates horrible pollution.*

*There is an official ban on playing music inside the bus. Music is usually played by the drivers with the permission of the owner and no one stops us. The songs that we play during driving cannot be heard with our family. The drivers play tapes to help the passengers overcome their boredom on long journeys. Sometimes the male passengers give us their own tapes to play. This we return to them when they get off.*

*When I was driving the contract carriage the girls took a collection and bought a cassette player for the van. On the public transport no woman has ever asked me to play a particular tape.*

*In the event of being chalaaned the owner pays the fine. The bribe that is given to police to avoid the chalaan is paid from the daily earning of the bus. In this way we save Rs 300-400 as well as time.*

*The drivers get one day of the week off.*

*There are dallals in every adda who takes care of the chalaans. These are usually policemen who have either been thrown out or have retired and want to make some extra money. The dallals deliver proper court papers to the owners.*

*During rush hours we allow men to sit in the seats meant for ladies. The men usually give the seat up when a woman enters but there are some who argue that they have also paid the fare so they should be allowed to sit. Once an army man punished us and the men who were sitting on ladies seats.*

*Once when I was driving 2-K then near the Abbasi Shaheed Hospital an elderly woman fell because I made a sudden movement to go forward. We took her to the hospital for first aid. In such an event the bus is usually emptied.*

*100 per cent of drivers on public transport have licenses. In the adda we allow the permanent conductors to take the bus back and forth or even take it little distance from the adda..*

*If the bus is involved in some accident and someone dies as a result then it is the owner's responsibility to take the driver and conductor out on bail. Till such time that the driver and conductor are not released the owner passes on some amount of money for the family to live on.*

*We do not have to apply to drive a bus. Whenever a driver is needed the owner tells the clerk to select someone from the free drivers in the adda and this way we come in contact with the owner.*

## **Saleem Ahmed, 35 years, illiterate, Conductor**

*I have been doing this work for the past 3 years. Initially for a year I learnt the work. My brother set me up with this job and I had thought I could get good money for it. I leave the house at 5 in the morning and reach the last stop of the bus by about 6. Then I work till 10 in the night and sometimes till even midnight. I get a commission of Rs 10 for every Rs100 and I get Rs20 as pay per day. In this way I make about Rs200-250 each day. At one time conductors were licensed. The government has not stopped the practice but practically there is no need to have one. The system of tickets has also been stopped. At one time the conductors would have proper bags and tickets and it was easy to catch a passenger who was traveling without paying. But now if we mistakenly ask someone for the fare they start to argue and fight. Many lie that they have already paid the fare.*

*The police does not harass the conductors neither do they ask for the license. It is our desire that more and more people come on board the bus so that our commission increases. This is why in spite of the bus being full we keep shouting out for more passengers.*

*Many times when we tell the men not to sit in the ladies section they begin to fight with us which is why we let them sit there. But whenever a lady comes on board we tell the men to go into their own section. These people talk a lot about how we should respect women but when it comes to getting up when they come in then you should see how they behave. Then they have no regard or respect for women.*

*When we go to work on a bus the owner lets us work for a couple of days and if we give the right amount of cash then he hires us otherwise he tells us to go. The amount of cash depends on the route. For example I am now working on 7-C and it should earn Rs 23-2500 per day. The owners do not like conductors who argue with them.*

*We get toilet facilities only at the last stop. The government has not provided any such facilities. And we pass the day somehow. There are thousands who travel every day and the government should consider providing washrooms for commuters.*

*We eat our meals at the last stop and the owner pays for the food. We can spend up to Rs 100 and anything above this is our responsibility. This is known as line expense. The use of drugs among the conductors has reduced.*

*It was much more before. This could be because people are now more aware of how bad drugs are or because it has become expensive. We do not have money enough to eat so where are we going to buy drugs. I have not used drugs ever but I do eat paan.*

*Corruption exists in our entire country and it affects our lives as well. The owners often complain that we give them less cash. I have never done so but some do. In order to avoid this the system of tickets should be brought back again. In fact it should be streamlined otherwise conductors can get tickets printed from outside and use these. There should be very special tickets for this and these should be provided only by the owners.*

*Our biggest problem are the student cards. We can see that a person is not a student but is a teacher but he shows the card to get discount. This leads to daily fights and arguments. This problem should be solved. In my opinion only a certain department should issue these cards and the school cannot. In this way maybe only students get discount.*

*The people rather than the police misbehave with us more. If the driver drives fast the passengers ask the conductor to tell the driver to slow down. If it is slow they ask for it to speed up. When the bus stops for a while at a bus stop the passengers get restless.*

*There should be strict compliance with the law and the buses should be provided a schedule so that the daily fights among the driver and the passengers can be avoided. The government should make washrooms on one route and appoint a cleaner. If this is successful then they should have it on every route.*

### **Shabbir, 43 years old, Coach Driver**

*I have been driving since 1974 and have an HVT license since 1978. I do not own a coach so I drive the Niaz Coach owned by someone else. I have not been specifically trained by anyone to drive. In the beginning I worked as a conductor for a truck and learnt how to drive on the truck itself. To get the license I gave the test in Clifton.*

*I drive from 8 in the morning to 12 in the night. I earn Rs250-300 every day. I do not use any kind of drug. We take the coach for fitness test every six months and spend about Rs750 each time. Rs 560 is the fees, Rs 100-150 the policeman takes. We take the vehicle for fitness testing but there they do not make any tests and give us the certificate.*

*We change the oil every 8-10 days. If the quality of the oil is good then every 10 days otherwise in 8 days. Each time we spend Rs800-900 on the process.*

*We get the driver's token from the adda. The token is given so that there is a system to the transport activity on the road. The token is valid for one day. We take five hours to make one round trip. Our coach is not insured.*

*The passengers force us to drive fast. They come out late from their houses and then expect us to get them to their place of work on time. Thank God I have not been involved in any accident yet. The passengers sit on the roof of their own accord because it is hot inside the bus. Men sit in the ladies section even when we tell them not to. When we tell them not to they fight with us. In any case what can the driver and the conductor do because we are outnumbered. Every driver gives the timekeeper Rs100 on the adda at each extreme of the route. This money goes to the owner of the adda. If we are late as per the time on the token then we are fined Rs50 for the first minute and then Rs 20 for each two minute that we are late. We have to abide by the time which is counted from the time we leave the adda. Each bus has a fixed time for the journey. If the drivers adhere to this then there will be no accidents arguments.*

*The passengers want to hear music. But this should be banned. There should be no music during the time we are on the road. There should be just one simple horn. Most of the horns are fitted for show.*

The operators have some particular problems which need specific attention. Partnerships between the informal and formal financial organizations should be explored to serve the sector better and improve the access and quality of public transport.

In the absence of any formal provision of financial services, operators have no choice but to use the readily available informal financial services. Informal money lending is operated on the basis of no financial collateral, high interest rates, and a strict repayment schedule enforced not through the courts but by 'muscle' and other social or rather 'non-social' means such as threats and the use of physical force. The operators, in spite of this very harsh financial package, usually take loans from moneylenders at rates as high as 100 to 200 per cent. These high rates have implications for the traveling public, as it means operators must maximize profit at any cost, leading to the stressed behavior of drivers and conductors. If financial services were accessible, effective, and efficient, it is argued, then access to and quality of public transport would be significantly improved. The nature and dominance of the informal financial services sector has in fact enabled the operators to run the transport business.

The high level of usage of such services also demonstrates the demand and/or lack of formal financial services. Formal financial institutions can learn from the existing situation, and if they are willing to modify their procedures will have an opportunity to exploit such a huge market. It is the formal sector that needs mobilization and not the informal sector.

Operators should be compensated when the loss due to of law and order in the city prevents them from working. They should also have access to insurance cover for accidents, deaths, and material loss, and possibly for users and third party claims. The government used to compensate the owner at the market price if a vehicle was burnt out or damaged during violence in the city. Such practices have now been abandoned despite the loss of between eleven and twelve thousand vehicles in the last two years. This has effectively transferred a significant proportion of risk from the government to the operators.

To combat such situations, entrepreneurs have taken the initiative and set up a self-help compensation and insurance process, described below.

The Karachi Bus Owners Association (KBOA) has initiated a Self-Compensation Scheme. Under this scheme each member bus submits Rs15 per day to the KBOA. In the event of violence-related damage, an assessment team ascertains the cost of damage and the KBOA pays up to Rs250,000 within a week to the owner of the damaged bus. This scheme began with a daily fee of Rs2, and the amount was gradually increased.

The formal compensation process that used to be available occasionally was a very lengthy and complex process. Many times only a strike threat produced results, and sometimes the government paid only 25-50 per cent of the total damage.

The self-help compensation scheme was started in 1986 and so far up to Rs20 million has been distributed to members. During this period more than 300 large buses were set on fire. The government has now started to take an interest in the scheme.

