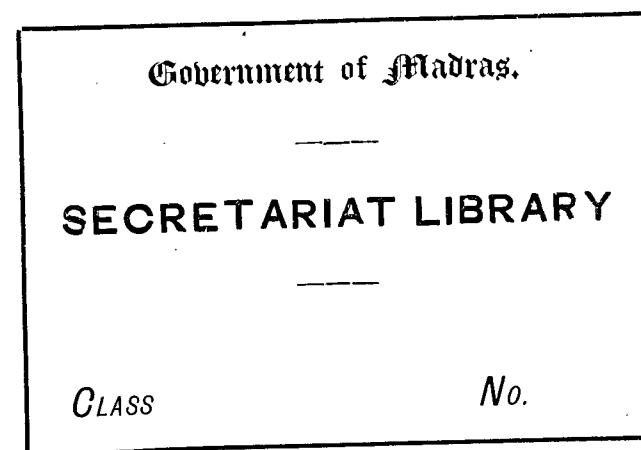
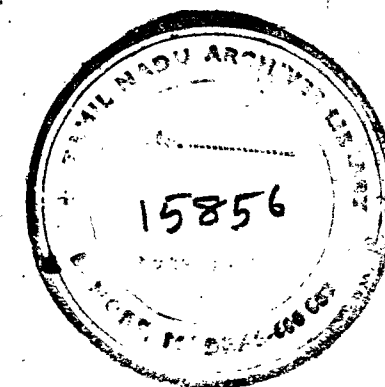




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REPORT

OF THE

COMMISSION

ON THE

TRAFFIC OF THE MADRAS RAILWAY,

ASSEMBLED

UNDER THE ORDER OF THE GOVERNMENT OF MADRAS,
4TH FEBRUARY 1875, No. 314.

MADRAS:
GOVERNMENT G

(3)

OF THE

COMMISSION ON THE TRAFFIC OF THE MADRAS RAILWAY,

ASSEMBLED UNDER THE ORDER OF THE GOVERNMENT OF MADRAS
OF THE 4TH FEBRUARY 1875, No. 314.

THE Madras Government, in their Order No. 314, dated the 4th February 1875, nominating the Members of this Commission for the purpose of inquiring into the cause of the falling off in the traffic of the Madras Railway, referred to the letter from Government of India, No. 2,075 R., dated 31st August 1874, in which the following passage occurs:—

“It is feared by the Government of India that the *continued want of improvement* in the traffic on the Madras Railway, both passengers and goods, is hard to be sufficiently accounted for by the general scarcity which prevailed for the first three months of this year, in most of the districts traversed by the Railway.”

Accordingly, having in view the fact that the traffic during the corresponding period of the current year had more than regained the ground it had lost, and believing that the actual falling off during the period under review might in most instances be traced to the ordinary circumstances of trade, the Commission considered that they ought rather to direct their inquiries to the “continued want of improvement,” than to restrict them to the actual falling-off in the traffic.

2. The expediency of this course seemed the more apparent in that, shortly before this Commission was appointed, the Consulting Engineer for Railways had addressed various district officials on the subject of the Railway traffic, and the replies then received, as well as others which were laid before the Commission, betrayed considerable dissatisfaction in some quarters with the working of the Railway system, and seemed to suggest an index to the various points of Railway management to which inquiry ought to be directed.

3. The Commission therefore invited evidence under the following heads, in which order, it will be seen, they have made their recommendations:—

1. Fluctuation of trade.
2. Rates and classification.
3. Arrangements for the receipt, custody, despatch, and delivery of goods.
4. The conditions of the Railway service.
5. Relations of the Railway servants with the public.
6. Railway agency for the attraction of traffic.
7. The alignment of the Railway and its connection with towns.
8. Passenger accommodation.

The particular items in which the most notable falling-off occurred.

Coffee.	Seeds.
Rice.	Salt.
Skins.	Sundries.

6. The coffee crop of the season under review was undoubtedly a poor one, and it will be seen that the tonnage carried eastward by the Railway was less by 996 tons than the average of the previous three years; but in that carried westward there was an increase in the same period of 601 tons, and it is believed that some of the crop once found its way for shipment to Madras now takes the route to the West Coast. This is to some extent borne out by a statement furnished by Messrs. Binny & Co., whose coffee cleaning business at Bangalore fell from 1,024 tons in 1873, to 252 in 1874. They estimate that 500 tons are now carried by road to the West Coast, which might, were more favorable terms quoted, be brought by the rail to Madras. The experiment is about to be made, the rate having been already reduced.

See Appendix B., page 151.

7. The season was exceptionally bad for rice, though returns show that the exports from the port of Madras during the first half of 1874 were 5,712 tons higher than during the corresponding period of 1873, the Railway returns also exhibiting an increase in the tonnage carried eastward, due no doubt to the demand created by the famine in Bengal. The falling-off in the traffic took place entirely in that carried westward, and amounted to 17,763 tons. The whole of this rice, as a rule, is carried from Vellore, Arcot, and the neighbourhood, to Beypoor; where it is shown that the exports fell to the extent of 68 per cent. during the official year involving the season, in question, the imports being larger than usual.

8. That the season was exceptionally adverse to trade may be gathered from the following extract from the Madras Revenue Administration Report:—

“Towards the close of the year, scarcity and want of water gave great cause for anxiety in Chingleput, South Arcot, and Madura, and was only a little less felt in North Arcot, Salem * * * * Fortunately remission of land revenue where crops on unirrigated land had been lost, and a few relief works in Chingleput, South Arcot, and in Madura, were sufficient to stave off calamity until a burst of rain at the beginning of 1874-75 removed all fear of danger.”

In a letter which will be found embodied in the same Administration Report the Collector of North Arcot wrote—

“In consequence of the scarcity of rain, the yield of the dry crops has been scanty, and the later wet crops were almost everywhere a failure. The wet first crop alone can be said to have resulted favorably.”

The Collector of South Arcot wrote:—“In addition to the above serious loss of crops, has to be superadded, the loss occasioned by the destruction of a certain proportion of the stores of paddy of the previous harvest, by the attack of an insect.”

(3)

The Collector of Malabar wrote:—“There was no scarcity of grains in the local markets, and this was due to the large importation of grains by sea and by back-waters from Bombay, Mangalore, and other places.”

It may be added that dholl and other food grains were actually imported to the already North Arcot district from Sholapore with a lead of 500 miles. ^{be attended}

9. In the opinion of the Commission these facts leave little room for doubt in the failure of the crops in the supplying districts during 1873 was the cause of their way falling-off in the Railway traffic in this item.

10. The trade in skins is shown to have been exceptionally bad. The exports from Madras show a decrease of 38 per cent. The year opened with full prices, which fell almost immediately in consequence of the severe losses sustained in 1873; several tanneries were closed, and the supply fell off.—(See Appendix B., page 152.) ^{Want of publicity.}

11. The falling-off in seeds, took place in the eastward traffic, there being a slight increase in the quantity carried westward. The exports from Madras show a falling-off to the extent of 87 per cent. The evidence shows that this may to some extent be due to the competition of the rival port of Pondicherry; but there must have been a great scarcity of seeds in all the southern districts, and the “Chamber of Commerce Price Current” shows that during four out of the six months under review no business whatever was done, the rates quoted being exceptionally low.

12. It is difficult to trace to its origin the falling-off in the salt traffic. The salt evidence seems to indicate that the decrease in the supply to the North-West Line may have been due to the fact that, in seasons when pasture along the road is abundant, salt is taken into the interior by pack-bullocks from the Nellore pans, or it may have been due to the supply of earth salt. The returns of the South Indian line show an increase of about 700 tons at the stations between Caroor and Erode, and it is possible that the districts served by these stations on the South Indian line may have been hitherto supplied from Madras, but there yet remains a large deficiency in this traffic which there is no evidence to explain. It seems probable that the decrease in the quantity carried eastward may to some extent be due to the salt traffic shown to exist on the road between Ponani and Palghat, and which, the Commission believe, could again be secured for the rail were such a rate quoted as would divert the supply from Ponani to Beypoor.

13. The Commission regret that it is not in their power to offer any explanation of the very considerable falling off under the head “Sundries.” They understand that an extra establishment was sanctioned for the purpose of enabling the Railway Company to analyse this item of the traffic, but up to the close of the Commission’s sittings, no figures had been supplied. They observe however that the Consulting Engineer for Railways, in reporting on this subject to Government, wrote as follows:—

“The following are the receipts under this head during the last five half years:—

	RS.
“First half of 1872	2,52,456
“Second do. do.	2,44,716
“First do. 1873	2,08,087
“Second do. do.	1,58,851
“First do. 1874	1,43,808

“The fact of this continued decrease in the receipts from the smaller items of traffic, would seem to indicate that the Railway is not so popular as

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formerly, and that for some reasons small consignments of goods are not now sent by it. This may be partly due to delay in delivery, or to difficulties interposed by station masters in the matter of booking goods; but I am inclined to think that it is in great measure owing to the complicated classification in force, and to the high rates charged for goods coming under this denomination. From paragraph 33 of Mr. Church's report, it appears that a portion of the falling off in goods of the fourth and fifth classes going westward, will be found in sundries, which seems to bear out the opinion that the rates charged for some classes of goods are too high, and that a more simple classification, such as that introduced with satisfactory results on the South Indian Railway, would be advantageous."

Should this officer's surmise prove correct, the Commission trust that the recommendations they have been led to make in the light of the evidence under other heads of inquiry will be found sufficient to correct the system in this respect also.

14. On the subject of the rates charged for the carriage of goods and passengers, the Commission see no reason to believe that they are generally so high as to fail

Rates and Classification.

in securing the great proportion of the traffic of the country; but the evidence goes undoubtedly to show that there still exists in certain localities a considerable cart traffic, which, as a matter of general policy, as well as with a view to direct profit, it would, in the opinion of the Commission, be wise of the management to endeavour to secure. It has been advanced, as an argument against any further reduction of rates, that a limited supply of rolling stock is better utilised in securing long lead traffic at more remunerative rates; but in the opinion of the Commission, progressive development of goods traffic depends, in no small measure, upon the efforts that are made to conciliate and secure the smaller items of local trade; and they consider that in goods, as in passengers, it would be a fatal policy to permit economy in the provision of rolling stock, or efforts to secure full loads, to restrict the encouragement that might otherwise be offered to rising traffic.

15. Among the items to which these remarks more especially refer are:—

"Fragile articles" which are now carried at "owner's risk" under clause 10 of Act XVIII. of 1854, and for which, therefore, in the opinion of the Commission, a lower rate might be quoted.

"Salt," and other goods which, the evidence goes to show, might not improbably be secured, together with the loads carried by the return carts, between Palghat and Ponani, were a rate quoted as low as that for goods under not altogether dissimilar conditions elsewhere, and were sufficient efforts made to minimize the trouble and expense attending the transshipping of goods at Tiroor.—(See Appendix B., page 146.)

"Unpressed cotton" from the districts bordering on the North-West Line, and "coffee" from Bangalore, the expediency of securing which has been rightly recognised and for which rates have been lowered since the question was raised.

"Timber," for which the special rate already quoted to secure the lead to Beyyore has, since the Commission sat, been extended to secure with a somewhat shorter lead the trade known to exist between Secunderabad, Bellary, Coimbatore, and Madras.

16. There are also certain goods regarding which the evidence is less conclusive, but which the Commission consider deserving of the Railway Company's attention; such are:—

"Piece goods and twist" now carried by the coasting steamers, which have already attracted the notice of the Railway authorities, but which should be attentively watched.

"Gingelly seeds" now exported at Pondicherry, but which once found their way to Madras.

"Cotton seed" from the districts bordering on the North-West Line, and certain goods now imported at Calicut.

17. The Commission consider that nothing has been more clearly shown in the course of their inquiry, than that very material aid could be afforded to the management were the assistance of the public secured in enforcing the existing regulations of the Company. This can only be attained by the very fullest possible publicity being given to their rules, rates, and responsibilities, and by the public being encouraged to report every departure from them.

18. The evidence shows that, among the European merchants at least, an erroneous impression has prevailed that so-called "special rates" have not always been available to the general public, and that in some instances their application was limited to the firm applying for them, and to the particular consignment which gave rise to them. Early and full publicity would, in the opinion of the Commission, have prevented any such misconceptions from obtaining credence with the public, and they recommend that all alterations of rates, special rates, drawbacks or concessions of whatever kind, should invariably be published in the leading English newspapers, before they come into force; that they should, as heretofore, be reported to the Consulting Engineer for Railways for information, and in future be inserted in the vernacular in the *Fort Saint George Gazette*, and that they should in like form be permanently posted at all stations likely to be affected by the rate.

19. It appears to the Commission that the present form of the classification is capable of being considerably simplified, and that, although in its present shape it may be easily understood by the larger European firms and merchants conversant with the English language and Railway practice, yet so long as it is published only in English and to be bought in Madras and at one or two other large stations, small native traders must be placed at the mercy of the lower Railway officials, to whom they must apply for information as to the smallest particulars.

The form of classification lately adopted by the South Indian Railway Company meets with the approval of the Commission, and they recommend that some such similar arrangement be adopted by the Madras Railway Company; that it be printed and widely distributed in one or more of the principal vernaculars; be exposed for sale at every station along the line; and, with a concise code of rules relating to goods traffic, be posted in the vernacular on the outside walls of every goods shed.

20. In order to derive full advantage from the publicity now recommended, the Commission deem it imperative that some measures should be adopted which will secure prompt attention to all complaints and immediate settlement of recognised claims against the Company.

Complaint
Department.

It appears from an examination of the Company's "claim book," that a period

See Appendix B., pages 148, 156. varying from one to six months usually elapses before a claim is satisfied, and

evidence is not wanting to show that explanation and redress have often been offered too late to prevent the inevitable irritation and dissatisfaction from working their full effect, to the prejudice of the Company, in the neighbourhood of their aggrieved customers.

21. The Commission consider it most desirable that all complaints, against whatever department, should, directly or indirectly, come under the cognizance of the Agent and Manager personally, as the recognised court of appeal in all matters connected with the Railway; and, having in view that the present divisional staff in the Traffic Department must be increased, that the efficient performance of their normal duties in connection with the working of the line is incompatible with the unrestricted action which prompt settlement of claims demands, and that inquiry into the conduct of a department by members of that same department can never be as satisfactory as if conducted by independent agency, they strongly recommend for consideration the institution of a special complaint department under the immediate control of the Agent and Manager. They observe that the principle is to some extent recognised already, as evidenced by the appointment of a Police Officer who is at the disposal of the Agent and Manager, and that it is not without successful precedent in the administration of this country. They consider that the extension of this principle, while likely to be satisfactory to the general public, would place before the Agent himself, in a measure hitherto impossible, the more salient points in which modifications of system may be clearly needed.

22. The Commission, in making the above recommendation, desire that it may be distinctly understood that it is not intended to reflect in any way upon the administration hitherto of a system which, in their opinion, under the peculiar circumstances of the case, could hardly have led to other than the unsatisfactory results which it is their desire to see remedied.

23. The points in which the present system for the receipt, despatch, custody, and delivery of goods has provoked most comment by the mercantile community are :—

1. The delay in receipt at the forwarding station for want of rolling stock or shed-room.
2. The delay in delivery for want of "invoice."
3. The system of reweighing and excess charge on prepaid goods.
4. Delay in despatch.
5. The omission to advise the consignee of the arrival of his goods.
6. The system of charging demurrage.
7. Delay in delivery of goods found short or damaged.
8. Want of shed accommodation.

24. The Commission find that it is directly contrary to the Railway Company's Rules to decline to receive goods for want of rolling stock or shed-room, or to delay delivery either because the invoice has not arrived or because part of a consignment is missing or damaged, and they can only explain the existing practice in these matters as the result of want of publicity of the Company's Rules and the inadequacy of the divisional staff to effectively enforce them.

They attach great importance to the efficient operation of the existing rule in the Railway regulations, which provides for the consecutive numbering of all goods receipts notes, and the despatch of the goods according to those numbers; and they recommend that the working of this rule be brought regularly under the scrutiny of the divisional officer, every exceptional despatch of goods by the station authorities being invariably reported and justified to that officer.

25. The system of reweighing *prepaid* goods the Commission find to be a source of great irritation to traders of all classes, the annoyance having been needlessly enhanced by the practice, admitted by the Railway authorities to be indefensible, of omitting to advise the consignee of the excess charge until long after the delivery of the goods.—(See Appendix B. 155.)

It is shown that not infrequently a consignment changes hands at a price based on the original rail charge, the excess charge thus falling on the seller; and, in the opinion of the Commission, the system offers a great temptation to the goods clerks to make demands when delivering the goods, which the consignee, the goods not being reweighed in his presence, and he fearing liability to demurrage, is in a position neither to verify nor to resist.

26. The evidence of the Railway officials goes to show that the loss to the Company by adhering to the charge based on the weight recorded at the forwarding station could never be considerable; and, although reweighing is without doubt essential as a departmental check, the Commission have no hesitation in recommending that the system of levying an excess charge on prepaid goods should be abandoned.

27. It appears to the Commission that probably much of the delay in delivery established in the evidence might have been prevented had the present system, under which the detention of trucks *en route* are immediately reported to head-quarters, been extended to trucks or goods detained at forwarding stations, and they recommend some modification of the present system in this respect. They observe that the inconvenience of these delays to traders has been much aggravated by the peculiarity of the alignment of the rail, and that measures are justifiable and may hereafter be found necessary in the case of the Madras Railway, for which ordinary Railway practice at home or elsewhere may possibly furnish no precedent; and they trust to the divisional staff, if augmented as proposed, to bring more prominently forward than could have been the case hitherto, and to devise measures for preventing, the admittedly inexcusable delay which has to some extent characterised the goods traffic arrangements, and which could fail to tend to the unpopularity of the Railway.

28. It appears from the evidence that a consignee, in order to avoid demurrage, has to present himself, or a subordinate, daily at a distance of some miles from his place of business for more than a week, or even, if there be breaks in the line, for weeks, in order to ascertain the arrival of his goods; and the great uncertainty as to the time occupied by a consignment in transit has been much dwelt upon in the evidence. It is a necessity under the present circumstances, only to be met by liberal concessions on the part of the Railway in the matter of "advice" and "goods receipt" notes; and the Commission recommend that all "goods receipt notes," whether for prepaid or unpaid goods, should give for all goods the following information, *viz.*, the "date and hour of receipt," the "number," "description," "weight," "descriptive marks," "rail charge," the "probable date of arrival;" the demurrage charge not commencing until twenty-four hours after such date, and any liability which the Company may be held

See Appendix B., pages 159, 160.

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Delay in
receipt and
delivery.

rail extensions," and "vernacular publications" are fully carried out; and they admit the force of the arguments that, to be effective, the experiment must involve considerable outlay for shed accommodation, and might only transfer to the Company an obligation in the case of the existing traffic which is now more cheaply discharged by the merchants themselves. They are not therefore prepared to recommend the system.

37. The Commission feel that they cannot urge too strongly on the Government

The alignment of the Railway and its connection with Towns.

the pressing necessity for supplementing the alignment of the Madras Railway by the construction of the requisite extensions

Light Rail extension.

to connect it with the large commercial centres from which it is now separated by distances varying from three to seven miles. The principal towns which the Commission desire to see connected forthwith are—

Vellore,
Palghaut, and
Calicut.

And in a lesser degree—

Arcot and Salem.

But they do not consider it within their province to suggest or discuss the terms upon which these lines can be constructed and worked. The evidence before them relating to all these towns leads to the opinion that they would pay their cost, while there can be little doubt that the Madras Railway, as aligned, can never do justice to the districts it serves, or that its full capital expenditure can be brought into play, until these short lengths are made; the Commission therefore recommend that investigations be at once set on foot. They consider it essential however that these lines should all be leased to, or be at least worked by, the Madras Railway Company, that they should be of the same gauge, and have sufficient weight of rail to carry the existing carriage and wagon stock. The papers laid before the Commission in connection with the branch to Vellore, which have been specially referred by the Government for their consideration, bear out these recommendations; and, with reference to this proposal, they consider that the Madras Railway Company should be invited to submit plans and estimates at once, and this as well as the others above named, and that the terms upon which the Company would be prepared to construct and work these lines should be ascertained. The Government will then be in a position to discuss the question of the provision of funds on which the Commission are at present in no position to pronounce an opinion.

See Mr. Elwin's Dissent.

38. In the course of this inquiry, the extension of the North-West Line

See Appendix B., page 157.

Gudduck has been strongly urged, and the Appendix to this Report will be found

Extension from Bellary to Gudduck.

an extract from a memorandum on this subject by Mr. Strange of Messrs. Dyer and Co. The Commission have attentively perused the recorded discussions on the question, and cannot disguise from themselves that the local interests of the Madras Railway have, perhaps properly, been thrown into the background by the aspect of the question from an Imperial point of view, and by the rival claims of the Company's interests. The Commission therefore more readily record their opinion that, in the light of the additional information laid before them in the course of this inquiry, they can suggest no measure so well calculated to increase the traffic receipts of the Madras Railway as the extension referred to.

39. As affecting the interests of the district to be served, they urge upon the consideration of the Government that the construction of the harbour already sanctioned

for Madras will provide an easy and secure outlet for the produce of the country at a time when it is most needed, and when the West Coast can hardly, under any circumstances, afford similar provision.

The Commission recommend that the discussion of this project under the altered conditions of the case be reopened, and that the necessary investigations be sanctioned.

40. The subject of feeder roads to the Railway has been, so the Commission are informed, under discussion between the Consulting Engineer and the District officials with a view to the submission of a special report to Government; and the evidence certainly discloses no want in this respect that has not been recognised, or that will not, it is presumed, be met in due course; with few exceptions the country is described

See Appendix, page 150.

either as sufficiently opened up already or in course of being so.

41. The Commission have duly considered the various complaints put forward in

Passenger Accommodation.

the evidence as to the nature and extent of the existing accommodation provided for third-class passengers; and, while not prepared to affirm that the traffic receipts have been injuriously affected by the defects there adverted to, they feel strongly that considerable encouragement to the further development of traffic would be afforded, were the following recommendations carried out.

42. The Commission acknowledge the difficulty of maintaining carriage roofs, especially single ones, perfectly impervious to water in a climate like that of Southern India; but it is clear that the present stock, particularly on the Western Coast, falls short of efficiency in this respect, and they urge the application to the existing rolling stock of some more effective roof protection than that at present in use, as well as of some description of blind or shutter as a defence against sun and driving rain.

43. The Commission recognize in the present arrangements the want of third-class reserved accommodation which might enable the better class of natives to secure privacy and increased comfort by the payment of a small additional fare; and they recommend that every train shall provide at least two compartments to hold ten and one compartment to hold twenty passengers, to be at the disposal of those who may apply for reserved accommodation, every encouragement being given to passengers to avail themselves of it, its exclusive reservation being jealously guarded, and the greatest possible publicity being given to the arrangement. They see no reason for recommending any reduction of fare for this accommodation; on the contrary, the evidence leads to the belief that if the accommodation be invariably provided in every train and properly advertised, the full number of tickets will be frequently taken to secure space for a smaller number of passengers.

44. The Commission acknowledge the almost insuperable difficulties surrounding the question of latrine accommodation in third-class carriages, but recommend that in experiment it be provided in the first instance for reserved compartments only, further extension being dependent on the experience thus gained.

45. The Commission admit the justice of the almost unanimous complaint of inadequate provision of drinking water for caste natives, which the evidence goes to show would generally be provided by private enterprise were some encouragement

in law to incur by giving these particulars being met by protective clauses on the face of the notes. They further recommend that, in the case of all "overdue" goods, *i. e.*, goods not arriving within the specified time, advice notes be sent, immediately on their arrival, to the address of the consignee given on the "goods forwarding note," the period after which demurrage falls due being in all such cases extended to thirty-six instead of twenty-four working hours.

See Mr. Elwin's Dissent.

Shed accommodation.

29. The Commission consider that necessity has been shown for additional shed accommodation at Adoni, Cuddapah, and Avenashy. It is understood that at the last-named station it is being provided; they recommend its early provision at the other two. They do not think that any present want of goods accommodation at the Royapooram station has been established. It is possible that at some future date such accommodation may seem called for; but, pending the completion of the harbour, and in the absence of any considerable extension of the present goods traffic on the Madras Railway, they think any suggestion of the kind premature.

Retiring Fund

30. The Commission have invited evidence on the subject of the position, pay, and prospects of the Railway staff, and they strongly urge the necessity for some such provision for deserving Railway employes, as they understand is in contemplation by the Railway Board in the form of a Retiring Fund; which, while affording to a servant an additional incentive to retain his appointment, and to the Company an additional guarantee for his good conduct, might place the Railway Company in a better position to compete with the Government departments for men of good social standing.

Present system of fines.

31. They view with some misgiving the system of fines as now obtaining in the Traffic Department of the Madras Railway, and can imagine no other result but the openly avowed discontent indicated in the evidence, and on the part of the lower servants, a system of retaliation, which they cannot help thinking to some extent accounts for the petty pilfering established by evidence and illustrated in the Company's *Gazettes* and complaint book; they cannot but think that the establishment of the fund referred to would enable the Traffic Manager to secure honest service, without such frequent fines, transfers, and dismissals as now appear to be indispensable. They consider that the right of appeal through the head of a department to the Agent and Manager would be more effective, were a rule enacted that no permanent servant drawing more than 20 Rupees monthly should be dismissed the service except by the Agent and Manager. They would suggest that some such arrangement as a "condonation book," in which so many entries should involve dismissal, might fitly replace to some extent the present system of "fining."

Extortion,

32. The Commission see no reason to infer from the evidence before them the existence of extortion by the Railway servants practised to a greater extent than the customs of the country would have and them to fear might be the case in any similar undertakings; that payments are oftenly to secure priority of service seems probable; and they look to the improved position which their recommendations, if carried out, will secure for the Railway servants, and a fuller publicity being given to the rights of the trading community and the responsibilities of the Railway Company, as practically the best safeguards in this matter.

rough usage passengers.

33. There evidently exists a widespread impression among the natives of the Presidency that third-class passengers, in the absence of the higher officials,

subjected to rough usage and disrespect at the hands of the subordinates on the Madras Railway; but the Commission are not satisfied that more energy has been used than the requirements of Railway travelling, with a native community quite inappreciative of the value of time, would justify; at the same time they would observe that the grounds for such complaints should decrease each year, and the subject certainly demands the unremitting vigilance of the higher Railway officials.

They think that, were more importance attached to the rule that Station Masters should invariably speak the language of the district in which they serve, and as often as possible be residents of the locality, there would be fewer complaints than there are now, and possibly less ground for them.

34. The Commission are convinced that, for an Assistant Traffic Manager to be efficient, he must be able to converse with the natives of the country in a language they understand; and they recommend that the existing divisional staff be at once so strengthened that one member at a time may be relieved of all duty for the purpose of passing the Civil Service Test in one of the languages of Southern India, sufficient inducement being offered by an increase of pay to passed incumbents, and no appointment to this staff being in future permitted except conditionally on the language being passed within a certain fixed period.

They consider that the proved existence of practices in direct contravention of existing rules, the time occupied in the settlement of claims, the want of publicity of the Company's rules, the delay in the delivery of goods, all point alike to the urgent necessity for materially increasing the divisional traffic staff; and they would record their opinion that it is in every way desirable that natives should be encouraged to qualify for these appointments, for which, in their opinion, native characteristics render them eminently suitable.

35. The Commission have considered the question of paying Station Masters an allowance based on the increase to the goods traffic passing through their hands, in addition to their fixed pay; but, in deference

to the objections urged by the Railway authorities, they have abandoned the proposal for the entertainment of "Traffic Inspectors" at a rate of pay slightly superior to that of Station Masters, their duty being to travel about the country within certain positions to bid for traffic, explain rates and rules, give information generally to traders, and report to the Traffic Manager on all points connected with existing or probable traffic. The Commission consider that these Traffic Inspectors should, in addition to their fixed salary, receive an allowance based on such goods traffic in their divisions as is in excess of a standard to be fixed by the Traffic Manager; and that it is essential that such officials should be natives conversant with the locality to which they are appointed. They have no doubt that a wholesome check, which is wanting under the present system, would thus be exercised over the arrangements of the Goods Clerks and Station Masters.

36. Some of the witnesses examined before the Commission, laying great stress on the want of publicity which they consider to have characterised the Company's arrangements hitherto, have strongly recommended receiving houses being established at the large centres of trade off the line, where the Company should furnish information, receive goods, and accept the responsibility for their custody and safe delivery. The Commission would be glad to see the experiment tried, but they think the objects in view will be to some extent secured if their proposals for "Traffic Inspectors," "light

offered by the Railway management. How that encouragement can best be afforded may safely be left to the Company, but the Commission record it as their opinion that the obligation exists to provide at every station of any importance, and wherever any but a mere nominal stoppage takes place, a supply of good drinking water at the hands of a Vaishnava Brahmin, an arrangement which appears best adapted to meet the wants of the majority of the caste passengers.

46. The Commission recommend that, in deference to the very strongly expressed views of the native witnesses, partitions of an inexpensive description and a water cistern be added to all existing latrines at the more important stations; and that, in the new latrines proposed for certain principal stations, an arrangement somewhat similar to that in use on State Railways (of which plans have been laid before the Commission), be adopted.

Should these be found to answer, they recommend that the existing native latrines, at all principal stations, be modified in the way best adapted, at a reasonable cost, to secure the successful adoption of the dry-earth system, and the comparative privacy which the plan, above alluded to, appears to afford.

47. The Commission observe that the pressing want of third-class waiting-rooms has been already fully recognised, and to a great extent met, by the Railway Company, to whom they feel they may confidently leave what yet remains to be done.

48. The evidence to the effect that at times, and especially on occasions of feasts, there has been overcrowding in the third-class carriages is irresistible; but they are quite satisfied that the accommodation provided at present, each compartment holding ten in the day trains, is sufficient. They, however, consider that more than eight ought not to be put into this compartment by night trains, and that the practice of permitting the number authorised for a compartment to be exceeded ought to be discouraged by the Company in every possible way; that the fullest publicity should be afforded to the authorised practice; that every encouragement be offered to passengers to bring to the notice of the Agent any infringement of it; and that a more liberal provision of rolling-stock should be made to meet the occasionally abnormal demands for accommodation, which it would appear from the evidence most frequently give rise to the overcrowding complained of.

49. The Commission are of opinion that the provision of chuttrums beyond the station boundaries, but adjoining the premises, for the accommodation of passengers halting at stations, though very advisable, may fitly be left to private enterprise; but that the Government and the Railway Company may in connection with Fund Boards do much to encourage such desirable institutions.

50. The evidence leaves little room to doubt that fuller publicity of the Company's arrangements for the convenience of passengers would greatly tend to their comfort. With this object the Commission recommend that the existing rules of the Company be rigidly enforced, especially those providing that the name of the station and the duration of each halt be distinctly notified in the vernacular, that third-class carriage doors be thrown open on the arrival of each train, and a minutes' bell be rung before its departure.

The Commission further recommend that movable sign boards, notifying in the vernacular the duration of the halt, should be placed in a prominent position and adjacent to each train arriving at a station where it halts for more than three minutes.

51. The Commission consider that more attention is needed to the rule that ticket windows be opened for stated periods before the arrival of the train, and that these Ticket Offices.

rules should be painted legibly in the vernacular above the ticket window.

52. The Commission recommend that a concise selection from the rules of the Company relating to the comfort and privileges of passengers be affixed on a board to the inside of every carriage, and in a permanent position on the walls of all stations; a small time-table book containing the same information in the vernacular being prepared and exposed for sale at the lowest possible price at every station along the line.

53. In conclusion, the Commission here summarise their recommendations:— Summary.

Rates and Classification.

(1.) That the rates be lowered in certain instances,

For fragile articles,
Salt,
Unpressed cotton,
Coffee,
Timber,

and probably for

Piece goods and twists,
Gingelly seeds,
Cotton seed.

- (2.) That publicity be given to special and other rates as detailed in paragraph 18.
(3.) That the classification list be simplified and printed in the vernacular and liberally distributed.
(4.) That a Complaint Department under the control of the Agent and Manager be instituted.

Arrangements for receipt, custody, despatch, and delivery of goods.

) That the existing rule ordering the despatch of all consignments in the their numbers be brought under special scrutiny of divisional officer.
That the system of charging excess on re-weight for prepaid goods be abandoned.

) That trucks delayed at forwarding stations be brought under the same scrutiny as trucks *en route*.

4.) That the goods receipt note give the following information:—

"Date and hour of receipt."
"Number."
"Description."
"Weight."
"Descriptive marks."
"Rail charge."
"Probable date of arrival."

- (5.) That the demurrage charge, should not commence till twenty-four hours after the probable date of arrival.
- (6.) That with overdue goods advice notes be sent on arrival to the consignees, and the demurrage period be extended to thirty-six hours.
- (7.) That extra shed accommodation be provided at Adoni, Cuddapah, and Avenashy.

The conditions of the Railway service.

- (1.) That a "Retiring Fund" be instituted.
- (2.) That no Railway servant drawing more than 20 Rupees monthly be dismissed except by the Agent and Manager.
- (3.) That a "conduct book," to replace the "fining system," be opened.

Relations of the Railway servants with the public.

- (1.) That the rule should be rigidly enforced that Station Masters should speak the language of the districts in which they serve, and be, as often as possible, men of the locality.
- (2.) That the divisional staff be sufficiently increased, and that each officer consecutively may be taken off duty to give him time to pass in a vernacular; the pay of passed incumbents being increased, and no appointment on this staff being made except to passed candidates.
- (3.) That the divisional staff be largely augmented, and that in future natives be encouraged to qualify for the appointment.

Railway Agency for the attraction of Traffic.

- (1.) That Native Traffic Canvassers be appointed and paid a commission on the extra goods they attract, in addition to their fixed salary.

The alignment of the Railway and its connection with Towns.

- (1.) That light rail branches, to be worked by the Madras Railway, be opened between the main line and—

Vellore,
Palghaut,
Calicut,

and perhaps also—

Arcot,
Salem,

and that with this view the Madras Railway Company be consulted,

- (2.) That the Bellary branch be extended to Gudduck.

Passenger Accommodation.

- (1.) That passenger rolling-stock be made waterproof.
- (2.) That reserved third-class accommodation be provided to the extent of compartments holding ten, and one compartment holding twenty in every train.
- (3.) That the offer of this accommodation receive the greatest possible publicity and the reservation be rigidly enforced.
- (4.) That latrine accommodation in third-class carriages be tried in the reserved compartments as an experiment.
- (5.) That drinking water for all travellers be provided at all stopping stations.

- (6.) That the existing latrines be modified and that for the new ones the State Railway plan be adopted.

- (7.) That third-class waiting-rooms be provided at all principal stations if not done already.

- (8.) That the Company be called upon to discourage over-crowding, and to provide sufficient rolling-stock for extraordinary occasions.

- (9.) That chuttrums be provided by private enterprise in connection with Local Fund Boards.

- (10.) That names of stations and stopping times be called out in the vernaculars; that carriage doors be all thrown open on arrival, and a five minutes' bell be rung before departure of each train.

- (11.) That sign boards giving in the vernaculars the length of stoppage be prominently posted.

- (12.) That ticket offices be opened, during fixed periods, before the train departs, and the rule be painted in vernacular over the ticket window.

- (13.) That time-tables and a concise code of rules be posted in the vernacular and sold at all stations.

54. The Commission having reviewed the working of the present system on the Madras Railway, and having given shortly their reasons for each of the several recommendations they have made, desire to add that they fully appreciate the peculiarity and extent of the difficulties which beset the management of an undertaking like a Railway in this country; *e.g.*, the want of appreciation of the value of time; the tendency in native character to exaggeration, whether in claims for compensation or complaints; the necessity for conciliating the susceptibilities of natives where caste requirements and family customs cannot be recognised; the trying climate at many parts of the line; the almost insuperable difficulty of supplying in the first instance, and of replacing, members of an educated staff; and the additional difficulty caused by the number of languages spoken in the comparatively small tract of country served: to one or other of which peculiarities may in most instances be traced the irregularities and defects which the Commission have thought it their duty to bring to light.

55. They desire further to record their appreciation of the readiness with which their requests for information have been met, and of the facilities afforded and frequently suggested by the officers of the Company for ascertaining the weak points of the present system, and for making the inquiry of the Commission thorough and effective,

(Signed) G. THORNHILL, *President.*

(") A. DE C. SCOTT, Major, R.E.,
Under Secy. to Government, P.W.D.

(") R. B. ELWIN,
Agent and Manager, Madras Railway.

(") P. MACFADYEN,
*Member of the Legislative Council of
Fort St. George.*

(") J. H. M. SHAW-STEWART, Lt.-Col., R.E.,
Consulting Engineer for Railways.

Members.

ADDENDUM.

The Government in their Order, No. 905, dated 5th April 1875, referred, for investigation by the Railway Commission, the remark made by the Traffic Manager

in his report upon the traffic for the half-year ending June 1874, "that the increased charges of the period under review were due to the accelerated mail service which the Company had been required to introduce."

2. The Commission regret that they were unable to enter upon the discussion of this question before the departure of their President for England. It was found that further information in explanation of the Traffic Manager's figures was essential to the right appreciation of the subject, and these figures were not available before their Proceedings were necessarily closed.

DISSENT BY MR. ELWIN FROM THE RECOMMENDATIONS
OF THE COMMITTEE.

I am sorry to be obliged to dissent from the views expressed by the Commission as to the policy of quoting reduced rates for the traffic now conveyed by road between Palghaut and

Rates and classification. Ponany. The circumstances of this traffic are quite exceptional. The distance from the bazaars at Palghaut to the Railway station is from $2\frac{1}{2}$ to 3 miles. The traffic, if sent by Railway, would have to be carted to the station and then transhipped from country carts into the Railway wagons, conveyed in them to Tiroor, a distance of 55 miles, be there again unloaded and put into boats, and sent thence to its destination, Ponany, by backwater. At present owing to the beforementioned transshipments of goods and the consequent damage to packages by frequent handling, the traffic now finds its way direct by road from Palghaut to Ponany. The bandy-men have an excellent road to travel upon, and they perform the service at a cost to the merchant of from 2-8-0 to 3 per cart, equivalent to a rate throughout by Railway and Canal of about $7\frac{1}{2}$ pies per ton per mile. The Railway Company has long known of the existence of this traffic, and the Traffic Manager concurs with me in thinking that any rate the Company could quote, without absolute loss, would fail to divert the traffic from the road, looking at the great advantage the bandy-men possess in being able to carry the traffic from point to point without break of bulk.

The Commission is perfectly aware that, in all cases where there has been a chance of diverting traffic from the road to the Railway, exceptionally low rates have been quoted, many of such rates being at the present time in existence.

(Signed) R. B. ELWIN.

Madras, 8th May 1875.

I do not coincide with the views expressed by the Commission in the matter of reweighing.

Reweighing. As I understand it the Commission recommends that the weight ascertained at the forwarding station is, right or wrong, to be accepted by the Company at the receiving station as correct. This would be entirely opposed to the Railway management all over the world. Reweighing is one of the principal safeguards which Railway Companies have to rely upon to prevent fraud, and I cannot see that any injustice is done to the merchant in calling upon him to pay for the weight actually carried by the Railway Company at whatever time the correct weight is ascertained, especially as his agents are entitled both at the forwarding and receiving stations to see the goods weighed and to check the charges.

(Signed) R. B. ELWIN.

8th May 1875.

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To give effect to this recommendation would, in my opinion, cause misapprehension and confusion in the minds of Station Masters without securing the object which the Commission has in view, for the fact of the probable date of arrival being entered on the receipt note would not have the effect of accelerating the despatch of the goods in the slightest.

