M.R.O. 1—77,000—3-6-37.

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MADRAS RECORD OFFICE.

Government of Madras.

Public Works DEPARTMENT.

G.O. No. 1657 Press Mis.
171, 172

Dated 10 - 7 1872.

Not to be folded or roughly handled

Proceedings of the Madras Government, Public Works Department,
10th July 1872.

No. 171. Read the following Circular letter from the Officiating Deputy Secretary to the Government of India, Public Works Department, (Railway,) to the Secretary to the Government of Madras, Public Works Department, (Railway,) dated Simla, 19th June 1872, No. 26-R :—

I AM directed to forward a copy of the papers noted in the margin, on a suggestion to allow certain per-centages to Station Masters, over and above their salaries, as an incentive to exert themselves to obtain an increase of traffic, and to request that the Government of India may be favoured with an expression of opinion thereon by the Government of Madras and the Railway Authorities in the Madras Presidency.

Letter from Consulting Engineer, Lahore, No. 1,658 G., dated 14th May 1872.
Do. Traffic Manager, Sindh, Punjab and Delhi Railway, to Agent, No. 949, dated 3rd September 1870.
Do. Agent, Sindh, Punjab and Delhi Railway, to Consulting Engineer, Lahore, No. 1,976, dated 3rd May 1872.

From the Consulting Engineer to the Government of India for Guaranteed Railways in Punjab, to the Secretary to the Government of India, Public Works Department, dated Lahore, 14th May 1872, No. 1,658-G.

I FIND amongst the officials of this Railway a very general opinion that the traffic of the Railway could be increased by allowing the Station Masters a per-centage on the goods booked at their stations over and above a certain fixed amount. The Agent is strongly against such a course, on the grounds that he has never heard of goods being turned away from a station, and that a Station Master has neither time nor opportunity for touting for goods. I have certainly never heard of goods being turned away from a station, but I have heard of complaints of want of civility on the part of station employés, and also of the difficulty that consignors have in getting their goods weighed, more particularly if they are not conversant with railway rules and practices. If such things take place in the larger commercial hearts, where the consignors, to some extent, understand their rights as customers, and know how to obtain redress, it is more than probable they take place to a much greater extent at the small stations, where the would-be consignor is probably a Punjabee Zemindar, speaking a language quite unintelligible to most European or Bengalee Station Masters, and absolutely ignorant of the steps he must take to have his load booked and sent off to its destination. I believe very few Station Masters take the trouble to help a case of this kind. No doubt they have seldom time to spare, but I believe a little patience, a few civil words, and a show of a desire to assist the applicant in his difficultly, would tend to secure much of the village to village traffic on the line of rail. I do not think that any threats of punishment will ever make a Station Master put himself out of his way to bring extra work on himself, but anything in the shape of a *douceur* will; and I think the system of per-centages would gradually work a reform in the tone and bearing of these officials towards native consignors. It will be a long time, perhaps, before the present conditions are sufficiently altered to show a marked increase of traffic, but I believe the result will be obtained in time.

In conclusion, I would invite the attention of the Government to the subject, and solicit that the opinion of the Consulting Engineers and officials of other Railways may be obtained thereon.

From the Traffic Manager, Sindh, Punjab and Delhi Railway, to the Agent, Sindh, Punjab and Delhi Railway, dated 3rd September 1870, No. 949.

TRAFFIC ON THE LAHORE AND MOOLTAN SECTION.

I HAVE given much consideration to the subject of increasing traffic, especially on the Lahore and Mooltan section of the Railway, and it seems to me, if our Station Masters at small roadside stations exerted themselves more and endeavoured by an obliging and conciliatory manner to secure traffic, that a great number of small consignments might be forwarded by Zemindars and small farmers in the districts.

Instead of this, I fear that many of the Station Masters at the smaller stations, to save themselves the trouble of receiving, weighing, and booking traffic, discourage these small traders and throw obstalces in their way. This of course does not come directly under my notice, otherwise, the parties at fault would be punished at once, and redress afforded; but that it is the case to a greater or less extent, I believe, from information received from disinterested parties.

The small traders are so timid, and, indeed, so ignorant of the mode of procedure that complaints by them seldom or ever reach my Office direct, as, if they did, the Station Masters or clerks would be checked and severely dealt with. My Circular No. $\frac{36P}{27D}$ of 23rd August 1869, No. $\frac{34P}{36D}$ of 24th September, No. 35 of 1st October, and No. $\frac{38P}{40D}$ of 16th October, were intended to deal with these grievances, but I fear not with the desired result.

With your sanction, I would propose to draw out a circular of information for small farmers and traders residing within a certain distance of the line, printed in Urdoo and Hindee, giving over rates and the system of charging, also directions as to how consignments should be packed, addressed and forwarded, and where and how redress would be afforded in the event of claims, overcharges, incivility or extortion.

This, I believe, would have a good effect; but the Station Masters have still to be dealt with, as without their co-operation our efforts would in a degree be barren of results. I have, therefore, also to propose that a bonus or per-centage be given to Station Masters in addition to their salaries for all increase of traffic that may accrue at their stations over and above the regular average, which would be based upon the traffic receipts for the past one or two years. Whether this per-centage would be payable in gross receipts or simply on the Company's local proportion, would be a question with other details which would remain to be settled after the question had been thoroughly discussed.