A formal approaches could be developed, based on this scheme which the informal sector not only developed but enforced without any recourse to law-enforcing agencies.

Operators are willing to pay the tax they owe if the procedure is simple and transparent and the benefits of paying the tax are visible. An arrangement between the Central Board of Revenue and the bus-owners used to exist by which the owners paid income tax according to a mutually agreed formula. But income tax officials constantly harass bus-owners, asking them for far more money than what was agreed. This lack of trust and clarity leads, in many cases, to settlements which benefit the operators and the government officials with a loss to public revenue.

Appropriate and fair traffic regulations should be developed and enforced, as the existing traffic regulations are out-dated. There must be some effective deterrent to prevent reckless driving, but the existing regulations penalize the owners and not the drivers.

The level of corruption should be reduced to at least a level where businesses remain feasible and the access to and quality of transport is not significantly affected. The cost of corruption is ultimately borne by the users.

There is an urgent need to fill the policy vacuum which has existed in this area since the birth of this country. There is a need for a properly thought-out transport policy/plan for Karachi that is based on reality. Operators are willing to contribute to such policy formulations. Capable organizations — not individuals — should be the preferred operators.

Karachi's bus fares are reportedly 70 per cent of those in the Punjab (another province), even though the cost of parts, oil, and petrol are the same all across the country. Thus there is a need to rationalize fare structures across the country. This will lead to improvements in access to and quality of public transport.

A central bus terminal should be built and maintained. Routes should be rationalized and the procedures for approving new routes should be simplified. At least three terminals need to be built on the outskirts of the city. The proposed locations are Quaidabad for buses, coaches, and mini-buses coming from the National Highway, Sohrab Goth for passenger vehicles coming from the Super Highway, and Mauripur Road or Sher Shah for vehicles coming from Balochistan.

Terminals should be developed at the end of each bus and mini-bus route in the city, and parking bays should be built so that buses and mini-buses can pick up passengers at specific approved places.

Stops should be built for taxis, rickshaws, buses, and mini-buses in all the districts of the city to give passengers easier access to the city and so that operators pick up passengers only at approved places.

Substantial improvement are needed in traffic management throughout the city to improve vehicular flow.

To improve co-ordination among the various existing civic organizations, a Karachi Metropolitan Transport Authority (KMTA) is needed to both co-ordinate traffic in the city and provide a platform for improved dialogue among the different actors in the transport sector.

Banks and other formal institutions should loan money to operators on appropriate conditions to purchase and refurbish buses and other public forms of transport.

Bus owners should be given financial incentives, such as an exemption from the numerous taxes imposed on the purchase of new vehicles.

The operators recommended the development of simple, swift, and transparent procedures for imposing penalties for traffic offences.

Action should be taken to support operator's associations attempts to educate their members in areas such as financial management, dealing with taxes, dealing with legal matters, marketing, bookkeeping and accounts, and collective bargaining.

In conclusion , as is clear from the interviews drivers and conductors are bonded labor. They are on Buses should stop at all bus stops and wait for users to board and alight from safely. Special provisions should be made for women, older people, children and people with disabilities.

ly there to earn the required sum of money. Provision of public service is not their goal. The system is so exploitative it does not function.. The owners are interested in returns from their investment and not in providing good buses. Owners only want to operate in a lucrative manner. Public transport in Karachi is a police –owner joint venture. Even in Thailand and Sri Lanka there is proper training for drivers and conductors. They have to follow rules even in the private sector.

They must abide by rules and regulations. Pressure horns should not be used on buses. Drivers should not play loud and vulgar music. All vehicles should use silencers to reduce noise. What stops them from stopping only at bus stops, issuing tickets, observe bus lanes. Why do they spend on the exterior on the garish paintings. Why don't they stop playing loud, vulgar music. These are things that can be done immediately if there was

some sense of respect for the clients which these operators serve. That they do not is a failure of civilized society.

Operators need to be aware of preventive maintenance and the benefits of routine maintenance. Generally, repairs only occur when the vehicle breaks down in operation, which leads to downtime for the vehicle and problems for passengers. A well-maintained vehicle, both mechanically and in terms of body work, can be cost effective as it can be operated more regularly. Passengers will prefer to travel in more reliable vehicles.

An effective mechanism for controlling over-crowding needs to be developed. Various possibilities can be explored, including the introduction of different doors and high-capacity standee only buses could be considered as well as training operators in working to safer standards.

Footboards have to be designed and standardized to allow passengers to board and alight safely, in co-ordination with arrangements to ensure that vehicles slow down correctly and to provide proper bus-stops.

Drivers and owners need to be trained in safety regulations. Drivers need refresher driving courses to make them more aware of safe driving. Incentives to drive safely should be offered and regular health checks need to be given to drivers. Drug addicts should not be allowed to drive. In addition the drivers should not be encouraged to drive for excessive hours or overload their vehicles as all of these could lead to unsafe traveling conditions. Buses should stop at all bus stops and wait for users to board and alight from safely. Special provisions should be made for women, older people, children and people with disabilities.

Minimum standards have to be set and enforced for maintenance to ensure an adequate 'rolling stock'. A mechanism to ensure adherence to the standards also needs to be developed.

There should be a minimum qualification for drivers and conductors. They should behave decently and give tickets or receipts for payments.

## **Transport Officials**

There has, strangely enough, never been Greater Karachi Transport Plan or any long term plan for that matter at all.. There have been several policies but there has never been any consistency or continuum. These keep changing . Also even when a policy is laid out the details are not worked out and defined and this lays it open to misuse. Too much discretion is given to the officials who then use it to personal advantage. In the absence of a plan and proper procedures, the government agencies have become subservient to the powerful transport mafia. This in turn has produced an anarchic situation rendering the state organizations helpless and this has led to corruption.

The rapid growth of traffic places a considerable burden on urban transport. Rapid growth brings with it the need for more traffic controls and regulations, effective police enforcement, and the introduction of sophisticated technical measures.

Unfortunately, urban transport institutions often are ill-equipped to deal with the sheer increase in traffic or to adopt advances in technology that would help them overcome problems. It is rare to find single agencies with the comprehensive authority needed deal with the large range of transport problems and to coordinate overall solutions. Often the boundaries of these agencies' authority tend to be indistinct and the result is the duplication of responsibility, an undermining of accountability, and resistance to change.

As many as eight agencies are involved in Karachi Transport System in one way or the other resulting in lack of coordination and delineation of responsibility and power. This results in considerable chaos, which ultimately, affects the smooth running of the transport system. The agencies are the Transport Department of the Government of Sindh, the Karachi Transport Corporations (KTC) which is an autonomous and independent body. Then there is the Provincial Transport Authority (PTA) and the Regional Transport Authority (RTA). The RTA is chaired by the Commissioner of Karachi. The Traffic Department of the Police which is under the Inspector General of Police, Sindh, is another independent Department. The Karachi Metropolitan Corporation is also involved as it owns most of the roads and the traffic signals. The Traffic Engineering Bureau (TEB) of the Karachi Development Authority is responsible for the engineering side of the matter.

If one agency issues driving licenses, another is responsible for issuing route permits to transporters. Yet another examines the fitness of the vehicles. At least five different agencies own and maintain traffic signals in the city. Roads are constructed and maintained by the Karachi Metropolitan Corporation, while redesigning the roads from the traffic engineering point of view is done by the Karachi Development Authority. Thus there is no single oversight body for the transport sector as a whole.

To promote transport efficiency, some degree of government oversight or regulation is usually warranted. However, much of the government regulations are prone to distortion, and excessive administration. In many developing countries, governments attempt ostensibly to protect low-income public transport users by regulatory control of public transport fares. However, this in turn often motivates transit providers to lower their quality standards in an effort to keep costs within the bounds established by regulation. Lower schedule frequency, antiquated equipment, and abandonment of less-patronized lines are all methods of affecting service and cost reductions. If these services are used mostly by the poor, it is unclear whether the gains of the poor from lower fares can offset their losses in service quality. In some cases, the poor are actually the losers.

Motor vehicle ownership is very low in most low-income countries. Direct use of motor vehicles by low-income groups is low. In some developing countries, however, ownership and use of motor vehicles (particularly motorcycles) is increasing rapidly. Although the poor are extremely unlikely to own a motor vehicle, they are major users. Some low-income individuals acquire a motor vehicle to provide transport services for a living; other low-income individuals are hired as drivers. Cheaper modes of transport may be cheaper in part because they involve more risks and quality of service (including safety) is both costly to provide and income-elastic.

Public transit regulations, especially those creating barriers to entry and imposing service standards, may affect the welfare of the poor adversely, partly because quality of service is income-elastic. In many situations, regulations aimed at helping the poor turn out to be counter-productive and reduce the welfare of the poor. In general, such regulations are regressive.