Advice notes "Demurrage."

(Signed) R. B. ELWIN.

Madras, 8th May 1875.

As I am unable to concur in the recommendation of the Commission that, with a view to correct

Alignment of the Rail.

the mistakes made in the original alignment of the Railway, branch lines should be constructed to Arcot, Vellore, Salem, Palghaut, and Calicut, through the agency of the Madras Railway Company, I deem it necessary to record my dissent.

It appears to me that it is too late to consider the question of the alignment of the Railway. The South-West Line should, in my opinion, have been taken *via* the Mount, Poonamallee, Conjeveram, Wallahjabad, Arcot and Vellore, and should have followed the valley of the Palar river, from Vellore to Vaniembady.

The Palar river should have been crossed between Arcot and Conjeveram, and in this way the line would have been saved the cost of bridging the Goriattum and Poiney rivers.

From Vaniembady the line should have been carried through Jollarapet or Tripatore to Bangalore, and thence should have been taken to Toomcoor, Serah, and Herrioor to Bellary and forward to Moodgul and Sholapore.

The terminus on the Western Coast should unquestionably, I think, have been at Cochin instead of Beyypore.

There can be no doubt that the construction of branches to Arcot, Vellore, Salem, Palghaut, and Calicut would prove of immense convenience to the travelling and trading community, but to enable me to advocate their construction by this Company I should be satisfied that there was a chance of their paying a fair return upon the outlay. I am aware that I am in a minority in the belief which I entertain, but I argue that if the main line does not yield a return upon the outlay beyond 3 per cent. there is little chance for the branches to do even that.

The branches may well, I think, be undertaken by private enterprise, and I should be prepared to recommend my Board to extend to the projectors of such schemes every reasonable assistance,

(Signed) R. B. ELWIN,

14th May 1875,

APPENDIX A.

PROCEEDINGS OF THE 24TH FEBRUARY 1875.

Statement of Mr. H. E. CHURCH, Traffic Manager.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

ANSWER.

3. With reference to Mr. Wedderburn's letter paragraphs 3 and 4, there is little or no traffic by road to Bangalore. Men are employed on the road to check the traffic, and practically none is detected.

From Vellore to Bangalore there is an insignificant traffic by road, in order to give employment to cattle, and which no reduction of the Railway rates would check. Salt is purchased at the Vellore Railway Station, at the rate of two cart loads per week. Wine and beer traffic by cart to Bangalore is not known to exist.

The traffic in wine and spirits by rail has largely increased, and is now 1,900 tons annually.

In regard to goods rates there is and must be a minimum charge; it is one rupee.

In my opinion the Railway commands the whole of the wine and spirit traffic. The rate charged does not admit of the free carriage of empties.

The Railway cannot afford to carry minerals or manure at a sufficiently low rate to induce extensive traffic; 5 pies per ton per mile is the "no profit" rate for carriage of Railway materials during construction, but this is not low enough to effect Mr. Wedderburn's object.

The system of allowing Assistant Traffic Managers to make rates for traffic would be most inexpedient.

More than 80 per cent. of the cotton exported at Madras is carried by the Railway, and it would not do to reduce the rate. As a matter of fact 97 per cent. of the cotton exported at Madras during the last three years was brought in by the Railway.

II.—Traffic arrangements for despatch and delivery.

9. What are the general arrangements as regards the receipt, delivery, and despatch of goods at the principal stations?

Despatch.—Everything received in Madras up to 5 P.M. is cleared and despatched by 1-45 P.M. the following day. There is very rarely, and

QUESTION.

ANSWER.

never except in the case of salt, any exception to this. The bulk of the goods for long distances is despatched by the 7-30 p.m. train of the same day on which they are received.

The above degree of celerity of despatch of goods exists at all large stations.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. *Delivery.*—A prepaid advice note is sent, to all consignees that are known, by post, immediately the goods arrive. The bulk of consignees in Madras are not advised because their address is not known.

The address of the consignee can of course always be obtained from the consignor, but it would give more work, as native addresses are long. It is found that consignees take care to call in good time for their goods.

The demurrage revenue is insignificant and varies from 6,000 to 8,000 Rupees per annum.

If the term of grace as respects demurrage were extended to five days, the goods sheds must be enlarged.

There are over half a million (506,016) of consignments in a year, and there must be complaints occasionally.

The Railway Company deliver parcels not addressed "to be left till called for," but it cannot compete in this direction with native carriers working on their own account.

IV.—Custody and care of goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. Complaints on this score are not common.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. The bad packing is shown by the fact that candies of cotton, the sweepings of the goods sheds, as well as grain derived from the same source, are sold for the benefit of the Company at regular intervals.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so, in what situations?

23. There is only a home direction. The difficulty in obtaining assistance from natives is felt greatly in the Traffic Department.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. There is no pension attached to the Railway. Natives prefer Government service, where there is a pension. It is impossible for a native to save money out of his pay unless it is deducted by authority. Native custom is against it.

VI.—Relations of Railway servants with the public.

QUESTION.

ANSWER.

Good natives have left for Government employment, and it is almost impossible to replace them satisfactorily.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

27. All claims are redressed and the Company errs on the side of liberality. In Mr. Atkinson's case no claim was made; he simply requested that his letter (addressed to the Assistant Traffic Manager at Cuddapah) "may be forwarded to head-quarters for such explanation as may be forthcoming."

"DEAR SIR,—I regret to have to report that a tent, sent to me from Madras on 11th instant, is delivered to me to-day soaking wet throughout. It has evidently been submerged entirely on the road; the consequence is that, instead of a new-looking, white tent, I have a discolored, stained piece of cloth that looks twelve months old.

"I do not know that this report is of much use to me as the Railway Company are not likely to give me a new tent, but as you are aware that this is the second new tent that I have had damaged this year by railway mismanagement, I beg that this letter may be forwarded to head-quarters for such explanation as may be forthcoming. The tent is now pitched, and will remain pitched till it is dry if you wish to see it.

"Yours faithfully,

"(Signed) A. J. B. ATKINSON.

"To the Assistant Traffic Manager,

"Madras Railway Company, Cuddapah."

No record can be found of the case of betel leaves sent from Vaniembady to Salem, and Mr. Atkinson has not yet been able to afford any specific information which might enable us to trace it.

28. Is there any foundation for a general charge of extortion by Railway servants, — or corruption, — and are payments made to obtain priority of service?

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28. Charges are often made, but no proof can be obtained. Every care has been taken to obtain evidence when petitions are received. In two cases actions were brought against accusers and damages obtained.

In my opinion there is frequent bribing of the native staff by merchants, but there is no extortion. Priority of service is given to those who bribe. The difficulty of detecting and checking this custom, a custom inherent in the country, is immense.

Increase of salary would not at all meet this difficulty.

VIII.—Railway Agency for the attraction of Traffic.

QUESTION.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

ANSWER.

38. This has been tried; two men, station-masters, were placed on the North-West Line, but they were wanted for other duties and had to be withdrawn. The difficulty is in getting men possessing a thorough knowledge of the vernacular language, combined with a good practical knowledge of Railway working. They recommended a reduction between Tadpatri and Bellary to secure traffic, and it was carried out by reducing cotton piece goods from the 5th to the 2nd class. Equivalent to a reduction from 36 pies per ton per mile to 14 pies per ton per mile. It failed to secure the traffic. It comes from villages 100 miles beyond Bellary and from villages far from the Railway. The necessity for breaking bulk twice to load on to and off rail was the cause of failure.

Depots in towns are beyond the scope of the legitimate work of the Railway and should be left to private enterprise to develop if the want exists, but the closing of the Carrying Company's Agency in all the large towns would lead to the inference that the want does not exist, and that merchants prefer to employ their own bandymen and to take their goods to the Railway station rather than pay an agency fee in the town, and be saved the trouble. A depot of itself would not be attended with any convenience to the merchants, except in connection with a carting establishment to carry goods to and from the Railway Station and the depot, and the only chance of competing with native bandymen in this direction would be to employ a contractor to supply bandies, but as he would be liable at any time to be outbid by native bandymen the depot would be often avoided, and this was no doubt the experience of the Carrying Company who could only maintain a depot by charging a fee for booking as no profit could possibly be made on the carting.

There is no foundation for the accusation of bad allocation of rolling stock; there may be isolated cases, but arrangements are made to prevent this. It is simply a question of management.

PROCEEDINGS OF THE 2ND MARCH 1875.

Statement of MR. JAMES CRAIK, Assistant Traffic Manager, Madras Railway.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. Cotton is charged according to the density to which it is pressed. The rate for loose cotton is high because of the small quantity (in weight) which can be loaded in a wagon and also because more risk attaches to the Company in carrying it. It has been found that cotton in a loose state is more liable to take fire than when pressed.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5—6. The passenger rates are, in my opinion, as low as they should be. I am in favor of a higher rate than 2 pies per mile. It appears to me that the 2 pie rate has had the effect of increasing the number of passengers without materially adding to the receipts. The increase in the number of passengers consequent upon the low rate has, of course, necessitated the running of a greater number of carriages and the working expenses have thereby been increased.

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

II.—Traffic arrangements for despatch and delivery,

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. No.

9. What are the general arrangements as regards the receipt, delivery, and despatch of goods at the principal stations?

9. Advice is always sent to consignees whose addresses are known. The receipt note which is invariably sent by the consignor to the consignee is really an advice note of the despatch of the goods, and is generally so regarded, for, not unfrequently, inquiries are made at stations for goods before they actually arrive.

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2. Can you suggest any improvements in the arrangements for the receipt, despatch, delivery of goods which can reasonably be demanded, and which would tend to increase wishi
ffic?

12. Goods and slow mixed trains now run about 14 miles an hour *through* speed. The maximum loads from Madras to Jollapett are for large engines 35 six-ton wagons.

Small do. 25 do. do.

To obtain full advantage of our engine power the speed of trains ought not to exceed 22 miles an hour between stations or 17 miles an hour *through* speed.

The reduction of load consequent upon the greater speed of mail trains, which frequently run 40 miles an hour between stations, has been the cause of increased expense in working. Only fifteen vehicles are now taken between

QUESTION.

ANSWER.

Madras and Jollarpett by mail trains worked by small engines. Under a former time-table, when the speed was not so great, 22 vehicles were taken. The difference is equivalent to two special trains per week over the whole line. Our mail train service seems to be in advance of district requirements.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

13—14. Yes. Breaking bulk, necessitated by part transit on cart, militates against the traffic for short distances by rail. When goods are carried long distances by cart I think it will be found that the doing so arises from cattle being unemployed for agricultural purposes, or because the points at which the traffic arises and has to be delivered, are situated at some considerable distance from the line of Railway. It may so happen that a merchant having to cart his goods some distance to and from stations, and having perhaps an inducement in the shape of a return load, finds it more profitable to cart them the whole way by road rather than send them by rail, but such cases may be regarded as exceptional, and would not warrant a general reduction in the rates for goods.

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

16. Tramways between Railway stations and towns would not, in my opinion, develop traffic, they would merely carry that which exists.

17. Would feeder roads or tramways enable the railway to absorb any large portion of the local traffic between towns at short distances from each other?

17. Feeder roads are very necessary, the country ought to be much more opened up. I have known cases where loads were carried on the heads of coolies from villages to a station because there were no roads.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. All pilfering when discovered is rigorously prosecuted. Goods are handled quite carefully in this country as in England.

21. What precautions are taken to ensure the safety of goods in transit?

21. In the event of carelessness the man concerned is fined or made to pay the damage, I have heard of only one case of a bottle being taken out of a case. Complaints are not unusually numerous on this line. Every guard takes over the goods loaded in wagons to which he has access, gives receipt for them, and is liable to pay if upon his giving them over they are in worse condition than when he received them.

V.—Employment of Natives in the service of the Railway.

QUESTION.

ANSWER.

22. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. At stations where there is festival traffic, or at which the trading community are principally natives, we find native station masters and other officials most suitable. Eurasians are most useful at junctions and stations where the work is mostly out-door, that is, seeing to the shunting and despatch of trains.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. Station Masters are frequently changed either because they are not fit for the station or on account of promotion. I do not find a general inclination on the part of station masters to leave the Railway, and there has not been any difficulty in obtaining natives for the service.

25. If not, what changes would you suggest?

25. I am opposed to giving station masters any percentage on traffic, and think that the promotion which attends upon good service is the better way to reward them.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general incivility or want of attention on the part of the servants of the Railway Company?

26. There is not, as a rule, any incivility on the part of the Railway servants. The cases of incivility sustained by the public at the hands of Railway servants are, as far as my experience goes, so few and far between that I cannot look upon them as having the slightest effect in retarding the growth of traffic.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

27. Complaints are made without reserve, and the Traffic Manager is easily accessible. There is no unnecessary delay in giving redress; as soon as a complaint is made inquiries are instituted. Whenever the Company's officers are satisfied of the justice of a claim the amount is paid without delay. No prompter mode of settlement could be arranged without a special staff, and that is not advisable. The officers of the Company recognise that it is desirable to satisfy the merchants in every possible way.

28. Is there any foundation for a general charge of extortion by Railway servants,—or of bribery,—and are payments made to obtain priority of service?

28. I have no reason to believe that there is any bribery of station masters.

30. What has been the result of complaints against the Railway Company?

30. A station master is made to clear himself of an accusation by bringing an action against his accuser. No case of bribery has, as far as I know, been established against our people, but damages have been obtained by them for defamation of character.

VIII.—Railway Agency for the attraction of Traffic.

34. What agency exists for the acquisition of a knowledge of the traffic existing in the country within the influence of the Railway, and is this agency fully efficient?

34. Assistant Traffic Managers have no opportunity of going off the line to seek for traffic.

QUESTION.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

37. Is the passage of traffic in opposition to the Railway a subject of observation and inquiry, and by whom, and are rates regulated accordingly?

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

ANSWER.

35. Station Masters have time to communicate with the merchants of neighbouring towns. Energy in the development of traffic would be noticed, and promotion would follow.

37. A great deal of information is obtained through station masters, who by inquiries amongst merchants make themselves acquainted with everything relating to the trade of the district, and report to the Traffic Managers.

38. I do not think any good would result from the appointment of traffic canvassers. There is no opposition, and the natives are quite alive to the advantages of the Railway.

39. The decrease in traffic in 1874 was owing principally to the interruptions by a whole absence of special material traffic, and to a secondary degree to a less demand for grains as compared with previous year, the

PROCEEDINGS OF THE 16TH MARCH 1875.

Statement of MR. A. J. B. ATKINSON, Assistant Collector, Cuddapah District.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. The complaint of high rates on the Madras Railway is general. I can only instar one, that for unpressed cotton. There are two presses in my district, Messrs. Arbuthnot's steam press at Cuddapah, and Messrs. Dymally and Co.'s hand press at Poddutur. If the rate for unpressed cotton between Poddutur and Cuddapah were reduced, cotton that is now carried by road to the latter place would be carried on the line; the people must, however, be told of the change which would be much appreciated. I have heard no complaint on the subject of unpressed cotton between Cuddapah

QUESTION.

ANSWER.

and Madras. I recommend reduction in no other rate. Lower rates already exist from the out-stations to cotton presses in the Bellary District. Why not apply those lower rates to Cuddapah? I understood it to be stated that a steam press was to be started at Yerraguntla; if so, I do not think that my argument will hold water.

2. I do not know.

3. Only unpressed cotton.

4. More stations are required for the picking up of goods and parcels, *e. g.*, at Shettikunta or any other convenient place between Balapalli and Kodur. The traffic would be principally grain, red-wood, and jungle produce. Reddipally station is inconveniently situated; it should be two miles nearer Pullampet.

5. Yes.

6. No.

2. Is the classification too complicated, and can you suggest any improvement?

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

7. There is hardly sufficient grounds for a general charge, but there are many specific charges.

8. See my letter. If a local officer is thus treated others would probably fare worse. I consider the traffic arrangements at Cuddapah very unsatisfactory, the complaints are very numerous there. In the case I give in my letter, of seeds, no notice was sent me of arrival. I think if it is done in one case it should be in all.

11. Yes. There is considerable uncertainty attaching to the receipt of small parcels and great delay in despatch of goods; a man going to inquire for a parcel is sent from clerk to clerk and would have endless trouble in finding it; the station staff did not seem to know whether it would be found in the goods shed, in the booking office, or elsewhere.

11. What is the degree of certainty as respects the date of despatch and arrival of goods

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignees?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13—14. Arcot is, I think, an instance in point; goods would, I believe, be sent between Arcot and Vellore by train if there were branch lines connecting the main line with the towns.

QUESTION.

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

17. Would feeder roads or tramways enable the railway to absorb any large portion of the local traffic between towns at short distances from each other?

IV.—Custody and care of goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

ANSWER.

15. In Cuddapah there are sufficient feeders.

16. No.

17. Yes. The Rapur ghaut road should be joined to the Chittavel road. A road from Yerraguntla to Kodur would not, in my opinion, prove a particularly useful feeder.

18. There are very many complaints.

19. See my letter.

20. Damage is mostly due to careless handling. I have myself seen parcels chucked out, packages of betel leaves and tobacco are often so treated.

I have seen a man complain of ill-usage of goods and get no redress, it was about tobacco, at Kondapuram quite lately. The Railway Company, in my opinion, ought to refuse to receive ill-packed goods.

22. There ought to be such alterations present arrangements that tents could not covered with oil. In the case referred to in my letter I expected no redress, felt sure I should never get it, and, therefore, asked for none.

23. As far as I know on the North-West Line sufficient natives are employed. In my opinion natives are preferable to East Indians; they not only deal better with natives, but they have more personal friends in the adjacent towns and exercise more influence outside the station.

An East Indian would, in my opinion, be likely to lose his head sooner in cases of emergency.

QUESTION.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

29. If so can you adduce any instances of such

ANSWER.

24. I do not know.

26. No. Not for a general charge.

27. Yes. My servant and I travelled from Cuddapah, the former was turned out of his carriage by a porter, I think, improperly. I complained to the station master, but I do not know what steps he took. I have not heard any complaint by others.

28—29. I cannot say I think there are grounds for a "general charge;" this would be too sweeping. See my letters. I fancy there is a general "mamool," and that as people generally pay to secure priority of service, no man will complain. If a man refused to pay I believe he would not get a wagon. The man who spoke to me on the subject evidently believed that it was so in his case. I have been repeatedly told that goods clerks are in the habit of acting thus. I do not think that this charge is confined to the Railway, it may be made against every department in the country. In the event of a man not paying I believe he would be kept out of his truck for a considerable time. Regarding the phrase "general charge," what I mean is, that the instances I can give of my own personal knowledge do not amount to a "general charge." It seems to me that when the Commission has taken all the evidence it thinks necessary, it will be easily able to decide whether the admitted specific instances on which it can rely are sufficient in number to constitute a "general charge." I do not see how any one individual can decide such a question.

30. What has been the result of complaints on his account?

30. People do not complain; they are afraid to do so. I doubt whether it is looked upon by them as a great grievance, e.g., a man having two bundles of betel leaves to despatch brings them late, and he pays the goods clerk to book them after the right time against the rules, he would not complain.

31. Can you suggest any precautions to prevent incivility, or bribery?

31. I have never heard of a charge of incivility against a Railway servant. The pay of goods clerks might perhaps be raised with advantage; it would, I think, be good economy to pay them well. I am not at all sure that the system of despatching goods in the order of

QUESTION.

- (8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.
- (9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.
- (10.) "That no water is supplied near these places as is done on all other Railways in India.
- (11.) "That there are no waiting-rooms for third-class passengers.
- (12.) "That the number fixed for a third-class carriage is too large.
- (13.) "That there are no halting places or chuttrums within the compound of the Railway Stations.
- (14.) "That trains do not stop at each station for definite periods.
- (15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.
- (16.) "That the carriages are often very dirty.
- (17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

- (8.) In my experience water is supplied at every station as a matter of charity by some one or other. The filters are large enough.
- (9.) I do not think partitions would meet the complaint.
- (10.) I think water ought to be supplied.
- (11.) They are much appreciated.
- (12.) They are disordered and crowded by reason of the bundles. I have never counted out an overcrowded carriage myself, but I have seen a railway officer do it. I really do not think now that overcrowding is a ground of complaint. I was of a different opinion at one time, but the more I see of natives the more I find that they prefer to congregate.
- (13.) I think this is no ground for complaint.
- (14.) I have never known lost time made up by cutting short authorized stopping time at stations.
15. Refreshments are not required by natives.
- (16.) I have heard no complaint.
17. There is overcrowding in getting tickets. I think there would be no advantage in selling tickets outside the station. I think there are solid reasons against such an arrangement. One will suffice. What possible check could be had against extortion?

"From A. J. B. ARKINSON, Esq., Acting Head Assistant Collector of Cuddapah, to the Collector of Cuddapah, dated Camp Wontimettah, 5th November 1874, No. 263.

"SIR,—I have the honor to offer the following observations on Lieutenant-Colonel Shaw-Stewart's letter, No. 901, dated 24th September last, communicated with your foot-note, No. 436 of 5th instant.

"2. It is an admitted fact that the railway is not popular with the ryots and traders of these parts, and also that confidence, that "plant of slow growth," is not fostered by the Railway Company as it should be. I believe that I am entitled to speak

QUESTION.

ANSWER.

with some weight on this question having, during all my service, been employed in districts through which a railway passes and having been located close to the line. I have also paid the subject some attention.

"3. My experience is that there are four reasons which render the railway unpopular as regards traffic.

"1st.—The rates are prohibitive in many cases.

"2nd.—The petty pilferings of the railway officials are constant, and a complaint leads to no discovery.

"3rd.—Besides the rate of carriage a *douceur* is required to get a goods' clerk or it may be a station-master to find a wagon or to give quick despatch.

"4th.—The refusal of the Railway Company to give redress for damage.

"4. I do not think that if the three last grounds of complaint were removed the rates alone, heavy as they are, would be found fault with. But I will give an instance which came under my own personal knowledge at Yerraguntla. A cart-load of unpressed cotton could be and was sent to Madras for Rs. 19. The Railway Company's charge for the same quantity was Rs. 22.

"Now, I am aware that unpressed cotton is heavily rated on account of its liability to catch fire from the sparks from the engine, &c., and that it is combustible when damp and moving through the air. But it has been entirely overlooked, 1st, that speed is of little account here, and, 2ndly, that it is immaterial to a ryot when once he yokes his bullocks in seasons when no agriculture is possible whether he travels 10 miles or 100 miles. In point of fact he prefers the longer distance, especially if it leads, as it the more often does, to a place of size whence the ryot can get a return load. The bandy-man, who was also the owner of the load, a ryot of Palloor, with whom I talked at Yerraguntla, told me that he was carrying his unpressed cotton from Prodatoor to Cuddapah to be pressed, that he wanted it pressed at Cuddapah, that the railway charge was too dear, that he had nothing to do with his cattle then, and that he wanted rice which he could buy at Cuddapah and bring back. He went on to say that he often carried for hire other person's articles, but that it was not worth his while to take them to Yerraguntla to put on the train because, as he said, "my cart has to come back empty and I have to feed myself and cattle." I believe the above to be a fair specimen of the argument used by the traders. The rates are too high, and the railway line by a mistake does not touch the towns. This latter

QUESTION.

ANSWER.

their numbers is universally followed. I have seen goods put aside and delayed because they were awkwardly shaped.

VII.—Railway Establishment.

32. Are the Railway establishments, as at present constituted, fully capable of coping with the goods and passenger traffic? 32. Not always, in my opinion; there are too few porters.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway? 35. I think not, they have no time; the only influence they can have is with those people who actually come to the station. East Indian station masters exercise even less influence than natives. I think station masters are not allowed to leave their stations! The question is apt to mislead unless one knows this.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager? 38. I think not; hand-bills would, I think, do good as also a more frequent use of District Gazettes and tom-toms. A man travelling about would be of no use. I think when the superior officers of the Railway Company or Consulting Engineer's department go up-country they might communicate more with the people than they do. I think the superior officers would be better than, a subordinate specially deputed for the purpose, often so if a special Agent be sent he must be in position to bind the Company by his representation. The Pullampett people for instance are peobacco, familiar with all the railway rates and arrangements, no good would be gained by sending a man to them, the agency used must carry weight. I do not think that men in the position of present Assistant Traffic Managers would carry sufficient weight, nor do I think that native canvassers on 80 or 90 Rupees a month would do any good whatever. Merchants in the immediate neighbourhood of the line have information of every kind regarding railway arrangements. The people at large centre trade would fully appreciate the attendance of fixed intervals of the superior officers to deal with trade questions and dispose of complaints summarily. There is certainly something to be done in this direction; but the agency must be of a superior description to show the natives that interest is taken in their affairs. The Government officers must go. The bigger the official the greater weight he will carry in these parts. Nobody but the President of this Commission would have satisfied the people in these parts.

QUESTION.

ANSWER.

the earth-salt question. No Collector with full powers would have done. The people know who's who.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks which will account for it during the year 1874? 39—40. I do not know.
40. Will changes in the export or import trade of that or proximate years explain the falling off?

X.—Passenger Accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist? 41. More 3rd-class waiting rooms are wanted, particularly at Cuddapah.

42. Do you concur in any of the following complaints:—

- (1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. The carriages have no shutters, nor are they partitioned." (1.) 3rd class-carriages are not rain-proof, and require shutters.
- (2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved." (2.) No.
- (3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage." (3.) No.
- (4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex." (4.) No. Ladies compartments are generally empty.
- (5.) "Nor is there similar provision for European and Eurasian passengers." 5. No.
- (6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers." 6. No.
- (7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages." (7.) I think that latrines in a third class carriage would be a nuisance. I have never seen one. I take this on Mr. Elwin's authority. He should know.

QUESTION.

ANSWER.

mistake is very serious. The conception that towns in India would come to the line was based on ignorance of the conservative feeling of the natives of this country. For instance, a man wants to carry goods from Arcot to Vellore and bring back goods. If he yokes his bullocks he has sixteen miles of road to go and sixteen to return. If he uses the rail he has to cart four miles to Arcot station, break his bulk, load his goods on a wagon, have it driven by rail to Vellore station, unload it, break bulk again, recart, and carry five miles to Vellore town. In addition to this he has to pay two tolls on the Arcot ferry and on the Vellore bridge. He will never use the rail.

"The principal remedy required under this head is, I believe, loop-lines from the main to the town. Arcot, Vellore, Salem, Coimbatore on the South-West Line; Tripaty, Cuddapah, Poddutur Tadpatry, and Gooty and the North-West Line, all required to be tapped.

"The evil has been seen and remedied in the case of Conjeveram. It is perfectly well known that a trip to one place alone costs far more in proportion than a trip there and back. I think also that empty wagons that often travel empty might be filled if notice was given and goods carried at, say, half price. The wagons must go, and 'half a loaf is better than none'.

"5. PETTY PILFERINGS, &c., BY THE RAILWAY OFFICIALS.—I have been told of this time out of number. It is chiefly carried on in articles such as betel-leaves, gunny-bags or gunny-bundles, twist, mats, Vellam bark, tobacco, and such like things. A hole in the cover showing a piece of the contents is quite sufficient temptation for the entrance of a hand and a subtraction of part of the bundle. I am not writing now of the larger thefts that sometimes occur, of boxes of liquor put out of the train and all the bottles corked but empty, of bags cut from top to bottom, or of rubbish stuffed into a bundle to make up the bulk taken out. All those cases have happened to my own knowledge. But I am writing of the petty thefts, the scraps torn off here, the pieces devoured there, and the morsels subtracted everywhere. These make up to the full the trader's annoyances. I believe that most of these petty pilferings are due to carelessness at the first, arising from careless handling owing to the staff being pinched to its lowest possible limit as to numbers which are below what the traffic requires; bundles are flung out of a wagon on to the platform or staging anyhow, anything to be rid of them. The wrapper bursts at an end from ill-usage, and a hitherto concealed

QUESTION.

ANSWER.

delicacy tempts from its very ease of taking and immunity from discovery. A complaint made of such a trifling loss is put aside because it is trifling. The departments of the Railway Company instead of assisting one another to the best of each department's power wrangle at one another and bring counter charges. I am of opinion that what is wanted here is a responsibility that shall be felt to belong either to the person who superintends the loading or the unloading better and more careful handling of goods, a voucher sent on with the goods from the loading station to the unloading station certifying to the state of packages as loaded, and a voucher given by the Superintendent after unloading. I think also that the system of demurrage as now worked is annoying. The notice of the arrival of goods is not sent as quickly as it might be, in some cases it is not sent at all. The addressee of the package is left to find out that his package has come and then is told that he shall not have it until he pays demurrage. I know two cases of the kind that happened this year at Cuddapah, one for the Sub-Collector for a package of Government seeds, one for myself for a tent. Demurrage was claimed on the former, resisted, and not paid, and no notice had ever been received at all. In the latter case also no notice was ever sent, and I was told in person that my package had not arrived when at the very time it had been lying five days in the goods shed. It is only fair to suppose that similar causes of complaint arise among native traders.

"6. DOUCEURS, &c.—The last time I talked over this matter was some months back with a Cuddapah merchant; it was at the time that a suggestion had been made to send a Railway officer into the villages to demonstrate what a fine thing the Railway was, and to exhort the people to entrust their goods to it! The merchant complained, I remember, that when he sent his Goomastah to the station with his goods he had always to send more money by him than the fare, in order to pay the Company's servants. I remember his telling me of an instance in which an excuse was brought him that no wagon was available, but that a few rupees found one during the day. I questioned him as to whether his Goomastah did not steal his money, and then say that he had paid Railway servants with it. He insisted to the contrary, and clenched his argument by stating that his Goomastah was not worse than other men's Goomastahs, that all merchants suffered in the same manner, and paid in proportion to their requirements. This complaint has been stated to me in another way. It comes to this, the better the tip, the priority of despatch.

QUESTION.

ANSWER.

"I know that it is very difficult to substantiate a charge of this nature, but besides that, even if it were substantiated, the Railway subordinates have so many ways of harassing passengers or traders through their persons or pockets, and would be so sure to use their powers, that it is better, as a native argues, to pay now than be on bad terms for ever, or have to pay more to get a good footing again. The native mind makes its owner "rather bear those ills we have than fly to others that we know not of."

"I believe that the goods' clerks are overworked and underpaid. I think, too, that something might be done in the way of numbering goods, notices, or receipts, and that goods should be despatched according to their numbers. It is a common thing to keep goods until there are sufficient to fill a wagon or to put a package aside because it is too large or too small to complete a load. The consequence in the case of perishable articles is at once disastrous, and in the case of materials or other bulky articles the delay may be in many cases equally serious, leading to inconveniences or even to breaches of contract on the part of the addressee. Again, wagons are sometimes really wanting. I was told of pressed cotton being kept at Yerraguntla station three days because wagons were not available, being in use for carrying Railway material to Raichoor—and the cotton had to meet an engagement in Madras and be loaded on shipboard by a certain day to fulfil a contract and catch a steamer. This is undoubtedly a rare case, but it seems to show that the rolling stock is not sufficient. The fact throws a doubt as to how the Company could manage in the case of a famine or a war.

"7. ABSENCE OF REDRESS, &c.—The reason of this unwillingness on the part of the Railway Company is not far to seek, but I believe it to be a greater cause of unpopularity than either of the other three, or, I may say, of even the above three put together. The unwillingness to grant redress arises from the fact of the Railway Company being a monopoly; there is no competition here as in England—the Railway Company are very powerful, and have it all their own way. I lay it down as an axiom that the Railway Company will admit nothing and will pay no damage unless forced by a Court of Law. Politically, I call such action a great mistake. The Railway should err on the side of liberality rather than deny, haggle, throw obstacles, and make amends a burthen to the man that asks and to the man that gives. Confidence will, in my humble opinion, never be generated in this country unless faults are freely admitted,

QUESTION.

ANSWER.

amply atoned for, and speedily remedied. Doubtless at first many claims might be put in that should properly be thrown out, but the present system is as follows, and is shown in a case of my own that happened this very year, in which I know very well that I shall get no redress unless I force it through a suit. I had a new tent delivered to me in Cuddapah wringing wet, through gunny and matting, which took two days to dry, and which although never pitched before looked a year old from the stains all over its outside. I reported this, and I am now told that the Company regrets that the package lay at Arconum in a wagon without a tarpaulin over it, and that no delay occurred in its transmission. What the last excuse has to do with it I confess I do not see. Anyhow the tent cost me Rupees 70; if I sold it now I might get Rupees 25 (it has been used twice); clearly it seems to me that I am a loser by the Railway Company's negligence of Rupees 45 at this very day. And the excuse about the absence of delay shows me quite plainly that the Madras Railway Company have no intention whatever of making or even offering any compensation. This is the second case that has happened to myself this very year. I have put my own case as I believe positive facts are better than theories, and I have written plainly because I gather from Colonel Shaw-Stewart's letter that the matter of Railway traffic is becoming serious, and that the time of "prophesying smooth things" has passed. I will give an instance of damage which came under my notice in Salem. A man sent half a wagon load of betel-leaves from Vaniembady to Salem, and insisted on having and paid for a covered wagon to carry them. At the very next station, Jollarpet, they were turned out, put into an open wagon which was not full, and sent on to Salem. When they arrived they were rotten and useless. I brought this case myself to the notice of the Railway Company, and it was some time before they would even look at it. When I left the Salem District the matter had been under Railway inquiry, for, I believe I am right in saying, at least six months, and I left it unfinished. It seems to me that the proper course for the Company was to have said at once: "Yes! your loss is so much—it happened by a mistake or a fault of our station master at Jollarpet. Here is the value of your leaves besides what you paid for carriage." The old Latin adage is very applicable to cases of this kind, *bis dat qui cito dat*; and the influence for good that one such promptitude of admission and payment would confer on the Railway traffic receipts would, I believe, be very soon seen in the practical increase of receipts.

QUESTION.

ANSWER.

"8. I would therefore suggest, for the consideration of the Railway Company, the following points :—

- "(a.) Make loop-lines.
- "(b.) Reduce your rates.
- "(c.) Handle goods more carefully.
- "(d.) If necessary increase your staff.
- "(e.) Keep your servants far removed from temptation by fair wages, and do not expect too much for little hire.
- "(f.) If necessary increase your rolling stock.
- "(g.) Admit damages caused by yourselves.
- "(h.) Pay liberally and promptly.

"I believe items (a) (c) (e) and (h) to be the important items, and the most important of these is (h).

"9. I have considered the question of paying station masters a percentage on all traffic that comes beyond a certain amount either that exists now or to be fixed. I have, however, discarded it, as it appears to me that it would be impossible to ascertain how much was due to each man's individual efforts.

"10. I gather from the letter under reply that goods traffic is alone the subject of comment at present. It should, however, be understood that the passenger traffic also is faulty in many respects."

PROCEEDINGS OF 15TH MARCH 1875,

Statement of M. R. VENKATARAMAYAH, Tahsildar of Erode.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

ANSWER.

7—8. Great delay has been experienced in the receipt as well as in the delivery of goods.

In August last I had to get a supply of wood for the Municipal works at Erode from Conjeevaram Station; there was a delay of eight days before I received them from the date of their being booked at the original station. Besides which I was put to unnecessary expense in loading and unloading.

I sent a man on four consecutive days; the officials made excuses, and I was given to understand that unless I paid the officials I should

QUESTION.

ANSWER.

not obtain delivery of the goods; I did not offer payment. I spoke to the station master myself; he said the crane was not present, afterwards I sent my Revenue Inspector. Subsequently Mr. Macgregor, the Deputy Collector, wrote to the station master and the goods were then delivered. My impression is, and I have heard many rumours to the same effect, that a payment would have secured prompt delivery. Mr. Webber who had charge of the crane, said he had no time to attend to it. The Revenue Inspector's writer was distinctly asked for one rupee as payment for the use of the crane. The timber was consigned to my Revenue Inspector's writer, who was sent to Palghat to fetch it for the municipal work.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. The Railway Company do not guarantee the time of delivery of goods, which ought to be stated in the receipts for goods; the omission prevents merchants from consigning goods to their Agents and from calculating on certain profits. With merchants time is everything; the date of arrival of goods should be so arranged as to prevent people from being liable to pay for the goods, and to ensure their presence at the station to have their goods. I am a merchant of this place, by name Sahib; he sent, on the 17th February one hundred and six, and again on the 1st of this month, one hundred and ninety-nine bundles of chillies together with eighteen bundles of saffron; these were not delivered till the 4th March 1875, and then one hundred and eighty bundles only were delivered; the rest were delivered a few days subsequently. The consignee being certain of the receipt of his goods from Erode in three days as usual made a bargain with a merchant at Calicut to let him have the chillies at 43 Rupees per candy, but this time having expired, for want of receipt of the goods in due time, he was obliged to sell his goods at a loss of 4 Rupees per candy. I know of another instance of delay, a consignment of plantains was distributed in the Erode station to any one who would have them, they being of no value to the owners owing to the delay in their transit.

Hundreds of carts are now employed between Erode, Pollachi, Palghat, Utamalapalli, and Coimbatore, because of the uncertainty in delivery by rail. The exact number of carts can be found from the various Municipal returns.

QUESTION.

ANSWER.

The road from Erode to Seypalli is quite worn out although recently repaired. There are nineteen markets, of which seven are large ones in my taluq.

III.—Alignment of the Railway and its connection with towns.

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

16. Tramways would be sources of great convenience to merchants and would tend to the increase of traffic. I would suggest the construction of tramways to Udumalapettai and to Pullachi, both being places of great commerce, and the latter a resort of many pilgrims; a tramway from Wutkalli to Palni *via* Kongium and Dhārāpuram, and another from Pothanoor to Pulni *via* Pollachi and Udumalapettai would be good: the latter would convey Anāmallai timber, the former the products of my district, and pilgrims.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. I have on several occasions heard complaints of loss and injury to goods while in the custody of the Company owing to the carelessness of the junior servants, who, I have seen, throw the bundles or cases without any regard to the contents thereof, and sometimes things are damaged by sparks of fire flying from the engine.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

19. Brass pots are brought in large quantities from Conjeveram, Tanjore, Cālastry and other places by road for fear of damage through rough handling on the Railway. The rate no doubt affects the question. A lower rate would, I believe, drive the carts off the road. Betel leaves are much damaged by rough handling on the Railway. The bullocks used in the carts I here refer to are not plough cattle.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

23. Natives always expect civility at the hands of the station officers, and it is only on their finding it that they resort to the Railway.

Natives alone know their customs, and the employment of natives of respectability would, therefore, be advantageous.

Poor people experience incivility at the hands of station masters.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. Railway service is now beginning to be esteemed by natives of good capacity, but the great drawback in the service is the sudden transfers to distant stations without any notice being given. Station masters and others are

QUESTION.

ANSWER.

too often summarily and arbitrarily dismissed without due inquiry, and frequent transfers make the appointment unpopular. I have myself known six or seven station masters at Erode in three years.

This system affects prejudicially the intercourse between the merchants and the Railway officials.

VI.—Relations of Railway Servants with the public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Incivility and want of attention on the part of the Company's servants towards merchants who carry goods and passengers tend greatly to tell against the interests of the Company and produces an impression in the minds of the people at large that they had better resort to other means.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. No.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. The employment of separate agency to explain the rules and the rates of the Railway Company to the people in the country far from the stations would, I believe, greatly increase the traffic.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks which will account for it during the year 1874?