The above proposal applies only to small intermediate stations at a distance from immediate control and public opinion, and not to large stations like Mooltan, Lahore, Jullundur, Umritsur, Loodianah, Umballa, Saharunpoor, Meerut and Delhi, where the natives are more intelligent and better acquainted with business routine, and will not allow themselves to be "humbugged" by the Railway staff, even if the latter were inclined to do so, which I believe is not the case, as the Station Masters at our larger stations are better paid and know their true interests better than to lend themselves to such malpractices, and they also keep a sharp look-out over their native staff, which is most necessary, as they for centuries have been accustomed to look upon the "dustoorie" system as quite legitimate and above board.

It is at the smaller stations where we principally employ natives as Station Masters and clerks that I would recommend the per-centage system to be introduced, and I now lay the matter generally before you for consideration.

The Auditor and myself have discussed this question, and he approves generally of the above proposal.

From the Agent, Sindh, Punjab and Delhi Railway, to the Consulting Engineer to the Government of India for Guaranteed Railways in Punjab, dated 3rd May 1,872, No. 1,976.

THE question of stimulating Station Masters to endeavour to obtain an increase of traffic and remove impediments supposed to operate injuriously was brought before an official meeting held at Murree on 8th September 1870, (*vide* Resolution No. 413), when it was suggested that a per-centage should be given on all increase of traffic above a regular average. Neither the Agent nor the meeting, however, were favourable to the proposal.

2. The subject came up again on the suggestion of the Traffic Manager at a meeting in February last, but it was considered that a more detailed proposal should be made and, if approved by the meeting, be submitted for sanction of Government.

3. The Traffic Manager and the Auditor made a definite proposal at Meeting No. 6 of 1872, when a diversity of opinion existed in regard to the measure; the majority, however, were rather in favour of it.

4. The question was also raised by the late Deputy Consulting Engineer at the Commission Board as one of the grounds for the complaints that, he said, are made by the Native community of inattention to the traffic; for, as he explains, as the matter now stands, subordinates have no interest in increasing the goods traffic; in fact, the reverse is the case, as an increase of traffic merely means to them increased work without further emolument.

5. I have, however, never been in favour of such means of stimulating to duty, nor do I think them requisite. I think that servants should look to advancement and promotions, and such inducements should be held out to them, I believe, as I recorded before the Commission; if the measure is adopted, that it will result either in loss to the Company or in discontent to the employés, and thus re-act to the inconvenience of the public.

6. We have seen how varying circumstances have led to fluctuations in traffic, and how it is possible to hit a mean beyond which a per-centage could be given for increasing traffic. In a favourable time it would flow in without it, and the men would get enhanced pay for nothing; in a bad season they would be disappointed, and consequently discontented.

7. I am not aware of any such system being adopted on any Railway in Europe or India. I have never heard of any goods being turned away from a station; possibly preference may be given for priority of despatch, and with lowly paid Station Masters there must always be danger of this, but no native will complain of it, and it is difficult to obviate.

8. I forward my file of correspondence for your perusal; in the tabular statement you will see the fluctuation that occurs. Take one for instance, *Meerut City*; it varies from 2,36,000 maunds to 95,000 maunds per six months. It is proposed to take the maximum that has been carried, and pay a per-centage upon that; but since June 1870 there has been no half-year so good, and the Station Master would have been discontented with the pay he got. Besides, a Station Master's duties confine him to his station, he has no opportunities of touting about the cities and country for traffic, and, were he to do so, he must neglect the duties of his station.

The question might be ventilated, but I am strongly against it myself.

No. 172. ORDER THEREON, 10th July 1872, No. 1,657.

RAILWAY, No. 39.

COMMUNICATED to the Consulting Engineer who will obtain the views of the Madras Railway Authorities on the suggestion herein made.

(True Extract.)

Colonel, R.E.,

Secretary to Government.

To the Consulting Engineer for Railways.

Exd. S. T. Austin.

All communications should be addressed to the Secretary.

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CIRCULAR No. 26 RAILWAY.

GOVERNMENT OF INDIA.

PUBLIC WORKS DEPARTMENT.

RAILWAY.

To The Secy. to the Govt. of Madras Public Works Department (Railway)

SIMLA, JUNE 19, 1872.

SIR,

I AM directed to forward a copy of the papers noted in the margin, on a suggestion to allow certain percentages to Station Masters, over and above their salaries, as an incentive to exert themselves to obtain an increase of traffic, and to request that the Government of India may be favored with an expression of opinion thereon by the Govt. of Madras and the Railway Authorities in the Madras Presidency:—

Letter from Consulting Engineer, Lahore, No. 1658 G., dated 14th May 1872.
Do. Traffic Manager, Sindh, Punjab and Delhi Railway to Agent, No. 949, dated 3rd September 1870.
Do. Agent, Sindh, Punjab and Delhi Railway, to Consulting Engineer, Lahore, No. 1976, dated 3rd May 1872.

I have the honor to be,

SIR,

Your most obedient Servant,

H. Brandreth Colonel, R. E.

Offg. Depy. Secretary.

GOVERNMENT OF INDIA.

PUBLIC WORKS DEPARTMENT.

RAILWAY.

To

CIRCULAR No. 26 RAILWAY.

Dated Simla, 19th June 1872.

Received 28th June 72

Ques: Rec.

Suggestion to allow certain percentages to Station Masters, over and above their salaries.

C.E.3158

Govt. of Madras.

PUBLIC WORKS.

To

The Consulting Engineer
for Railways.

Date

Recd. Encl. 1

G. O. 10th July 1872, No 1657.

Nos. 171-172

Station Masters. Commission

from the Govt. of India forwarding for opinion letters
from a Local Railway
certain percentages to
Station Masters over
& above their salaries,
Copy with enclosures.