The informal sector is often heavily involved in public transport service provisions in many developing countries. This sector employs many low-income workers. Government regulations that restrict the provision of transport services by the informal sector will directly hurt the poor by restricting entry and employment and by raising costs and the price of transport services. In this sense, transport market liberalization or deregulation may provide employment opportunities and higher incomes to the poor.

## **Naseem Kazmi: Chief Engineer KMC, Government Official/Regulator**

B&R being one of the departments of KMC is looking after 17 major arteries of the city and is responsible for maintaining and updating them. It works under the supervision of Director General of KMC and has 2 sub engineers and one engineer. One engineer looks after the civil works of District West and District Central while the other one is responsible for District South and District East. Besides these two one electrical and one mechanical engineer are responsible for the maintenance of street light and complaints.

In the planning process we prioritize issues and allocate budgets according to these priorities. After taking the condition of the road into account or after analyzing the nature of traffic congestion with the help of TEB, we decide that how and to what extent a road should be made or repaired. We also construct flyovers and bridges as per need basis.

In the coming years we are planning to construct two fly over on Shahrah-e-Faisal, one overhead bridge on HINO Chhowrangi at Korangi Road. We try to mitigate traffic issues either by demolishing roundabouts or constructing flyovers. We work with TEB for the betterment for the Traffic arrangements and whatever we decide, we decide in consultation with it. As far as RTA is concerned it is an operative body RTA and TEB also maintains a liaison on traffic issues.

Traffic problems and reduction of congestion are a multi dimensional issue. First of all you have to shift the commercial centers. At present they are concentrated in Saddar and Bunder Road. You may shift them to place like Gulshan-e-Iqbal and Gulistan-e-Jouhar, which are less crowded. Secondly you have to shift the markets, like you have to shift the Timber market or you can have on more timber market.

Thirdly you have to manage the traffic judiciously. It's a responsibility of traffic police to see whether people are following the rules or not. It is often observed that the people do not follow the rules.

Fourthly, we have to construct overhead bridges, fly overs and sub ways where the need is dire. Similarly we should move towards modernization and should consider projects like Mass Transit Plan but after careful consideration.

KMC is not dealing with Mass Transit Plan. It is the Mass Transit Authority, which is looking after it. As far as my information is concerned, Mass Transit does not pass through Khaliqdeena Hall and it turns from Jama Cloth to Mcload Road and after passing through SM College and City Station it is connected to the road of Jama Cloth. M.A Jinnah is included but after Jama Cloth. Before Jama Cloths portion is not included in that.

B&R comprise of technical staff. We have highly qualified staff and most of them are qualified engineers. Few of them also completed MBA, hence they are quite capable of doing a good job. But there are more problems less resources. Citizens are facing enormous problems, but KMC do not enough funds to solve them, neither DMCs has the funds, although they have more responsibilities as far as the city is concerned

### **. Zaheer ul Islam: Director TEB**

Since URC is working on transport issue you must have developed some idea about the nature of our work. The TEB was established through an act passed in 1985 by National Assembly and it was mentioned that TEB will look after the traffic issues of whole of the Karachi Division and will not be restricted to areas like Cantonment. You know that traffic passes through all of the roads and we have to take care of the traffic by taking numerous factors into consideration like length of the road or type of the traffic. For example for roads specified for heavy traffic we take into consideration that there should be minimum pedestrian access. Similarly we have to have various control factors on secondary roads also. On tertiary routes and residential routes we allow some parking and things like that. So, after seeing the route classifications we allow do system planning. According to Karachi Division Traffic Engineering Act, Karachi has got a three-tier system for traffic control. Firstly a Transport Board is established, under the act, is supervised which Sindh Chief Minister supervises. The purpose of the board is to make policy decisions. If you don't have the copy of Traffic Engineering Bureau, I will provide you one and you will find every thing in it. You will find the details of a Transport Operation Committee, which is headed by Transport Minister and it looks after day to day transport related issues. Its meeting is held regularly monthly or bimonthly. Then comes TEB, whose Head is Director KDA and Director TEB. So he has the control on every thing and we are designated with 23 responsibilities. I don't want to discuss the details of them but you can find them for the document. We are involved in road planning, intersection planning, and installation of traffic control devices, road safety education and accident analysis. A lot of planning has been done by TEB and lot of plans has been implemented by it like the new system of Traffic Signals. It is also responsible for maintaining the system. There are 74 signals in the city. We are not working only in Karachi but we are also working with the development authorities of cities like Lahore, Rawalpindi and Islamabad. It is one of its kind organizations.

TEB has ten or eleven units. Director TEB has all the power and control and being a technical person he is the over all in-charge and he is the one who provides guidance in every aspect and under him we have got eleven units. Now take the example of Excellent Research Unit, its responsibility is to collect data on accidents and analyse for reasons and to put finger on the exact cause of accident. It is also responsible for suggesting the ways for improvement in the situation. Similarly the Research and Survey Unit is responsible for collecting data on traffic points and developing management schemes in the light of the conducted surveys. The

other one is the Planning & Design section, which plans traffic sections and roundabouts and implements it. Beside that, here is one traffic control section, which performs lane marking and designs traffic signs. The other one is Public Transport Unit, which plans things like Bus stops and Terminals. We have defined 34 terminals and they all are working under this unit. Similarly another unit is working on inter-city bus terminal. One more unit is looking after the specialized field of traffic signals. We have another Design & Estimate Unit, which look into various designs and estimates. Also, we have Traffic Engineering Division, we have Road Safety Division through which we impart education vis-à-vis road safety in children. Further we have an Engineering Division, so the point I want to bring home is that we have an integrated system which is build on our local needs and conditions and that is not build in one day. It is evolved with time and in 1980 when it was established it has got only two units. In 1986 we had four units, so it evolved with the passage of time and lot of blood and sweat.

We are facing an acute shortage of Traffic Engineers in Pakistan. Very few people have opted for the field and in Karachi where we have a need of fifteen engineers, we now are operating with only two. We have eleven critical posts which are lying vacant and which we cannot fill because of government ban on jobs.

After conceiving a plan, we hold a co-ordination meeting in which all agencies participate like RTA, KMC, DMCs and Police. We incorporate the views of these stakeholders and then make the final plan. Informal is like in various informal schemes we consult them and our Public Transport Unit performs this consultation. This unit is a backbone of RTA and its importance is often recognised and verbalised by Commissioner Karachi. He often expressed that had this unit not been there, RTA would have faced enormous difficulties in its functioning. Without it, there would have been no planning.

There are several difficulties in dealing with so many organizations. The prevalent system in Karachi is far different from the system in Lahore, Pindi, Faisalabad and Peshawar. We have some 18 or 19 organizations here and this might be one of the reasons that TEB was formed just to facilitate the co-ordination amongst the originations. We are trying to have co-ordination for Traffic Engineering and believe me that it is a difficult field and no organization alone can do it. You must have observed that we have improved in that and now flow of traffic does not get disturbed even if we are involved in construction works. Fly over of Liaqatabad is a case in point. We have developed a culture of transparent and systematic

work. Management is the prime concern. How to organize the task, without hampering the traffic flow should be the priority. It really depends on that how empathetic you are with the masses. You cannot do it by merely sitting in the AC rooms, you have to come to the ground.

80 percent of our plans gets implemented. The real issue is to grab finances for the plans. We do what we can and if we feel that it's not our cup of tea then we refer to other organizations like KMC, DMCs and Cantonment. Take the case of Guru Mandir. KMC had to start work on it in the month of July. Moin Hiader had formally approved a plan for it in a meeting and Mr. Arif who was also present in the meeting supported us a lot. The plan was approved after a thorough discussion but one year had passed and there is no implementation on it. It can be easily improved with small amendments and nothing big is involved in it. We do need flyovers there. The problem is that institutions do not own the work. If they could own it half the problems will be solved. Similar is the case with HINO Park. We had already handed over the plans for improvement of Aisha Manzil, Water Pump intersections to the relevant agencies but they all are lying as it is. I had written a note to chief secretary and three years had passed since then and none of the recommendation was implemented. We have done a lot of efforts.

Finance is not the issue. If government wants to do something it can easily do it by pooling resources and I think that arrangement of funds is not an issue for government.

Now if an organization wants to do something on traffic issue it cannot ignore TEB. I do not want to name the place, but a bridge in Karachi City was constructed without our consultation and it has become headache for all of us. For example for the Drigh Road Bridge on Shahrah-e-Fiasal. we recommended that it should be constructed from the left side of the road but it was lifted up from the center of the road. Pedestrian bridges are also not made properly and all these reservation are well documented which I can show you. Point I want to bring home is that technical issues should be dealt technically. However, political and other factors are major stumbling blocks.