39. In addition to the causes I have given in my evidence for the falling off of traffic I may add another. The Traffic Manager in one particular case in regard to certain merchants of Erode paid no heed to a complaint preferred to him in writing respecting the trouble experienced from Railway officials in the receipt and despatch of goods, and the consequence is these merchants now carry on their traffic by the public road. Another cause of deficiency of traffic is that the produce of each taluq is scarcely sufficient to supply the wants of its own people. It is only in case of excess that people transmit goods to other countries.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally con-

41. The accommodation awarded to the natives in third-class carriages is not sufficient;

QUESTION.

sidered sufficient, and, if not, in what do the defects consist?

42. Do you concur in any of the following complaints:—

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of natives passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(13.) "That there are no halting places or chuttrams within the compound of the Railway stations.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

60 or 70 passengers are sometimes put into each of them to the great inconvenience of those travelling. I would suggest that not more than four persons be obliged to sit on each seat; sometimes there are only two carriages attached to the mail train. I saw people very much crowded last night. I have seen people forcibly pushed into a carriage when many were already standing. I have never myself actually counted the passengers in an overcrowded carriage but I have often heard complaints by people of overcrowding made both to ticket collectors and others.

(4.) I would not allow the female members of my family to occupy a compartment with other caste females. I should prefer to take them with me. If compartments for females were provided, I should not allow my family to use them.

(8.) Every one, except the thread bearing castes, will drink the water provided by an "Audy" caste man.

(9.) Small partitions in the present latrines are much required; most of the latrines are decent. I have made use of them myself.

The latrines at the Erode station are an exception to the above remark; they require more careful supervision.

(13.)—The waiting-room at Erode for third-class passengers is a great convenience; benches would be a great accommodation; the present is insufficient.

(14.)—The order to announce length of stay of a train at a station is not carried out at Jollarpet or Salem.

(17.) That tickets cannot be conveniently procured by passengers is a fact I have seen myself. I believe the station officials make it a rule to commence booking when the train is in sight and not before, when numbers of passenger impatient to get into the train for fear of being left behind rush to the ticket-room and obtain their tickets with great difficulty and often with loss of change. I would suggest that passengers be booked earlier.

I think the causes above stated deter people from travelling as much as they would otherwise.

Statement of R. T. RAJAGOPAL CHARRY, Tahsildar of Salem.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

2. Is the classification too complicated, and can you suggest any improvement?

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

11. What is the degree of certainty as respects the date of despatch and arrival of goods

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

ANSWER.

1. No.

2. No. The classification is easily understood.

3. No.

4. No.

5. Yes. The majority think the rates fair. The 4th-class rate is a good measure, but the rate of travelling is too slow. The measure is beneficial to the Railway Company as well as to the public. People now travel by it who formerly walked.

6. No.

7. There may be individual cases. I have heard complaints on this subject from cloth merchants, but not from grain merchants; very few people say they have to pay for priority of service. I have never personally known such a case; but I think it might happen. The feeling that the demand may be made is not so general as to induce traders to send goods by other routes.

11. As above stated, a few of the cloth merchants complain that there is delay in booking, receipting, &c. Some say that payments are asked; as a rule, I think, there is no great cause for complaint, and I do not attach much importance to the complaint referred to.

12. I approve of present arrangements.

III.—Alignment of the Railway and its connection with towns.

QUESTION.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

ANSWER.

13. Yes, it does to some extent. Dháram-purái is $17\frac{1}{2}$ miles from Morapoor Station. Salem is 4 miles from Sooramangalum Station. Salem is 42 miles from Dhárampurái. 500 carts pass weekly between these two places carrying raggy, tamarind, gingely, &c.

Again, Hoosoor to Maloor is $19\frac{1}{2}$ miles. Hoosoor to Dhámapurái is 51 miles; Hoosoor to Bangalore is 26 miles. The goods go by road. A tramway would obviate this. Dencanicottah, 16 miles south of Hosoor, is a great place for raggy. From this and other adjoining villages raggy is sent to Dhárampurái and Salem and also to Bangalore by road. The distance of Dencanicottah to Dhárampurái is about 50 miles and to Bangalore about 39 miles. The distance to Bangalore from Maloor by rail is only 24 miles. The construction of a tramway from Dencanicottah to the above Railway station *via* Hosoor would in a great measure turn the traffic carried on by road from Dencanicottah and Hosoor to Dhárampurái and Salem, and also to some extent the traffic to Bangalore. I say so because, I think, that the Railway charge inclusive of Tramway would be less than the cart hire, besides being convenient.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. Grain merchants often complain that some is taken from each bag.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. No.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. Pilfering could be prevented by more care being taken by goods' clerks. Coolies and porters ought not to be allowed to loiter about in the goods shed except for duty.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the railway and if so in what situations?

23. No. I think not, nor is the opinion general.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. They are not; there is no pension, and leave given is insufficient. Inquiries into complaints are not sufficiently full. Dismissals are too arbitrary; transfers too frequent.

VI.—Relations of Railway Servants with the Public.

QUESTION.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

ANSWER.

26. Natives are not treated with sufficient civility. I speak both from information and observation. Passengers are shoved about and overcrowded; their requests are neglected; they are treated roughly and rudely. I have counted more than 12 in one compartment, not at feast time; I was in the carriage myself. I did not complain; the people got in at Perambore. I went 3rd class because my wife was with me, not on account of the expense; I always do so, preferring that she should sit with natives; when I am alone I always travel 2nd class; I believe my feeling on the subject to be a general one. I saw an instance of incivility the day before yesterday of two respectable men calling out for a quarter of an hour to be let out; no notice was taken of their requests; when let out the man was so flurried that he lost his ticket in his haste; such cases are of frequent occurrence.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. No; but people are too lazy to complain.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. No; but I have heard that small payments are made.

29. If so can you adduce any instances of such?

29. No.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. The station masters have the opportunity, but do not use it.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. No.

42. Do you concur in any of the following complaints:—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) I believe reserved accommodation would be willingly paid for.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I am in the habit of sending my wife to Madras without any escort. I would certainly put my wife into a specially reserved compartment if the general compartment was crowded.

QUESTION.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(10.) "That no water is supplied near these places as is done on all other Railways in India.

(11.) "That there are no waiting-rooms for third-class passengers.

ANSWER.

I have never heard of any robberies committed on females.

(7.) Latrine accommodation in 3rd class carriages is not advisable.

(8.) Water ought to be supplied by two Brahmins, one Telooogo one Iyengar, at all principal stations.

(9.) This is well known; partitions in the present yards would not meet the want; more privacy is required.

(10.) There should be two such cisterns.

(11.) The waiting-room at Salem is much appreciated.

Statement of Mr. J. G. FIRTH, Tahsildar of Bellary.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

ANSWER.

1. I called a meeting of the merchants during last week; they did not think the rates too high. They thought the difference between the rates for pressed and unpressed cotton too high, and prohibitive of unpressed cotton being carried to the press.

4. No.

5. Sufficiently so; the rate for the cooly class is too low for the interests of the Railway.

6. None.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so, can you adduce from your personal knowledge any instance of such delay?

11. What is the degree of certainty as respects the date of despatch and arrival of goods

7—8. I have heard complaints on the subject of undue delay; fifteen cases of kerosene oil of mine were on one occasion detained fifteen days between Bombay and Bellary for want, as it was said, of a powder-van at Raichore.

11. I have often heard complaints of uncertain delivery. I think the entry of probable

QUESTION.

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

ANSWER.

date of delivery on the receipt note would be good.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13—14. No.

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

15. In my taluq there are sufficient roads.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

16. No.

17. Would feeder roads or tramways enable the railway to absorb any large portion of the local traffic between towns at short distances from each other?

17. I would recommend a tramway from Hospett, a distance of 40 miles; there is a very large traffic.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18—19. No.

No. I think goods are handled as carefully as can be expected.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. No.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. No.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. Yes. I know the general conditions of Railway service.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. I know of no incivility on the part of Railway officials and have never heard of any.

QUESTION.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

ANSWER.

27. No.

28. I heard of something of the sort two years ago, but nothing lately. I have been called upon to hear no such cases in my official capacity. The Railway is, I think, fairly popular. I have heard complaints of want of water. I have heard complaints of payment being asked to secure despatch of goods. A man named Nagareddy was said to have a monopoly in the unloading of goods.

VII.—Railway Establishments.

32. Are the Railway establishments, as at present constituted, fully capable of coping with the goods and passenger traffic?

32. I cannot say.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. Station Masters are able to do so, but I do not know whether they do or do not.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. I think not. Petty dealers do not trade direct but through others.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather and to risks from the engine. These carriages have no shutters nor are they partitioned.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(1.) Third-class carriages require shutters, and might with advantage be partitioned.

(3.) I think this is a ground for complaint.

QUESTION.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(5.) "Nor is there similar provision for European and Eurasian passengers.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(11.) "That there are no waiting rooms for third-class passengers.

(12.) "That the number fixed for a third-class carriage is too large.

(13.) "That there are no halting places or chuttrums within the compound of the Railway Stations.

(14.) "That trains do not stop at each station for definite periods.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.

(16.) "That the carriages are often very dirty.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

(4.) There ought to be reserved compartments for native females, though it would take time to inspire confidence.

(5.) I agree in this complaint.

(6.) I am not aware that this is the case.

(8.) I have heard complaints on this score. I am aware that good water is procurable for other than high caste passengers.

(9.) I have heard no complaint on this score.

(11.) Do. do. do.

(12.) I think 50 too large a number; 40 would be more suitable.

(13.) I have heard no complaint, but a chattrum would undoubtedly be a great convenience, though unnecessary where there is a third-class waiting room.

(14—17.) I have heard no complaints on these points.

PROCEEDINGS OF 3RD APRIL 1875.

Statement of Mr. H. D. M. JONES, Tahsildar of Dharampurai.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. I think not.

2. Is the classification too complicated, and can you suggest any improvement?

2. I think so; the merchants complain that the classification is too complicated; they say they send goods to a station and get a receipt, but no information as to what they have to pay; they are sometimes told one sum, and find themselves charged another.

QUESTION.

5. Are the rates for passengers suitable in all cases to the condition of the people?

ANSWER.

5. I think not; in comparison with the accommodation afforded I thought them excessive, but I was under the impression that they had once been lower.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

6. I think not.

8. If so can you adduce from your personal knowledge any instance of such delay?

8. I cannot adduce any instance from my personal knowledge of such delay, but I have been told by the merchants in my taluq that delays are of constant occurrence.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. At present none as far as I know. I think notice ought invariably to be given; charges for demurrage, are, I believe, common, and are a subject of complaint.

11. What is the degree of certainty as respects the date of despatch and arrival of goods

11. It appears there is no degree of certainty, especially at small stations. It would be of great advantage.

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignees?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

12. I think the opening of depots in large towns off the line of railway would tend to increase traffic.

At Dharampurai, for instance, it would be a good thing to establish a receiving house for goods, where the Railway Company would take charge of and accept the responsibility for the goods; it ought at first to be under the charge of a merchant, when confidence is established it may be under a Railway official. I do not think a private agency could be found to undertake the duty.

The Company does not to my certain knowledge get one-eighth of the traffic which now leaves Dharampurai for Salem, Vellore, Tripatore, and other places.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. I think so.

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

15. I think a branch road from Harūr to Morapūr would be beneficial.

QUESTION.

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

ANSWER.

16. Yes, between Salem and Sooramangalam.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. I do not think this complaint wholly unfounded. I am told goods are more subject to loss by careless handling than by pilfering.

19. If so can you adduce my instances from your own personal knowledge and the result of any complaint made to the Company?

19. Yes. I can instance a consignment of crockery to myself from a shop in Bangalore; the case was well packed, it was not marked "with care."

20. Is there a want of care in handling goods or is the injury or loss due, in your opinion, to careless packing?

20. Yes, due to both.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. I hardly think so.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. There is, especially in small stations. I have myself seen incivility towards natives, e.g., a third-class passenger might call for water for any length of time without receiving attention. It is a general complaint, but I do not think people are deterred from travelling by it.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. No, grievances brought to notice are promptly attended to.

28. Is there any foundation for a general charge of extortion by Railway servants—or corruption—and are payments made to obtain priority of service?

28. I think there is. I have no doubt that payments are made to obtain priority of service.

Payments are made voluntarily. I mean that the merchants understand among themselves that payments made secure priority of service. I believe that goods would be detained for the want of it. I give the names of five merchants who have petitioned the Railway authorities on this subject. I do not know with what result, they had not received any reply up to yesterday. I remember petitions being sent in a year or two ago. The station master was, I believe, removed for a time.

I believe the feeling to be general that payments are made and are necessary to secure priority of service.

QUESTION.

ANSWER.

rates are high or that their conveniences are not properly attended to.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels? 7. I have generally heard the complaint that station-masters do not readily give wagons for goods and delay deliveries.

IV.—Custody and care of goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody? 18. I have generally heard complaints that goods are not as properly taken care of as they ought to be.

V.—Employment of natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the railway and if so in what situations? 23. There generally have been complaints that there are no native station-masters at important stations to look after the native passengers and consult their convenience.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company? 26. It is a fact well known that natives do not receive at stations half the consideration and have not half the comforts that other classes have. Native station-masters are very much felt to be wanted. I have seen cases here in Madras when the sister of a native lady was not allowed to go to see her off. Native station-masters would be able to discriminate as to whom to admit and whom not.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874? 39. I think that the fall in the Railway receipts is due to two special causes, 1—dullness in the cotton trade, 2—the increased exportation of rice by sea and the consequent less traffic of the article on the rail. I think that the larger exports by sea are due to Ceylon having drawn her supplies from India instead of from Burmah which supplied Calcutta.

There were also large exports to Calcutta on account of the famine. I think that the evidence on this matter of some merchants ought to be taken. I am no authority on the subject.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist? 41. I cannot say that if the defects I complain of below are removed the Railway receipts would be materially improved, but the Railway would undoubtedly become more popular and the traffic gradually increase.

QUESTION.

ANSWER.

42. Do you concur in any of the following complaints:—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

42. Yes. I myself have taken a compartment, paying for 50 tickets, and sold them to respectable people in order to secure privacy. This arrangement is not an uncommon one.

There can be no doubt whatever that our ladies do not travel in 2nd class, because of the company they meet there. I have actually known native ladies that would not travel at all, because they could not go 2nd class and the 3rd class was crowded. There ought to be reserved compartments. If I am travelling with the ladies of my family I should not allow them to go by themselves in ladies' compartments; it is an exceedingly common thing for ladies to travel by themselves with servants who would not go in the same compartment even if travelling in the same class as their masters and mistresses.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

I can speak from experience that several native ladies avoid 2nd class because of the class of men who generally occupy that class and not from motives of economy.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

Yes. There ought to be refreshment rooms for caste natives at important stations.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

In the sanitary arrangements made at stations, the prejudices and feelings of natives are not consulted.

PROCEEDINGS OF THE 3RD APRIL 1875.

Statement of K. NARASING ROW, Tahsildar of Tadputri.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. No.

2. Is the classification too complicated, and can you suggest any improvement?

2. Yes.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. Yes, loose cotton from Adoni, Gooty, Bellary, &c.; the merchants told me, when I asked them, that they carried the cotton by cart to utilize their cattle, they get return loads. I

QUESTION.

30. What has been the result of complaints on this account?

ANSWER.

30. The removal from one station to another of the party or parties complained against.

VIII.—Railway Agency for the attraction of Traffic.

34. What agency exists for the acquirement of a knowledge of the traffic existing in the country within the influence of the Railway, and is this agency fully efficient?

34. None that I know of.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. No. I think the station masters in general care but little about the patronage they receive from the public.

I have had a good deal of travelling by rail myself. I do not think the station masters care whether goods are booked at their station or not. I have never known a station master trying to get goods for his station.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. I feel sure the employment of special agency for the purposes indicated in this query would be of great advantage.

I think a man specially deputed to explain rates, rules, &c., would do good if not in large centres, certainly in outlying villages.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. I have no doubt on this head; the good seasons we have had lately which have made the prices of products everywhere nearly the same, has tended much, I think, to cause a falling off in the railway receipts.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. The accommodation is not considered sufficient. The carriages are not water-proof; they are not partitioned or made in any way private; they are made to contain too many passengers by one-third and are not cleaned when vacated.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

42. I concur in most of the complaints, and think they call for attention.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) Mahomedan ladies now screen themselves off with purdahs, I doubt whether Hindus would allow their ladies to travel in compartments reserved for females only.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(6.) The clock winder, a Mussulman, has several times travelled with me and my wife in a 2nd class carriage, and eaten his rice there to our great annoyance; in all other respects he was perfectly unobjectionable. I do not think there is ground for a general complaint on this subject.

QUESTION.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

ANSWER.

(8.) I think this a subject of general complaint, that natives get so little provision made for their comfort. A European has meals provided for him at intervals, as at Arconum, Jollarpet, Salem, and elsewhere, whereas natives have none; natives do not eat their meal before starting; they prefer it at noon or thereabouts. An ordinary water pandal would be a great convenience; one would suffice for all if it were kept by an Achari Brahmin.

There ought, I think, to be a chuttrum at Arconum or Jollarpet for the provision of refreshments for natives. It should be kept by a Brahmin, and have four or five compartments. I would allow an hour's stoppage of the train.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) I would allow only three on a seat. I have not heard that this is a subject of general complaint. I have often seen men standing up when the seats are filled, but only at festival time.

(14.) "That trains do not stop at each station for definite periods.

(14.) I do not think this a subject for complaint.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.

(15.) I would have a train stop an hour at intervals.

PROCEEDINGS OF THE 20TH MARCH 1875.

Read letters put forward by the Agent and Manager, Madras Railway, on the subject of the present Mail Service.

Statement of P. CHENSAL ROW, Sheristadar to the Board of Revenue.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. In the case of certain goods a minimum is fixed by the rules, below which full charge has to be paid whatever the quantity, in consequence of which people are obliged to select cart trade.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. The railway rates do not favorably compare with the cart rates in cases of certain stations which are more distant by the rail than by the cart. For instance Combaconum is 170 miles by road and 400 miles by rail from Madras.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. I have never heard that people altogether avoid the railway either on the ground that the

QUESTION.

5. Are the rates for passengers suitable in all cases to the condition of the people?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

11. What is the degree of certainty as respects the date of despatch and arrival of goods?

- i.—at large stations or towns,
- ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

16. Would the construction of branch railway or tramways to the chief towns be advantageous, and can you give an instance?

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

ANSWER.

estimate the value of the cartage by road at 24 rupees per cart, the rate by rail for the same weight of goods would be 18 rupees, but the return load makes it profitable. The cotton cultivators are in the sowcars' debt, and, therefore, let their carts and bullocks to them. The sowcars allow full rate forward and half rate on the return trip.

5. No. First and second-class rates are not suitable to natives; they are too high.

7—8. I have heard complaints, but not often.

11. There is no receipt given for goods in which the sum paid is entered. A goods' clerk could receive 10 rupees and enter 5 rupees in the Company's accounts. I have never heard complaints of this, or I should certainly have reported them. I have frequent opportunities of communicating with members of the Traffic Department, and should have done so.

12. No.

13—14. Tadputri and Gooty are each of them some little distance from the Railway; but I cannot say that the traffic is much affected by it.

16. Yes. A branch line tramway or road from Gooty by Anantapur to Pennacondah would be an advantage. Cloths are now carried on carts from Tadpatri to Dharwar, about 160 miles, instead of being carried to Bellary by rail and thence by road 80 miles.

18. At Gooty and at Goondacul I have heard of five or six cases of robbery from goods sheds. I think in one or two cases the men were convicted.

QUESTION.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

24. Are the conditions of service sufficiently good to attract natives of good capacity?

ANSWER.

20. I have heard a few complaints.

23. No.

24. The station masters should be better paid, and should have a percentage paid them on work done, they have no object at present in getting traffic if they get the same pay whether they do or do not.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes. I have heard general complaints that people are roughly treated; they are driven into carriages like cattle; ticket collectors, porters, and others are very rough.

I was myself insulted by a booking clerk at Gooty named Narrainasawmy; the train stopped and I opened the door in order to descend when the train moved on again, it was already drawn up at the station platform. He was very rude to me and said he would prosecute me.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. No. All classes can get redress easily.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I have heard complaints that money is paid for priority of service; there is delay in weighing goods, and people pay to be first served, in some cases money is demanded, in others it is offered. I think that if a man did not pay, he might possibly have his goods detained two or even three days, but I know of no instance of the kind myself.

31. Can you suggest any precautions to prevent incivility or bribery?

31. I think an European officer should be with every train to check all incivility and roughness. A man similar to the best of the present guards would, in my opinion, have sufficient influence and be able to check it.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. I think not. A commission on goods sent ought to be given to a station master, they now are perfectly indifferent, having no interest in the quantity of goods carried; they have neither time nor opportunity for canvassing; there should, I think, be two station masters, one to remain in the station when the other is away.

QUESTION.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

ANSWER.

38. No. A merchant would only have to make two friends instead of one.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. I think the falling off in traffic is mainly due to the low prices prevailing.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. No. There ought to be shutters; the carriages leak at the roof, and the rain comes in at the side.

42. Do you concur in any of the following complaints:—

(2.) “That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) I would willingly pay ten tickets for six of my family. Reserved accommodation is much wanted.

(4.) “That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I never send my females far by themselves. I would not allow the ladies of my family to travel in a lady's compartment; there are female thieves, and I would sooner be with my family to protect them.

(6.) “That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(6.) I have never suffered annoyance from Railway servants.

(7.) “That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

(7.) I think latrine accommodation should be provided in a corner of a carriage for females and children; there is not sufficient time allowed them for the use of the station accommodation.

(8.) “That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) Water ought to be supplied in the hot weather at all stations; one Brahmin would be enough.

(9.) “That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) They cannot be used by respectable natives; they are too small; they should be like a bandystand 100 yards long and 100 yards wide, half for women and half for men, a mere open space walled in.

(10.) “That no water is supplied near these places as is done on all other Railways in India.

(10.) Yes.

(11.) “That there are no waiting-rooms for third-class passengers.

(11.) Yes. The Arcunum accommodation is sufficient; there should be similar provision at Gooty, indeed at all stations.

QUESTION.

(12.) “That the number fixed for a third-class carriage is too large.

ANSWER.

(12.) Yes. I am told that 60 people are made to sit in a carriage made to hold 50. The Gooty Station Master told me this two years ago. I think four on a seat quite enough. I have only seen people standing up during feast times.

(13.) “That there are no halting places or chuttrams within the compound of the Railway stations.

(13.) I think there ought to be chuttrams with four divisions within the station compound.

(14.) “That trains do not stop at each station for definite periods.

(14.) I have never heard any one telling people how long the train will stop. I travel at least once a month, and am often at the stations Tadputri and Gooty.

The trains do not stop their proper time; they shorten their stay to make up for lost time. I never knew a train stop a quarter of an hour only, when advertised to stop half an hour; as a rule they stay their advertised time.

(16.) “That the carriages are often very dirty.

(16.) No.

(17.) “Tickets cannot be obtained conveniently by the passengers.”

(17.) No.

Statement of C. SHIVARAM CHETTY, Broker of Calicut.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. There are some traders quite ignorant of the classification, and the Railway officials could ask what price they please; people cannot find out under what class they are charged. The Railway officials would not enter goods under one class and charge under another. I have never known an instance of the kind. I have never heard of an overcharge being made. I have traded with the Railway ten years near Beypore.

I would suggest that the classification used be that followed in the tariff of exports and imports, the present classification is very complicated.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. Nux Vomica is largely exported from Calicut. Merchants have told me that they would not send it because they were charged 6 Rupees a candy between Coimbatore and Beypore.

Salt was till recently brought from Ponany to Tiroor by river; the rate was raised by 2 pies now the salt goes by road.

QUESTION.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

ANSWER.

4. I think the 2nd and 3rd classes of goods rates should be merged into one, and the 1st, 4th, and 5th be similarly merged.

5—6. The 1st class passenger rate is too high; the 2nd and 3rd are suitable; but to enable well-to-do natives to travel comfortably I think if 2nd class fare be 8 Pies per mile, 1st class fare should be 12 Pies; I think the fare from Beypore to Madras should not exceed 15 Rupees.

7. In my experience in Malabar great delay often occurs in the transmission of goods by railway.

Yes. A consignment of turmeric occupied eight days, and meantime the market fell, and had I not contracted at a certain rate I should have lost considerably.

10. No notice is given to consignees, which if given would improve traffic. The demurrage is high, and is made a subject of constant complaint by merchants.

11. There is no certainty; it would be very advantageous to have the probable date of the arrival of the goods specified on the receipt.

12. When goods are taken to the Railway stations they ought to be immediately examined and weighed; a receipt should be at once granted, specifying the weight, the date of receipt, the probable date of delivery, and total charges.

The goods should be subject to no further examination.

13—14. Yes, at Beypore.

16. Tramways are wanted from Beypore to Calicut and from Tiroor to Ponany.

IV.—Custody and care of Goods in transit.

QUESTION.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

ANSWER.

18. Goods are often subjected to loss and injury while in the custody of the Company. I have known pilfering at Beypore; some people were lately caught at it. I lately lost half a bag of goods. I complained verbally to the station master, but got no redress, he said it was not his business; at Beypore goods are much exposed. I saw about eight days ago the goods shed nearly empty and the goods all exposed outside. 2 Pies per maund is charged for unloading, and 2 Pies per bag for carriage to the backwater. In the case of my consignment being delivered short I must either pay demurrage pending reference to head-quarters or vitiate my claims to redress by removing the goods. I choose the latter alternative because prices might fall: for instance turmeric might fall from 70 Rupees to 40 Rupees during the five days that must elapse before an answer is received in Madras. I have several times lost by such an arrangement. I lost lately on a consignment of jaggery, it was short by two bags; about 8th of March in this year, I wrote to the Traffic Manager, and as yet have received no reply. Out of 101 bags of chillies lately received from Erode nearly two maunds were short, but no complaint is listened to by the Company's servants.

20. Is there a want of care in handling goods, or is the injury or loss due, in your opinion, to careless packing?

20. Injury arises in most cases from rough handling.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. On the West Coast two tarpaulins should be used, torn tarpaulins are sometimes used.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

23. Yes. Natives enjoy greater confidence among natives than among East Indians.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. No.

25. If not what changes would you suggest?

25. The conditions attaching to Government service should be extended to the Railway servants.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. There is a tendency to incivility the part of Railway servants, especially East Indians, but not to a great extent; only yesterday I saw

QUESTION.

ANSWER.

a Government peon roughly removed from a third-class carriage.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

28—29. I have heard of many cases, but my goomastah has never charged me with any sums representing payment to Railway officials.

28. Is there any foundation for a general charge of extortion by Railway servants—or corruption—and are payments made to obtain priority of service?

27—No.

29. If so can you adduce any instances of such?

31. Can you suggest any precautions to prevent incivility, or bribery?

31. An enhanced rate of pay, and selection of men of good character.

VII.—Railway Establishments.

32. Are the Railway establishments, as at present constituted, fully capable of coping with the goods and passenger traffic?

32. No.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. They could if they would, but they do not.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. No such agency would be necessary were trade brisk.

IX.—Fluctuations in Trade.

I am not doing much business now, and did but little last year. Prices everywhere are so even that there is no margin for profit. Oil is now coming from Bombay to Calicut, two years ago I sold for exportation 2,000 casks. Vellore rice will not keep, and cannot be exported therefore to great distances, Tanjore rice keeps longer. Trade in turmeric, jaggery, chillies and oil have all fallen off since 1873.

PROCEEDINGS OF THE 5TH APRIL 1875.

Statement of C. RUNGAPPA NAIDOO, Tahsildar of Pulladam.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. Merchants complain that rates are too high, but I could not ascertain in what instances.

2. Is the classification too complicated, and can you suggest any improvement?

2. The classification is too complicated for merchants to understand; they have to ask the station masters.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

4. The list should, I think, be printed in the vernacular. I have never heard that station masters give wrong information, nor have I reason to believe they would do so. A merchant must now go with his goods himself; he cannot trust a servant; if a merchant writes for information a station master would probably not answer him; a merchant would not be bold enough to write to a station master.

I would classify goods into three classes:—

1. Jewels, money, gold, medicine and valuables.

2. Cloth, books, furniture, spirits, &c.

3. All other articles, such as food-grain, timbers, and such like.

The rates for the three classes should be as 12, 9, 6.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Merchants say they do not receive goods in reasonable time; this is a general feeling among merchants.

The men named in my written statement specially deputed me to complain of the delay, but they could give me no specific dates. European merchants are advised of the arrival of their goods, not native merchants.

8. If so can you adduce from your personal knowledge any instance of such delay?

8. The delay at Coimbatore is much complained of, the goods' clerk seems to be always at work, yet there is great delay in despatching goods.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. In consequence of there being no advice, demurrage would be very common, but that the consignees are careful to demand goods in time, complaints are of course few.

11. What is the degree of certainty as respects the date of despatch and arrival of goods i.—at large station r towns,

11. No certainty at all; the entry of the probable date of delivery of goods would be advantageous.

QUESTION.

ii.—at small stations, and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

ANSWER.

12. The goods should be received at any hour that they are offered by the merchants. The goods' clerk should be paid a percentage on the collections made to infuse more activity into him and keep him at his post when required. The following particulars should be entered on the receipt note:—number, weight, charge, and condition in which received. At present only the number is entered, and consignees have no means of detecting pilfering on the road.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. The best part of the traffic from Palghat to Coimbatore is carried on by cart; the delay, the excessive charge, the absence of "advice" all tend to this.

IV.—Custody and care of Goods in transit.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company.

19. I have heard some complaints from the men whose names I give. The trouble and inconvenience people would be put to, prevent them from making complaints in many instances. Poor people would not write to head-quarters.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. Injury is generally caused by rough handling.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the railway, and if so in what situations?

23. Yes, if natives of respectability are procurable.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. No.

25. If not what changes would you suggest?

25. Salaries should be higher and constant changes against the will of the official be avoided.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Their behaviour is the subject of general complaint; so much so that all poorer classes look on the Railway officials in the same light that accused do the Police.

I see cases of incivility every day, pushing into carriages, &c. I think as a rule 3rd-class passengers are treated very badly. The poorer classes cannot complain to East Indian and European Station Masters. Natives would treat them with more consideration; sufficient time is

QUESTION.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

29. If so can you adduce any instances of such?

ANSWER.

not allowed for people to enter carriages. I have seen poor people dragged out of carriages like goods; it is a general complaint.

27. Redress is with difficulty got at stations, and persons complaining to the head office are very few.

28. I know no instance of extortion; there is general talk of over-collection by Railway officials; payments are made for priority for service.

29. I have heard this said. I know of no instances.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. With few exceptions they seldom do.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager.

38. Yes. I would give the agents a maximum salary of Rupees 100.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. Yes.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. No.

42. Do you concur in any of the following complaints:—

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex."

(4.) The female members of a family would not be allowed to use reserved compartments, not even if the male members of the family were in another carriage in the same train.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments."

(8.) I concur in this complaint.

- | QUESTION. | ANSWER. |
|---|---|
| (9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them." | (9.) I concur in this complaint. |
| (10.) "That no water is supplied near these places as is done on all other Railways in India." | (10.) I concur in this complaint. |
| (11.) "That there are no waiting-rooms for third-class passengers." | (11.) With few exceptions this is true. |
| (12.) "That the number fixed for a third-class carriage is too large." | (12.) I concur. |
| (14.) "That trains do not stop at each station for definite periods." | (14.) They do not. |
| (15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c." | (15.) I concur in this complaint. |
| (17.) "Tickets cannot be obtained conveniently by the passengers." | (17.) Tickets should be sold in towns, or ticket offices be opened earlier. |

Statement of V. SRINIVASA CHARIAR, *Tahsildar of Wallajah.*

I.—Rates for carriage of Goods and Passengers.

- | QUESTION. | ANSWER. |
|---|--|
| 1. Are the rates for goods too high, and if so in what particular cases? | 1. Yes. |
| 2. Is the classification too complicated, and can you suggest any improvement? | 2. Yes. |
| 3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence? | 3. No. |
| 4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway? | 4. I think special rates do to a certain extent interfere with the fair progress of Railway traffic. |
| 5. Are the rates for passengers suitable in all cases to the condition of the people? | 5—6. The night 2nd-class fair is undoubtedly too high, savings might be effected by introducing more natives into the service. |
| 6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway? | |

II.—Traffic arrangements for despatch and delivery.

- | | |
|---|--|
| 7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels? | 7. Yes, for want of good rolling stock arrangements. |
|---|--|

- | QUESTION. | ANSWER. |
|--|--|
| 8. If so, can you adduce from your personal knowledge any instance of such delay? | 8. No. I quote from general experience. A consignment from Goolburgha to Wallajahpet occupied from the 15th of one month to the 27th of the next. A second consignment occupied 2½ months at least.
A third consignment was despatched from Cuddapah on 29th March and reached Wallajah on the 3rd April. |
| 11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors? | 11. There is no certainty; practically no notice is given. I would record probable date of arrival, and allow three days for the removal of goods. |

III.—Alignment of the Railway and its connection with towns.

- | | |
|--|--|
| 13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic? | 13—14. Wallajah, Vellore, Arcot, are instances in point. |
| 14. Can you adduce instances, in particular localities, in which this effect is particularly marked? | |
| 15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country? | 15, 16, 17. Yes. There should be a road to Paranj in Wallajah Taluq. I think the cart traffic now existing between Wallajah and Ban-
naveram and Arcot and Vellore would come to the Railway if the delays to which consignments are subject were stopped. I know a consignment in which out of 22 bags consigned 20 bags reached, compensation to the value of Rupees 19-2-0 was paid. In another case some tobacco was short delivered in a consignment of 10 bags. Rupees 10 were claimed, Rupees 7 were paid. |
| 16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance? | |
| 17. Would feeder roads or tramways enable the Railway to absorb any large portion of the local traffic between towns at short distances from each other? | |

IV.—Custody and care of Goods in transit.

- | | |
|---|---|
| 18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody? | 18—19. Things are often stolen while in the custody of the Railway Company, but complaints are seldom made in consequence of the difficulty in obtaining justice. |
| 19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company? | |
| 20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing? | 20. Injury from careless packing is not one-hundredth that of careless handling. |
| 22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic? | 22. Covered goods-wagons should be used. |

V.—Employment of Natives in the service of the Railway.

QUESTION.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

25. If not what changes would you suggest?

ANSWER.

23. Yes. Natives feel aggrieved that they get less pay for the same work than East Indians and Europeans. Natives are, in my opinion, much more considerate than East Indians and Europeans.

25. I think "pensions" would make the service popular; a right of appeal from punishments, suspensions, and fines should be granted.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

26. Yes. Particularly to 3rd-class passengers. I was myself very rudely treated by the booking clerk at Arcunum.

27. Complaints are seldom made in consequence of the difficulty of obtaining redress.

28. I believe money is paid under pressure of necessity but without threats. Goods' clerks can defraud the Company because goods are weighed in at the forwarding station, but are not weighed out.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. Recourse should be had to Local Revenue Officers, who have opportunities for explaining rules and rates and for bringing irregularities to the notice of the Traffic Manager.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. Yes. Traffic has also been interrupted by floods.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

42. Do you concur in any of the following complaints:—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

41. Yes.

(2.) Very few natives would pay for reserved accommodation; they would sooner bear the discomforts and crowding of a full third-class carriage.

QUESTION.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(10.) "That no water is supplied near these places as is done on all other Railways in India.

(12.) "That the number fixed for a third-class carriage is too large.

(13.) "That there are no halting places or chattrums within the compound of the Railway stations.

(14.) "That trains do not stop at each station for definite periods.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

(4.) In my opinion native ladies would not use reserved compartments. My wife would not do so.

(8.) All except Mofussil Brahmmins would drink of water supplied by a Vaishnava Brahmin; water should be supplied as well as refreshments.

(9.) Small compartments in the present latrines would obviate my objection to them.

(10.) Water should be supplied.

(12.) The number fixed for 3rd-class carriages by day is not too large, by night it should be less, say, four on a bench.

(13.) Chattrums should be supplied by private enterprise.

(14.) Owing to the neglect of this, passengers are much inconvenienced.

17. This is true.

Statement of MAHOMED AZIM GHATALE, Sub-Magistrate of Tirutany, late Station Master, Madras Railway.

I.—Rates for Carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. Yes. For goods of small value as stone firewood, jungle-timber, chunam, charcoal, paddy, straw, manure; a reduction of 25 per cent. would tend to increase traffic; stone would, I think, replace brick if it were carried at less rate, 10 pies per ton per mile is too high for firewood for Madras. I think 7 or 8 pies, as has been charged between Coopum and Bangalore, should be charged. I believe if a rate similar to that charged between Sholinghur and Madras were charged everywhere a traffic in stone would spring up. Bamboos, jungle-posts, and tiles are in great request at almost all stations, and it is, I think, very desirable that the rates should be lowered. The rate for grain should, I think, be modified to meet a rise or fall in the market.

2. Is the classification too complicated, and can you suggest any improvement?

2. The classification is clear enough, but there ought to be a vernacular classification in vernacular, circulated at a low price if not given gratis.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

3. No.

4. No.

5. The day and night fares ought to be alike.

6. The first and second class fares should be slightly reduced.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations.

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

ANSWER.

8. No.

10. The system of sending out advice notes, in force at some of the large stations, ought to be everywhere adopted.

To avoid delay such advice note should be posted, and the postage be collected with Railway charges. The demurrage charge should be lowered from 4 to 2 pies and for cotton from 12 to 6 pies; demurrage should then be calculated with reference to the date of receipt of the advice note, which should invariably be produced.

11. The date is uncertain, the recording of the probable date of arrival of goods on a receipt note is unnecessary; a Railway Company cannot be punctual, nor will their rules allow them to guarantee the time of transit.

12. No.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. Yes.

QUESTION.

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

ANSWER.

14. Trivellore, Sholinghur, Arcot, Vellore, Salem.

15. There are feeders almost every where that they are required, but they do not afford sufficient convenience to merchants.

16. Branch railways would be useful.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

18. It has been so for several years past, but of late the system of securing the safety of goods has been greatly improved.

19. No.

20. Yes. Damage due to bad packing is very exceptional.

22. I do not think there is any just ground for such complaint.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

24. Are the conditions of service sufficiently good to attract natives of good capacity?

25. If not what changes would you suggest?

Natives should be employed as stationers, booking, luggage, and goods' clerks; merchants are shy of applying to East employes.

Pensions would make the service more attractive. Unhealthy stations should have allowances attached to them.

Railway servants should be posted to districts of which they understand the language. Personal or real security should be accepted instead of cash; many poor natives are excluded by the present system.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

26. No.

27. There should be an appeal from the Traffic Manager to the Agent and Manager, and the Traffic Manager ought to be obliged to furnish to the Agent and Manager the grounds for his

QUESTION.

ANSWER.

decision; the applicant ought to be able to appear before the Agent and Manager.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I am not aware of any.

30. What has been the result of complaints on this account?

30. Offenders have been severely dealt with by the Traffic Manager.

31. Can you suggest any precautions to prevent incivility, or bribery?

31. In my opinion there is none.

VII.—Railway Establishments.

32. Are the Railway establishments, as at present constituted, fully capable of coping with the goods and passenger traffic?

32. Yes. Except on extraordinary occasions.

33. Is the relation of the strength of the staff to the existing traffic constantly watched, and is it subject to regulation accordingly?

33. Yes.

VIII.—Railway Agency for the attraction of Traffic.

34. What agency exists for the acquirement of a knowledge of the traffic existing in the country within the influence of the Railway, and is this agency fully efficient?

34. None.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. They have no time. I think there ought to be vernacular lists of classes and rates in alphabetical order. When I was a station master at Coopum I was not unfrequently asked by merchants about rates, &c.

36. Do they report fully on the subject to the Traffic Manager, and are their reports acted on?

36. No.

37. Is the passage of traffic in opposition to the Railway a subject of observation and inquiry, and by whom, and are rates regulated accordingly?

37. No.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. Yes. I would have experienced men on about 15 rupees a month to explain matters to the merchants. I would pay them further by a percentage on increased traffic; natives would be preferable. I would employ two such men at all large stations to correspond direct with the Traffic Manager.

IX.—Fluctuations in Trade.

40. Will changes in the export or import trade of that or proximate years explain the falling off?

40. I think so.

Passenger accommodation.

QUESTION.

ANSWER.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. Yes.

42. Do you concur in any of the following complaints:—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved?"

(2.) I think many natives would pay extra for reserved accommodation. I would have such accommodation provided at a rate of 4 pies per mile.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage?"

(3.) I concur in this complaint.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex."

(4.) Females of respectability do not usually travel alone; there is no necessity for reserving accommodation for females separately.

6. "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers?"

(6.) This is no ground for annoyance.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages."

(7.) I am decidedly in favor of latrine accommodation in 3rd class carriages; natives would pay extra for them.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments."

(8.) This is a great inconvenience; a Brahmin ought to supply the water.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them."

(9.) There ought to be small partition walls with seats.

(10.) "That no water is supplied near these places as is done on all other Railways in India."

(10.) There ought to be water supplied.

(11.) "That there are no waiting-rooms for third-class passengers."

(11.) Unnecessary at small stations.

(12.) "That the number fixed for a third-class carriage is too large."

12. At every feast I have seen overcrowding; there would be no inconvenience were no more than the right number of passengers admitted to a carriage.

(13.) "That there are no halting places or chattrums within the compound of the Railway stations."

(13.) Chattrums should be provided by private enterprise.

(14.) "That trains do not stop at each station for definite periods."

(14.) Trains stop long enough.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, etc."

(15.) Passengers are not aware how long a train stops; porters do not call out the length of the stoppage, and people who leave the carriage often miss the train. I have often seen such instances.

QUESTION.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

(17.) Tickets should be sold in the bazaar at feast time.

Statement of Mr. ANDREE, Merchant, Cuddapah.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

2. Is the classification too complicated, and can you suggest any improvement?

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

ANSWER.

1. Yes, for cotton borahs.

2. Yes, it should be more widely published and in the vernaculars. The rates should be station to station rates instead of mileage rates.

3. Yes, on loose cotton in borahs, which is now carried on carts to Madras, and from villages bordering on the Railway to the various presses. The Railway Company accept no risk for loose cotton, at least such is the belief of myself and the Cuddapah merchants. I have never heard of a case of compensation for cotton burnt being refused.

Cotton purchased in the Pulivendla District might be carried, if rates permitted, to Cuddapah or Poddutur by rail, owners will not carry by rail at their own risk. Probably some 2,000 bales are carried to Yerraguntla. I do not know what rate would suffice to draw this traffic to the rail.

4. No.

5. Yes.

6. No; the cost of establishments should be cut down.

7—8. Yes, I have known goods detained as many as six days between Madras and Cuddapah. It would have been better and cheaper to have got them by return carts. I have also known receipts granted for goods from five to seven days after such goods had been conveyed to the station premises.

QUESTION.

ANSWER.

I remember some indigo being delayed six days when there were no breaks in the line. Last week I sent goods to Cuddapah, which lay there two or three days for want of wagons. I have at other times sent goods which have been delayed. I have made inquiries, and answer these questions not only on my own experience, but on that of others. A great cause of delay is the insufficiency of empty wagons.

The rail charge due for a consignment should be entered on the receipt note. The receipt notes now given are nearly always illegibly written; a consignee has no means of knowing what the charge will be unless he asks at the station. I believe delay is often due to the trains being too heavy to mount the incline.

10. The notice now given is insufficient if the consignees are far from a station.

11. Very uncertain; the Railway Company should forfeit so much of their charges for every day's delay.

12. In my opinion the present system is good enough if the Railway servants will carry it out.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignments of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

16. Would the construction of branch railways or tramways to the chief towns be advantageous and can you give an instance?

13. Yes.

14. At Poddutur.

15. No.

16. Yes, from Poddutur to Yerraguntla.
„ Cuddapah to the station.
„ Cuddapah to Royachoty.

The traffic between Royachoty and Cuddapah is estimated at a daily average of 200 carts, including pack-cattle loads.

QUESTION.

17. Would feeder roads or tramways enable the railway to absorb any large portion of the local traffic between towns at short distances from each other?

ANSWER.

17. No. A tramway through the cotton growing districts might feed the main line, and lead cotton away from Madras, Vellore, and Guntoor by road.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody.

18. Goods are subject to injury, but not to pilfering.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

19. No.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. Yes, there is want of care in handling goods; I have seen two men handling a case of indigo that ought to have been lifted by four men.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. I would suggest the building of closed goods sheds sufficiently large to meet the wants of trade. I have known goods lying outside a goods shed for days at the risk of the owner. The Cuddapah goods shed is too small.

I have known men take cotton to the station and wait two or three days, and then on account of the delay carry it by cart.

I think the Company ought to take delivery at once instead of declining to weigh until the goods are loaded.

Finding no trucks, owners take their cotton on to other stations or Madras.

I do not think payment for priority of service had anything to do with the instances I give.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

23. Yes, I would employ respectable natives as guards, men who understand native manners and customs, to attend to the wants of native passengers; every train should have a European or Eurasian as well as a native guard, the latter to attend to the wants of natives. Mahomedans, my experience leads me to believe, make very civil guards.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. Yes.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. I have often seen and heard of incivility by guards and other officials to 3rd-class passengers, their requests are not attended to, they are pushed into carriages. I have noticed this on occasions of festivals, not on ordinary occa-

QUESTION.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

28. Is there any foundation for a general charge of extortion by Railway servants, — or corruption,—and are payments made to obtain priority of service?

ANSWER.

sions. I have not heard complaints on this subject, but I do not think natives would complain.

27. I have never had occasion to complain personally. I prefer my complaints through the firm at Madras.

28. I have heard instances of money being paid for priority of service; I have known it done, but have never done it myself, I have never offered it; my goods may have been delayed a day or two, but I cannot say that it was in consequence of my not making a payment.

It is done on the sly. I can mention instances in which my brokers have paid, but I would rather not give names; I do not believe that the money would be paid, if no advantage were derived from it, the payments amount perhaps to one or two rupees, they only try these things on with small traders and farmers; I cannot speak to the regularity of the charge. I think when goods are detained until a payment is made it is by excuses being put forward. I think the money goes to the subordinates of the goods department, but I mention no names.

31. Can you suggest any precautions to prevent incivility, or bribery?

31. Instant dismissal for the former.

It is impossible to prevent the latter.

VII.—Railway Establishments.

32. Are the Railway establishments, as at present constituted, fully capable of coping with the goods and passenger traffic?

32. I think the staff too strong in some instances; too weak in others; more porters are required at certain seasons in certain localities.

VIII.—Railway Agency for the attraction of Traffic.

34. What agency exists for the acquirement of a knowledge of the traffic existing in the country within the influence of the Railway, and is this agency fully efficient?

34. No agency exists, but Assistant Traffic Managers make inquiries.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. They are not, most of them being unacquainted with the language; even when able to converse they seldom take the trouble; most of the station masters in my neighbourhood are either Tamil men or Eurasians.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. Yes, it would be attended with great advantage, but if the co-operation of influential native merchants residing at a distance from the Railway were sought either by letter or through a respectable native a special agency throughout the year need not be entertained.

IX.—Fluctuations in Trade.**QUESTION.**

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

ANSWER.

39. Failure of all crops in the district through which the line runs, for the past two or three years is a sufficient reason for the falling off in traffic. The year 1874 was in particular noted for short crops, except in the case of indigo and cotton in which there were fair average crops.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. Yes, generally so; but I have seen sixty people crowded into a 3rd-class carriage; I have not myself counted them.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(1.) They require shutters.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(6.) The general complaint is that menials of the Railway Company travel in 2nd-class carriages with passes.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

(7.) I would have latrine accommodation in 2nd and 3rd-class carriages.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) There is ground for this complaint.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) I do not see ground for complaint.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) The number fixed is not too great, but I have seen natives regularly pushed into compartments already full.

(13.) "That there are no halting places or chuttrams within the compound of the Railway Stations.

(13.) Chuttrams are generally built by private enterprise, and would be, I think, if the want were known.

PROCEEDINGS OF THE 8TH APRIL 1875.

Statement of GOVINDU RAZULU, Tahsildar of Coimbatore.

I.—Rates for carriage of Goods and Passengers.**QUESTION.****ANSWER.**

1. Are the rates for goods too high, and if so in what particular cases?

1. Yes.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. Traffic by land is carried on in consequence of excessive charges and the delay complained of.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. No; the charge for families should be reduced.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch of delivery of goods or parcels?

7. Yes. I have heard complaints.

8. If so, can you adduce from your personal knowledge any instance of such delay?

8. No.

11. What is the degree of certainty as respects the date of despatch and arrival of goods

11. There is no certainty; it would be a good thing to record probable date of arrival over a goods receipt note.

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

12. A goods' clerk must receive goods at all hours of the day.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. No.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. Yes.

19. If so, can you adduce any instances from your own personal knowledge, and the result of any complaint made to the Company?

19. No.

QUESTION.

ANSWER.

I have never heard him converse except in English.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. No.

25. If not, what changes would you suggest?

25. There is an impression that East Indians and natives do not receive the same pay for the same work, this ought to be altered and pensions should be given.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes; I have seen it on three occasions in the last year. I have seen natives left behind who had been to latrines.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. Yes; the agency is defective; the Prosecuting Inspector, who may perhaps draw less pay than the goods' clerk whose conduct is in question, comes down in the morning and returns the same day; sufficient time is not spent on an inquiry; the man is not of sufficient standing, and probably does not know either the language or the custom of the people.

My conviction is that if the third-class passengers were to ask a guard for information they would not get it. I myself the other day (Sunday, 4th April) was travelling in the mail. I was a second-class passenger, but there being no accommodation I had to travel in a third-class brake in which were 30 instead of 20 passengers. The people were rudely pushed into the carriage. There is a very general complaint that third-class passengers are very roughly treated.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I know of none myself; there is an impression abroad among merchants that there is.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. The station masters cannot do it. I have never seen a man with an inclination to do it; the idea is that his duties end with his station work. I have never known a station master address a single question to a merchant on the subject of trade.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. The agency should be native. Such an agent should receive 100 Rupees a-month or a per-centage upon the traffic he draws in addition to a small salary.

IX.—Fluctuations in Trade.

QUESTION.

ANSWER.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks which will account for it during the year 1874?

39. Yes.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) I would most willingly pay extra for reserved third-class accommodation.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) Native ladies travelling alone would avail themselves of a compartment reserved for females. I should prefer a male escort for my wife, but, failing that, I would sooner engage a reserved compartment, than let her travel in the general compartment.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) Water should be supplied by a Vaishnava Brahmin at all stations; this would meet the wants of the majority.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) Small partitions would meet my objections to them.

(17.) "Tickets cannot be obtained conveniently by the passengers."

(17.) Tickets should be sold through a longer space of time, not during the last five minutes only.

Evidence of A. IBRAHIM SAHIB, Merchant, Beypore.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

2. Is the classification too complicated, and can you suggest any improvement?

2. The classification should be published in the vernacular. The Railway officials can only be communicated with in English; complaints must be written in English, and their meaning is misunderstood.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory, and in which traffic is carried on by road as a consequence?

3. I complain generally of the charges for small consignments, and I consider the relative rates of paddy and rice incorrect; the rate for the former should be less than that for the latter. I own property at Conjeeveram and send my produce into Madras in carts; 2 pie a maund is

QUESTION.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

ANSWER.

20. To want of care in handling.

22. The present arrangements would suffice if properly carried out.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway and if so in what situations?

24. Are the conditions of service sufficiently good to attract natives of good capacity?

23. Yes.

24. No.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

31. Can you suggest any precautions to prevent incivility or bribery?

26. Yes. I have observed myself great want of civility to the lower orders especially.

31. I would have a conduct book kept.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

41. No.

(1.) The third-class carriages should have shutters.

(2.) I would myself pay extra for reserved accommodation.

(4.) I concur. I have myself travelled to Benares, myself in one carriage and my wife in another; females travelling alone would avail themselves of the accommodation if provided.

(7.) Such accommodation ought, I think, to be provided. I have myself seen women and children suffer much.

PROCEEDINGS OF THE 7TH APRIL 1875.

Statement of C. RAGAVA ROW, Tahsildar of Adoni.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

ANSWER.

1. Yes.

3. I think a reduction in the rate would divert the traffic now existing between Adoni and Cuddapah in loose cotton and all (except common country cloths) to the Railway.

4. I think "maunds" instead of "tons" should be the unit of weight, and the rates be station to station rates; the classification should be translated into the vernaculars and widely distributed.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

7. Yes. At Raichore, Tadpatri, and Adoni, the station masters have complained to me within the last two years of the want of wagons and tarpaulins.

12. The goods sheds are too small, merchants complain to me about it; they should hold 20 wagon loads at least. Adoni is notably too small. The Company should pay demurrage if they delay goods, and should guarantee delivery within a certain date.

III.—Alignment of the Railway and its connection with towns.

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

15. There are sufficient roads, but there should be receiving houses in large towns off the line of rail.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. Goods' clerks have told me that goods have been received short by one-fourth and one-eighth, it is an every-day occurrence goods being lost or damaged by rough handling; it is not by bad packing.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. There should be more natives; the station master at Adoni ought to be able to converse with the people, he is an East Indian.

QUESTION.

ANSWER.

charged as a loading charge at Arconum for breaking bulk.

I get coffee from Bangalore to Madras by carts. I pay 10 Rupees per bandy load. Rail costs me 12 Rupees, and the risk of loss is greater by rail.

II.—Traffic arrangements for despatch and delivery.

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. Yes. The weight should also be entered.

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

12. Yes. If I consign 120 bags and a truck can carry 110 they only put 100 bags in, but send the remainder in the "Sundry" wagon; then there is delay in receiving them, and there is often loss. I sometimes go to a station and wait till 5 in the evening, and am told my goods are not there. I return again the next morning and find my goods removed to the shed and plundered; although I give the number of my wagon, I am told it is not there. A wagon should be sealed and opened in the presence of the consignor and consignee respectively.

I cannot find out the exact charge for my goods at the forwarding stations. I never pay before delivery, or perhaps I might be able to find out, but then I should part with both my money and my goods at the same time.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

18—19. Yes. If I send a consignment it is divided and sent in two wagons and the seals are broken in the goods shed and the goods stolen. I have lost much property in this way.

VI.—Relations of Railway Servants with the Public.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. When my goods are short delivered, if I go to the station master he says he is not responsible; if I write to the head-quarters, as I did 1½ months ago, I get a reply from the Agent which does not bear on the subject.

28. Is there any foundation for a general charge of extortion by Railway servants,—or

28. Yes. I do not complain of having to pay, it is a custom; if I do not satisfy the

QUESTION.

corruption,—and are payments made to obtain priority of service?

ANSWER.

clerks I am not allowed to get my goods near the platform.

Fifteen days ago at Arconum my Goomastah would not give 2 pies a bag, and the goods' clerk would not allow the goods to be brought but ordered them to be unloaded at a distance and then again removed. I consigned 112 bags from Arconum; my Goomastah objected at first, but at last did pay.

Statement of DORASAWMY IYER, Tahsildar of Conjeveram.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. Yes.

2. Is the classification too complicated, and can you suggest any improvement?

2. Yes. All products of the land should be charged at 6 pies per ton per mile.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. No.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. No.

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

6. A general reduction of all classes would increase traffic.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. There is generally delay in junction and goods transmitting stations of one to four days.

8. If so can you adduce from your personal knowledge any instance of such delay?

8. No; but I believe the records of the several out-stations would show undue delay, particularly in the matter of jungle-wood posts. I have heard of delays at Conjeveram, and believe them to be frequent.

9. What are the general arrangements as regards the receipt, delivery, and despatch of goods at the principal stations?

9. Charges entered in the invoice are checked with the rates kept at the station; if an charge is made in the invoice, collection is accordingly, and on complaint the ref made some months after. If less charge is the proper amount is levied.

QUESTION.

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

23. If so, can you adduce any instances from your own personal knowledge and the result of complaint made to the Company?

ANSWER.

11. There seems to be no certainty at all either at small or large stations.
The probable date of arrival should be entered on the receipt note.

12. The date and hour of receipt and despatch of goods from the sending station should be notified to the consignors in writing under signature of the station master, the receiving station should likewise notify in writing the hour of arrival to the consignee.

The repudiation of responsibility with certain rates tends, I think, to check traffic; losses are so frequent, that, I think, it would answer the merchants' while better to pay the higher rate "not accepting the risk," than to pay the lower rate at "owners risk."

13. Yes.

14. Vellore, Wallajapett, Chittoor, Salem, Cuddapah, Poddutur, Erunjanoor, Putticondah, Kurnool, Mysore, Toomkoor, Shemoga, Hurryhur, Combaconum, are all instances.

15. Erunjanoor is a large town, consigning large quantities of cloths to the Mysore territory; the wretched condition of the road between it and the railway is a subject of standing complaint.

The roads connecting the principal grain-producing villages with the railway are all neglected. The following roads should be made:—

1.—From Codumbathoor via Parumbakum, Cuum, Yellapaukum, to Conjeveram.

2.—From Wallajabad via Munnimungalum to Trunk Road at Vandalore, thence via Streepmattoor to Trivellore station.

18. Yes. The goods sheds are not properly guarded. Many of them are insecure; a single guard to a goods shed is insufficient; complaints regarding missing firewood and jungle posts are common.

19. No.

QUESTION.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

ANSWER.

20. The public are afraid to send brittle goods by goods train. There is much recklessness in unloading. In consignments of rice and grain the labels are torn off, and the consignee gets the wrong goods.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. Yes.

East Indians are unaware of Hindoo festivals, hence accommodation often runs short. Assistant Traffic Managers at head-quarters and elsewhere should be natives.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. No. The natives are inadequately paid as compared with East Indians.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. I have experienced none. I hear complaints from others.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so, can you give any instance from your personal knowledge?

27. I know of none.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I hear of such a charge. The income of goods' clerks is said to average 200 Rupees monthly; the payments are usually asked to secure priority of service.

29. If so, can you adduce any instances of such?

29. I am well acquainted with merchants in Adoni, they complain bitterly of the corruption of the station masters not only at Adoni but at all stations between Raichore and Arconum. I could produce many cases from Adoni. Sabbapati Iyer, of Messrs. Dymes and Co., would give many instances. He complained to me of the present station master of Bellary while he was at Adoni, and addressed the Traffic Manager.

31. Can you suggest any precautions to prevent incivility or bribery?

31. I think there should be a special Deputy Collector attached by Government to each 200 miles of line.

Men dismissed from Government employ are said to find an asylum with the Railway Company, but I know of no such instance.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. Station Masters take no trouble in the matter.

QUESTION.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c.; and bring complaints to the notice of the Traffic Manager?

ANSWER.

38. I think it would.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. I think it may be.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. No.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(1.) Yes.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) Yes.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(3.) Yes. I would myself pay 10 tickets for 6 persons.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I would allow my wife to travel in a separate compartment reserved for females. I should prefer it unless I were in the train. I think reserved accommodation is much wanted; it is a common thing for females to travel alone; some of my own female relatives recently came up from Tanjore to Madras.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of Native passengers, much less any refreshments.

(8.) There should be a water-pandal kept by a Brahmin, a chuttrum outside the compound would suffice for refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) Simple partition walls would obviate my objections to the present structures.

QUESTION.

(10.) "That no water is supplied near these places as is done on all other Railways in India.

ANSWER.

(10.) Yes.

(11.) "That there are no waiting-rooms for third-class passengers.

(11.) Yes. I was recently kept for half an hour outside a station with third-class passengers; the confusion was pitiable.

(12.) "That the number fixed for a third-class carriage is too large.

12. Fifty is too large a number. I have seen carriages at feast time crowded so that people could not stand.

(14.) "That trains do not stop at each station for definite periods.

(14.) At all stations where water is provided trains should stop a quarter of an hour, and such stoppage be duly notified to the passengers.

(17.) "Tickets cannot be obtained conveniently by the passengers"

(17.) Station Masters do not commence issuing tickets till 5 minutes or so before the bell rings.

N.B.—I think there should be distinct 1st and 2nd class accommodation for natives as well as Europeans. Each should have its latrine accommodation and shower bath with a small partition in one corner for tiffin or dinner.

Statement of PRAKASEM NAIDU, Tahsildar of Vellore.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. Not generally; that for grain carried short distances might be lowered with advantage.

2. Is the classification too complicated, and can you suggest any improvement?

2. No.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. No.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

4. I recommend receiving houses at such towns as Vellore, Arcot, and others.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. Yes.

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or by diminishing working expenses increase the net receipts of the Railway?

6. I recommend third-class return tickets. The Cashier Department is unnecessary. Railway officials along the line should send their audited pay bills to the station masters who might forward the bills to the Treasurer in support of such payments.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

17. Would feeder roads or tramways enable the Railway to absorb any large portion of the local traffic between towns at short distances from each other?

ANSWER.

7. Yes. I know this complaint to be a very general one; goods are not taken over as soon as the forwarding notes are ready, which are even sometimes declined; the despatch of goods is not unfrequently delayed several days.

8. Veerasawmy Chetty forwarded from Vellore 94 bags of jaggery and 6 bags of turmeric on the 6th May 1874; the goods reached Bepore on the 22nd May.

In February 1875 there was a delay of four days in the receipt of goods from the same man. His goods were taken to the Railway station on the 4th, but were not taken over by the Railway until the 8th. I could adduce many more such instances.

10. Notice is not invariably given; consignees are left to find out from consignors when their goods may be expected.

11. At present there is no certainty; the entry of probable date of arrival would be advantageous.

12. The present traffic arrangements if properly carried out would answer all purposes.

13. Yes.

14. Vellore is $3\frac{1}{2}$ miles, and Arcot is 4 miles from the railway, the traffic between Vellore and Arcot, a distance of 14 miles, is all by road; rice is now carried by road between Goriattum and Vaniembady. I have seen occasionally 50 to 100 carts daily.

15. The provision of roads in North Arcot District is not, in my opinion, behind the requirement of the country.

17. No.

IV.—Custody and care of Goods in transit.

QUESTION.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

ANSWER.

18. This is an every-day complaint.

19. No.

20. Yes, both; I hear general complaints of injury sustained by jaggery from improper protection; three tarpaulin sheets used to be put over it, now only two are used.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

24. Are the conditions of service sufficiently good to attract natives of good capacity?

23. Yes, as Assistant Traffic Managers and Station Masters.

24. No. There is, I believe, hardly an educated and deserving native in the Railway service who is not trying for some appointment under Government.

It is a universal complaint that East Indians receive more pay for the same work than natives; the latter are all dissatisfied in consequence, are looked down upon, and are not treated with respect, by the Railway authorities.

25. If not what changes would you suggest?

25. I would admit natives into the higher grades, such as Assistant Traffic Managers, &c.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

29. If so can you adduce any instance of such?

30. What has been the result of complaints on this account?

26. This is a universal complaint; I have often heard indecent language used by guards towards their subordinates.

27. I am not aware of any.

28—30. I do not believe there is.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their

35. They receive in the Railway Department no encouragement to do so.

QUESTION.

neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager.

ANSWER.

38. Yes, if the agency were natives.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. Yes.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. No.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(1.) Yes.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) Yes.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(3.) Yes.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4—6.) I should certainly send my own wife in a compartment reserved for females if she were travelling alone.

(5.) "Nor is there similar provision for European and Eurasian passengers.

If I were in the train myself I should take her in a general compartment with me.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

Females travelling alone would, I am quite certain, avail themselves of the reserved accommodation.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

(7.) Certainly not; such an arrangement would be a great nuisance. I believe, however, that women do experience great inconvenience at times.

QUESTION.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(10.) "That no water is supplied near these places as is done on all other Railways in India.

(11.) "That there are no waiting-rooms for third-class passengers.

(12.) "That the number fixed for a third-class carriage is too large.

(13.) "That there are no halting places or chuttrums within the compound of the Railway stations.

(14.) "That trains do not stop at each station for definite periods.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.

(16.) "That the carriages are often very dirty.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

(8.) A Vaishnava Brahmin should be employed to supply water at all stations of any importance.

(9.) I concur; partitions in the present structures would only partially meet the objection to them. I would have separate accommodation for 1st and 2nd class native travellers.

(10.) I concur.

(11.) The waiting-room at Arcunum is not large enough; there should be such rooms at all principal stations.

(12.) I fully concur.

(13—15.) I see no ground for complaint.

(16.) I concur.

(17.) Yes. Booking clerks should commence to book much earlier than they do.

PROCEEDINGS OF THE 10TH APRIL 1875.

Statement of S. SESHAGIRI ROW, Tahsildar of Kistnagiri.

I.—Rates for carriage of Goods and Passengers.

ANSWER.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

1. Yes, for salt, ghee, gingelly oil, honey, wax, Bengal gram, wheat, dry cocoanuts, raggi.

2. Is the classification too complicated, and can you suggest any improvement?

2. Yes. I would charge all food grains at uniform rate, and timber, iron, &c., another rate.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

4. There should be no minimum charge for goods, the charge should be for the actual quantity.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

ANSWER.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels? 7. Yes, occasionally.
8. If so, can you adduce from your personal knowledge any instance of such delay? 8. No. I would record probable date of delivery on receipt note.

III.—Alignment of the Railway and its connection with towns.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance? 16. Yes.
From Suramangalam to Salem.
„ Tripatoor „ Krishnagiri.
„ Morapur „ Dharampurai.
„ Sankiridroog „ Namakal.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody? 18. Yes, especially in eatable things, as jaggery, sugar-candy, &c.
19. If so, can you adduce any instances from your personal knowledge and the result of any complaint made to the Company? 19. No. I speak from hearsay.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations? 23. No, the native element is sufficiently introduced; but I would exclude Europeans and East Indians from the appointments connected with goods.
24. Are the conditions of service sufficiently good to attract natives of good capacity? 24. I think not.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company? 26. Yes there is; some station masters exclude even Tahsildars from stations, when people go for information they send a peon to tell them to return at 2 o'clock.
27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge? 27. I can give no instance.
28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service? 28. The charge is not general.
29. If so can you adduce any instances of such? 29. It is difficult to adduce instances; people will not complain.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native

35. No.

QUESTION.

ANSWER.

merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist? 41. Yes, it is generally considered sufficient.
42. Do you concur in any of the following complaints:— 42. I concur in most of them.
- (9.) “That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them. (9.) “There is a general feeling in favor of partitions to the existing structures. I have made inquiries on the subject.
- (12.) “That the number fixed for a third-class carriage is too large. (12.) “If the authorized number of passengers be adhered to I do not think the carriages would be overcrowded this is my own opinion; the general opinion is that they would be.

Statement of N. SIVA RAMA IYEN, Superintendent of Sea Customs, Calicut.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases? 1. Yes. In the case of coffee, pepper, twist, piece goods, planks and timber, salt, seeds, nuxvomica, and others.
Merchants requiring gingely seed and oil cake (the latter for manuring coffee) import it by sea from Surat, instead of bringing it down from Bangalore by rail.
2. Is the classification too complicated, and can you suggest any improvement? 2. Yes. I think so.
3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence? 3. Combustible substances, such as crackers, matches, &c., are taken from Calicut to Palghat by road owing to the delay in procuring fire-proof wagons.

The imports of the last five years have been as follow:—

	RS.
1869 to 1870.. ..	5,890
1870 to 1871.. ..	9,591
1871 to 1872.. ..	8,588
1872 to 1873.. ..	12,962
1873 to 1874.. ..	8,732

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and 4. More than 200,000 maunds of salt are imported at Ponany, the high rate lately fixed drives this from the Railway; the rate has been

QUESTION.

attract that between neighbouring towns near the Railway?

5. Are the rates for passengers suitable in all cases to the condition of the people?

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so can you adduce from your personal knowledge any instance of such delay?

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. What is the degree of certainty as respects the date of despatch and arrival of goods

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

ANSWER.

raised from 8 to 12 pies. A rate of 8 pies would, in my opinion, be sufficiently low to secure the traffic for the Railway. It is now carried by carts direct from Ponany to Palghat; these carts carry back rice, tobacco, chillies, grain, betel-leaf, &c.

5. The first-class rate is too high for natives.

7. Goods are often delayed because insufficient in quantity for a wagon load, and are again delayed after despatch by retention at intermediate stations.

8. I have heard of instances. I am told that a Moplah merchant lost heavily on a consignment of molasses which was not delivered in time to enable him to carry out his contract.

10. The advice note is seldom sent; this is a source of delay; but I am told the Company does not always claim demurrage, so complaints are fewer than they would otherwise be; I recommend that the rate be lowered, that no charge be made for two days, a single charge for four days, and double or treble after that.

11. The Company do not guarantee the despatch of goods by the train succeeding the receipt of them.

The receipt should state the probable dates of despatch and delivery.

12. The receipts now granted are unsatisfactory. They should contain the names of consignor and consignee, the forwarding and receiving stations, the weight and description of goods, and the various charges.

13—14. Yes. The merchants suffer delay and loss through the want of extension of the line across the backwater to Calicut.

16. Yes, from Beypore to Cannanore. I produce statements showing exports from Beypore and Calicut for the last five years.

Goods are now conveyed from Elathur, five miles north of Calicut, to Badagara by backwater and thence to Tellicherry and Cannanore.

QUESTION.

17. Would feeder roads or tramways enable the railway to absorb any large portion of the local traffic between towns at short distances from each other?

ANSWER.

The exports and imports of the port of Calicut amount to nearly 40,000 tons of goods yearly.

17. I know of none.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

18. I learn from inquiries of the principal merchants that when taking delivery of their goods they often find deficiencies, and are told by the Railway servants they may take delivery or not as they please, that if they do not, demurrage will be charged.

The Company's servants refuse to record the quantity or weight missing on the back of the delivery note. If they sustain any great loss they complain and get redress.

19. I know of no instances of my personal knowledge. A man named Parasam Chetty lost one bag out of one hundred; eight or nine days ago he complained to the Railway officials at Beypore, but sent no complaint to head-quarters.

The complaints of loss are frequent, to such an extent that I believe a consignment of goods is seldom delivered without loss.

The Company's servants say they are only responsible for the numbers.

Robbery is said to be effected by the introduction of a pipe into the bags. Last year a Moplah merchant lost 45 bags of jaggery; the bags were found on the edge of the backwater at Beypore, some of them short of their contents; he bribed the porters for the information that led to their discovery.

In 1873 the goods' clerk at Beypore was charged before the Town Magistrate of Calicut with stealing 45 bags of rice, the case was dismissed as against the goods' clerk, the Magistrate giving it as his opinion that the offence had been committed, but not by him. The Company paid compensation.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. Yes. I have seen it and heard many complaints.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the railway and if so in what situations?

23. Natives of the district know more about the condition and wants of the people and should be appointed as station masters, goods clerks, booking clerks, and guards.

QUESTION.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

ANSWER.

24. Constant transfers without sufficient grounds, absence of regular promotion, infliction of severe punishment for slight offences without due inquiry, make the service unpopular.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes. It often arises from the servants being natives of a different country and ignorant of the customs of the people.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. Applications for redress necessarily involve so much delay and inconvenience to passengers that they seldom complain.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I have heard it said that traders pay for priority of service, and passengers for accommodation. The goods' clerks are also said to weigh goods with rain-water on the tarpaulins and appropriate the excess charge.

29. If so can you adduce any instances of such?

29. I know none of my own personal knowledge.

31. Can you suggest any precautions to prevent incivility, or bribery?

31. The employment of natives of respectability is the best safeguard.

The unloading at Beypore is let out on contract to a firm at 2 pies per maund, and the rate is collected by the Company. The head porter charges an additional 2 pies per bundle. I think more porters should be employed and the goods' clerk be entrusted with the management.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. I think so.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been in your opinion the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. Owing to the late famine in Bengal the price of rice on the East Coast rose, and it was imported to Beypore to the value of 9 lakhs from Seinde and Bombay and western ports instead of by rail; it was imported from the Canarese ports to the value of 23½ lakhs.

Castor-oil, ground-nut oil, molasses, grains and chillies used to be brought by rail and exported to Bombay. Bombay is now supplied from elsewhere. Tanjore rice will keep four times as long as Vellore rice.

X.—Passenger accommodation.

QUESTION.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

ANSWER.

41. The present accommodation is insufficient. I recommend the adoption of the 2 pies rate; though there are few people on the West Coast who walk, now they mostly travel by rail.

Statement of C. Nuz MUDDEEN SAHIB, Tahsildar of Sydapett.

I.—Rates for carriage of goods and Passengers.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. A few, such as plants, fruit, bark for tanning, and such articles as are cheap or require great care.

I have seen carts at Poonamallee taking bark from Vellore to Madras both last and this year. The charge for trees is too high, and there is not sufficient care taken; mangoes are brought from Vellore, Chittoor, &c., by cart.

5. Are the rates for passengers suitable in all cases to the condition of the people.

5. I have heard no complaints to the contrary.

II.—Traffic arrangements for despatch and delivery.

8. If so, can you adduce from your personal knowledge any instance of such delay?

8. Yes. A few years ago I was at Trivellore. I sent goods to Madras. I had to complain both of delay and loss; a correspondence was carried on through the then station master, but all to no purpose.

11. What is the degree of certainty as respects the date of despatch and arrival of goods

11. The probable date of arrival as well as the weight should be recorded on the receipt.

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

12. The rules should be such as to encourage traders, give them ready access to the authorities, and prompt redress for injury sustained.

IV.—Custody and care of Goods in transit.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. The credit of the Railway is daily being injured by petty pilferings. It is not the arrangements so much as the conduct of the servants that is the subject of complaint. There is no confidence at all in the Railway servants, and properly so. The weight not being mentioned in the receipt, the responsibility is

V.—Employment of Natives in the service of the Railway.

QUESTION.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

ANSWER.

23. Yes, they would know how to treat passengers according to caste.

VI.—Relation of Railway Servants with the Public

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. I think not.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. I believe so.

37. Is the passage of traffic in opposition to the Railway a subject of observation and inquiry, and by whom, and are rates regulated accordingly?

37. The rates for thread and piece goods have been lately lowered to meet cart traffic. I hear cotton is not sent by rail from Cuddapah, because the Company refuse to take the risk.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. It would be of great advantage.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. It is not. High caste people wish to have separate compartments from those occupied by East Indians, Mahomedans, and Pariahs.

42. Do you concur in any of the following complaints:—

42. I concur in most of them.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) I would pay five or six tickets for a reserved compartment.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I would allow my wife to travel in a compartment reserved for females only.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) I have never counted 65 passengers in a third-class compartment on ordinary occasions.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.

(15.) I have never heard, even at Arcunum, a guard call out the time of waiting.

PROCEEDINGS OF THE 14TH APRIL 1875.

Statement of SAMPANGI NAIDU, Merchant, Coimbatore.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

ANSWER.

4. I object to the enhanced rate charged with "owner's risk on certain goods," there ought to be one general rate, and an additional charge to cover risk. I would willingly pay a still higher rate if the Company would accept the risk.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so, can you adduce from your personal knowledge any instance of such delay?

7—8. Yes. I contracted to supply 25 reams of paper for the General Test Examination at Coimbatore; the consignment was delayed five days. I asked the station master, Mr. Mason, but he said he was not responsible; the paper is now lying still in my shop in consequence.

I can say that one-third of the total consignments occupy more than three days between Madras and Coimbatore, I knew the Company was not responsible, and, therefore, I did not complain.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. I cannot give the month and date, but I once telegraphed to Mr. Church about a consignment and got redress, except for the cost of my telegrams. I have as many as 10 consignments in a week at times. I get no notice now; it used to be sent bearing to me, two or three days after the arrival of the goods, and too late to save me the demurrage. The Railway servants do not encourage traders; for instance, when a man loses his railway receipt, the goods' clerk tells him to execute an indemnity bond costing him 8 Rupees, instead of telling him to apply for a duplicate receipt; in a case like this the clerk ought not to leave the man in ignorance but put him in the way of getting redress.

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations.
and would it be of advantage to record the probable date of arrival on the receipt given to signors?

11. Formerly they used to enter the weights on the receipt note, now they do not; they should be entered; the probable date of arrival should be entered.

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

12. Yes. Periodical shandies are held at most principal stations between Coimbatore and Beypore. If the train service were altered a man would be able to get into the train with his goods and take them the same day to the depot.

QUESTION.

ANSWER.

not borne by any servant, and no means exist of proving the proper quantity delivered.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?
23. Yes. Particularly as guards and goods' clerks.

VI.—Relation of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?
26. I have never seen cases of incivility myself. I have often been to the stations. I hear frequent complaints.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?
28. Merchants who cannot carry on their trade without the assistance of the Railway have great influence with the Railway servants; those who only occasionally send goods have no influence, are frightened on the first occasion, and do not have recourse to the Railway a second time.

I have never had any complaints made to me as Tahsildar. I once lost 200 out of a consignment of 1,000 cocoanuts for seed. I complained verbally but got no redress, although I believe the station master wrote; this was eight or nine years ago, and I have never sent goods by Railway since.

31. Can you suggest any precautions to prevent incivility or bribery?
31. In every station there should be a book for complaint and suggestions, to which free access can be had by passengers.

The complaints must be inquired into in the manner least likely to inconvenience the passenger. Under this arrangement people could not be prevented from complaining, and the Traffic Manager could not plead ignorance of grievances existing.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?
38. It is, in my opinion, not want of knowledge on the part of traders, but want of supervision of the Railway arrangements that keeps traders away.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—
42. I concur in most of them.

- (4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex."
- (4.) I would allow the ladies of my family to travel in a compartment reserved for females. I would do so if I were in the train myself.

- (12.) "That the number fixed for a third-class carriage is too large."
- (12.) I have counted 70 in a carriage on ordinary occasions at Trivellore and at Perambore.

QUESTION.

ANSWER.

- (15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c."
- (15.) I would have the train stop one hour or half an hour if there be chuttrums where food could be kept ready cooked.

Statement of C. BALAKISTNA MOODELLY, Head Clerk, District Engineer's Office, North Arcot.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

- Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?
4. I would suggest receiving houses in all the principal mercantile towns.

II.—Traffic arrangements for despatch and delivery.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?
10. The names of the merchants whose goods have arrived should be posted on a board near the entrance of the goods shed, and the advice should always be sent and longer notice than at present be given.
12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?
12. The date and hour of delivery to goods' clerk should be entered on the forwarding note, and the goods should be dealt with in order of delivery.

A book for complaints should be kept in the goods shed.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?
13. No.
15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?
15. Roads are wanted from Chinnamapet Railway Station to Canacumma Chuttrum, on Road XIII., and from Tiruvalam Station, to Malevesharam, this latter is much wanted.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?
18. I hear so.
19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?
19. I hear complaints secure redress.

QUESTION.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

ANSWER.

10. Notices should be sent to consignees at their own cost.

12. In the goods receipt note the weight, number, rail charge, and probable date of delivery, should be entered.

III.—Alignment of the Railway and its connection with towns.

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

15. The present roads suffice, but the trunk road between Shoranoor and Karoor and Portanur, and the canal between Chetturay and Tiroor require improvement.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18—19. Yes; but I can adduce no instances, my belief is based upon complaints made by others.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

V.—Employment of Natives in the service of the Railway.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24—25. Persons not acquainted with the vernacular language of the place ought not to be appointed as station masters, nor ought they to be transferred without just and reasonable cause.