TEB is also a central authority. Instead of establishing new organisations, we should try to strengthen it. We should try to minimise its weaknesses and that we can achieve by doing SWOT analysis of the organization. If we can control these four factors then you need not to establish a new set-up.

In spite of all our efforts the problem of traffic jams remains unabated. You must have observed that though there always remains room for improvement but the situation has improved a lot. We can easily solve the issue of encroachment and interestingly we don't have to spend money on that. Law is already enacted and we only have to implement it. Other issues too can be solved in similar fashion. We need not to call foreign experts for them as we have the required skills. We can achieve a lot with the help of NGOs and if we can get the co-operation of police. That's all we have to do.

Political interference settles down consequentially if you are technically sound enough. If you don't have the technical capabilities, political influence will get you and will overcome you. On the contrary if you have the required skills you will get out of the situation and could convince the power holder. I tell you one case. A minister of Peoples Party was shifted to KDA rest house on stadium road and subsequently he made his office there. He asked us to construct speed breakers on stadium road. We opined that since it is high-speed road therefore these would, if made, will create problems. My boss responded to the demand by saying that I am willing to have them but my Director Zaheer is against the venture. The minister called me up and said that is a high-speed road and if some body shot me and flee by taking the advantage of the fact then I will hold you responsible for that. I said that the proposal is not technically feasible and if you want to go ahead then overrule my objection and get it done. Any way he by passed me. You will not believe that the workers started working at 9:00 in the night and finished by 5: 00 in the morning, creating five speed breakers on that road. Mr. Altaf Memon is sitting here and you can ask him, as he was present there. There were 8 to 10 accidents between 7:00 and 8:00 a.m. in that morning and minister must have wakened up by the sounds. On his orders, speed breakers were removed within an hour. Though expenses were incurred but the point is that if you are technically sound you will win. It is just an example.

We are in dire need of reducing number of minibuses and small vehicles. We should control the movement of small vehicles. Hat should be the over all policy and if the number of small vehicles goes on increasing as the annual growth rate is 11 percent we would be in problem.

There are problems in the route design of buses and mini buses. A couple of days ago there was a discussion that the matter should be looked into. What is your opinion about that?

We conducted a study in which we surveyed five points that lie in between Surjani Town and Dockyard. We concluded that it is a big enough exercise if we undertake it and should see that how can we rationalise the existing routes. However, it is not the matter of days and we would need a team for that. As I have already told you that we are in shortage of work force. I have said somewhere before that URC and we should make a pilot project and let us start work together. The study is incomplete and some work is still to be accomplished

Regarding the role of TEB in the allocation of a new route whenever RTA wants to allocate a new route as per application it put it in board meeting. The board comprises of

Commissioner-as chair, TEB also has representation in it, DIG is also its member and other members are there too. We thoroughly examine the route, advertise it in newspapers to invite any objection on it. Our Shamim Sahib takes much pain and examines the route very carefully. Concerns raised by us usually earn appreciation in RTA. Police is in the habit of saying yes to every proposed route but we usually furnish a critical analysis. We want to satisfy the needs and fulfil the demands of the people. We also want to take care of public interest. The RTA is the finalising authority

Bus terminals is a whole big scheme. At present, there are 17 terminals in the city. Most of them are on the road and only three are properly located. We have divided Karachi in 35 zones and proposed terminals in each zone. We have also identified places for these terminals in encroachment zones. Though we got 32 places in 12 zones but we didn't get spaces in every zone. Defence occupied two of the places. Eight we have obtained from KDA after a long struggle and 32 we obtained from KMC with great difficulty. It's a full fledged program. We have to identify the land, as it is not available easily. We have identified and get them after a hard work of six years. Now we are of the opinion that these should be operated properly.

A traffic management program was initiated in Saddar. We conceived the plan in 1985 and started implementing it in 1986. Fifteen years have passed since then. A scheme has a life of five or six years. So, you see that planning is a continuous process and it is not like that you do it today and then get your hands off. You have to do it again. The situation is improved there due to charged parking system. Encroachment and illegal bus stops are the major issue there at Saddar. If we can find a solution, we can overcome the prevalent problems there.

We have identified 14 spots where the frequency of accidents is high and conducted meeting with various commissioners and sent our recommendations to various agencies. Some of them are relevant for KMC and DMCs while others are the concern of High way Authorities. Malir Bridge is a case in point we have identified it but commissioner has not given any instructions for that. Nevertheless work on FIA chowk has been accomplished, situation on Maulvi Tameezuddin Khan, as it was a black spot, has been improved. Nothing has been done for Korangi Road, but we are trying our level best.

## **Maqsood Ahmed Qureshi, Secretary, Regional Transport Authority (RTA)**

The RTA board consists of 6 members, which are as follows:

1. Commissioner Karachi (Chairman RTA)
2. DIG Traffic Police
3. Director Traffic Engineering Bureau
4. Chief Engineer Karachi Metropolitan Corporation
5. Secretary Provincial Transport Authority
6. Secretary RTA (He/she also Serves as Secretary of Board)

The SP and Senior Traffic Magistrates of all of the five districts are invited in every meeting of the RTA. Each division has its own RTA hence each authority is limited only to the respective divisional boundaries.

Provincial Transport Authority is the supervisory body of RTA and its Chairman is the Secretary Transport. PTAs have their well-defined duties which include issuance of new route permits, renewal of the permits and extension of routes. The duration of intra city route permits are issued for three years while inter city route permits have a tenure of one year.

The permit is issued after the payment of fees, provided the vehicle is registered, insured and has fitness certificate. The photocopy of registration book, fitness certificate and insurance papers have to be attached with the application. Fitness certificate is necessary for pickup careers. For rickshaws and taxis, permits are issued for three years.

## **The route permit charges are as follows:**



Bus	Rs. 400
Mini-bus	Rs. 400
Suzuki Truck	Rs. 600
Rickshaw/Taxi	Rs. 300

We have separate Performa for different types of vehicles. It is a prerequisite that vehicle should be registered in the name of the owner him/herself

The application should be addressed to Secretary RTA. A route map should be attached with the application. The RTA will then publish an advertisement in various newspapers calling objections from various stakeholders within 14 days. The cost of the advertisement will be borne by the applicant. Usually objections are raised by other transporters and even at times by the citizens.

Then RTA asks for feasibility report from SP traffic and TEB Traffic Engineering Bureau. The TEB after considering objections and conducting survey submits a detailed report to RTA. SP traffic and TEB usually submits their respective reports within 15 days.

The application is then forwarded for the consideration of RTA Board. TEB share its recommendation and aspersions, need of the community and other routes with the board members. The decision is taken after detailed discussions.

TEB board has the fullest authority to accept or reject any application, therefore there isn't any room for appeal after the rejection of application.

RTA works in liaison with Traffic Police, TEB and Excise and Taxation Department. It is a general impression that RTA is an autonomous body. It is not true.

We have Free Transport Policy. If some body wants a route permit, we after going through all the procedures will certainly allocate one. Afterwards if he will change his mind, wants to cancel it and apply for some new one we will not be hesitant to issue a new one to him. We cannot refuse to entertain the new application because every time he pays the prescribed fee before we initiate the process.

If some officer of RTA needs a vehicle, we request the transporters for the provision of the same. We cannot pressurise anybody, since we do not have the authority to do so

You have to ply big vehicle and have to reduce the number of small vehicles to reduce congestion. To provide facilities to the citizens there should be more public sector vehicles. The number of vehicles has out grown the capacity of the roads.

We have a reasonably good equation with the transporters. We try to settle the grievances between the transporters through dialogue between the two parties.

There is a ban on the issuance of new route permit for mini buses from 1985. In 1994, Abdullah Shah lifted the ban and issued 500 new route permit, to mini buses, which were registered with Excise and Taxation Department. The ban was again imposed but transporters are negotiating with government for its abolition. For amendment in routes, TEB and SPs Traffic should endorse the application.

RTA is authorised to penalise the rule violator under RTA Authority C Section 44/106 (needs confirmation). RTA earns Rs. 0.1 million to 1.5 million per month from average 3000 to 4000 chalangas it receives per month.

The pressure horns and tape recorders from the buses and mini wagons are deposited in DIGs office. RTA was under the police department according to the 1939 act, later it was attached to the revenue dept. and then again it got a separate status of an organisation.

### **Khalid, Route Supervisor , Karachi Public Transport Society, (KPTS)**

Karachi Public Transport Society (KPTS) was formed, in 1997, by the Commissioner Karachi, Secretary Transport, SP Traffic and DIG, after the winding up of KTC. All the 52 routes of KTC were adopted by KPTS, but some of the new ones were excluded like new Sabzi Mandi, Safoora Goth. But now we process them and also do realignment and changing of the routes.