25. If not, what changes would you suggest?

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes. I have seen cases myself, four men took tickets but were prevented from entering the train by police peons and lost their tickets. The train was just going to start, the men who had the tickets went outside and returned too late; there is great want of publicity of Railway rules.

Statement of Mr. P. MACFADYEN, OF MESSRS. ARBUTHNOT & Co.

QUESTION.

1. Can you suggest any explanation based on the condition of trade generally or on the circumstances affecting the supply and demand in the case of the commodities here named to account for the falling off of the traffic in them—

- (1.) Coffee.
- (2.) Rice.
- (3.) Salt.
- (4.) Seeds.
- (5.) Skins.

ANSWER.

1. In the early part of 1874 the indigo crop was short; so was the coffee crop. Rice was unusually dear on account of the famine in the north.

From January to June the fluctuations in price were very great, from Rupees 3-8-0 in December to Rupees 5-12-0 in March; we bought some 5,000 tons in Madras. The effect of the famine on the local markets in the interior would probably be the retention of rice in stock. I do not think that any great increase in the traffic in rice on the Madras Railway could be looked for, as the demand in Madras will always be met from the coast. The rice moved on the rail will always be due to the local demand and supply.

With regard to salt I can say little as regards the period under review. I think the rail charge might be reduced with advantage to Tirupetty and Tripatoor. With regard to seeds, my impression was that, during the period named, the exports were large, but I see by the Custom House Export Returns there appears to have been a falling off. As regards "skins," I can give but little information.

2. Would the variation in sea freights influence the trade in country produce sufficiently to account for the diminished traffic?

2. I think not; the rate of freight for the time being is involved in the price limit supplied from Home; if freights were to go up, the price offered for cotton in the interior would go down.

3. Do you think the rate should be regulated according to the demand for carriage, or that a uniform rate should be maintained for each class of goods respectively?

3. I certainly think a uniform rate should be established. I think special rates are very objectionable as now introduced. The present system now gives room for the natives to say that certain influences are brought to bear on the Railway authorities to induce them to quote any particular special rate; such rates ought, I think, to take the form of a discount to large customers.

Any man can now go and say that he will carry so many tons between the specified places, and the case is decided on the merits of his particular case; the discussion would take place between the individual and the Railway authorities; other firms would know nothing of it to their great disadvantage.

I have no complaint to make personally on this score, but I have heard the system much complained of. My impression has certainly been that the special rate occasionally died with

QUESTION.

ANSWER.

at Palghat; he cannot do so now, and no road-goods are now booked in consequence.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody.

18. Yes.

19. If so, can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

19. About nine bottles of brandy were sent to my address from Madras, and found empty. I made no complaint because having taken delivery through my servant I knew I had no claim to redress.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes. I have experienced it myself. I was told to go for information to the head porter, when the station master should have given it himself.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I believe it exists; at large stations there is a certain amount of check exercised over the station master by the goods' clerk, and *vice versa*; at small stations where there is only one man doing the duties of station master and goods' clerk he can do what he likes.

I have myself made a payment and secured services for it.

VIII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood? Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. I have had no difficulty in obtaining information for myself, but I have never known station masters troubling themselves about traffic. If they were paid by a percentage on business done, they would take more trouble.

I think an agency to receive goods at Palghat, Calicut, or such large places, would be a good arrangement; questions could be answered and information obtained there.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(3.) "That when by special arrangement rriages are reserved, the passengers are quired, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(3.) I would myself pay extra for reserved accommodation.

(4.) I would not allow the female members of my family to travel alone in a compartment reserved for females.

QUESTION.

ANSWER.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) If I am permitted I will myself supply water at Coimbatore; I know others who will do it if allowed at Erode; they think the Railway Company will not allow it.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) I have often myself seen carriages very crowded, all seats crowded, and people standing. As we pay more at night I think we ought to have more room given us that we get sleep.

(15.) "That they do not stop sufficiently long in certain stations to enable native passengers to take refreshments, &c.

(15.) I think trains ought certainly to stop long in certain stations to enable passengers to take refreshment.

(17.) "Tickets cannot be obtained conveniently by the passengers."

(17.) Tickets should be issued an hour before the train is expected, or be sold, like stamps, in large towns.

Statement of A. RAMAKINI, Tahsildar of Ponani.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. The rate for salt between Tiroor and Palghat is too high; there has been an increase in the rate; the present rate is Annas 2 Pie 1. I do not remember the former rate. I asked about it but could not find out. In 1870, 22,974 maunds of salt were issued at Ponany from Palghat. I consider the rates for rice and paddy from Salem to the West Coast too high, but none that I know of now goes by road. The rate for conveying 17 maunds of salt in a cart from Ponany to Palghat ranges from Rupees 2-8-0 to Rupees 3; the rail charge for the same quantity, inclusive of the ferry, loading, and unloading and other charges would be Rupees 3-10-0.

2. Is the classification too complicated, and can you suggest any improvement?

2. No.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. The rates are too high for salt, paddy, rice, timber, and tobacco.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. First-class rates are beyond the means of the people.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Yes; I can give no instances anersoally on heard no complaints. system much has certainly occasionally died with

QUESTION.

4. Are the existing Railway arrangements prejudicial to the development of goods traffic in any of the following points:—

(a.) Complicated nature of the classification.

(b.) Frequent change of rates.

(c.) Insufficient publicity of the Company's arrangements, rates, means of redress, responsibilities, &c.

(d.) Incivility on the part of lower Railway officials.

(e.) Insufficient shed accommodation.

(f.) Want of facilities for reception and despatch of goods.

(g.) Want of punctuality in delivery of goods.

(m.) The system of demurrage.

ANSWER.

the consignment to which it owed its existence. I cannot say that I know such an impression to be general, but I have heard it said.

(a.) I think so, to some extent; it is, I think, complicated from a consignor's point of view. The simpler the classification the better. I should say the present one might possibly deter small traders.

(b.) No.

(c.) Yes; there is difficulty in getting refunds. I doubt if merchants are fully informed up-country. I have myself experienced delay in the matter of refunds.

(d.) I have heard from our own employes of incivility experienced by them at the Salt Cotaurs, but I did not attach much importance to their complaints, and did not, therefore, bring them to the notice of the Railway authorities.

(e.) We have found some difficulty in getting shed accommodation for salt at small stations. I believe myself that additional accommodation would lead to increased traffic in this item; we should be very glad to pay rent for the additional accommodation.

(f.) and (g.) Yes; I put in for the inspection of the Committee a statement which represents the working of the Railway with my firm during the month of March in the current year. I consider that it represents a fair average of the work for the past six months. I may add that we count on receiving our goods within a certain number of days of the date of delivery to the Railway Company, and we have paid demurrage to two ships in consequence of delay by the Railway.

(m.) Yes; I think there is great ground for complaint on this score; if they charge my firm demurrage, as they do, where men are constantly on the spot, to receive goods, the fair inference is that smaller traders must be still more harassed by the system.

We are not infrequently called upon to pay, and I cannot myself imagine on what grounds; if the charge comes before one of the principals, it is always resisted and generally withdrawn. Native merchants, who are reliable men, say that the system of demurrage is made the means of extortion, and Messrs. Lecot and Co., in a paper I produce, say that "charges for demur-

QUESTION.

(n.) The system of re-weighing.

(p.) The practice of declining to deliver goods until receipt of the invoice.

ANSWER.

rage are very common and complaints numerous."

We have recently been called upon for a charge as demurrage on a consignment of turmeric outstanding since 1872.

There is great delay in rendering bills; they are sometimes three weeks in arrears; some lately came in for 1873. I should myself greatly prefer cash payments for everything.

(n.) The system of re-weighing involves delay to a consignee, and might, with advantage, be done away with. It is very likely to subject traders to loss, as they probably have no one there to see their goods re-weighed. A consignee has no opportunity for appeal; he accepts delivery of his goods, ships them, and weeks afterwards gets a bill for the excess; no advice of the excess charge accompanies the consignment at the time; it is not a frequent occurrence with us; it is more frequent with salt than any thing; this, I believe, gets wet. I know of no instance in which a refund was offered on account of over-weighing at the forwarding station.

(p.) We have experienced inconvenience in this respect.

150 bales of cotton arrived in March; we were told that 50 bales could be delivered, but that the remaining 100, although lying at the station, could not, because the invoice had not been received from the booking clerk. On referring to the Railway authorities, we were told we could have the goods; but they were too late for shipment on that day, and we had to pay an extra day demurrage.

I.—Rates for carriage of Goods and Passengers.

1. Are the rates for goods too high, and, if so, in what particular cases?

1. I think the rates fair on the whole, but that for loose cotton is quite prohibitory; it might or might not suit the Railway Company to lower the rate and carry it at owner's risk; we used to carry thousands of Boraks but never had a claim against the Company for loss by fire or otherwise. There is little or no weaving in Madras, so that all the loose cotton that is brought down is probably for export.

II.—Traffic arrangements for despatch and delivery.

11. What is the degree of certainty as respects the date of despatch and arrival of goods?

i.—at large stations or towns,

ii.—at small stations,

and would it be of advantage to record the probable arrival on the receipt given to consignees?

27th do. ... 22 do. do. ...

11. I think the entry of the probable date of arrival would be a great advantage.

III.—Alignment of the Railway and its connection with towns.

QUESTION.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

ANSWER.

13. I am quite sure it does.

14. Yes; Vellore and Arcot.

15. I would not make feeders, but I would suggest the plan of establishing receiving houses in large towns off the line, where the Company would accept responsibility for the goods.

The Company would, of course, charge extra for the risk and the extra carriage. I would try the experiment at places like Vellore and Arcot where goods under any circumstances exchange hands. The Madras Carrying Company was not, in my opinion, and could hardly be considered a fair instance.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. This would be to some extent secured by the system I suggest of receiving houses in large centres.

I would also recommend that a commission be allowed Station Masters for traffic in excess of the average of their respective stations.

Particulars of the Dates of Railway Receipt and Goods received from 1st to 31st March 1875, by Messrs. Arbuthnot & Co.

Date of Railway Receipt.	Goods.	From what Place.	Date of Goods received.	—
1st March ...	100 bales Cotton ...	Adoni ...	12th March.	
2nd do. ...	100 do. do. ...	Bellary ...	12th do.	
2nd do. ...	38 large bags } Coffee ...	Bangalore ...	6th do.	
2nd do. ...	3 small do. }			
2nd do. ...	37 chests Indigo ...	Cuddapah ...	6th do.	
2nd do. ...	38 bags Coffee ...	Bangalore ...	6th do.	
5th do. ...	200 do. myrobalons ...	Cuddapah ...	9th do.	
5th do. ...	100 bales Cotton ...	Adoni ...	16th do.	
5th do. ...	50 do. do. ...	Bellary ...	15th do.	
6th do. ...	50 do. do. ...	Do. ...	13th do.	
5th do. ...	30 bags Coffee ...	Bangalore ...	10th do.	
6th do. ...	30 do. do. ...	Do. ...	10th do.	
6th do. ...	49 large bags } Coffee ...	Do. ...	10th do.	
6th do. ...	1 small bag }			
8th do. ...	11 bags Coffee ...	Do. ...	12th do.	
6th do. ...	196 do. Myrobalons ...	Cuddapah ...	11th do.	
8th do. ...	50 bales Cotton ...	Bellary ...	19th do.	
8th do. ...	50 do. do. ...	Do. ...	16th do.	
8th do. ...	100 do. do. ...	Do. ...	18th do.	
9th do. ...	19 large bags } Coffee ...	Bangalore ...	19th do.	
9th do. ...	1 small bag }			

made the means
n, and Messrs. Lecot and Co., in a
duce, say that "charges for demur-

Particulars of the Dates of Railway Receipt and Goods received, &c.—(Continued.)

Date of Railway Receipt.	Goods.	From what Place.	Date of Goods received.	—
9th March...	136 bags Myrobalons ...	Cuddapah ...	36 bags, 13th March.	
9th do. ...	50 do. Gingelly seed ...	Do. ...	99 do. 15th do.	
10th do. ...	14 chests Indigo ...	Do. ...	12th do.	
12th do. ...	118 bags Myrobalons ...	Do. ...	15th do.	
13th do. ...	57 do. Coffee ...	Bangalore ...	16th do.	
13th do. ...	8 do. do. ...	Do. ...	18th do.	
13th do. ...	100 do. Gingelly seed ...	Bellary ...	18th do.	
9th do. ...	100 bales Cotton ...	Adoni ...	23rd do.	
13th do. ...	100 do. do. ...	Do. ...	17th do.	
13th do. ...	150 bags Date Jaggery ...	Bellary ...	18th do.	
13th do. ...	110 do. Coffee ...	Bangalore ...	40 bags, 23rd do.	
15th do. ...	40 do. do. ...	Do. ...	110 do. 24th do.	
15th do. ...	54 large bags } Coffee ...	Do. ...	17th do.	
15th do. ...	1 small bag }		18th do.	
11th do. ...	100 bags Myrobalons ...	Cuddapah ...	19th do.	
13th do. ...	50 do. Gingelly seed ...	Do. ...	18th do.	
16th do. ...	80 do. Coffee ...	Bangalore ...	19th do.	
15th do. ...	100 bales Cotton ...	Adoni ...	20th do.	
15th do. ...	100 do. do. ...	Do. ...	23rd do.	
16th do. ...	72 bags Coffee ...	Bangalore ...	23rd do.	
17th do. ...	87 do. do. ...	Do. ...	19th do.	
17th do. ...	80 do. do. ...	Do. ...	20th do.	
15th do. ...	250 do. Myrobalons ...	Cuddapah ...	20th do.	
15th do. ...	26 do. Coffee ...	Salem ...	20th do.	
17th do. ...	100 bales Cotton ...	Bellary ...	24th do.	
17th do. ...	156 bags Coffee ...	Caroor ...	24th do.	
18th do. ...	13 do. do. ...	Do. ...	24th do.	
17th do. ...	200 do. Myrobalons ...	Cuddapah ...	20th do.	
18th do. ...	20 do. Coffee ...	Shevaroy Hills.	23rd do.	
17th do. ...	154 large bags } Coffee ...	Bangalore ...	22nd do.	
17th do. ...	2 small do. }			
18th do. ...	150 bags Myrobalons ...	Cuddapah ...	20th do.	
18th do. ...	100 do. do. ...	Do. ...	20th do.	
20th do. ...	30 do. Coffee ...	Bangalore ...	24th do.	
20th do. ...	35 do. Parchment } Coffee.	Caroor ...	27th do.	
20th do. ...	23 do. Clean }			
17th do. ...	50 bales Cotton ...	Bellary ...	29th do.	Not arrived, a
19th do. ...	50 do. do. ...	Do. ...	29th do.	it.
18th do. ...	200 do. do. ...	Adoni ...	27th do.	go.
20th do. ...	108 bags Coffee ...	Bangalore ...	23rd & 24th do.	are
22nd do. ...	50 do. do. ...	Do. ...	27th do.	
22nd do. ...	126 do. Gingelly seed ...	Do. ...	27th do.	
22nd do. ...	50 do. Coffee ...	Do. ...	27th do.	
22nd do. ...	3 do. do. ...	Shevaroy Hills.	27th do.	
22nd do. ...	100 bales Cotton ...	Bellary ...	27th do.	Not arrived.
22nd do. ...	50 do. do. ...	Do. ...	27th do.	
22nd do. ...	50 do. do. ...	Do. ...	25th do.	
20th do. ...	36 bags Coffee ...	Bangalore ...	27th do.	
22nd do. ...	50 do. Gingelly seed ...	Cuddapah ...	29th do.	
22nd do. ...	77 chests Indigo ...	Do. ...	30th do.	
23rd do. ...	61 bags Coffee ...	Bangalore ...	29th do.	
23rd do. ...	200 do. Myrobalons ...	Cuddapah ...	29th do.	
27th do. ...	30 do. Coffee ...	Bangalore ...	30th do.	
27th do. ...	20 do. do. ...	Do. ...	31st do.	
27th do. ...	50 do. do. ...	Do. ...	31st do.	
25th do. ...	100 do. Myrobalons ...	Cuddapah ...	31st do.	
26th do. ...	50 do. Gingelly seed ...	Do. ...	31st do.	
25th do. ...	88 do. Coffee ...	Bangalore ...	30th do.	
27th do. ...	22 do. do. ...	Do. ...		Not arrived.

Particulars of the Dates of Railway Receipt and Goods received, &c.—(Concluded.)

Date of Railway Receipt.	Goods.	From what Place.	Date of Goods received.	—
29th March...	35 bags Coffee ...	Bangalore ...		Not arrived.
29th do. ...	70 do. do. ...	Do. ...		Do.
27th do. ...	100 bales Cotton ...	Adoni ...	31st March.	
27th do. ...	50 do. do. ...	Do. ...	31st do.	
27th do. ...	13 bags Coffee ...	Bangalore ...		Do.
27th do. ...	80 do. do. ...	Do. ...	30th do.	
27th do. ...	100 bales Cotton ...	Bellary ...		Do.
29th do. ...	40 bags Coffee ...	Bangalore ...		Do.
29th do. ...	45 do. do. ...	Do. ...		Do.
29th do. ...	50 bales Cotton ...	Adoni ...		Do.

PROCEEDINGS OF 17TH APRIL 1875.

Statement of KASSIM CHETTY, NARASANAH, Merchant, Cuddapah.

I.—Rates for Carriage of Goods and Passengers.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

ANSWER.

3. Rupees 14 are now paid for conveying Borahs from Cuddapah to Madras; the rail charge ought to be less than that. The cotton comes from the Pulivendla District. I have seen 1,000 carts, as many as 50 carts daily, carrying cotton. Loose cotton is now all carried to the presses on carts, because of the high rail rate. Cart hire is now 12 annas per cart for 10 miles; if the rail rate were reduced to this standard, or somewhat less, in my opinion not a cart would be loaded. The cotton I buy I bring to the merchants' depôts on hired carts; the bullocks, as a rule, are not the ryots' own bullocks; sometimes they are.

I last year bought cotton in Kurnool and carted it direct to Cuddapah instead of to Gooty, and thence by rail, as I should have done had the rail charge permitted it.

There was no demand last year in France for "seeds," and the rate for "skins" in London was exceptionally low. Salt is supplied from the Nellore pans on bullocks, and the demand, therefore, for the Madras salt is dependent to a great extent on the supply of pasture along the route for the pack-bullocks; if this is abundant there would be little salt carried up the North-West Line by rail. Last year there was

QUESTION.

ANSWER.

a good harvest, and for the last year or one and half year there has been no demand for Madras rice up the North-West Line in consequence.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Yes, there is usually a delay of a day or two for want of wagons or ropes in despatch, and again of a day or two in delivery, owing to non-receipt of the invoice.

8. If so, can you adduce from your personal knowledge any instance of such delay?

8. I have answered this last question from my own personal experience as I export and import goods.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. There are irregularities in charging demurrage; they are not complained of, as people have their own pressing occupation to look after.

11. Would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. No.

VI.—Relations of Railway servants with the Public.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I have never been asked for a consideration. I have never paid anything; ryots have told me they have been asked; no one has to my knowledge ever asked my Gumastah for anything.

VII.—Railway Agency for the attraction of Traffic.

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

35. Yes, they are in the habit of doing so. I have myself been consulted about sending goods; the station master has called at my house and asked me to send goods; the present station master does not do so; there is, I believe, a general custom among station masters to do it. Merchants now ask information when they go to the stations to despatch their goods; they are not afraid but ask information readily.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

42. Do you concur in any of the following complaints:—

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(3.) I would willingly pay for 10 tickets for the reserved accommodation in the 3rd-class of eight people, or so.

QUESTION.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(13.) That there are no halting places or chuttrums within the compound of the Railway stations.

ANSWER.

(4.) I would allow the ladies of my family to travel in a compartment specially reserved for females. I am now unable to allow them to travel alone, because there is no such accommodation.

(13.) A chuttrum is much wanted at Cud-dapah.

Statement of A. SARAPATHY MUDELLI, Merchant of Adoni.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. Bellary is a large sugar and cotton producing district, and not one thousandth part of the jaggery and cotton seed finds its way to Madras by rail, although there is a very good demand for it there and along the North-West Line. The present value of cotton seed in Bellary is about 17-8-0 per ton, and the rail charge for it is about 10-4-0, or nearly 75 per cent of its value. Onions are charged at 11 annas 3 pies per Bengal maund, whereas its present value in Bellary is not more than 12 annas per maund; betel-nut, which from its value could stand a higher charge, is rated under first-class; while coprah, jaggery, potatoes, and wheat, which are of less value, are charged proportionately high.

There is a consumption in Bellary of firewood amounting to 15 or 20 railway wagon loads daily; none of this is supplied from the jungles along the line owing to the high rate.

Were the rate from Kodoor and Tirupati reduced to 5 pies per ton per mile jungle-wood posts, timber, and firewood would be supplied to Bellary along the line instead of from Kurnool and Nundial. I send my loose cotton by rail from the intermediate stations to the presses. There is a special rate equal to or a little less than the cart hire; I refer to that published in the classification list; we do not buy onions regularly, if the rate were lower we should do so. Cotton seed is not sent to Madras by cart, if the rate were reduced it would be carried by rail to Madras; the special rate now given between Kodoor and Bellary for firewood should be extended to other stations.

QUESTION.

ANSWER.

I was not aware that the special rates for salt were applicable to any but the large Madras firms; I have heard from many others that they shared this impression. Not less than 100 carts during a week carry jaggery, areca-nut, and coprah from Bellary to Adoni and Raichore, but this I think is due rather to delay in delivery than to high rates; carts now take 36 hours, the rail even quite lately took three or four days. The consignment I refer to, was not sent because the trains were full; this was last year. The distance by road from Bellary is 43 miles as against 66 miles by rail. On one or two occasions cotton and coprah, consigned by my Agents in Nuncherla to Adoni, a distance of 20 miles, was not delivered for a fortnight.

4. Can you suggest any alterations in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

4. I would strongly recommend very low special rates for all goods from all stations between Bellary and Raichore, the mixed train from Bellary to Adoni being sent to Raichore to ensure speedy delivery.

6. There being no extra accommodation, night and day fares for 3rd class should be the same.

II.—Traffic arrangements for despatch and delivery.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

11. Would it be of advantage to record the probable date of arrival on the receipt given to consignors?

10. The Company's Agents sometimes give notice and sometimes do not, but charge demurrage; no such charge should be made unless due notice is given.

11. Yes.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and if so in what situations?

23. Yes, particularly as Guards, Permanent-way Inspectors, and Assistant Traffic Managers. I have heard of a man being employed as Ticket Collector or Assistant Station Master after he had been dismissed from the Government service.

VI.—Relations of Railway servants with the public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. I have never personally experienced incivility, but I have witnessed it. I have seen third-class passengers removed from carriages with more roughness than was necessary.

I have seen passengers miss a train through not knowing how long it stopped.

QUESTION.

ANSWER.

I have seen passengers asking for water and to be let out of a carriage, and no notice taken of their requests.

I have never heard the stopping time of trains called out, except at Arconum, and there only in English.

VIII.—Railway Agency for the attraction of Traffic.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

35. Are the station masters fully able to place themselves in communication with native merchants and traffickers in general in their neighbourhood. Are they in the habit of doing so, and of ascertaining the feeling of the people in regard to the use of the Railway?

37. Is the passage of traffic in opposition to the Railway a subject of observation and inquiry, and by whom, and are rates regulated accordingly?

27. No redress can be obtained by a poor native at a station presided over by an East Indian or European Station Master if the culprit be an East Indian or European.

35. Some of the East Indian Station Masters are able, but the majority are not, owing to their ignorance of the language of the district.

37. To my knowledge nothing of the sort is ever done; if it had been, the result would have been very different.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand, or in stocks, which will account for it during the year 1874?

39. I do not think so. I remember that the demand for grain during the first half of 1874 was above the average; none was carried by cart.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

42. Yes, in all.

(3.) I would pay for reserved accommodation. I would pay for 10 tickets for 6 persons. I did on one occasion purchase 10 second-class tickets for myself and my wife.

(4.) I should prefer that my wife travelled in a compartment specially reserved for females; natives will not use 2nd-class because of the low people that frequent them. I have seen an Assistant Traffic Manager's cook-boy, Railway lascars, and sepoys in 2nd-class compartments. Sepoys as a rule are very dirty people.

(8.) Water is supplied at Gooty, Adoni, Nuncherla, and I believe at Auspree, by private enterprise. If the Railway Company would furnish a room or some accommodation, many natives would supply water.

Statement of RAMASAWMY MOODELLIAR, Merchant of Vaniembady.

IV.—Custody and care of Goods in transit.

QUESTION.

ANSWER.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

I have traded in connection with the Madras Railway for the last ten years. I deal in hides and skins from Allahabad, Agra, Delhi, and Peshawur, and in ghee from Salem, Vaniembady, Erode, Tripatoor, and other places.

I have known the private marks on my goods tampered with and changed; these marks are not entered by the goods' clerks on the receipt notes. I can send instances if required of alteration of marks upon goods. I have made no complaints, because I did not think I should get redress. I have at times appealed against overcharges, and been six months obtaining redress. I then got all I asked. I have brought skins from Cawnpore, I paid 530 Rs. on 63 bales of untanned skins. I sold them, but I could not get a proper price for them because the marks were changed. I am a partner in a firm with Gorum Chetty and Mahomed Hoosain Sahib. North country skins are worth 25 per cent. more than the skins of this part of India. Thirty-five bales of skins were consigned to me from Cawnpore on the 28th June 1873; 15 were delivered to me on the 4th August 1873; at first I was told when I complained to come again in a few days, I was then told to take certain other bales, but finding these very much damaged I refused. I was then told to pay the full charge (which I did), and that the forwarding station would be communicated with; in a reply from the station master here; I did not receive direct answer, so I sent a lawyer's letter and was offered a refund of the overpayment of the weight, this I would not accept. The East Indian Railway Company said they had delivered the goods to the Great Indian Peninsula, and to my further petition to the Madras Railway Company I received no answer. My lawyers were Messrs. Champion and Symonds. I paid 300 Rupees for law expenses and lost 800 Rupees on my goods. This transaction to some extent discouraged me, and I have only dealt in small consignments since, and with Cawnpore where I have an agent. If I consign rice by rail my bags are opened and some of the rice is removed; this is due to rough handling; it is a minor matter, therefore I did not complain; my forbearance was not due to fear. Consignments of lamp-oil, ghee, and gingely are often put

QUESTION.

ANSWER.

into the same truck, and one spoils the other; the station floors at Madras are so dirty that my bags become soiled and defaced. I have never complained to the station master. I bring lamp-oil by cart from Vaniembady to Madras. I send all consignments from Vaniembady by road, those from Erode I send by rail. The rail charge from Vaniembady is one-fifth more than the road charge. I send about ten carts a month of gingely-oil, lamp-oil, and ghee; a great many merchants do the same. I cannot say what the return loads are; the carts are not mine.

I have done but little business in rice during the last one and a half years, the high rail charge and want of management on the Railway are the cause of this.

PROCEEDINGS OF THE 19TH APRIL 1875.

Statement of MR. A. HUSON, of Messrs. Huson & Co.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. I think the Madras and Great Indian Peninsula Railway Companies could successfully compete with the steamers plying between Bombay and Madras.

There is extensive traffic between Madras and Bombay in yarn (in bales), and seeing that during the cotton season a large proportion of the stock on the Great Indian Peninsula must run southward empty, I should think a low rate might be quoted; there must similarly be a current of empties from Madras to the north during the cotton season; the return loads might be secured if the rates were low.

Iron has been bought in large quantities at Madras and sent round by sea to Bombay; there is a large production of jaggery and sugar in the Bellary District that does not find its way to Madras.

1a. Do you think the Railway rates should be regulated according to the demand for carriage, or that a uniform rate should be maintained for each class of goods respectively?

4. Are the existing Railway arrangements prejudicial to the development of goods

1a. I think they should be regulated according to the demand for carriage.

QUESTION.

traffic in any of the following points. Can you give instances in illustration:—

a. Complicated nature of the classification.

4b. Frequent changes of rates.

4c. Insufficient publicity of the Company's rates, arrangement, means of redress, responsibilities, &c.

4d. The system of reweighing.

4e. The practice of declining to deliver goods until receipt of the invoice.

ANSWER.

a. I have experienced no difficulty, because we have the list of rates for reference in the office, but the classification may be too complicated for occasional consignors.

4b. No.

4c. No.

4d. I think the system unreasonable. I have never heard of a consignment, being found to weigh less than the weight given at the forwarding station, nor do I know of any instance in which a refund has been offered to a consignee on this account.

4e. This is a system which I consider very objectionable, if for instance out of a receipt for 100 bales, 80 arrive, these latter will not be delivered until the consignment is complete and the invoice is received; indeed, if the whole consignment were lying at the station, delivery would not be made until the invoice was received. I myself have had this set right in individual cases by referring to the Traffic Manager, but we have constant complaints of the occurrence of delay from this cause.

II.—Traffic arrangements for despatch and delivery.

11. Would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. I certainly think it would, and I would also have entered the "weight," "private marks," and "charges;" our receipts come with the marks upon them, but I believe they are written by our own people. Had they not been inserted, we should have experienced considerable difficulty in identifying goods.

7. Is there any ground for a general charge against the Railway Company of undue delay in

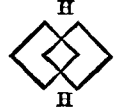
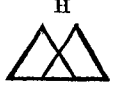
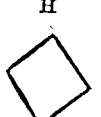
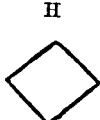
7. I produce a statement showing the delays in delivery of consignments for our firm.

I think the statement may be regarded as exceptional; it includes February and March; it was during the latter month that I noticed great irregularity.

7a. Have you experienced inconvenience from insufficient shed accommodation?

7a. Yes, we are inconvenienced in the matter of cotton in this respect. The demurrage charged at the Madras Salt Cotaurs is quite prohibitive of our goods being left there, and we have to lift the cotton there, carry it to our godowns, store it, and again remove it. When it happens that the vessel by which the cotton has to be

Particulars of the dates of Railway Receipt and Goods received—(Continued.)

Marks.	No. of Bales.	Bellary, Dates.	Delivery, Dates.	
		1875.	1875.	
	75	3rd do.	16th do.	
	125	2nd do.	8th do.	
"	50	4th do.	18th do.	
143				
	50			
	50	5th March	17th do.	
	25	16th do.		
A H & Co.				
	23			
 	75	8th do.	16th do.	
 	23			
	125	10th do.	15th do.	Adoni.
Total...	1,241	Bales.		

(Signed) ARTHUR HUSON.

PROCEEDINGS OF THE 21ST APRIL.

Statement on Re-examination of MR. H. E. CHURCH, Traffic Manager.

I.—Rates for carriage of goods and Passengers.

QUESTION.

1. Can the classification be simplified? Is there any objection to the tariff now in force on the South Indian Railway?

ANSWER.

1. The classification might be simplified, but I do not think it called for; the bulk of our goods are carried in the lowest classes, viz., the special and first class; it would perhaps simplify the work in the audit office to some extent, but there is already a second classification in force in through booking with the South Indian, and a third would lead to confusion; ours is practically the same as that of the Great Indian Peninsula. I do not believe that the complicated nature of ours gives rise to assistance being asked by traders from station masters or goods' clerks. A consignor would not, under any circumstances, classify his own goods, the station master or goods' clerk now does it, and very often goods are wrongly classified and refund made. I do not think the present system gives rise to middlemen to interpret between consignor and the Railway officials.

The reduction in the grain rates was known and acted upon in a surprisingly short time; the trade developed very quickly.

If any simplification were determined on, I would recommend that it be in the direction of that adopted by the South Indian.

2. Are there any objections to the classification lists being published in the vernaculars and in alphabetical order for wide distribution?

3. When a special rate is quoted to an individual, what steps are taken to publish it and place it at the disposal of the general public?

2. It is a mere matter of expense; it was done originally and then abandoned; we pay an annual sum at the present time for the publication of our rates in a native periodical.

3. We publish it by placard at all stations concerned, and in the *District Gazette* of the locality affected; there would be no objection to special Madras rates being published in the *Fort St. George Gazette*.

A special rate would, under the present system, find its way into print within a week or ten days of its issue, and ultimately be entered in the classification list. I can remember but one instance in which a special rate was granted to an individual for a single transaction: that was for old iron between Royapooram and Perambore.

A special rate for saltpetre was granted to Mr. Fisher, but it was available for the general public.

QUESTION.

ANSWER.

shipped is not ready to take in the cargo, it is very often very inconvenient to remove cotton immediately on arrival; I refer to pressed cotton. I consider Royapooram to be the proper terminus for goods which are intended for shipment, and I do not see why it should not be utilized as the terminus and a store for cotton, the Company levying a small reasonable charge for godown rent which, I think, would more than cover the extra expense of staff which is argued against utilizing Royapooram as a goods terminus. We have also experienced inconvenience at Bellary, when the Huggri river was down; the sheds were blocked, and the Company refused to receive the goods at Bellary.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. If bales burst there is always a great loss in weight, but I cannot lay it to the Railway Company, it may occur during its transit from the Railway station to the press.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. No.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

27. I have never had occasion to ask for any compensation.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I know of no instance. I have never known of any payment being made for priority of service or of any entry in any subordinate's accounts indicative of such a payment.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. Yes, particularly as regards complaints; I do not think the station master is the proper person to receive a percentage for canvassing. The native agency for the purpose should be of a higher class than that from which station masters are drawn. I do not at all approve of the system of percentage to salaried officials, nor do I think it would be productive of any good.

IX.—Fluctuations in Trade.

1. Would the variation in sea freights influence the export trade in country produce sufficiently to account for the diminution in traffic receipts?

1. I should say certainly not.

QUESTION.

ANSWER.

2. Can you suggest any explanation based on the condition of trade generally or on the circumstances affecting the supply or the demand, in the case of the commodities named, to account for the falling off in them?

2. The season affecting the period under review for coffee was an exceptionally bad year for "rice," "seeds," and "skins," the prices were higher rather than otherwise.

1. Coffee.

2. Rice.

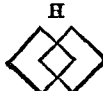
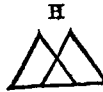
3. Salt.
4. Seeds.

5. Skins.

X.—Passenger accommodation.

As an instance I may say that I was travelling last Easter to Cuddapah and saw a large family of natives left behind on the platform at Tirupetty for want of accommodation; this is by no means the first instance I have seen of the kind. I had myself to travel in a 2nd class compartment because the cushions of the only first-class carriage on the train had been removed.

Particulars of the dates of Railway Receipt and Goods received from February 22nd to March 10th, 1875, by Messrs. Arthur Huson & Co.

Marks.	No. of Bales.	Bellary, Dates.	Delivery, Dates.	—
		1875.	1875.	
	30	22nd February.	26th February.	
	50	23rd do. ...		
"	50		27th do. ...	
	60	24th do. ...	1st March ...	
"	100	25th do. ...		
"	100	26th do. ...	3rd do. ...	
148				
	100	27th do. ...		
	100	1st March ...	4th do. ...	
"	25	2nd March ...	8th March ...	

QUESTION.

4. Would some of the delays now complained of be obviated if the efforts to economize by securing full loads were to some extent relaxed?

5. Are there any objections to having entered on the "receipt note" the "weight," "rail charge," "probable date of delivery" "private marks," and "condition?"

6. Are there any objections to the Company's taking delivery of the goods immediately on presentation?

7. Is any record now kept of the date and hour of presentation of a consignment?

8. Are goods despatched in order of arrival at the forwarding station?

9. Is there any objection to advice notes being sent by post on the arrival of consignment, the postage being charged to the consignees.

10. Would there be any objection to such rules as the above being posted in the vernacular at the various good sheds.

ANSWER.

should be aware of all delays, but until either the "invoice" or the "goods receipt note" had reached, no information could be given at headquarters as to the whereabouts of missing goods.

4. No, certainly not; the rules receive most liberal interpretation.

There is no longer any excuse whatever for station masters delaying goods. Rule 136 now provides for all goods of whatever description or weight being sent forward immediately on receipt.

5. If we could legally alter our charge on delivery it might be done, but by the ruling of the Court we are bound by our receipts note, and an under-charge cannot be corrected and the deficiency claimed. As regards probable date of delivery, if there is no legal liability involved there is no objection to the entry.

There can be no objection to the entry of the private marks. The "condition" is covered by the absence of remark, the inference is that the goods were in good order.

6. There is no excuse whatever for goods not being accepted immediately on presentation.

7. It is always entered in the goods forwarding note, and I know of no objection to its entry on the "receipt note."

8. They ought to be, a station master can exercise no discretion in the matter.

9. They are always sent now if the address is known?

10. None whatever?

IV.—Custody and care of goods in transit.

What meaning is attached by the Company's officers to the expression "owner's risk."

It in no way relieves the Company of responsibility except for those articles specified in Clause 10 of Act XVIII. of 1854, or for grain carried at specially reduced rates. Glass is now carried at owner's risk, but is charged a higher rate, as one of these excepted articles; this is perhaps to some extent unreasonable, but I would sooner charge something lower than accept the risk; the packing of fragile articles in this country is so bad that the Company would always have to unpack and repack consignments.

V.—Employment of Natives in the service of the Railway.

QUESTION.

1. Is preference given to natives of particular localities in filling up the appointments there vacant?

2. Is there a right of appeal from sentences passed on delinquents by the Heads of Departments to the Agent and Manager? Are reasons for punishments always recorded in full?

3. What are the objections, from a Railway point of view, to goods' clerks being paid partly by a commission on business done?

4. What is the nature and extent of the inducement now offered to goods' clerks and station masters to facilitate and develop traffic?

5. Is it a fact that the same appointment carries different rates of pay with it, according to whether the incumbent is a native or East Indian?

ANSWER.

1. Yes, always. I am sorry to say we do not get men of great local influence. I wish we did. I consider it objectionable for some reasons having natives of a locality in the local appointment, but we cannot for other reasons avoid it.

2. Right of appeal always lies to the Agent and Manager, through the Head of the Departments, and is frequently exercised. Reasons are always given in full and published in the Departmental Gazette.

3. The great objection is that he might only be good at the one portion of his duties; he would probably devote all his time and energy to the duties on which the variable portion of his pay depended to the neglect of the other and more important duties for which he received his fixed salary. I do not believe it would answer, but I should have no objection to try it as an experiment.

4. They are promoted when they exhibit energy, but it is of course very difficult to estimate the effect of a man's exertions. I would much rather have independent canvassers, and pay them a commission.

5. It is; natives start in the department as booking clerks on a monthly salary of 25 Rupees, while East Indians enter the department as relieving station masters on 40 Rupees a month.

It might, therefore, easily happen that a native might relieve an East Indian station master and draw less pay for the same duties.

VI.—Relations of Railway Servants with the Public.

1. Is any notice exhibited in goods sheds or elsewhere informing traders where and how to get redress, and whom to apply to in the event of loss or detention of goods?

2. How can a consignee take delivery of short or damaged consignments without making himself liable to demurrage or vitiating his claims to redress?

1. No such notice in the vernacular is so exhibited; all complaints should be made direct to the Traffic Manager, and are very freely made.

2. He should only sign for goods actually delivered. A station master ought immediately to telegraph for orders on receipt of damaged or short goods. It is possible that a station master might delay, haggling with a consignee, instead of telegraphing, the consignee all the while incurring a charge for demurrage. A consignee is permitted, by the rules, to remove the sound portion of a consignment leaving the damaged portion. I believe that station masters generally thoroughly understand this rule, permitting them to part with the sound portion of the consignment.

QUESTION.