The KPTS is an NGO, not a single penny from government is involved in it, and we have to run it on our own. The government only monitors it. Secretary Transport is its

Chairman, Commissioner Karachi is its Vice-Chairman and Secretary Regional Transport Authority is its General Secretary.

Besides above mentioned we have twenty members and they collectively make all decisions. We have many issues to solve. People provide the money but they do not come to us because there is a particular lobby working here to fail the government. You know that Bhai Loag swallows great organizations like Railway, KTC and SRTC and National Shipping Corporation. PIA is also meeting its fate. So, things cannot be put on their right track so easily.

: KPTS provides the route whereas KTC allots the route permit. One lobby insists that it should be closed. Since it is a recently established organisation, therefore routes are under observation. 15 A and 9A bus routes are operational, while 9 B is under process. We have another latest route but don't have the details of it. We charge less to people, though some say that we are expensive.

15 A route was suppose to be initiated in the recent past. But unfortunately it didn't get the NOC. These vehicles are brought form Lahore. Though secretary Excise has allocated them to the route but other people made issue out of it. We have many problems to tackle with. You know that two years ago nobody was willing to ply vehicles on these routes. Now the tables are turned. They say that people are treated like animals in these transports and the phenomenon is not proper for a big city like Karachi.

Parties are willing to invest but it all depends on prevailing conditions. The parties have invested in 1992 under Prime Minister Scheme. Now you see that Mitsubishi costs Rs. 1.6 million whereas one can purchase two Mazda in the same amount. So why any body will invest. Despite the fact, some parties from other areas other than Karachi do invest but they do not have any specific time schedule. When they wakeup in the morning they start the vehicle and stop when their eyelids become heavy.

The only way to improve is to involve wealthy parties who can bring at least two hundred buses. About two and a half years back we negotiated with a Malaysian company who was willing to induct two hundred buses in the present transport system. They asked for the Depots and we agreed to provide them with the same. They were then asked to establish a Motor Vehicle Inspection System and they even agreed on that. Then all of a

sudden a particular lobby started raising questions that from where have they come and voiced their fears that they will raise the cost of transport. That particular lobby also said that at present the cost of the inspection of the vehicle is Rs. 30 to Rs. 40 and if this company gets established it will raise the vehicle inspection charges up to Rs. 150. Now those who leveled accusations are themselves charging Rs. 2000 per vehicle, unofficially. If you will pay that amount you would never ever get your vehicle inspected. By paying that much amount you will get the fitness of the vehicle which has no tires and is resting on concrete blocks. If you cannot eliminate this Mafia you would not improve the situation.

You see that how much homework was done for Mass Transit. They provided you everything to an extent that layout of routes number of buses, in short every detail of the subject was provided to you. Why the circular railway has failed? Why overhead train system is not implemented in Karachi though it is a best system around the world. Actually Mafia is responsible for the failure of the proposed new system be it Mass Transit or Circular Railway. They are comfortable with the type of the system, which is in practice because it poses least threats to them in terms of, checks. The Malaysian Company, Phisphacon, was willing to bring 200 additional buses after the first batch of 200 buses. In all they were planning to operate with 400 buses in the initial years. We were at the verge of it when all of it collapsed. If you want to do it please go ahead.

Those sitting at the top put their demand. They state that since we had not earned much therefore we cannot give you. It was reported in newspapers even that a Malaysian Company retreated after plying four to five buses. It is easily observable that 'Tanzeem' supports those who are plying buses and they do not want any legal binding. We always stress that we will not allow vehicle to ply on route besides its formally approved route. We will not allow loudspeakers, over-speeding, pan, and cigarette in the vehicle. You will find strict observance of these norms in our Metro buses. On the other hand private car owners are of the opinion that since the turnover of the drivers are high therefore we can not train them. They provide same reason for not providing uniform to the conductors and drivers.

We are plying small coasters, as metro buses, on roads and they are successful. Now there are 225 coasters operating in the city, Despite the success, Irshad Bukhari is always critical about them. They accused us of the violation of rules but as a matter of fact his buses are found guilty of violation. Smoke emission is a common phenomenon and they had faulty brakes too. Nobody points this out but every body is critical of metro buses. A couple of days ago a new company Scania visited us. They inspected all the routes, discussed the issues and exactly asked the same question that why local people do not take charge of transport. We mentioned that this is due to political and other reasons. They simple went back by saying that if your people are turning new vehicle into graves then we would probably meet the same fate.

Big buses are better but the million-dollar question is that from where you can find the investors? A new Hino or ISUZU costs Rs. 3 Million each and Bedford is not available. So if a person invests such a large amount he thinks that he should ply it on inter-city routes because earning per trip is Rs. 8,000 to Rs. 10,000 while the earning on intra-city is Rs. 3000 to Rs. 4000. That's why big buses ply less within the city.

In order to eliminate small buses there has to be investment from sound party. If people thinks about the system seriously than we can change the system. We furnish routes to some people, now they are demanding more and try to influence us through sources

The encroachment problems of the city cannot be tackled unless union takes some bold steps the issue cannot be tackled. Before Eid the Governor suspended five or six police officer in Saddar. Now the governor is not there, so you see that Mafia is so strong. This military government has exercised some control. Otherwise you cannot imagine the seriousness of the situation. I want to share with you the fact that there are officially only 1700 permits issued but the number of buses plying are 6000. We conducted a survey and came to know this startling fact.

The Society is omnipotent to issue the permit for a new route, and doesn't require NOC from any other organization. We have all but the vehicles. The vehicles you see plying in Landhi and Korangi are purchased through auction of KTC and SRTC buses. You see

that how good the condition of these buses are. People purchase and renovate these buses in Rs. 0.8 million to Rs. 1.2 million. But again KTC asked for the buses of after 1990 model. KTC also put bar on overloading phenomenon. But Mafia does not agree on that, hence they operate buses on their terms and condition and they do it through bribery. Government also claimed that it would take action against those buses that are plying without permit but nothing happened. These issues will persist eternally.

Oil tankers, water tankers, donkey cart all operate in rush hours. Besides these hand carts and trolleys also operate in rush hours. People create problem. You say that we are entering in 21<sup>st</sup> century, is donkey cart the transport of 21<sup>st</sup> century. I claim that we still are lingering in 18<sup>th</sup> century.

6000 coaches are plying on the road while only 1700 have the permit. When I showed this to Secretary RTA, he asked for a copy of it. I responded by saying that if you want to work on it and solve the issue I will provide every details of it. I will help you by canvassing owners who are operating without route permit to legalize their operations. It will be beneficial for you and as well as for government. But I know that he is asking for information for his personal benefit.

We, Secretary Transport and others want to bring changes but issues which I have already discussed with you are the main stumbling blocks in our way. First of all there are no investors and if by chance somebody comes in he gets discouraged within no time. Often investors make dispute on petty issues like whose vehicle(s) will operate in rush hours. They accuse police of taking exorbitant extortion, nevertheless, they violate rules and regulations quite often so they have to pay bhatta; the point which they cannot see. Investors who are operating with us are really very strict people and they are not involved in overloading of passengers, Even they have provided uniforms to bus conductors and drivers. They stop Metro only at the designated bus stops.

The owners of the Metro Buses provide the uniforms for the staff of Metro Bus. The staff operates in shifts and functions nicely. Our Metro of the route Saddar to Malir Cantt has

the AC installed in it and has also got extension to Tower. The buses are brought from Lahore and Secretary Excise provided the NOC.

On office of the Metro is located in Malir while its main office is in Defence. Malir is their operation office while owners usually use Defence office. As for who the owners are the main thing is Market Value. People who come from other places consider Karachi as Dubai and they want to mint money from any source. Why people do not want to invest on transport because if you operate you will be at the mercy of a man who would be earning Rs. 3000 per month but has all the powers to stop a vehicle of Rs. 30 million and if you pay him the required bhatta, he would let you go. Government once said that it would bring to book those who are issuing fake challans. But nothing happened because everybody including the government, police is getting its share. It is a Mafia and I don't think that any thing will change.

#### **Zafar Bukhari, S.P. Traffic District Central**

The traffic people have to maintain liaison with Administration and District Administration but the traffic department has to maintain linkage with other 4 or 3 important institutions. We have to maintain equation with TEB, KDA and above all with the mother institution KMC. We also have to stay in touch with other departments like KWSB in order to for example tackle the problem of overflowing water on the roads etc. Besides traffic, highways and five SP traffic falls in our jurisdiction. Then comes ADIG Traffic who looks after all the official work and work related to staff. DIG traffic highway Karachi is not or the highways of Karachi only rather it is responsible for all the highways of Sindh. I have mentioned you the structure of Karachi. Similarly, outside Karachi in interior of Sindh, there are SSPs traffic and at some paces traffic police is operating under District SPs.

In maintaining coordination with KMC, KDA and TEB we do face problems. We often look at the problems from users point of view. For example we often thinks that this roundabout is too big and we propose that there should be carpeted and signals should be installed on it. But we have to see beyond that and specifically in terms of the availability

of funds. For coordination I want to share with you one example. If you cross Nazimabad Number 2 while travelling towards Board Office you will see Board office Roundabout. No body discussed with traffic Department and a pumping station was build there. Now 12 and 22 wheel trawlers from KPT passed there and as soon as they cross the bridge they are hit by that they takes time in turning, make an angular turn and stops all the traffic. We proposed to DMCs that you should a small island that you have made alongside the bridge. But they don't have the required funds for that.

Rest of the institutions are helping institutions for example TEB does scientific study of Traffic. The scientific study of traffic includes the type of road, length of road what should be the duration of vehicles, what should be the pressure of traffic. This is the knowledge which traffic police don't possess and hence we need a separate institution for that. Since TEB is only an advisory body therefore it is not responsible for the implementation. Its work is limited only to the advise that how efficiently you can run the traffic system. It is a full fledged subject and folks earn Bachelors and Masters Degree in the subject so it has a definite utility. The real issue is coordination. TEB works through another department who has, supposed to be findings for implementing the project namely KMC. Now on a road you will find the works of KWSB, who has got their slakes on road. Similarly the KESC provides light to traffic signals so if too is involved. So there are six or seven organizations involved. The biggest problem is that when we specify or needs then they ask for resources. But each department has its own implementation problems and has its own administrative problems. If one wants to make road then one has to resort to Municipal Corporation and it toto has its own problems. TEB after provides suggestions which suits to their mandate. Any way, this results in delay of the job / task and every thing is hatched lodged. We have proposed for the introduction of tackling system in which we have suggested that extra income generated while hopefully would increase manifold, 40 of it should be return to traffic police so that we can implement our own projects. I think that if this proposal got approved, people will get the results instantly.

Violation of traffic rules is not a crime. In case of violation you have to pay certain amount and you are penalized against the specific sections. One has to pay for not

following the code of traffic signals, and the fine ranges from Rs. 20 to Rs. 1000. but I do not know it exactly. I am just talking about the over all system. The ticket will be issued at the spur of the moment. It will be written on the back of the ticket that where the tone is to deposited. As soon as you will deposit the penalty amount you will get yours papers back. If you on test that you haven't mutated the rules then you are always free to go the court. So it's a simple system, you don't have to give money to traffic personnel. You just have to take the ticket and that's it. We are making arrangements for it and we hope that the situation will improve.

: There are various types of violations for example if you consider the case of Public Transport, I mean commercial transport then this types of mutation mostly reported are like that the drivers do not stop buses on bus stops. They also double park on stops, pick passengers up from roads instead of stops, further reserved seats for women are provided to men by conductors. Also they allow passengers to ride on rooftops. This is the violation of law and is done by commercial transport. The violations by motor cyclist or car drivers are of different types. They don't follow traffic signs, stops vehicles exactly on Zebra Crossings. They often tried to overtake from wrong side and also don't follow the speed lanes. It's not their mistake because keeping major roads asides most of the roads do not have marking for lanes. Nobody is clear about the lane in which he or she is supposed to drive. Switching between lane is a common phenomenon. Heavy traffic also creates problem by driving on left side instead of right.

We have given challans books to officers level like ASI and above and who are on patrolling duty. Their section provides daily challans report to us and in each section they have developed four performa. Each Performa contain the type of challans and this information is transmitted through control. Then we fax all the performa of challans to DIG office and you can find the record next day in DIG office. We have divided the information in so many categories and under so many heads and it is all computerized that you can find whatever information you want to

When mini bus and bus drivers commit violations then it's a tricky issue but I will talk to you frankly. It has changed with times. Earlier the minibus and bus owner dealt traffic police personal roughly because they paid shelter to the police and moreover these personals were unarmed. They even didn't have enough support from above so they compromised with the situation. But as the Govt. changed and its policies were changed, the situation also changed. The government started the process of lay off in the traffic police. They also depute some good officers here and that put the staff on toes. Meaning to say that there exists a potential in our nation provided some body is there to make the realization of this potential. But still it's a long way to go. There are certain other complications also. There are three players i.e. we, the transport association and then comes the category of drivers and conductors. 90 percent of them are without education and they even don't have the supervisory training. They only know how to save from collision and that's it. They don't know what the traffic rules are. They work for commission and only know the fact that increased number of trips mean that more commissions hence more income.

Bus owners also faced problems from them. Since they (drivers and conductors) do not have any check on road they pocket owners' share of income. They overload the vehicle because they pay owners only for occupied seats and the rest they keep for themselves. Lets suppose that you detain the bus on certain violation, the driver will go to another contractor and the real sufferer will be the owner of the bus. There are so many transporters and they do not have any coordination amongst themselves. Formerly companies ran transport and those had their own systems. Now conductor and drivers works on daily basis so every body is free to move, so we face problems with them.

There are transporters who do not know that this is a profession and we have to play over roles. They know the fact that they have bought the vehicle on loan, they have to repay certain amount of installment in the evening, and that's why they are ready to resort to illegal ways.

On the problems faced by traffic police vis-à-vis implementation of rules the basic issue is that the level of penalization is very low in cases of violation. So we have developed an

attitude. We rush on roads though we do not have any reason to reach home early. This attitude translates into the habit for violation. For example small road users like motorcyclist, cyclist, rickshaw drivers they just to save time often violates. Those who are waiting for commercial transport never wait on prescribed stops to ride first they usually and much before the stop so you can always see persons  $\frac{1}{4}$  kilometers away from stop. They often stand on roundabouts. Now two buses cant double park on stops therefore there are parked one after another, giving rise to traffic jams on the roundabouts. It all give rise to a question that how to educate public.

We usually put great emphasizes on transport, bus drivers and conductors because these come under our area of influence and often we take action against them. But we do not have clauses to take action against the violation by an ordinary citizen. If some body is not standing on bus stop then we do not have any provision for penalizing him. Public attitude is that implantation of rules is not our headache. It is police's baby. The public tried to stop bus in the middle of the road and driver stop the bus because he wants to have more money. Now if I am an enlightened citizen then I will go either to one stop or the other but I will not try to stop the bus in the middle of the road. So ordinary public has also a role I the mismanagement of traffic and they need to be educated and organization like yours should come forward and fulfill the responsibility through seminars, pamphlets and propaganda.

Within our limited means we have taken certain initiatives like stability complain cells, installing boards mentioning the traffic rule. Moreover there is a weekly radio program on FM 100 in which traffic police as well as district police participates. I my self participated in these programs and observed that 70 to 50 percent complains are about traffic. It is due to the fact that every person is a road user and finds even small issues of great importance. These issues are about insufficient numbers of Zebra crossing and road crossing. People also complain about the playing of indecent songs by public transport drivers. So these are the daily problems we got feedback and then we develop mass education programs which I tell you includes lecture in educational institutions,

conducting seminars and other similar events. But traffic police cannot do anything unless we got some NGOs on our side.

We are in liaison with certain social and political organizations like Chamber of Commerce and Industry and they showed interest in our programs. We held regular monthly meetings with them, we told them our problem and in response to that they provide funds to us and also look into other problems. Similarly we also hold meetings with other institutions too but traffic does not have that much importance in our national life. Other NGOs like yours should come forward and we will indicate the problems. But NGOs work according to their respective mandates for example some work on transport, while others work for the reformation of jails and the others are doing work on various other issues. According to that traffic comes on low priority. We are trying our level best to make the best use of available resources or trying to generate new like ticket system. We will not bother public about the funds and will make use of the funds generated by the violation of rules as done by public but as far as education is concerned traffic police alone cannot do much and we are in search of NGOs for our help.

About political interference and transfers etc of course it was the situation before in the past and the traffic was not on the priority of any political government and it was always neglected and this result was that if any police officer wants to have some break he came to traffic department. There is not much work to do, traffic system is going on its pace and there is nobody to keep an eye, so the traffic was neglected much, and that's the reason that the traffic police got corrupted in that period.

On the other hand, the public transporters formed organizations and pressure groups and they corrupted police officials so there is no effectiveness in implementation. Now there is a reasonable change in attitude. We have also been strict and are also penalizing the guilty police officials. A gradual change is taking place but at a very slow pace. If a person becomes very weak and you start giving vitamins to him he will obviously take some time for recovery, same is true with police, now, I am telling you very honestly, and that there is not political interference no jack is applied. Postings and transfers are

done according to the merit and we do not spare any one. If some body do not performs well, then we do not have any pressure for not penalizing him. Earlier when we tried to penalize any one we got hindrance from some influential.