4. What are the objections to the now so-called special rates taking the form of a permanent standing offer of a drawback to all those consigning goods in excess of a certain tonnage?

5. Would such a drawback be openly offered and freely published by the Company themselves whenever the circumstances of the traffic suggest or permit it?

6. What would be the saving effected in the working expenses by reducing the present mail service?

ANSWER.

4. None; we have such drawbacks now entered in our classification list; as a rule all special rates are reported to Government. I should, however, accept the fact of a special rate having been sanctioned between any two points as authority for its application under similar conditions elsewhere. I could not therefore say that no special rate had ever been granted without being reported to or sanctioned by Government.

5. Special rates are invariably conceded on the application of individuals themselves.

There is, I consider, a principle involved in bidding for traffic as here proposed. I have great doubts myself as to the policy of the Company's offering to carry goods at a no-profit rate in order to fill trucks that would otherwise run empty.

There is nothing to prevent our bidding for an individual consignment when the traffic permits of our carrying it at a reduced rate.

6. A reduction in speed of the Mail Trains to the former limit would effect a saving of working expenses under the heads of Train Mileage, Station and Train Staff, and Night Watchmen. The load of the South-West Line Mail Trains over the different sections of the line before and after the introduction of the present service is given below:—

	Before vehicles.	After vehicles.
Over 285 miles ..	25	15
„ 27 „ ..	20	13
„ 60 „ ..	16	14
„ 35 „ ..	18	14
Average for the whole Line ..	22.7	14.6

Taking 310 working days in the year, we have 310×8 (the difference between 22.7 and 14.6) = 2,480 vehicles, or, say, 120 train loads of 20.7 vehicles and two brake vans. Then $120 \text{ trains} \times 407 \text{ miles} = 48,840 \text{ train miles}$ in one direction, and 97,680 train miles in both directions per annum. But this estimate is fallacious, as practically full train loads cannot be secured without detaining traffic for upwards of two days. As a matter of fact the accelerated mail service necessitated the regular running of additional goods trains over 221 miles of the line daily, and this service involves per annum a train mileage of 68,310 in each direction, or 136,620 miles in both directions. The accel-

QUESTION.

ANSWER.

ated train service also necessitated the employment of a night staff at stations situated between Salem and Erode (both inclusive) and of night watchmen along the line as well. The increase in the regular goods train mileage necessarily involved an increase in the staff of guards.

II.—Traffic arrangements for despatch and delivery.

1. What are the advantages to the Company of "reweighing?"

2. Would there be any objections to a rule that the rail charge should always be based upon the original weight supposing that it be necessary for the Company in their own interest to reweigh?

3. Would delay in despatch or delivery of a consignment necessarily come under any scrutiny at head-quarters if no complaint were made?

1. To prevent corruption and collusion between consignors and the Railway servants at a forwarding station; and it could not, I am sure, be dispensed with.

We charge for no reweight less than 3 per cent. I do not consider it is the Railway Company's duty to advise a consignee that his consignment has been overweighed; he should apply for a refund himself, and I should at once order the refund. The tendency to collusion is between the consignor and goods' clerk at the forwarding station, in order to secure underweight for the consignment. I do not believe that reweighing ever causes a charge for demurrage, nor do I believe that the officer in charge, however busy, would permit a charge for demurrage which was due to the time occupied in reweighing; I do not believe that such a charge could be made or allowed by others under pressure of business without his knowing it. I always order a refund if a claim for demurrage is insisted on grounds that are at all reasonable.

2. Such a rule could not, I believe, by any possibility be carried out.

As a fact, were the original weight in excess, we should be bound by law to refund; we certainly could not introduce such a rule at small stations where we have not the means of weighing goods in bulk.

The system of reweighing does of course to some extent cause delay; but I believe the Company would lose by accepting the original weight. I cannot exactly estimate the loss. As regards the fact of the extra charge being made long after delivery, and the consignee being thus deprived of all power of appeal, I think this might be got over in some other way. I think it quite possible that a goods' clerk up-country might charge excess weight and not credit the Company with it, no check is effective against fraud of this kind.

3. Unless the delay took place in transit it would not; trucks delayed en route are always reported at head-quarters. The divisional officer

QUESTION.

ANSWER.

X.—Passenger accommodation.

1. Are there any objections to the amount of the fare being entered on passenger tickets?
 1. None, if any guarantee is given that our fares will not be changed; we have now some millions of tickets in the tubes and any change of fare, were this rule introduced, would involve great loss.
2. What would be the effect, from a financial point of view, were the maximum number of passengers allowed in a 3rd-class carriage changed from 60 to 50 and from 48 to 40 in all night trains?
 2. There would be no loss to the Company by the night trains as the carriages never fill.
3. What are the objections to the sale of tickets at branch offices in large towns?
 3. There would be great difficulty in finding reliable agents; it is a matter involving probably some 20,000 tickets in the case of each agent. I believe passengers would still buy at the stations. It would be equally difficult to find men capable of conducting the duties of an inquiry office in an outlying town. I tried to establish such an office here in Madras, but I did not succeed in finding the man I wanted. It is of no use whatever starting such an office, unless it be reliable in all respects.
4. What are the objections to the establishment of receiving houses in large towns where the Railway Company would receive and assume the responsibility for the goods?
 4. With reference to the proposal that although the system of receiving and forwarding goods by the Railway Company is, in my opinion, no part of their functions properly, yet that the alignment of the Railway being faulty it devolves on the Company to supply the remedy. I am of opinion that the establishments of receiving houses in large towns would in no way increase the traffic, but merely transfer duties now performed by the trading community to the Railway Company; yet if it can be shown that any increased traffic would result, I am ready to try the system as an experiment.
5. What are the objections to tickets being made permanently available whenever bought?
 5. It would lead to collusion between the public and the Railway officials, and is quite out of the question.
6. Does the non-arrival of an invoice for goods justify delay in their delivery?
 6. Their detention for such a reason is in direct opposition to the rules.

Statement of N. SIVA RAM IYEN.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and, if so, in what particular cases?
 1. Yes. The cost of carrying 8 tons of salt from Beypoor to Palghaut by rail is Rs. 45-4-0, by road from Ponany to Palghaut it is Rs. 28-8-0, and by canal and railway by Tiroor to Palghaut it is Rs. 42-12-0. Two thousand garce of salt are annually carried by cart from Ponany to Palghaut. The rail charge must be reduced to 6 Pies, or, at most, 8 Pies per ton per mile. The loading charge at Beypoor must be lowered from Rs. 2-4-0 to 12 Annas per wagon. The extra charges at Tiroor station should be abolished, and the loading charge there be reduced to 8 Annas. The Railway might gain 30,000 Rupees per year by these changes.
- There is now a large traffic between Vamam-collam and Palghaut. The charge by road is Rupees 1-12-0 as against Rupees 2-10-0 by rail via Ootapalem. This traffic I estimate at 400 to 500 carts weekly.
- The Railway fails to secure the traffic between Palghaut and Shoranoor, amounting to 2,000 carts yearly; this traffic is carried on between Thatamangalam and Karamapadavi in the Cochin Sircars.
- Combustible substances, such as matches, fireworks, &c., are now all carried on carts to Palghaut from Calicut instead of by rail.
- The Palghaut Municipality realizes 9,000 Rs. from taxes on carts.
- Copper, brass, twist, spirits, and grains, are all imported to Calicut, and would find their way to Palghaut by train but for the high rates.
- The charge for coffee using the railway from Palghaut to Beypoor is 9 Annas per bushel; the same quantity can be carried to Cochin for 5 Annas per bushel.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

4. The Railway authorities insist upon putting English marks upon parcels, with which people here are not acquainted.

Goods whose charges have been previously paid are again charged by means of error notes. This second charge is often lost by the merchants who have, in the meantime, sold their goods to others. If there is any delay in paying this charge demurrage is charged on goods consigned afterwards.

In cases of deficits in consignments, goods are not allowed to be placed in the goods sheds

QUESTION.

3. Can you produce any return that will show the time that usually elapses in awarding compensation?

ANSWER.

3. I will produce before the Committee our claim books, which show the information asked for.

VIII.—Railway Agency for the attraction of Traffic.

1. How many traffic takers are daily employed throughout the year, and where are they stationed?

1. There are—
3 at Bangalore.
2 on the Western Trunk Road at Madras.
1 at Condapooram,
1 at Royalsecheru, } North-West Line.

2. Are the duties of the station masters or Assistant Traffic Managers such that they can devote any appreciable part of their time to canvassing for traffic?

2. No.

3. Would more intercommunication than at present exists between the Railway Company and the trading community tend, in your opinion, to the increase of traffic, and would yearly meetings up-country at selected central points, at which the Traffic and Consulting Engineer's Departments were represented, lead to better results?

3. For many years I used to hold meetings up-country, but they were so badly attended that I had to give them up; but I think we might with advantage try them again, although I believe we hear all complaints.

4. Are sufficient inducements held out to Assistant Traffic Managers to pass in the vernaculars?

4. I hardly think so; they have no time to learn the languages.

It would be a very great advantage to us if they were conversant with the language of the district in which they are employed.

5. Are you aware that, and can you explain why, the undermentioned goods are carried by road instead of by rail:—

1, 2, 3. If the traffic exists I can only account for its not being sent by railway because the pots get damaged, and owners are unwilling to incur the expense of packing.

4 & 16. Tobacco and chillies, in large quantities, from villages situated 20 and 25 miles from Palghaut, are carried by cart to Ponani, and the cartmen bring back "salt" for a return load. Every effort has been made to divert this traffic to the Railway, but no reduction of rate will attract it.

5. Large quantities of grain are brought into Madras by road from Cauverypauk and adjacent villages, which the Railway does not touch, and these carts take back "salt" as a return load. It is impossible to divert the grain traffic, and while it exists bandymen will take back salt at a nominal rate.

6. I was not aware of this traffic, but I do know that salt is brought from Nellore to Tirupputty and sold in the bazaar at 4 annas per Bengal maund less than the prices fixed by the salt merchants trading on the Railway, while the Railway rate for salt from Madras to Tirupputty is only annas 3-1 per maund.

From	To	Commodities.
1. Tanjore ...	} Erode ... } Coimbatore	} Brass pots.
2. Calastri ...		
3. Conjeveram	} Palghaut ...	} Salt.
4. Ponani ...		
5. Madras ...	} Sholingur ...	} Mangoes.
6. Puttoor ...		
7. Chittoor ...	} Madras ...	} Unpressed cotton.
8. Kurnool ...		
9. Pulivendla	} Madras ...	} Cloths.
10. Tadpatri ...		
11. Nundial ...	} Bellary ...	} Firewood.
12. Dharampurai.		
13. Salem District.	} Salem, } Vellore, } Tripatore.	} An extensive traffic of goods not named.
14. Vaniembady	} Pondicherry.	} Gingely seeds 70,000 bags.
15. Bellary ...	} Madras ...	} Gingely oil, lamp-oil, ghee.
16. Surat ...		
17. Palghaut ...	} Adoni ... } Raichore...	} Jaggery, } Arica, Coprah.
18. Bangalore...		
	} Beypore ...	} Oil-cake.
	} Ponani ...	} Rice, tobacco, } chillies, } grain.
	} Madras ...	} Coffee.

QUESTION.

ANSWER.

7. Mangoes are probably carried by road, because owners will not incur the expense of properly packing for Railway transport.

8. The distance by road from Kurnool to Cuddapah is 123 miles, and by Railway via Ghooty 158 miles. Supposing bandymen would carry at equal mileage rates to both places the heavy charge for "loose" cotton by Railway from Ghooty to Cuddapah would drive it on the road.

9. This traffic scarcely exists now.

10. Rates by Railway were specially reduced from 36 to 14 pies per ton per mile to attract this traffic, but as prophesied by the merchants themselves nothing short of the Railway Company undertaking to deliver it at Dharwar (140 miles from Bellary) will secure the traffic to the Railway.

11. Special rates of 8 pies per ton per mile, or 2 annas per wagon per mile (a wagon will only carry 3 tons of firewood), were made to attract this traffic, but without success, and nothing less will pay for haulage.

12. I have no reason to believe it exists.

13. I do not think the Railway can look for this traffic.

14. If this traffic existed it must have come under my notice in the Road Traffic Taker's return.

15. There may be some road traffic between Bellary and Adoni, but this is the first time I have heard of a traffic by road between Bellary and Raichore. In the case of Adoni the Railway runs two sides of the triangle, while the road runs the third side, and, in the absence of a special direct Railway service between the two towns, which the traffic would not justify, I have no doubt the road journey is, as a rule, performed more rapidly.

16. Oil cake is carried at 8 pies per ton per mile, which seems sufficiently low to command the traffic.

17. If this traffic existed it would appear in the Road Traffic Taker's returns. The present rate by Railway is equivalent to Rupees 10-2 9 per bandy-load of half a ton.

18. We have no record of this traffic in the Road Traffic Taker's returns.

QUESTION.

ANSWER.

until the case is settled, and, if not removed, demurrage is charged on the goods.

The deficit is not made good to the owner after he takes charge of the goods.

In one consignment there may be a deficiency of one or more bags, and when goods are not removed, while search is being made for the missing bags, demurrage is charged on them, although when owners take charge of their goods. The Company's authorities are not responsible for the loss already sustained.

The system of "owner's risk" virtually enables the Railway officials to commit crimes with impunity.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. The first-class should be reduced to bring it within the means of well-to-do natives, and the cooly class should be extended west of Coimbatore.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Charges of undue delay against the Railway Company are frequent. The Company does not guarantee the arrival of goods within any specified date; they are, therefore, exonerated from all responsibility.

8. If so, can you adduce from your personal knowledge any instance of such delay?

8. Ninety parcels of dhall and green pulse despatched from Goolburgha in October 1874 were not delivered until the 17th December. The aggregate charge then being 259 Rupees, of which 64 Rupees were for transshipment, much correspondence has been carried on between the consignee and the Traffic Manager; moreover, other complaints of a like nature may be cited. A reference to the goods receipts and delivery books of any two principal stations will show how much delay there is.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. No notice is given to petty merchants; it ought, I think, to be sent registered by post. Charges for demurrage are common.

11. What is the degree of certainty as respects the date of despatch and arrival of goods?
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. There is no degree of certainty whatever. It would be of advantage to record the "probable date of arrival," the "weight," "charge paid," or "to be paid." The Company's servants should on production of the receipt note weigh the goods in the presence of the consignors, thus leaving no room for overcharges on error notes.

III.—Alignment of the Railway and its connection with Towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. Yes. Such towns as Oodamalapettah, Pollachy, Palladam, are out of reach of the Railway.

QUESTION.

ANSWER.

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

15. No.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

16. Yes.

From	To
Ponany.	Tiroor.
Karavapatary.	Shoranoor.
Dindigul.	Palghaut
via Pollachy and Oodamalapettah.	
Palladam.	Coimbatore.
Tattamangalum.	Palghaut.
Beyoor.	Calicut.

and thence to Tellicherry, Cannanore, and other places.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18 and 19. The Company has not yet made good the loss sustained by the consignee alluded to in my answer to question 8.

19. If so, can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

A copy of the complainant's letter to the Traffic Manager, dated 9th January, with English translation, the Traffic Manager's replies of 14th and 25th idem, and the delivery notes given to consignee are herewith appended. A perusal of these will convince the Committee that there are grounds for supposing that numerous charges are brought against the Railway authorities.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

20. I have never heard any Railway official say that the goods have been carelessly packed.

V.—Employment of Natives in the service of the Railway.

23. Would it be advantageous to employ more natives in the service of the Railway, and, if so, in what situations?

23. The principal officers of each station should be natives, that people may be treated according to rank and position, and that a knowledge of the trade of the country may be acquired.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. Some of the conditions of service are too rigorous, and should be amended or cancelled.

Under the conditions of the service, every official is bound to proceed at once to the place to which he may be transferred by his superior. These conditions are of so stringent a nature at present that the persons employed at the Raichoor station are obliged to march at once to Beyoor. A person thus removed is ignorant of the vernacular, and does not treat people according to their position.

VI.—Relations of Railway Servants with the Public.

QUESTION.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

ANSWER.

27. Respectable people do not take notice of the conduct of Railway servants, because they are under the impression that there is no probability of obtaining proper redress.

It may be true that payments are made to obtain assistance from the Railway servants for the early despatch and delivery of goods. It is well known that without their help the merchants can do nothing in the matter.

29. If so, can you adduce any instances of such?

29. Although I have often heard that the habits of receiving bribes by Station Masters and Goods Clerks is common, I am not in a position to support its genuineness.

30. What has been the result of complaints on this account?

30. When a complaint brought against a Railway servant for extortion or corruption is proved, the punishment is generally a transfer to a distant place or fine.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you suggest any reduction in demand, or in stocks, which will account for it during the year 1874?

39. During 1874 paddy and rice were imported at Calicut to the value of 32½ lakhs of Rupees. Owing to this, rice was not brought by rail to Beypore. Prior to 1874 castor-oil, groundnut oil, jaggery, grains, and chillies, were exported, but owing to the supply in Bombay, Cutch, and Scinde, they are no longer exported.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(13.) "That there are no halting places or shuttrams within the compound of the Railway Stations.

42. I concur in all the complaints mentioned in paragraphs 1 to 17.

(2.) I on one occasion offered to pay for reserved accommodation for my family, but the Station Master told me there was no carriage available.

(13.) I have myself built a public choultry near the Conjeevaram Station which has been so much appreciated that I am led to consider them indispensable.

PROCEEDINGS OF 24TH APRIL 1875.

Statement of SAKRI KARDAPPA, Merchant of Bellary.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

2. Is the classification too complicated, and can you suggest any improvement?

5. Are the rates for passengers suitable in all cases to the condition of the people?

ANSWER.

1. The rates should be raised for betel-nut, salt, indigo, silk; and lowered for firewood, timber, cotton seeds.

2. No. There is no difficulty whatever in ascertaining the rates for various goods.

5. Yes.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded, and which would tend to increase traffic?

7. There is sometimes delay at Goondacul of two or three days; it is general and common to all, but only occasional.

12. No. I like the reweighing system. I have never had to pay excess on any consignment. I think there is quite sufficient entered on the receipt note.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

13. I send goods for Adoni, Gooty, Royal-cheroo, and Tadpatri. I bring the goods from a distance on common country carts, and find the roads sufficiently good.

IV.—Custody and care of goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. I have lost goods by their being spoilt at the Huggary river for want of accommodation during the rainy season. I have had no complaint to make on the score of goods being lost by pilfering.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

26 and 28. The officials have always been very civil to me. I have never given a bribe nor have I heard of others doing it.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally con-

41. No. Second-class carriages are very crowded; if three or four natives are sitting on

QUESTION.

dered sufficient, and, if not, in what do the defects consist?

ANSWER.

one bench, and an East Indian or European on the other, an East Indian Station Master will put the new comers upon the side where the natives are. I have suffered great discomfort from this. I have gone 2nd class two or three times but not again on account of the crowding. At the feast before last at Tirupatti and Soondan large numbers of natives from a distance came, but they suffered so from overcrowding that they did not come the last time. The crowding and discomfort are greatest at Goondacul, where the two streams of passengers from the north and west meet. If the officials would just tell the crowds to go and eat their rice, and that other trains would come for them, it would be all right; but they are kept waiting about and are ultimately pushed into the carriages.

I sell most of my cotton to Messrs. Arbuthnot and Co. in Bellary and Adoni; they do the despatching business. I have done but little business for myself during the last two years with the Railway Company.

Statement of S. SAROOVANAMUTHOO PILLAI, Merchant.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. Yes, for teak timber, salt, gingely-seed, and firewood. I have paid as much as 10,000 rupees for cart hire from here to Secunderabad in one year for teak, which ought to have gone by rail, but the Railway Company would give me no special rate or drawback; my carts were return carts that had brought indigo from Nellore; they take from 25 to 30 days on the road from here to Secunderabad; that at least is the time entered in their agreements. I pay from 25 to 30 Rupees per ton for the cartage. A merchant of my acquaintance has sent teak by dhony from here to Negapatam at 5 Rupees per ton; the boat hire here in Madras costs 3 Rupees and the landing charge at Negapatam, covering delivery into the Railway timber yard, is 2½ Rupees. The cart hire from the beach in Madras to the Salt Cotaur also costs me 2½ Rupees a ton.

In 1872-73 I did a large business in coriander seed. I brought some 40,000 bags from the

QUESTION.

ANSWER.

Salem district by train. I begged for a special rate or drawback but could get none, so I gave up the business, and during the last two years the seed has been bought up by the merchants and exported from Pondicherry to the great loss of the Railway.

2. Is the classification too complicated, and can you suggest any improvement?

2. I consider it very complicated; merchants who do not understand English must be quite in the dark. I have asked the Railway officials for a new copy, but they did not give me one, nor tell me where to get one. (Witness was here shown that it could be bought for 4 annas, and that it was printed at a Madras press; but maintained that he did not know where to buy one.)

I pay some 20,000 rupees yearly to the Railway Company for freight. In my opinion the classification should be printed in the vernacular, and be widely distributed among the merchants.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

(4.) Reweighing, in my opinion, like the system of demurrage, is a mere opening for fraud; these two rules place us merchants at the mercy of the subordinate Railway officials.

I purchase goods myself; the price I pay often involving the rail charge, and after the transaction is complete I am told there is a further charge to pay on account of reweighing. I consider this very hard on a merchant.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. Yes.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Delays have been great.

8. If so can you adduce from your personal knowledge any instance of such delay?

8. I have brought my books with me; an examination of them will prove what I say, but I am not prepared with specific instances at this moment.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. There is no greater annoyance in all the Company's arrangements than this system of demurrage; bills for demurrage are made up any how. We are at the mercy of the clerks. I keep a man constantly at the goods station; he goes daily and is frequently told day after day that the goods have not arrived and that therefore he cannot take delivery, subsequently on arrival of the goods I find I am charged demurrage; to such an extent has this been the

QUESTION.

ANSWER.

case that I now make my men obtain in writing on the back of my receipt notes the statement that the goods have not arrived, this is to protect me from the charge; an examination of my old receipt notes in the Railway records will prove this.

I have lately received bills for demurrage due on goods delivered in 1871-72; this is the first claim made for it since 1871. I once resisted a claim for demurrage, and received half my payment back in refund; but I have not the time to dispute each little charge of this kind; I cannot afford to spend fifty days over fifty rupees.

The delivery of goods to wrong owners is a thing of constant occurrence.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

19. If so, can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

18. 19. Yes, in 1873 my Gumastah reported two bags of coffee short of a portion of their contents, I wrote to Mr. Church on the 26th May. I cannot produce all the correspondence, but I produce my first letter and his last one, dated August 23rd. I, ultimately, fearing that I should only lose more of the coffee if I left the two bags at the station any longer, took delivery and did not press my claim. I have not lost much in this way myself, but from what I hear, complaints are frequent.

22. All that is wanted is a good native subordinate staff; the Railway rules are good enough; the Company had a very first rate man in the late Rajaratnam, but they have not replaced him. It must be a very remarkable thing if in the whole of Madras there cannot be found as good a man.

More effective supervision of the loading and unloading of goods is the great want.

V.—Employment of Natives in the service of the Railway.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

24. The pay given is sufficient to secure good men, but natives do not work willingly for the Railway Company on account of the severity of the punishments and the absence of any right of appeal to the Agent. The native staff is, I hear, all dissatisfied. The staff is not large enough for the work.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on

26. I have seen much incivility when travelling. I have never experienced any myself. I

QUESTION.

the part of the servants of the Railway Company?

ANSWER.

have large dealings with the Railway Company, and all know me. I have seen passengers shoved about. I once came from Salem by night train in a second-class carriage; ten people were put into a sleeping carriage when the accommodation was sufficient for four or six at most. I changed into first-class, borrowing money at the station to enable me to do so.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I know nothing on this point of my own knowledge. I hear things said. If the Commission will send for Apparow Pillai, the Dubash of Messrs. Bainbridge, Bayard, Gair & Co., he can tell them much on this subject.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

42. Yes.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(3.) I believe most people would pay extra for reserved accommodation.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I think there ought to be reserved accommodation for native ladies; a friend of mine in Madras has borrowed my bullocks a dozen times to send his family by road to Tiruvellam (he going himself by train) on account of the discomforts they would experience.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(6.) I have known this happen on the South Indian Line, where writers, peons, and such like people were admitted to the carriage; but I have not myself seen it on the Madras line. It is a general complaint.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) Water ought to be supplied.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) I make no complaint on this point.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) In my opinion any number exceeding 30 is unreasonable.

(14.) "That trains do not stop at each station for definite periods.

(14.) They do not stop for definite periods, and the passengers not feeling sure as to the time cannot make use of it. I have never heard the stopping time called out at Arcunum; it ought to be in all languages.

(17.) "Tickets cannot be obtained conveniently by the passengers."

(17.) Ticket offices should be open for more than 10 minutes as at present.

Statement of VENKATAKISTNA MOODELLY, Vice-President of Wallajah Municipality.

I.—Rates for Carriage of Goods and Passengers.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

6. Can you suggest any alterations as to charges for passengers which would increase the traffic, or, by diminishing working expenses, increase the net receipts of the Railway?

ANSWER.

3. Yes; for iron, nuts, chillies, coriander seed, horse gram, and empty gunny bags.

6. (1.) The issue of third-class return tickets.
(2.) Reduction of second-class day fare to 4 pies, night fare to 6 pies.

II.—Traffic arrangements for despatch and delivery.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be demanded and which would tend to increase traffic?

10. Demurrage is a source of constant complaint.

12. A sign-board should be fixed at the goods shed giving in the vernacular the hours at which it is open for public business.

This is a subject of complaint among my brother Commissioners who are merchants, that the goods shed is frequently not open.

The classification ought to be published in the vernacular.

Merchants who trade regularly know but little except as affecting the particular goods they deal in; they know nothing but what the goods' clerks tell them.

Only last month a Canarese merchant of my acquaintance went ten days running to inquire for goods which he was expecting from Cuddapah.

In the case of goods arriving within the probable time, demurrage ought not, I think, to be demanded within three clear days of the date of arrival.

In the case of goods arriving after the probable time of arrival, written notice should be sent to the consignee, and no demurrage be claimed within three clear days of the service of such notice. This would save merchants from the trouble and expense they are now put to of going frequently to the station to ascertain whether their goods have come or not.

III.—Alignment of the Railway and its connection with Towns.

QUESTION.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

ANSWER.

13. Arcot merchants have to pay 1 Rupee. Wallajahpett " ½ " Vellore " ½ "

to get their goods to the line. Branch Railways would be good at all three places.

The goods mentioned in my answer to No. 3 are now carried by road instead of rail. Some tons of betel-nut alone are now sent monthly to Madras from Bangalore. I have with me the names of the merchants and their respective consignments.

Cart-hire to Madras costs 3 Rupees, and back to Arcot 2 or 2½ Rupees.

The carts that bring the nuts from Mysore do not go on to Madras.

The Madras carts bring back iron and steel. I do not know what the Bangalore carts take back.

IV.—Custody and Care of Goods in Transit.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. The wagons should be "covered goods" and should be placed under the care of an official, sealed up and opened only in the presence of the consignee or his agent.

V.—Employment of Natives in the Service of the Railway.

24. Are the conditions of service sufficiently good to attract natives of good capacity?

25. If not what changes would you suggest?

24 and 25. (1.) Natives should be employed wherever possible, as they can converse with and know the habits of the natives of the country.

(2.) Appeals on dismissal should be formally settled by competent authorities.

(3.) The pension system should be introduced.

(4.) The staff should be sufficiently strong that men may be relieved of either day or night duty.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. Yes; on the part of the lower officials—Station Masters, Booking Clerks, Ticket Collectors, and Porters.

I have myself been kept locked up in a carriage for 10 minutes at Arcot until the North-West Line train by which I was going had left. I had to return to Arcot to my great inconvenience. I can produce, if wished, a dozen reliable witnesses who have been similarly treated; it is a common thing.

The annoying part of the business was that we in our train saw the train for the North-West Line leave as we sat locked up in the carriages.

QUESTION.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge?

31. Can you suggest any precautions to prevent incivility or bribery?

ANSWER.

During the last Star festival at Tirutani hundreds of people were left behind at Arconum, starving and waiting for the goods train. One man at my request wrote and complained to the Traffic Manager.

27. Yes; the man Narrainsawmy Moodelly, who complained as I said in my last answer 20 days ago regarding the train service, had up to yesterday received no answer. I did not complain myself, because for one reason, I did not think I should get any redress.

All people who have grievances will not take the trouble to communicate with the authorities, and every minute of my time is occupied. It was at my request that Narrainsawmy wrote and complained.

31. To check incivility and bribery, I would have a supervising agency appointed by Government at every 100 miles of line with power to dispose of complaints. The examiner, if not a native, should be able to converse with the people without the aid of an interpreter. If this is impracticable, I would have rights created by special legislation. Breaches of rules for the protection of passengers should be made punishable offences.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages, supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. Yes; for the rules, rates, &c., are at present imperfectly known even to those who frequent the station on business, and totally unknown to the rest, they not having been published and circulated in the vernacular as they ought to have been; this measure would, however, in my opinion, be useless, unless the goods department is re-organized and placed on a better footing under more efficient and immediate supervision.

The pamphlet now published in English giving rules and rates is a sealed book to the great majority of the merchant public composed, as they are, of natives conversant with the vernaculars only.

IX.—Fluctuations in Trade.

39. Have recent fluctuations in trade been, in your opinion, the cause of the falling off in the traffic of the Madras Railway, and can you instance any reduction in demand or in stocks which will account for it during the year 1874?

39. I think so; prices were even from one end to the other.

The falling off in traffic is partly due to the unpunctuality in receipt and delivery by the Company, to want of due care in the custody of goods, and in some cases to the high rates for short distances.

X.—Passenger accommodation.

QUESTION.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(5.) "Nor is there similar provision for European and Eurasian passengers.

(6.) "That Railway servants at times travel with passengers in the second-class, often to the annoyance of respectable fellow-passengers.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(12.) "That the number fixed for a third-class carriage is too large.

(14.) "That trains do not stop at each station for definite periods.

(17.) "Tickets cannot be obtained conveniently by the passengers."

ANSWER.

41. The accommodation is not only sufficient, but defective.

42. Yes; generally.

(1.) Yes.

(2.) Yes.

(3.) I would myself pay extra for reserve third-class accommodation.

(4.) Yes; reserved accommodation for female would, I believe, be appreciated.

(5.) Yes.

(6.) Yes.

(8 and 9.) Yes; this is a great want.

(12.) I have myself counted as many as sixteen in a compartment on ordinary occasions.

(14.) There is no certainty of the stopping time being kept; the appointed time is not called out in the vernacular.

(17.) Ticket Offices are only open for ten or fifteen minutes before the arrival of the train; at minor stations this is sufficient except at festival times.

PROCEEDINGS OF 26TH APRIL 1875.

Statement of Mr. G. R. BYRON, Assistant Traffic Manager, Madras Railway, in charge of Madras Goods Station.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

ANSWER.

7. There is a rule of the Company that no goods shall ever be delayed for want of invoices.

I know of no instances in which this rule has been broken. I do not believe that my subordinates would break it. I do not believe it ever is broken. When an invoice is not received goods are delivered on a form called "goods received unentered memorandum." We refuse goods to no merchants, native or European, because the invoice has not been received. I have often inquired into complaints that goods have been so refused, but invariably found such was not the case. I inquired into a complaint preferred by the firm of Arbuthnot & Co., and found the cause for the delay that the cotton was left on our platform by the bandy maistry.

I have punished my own subordinates for even telling consignees that invoices have not been received.

We have passed cotton for Arbuthnot & Co. without receipt notes being handed, on a memorandum from the firm. I would do this for any well-known firm.

It is the practice of the Company not to detain a consignment until the whole has been received, but in the case of cotton this rule was altered some few months ago (June 1874), and consignments of cotton are now delivered in part as they arrive. Advice notes of the arrival of goods are sent to all the addresses we know, native and European.

Goods are invariably reweighed. I have as often collected for underweight as refunded for overweight. In the case of prepaid goods we claim the excess if it is against the consignee, but if the difference were in his favor we should leave it unless the consignee himself applied for it.

Adhering to the original weight would cut both ways; the Company would, in my opinion, neither gain nor lose much, but without facts I cannot say. I have no records from which I could estimate the exact pecuniary result.

QUESTION.

ANSWER.

Reweighing must necessarily cause some little delay, but it could not under any circumstances lead to a charge for demurrage.

The office cashkeeper makes out the bills for demurrage. Each wagon is reweighed immediately on arrival, shunted into the delivery shed, unsheeted and unloaded; the period after which demurrage becomes due counts from the estimated or time-table hour at which the train ought to arrive. The entry against any particular consignments of goods is that it arrived by such and such a train; small consignments that do not fill a wagon are weighed in the wagon in the lump, if the weight agrees with that of the forwarding station we accept it, if not, we reweigh each article; it occupies but a short time. The unloading clerk brings his book to the cashkeeper for him to make out the demurrage charges.

Cotton is treated somewhat differently, as part consignments are delivered, the demurrage period dates from 6 o'clock in the evening of the day that any portion of a consignment has been received; each portion of a consignment being liable to demurrage if not cleared in due course if the first portion of the consignment has been removed. Consignees who get no "advice notes" of the arrival of their goods have no means whatever of checking the hour and date of arrival of their goods, in the subsequent charge for demurrage, except by our books. When charged, a demurrage note stating number of days and amount charged is given them. Demurrage charges do not bear my signature; if objected to, they would be reported to me.

If an unloading clerk and a cashkeeper were to combine to let off a charge for demurrage it could be checked by our books. The Audit Department check the accounts; they sometimes ask me why demurrage in some particular instance has not been charged or fully charged, the check upon a wrong charge by the cashkeeper is by our unloading and delivery books. A weekly return of demurrage is sent to the Audit Office.

In the case of an invoice not having reached us we deliver goods on the "goods received unentered memorandum." The number of the goods unentered memorandum, with all the particulars of the consignment (except the invoice number which is added when received), are filled in the delivery book. The consignee does

QUESTION.

ANSWER.

not sign to a blank. A separate delivery book is kept for this purpose.

It is not the practice to send an advice of reweight; those who have ledger accounts are not informed; the man who takes delivery of the goods is told.

It is an order now that private marks shall, in the case of cotton, be always entered both on the "receipt note" and "invoice."

I am quite satisfied with the present system of charging demurrage, and believe that it works well. Messrs. Arbuthnot & Co.'s men may be at the Salt Cotaurs, but personally I do not know them, as, unlike subordinates of other firms, they have never been to my office. I understand a little Tamil, but a man would have to speak to me through an interpreter. I have a discretionary power to remit demurrage, and whenever the Audit Department have asked me why demurrage was not charged, I have invariably found that the charge was remitted by my order.

VI.—Relations of Railway Servants with the Public.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

28. I have had accusations made to me up-country, but not in Madras, that station masters had demanded considerations for services rendered. I have investigated cases, but could never establish one.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. I think it would be a very good thing if there were travelling canvassers. I do not see how they could be paid a commission on their work; it would be so difficult to estimate. I had no time, when up-country, to do more than speak to merchants who came to the station.

Merchants up-country are entirely dependent on the Railway servants for their information as to rates, rules, &c.

The present classification lists are sold at the Salt Cotaurs; we do not sell many of them.

Statement of MR. STRANGE OF MESSRS. DYMES & Co.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and, if so, in what particular cases?

3. Can you adduce instances in which traffic is now carried by cart, or otherwise, that might be secured for the rail?

1 and 3. Rates are in some instances, I think, too high. Cotton seed is sold in the bazaar here, and comes in by cart I imagine; it might, I think, be brought from Bellary if a very low special rate were given. Cotton in the seed or kuppas would, I think, be brought to the Railway between stations in the cotton districts; it is carried to some extent now, but goes a good deal more by cart. Loose cotton should too be taken at lower rates between Gooty and Raichore Stations. There are several pressing establishments at different places, and it would, I think, often pay to carry cotton about rather than press at other people's factories. This should pay the Railway, as the cotton would go to and fro. A special loose rate from Raichore would bring cotton that otherwise would go to Bombay. Nothing would be gained by lowering the loose rate to Madras, as all the presses have been moved up-country. Full-pressed cotton pays the Railway better than loose cotton; so I would only advocate low loose rates over certain distances with a view to increasing the traffic in full-pressed bales over the longer distance to Madras.

From Gooty I do not think it is of so much importance, but, owing to the alignment of the Railway, there is a considerable cart traffic between Adoni and Bellary, which present rates cannot compete with.

The present special rates for full-pressed cotton from Bellary and Adoni to Madras are not sufficiently low to stop cotton going to Bombay, while on the other hand the rates from Cuddapah, Yerragoontla, and Tadpatri might be raised without loss of traffic. I purchase cotton both for Madras and Bombay, and I know it to be a very near thing, whether it pays to send it to one or the other, a very slight decrease of rate would, to my knowledge, turn the scale. I would recommend the general full-pressed rate all along the line to be raised from 12 to 14 Pies. I would recommend a still lower special rate from Adoni and a slightly lower rate from Bellary, and I would lower the loose rates between Bellary and Adoni and from Raichore to Bellary to the same as the full-pressed rate and carry on the traffic in covered wagons at "owner's risk." I certainly think

QUESTION.

1 (a.) Do you think the Railway rates should be regulated according to the demand for carriage, or that a uniform rate should be maintained for each class of goods respectively?

2. Is the classification too complicated, and can you suggest any improvement?

II.—Traffic arrangements for despatch and delivery.

6. Are the existing Railway arrangements prejudicial to the development of goods traffic in any of the following points; can you give instances in illustration?

(c.) Insufficient publicity of the Company's arrangements, rates, means of redress, responsibilities, &c.

(e.) Insufficient shed accommodation.

(f.) Want of punctuality in delivery of goods.

ANSWER.

the cotton seed traffic well worth bidding for by the Railway Company; it will not bear a high rate; a half pie per ton per mile is nearly 6 per cent. on the cost, and a reduction in the present rate to this extent would, I believe, secure some of the present traffic.

1 (a.) A uniform rate should most certainly be maintained for each class of goods, subject to such special rates as may be necessary to increase traffic from particular stations in particular articles.

2. The complicated nature of the classification may perhaps not be understood by would-be native customers, but this would probably be corrected by adopting the suggestion made under Sub-head VIII.

6. I have no great fault to find with the existing arrangements. Our goods on the whole are delivered in reasonable time. Whenever any delay occurs we lose no time in bringing it to the notice of the general Traffic Manager who invariably attends to our application with the utmost promptness. Many of the points mentioned are, no doubt, more or less objectionable from a consignor's point of view, but I suppose traffic could not be properly worked without them.

(c.) I do not remember any instance of my being placed at a disadvantage, through my not having heard of a special rate which was available to the general public. I had not heard till now of the reduction made last week in the rate of loose cotton.

(e.) Our agent at Adoni complains that the goods shed at Adoni is much too small. Goods are often loaded and unloaded in the open, and damage is in consequence often done especially in the monsoon.

(f.) I am quite satisfied with the way in which the Railway Company transacts our business for us. I remember no delays in March last. We have, in fact, experienced very few delays. We sometimes get letters before telegrams on the same subject, which ought not to be. My assistant here occasionally finds it necessary to exert himself and get the Railway Company to send up empties to meet a delay on the line, but, as a rule, except in the case of small consignments, the delays are very few.

QUESTION.

(m.) The system of demurrage.

(n.) The system of re-weighing.

(p.) The practice of declining to deliver goods until receipt of the invoice.

(r.) The absence of information on receipt note as to "rail charge," "descriptive marks," "condition," &c.