Minor punishment includes physical punishments, fine equivalent to one month salary, removal from the post and ultimately removal from the job which is the major punishment but we certainly avoid removal from job because we have to keep in mind the general condition of society. People are already jobless and if we remove somebody from job then he will certainly resort to robbery or some other thing. We tried to put him on right track by giving little punishments to him.

I have joined the department some two month back. After my joining I first tried to curb the trend of absenteeism and started penalizing the absentees. Then pressurize the persons for joining the duty early, then we deducted salary for that many days in which he remained absent from the job. We are deliberately avoiding harsh punishment because we are already suffering shortage of force. When we suspend a person we ourselves are at loss because he get the full salary takes rest and we are deprived of one person. He later on he returns back draws the salary for suspension period. That's why we usually avoid suspension until si Our job is a special kind of job and only that person can interfere who knows the job well. As far as Commissioner Karachi is concerned he is overall in-charge, also supervises the administrative affairs of Karachi, and does not provide decision on policy matters. His guidance is about the issue like how to regulate the traffic. What type of traffic is to run from between the routes, which road should be closed for heavy traffic. The decision is usually taken by government and in conveyed to us through Commissioner Karachi. We are taken into the confidence when deciding about a mater and decisions are usually taken in the light of our opinions. Therefore now days the administration is supporting us instead of interfering.

I am not satisfied with the performance of our courts. I am not satisfied at all though I respect judiciary but it is not up to mark. We do challans in a very hard manner by literally fighting with people but the pace of decision on cases by courts is not reciprocal. A couple of days back I got total Rs. 108 from the challans that means per challan Rs. 8 or 9. Now you see that behind every challan there is a lot of hard work by my officers,

their salary, the cost of stationary and things like it. Now if have to get Rs. 8 or 9 Rs. after going through that much pain then it is better not to have challans. There is another Mafia involved besides the involvement of transporters. This Mafia charged Rs. 30 to Rs. 50 per month from the transporters and gets the challans clear. I think at the moment there are 0.6 million challans lying with the court which are waiting for decision and 0.2 million are from last year. So I am not satisfied the way court works.

One way to improve is by the introducing of ticketing system and that will straighten many other systems. That will introduce direct system and the involvement of courts will be minimized. It will also depute senior magistrate and will provide them target as we get the targets of challans and we pass it on. Similarly they should also get the target against certain amount of fine and to meeting target should be mandatory. I think that the ticket system will prevent us from many harms.

At the moment there are around 1.2 million vehicles playing on city roads. How can we monitor those vehicles and can reduce rush on roads and how can we provide better services to citizens and through which mode of transport?

ZB: Well, the biggest problem is that we don't have enough spacious roads as they phenomenon should be in any Metropolitan city. There is always a ring road in the middle of city or in the periphery of the city. We don't have such system. Most of our roads have only single outlets.. If we have varieties instead and we can divide them in sections than we can reduce the rush. Secondly you have to do the categorization of the roads into A class, B class and C class. Those routes which are more congested should not have small and old buses. Instead they should have long body and air-conditioned buses so that more passengers can be accommodated. If you cannot have air-conditioned then atleast big buses should play on those routes and that will reduce the rush. Thirdly a lot of people in Europe use Public transport although they have their own conveyance and it proves to be cheaper.

If public get direct routes for their offices than lot many people will prefer public transport for being economical. Few days back it was argued in a seminar that due to non-affordability public would not afford air-conditioned buses. I think that if our routes could be rationalized, if bus arrives on time and a passenger don't has to keep changing the buses then public who travels in car well certainly afford it. But for that you have to justify the routes and you have to be thoughtful about its beginning and termination. Till now we allocate the routes the routes according to the wish of the transporter. A transporter will always try to get the route that carries maximum number of passenger. Therefore every transporter wants to have Liaquatabad number one to its route, Saddar on its route and therefore these got congested. Instead if we can rationalize the routes and the transporters knows that I can have savings and the passenger knows that it is a straight route and I don't have to change the bus then I think that it will reduce the rush people will be facilitated.

After bus and minibus, metrobus was also tried in Karachi. According to the findings of the URC research the people who were earlier using the car said that we could now go by metrobus easily. Similarly there were 1800 buses and now the number is reduced to 1400 and that means a reduction of 400 and most of these 400 are now on contract. According to my inspection those office workers who are not involved in fieldwork and spend all of their time in office premises take car only to some time and for little conveniences face much problems. For example they have to spend on petrol, face problem for parking, car theft, car jacking and if got good routes and the air-conditioned buses they will certainly prefer them. They will save on petrol and on car maintenance and the facility of car could be availed by other member of house for example to pick the child from school. At the moment he has to do it and he has to run all along from office, wastes petrol and office him too.

There is a monopoly of bus and mini bus drivers, but due to change of government situation is relatively better, nevertheless transporter still dictate their terms. The government too does not have any alternative service like KTC. So competition is the only answer. Now large corporations are taking interest and are plying big buses on

roads. The big companies usually have rational attitude and we can establish dialogue with them. The owners of buses and minibuses are not very educated people and they have got stereotype attitude which we seen in films and got hardened behaviors. Actually governments withdraw from the facilities, like transport and circular railway, and have left the citizen on the mercy of private bus owners and these caused to establish their monopoly.

The introduction of Metro Bus gave them a little set back. You can see that transporters black mail us on various issues. When we asked them about the emission of smoke they usually argue that it is due to the adulterated petrol in the market. No matter what the level of adulteration is if the engine is in good condition then we cannot have clouds of smoke as we see on roads from these vehicles. Secondly, playing of songs do not in any way facilitates the driving except that it provides satisfaction for the drivers. Most of the public dislikes the typical indecent songs as played by drivers. Similarly they do not have any justification for pressure horns. These irritate public and create noise pollution and frequency of accidents, but drivers insist for them. Illiteracy is the main factor behind their monopoly. But if the acquired rational behavior and keep public requisites in view then there is no harm in monopoly provided they have right behavior. Now to break the monopoly we have to implement the routes properly and to increase the competition. This will get them understand.

Encroachments on footpaths and road cause hindrance for traffic in Saddar, Liaquatabad, M.A. Jinnah road and on other several points. However due to the interest of administration situation is very much improved now. These are not the problems of traffic police rather problems of KMC and district police. Our job is only to report about the encroachments and traffic police cannot take the action neither we have the provision in law to take action against encroachers. But we still do efforts to remove encroachments but with the help of others. Municipal Corporation has the staff for it and police extends help to them. Since the government lay much emphasis on that so district administrative district police, municipal corporation and traffic police conduct joint venture to solve the problem. As far as I know some 80 percent encroachments in the areas of more traffic

flow were removed. Areas, in which they are not creating problem, though still unlawful, are left without any action.

The traffic police is in favor of large buses instead of wagons and rickshaws, to remove congestion from roads. We say it in almost all meetings. We never said that you should completely take them off the road and suggest categorization of roads. We also keep in minds that mini buses due to small in size, can access small roads they also travel on broken roads where as the drivers of big buses don't want to. That's why we give the suggestion of categorization of roads and introduce whatever mode of transport but step by step. You see that on Shahrah-Faisal we eliminate mini buses and ply big vehicle on that. Metrobus is also minibus it is sober, travel seat by seat and in minibus you will get the pleasure of armored car chains, rods, bullets like protrusion. You see that Africa women also do makeup but they draw line of shocking colors on their faces while women of civilized world do make up in a decent, eye-catching manner. Some difference holds true for minibuses and metrobuses, and as our society gets civilized we will need more decent transport. Minibus owners increase their overheads by spending more on decoration and then overload the minibus to make it economically viable. The decoration does not benefit the consumer since he has to pay the some amount rather overloading adds to his/her agonies.

When automobiles were not prevalent in the society the rich and elite travel in night in their adorned horse carriers. The conveyance is changed but the mentality remains the same but it does not prove benefit for public.

About the current prevailing routes and how can those be rectified. There are so many routes in which buses take too long for example 2 hrs to reach one stop than 2 ½ hours to reach another top. I want to clarify the phenomenon of rationalization of routes. The only rationale behind the prevailing routes is profitability, which benefit to transport only. Profitability takes precedence over the convenience of consumers.

The drivers usually trim their route to get more passengers. The point I want to bring home is that a commoner cannot afford rickshaw or taxi. So if we can just carefully design the route so that these can suits to majority of the people and a raised the fair a little, that can solve the problem. But this can be done by you people or by the government bodies that do number crunching. Its quite a different work and you have to obtain data to find that route is viable or not. For example you should know about the cost of diesel, wear and tear of bus and you need to know the number of passengers to make the route profitable. Only then you would come to know that how many routes should continue and in what manner. The bus owners cannot do it because they are not that much educated. They try to spend more on decoration and they overtake and drive fast to reach early. The route should be simple and straight so that they could be economically viable. The most important thing I suggest is to study the routes and redesign them in such a manner that transporter should not suffer as well as public could get the maximum benefit. Secondly, company should be preferred instead of individual Thirdly routes should be rationalized by government and that it should do in consultation with traffic department and the transporter should be able to choose the option as suggested by government.