III.—Alignment of the Railway and its connection with Towns.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

VI.—Relations of Railway Servants with the Public.

28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?

1

VIII.—Railway Agency for the attraction of Traffic.

9. Would the employment of special agency to travel about the country and canvass for traffic be attended with advantage?

ANSWER.

(m.) I do not think our firm has ever been charged demurrage. We have a concopilly always at the goods station.

(n.) Re-weighing I particularly object to, and have lately been in communication with Mr. Church about it. I understand that it is rendered necessary, because the officials at the station of despatch are not to be relied on. I do not think the submission of claims for excess weight at all fair. We constantly have claims for re-weight long after the delivery of the goods, and we have no means of checking it. We weigh our cotton very carefully bale by bale, and are always satisfied with the Railway original weight; yet two months afterwards we have a further claim sent in; it is not for a large amount, but it is very irritating.

(p.) I know of no instance in which delivery of our goods has been delayed until receipt of invoice except during the breaks in the line.

(r.) We enter all private marks on the goods receipt notes ourselves, or at least get the Station Master to do it for us.

16. I believe the extension of the Madras Railway to Gudduk would bring a large increase of traffic. I have already written a memorandum on this subject.

28. My impression is that Station Masters do receive considerations for forwarding goods, but I could not prove it. I know, however, of a system obtaining which, I think, ought to be stopped. I was present at the station when a consignor asked a Railway official for a receipt note for goods that had not been delivered; the official came to me about it, and was evidently bothered by the demand. I encouraged him to resist it. I know of another instance of this same practice on perfectly reliable authority. I have never known or heard of any consideration being paid by any of our subordinates for priority of service. I know of an instance in which a small sum was paid in Madras to secure delivery of goods on a Sunday.

9. I strongly advocate this. Work of this nature well done ought materially to increase traffic. By such agency also much information

QUESTION.

10. Would the establishment of receiving houses in the large centres of trade off the line, where the Company would assume responsibility for goods, answer inquiries, and furnish information, tend to increase the traffic?

11. Do you think that a system of giving Station Masters and Goods Clerks a commission based on the weight of the goods passing through their hands would tend to encourage traffic?

ANSWER.

should be obtained that should be of use to the Traffic Manager. Traffic might, I think, be generally increased along the line by looking closely after the roads leading to it, and it might be advantageously made the business of this agency to report on the state of the existing roads and to suggest where new ones were required. I would pay an agent of this kind Rs. 200 or 300 a month; he should be a European understanding the language of the country and able to talk it. I should not object to his being paid a commission on the results of his efforts. Something should be done too to facilitate the crossing of rivers in the rains, and there might, I think, be ferries established by the Railway at certain points, which should be made self-supporting. Produce is now often cut off from the Railway by some river for months together, and then finds its way by degrees to some market in the opposite direction. I have known of cotton within a few miles of the Railway finding its way to Guntoor, and so on to Cocanada, which but for a river would have come in this direction.

10. Receiving stations would do good I dare say, but would they pay? They might be tried in a few places by way of experiment.

11. I would not recommend any thing of this sort. It might induce some Station Masters to "overweigh" goods which might drive customers away. At present there is a suspicion that Station Masters are bribed by consignors, which is met by re-weighing as much as possible. A commission from the Railway Company looks like a counterbribe to get as much as possible out of the consignor. I object strongly to the system of giving commission to permanently paid employes.

The better plan, I think, would be if there is money to spare, to raise the pay of up-country receiving officers, and so secure a class that can be depended upon.

IX.—Fluctuations in Trade.

1 and 2. Can you give the Commission any information as to the causes of the diminution in traffic receipts on Madras Railway during the first half of 1874?

3. Would the variation in rate of sea freights influence the export trade in country

1 and 2. In the early part of 1874 money was very dear, and trade generally was affected by it. This probably influenced the traffic receipts.

3. The rates of sea freight have not fluctuated much; they have been very moderate for

QUESTION.

produce sufficiently to account for it; can you illustrate this?

4. Can you suggest any explanation based on the condition of trade generally, or on the circumstances affecting the supply or demand in the case of the commodities named, to account for the falling off in them—

- | | |
|------------|-----------|
| 1. Coffee. | 4. Seeds. |
| 2. Rice. | 5. Skins. |
| 3. Salt. | |

ANSWER.

some time past, and have not, in my opinion, had any prejudicial effect on the export trade.

4. I can give no explanation in respect to coffee, rice, salt, or seeds. The traffic in skins probably fell off owing to the severe losses made by the trade in 1873. Several tanneries up-country were closed, and the supply fell off early in 1874.

During 1874 large profits have been made and many tanneries have been re-opened, so the traffic should be now improving. It is likely to vary as the trade is soon overdone.

Statement of VENKATASAWMY NAIDOO, Merchant, Madras.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

ANSWER.

1. The general impression is that the high rates charged for unpressed cotton have stopped its coming to Madras, and been detrimental to the interests of the Railway by removing the inducements that before existed to lead ryots and others connected with small consignments to travel to and from Madras whence they took back return goods. I was not aware of the reduction made last week in unpressed cotton, but there are so many considerations affecting the cotton trade that it is difficult to predict the effect of any such reduction. Coffee used to be purchased by the Madras houses, but now their agents go into the interior and send it off straight to the Malabar coast. The crop last year was an unusually small one.

The rice crop last year was so uniformly good that there was no demand to tempt the movement of it along the line.

In my opinion there never can be any extensive cart traffic in salt out of Madras. The consumption must of course always remain the same. Carts carry it to Conjeveram and to the south, but I believe nowhere else. Nellore salt is of very good quality, and finds its way to Venkatagiri.

The crop of seeds last year was very poor.

The trade in skins in Europe last year was very dull, there were heavy losses in the trade in 1873, and it was quite paralyzed. There is

QUESTION.

ANSWER.

a general impression that small, heavy, and valuable goods are rated too high.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. On the whole I have been perfectly satisfied with the way in which the Railway Company have executed my business; they have afforded me every facility; occasionally goods were delayed but punctuality was the rule rather than otherwise. I am not trading largely now; I did up to 1873.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. All the demands made upon me for demurrage have been quite legitimate. I have traded for 15 years, and this has been my general experience.

11. What is the degree of certainty as respects the date of despatch and arrival of goods
i.—at large stations or towns,
ii.—at small stations,
and would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. The "weight," "amount," and "private marks" ought to be entered. I think it unnecessary to enter the probable date of delivery. I have known the Company to refuse to deliver goods because the invoice had not been received; I obtained delivery immediately by referring the matter to the Traffic Manager. I myself think the Company are quite justified in refusing to deliver goods until the invoice is received. Private marks used to get obliterated, and there was great confusion.

I have never myself been inconvenienced by the reweighing system. I have had to pay excess charges, but I have always been satisfied of their correctness.

I do not think the publicity recommended at all necessary. People up-country know all the rates and rules better than Madras people; they have not had much education, but they have good brains.

VI.—Relations of Railway Servants with the Public.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and if so can you give any instance from your personal knowledge?

27. There has been delay in obtaining refunds, but not more, in my opinion, than was quite reasonable. I have never heard of station masters or goods' clerks asking considerations. I know of nothing of the sort.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact, the worst in the whole of India; so much so that passengers are subjected to all the incle-

(1.) The carriages require shutters badly.

QUESTION.

ANSWER.

mencies of the weather and to risks from the engine. These carriages have no shutters nor are they partitioned.

(3.) "That when by special arrangement carriages are reserved, the passengers are required, in the absence of rules to the contrary, to pay the fare for the whole carriage.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(3.) The native public would, I am sure, willingly pay extra for third-class reserved accommodation.

(4.) This is a very general complaint, and the provision of reserved accommodation for ladies would be much appreciated by the native public, but, in my opinion, the customs of the country are against its being much used; native ladies very rarely travel without male escort.

(8.) "That no water is supplied at any stations by the Company suitable for the majority of native passengers, much less any refreshments.

(8.) Water ought to be supplied at all stations. Native gentlemen have not come forward to supply the want, because they consider it the duty of the Railway Company.

(9.) "That the latrines and urinaries provided for the natives are so bad that men having regard to decency can hardly use them.

(9.) Divisions of some kind in the existing latrines are desirable.

Statement of SOORAH SOOBRAJA CHETTY, Merchant.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

1. Are the rates for goods too high, and if so in what particular cases?

1. The rates charged for carriage of loose cotton allow of no profit. The trade in loose cotton has been quite spoilt for middlemen like myself.

I had not yet heard of the reduction made last week in the rate for unpressed cotton. I usually find these things out from the Railway officials, but I have not been backwards and forwards to the station lately.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. My goods have never been delayed.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. I have always been fairly charged for demurrage.

12. Can you suggest any improvements in the traffic arrangements for the receipt, despatch, and delivery of goods which can reasonably be

12. I have been refused delivery of my goods because the invoice has not been received; the Railway officials always told me the rules

QUESTION.
demanded, and which would tend to increase traffic?

ANSWER.
required it, and that without the invoice they could not give me my goods.

I have been charged reweight, but I have always been able to get refund on application to the Agent and Manager. I have often done so.

The "weight" and "charges" should be entered on the receipt note, it would be very convenient; there is no good in entering the private marks.

IV.—Custody and care of Goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody? 18. I have never lost goods, nor have I had other people's goods given to me instead of my own through the private marks being obliterated.

VI.—Relations of Railway Servants with the Public.

27. Is there any difficulty in obtaining redress for a well-founded grievance, and, if so, can you give any instance from your personal knowledge? 27. I have always been able to obtain prompt redress on reference to the Agent and Manager.

28. Is there any foundation for a general charge of extortion by Railway servants, — or corruption,—and are payments made to obtain priority of service? 28. I have never been asked myself for anything, nor have I heard of others being so.

PROCEEDINGS OF THE 29TH APRIL 1875.

Statement of Mr. D. MANECKJI, Merchant, Calicut.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

2. Is the classification too complicated, and can you suggest any improvement?

ANSWER.

1. The salt rate is too high.

2. I have an English classification list which I bought at Beypoor. I have no difficulty in understanding it myself, but small traders unacquainted with English must, in my opinion, find it very confusing; in fact they have come to me for information. If some such arrangement were followed in the classification as that adopted for the Customs tariff, it would, I think, be an improvement.

QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

ANSWER.

3. Some thousands of candies of ginger which now come by boat to Calicut might be brought by rail if the rate were low.

The present conditions attached to the special rate for timber make its carriage very expensive; the refuse of castor-oil seed after pressing, called poonae, might, I think, also be supplied by rail from Salem, Erode, and Bangalore, for manuring coffee, if a low rate were granted. I occasionally import on country boats at a very low rate of freight from Surat I have paid as little as 100 rupees for a boat load.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. Yes, there is ground for great complaint. I can give of illustrations: 125 bales of cotton despatched on a Friday in this month, 40 bales reached Beypore on the following Thursday, the remainder had not, I believe, been received a week later.

Seven dubbas of ghee despatched from Avenashi had not reached Beypore within five days.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

10. I personally never get a notice. I would willingly pay postage; the merchants would, I am sure do so too; we have now to send a peon daily to await the arrival of the goods; it is a serious thing to have to send a man 7 miles in this way. If we do not receive our goods within 24 hours we are charged demurrage, and if we do remove them we are told the Company is no longer responsible for deficiencies. The period after which demurrage becomes due should, I think, count from the receipt of the notice by the consignee.

11. Would it be of advantage to record the probable date of arrival on the receipt given to consignors?

11. Yes, it would be much appreciated by merchants; the "rail charge," "weight," and "descriptive marks" should be entered.

12a. Have you been inconvenienced by the—

(1) Incivility of lower Railway officials.

(2) Insufficient shed accommodation.

(3) Want of facilities for reception and despatch.

(4) The practice of declining by the Railway authorities to receive goods for want of empties or other reasons, or to deliver goods because the invoice had not reached them.

(5) The practice of reweighing.

12a. I have never experienced inconvenience from any of these points. Invoices I should say, always precede the goods at Beypoor.

I always have my goods consigned bearing, so I have had no second charges made.

III.—Alignment of the Railway and its connection with towns.

The line ought to be extended to Calicut. I cannot exactly say what increased traffic would

QUESTION.

ANSWER.

be brought to the line, except the ginger mentioned in my reply to question 3.

IV.—Custody and care of goods in transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. Yes.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

19. Forty-eight maunds of deer horn sent from Erode arrived three maunds short, delivery had been taken before it was discovered, so no complaint was made.

22. Can you suggest any alterations in the present arrangements for the care and custody of goods which would remove just ground for complaint, and tend to increase the traffic?

22. The unloading charge at Beypore is a subject of great complaint. It does not now cover delivery into the boats and we have to pay as much more for lifting into the boat as we pay Messrs. Mailer & Co. for the unloading.

IX.—Fluctuations in Trade.

Can you suggest any explanation, based on the condition of trade generally, or on the circumstances affecting the supply or demand in the case of the commodities named to account for the falling off in them :—

1. Coffee.
2. Rice.
3. Seeds.
4. Skins.
5. Salt.

Since the fall in the price of cotton, lands that used to be under cotton, are now converted into rice fields or used for sugar, seeds, castor and groundnut, oils, &c., and goods that used to be exported from the western ports to Bombay, Scinde, Cutch, &c., are now imported. The British India Steam Navigation Company too now carry at such low rate that the country craft are employed in small coasting trade; and many are hauled on shore out of use. The price of coffee last year was so high that certain speculators bought up all they could to meet contracts and shipped it all from the West Coast. Seeds and rice have of late been imported instead of exported to Malabar (see my general explanation.) The salt has been completely driven off the line by the cheap cartage from Ponany to Palghat.

I can give no information about skins; there is very little trade in them on the West Coast.

X.—Passenger accommodation.

41. Is the accommodation afforded on the Railway to native passengers generally considered sufficient, and, if not, in what do the defects consist?

41. Carriages are crowded and the roofs leak badly and shutters are wanted.

42. Do you concur in any of the following complaints :—

(2.) "That there are no compartments in third-class carriages, and the carriages themselves are not allowed by the rules of the Company to be reserved.

(2.) I believe natives would willingly pay increased fare for reserved accommodation.

QUESTION.

ANSWER.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(4.) I believe such would be used.

(7.) "That these carriages have not such conveniences as those afforded by the Oude and Rohilkund Railway in their carriages.

(7.) Such accommodation would be used in case of sickness but not generally.

(10.) "That no water is supplied near these places as is done on all other Railways in India.

(10.) Water ought to be supplied for caste people.

(11.) "That there are no waiting-rooms for third-class passengers.

(11.) Third-class waiting-rooms are badly wanted on the West Coast.

(12.) "That the number fixed for a third-class carriage is too large.

(12.) I have myself frequently counted the passengers in a third-class carriage and found over sixty people, but mostly at feast time.

(14.) "That trains do not stop at each station for definite periods.

(14.) I have known trains cut short their stopping time at stations to make up lost time.

(17.) "Tickets cannot be obtained conveniently by the passengers."

(17.) The crushing and inconvenience is very great; there should certainly be two ticket sellers, and the ticket office should be open for a longer time.

PROCEEDINGS OF THE 1ST MAY 1875.

Statement of Mr. C. AINSLIE, of Messrs. Binny & Co.

I.—Rates for carriage of Goods and Passengers.

ANSWER.

QUESTION.

Is the form of the present classification so complicated as to be, in your opinion, prejudicial to the development of trade?

I have heard of frequent complaints from up-country of the complicated classification of goods.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. I cannot give instances of traffic now being carried by carts, but I know that in former years both coffee and cotton were so carried.

4. Do you think the rates should be regulated according to the demand for carriage or that a uniform rate should be maintained respecting each class of goods?

4. In my opinion the Railway rate should be uniform and not be regulated by the demand for carriage.

II.—Traffic arrangements for despatch and delivery.

Are the existing Railway arrangements prejudicial to the development of goods traffic in any of the following points :—

- a. Frequent change of rates.
- b. Loss from pilfering and rough usage.

Frequent changes of rates are, I think, objectionable. I believe we have had complaints of this from up-country. As far as our experience in Madras goes we have no reason to complain.

QUESTION.

l. Want of punctuality in delivery of goods.

ANSWER.

l. We have on several occasions considered the delay in delivery of goods unwarrantable. I think we had delay in March last with some goods consigned from Avenashy. Cotton has taken from three to five days to reach Madras from Coimbatore. We did not write about this because we certainly have always been under the impression that special arrangements could not be made, and that goods must all take their chance in the ordinary routine of business.

n. The practice of "reweighing."

n. We have occasionally had correspondence with the Railway authorities on their excess sums charged on delivery of goods; we asked the Railway Company to test their scales, and it was found that the excess charges were due to wrong scaling.

p. The practice of declining to deliver goods until receipt of the invoice.

p. Here at Madras, as far as I can see, we have every facility afforded us that can reasonably be expected.

VIII.—Railway Agency for the attraction of Traffic.

Receiving houses at large towns remote from the Railway stations, such as Vellore and Salem, would, I think, be very desirable, and be a great convenience to the public; there might also, I think, be a receiving house situated in some central position in Black Town; a receiving house at Bangalore in the pettah would, I think, be a good thing; it would perhaps be rather a convenience to traders than lead to increased traffic.

IX.—Fluctuations in Trade.

Were the fluctuations in trade sufficient, in your opinion, to account for the falling off in the traffic, and would the variation in sea freight influence the trade in country produce sufficiently to account for it?

In my opinion the fluctuations in trade and variations in rates of sea freight would not for more than a very limited period affect exports to such a material extent as to greatly influence Railway traffic. I maintain that the falling off in the Madras Railway traffic receipts does not date back to 1874 only. The management has been paving the way for a falling off in everything for years; coffee that would have come from Bangalore to Madras by rail has been diverted to the West Coast by the high Railway rates.

In 1865 our firm started cleaning machinery for coffee on the faith of the existing Railway rates, but they raised their rates on us from 9 annas 4 pies to 10 annas 8 pies, and subsequently to 11 annas 11 pies per maund between Bangalore and Madras, and quoted a

QUESTION.

ANSWER.

low rate between Beypore, Coimbatore, and Madras. The question was referred to the Railway Directors at home, but they declined to interfere with the management out here. Our business in coffee has decreased from 17,023 bags in 1868 and 13,662 bags in 1873 to 3,365 in 1874, and to date in 1875, 4,349 bags.

This has been in a great measure due to the raising of the Railway rates.

In 1872 we carted coffee by road at the rate of 7 annas 4 pies per maund; we sent about 12,400 bags by rail, the rail charge being 11 annas 11 pies per maund.

Now that coffee is sent home by steamers, the rail-road must be used for its conveyance to the port on account of the expedition and certainty of delivery. The difference in time between "cart" and "rail" is from eight to ten days.

I believe the coffee now goes to the Western Coast in consequence of the high railway rate. We offered to send coffee in consignments of 3, 4 and 5 wagon loads at a time if wished, but the Railway Company would give us no concession and meet us in no way; and I think we have a great right to complain that the Company have not nursed a young trade as they might have done. I do not attribute the falling off in our coffee business solely to the Madras Railway high rates, but I believe that if the Company would lower their rate to what it once was there would be a considerable increase in traffic; the rail charge is now a little over Rupees 1-0-3 per cwt.; a decrease in rate to 10 annas a maund would, I think, materially help to increase the traffic.

APPENDIX B.

Extract from written statement by Mr. J. H. MASTER, Collector of Bellary.

I.—Rates for carriage of Goods and Passengers.

- QUESTION.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?
- ANSWER.

3. I have been told that frequently carts laden with cotton, &c., can be seen starting for Madras from towns so high up as Raichore.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?
7. No.

III.—Alignment of the Railway and its connection with towns.

13. Does the alignment of the Railway, its passing towns at a distance, injuriously affect the traffic?
13. It is greatly to be regretted that the Railway should pass at such a distance from towns. The town of Tadpatry is 2 miles off; so is Ghooty. It must affect the traffic; the present provision of branch roads and feeders is, however, sufficient.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?
26. No.
28. Is there any foundation for a general charge of extortion by Railway servants,—or corruption,—and are payments made to obtain priority of service?
28. No.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(1.) "That the third-class carriages are badly constructed on the Madras line, and are, in fact the worst in the whole of India; so much so that passengers are subjected to all the inclemencies of the weather, and to risks from the engine. These carriages have no shutters, nor are they partitioned.

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex.

(11.) "That there are no waiting-rooms for third-class passengers.

(17.) "Tickets cannot be obtained conveniently by the passengers."
- (1.) Third-class carriages should have shutters.

(4.) It is not necessary to reserve carriages for females.

(11.) Not necessary.

(17.) Ticket offices should open earlier than they do.

Written statement by Mr. G. H. CAMMIADÉ, Merchant.

I.—Rates for carriage of Goods and Passengers.

- QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?
- ANSWER.

1. As regards salt I do not think that any reduction in the cost to the consumer under 8 annas per bag would make any difference in the quantity consumed.

Stations.	Rate per ton per mile.	Fare per bag of Salt and of return gunny.	Stations.	Rate per ton per mile.	Fare per bag of Salt and of return gunny.
Trivellore ...	12 Pies ...	RS. A. P. 0 2 0	Coimbatore ...	8 Pies ...	RS. A. P. 1 0 0
Arconum ...	12 " ...	0 3 6	Bangalore ...	10 " ...	0 14 6
Arcoot ...	10 " ...	0 4 6	Nagary ...	12 " ...	0 6 0
Vellore ...	10 " ...	0 5 6	Tripetty ...	12 " ...	0 7 0
Vaniembady ...	10 " ...	0 8 0	Cuddapah ...	8 " ...	0 9 0
Morapore ...	8 " ...	0 9 0	Bellary ...	8 " ...	1 0 0
Salem ...	8 " ...	0 11 0	Adoni ...	8 " ...	1 0 0
Erode ...	8 " ...	0 13 0			

2. Is the classification too complicated, and can you suggest any improvement?
2. Salt being carried at various rates, some simplification would be of great advantage. For instance, it is carried from Madras to Arcoot and Vellore at 10 pies per ton per mile and to Trivellum, the intermediate station, at 12 pies per ton per mile. Similar hitches occur at a number of other small stations, for which special rates have not been provided. And again, I have found by experience that for some stations there is an advantage in forwarding small consignments of 25 to 30 bags at a time, which are now charged for at 12 pies per ton per mile, whereas a full wagon load of 100 bags is carried at special rates. The effect of the difference thus made is to place an obstacle on the salt trade without any corresponding advantage to the Railway. The rates should be equalized as far as practicable.
3. Do you know of any cases in which the tariff for goods or parcels is prohibitory, and in which traffic is carried on by road as a consequence?
3. The cartmen who take salt from Madras and Sydapet usually bring grain from various parts of the Chingleput District and from the neighbourhood of Cauverypauk. They take back salt, however small the return fare may be. They do so because there is no other bulky commodity to carry inland; and the roads being good, a laden cart travels almost as easily as one that is empty. Besides, these cartmen are not mere carriers, but generally they are the owners of the goods transported, so that they have to take back to their villages the proceeds of their sale of grain, and they are able to do so

QUESTION.

ANSWER.

with safety by carrying salt instead of molasses. Finally, they carry salt from the Cottairs, I v to some isolated and out-of-the way Railway station, but to the very door of the village so bazaar-men, who ultimately retail the salt to the consumers. This last reason above all others leaves the Railway in a very disadvantageous position.

The above observations apply also in a great measure to the salt trade from Tripatoor to Sunkerrydroog. I am informed that 70,000 bags of gingely seeds, principally from the Salem District, were shipped last year at Pondicherry, where they were taken by carts. The carriage of these seeds may be secured by the Madras Railway by lowering the rate for this article, by the construction of good roads radiating from the several stations, with chuttrums topes, wells or tanks, and other conveniences, from distance to distance, and by the adoption of any measure that might promote the establishment of large fairs close to the Railway soon after the crop is in. For the same purpose, it is also advisable to remove as much as possible all restrictions to the building of houses and godowns in close proximity to the Railway stations. I am informed that at present there are many unnecessary impediments to the growth of a town around such a place as Cautpaudy.

If by adopting the measures suggested in the two preceding paragraphs, or any others, the carriage of grain towards the coast could be secured, then the rate for salt need not be lowered, it may even be increased. If, on the contrary, the trade towards the coast is left in the hands of cartmen, then to increase the traffic in salt some reduction in the fare might be made with advantage.

The Brinjaries who bring salt from Tada are able to compete most successfully with us, as they get at Tada a very superior description of salt. Tada has also the advantage of being closer, it is about 35 miles from Tiruputty station against 83 from Madras. This difference might be easily counterbalanced by the advantages of Railway carriage; but that, owing to the quality of salt, cannot be equalized by any reduction in the rate of carriage.

III.—Alignment of the Railway and its connection with towns.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

16. I think that the following three lines of light and cheap railways or tramways ought to be made without delay.

QUESTION.

ANSWER.

1st.—From Arcunum station through Cauverypauk, Arcot town and Vellore town to Cautpaudy (Vellore Station).

2nd.—From Amoor (Arcot station) through Chittoor, Palmanair and Colar town to Colar Station.

3rd.—From Vaniembady or Jollapett through Kistnagherry and Dharampurai to Sooramungalam (Salem Station).

These lines should above all be suited to the first requisite of the country, *viz.*, cheapness, which ought to overweigh all other considerations.

VI.—Relations of Railway Servants with the Public.

26. Is there any foundation for a general charge of incivility or want of attention on the part of the servants of the Railway Company?

26. As far as I am concerned I may say that I have always found the Railway servants very attentive, and any complaints against porters or other lower subordinates have always been attended to promptly.

Written statement by MESSRS. LECOT & Co.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

ANSWER.

2. Is the classification too complicated, and can you suggest any improvement?

2. We have heard discontent expressed owing to a want of uniformity in rates which are said to vary for the same goods according to a discretionary power allowed to the Traffic Manager.

3. Do you know of any cases in which the tariff for goods or parcels is prohibitory and in which traffic is carried on by road as a consequence?

3. The charge for loose cotton is so high, it is often carried by carts in preference to the rail.

4. Can you suggest any alteration in the system of making charges for goods and parcels which would improve the through traffic and attract that between neighbouring towns near the Railway?

4. The system of weighing goods both on receipt and delivery is a subject of complaint as from the discrepancy often found, it is supposed that the scales are not always held fairly, this is the native view, greater care ought to be taken in keeping the weighing machines in proper order.

5. Are the rates for passengers suitable in all cases to the condition of the people?

5. Natives complain that the want of suitable *private* accommodation in the carriage prevent respectable females in many cases from travelling by rail.

II.—Traffic arrangements for despatch and delivery.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

7. The time taken in bringing goods varies so much over the same distance that we believe that there is ground for some complaint on this

QUESTION.

10. What notice is given by the Company to consignees, and is any change recommended? Are charges for demurrage common, and are they a subject of common complaint?

ANSWER.

score. People would like to be able to call upon receiving their goods on or about a certain date.

10. We understand charges for demurrage are very common and complaints numerous.

IV.—Custody and care of goods in transit.

19. If so can you adduce any instances from your own personal knowledge and the result of any complaint made to the Company?

19. We have strong reason for suspecting that a case containing silver plates sent by us to Trichinopoly was tampered with while in the Railway.

X.—Passenger accommodation.

42. Do you concur in any of the following complaints:—

(4.) "That there are no third-class carriages or compartments specially reserved for females wishing to travel with their own sex."

(12.) "That the number fixed for a third-class carriage is too large."

(4.) This is a subject of complaint.

(12.) They certainly present an appearance of overcrowdedness at times.

Extract from written statement by Mr. D. BUICK, Acting Collector of Malabar.

I.—Rates for Carriage of Goods and Passengers.

The fact that carts are successfully competing at present against the Railway between Palghaut and the West Coast is well known. This coast is wholly dependent on importation for tobacco and chillies, and to some extent for rice also, and this importation is carried on through the Palghaut valley from Coimbatore and the adjacent districts. On the other hand, all the salt used to a considerable distance inland must go from the coast, and thus the carriers are able to combine the transport of the one class of goods to the coast with that of the other from the coast.

There are at Palghaut at least one thousand carts employed in this carrying trade, and the extent of the traffic may be estimated from the fact that the Wootapalam bridge toll, on the Great Western Road from Madras to Calicut, 20 miles west of Palghaut, fetches Rupees 4,000 per annum as a Local Fund Toll, to a very great extent derived from this through traffic. Ponani and its neighbourhood are densely populated, and in addition to the local demand for tobacco, &c., which must be considerable, I find that exportation also goes on—thus in 1873-74, 4,600 cwts. of paddy and 1,400 cwts. of tobacco were exported by sea from that port. On the other hand, upwards of 120,000 cwts. of salt are sold per annum at the Ponani Gollah, and assuming that half of this quantity takes the route by Palghaut, it will be seen that the carriers are not likely to lack custom. How far the late rise in the price of salt may affect exportation to a distance remains to be seen.

Now, if goods are sent by road from Palghaut to Ponani, and *vice versa*, there is no trouble to either consignor or consignee after they are once loaded till they arrive at their destination, a distance of 54 miles. It is otherwise if they are sent by rail. For example, goods sent from Palghaut to Ponani have to be carted from Palghaut bazaar to the Railway station, a distance of between two and three miles, then they must be weighed at the station, put on a

and sent to Tiroor, a distance by rail of 55½ miles. There they must be unloaded and by coolies to the backwater, a distance of about 200 yards, and put on board the canal, to be again unshipped, after a passage down the canal of 15 miles at Ponani. There are thus too many breaks in the journey for the native merchant, and it is no wonder that the cart and the highway are preferred when he finds that the rail is neither cheaper nor speedier. The hire of a cart for the double journey between Palghaut and Ponani is from Rupees 7 to Rupees 7-8-0, and the journey each way can be made in three days. There are also complaints that the Station Masters are not so obliging as they might be, but on this point it is always difficult to procure definite information. On the whole of this subject I would beg to draw the attention of the Commission to the accompanying statement which has been made by the principal Salt Contractor at Beyppore, Ananda Krishna Patter, when examined on this subject by my Special Assistant, Mr. W. M. Winterbotham.

As regards the importation of oil-cake, I presume it is castor-oil cake which is referred to. I find on enquiry that this article is used to a considerable extent in the Wynaad as a manure for coffee. I find that since last September a quantity weighing 3,317½ cwts., and valued at Rupees 4,146-5-0, was passed at the Calicut Custom House from Surat. This oil-cake can be delivered at Calicut free of all charges at Rupees 30 a ton, whilst Bangalore cake cannot be delivered under Rupees 50 a ton. Besides, the latter article is said to be unfit for manure in consequence of the seed having been boiled for the extraction of the oil, whilst the Surat cake is not prepared by boiling.

Extract from written statement of TONDIKULAM GRAMOM AVANTA KRISHNA PATTAR.

I.—Rates for carriage of Goods and Passengers.

I trade in salt between Beyppore and Palghaut. I also trade in salt between Ponani and Palghaut. The Railway charge for carrying salt from Beyppore to Palghaut is 2 annas and 9 pies a maund. Besides this the loading charge is two pies a maund. Bandy hire from Ponani to Palghaut averages between Rupees 2-6-0 and 3 a bandy.

A bandy load is 17 or 18 maunds. By sending salt by bandy we thus save 9 or 10 pies per maund. I believe about 300 bandy loads of salt go to Palghaut in a month. In the monsoon we send the salt from Ponani to Wottapalom by boat, and thence on to Palghaut by bandy. Since the rise in the price of salt we have not been able to send salt to Coimbatore; we used to send 4,000 or 5,000 maunds of salt by rail to Coimbatore in a month, now we don't send more than 500 or 1,000 maunds in a month.

I don't trade in paddy, tobacco, and chillies. All the bandies in which I send salt to Palghaut come to Ponani with paddy, tobacco, and chillies. Bandy hire from Palghaut to Ponani is Rs.3-8-0.

Extracts from a written statement by the Collector of North Arcot.

I.—Rates for carriage of Goods and Passengers.

The rates of goods are generally too high, but I have not before me the table of rates and classification, for a copy of which I have in vain repeatedly asked, and therefore cannot answer the questions more particularly.

In 1868 I had to send my furniture from Chingleput to Tanjore. The charge by Railway was I found so exorbitant that I sent them the whole way by road on carts, which cost me between 400 and 500 Rupees, but that was a good deal cheaper than the Railway Company would

have charged me as fare. Singularly enough I hired for that journey forty carts in *one* Madras which had come thither from Tanjore with merchandize of various kinds.

Within the last month I am aware that a gentleman, a friend of mine, when about to proceed to England on furlough, sent all his heavy baggage from Vellore to Madras by rail simply for the sake of cheapness.

II.—Traffic arrangements for despatch and delivery.

Some time ago a lectern for use in the Chittoor church was sent from Madras to Vellore. I was anxious that it should reach me by a certain day, but there was a delay of five days in its transmission between Madras and Vellore, which occasioned much inconvenience. I could, if necessary, cite divers other instances.

III.—Alignment of the Railway and its connection with towns.

No additional branch roads or feeders are wanted for this district except near Arcunum, for the construction of which, as well as for other roads required in the district, the Local Fund Boards have already provided, and they will be constructed as speedily as possible. This district is unusually well provided with roads, and only a few are now urgently required.

There cannot, I think, be the slightest doubt that the construction of Branch Railways (not tramways) would be of immense advantage. Vellore is one of the largest, busiest, and most populous towns in the Madras Presidency. It is the grain depot of a vast extent of southern country. It is a military station. Upwards of 1,800 carts pass daily from the Vellore town to the Railway station.

IV.—Custody and care of Goods in transit.

Merchants have often mentioned to me the losses they have sustained by thefts from their grain bags or bales of tobacco and piece goods. They seem to think the culprits are the Railway porters who take advantage of the prolonged detention of loaded wagons in the goods sheds. I have myself on divers occasions suffered losses by cases of wine, &c., having been opened when in transit to me. Nearly all of those instances, I am bound to say, occurred while I was resident at Tanjore and Trichinopoly, so that it was very difficult to say whether the thefts were committed on the Madras or Great Southern of India line; but I lost my goods, and though I used at first to complain, in no one instance did I get satisfaction; so I ceased to report my occasional losses, as only resulting in needless correspondence and trouble. The last instance of this kind was in January last, when a box of goods arrived for me from England, and was despatched from Madras without having been opened in the Custom House or by my Agents. When it reached the Gudiatnam Railway station where I received it, I found it had been broken open in transit, and some of the contents stolen. I however decided to make no complaint. I was very busy with official work, and only foresaw much troublesome correspondence with still the loss of the articles.

Safety and cheapness in carriage are what the merchants ask for, and those secured to them, they would readily patronise the Railway. They now complain that the Company always disallow their claims when their goods are damaged or lost in transit, or when waiting at the stations.

V.—Employment of Natives in the service of the Railway.

I am aware that the chief ground for discontentment amongst the native employes of the Railway Company is that no pension is granted them on their retirement after long and faithful service, and that departmental punishments, such as suspensions and dismissals, are rather too frequent and of a summary nature. There seems to be truth in these assertions. A Pension Fund of the same kind as the Superannuation Fund in the Police Department should be organized, and rules framed for the grant of pensions after retirement similar to those in force in the Government service. Improvements of this kind would result in the Company securing the continued services of really good men. As the case stands the Railway officials are one and all ready and eager to quit their present employment for posts in the service of Government. I could mention several instances in which the Company has lost the services of first rate men, now in high employ under Government. Hard work and no pension at the end of it is what they all complain of.

VIII.—Railway Agency for the attraction of Traffic.

At present if a merchant has a lot of goods to send away he has no means of knowing *on the spot* what he ought to do, what he will have to pay, how long he or his consignees will be kept waiting by the Railway Company, &c. To know all this he has now to go to the nearest Railway station 4 or 5 miles off, and the journey there and back would occupy a large slice of one day. So in many cases he decides not to be bothered, and hires country carts to carry his goods.

The employment of special agencies in large towns, I believe, will be very useful. The duties of the Agent should be to collect information as to the stocks of grain, &c., in the country, explaining rates and rules to the merchants, and also receiving complaints from them and forwarding them on to higher authorities.

X.—Passenger accommodation.

The want of partitions is a great defect. In very many instances respectable native families travelling in a party are squeezed up with common people and strangers. Hindus like this no more than Europeans, and the provision of partitions would be hailed as a great improvement and boon. Reserved 3rd-class compartments should be allowed on 12 hours' notice.

They would far prefer this to travelling in a separate female carriage or compartment. It is inadvisable to have chuttrums and halting places within the Railway compounds, which are generally not spacious enough. But they ought undoubtedly to be in the vicinity. If the subject is taken in hand, Local Fund Boards, I am sure, will gladly provide supplementary funds and co-operate with the Railway Company in the matter, but the erection of chuttrums near the larger stations, where there always is a great crowd of passengers, will be a costly work, which it will not be fair to expect the Local Fund Boards to undertake at their own cost.

Extract from written statement by the Collector of South Arcot.

IX.—Fluctuations in Trade.

In reply to your letter of 23rd instant, No. 620, I have the honor to state that during the past official year, ending with 31st March last, 19,227 cwts. of gingely seeds of the value of Rupees 1,15,363 were exported to Pondicherry across our frontier, paying a Customs duty of Rupees 3,461. I have no means of saying how much of this quantity was from the Salem District, but I have no doubt it includes a large quantity which was the produce of this district. I give in the margin the exports of this article to Pondicherry in some of the previous years,

	Quantity.	Value.
	CWTS.	RS.
1870-71	1,056	8,502
1871-72	3,221	2,34,132
1872-73	72,427	4,34,590
1873-74	653	3,980

and it will be seen that in 1872-73 the exports were much more extensive than in the past year.

Extract from written statement by the District Engineer of Bellary.

III.—Alignment of the Railway and its connection with Towns.

As the lines under construction in this district will, after completion, afford ample means for the development of the traffic to the Railway stations of the district no additional roads are at present necessary.

Extract from written statement by the Chief Engineer of Mysore.

III.—Alignment of the Railway and its connection with Towns.

I am not sufficiently acquainted with the Kolar District to give a decided opinion on the suggestions made by the Kolar Deputy Commissioner, but I question whether the new communications proposed by him would have such an immediate effect in drawing additional traffic to the stations referred to as to justify the considerable outlay to be incurred in their construction. Additional roads are from time to time being made in the Kolar District, and which doubtless tend to gradually develop Railway traffic, but I doubt if any special measures are required to be taken.

The letter from the Bangalore Deputy Commissioner is in fact an expression of my own views on the subject, and I have nothing further to add save that the Bangalore Railway station is well fed by roads in all directions.

Extract from Proceedings of a Meeting of the Local Fund Board, Cuddapah Circle, held at Cuddapah on Monday the 22nd February 1875.

III.—Alignment of the Railway and its connection with towns.

Read letter No. 2,146, of 11th February, from the District Engineer, forwarding copies of correspondence between himself and the Consulting Engineer for Railways regarding Railway feeders. The Board considers that no further roads are necessary as railway feeders. It has already disposed of a similar reference on the 10th January 1874. The wants of the Circle to enable traffic to catch the rail are fully provided for. Local knowledge shows that a feeder from Yerragoontla Kota to Kodoor already exists, and that there is no necessity for improving it.

Extracts from written statement by the Collector of Salem.

III.—Alignment of the Railway and its connection with towns.

QUESTION.

15. Would the traffic be developed by the further construction of branch roads to towns and main roads as feeders, and is the present provision of such roads much behind the requirements of the country?

ANSWER.

15. No. As far as this district is concerned the Railway feeders are almost complete; nearly every large town or place of importance is already connected with Railway stations by feeders constructed from both Imperial and Local Funds within the last ten years.