You cannot completely finish corruption because it is very deep rooted. It is not possible, though it might be possible in the time ahead but not now and there are reasons for it. There is a dearth of facilities. The State earns from pubic but does not provide them with due facilities like education, water, housing, and bread. These facilities should be sponsored by state. If an individual is forced to obtain these things then at least some facilitation should be done. If market value of these commodities will be out of reach of an ordinary person then it would only be a war of survival and every body will adopt his/her own life.

Every body has to feed his family and if the state is not helping him out then why should he cooperate with state. So we cannot uproot the corruption only we can minimize it. I will talk about traffic police only and not about society and will again talk about ticketing system we are hopeful that we would be able to collect a reasonable amount and

then we will ask the government for about 40 percent of the amount collected so that we can spend that on roads and thoroughfare. We would also provide incentive to traffic police personals as it happens in custom and in income tax. We will provide a percentage of the total amount of the challans to the police officials. Once we would be able to cater to their primary needs then we can catch them and will not pardon them on their negligence. Secondly, the transporter helps in the corruption of police officers. I have talked to the transporter many times and they are of the opinion that we collect the money and give it to mafia just to save our skins otherwise our transports are full of flaws and any one can catch us anywhere. That makes the mafia very strong and they provide bribery to police officials to senior administrators so all of them have stakes in the system. It can be improved only from the top and through policies.

We have 199 constables though we have approved man power of 250. You can see that we don't have 1/5 it of the approved and if we have full strength even then it is not enough keeping in view the population of the city. We have section post officers according to number of vacancies but they are mostly busy in patrolling. There are more routes, which deserve patrolling, but we don't have officers for that. We have two shifts and if we distribute the present strength into two nobody could be spared. We are also facing shortage of vehicle, don't have proper motorcycles and cars are not functioning. Most of our cadre is on foot that's why we cannot effectively check the violations.

We have requested IG to provide us additional force but the matter is still undecided. There are many complications in it. Like in central, except few main roads we are not managing the rest due to security risk and due to shortage of staff. Firstly, constable works in shifts secondly they are on leave, thirdly we have our duties round the week and have no holiday even on Sundays. So we have distributed the rest days of our officers, some takes off on Monday, some on Tuesday and like that. We work round the clock and throughout the year.

Constable usually takes off after every two or three hours. It's a tough duty to move your hands in a certain discipline in hot days. If you ever have to do it you will get to know how tough the job is. Secondly we have officers at every point and two or three personals

are associated with him with prescribed duties. Some check the violation, some control the traffic while the others make sure the smooth flow of traffic. We have also dearth of wireless sets and there is a strong gap of communication which is most needed in the cases of moving violation. Except a few we don't have four wheelers. Two are with DSPs, one is with me and probably one more is there. There are all sent on duties. We cannot follow cars that hit and run. My staff members are after injured in hit and run cases. A couple of days back one of my jawans was crushed to death by some vehicle and we still cannot trace the culprit. So point is that we have meager resources.

The ability of official agencies to cope with transport problems has also been impaired by lack of sufficient resources, particularly trained staff. When serious transport problems arise, agencies often have little choice but to resort to stop gap solutions. As a result, the overall transport situation deteriorates and the efficiency of the urban areas suffer. Thus considerable attention must be paid to institutional reorganization and training so that public transport schemes can be properly planned, designed, implemented, and enforced. At the official level, appropriate responsibilities include the development and monitoring of transport policies, standards, specifications, and laws. Identifying and supervising research are also important responsibilities. In addition official agencies should provide advice and assistance to local level agencies on the planning, design, and implementation of traffic management schemes. Eventually the agency should develop the ability to identify, appraise, and supervise urban transport projects..

Effective transport policy depends on effective master planning, infrastructure provisions, and physical and town planning. Since these prerequisites are largely absent in Karachi, effective transport planning cannot be undertaken. Moreover the resources of the country are dilapidated, with the annual budget comprising only three headings: debt-servicing, defence, and salaries of the administration. The poor macro-economic conditions hit poor householders hardest, so only an approach that is based on economic realities of the poor is feasible. Whatever exists has to be built upon. Based upon these fundamental principles, developed in the study, the following list of recommendations have been generated.

In spite of all the drawbacks, a system of public transport does exist in Karachi with almost negligible support from the public sector. It cannot be suddenly and totally replaced (in the given set of conditions), only a gradual process, spread over a period of time, is feasible. Nevertheless there is room for further improvements in access to and quality of public transport for sustainable livelihoods of the poor.

One of the major factors behind the lengthy traveling times of the present system is the unplanned and irrational distribution of routes across the city. The findings of the research revealed a number of examples of passengers having to travel long distances in the wrong direction because there are no connections or direct routes to their destinations. A comprehensive study is therefore needed to overcome this anomaly. This also indicates that there is a lack of professionals, hence there is a need for institutional training.

Reducing travel time, particularly for women, will enable the poor to undertake alternative capital- and social-asset building activities. The flow of buses on the roads can be made smoother through the introduction of exclusive lanes in the centre of the main corridors. An existing successful and comparable example is that of Tehran, where the main routes allow unhindered and fast passage to large public transport vehicles. The cross-traffic has been cordoned off creating at least 1km-long stretches of uninterrupted travelling. This segregation must be located in the centre of the roads, otherwise turning into or from the other major corridors becomes unmanageable.

The system could take advantage of a number of economies of scale if larger buses (with seating for 50+) are encouraged. This can be achieved through exploring possibilities for the provision of credit. Simultaneously the mini-buses can be phased-out or at least redesigned and standardized both inside and out. Also, instead of the individual-ownership system prevalent at present, the formation of large companies or co-operatives with fleets of buses should be encouraged, so that responsibilities and control can be consolidated.

The overall planning of the city should be re-oriented towards achieving a pedestrian- and cycle-friendly traffic system. Bicycles can be encouraged by providing well-designed cycle-stands at the railway stations, for example in Calcutta there is provision for hundreds of bicycles with security at every railway station in the city. The central part of the city can be made pedestrian only with only public transport feeding certain well-defined areas in the centre. The areas with exceptionally high pedestrian traffic can be developed in a proper manner, including the regularization of space for vendors and hawkers. Plans already exist, they just need to be considered for implementation.

At the policy level certain decisions are required for long-term solutions to the existing problems. Academic institutions are teaching western theory, and therefore not producing professionals who

understand the users' point of view and the grass root issues. The curriculum needs to be revised to re-focus attention on the socio-economic realities of the country. There is a need for more transport related course and also for course that could link sustainable livelihoods with transport.

Licensing policies and mechanisms need to be strengthened, with adequate attention paid traffic and road signs. Drivers need to be educated about following signs and the design of signs needs to be standardized.

The root causes consist of certain grand policy decisions taken in the past. It is clear that that the policymakers lacked vision and an understanding of the reality on the ground. The transport sector is one of many sectors which suffers from this problem.

Unstable democratic processes in the country have contributed to the continuation of out-dated and incompetent administrative practices. These factors, whether actual or perceived, have led to a common perception that the civic institutions have collapsed. The transport sector, along with other sectors, has also suffered from the effect of poor governance.

Vehicles should be tested properly for fitness. Corruptly issuing a certificate without a proper examination can endanger lives, and should not be allowed to happen. Traffic police should really control traffic and curb violations, not make the routine check-ups simply a source of bribes. Drivers should not speed, owners should not create conditions that force the drivers and conductors to speed.

There is an urgent need to fill the policy vacuum which has existed in this area since the birth of this country. There is a need for a properly thought-out transport policy/plan for Karachi that is based on reality. Operators should be enabled to contribute to such policy formulations. The co-ordination among public agencies should be improved, and the decision-making process should be improved and should invite full and meaningful contribution from operators. *Ad hoc* decisions should be reduced to a minimum. In some key decisions, such as the fixing of fare, the participation of the operators is crucial.

Measures should be taken to organize the small entrepreneurs and build their capacity to improve public transport services. After the recent recognition of public transport as an industry, benefits such as access to bank loans and insurance services should be made available to the operators at affordable price.

Road conditions should be improved. Operators are incurring huge maintenance costs because of the poor quality roads, which have deteriorated because of the absence of proper drainage, the overflowing sewers, and the poor of the original construction. In addition the roads are frequently dug up by different utilities and then not properly restored. Traffic calming measures should be improved. Traffic-calming humps are badly designed and badly located, causing additional maintenance costs and traffic hazards.