X.—Passenger accommodation.

At the chief stations in this district excellent chuttrums with separate accommodation for Brahmins, Sudras, Mussulmen, and East Indians have been built within the last two years, kept up by the Local Fund Board quite close to the chief stations, viz., Jollarpett and Salem.

Extracts from written statement by Mr. D. PAUL, Sheristadar of Salem.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

7. Is there any ground for a general charge against the Railway Company of undue delay in the despatch or delivery of goods or parcels?

8. If so, can you adduce from your personal knowledge any instance of such delay?

ANSWER.

7 and 8. It has been complained that not unfrequently the goods clerk at Salem has not been able to deliver goods for want of invoices.

III.—Alignment of the Railway and its connection with towns.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

16. Almost every chief town in the district is connected with the railway by feeders constructed within the last ten years. The construction of a tramway between the Salem town and Sooramungalum would no doubt be advantageous and is likely to pay. It would not answer any where else in the Salem District.

VIII.—Railway Agency for the attraction of Traffic.

38. Would the employment of any special additional agency be attended with advantages supposing its function were to travel about the country and canvass for traffic, explain rules and rates, &c., and bring complaints to the notice of the Traffic Manager?

38. The employment of a special agency is, I think, likely to do more harm than good. It may lead to extortion from ignorant people in outlying villages. I think the better plan would be to print the rules and regulations relating to traffic in a concise and intelligible form, and to circulate the same freely in the different villages through the agency of the Revenue officials.

Written statement of Mr. J. P. HUNT, Coorg.

With reference to the list of questions the Commission seeks replies to, I regret having so little time to enable me to give to them that consideration which they deserve. Without entering into detailed replies I proceed at once to record my opinion in the question I am interested in viz., the export of coffee by the Eastern Coast.

There can be but little doubt that much inland produce, but particularly coffee, that would find its outlet at Madras, is forced to the Western Coast by the prohibitive rates that have been charged by the Madras Railway Company, and unless these rates are considerably reduced the Railway Company cannot expect much increase in the carriage of coffee.

The question is very simple. Messrs. Binny & Co. charge Rupees 2-12-0 per cwt. for cleaning, garbling, and shipping coffee. The firms on the Western Coast charge Rupees 2-4-0 a cwt. for the same. Although it would at first sight appear that Messrs. Binny & Co.'s charges are relatively higher, they are in reality lower than the charges on the Western Coast by 8 Annas a cwt., because the Railway Company take Rupee 1 and Pies 4 per cwt. for carriage to Madras, or half as much for conveying the coffee from Bangalore to Madras, a distance of 216 miles, that it costs to convey the same from Madras to London.

I think it will be obvious to the Commission that in the face of such disadvantages Messrs. Binny and Co.'s chances of attracting coffee to their Bangalore works are small. Few planters

The Railway has not increased the traffic in cotton (looking at weight carried) by one pound, but it has, in the amount of pressed bales as against Borahs, and to its own dead the difference between the rail charge on pressed and unpressed cotton going into the hands of pockets of the presser and baler.

It has been advanced that if the Railway had not made this difference in favor of baled cotton the cotton would have found its way to Bombay, and thus been lost to the Railway.

This might be true to a small extent, but the cotton they wanted at Bombay would have gone there anyhow, and even with all the reduction in rates, a small portion of the Madras cotton crop goes to Bombay, probably the result of competition of the presses forced to establish themselves, by the lower rates of rail charges for pressed cotton, at Bellary and the interior.

It would appear, therefore, as if the Madras Railway Company had reduced their charges for carrying cotton before there was any necessity for it, the direct line to Bombay not then being completed, and if Bombay wants Madras cotton now the cheaper freights generally ruling at Bombay would nearly equalize the extra cost of carriage of pressed cotton.

If therefore the cost of carrying pressed cotton is reduced as low as it is practicable, we would suggest some alteration in the rate for unpressed bales, so that whether pressed or unpressed there will not be a difference of more than 1 per cent. whether the cotton be sold at Madras or Bellary.

Extracts from written statement by Mr. ROBERT STANES, Merchant, Coimbatore.

I.—Rates for carriage of Goods and Passengers.

QUESTION.

1. Are the rates for goods too high, and if so in what particular cases?

ANSWER.

1. The rates for some goods are too high, and I would especially refer to artificial manures and empty cases; in fact the rates charged on these two articles are prohibitory to much business being done.

In seeds for exportation I have frequently been prevented doing business by the excessive charge for transport to Madras.

In all cases of change of rates I think timely notice should be given before putting into effect.

II.—Traffic arrangements for despatch and delivery.

I think better arrangements might be made for more speedy transit of goods. On some occasions I have known coffee from Coimbatore taking three days to reach Beypore, thus arriving too late for shipment.

In sending cargo for ships in Madras or Beypore we have to allow a margin of three or four days or run the chance of its being shut out.

III.—Alignment of the Railway and its connection with towns.

14. Can you adduce instances, in particular localities, in which this effect is particularly marked?

14. Palghaut. There is a large cart traffic between Coimbatore and Palghaut.

16. Would the construction of branch railways or tramways to the chief towns be advantageous, and can you give an instance?

16. I think branch Railways to the towns of Palghaut, Vellore, &c., would be advantageous.

IV.—Custody and care of Goods in transit.

QUESTION.

20. Is there a want of care in handling goods, or is the injury or loss due in your opinion to careless packing?

ANSWER.

20. I think instead of tumbling cases about the goods shed the porters ought to be taught to use trucks.

I use them in my works continually with great success. There is a general want of porters or coolies at the goods sheds.

With reference to delivery of goods. I have especially to complain as a merchant of the most inconvenient situation of the Salt Cotaour Station for purposes of our export trade. There ought most certainly to be a goods shed on the beach for convenience of shippers. The expense and wear and tear in conveying cases of coffee or other packages between Salt Cotaour and the beach are very great. The Company might do well by taking goods to and from the beach, and by erecting warehouses for storage of goods at the proposed Goods Terminus on the beach. The unloading charges at Beypore have been always a very sore point between my firm and the Company. The charge is, I consider, excessive and unjust.

It costs me to have my goods placed into boats at Beypore station as much as it does to load the cases of coffee into carts at my works, despatch to Coimbatore station, and load them into wagons, a distance of 1 mile.

The system of reweighing is decidedly objectionable, and, in the case of a prepaid receipt being given, I consider it unlawful, and I have experienced much annoyance by this practice, especially as the claim has in some cases come on after despatch of my invoices, and thus resulted in a loss, or unpleasant correspondence.

Extracts from written statement by J. CARMENT, Esq., Merchant, Coimbatore.

II.—Traffic arrangements for despatch and delivery.

QUESTION.

11. What is the degree of certainty as respects the date of despatch and arrival of goods.

ANSWER.

11. Of late most of the goods received and despatched by me seem to have come to hand in due course.

IV.—Custody and care of Goods in Transit.

18. Is there any ground for a general complaint against the Railway Company that goods are subject to injury and loss by pilfering or otherwise while in their custody?

18. The goods shed at Avenashy station is much too small for the amount of traffic, and I have often seen my cotton left out in the rain there.

have examined the reasons for Messrs. Binny & Co.'s higher charges, or know what those are, and were it not for the influence Messrs. Binny & Co. have as bankers over the shipping produce by this coast, for which they have financed, Madras would ship but little coffee through them.

To me as an individual this difference in the rate of charges for shipping of Rupee 1 and Pies 4 per cwt., or, say, 40 shillings a ton, will make, on my coming crop, a difference out of my pocket of £400. There are some compensating advantages, however, to the exporter—a better rate of freight, a better class of steamers, greater certainty of shipping over a longer period, and others of a minor character; and I am of opinion that if the Company charged a uniform rate of 8 Annas a cwt. the quantity of coffee passing over their line would be increased very considerably, probably tenfold; the rate of cart hire to Bangalore is the same as that to the Western Coast.

Further, there is the question why a lower rate per cwt. per mile has been, and is still, charged for the carriage of coffee from Beypore? That and other questions of a kindred character, I regret, I had not the opportunity of discussing with the Commission.

A friend of my own, himself a curer of coffee at Hoonsoor in the Mysore country, found that he could ship coffee at a cheaper rate from the Western Coast than from Madras in consequence of the excessive Railway charges. Hoonsoor is a place almost 50 miles from Coorg, on the road to Bangalore, yet here is a shipper sending his coffee thus far, to be cleaned and prepared for the London market, reconveying it to Coorg to be shipped on the Western Coast. The sole reason being the prohibitive Railway rates.

Finally, as an individual, it is my opinion that the Railway charges should be so reduced as to enable Messrs. Binny & Co. to compete favorably with the firms on the Western Coast. I have shown that they charge actually less by 8 Annas a cwt. than the Western Coast curers and shippers, and even the Railway charges reduced to 8 Annas a cwt. the rates of curers on both sides would be the same, while Messrs. Binny & Co.'s profits must be less even then by 8 Annas a cwt. the amount paid to the Railway; for the rates of wages payable to laborers on both sides are about the same.

MADRAS,
12th May 1875.

(Signed) J. P. HUNT.

Extracts from written statement by Mr. J. SHAW OF MESSRS. PARRY & Co., Merchants, Madras.

Coffee.—The only coffee shipped from Madras is that of the Shevaroy's and Bangalore, and regarding 1873-74 crop I can give you no information. Neilgherry coffee comes *via* Coimbatore to Beypore for shipment at that port. The crop of 1873-74 was small everywhere, and this no doubt would affect the Railway returns. But this could only be to a small extent, as the great weight of the crop never goes near a Railway; and is shipped from Calicut, Cochin, Mangalore, and Tellicherry. These ports are the outlets for Wynaad and Mysore coffee.

Rice.—The only quotations of price I could give would be those ruling at the northern ports for direct shipment to Europe. In an ordinary season shipments are made from these ports to Madras for redistribution. The famine of 1874 no doubt made this class of business fall off, and threw the people on the rice grown in their own districts.

Seeds and Salt.—No Europeans deal in seeds from Madras, and, in fact, what comes must be for local consumption; the prices are prohibitive for shipment to Europe.

Salt.—I cannot express an opinion.

Skins.—The year commenced with very full prices, say, Rupees 1 to 1-1-0 per lb. for goat skins, only to collapse heavily in a month or so, and the market did not regain itself during the past year under review. It must also be remembered that the skin business had been much inflated prior to this and the exports abnormal.

Cotton.—A differential tariff was introduced, which effectually closed every press in Madras and threw the trade into the hands of one firm until others could build presses at Adoni and

y. As a large proportion of the value of presses is in building and land, this great industry has received a great blow, and valuable property turned valueless. The Railway says it makes some difference between loose and pressed cotton owing to the risk of fire, at least this is the only reason that the public have had vouchsafed to them. But is it necessary to make the difference between Rupees 2-1-9 on loose cotton and Rupees 0-10-5 on pressed cotton per Bengal Maund from Bellary to Madras? The same weight has to be carried, yet the charge is 300 per cent. more for loose than for screwed. Is the traction of screwed three times as easy, saving fuel, labor, &c., to a corresponding extent? While loose cotton came, the ryots came up and down with their cotton, all helping to increase traffic. The Railway has the monopoly of the carriage, and cotton has to come to Madras screwed or loose, so why not earn more on the screwed cotton by increasing the rate, assimilating it more to loose. I think, too, you will find that these differential rates have ceased from stations to Bellary and Adoni, but not from.

Here is the centre of Madras commerce, and here the cotton used to be stored pending a satisfactory price, and men were attracted to the Presidency Town. Now, by differential rates, protection is raised in favor of up-country presses, and the ryot need not move to sell his cotton.

Written statement of Mr. R. BLAICKIE, OF MESSRS. SHAND AND CO., Merchants, Madras.

The traffic returns would probably show a falling off on skins, hides, sugar, and coffee the first half of 1874, and also indigo; but of the last the Railway, we imagine, do not carry much (though they ought), as most of the indigo grown in the Madras Presidency is raised at such a distance as to render transit by rail the most expeditious, *if it were* the cheapest.

Skins and Hides.—From the fact of exports during the first six months of 1874 being goat and sheep 5,000, hides 1,000, less than previous years (during the same period), it may fairly be assumed the receipts of the Railway were lessened in a proportionate rate. Each bale shipped is equal to at least two carried by the Railway, therefore you will not be far wrong in reckoning on a loss of about 10,000 bundles, each weighing about 250 lbs.

Coffee.—The exports (owing to a partial failure of the crop) from Madras alone show a falling off of 23,000 cwt. (principally Mysore grown) the first six months, 1874, as compared with same period in 1873; and if the Madras Railway Company carry much of the Wynaad coffee to the Western Coast, probably a similar falling off may be noticed.

Sugar.—The exports from Madras port for the first six months, 1874, as compared with the same period of 1873, show a falling off of 18,000 cwt., which would no doubt have some effect on the Railway Returns.

Rice.—However, ought to have increased the revenue of the Railway, the high prices on the coast and great demand for export causing supplies to be sent from all parts up-country, and as shown by the exports for the first six months of 1874, as compared with the same period of 1873, there was an increase of 62,000 cwt., but whether brought to Madras by rail or cart, altogether would depend on a comparison of rates by the two conveyances.

Indigo.—Exports for first six months of 1874 also point to a considerable decrease as compared with same period, 1873, being some 10,000 cwt. less, but whether this was a loss to the Railway or handymen is doubtful, for as far as we can find out the principal or chief portion of the indigo crop comes to Madras by cart.

Freights.—Owing in some measure to the want of produce, ruled low rather than high during the period referred to so often—first six months of 1874. Cotton at the beginning of the year being booked at £2-5, and at the height of the season only commanding a freight of £3-5.

Cotton.—The tariff fixed for baled cotton as against cotton in borahs is one cause of the falling off in revenue of the Madras Railway Company; it may have been necessary, and it may have been expedient, but it was, at the time the present tariff was arranged, simply putting 5 per cent. into the pocket of the presser and owner of cotton. The difference represented by the rail charge on cotton in borahs and cotton fully pressed.

Written Statement of CHINNIAH NAIDU, forwarded by Tahsildar of Erode.

On the 27th October 1874, 73 bags of Bengal gram, 19 bags of oolondoo, and 18 bags of toor dhal were despatched from Barsee Road and delivered to me at Coimbatore on the 16th December 1874. In consequence of the great delay in delivering the said articles to me I was obliged to sell them at 10 measures per rupee instead of 6, if delivered to me in proper time. So I sustained a loss of Rupees 270 from the principle, and the Railway Company have charged me with Rupees 389-15-0 instead of Rupees 300, when this delay is attributable to themselves. I produce this receipt as an instance.

(Signed) CHINNIAH NAIDU,
Son of KISTNAMA NAIDU.

TRANSMITTED by Moin Sing, Barsee Road, to Roojee, Coimbatore.

(Signed) GOVINDARAJOOLOO,
Tahsildar.

19th April 1875.

T (19) GOODS DELIVERY NOTE. COIMBATORE STATION,
M. RAUJE GANRAM. 16th December 1874.

TO THE MADRAS RAILWAY COMPANY.

Description of Goods.	Weight.		Rate.	Railway Charge.		Ferry.		Cooly hire.		Total Charges.	
	MDS.	SEERS.		RS.	A.	RS.	A.	RS.	A.	RS.	A.
73 bags gram	279	26	..	300	3	87	8	2	4	389	15
19 bags oolondoo ..											
18 bags toor dhal ..											

Rupees three hundred and eighty-nine and Annas fifteen only.

N.B.—Total Charges to be expressed in writing as well as in figures.

From Barsee Road Station.

Sender's Name _____ Signature of Clerk (in full) P. RUNGAROO MOODELLY.

N.B.—A Delivery Note stating charges will be given, if required, with each consignment; complaints of overcharges, or other irregularities, should be addressed to the Traffic Manager, Madras.

From H. E. CHURCH, Esq., Traffic Manager, to R. B. ELWIN, Esq., Agent and Manager of the Madras Railway Company, dated Madras, 10th May 1875, No. G ³⁵⁰³³ ₈₂₆₇.

Delay in delivery of Goods.

Your endorsement of 6th instant on a letter addressed to the Secretary of the Railway Commission by the Tahsildar of Coimbatore.

2. The goods herein referred to were booked at Sholapore and Barsee Road on the Great Indian Peninsula Railway on the 23rd and 27th October 1874, and were delayed in consequence of the breaks on the North-West Line, which occurred on the night of the 24th idem. As explained in previous reports the goods could not possibly have been brought through earlier. The transshipment charges were returned to consignee on the 1st instant, as the Solicitors are of opinion that the Company cannot legally make a charge for transshipment under the circumstances.

3. The short delivery of 11 bags is admitted, and the settlement of the claim is only contingent on a reply from the consignee.

Extracts from Memorandum by MR. L. STRANGE of MESSRS. DYMES & Co. on proposed Extension of the Madras Railway from Bellary to Gudduck.

7. During the late debate in the Bombay Chamber, to which Colonel Dickens refers in his letter under notice, the Cotton produce of the Southern Mahratta Country was given at —

Dharwar	65,000 bales (of 392 lbs.)
Kulladgee	7,000
Belgaum	3,000
Native Jagheer Land	35,000
Nizam's Country	90,000
	200,000

The present Bellary supply is equal to about 40,000 bales (of 392 lbs.), the greater portion of which comes from the districts which the New Line would command. Should 20,000 bales be carried by the proposed extension 70,000 bales from the Nizam's country, and 65,000 from the whole of Dharwar Proper, I have a total of 155,000 bales, or 27,000 tons of Cotton Traffic, of which 20,000 bales now come over the Madras Railway, leaving the increase to be obtained for that line by the proposed extension to Gudduck, 135,000 bales. I may further calculate on the very extensive road traffic now carried on between Bellary, Hospett, and Mondree, in Grain, Sugar, &c. The grain traffic would principally be local, but the sugar traffic from Bellary to Madras would be considerably increased, not only by supplies from Hospett, but also from Soondoor and the sugar-growing country to the west of it. Ramandroog, the Sanitarium of Bellary, would also be within a few miles of the line, and first-class passenger traffic might in consequence be reckoned upon. It is advisable, however, to depend chiefly on the goods and native passenger traffic, and as the produce of Hospett in sugar alone is shown by Cutcherry figures to be 10,000 tons, 23,000 tons may be taken as a very moderate estimate to be added to the cotton traffic of 27,000 tons, allowing 6,000 tons as through traffic to Madras.

8. In support of this estimate, I may state that Mr. J. G. Firth, the Tahsildar of Bellary, writing to me under date the 22nd ultimo, communicates the result of his inquiries among the principal merchants of that town, who have dealings with Dharwar, and towns on or near the road from Bellary to that place; and states that the intermediate traffic from Hospett and Chitwadigi to Mundree and Dharwar and vice versa, is about as large as that from Bellary to Dharwar and back again; the chief articles of import and export being to Bellary, cotton, cloths, groceries, wheat, (which goes to Madras and Bangalore,) condiments, &c.: and from Bellary, oil, sugar, dried cocoanut, rice, dholl, tobacco, salt, &c. Further, Mr. Abraham, a well known resident of Bellary, writing under the same date, sends the following memorandum of the number of carts to and from Dharwar for six months, taken from the Accounts of the Toll Contractors, who, as Colonel Dyneley, Vice President of the Municipal Commission of Bellary, observes "would necessarily give a number far below what is correct in order that I should lower their contract":

Memo. of Carts.	Date.	From Dharwar to Bellary.	From Bellary to Dharwar.	Total.	Each Cart carries about fifty maunds of 26 lbs.
	1871—October	1,681	1,261	2,942	
	„ November	1,495	1,147	2,642	
	„ December	1,415	1,061	2,476	
	1872—January	1,821	1,366	3,187	
	„ February	1,259	944	2,203	
	„ March	1,631	1,224	2,855	
				16,305	

9. I compute from these figures that I have thus 50,000 tons at, say, an average of one Anna per ton per mile Rs. 2,81,250
N N

10. The passenger traffic of the proposed line would also be considerable, a large festival being annually held (besides several minor ones) at the ruins of Humpee, to which pilgrims from all parts of India resort. Bellary also is a central town that is much frequented by people from the north on the weekly bazaar days. The Carwar to Gudduck Railway is estimated to yield from passenger traffic Rupees 2,50,000 to Rupees 3,75,000, though the line to a great extent lies through thick and pestiferous jungle. The Bellary extension would run through a densely populated country throughout its length, and Rupees 2,00,000 must be a very moderate estimate, seeing that the Humpee festivals alone should yield Rupees 1,00,000. If then the 50,000 tons goods traffic yield only one Anna per ton per mile, and the passengers Rupees 2,00,000, I have—

RS.

								RS.
Goods Traffic	...	...	...	...	...	...	...	2,81,250
Passengers	...	...	...	...	...	...	...	2,00,000

				4,81,250
Deduct for working expenses, 50 per cent.	...	...	...	2,41,250

Leaving a balance of 2,40,000
sufficient to pay a dividend of 6 per cent. on the estimated capital of Rs. 40,00,000.

11. But it must be remembered that the construction of the line proposed should not only be remunerative in itself, but also bring a very considerable increase to the traffic of the existing line of the Madras Railway in cotton, sugar, grain, seeds, piece goods, salt, passengers, &c. It may safely be put at 30,000 tons; and seeing that the Madras Railway can carry grain at 6½ pies at a profit, it may fairly be assumed that it would not cost them more than that to work the traffic in question. The balance remaining out of the one anna per mile would be profit, and if the extension be credited for making this profit for the Madras Railway, I may add 30,000 tons at 5½ pies per 307 miles, or Rupees 2,64,000 to its own earning as shown before of Rupees 2,40,000, making a total of Rupees 5,04,000, which would show a return on the actual outlay of 12½ per cent.

12. That the produce of the country would be better carried *via* Bellary than by any other route can be shown by a comparison of distances and existing rates. The distance from Gudduck to Sholapore being 185 miles, and that from Sholapore to Bombay (including the ghaut allowance) 315 miles, the total length of the line from Gudduck to Bombay would be 500 miles. On the other hand, the distance from Gudduck to Bellary being 90 miles, and that from Bellary to Madras 305 miles, making a total of 395 miles from Gudduck to Madras, there is a difference in favor of the Madras route of 105 miles.

Now the present charge for carrying full pressed cotton from	rs.
Sholapore to Bombay is per ton	25-71
Take the charge from Gudduck to Sholapore proportionately	15-09

We have 40.80 per ton of 29 cwt.

From Bellary to Madras, the present published charge is	...	...	19-06
Take the rate proportionately from Gudduck to Bellary	...	...	5-62

24.687

Leaving in favor of Madras	...	...	...	...	...	...	16.11
----------------------------	-----	-----	-----	-----	-----	-----	-------

13. But the Madras Railway have further, under special arrangement, reduced their rate for full pressed cotton from Adoni and Bellary to 10½ pies per ton per mile. Taking this rate over the distance from Gudduck to Madras, I have a total charge of Rupees 22-11½, or in comparison with the charge to Bombay *via* Sholapore, a balance in favor of Madras of Rupees 18-68½, or a difference in favor of Madras that can be taken as applicable to freight and represents 32s. 6d. per shipping ton of 50 cubic feet. To this may be added the difference between Bombay and Madras shipping charges, which are respectively Rupees 1 per bale of 392 lbs. nett, to bring cotton from the Railway and put it on board in Bombay, and 8 Annas per candy of 500 lbs. to cart from the Railway to the Pier, and put it on board in Madras—a difference equal to

to 5s. 6d. per shipping ton, which may be added to the 32s. 6d. saved in Railway carriage. A full pressed bale of Darwar cotton can, therefore, be delivered in Liverpool *via* Madras as cheaply as *via* Bombay, even if it has to pay a higher freight by the former route of 38s. per ton of 50 cubic feet.

14. As a rule, however, this difference in freight is much more than Madras requires, and it will necessarily diminish as exports increase: since high freights always rule at small ports and comparatively low freights at large ones. It has been found that during the last twelve months, with our present exports the average rates in Madras by steamers and ships have been 15s. over those ruling in Bombay to London and Liverpool; but with the increase of the exports expected from the proposed extension, the difference will probably not exceed 10s. between the two ports.

15. On all that portion, therefore, of the Dharwar cotton crop that finds its market in Liverpool, or London, there will clearly be a very considerable advantage in the route *via* Madras.

OUDE AND ROHILKUND RAILWAY

FORM No. 13.

Pro. No.

STATION,.....Date.....187 .

RECEIVED from.....the under-mentioned Goods, for conveyance
to.....Station, by Good's Train.

[illegible]

NOTE.—It must be distinctly understood that the Railway Company claim the right to correct any charges made on Goods that may be undercharged in the Railway Receipt, and that they reserve the right of re-measurement, re-weighment, and re-calculation of charge at the place of destination. The amount of Cash entered above is only an estimate, and is subject to revision.

Goods for stations on other lines will be booked subject to the Rules and Regulations, wharfage, and other charges in force on the various Railways concerned.

Signature, _____

N.B.—This Receipt must be produced before the Goods can be delivered, and the party who receives them must sign across it stating that they are duly delivered.

All claims against the Railway Company, for loss or damage to parcels and luggage, must immediately be made to the Clerk in charge of the Station to which they have been booked; and also a written statement of the nature of damage received, and contents of the articles missing, must be forwarded to the Traffic Manager, within 24 hours, otherwise the Railway Company will not hold themselves responsible.



Comparative Statement of Traffic on the Madras Railway showing Increase and Decrease in the Chief Staples of Trade.

Description.	TONNAGE EASTWARD.										TONNAGE WESTWARD.											
	1st HALF 1874, COMPARED WITH AVERAGE OF 3 YEARS.					1st HALF 1874, COMPARED WITH AVERAGE OF 3 YEARS.					1st HALF 1874, COMPARED WITH AVERAGE OF 3 YEARS.					1st HALF 1874, COMPARED WITH AVERAGE OF 3 YEARS.						
	1st half 1873	1st half 1874	Miles open, 888.	More.	Less.	1st half 1873	1st half 1874	Miles open, 888.	More.	Less.	1st half 1873	1st half 1874	Miles open, 888.	More.	Less.	1st half 1873	1st half 1874	Miles open, 888.	More.	Less.		
Baggage (Military)	90	49	8	35	10	32	91	100	57	83	99	10	48	49	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Ballast and stones	1,514	1,128	535	1,070	141	914	140	174	137	137	137	82	113	113	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Bamboo	1,035	1,264	2,006	1,435	1,294	712	1,119	893	591	867	907	37	43	43	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Beer	11	33	63	36	34	30	381	359	330	359	307	47	61	61	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Betel nuts...	2,095	2,155	2,632	2,497	117	16	125	158	120	137	184	47	61	61	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Brass and copper	72	33	147	101	117	16	143	308	430	48	262	16	245	48	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Charcoal, coke, and coal.	50	110	201	153	148	523	363	404	293	353	893	110	245	48	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Chillies	542	440	1,142	608	1,130	523	1,341	1,601	1,935	1,026	2,302	576	110	245	48	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half
Cinnamon	2,923	237	346	272	377	105	130	149	151	148	438	290	203	476	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Cloths and piece goods	366	449	511	442	499	57	805	955	1,311	1,320	1,195	601	476	476	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Cocanauts	2,290	655	726	557	696	139	895	955	1,311	1,320	1,195	601	476	476	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Coffee	4,242	2,949	3,140	2,144	2,144	42	147	717	786	833	608	11	245	48	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Commissariat stores	1,251	1,770	65	23	23	42	541	551	786	833	608	11	245	48	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Cotton, loose	1,094	1,243	1,558	699	699	20	506	506	506	506	506	24	34	34	1874, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	1874, 1st half	1873, 1st half	
Cotton, pressed	861	1,829	173	5																		

Statement showing the Quantity and Value of the under-mentioned Articles Exported from the Port of Fort Saint George during each Half-year from January 1872 to December 1874.

Articles.	EXPORTS.							
	1st Half-Year of 1872.		2nd Half-Year of 1872.		1st Half-Year of 1873.		2nd Half-Year of 1873.	
	Quantity.	Value.	Quantity.	Value.	Quantity.	Value.	Quantity.	Value.
Coffee ...	2,384,918	6,22,724	1,036,747	2,75,323	4,742,147	13,91,574	844,952	2,53,115
Cotton, raw ...	14,001,900	29,00,380	14,335,100	29,87,850	12,661,100	25,32,220	22,803,300	45,60,600
Do. twist ...	156,460	1,90,592	95,965	88,655	266,280	3,61,886	270,720	3,22,357
Do. piece goods ...	3,571,655	8,29,273	3,160,838	9,35,144	3,101,467	8,31,934	4,047,553	11,82,742
Do. ... Doza.								
Do. Value only.								
Grain ...	37	150	111	338	361	968	129	470
Raggy ...								
Rice ...	76,546	2,29,269	29,744	90,142	37,215	1,25,428	105,342	6,53,479
Other grains. Value only.		46,385		29,956		36,204		21,363
Hides ...	141,070	3,45,100	177,124	4,34,220	246,486	6,12,678	208,026	5,20,937
Skins ...	4,194,854	21,00,034	4,566,293	22,89,380	5,325,976	26,72,387	3,754,767	18,50,922
Seeds, ...	39,911	2,29,120	56,791	3,22,559	53,362	3,15,673	11,534	59,672
Do. ... Value only.		71,761		41,945		2,185		5,981
Other goods. Value only.		73,87,464		36,92,629		86,39,267		29,92,079
Total...		1,48,92,257		1,11,83,081		1,75,15,204		2,23,53,776
								1,31,88,738
								32,85,062
								1,14,60,732

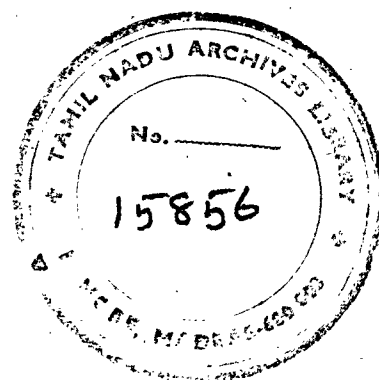
INDEX.

APPENDIX A.

	Page.
Statement of Mr. H. E. Church, Traffic Manager ...	1
Do. of Mr. James Craik, Assistant Traffic Manager, Madras Railway ...	5
Do. of Mr. A. J. B. Atkinson, Assistant Collector, Cuddapah District ...	8
Do. of M. R. Venkataramayah, Tahsildar of Erode ...	20
Do. of R. T. Rajahgopal Chetty, Tahsildar of Salem ...	25
Do. of Mr. J. G. Firth, Tahsildar of Bellary ...	28
Do. of Mr. H. D. M. Jones, Tahsildar of Dharampurai ...	31
Do. of P. Chensal Row, Sheristadar to the Board of Revenue ...	35
Do. of K. Narasing Row, Tahsildar of Tadputri ...	37
Do. of C. Shivaram Chetty, Broker of Calicut ...	41
Do. of C. Rungappa Naidoo, Tahsildar of Pulladam ...	45
Do. of V. Strinivasa Chariar, Tahsildar of Wallajah ...	48
Do. of Mahomed Azim Ghatalle, Sub-Magistrate of Tirutany, late Station Master, Madras Railway ...	51
Do. of Mr. Andree, Merchant, Cuddapah ...	56
Do. of Govindu Razulu, Tahsildar of Coimbatore ...	61
Do. of C. Ragava Row, Tahsildar of Adoni ...	63
Do. of A. Ibrahim Sahib, Merchant, Beypore ...	65
Do. of Dorasawmy Iyer, Tahsildar of Conjeveram ...	67
Do. of Prakasam Naidu, Tahsildar of Vellore ...	71
Do. of S. Seshagiri Row, Tahsildar of Kistnagiri ...	75
Do. of N. Siva Rama Iyen, Superintendent of Sea Customs, Calicut ...	77
Do. of C. Nuz Muddeen Sahib, Tahsildar of Sydapett ...	81
Do. of C. Balakistna Moodelly, Head Clerk, District Engineer's Office, North Arcot ...	83
Do. of Sampangi Naidu, Merchant, Coimbatore ...	85
Do. of A. Ramakini, Tahsildar of Ponani ...	87
Do. of Mr. P. Macfadyen, of Messrs. Arbuthnot & Co. ...	89
Do. of Kassim Chetty Narasannah, Merchant, Cuddapah ...	94
Do. of A. Sabapathy Mudelli, Merchant of Adoni ...	96
Do. of Ramasawmy Moodelliar, Merchant of Vaniembady ...	99
Do. of Mr. A. Huson, of Messrs. Huson & Co. ...	100
Do. on Re-examination of Mr. H. E. Church, Traffic Manager ...	105
Do. of N. Siva Ram Iyen ...	113
Do. of Sakri Kardappa, Merchant of Bellary ...	117
Do. of Saroovanamuthoo Pillay, Merchant ...	118
Do. of Venkatakistna Moodelly, Vice-President of Wallajah Municipality ...	122
Do. of Mr. G. R. Byron, Assistant Traffic Manager, Madras Railway, in charge of Madras Goods Station ...	126
Do. of Mr. Strange of Messrs. Dymes & Co. ...	129
Do. of Venkatasawmy Naidoo, Merchant, Madras ...	133
Do. of Soorah Soobraya Chetty, Merchant ...	135
Do. of Mr. D. Maneekji, Merchant, Calicut ...	136
Do. of Mr. C. Ainslie of Messrs. Binny & Co. ...	139

APPENDIX B.

	PAGE.
Extract from written statement by Mr. J. H. Master, Collector of Bellary	142
Do. by Mr. G. H. Cammiade, Merchant	143
Do. by Messrs. Lecot & Co.	145
Do. by Mr. D. Buick, Acting Collector of Malabar	146
Do. of Tondikulam Gramom Avanta Krishna Pattar	147
Do. by the Collector of North Arcot	<i>ibid</i>
Do. by the Collector of South Arcot	149
Do. by the District Engineer of Bellary	<i>ibid</i>
Do. by the Chief Engineer of Mysore	150
Extract from Proceedings of a Meeting of the Local Fund Board, Cuddapah Circle	<i>ibid</i>
Extract from written statement by the Collector of Salem	<i>ibid</i>
Do. by Mr. D. Paul, Sheristadar of Salem	151
Do. by Mr. J. P. Hunt, Coorg	<i>ibid</i>
Do. by Mr. J. Shaw of Messrs. Parry & Co.	152
Do. by Mr. R. Blaikie of Messrs. Shand & Co.	153
Do. by Mr. R. Stanes, Merchant, Coimbatore	154
Do. by Mr. J. Carment, do. do.	155
Do. by Chinniah Naidoo of Erode	156
Extract from Memorandum by Mr. L. Strange, on proposed extension of the Madras Railway from Bellary to Gudduck	157
Oude and Rohilkund Railway Goods Receipt Note	159
Comparative Statement of Traffic on the Madras Railway showing increase and decrease in the chief staples of trade	163
Statement showing the quantity and value of the Imports and Exports in certain commodities at the Port of Fort Saint George, during each half-year from January 1872 to December 1874	165 & 166



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Comparative Statement of Traffic on the Madras Railway showing Increase and Decrease in the Chief Staples of Trade.—(Concluded.)

Description.	TONNAGE EASTWARD.						TONNAGE WESTWARD.					
	1st half 1871			1st half 1874			1st half 1874			1st half 1874		
	Miles open, 819.			Miles open, 835.			Miles open, 835.			Miles open, 835.		
	1st half 1871	1st half 1873	Average of three years, 828½.	1st half 1874	1st half 1873	Average of three years, 828½.	1st half 1874	1st half 1873	Average of three years, 828½.	1st half 1874	1st half 1873	Average of three years, 828½.
Pitch, tar and asphalt...	1	1	1	1	1	1	1	1	1	1	1	1
Potatoes ..	1,215	1,176	1,195	1,215	1,176	1,195	1,215	1,176	1,195	1,215	1,176	1,195
Powder and ammunition (combustible) ..	1,472	4,377	2,924	1,472	4,377	2,924	1,472	4,377	2,924	1,472	4,377	2,924
Rice ..	2,518	2,754	2,636	2,518	2,754	2,636	2,518	2,754	2,636	2,518	2,754	2,636
Salt-fish ..	1,097	1,097	1,097	1,097	1,097	1,097	1,097	1,097	1,097	1,097	1,097	1,097
Salt-petre ..	133	450	291	133	450	291	133	450	291	133	450	291
Seeds of all kinds ..	3,065	3,822	3,443	3,065	3,822	3,443	3,065	3,822	3,443	3,065	3,822	3,443
Skins ..	1,733	3,035	2,384	1,733	3,035	2,384	1,733	3,035	2,384	1,733	3,035	2,384
Sugar of all kinds ..	730	2,194	1,462	730	2,194	1,462	730	2,194	1,462	730	2,194	1,462
Sundries ..	9,148	9,842	9,495	9,148	9,842	9,495	9,148	9,842	9,495	9,148	9,842	9,495
Tamarind ..	3,220	2,579	2,899	3,220	2,579	2,899	3,220	2,579	2,899	3,220	2,579	2,899
Timber ..	2,875	3,722	3,298	2,875	3,722	3,298	2,875	3,722	3,298	2,875	3,722	3,298
Tobacco ..	660	572	616	660	572	616	660	572	616	660	572	616
Wine and spirituous liquors ..	294	130	212	294	130	212	294	130	212	294	130	212
Total ..	68,357	87,809	78,083	68,357	87,809	78,083	68,357	87,809	78,083	68,357	87,809	78,083

* Includes 21,308 tons of State Railway material.

Statement showing the Quantity and Value of the under-mentioned Articles Imported into the Port of Fort Saint George during Half-year from January 1872 to December 1874.

Articles.		1st Half-Year of 1872.		2nd Half-Year of 1872.		1st Half-Year of 1873.		2nd Half-Year of 1873.		1st Half-Year of 1874.		2nd Half-Year of 1874.	
		Quantity.	Value.	Quantity.	Value.	Quantity.	Value.	Quantity.	Value.	Quantity.	Value.	Quantity.	Value.
Coffee ..	lbs.	122	Rs. 23		Rs.	1,120	Rs. 300	501	Rs. 89	11,200	Rs. 4,500	2,327	Rs. 806
Cotton, raw ..	do.	9,912	608			112	40					112	144
Do. twist ..	do.	5,374,190	43,94,861			6,996,683	46,73,895	5,588,939	45,44,417	6,864,396	56,38,636	6,255,490	45,93,964
Do. piece goods. Yds.	Yds.	30,367,915	49,47,382			31,941,543	50,59,522	35,374,991	57,99,958	26,877,271	42,77,995	26,429,563	43,13,224
Do. .. Dozs.	Dozs.	27,866½	43,908			8,901	12,877	8,998½	16,833	4,953½	9,963	6,845½	9,503
Do. Value only.			7,264				319		1,000		4,664		4,695
Grain...	Cwt.												
Raggy ..	do.												
Rice ..	do.	57,680½	1,62,601			53,118	1,33,118	22,618	71,040	118,446	4,16,164	11,698	43,353
Other grains. Value only.			1,28,842				5,06,029		4,50,180		2,69,012		2,57,477
Hides ..	No.	1,864	1,648			8,044	14,354	5,353	13,552	4,283	11,960	2,459	9,477
Skins ..	do.	46,412	36,073			78,879	70,968	122,691	99,040	29,443	23,954	33,118	27,080
Seeds ..	do.		12,450				41,770		24,039		29,317		8,573
Other goods. Value only.			85,27,327				77,21,106		70,89,607		80,37,797		87,30,196
do. ..	do.						1,62,34,238		1,80,22,353		1,87,09,422		1,93,98,496
Total ...			1,81,92,860										