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# MADRAS RECORD OFFICE

## Government of Madras

*Public Works* DEPARTMENT

|          |         |       |
|----------|---------|-------|
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Not to be folded or roughly handled

PUBLIC WORKS DEPARTMENT,  
FORT ST. GEORGE, 21st August 1876

No 486

No 2,202.

FROM

MAJOR-GENERAL G. W. WALKER, R.E.,  
*Secretary to the Government of Madras,*  
*Public Works Department,*

TO

THE SECRETARY TO THE GOVERNMENT OF INDIA,  
*Public Works Department*

RAILWAY, No 55

SIR,—I am directed to acknowledge the receipt of the Resolution of the Government of India, No 17-R, dated 23rd September 1875, and your letter, No 1,476-R, dated 16th June 1876, on the subject of the comfort and convenience of native passengers on Railways.

2. In reply, I am to forward the accompanying Proceedings in which are recorded letters explaining the present arrangements at Madras. It will be seen from these papers that the matters referred to in the suggestions of the Government of India have been already dealt with as far as circumstances allow on the Railways in this Presidency.

3. I am to add that a further communication will be addressed to the Government of India on the subject of provision of Chuttrums and the planting of trees at Railway Stations.

I have the honor to be,

Sir,

Your most obedient servant,

Colonel,  
*Offg Under Secy to Govt P.W.D.,*  
*for Secretary to Government*

End W. H. French  
Spare Copies

No 808

Madras Railway Company  
Agents and Managers Office  
Madras 7<sup>th</sup> August 1876

From

Robert D. Colman Esq  
Agent and Manager, M & C

To

At Col J Hall Shaw Stewart, R.E.  
Consulting Engineer for Ryrs

Sir,

Adverting to the correspondence and  
Government Order  
Government Order 1229-18<sup>th</sup> November 1875.  
Government Order 3115-3<sup>rd</sup> " "  
From Govt. Engineer 754-17<sup>th</sup> July 1876 }  
Government Order noted in the margin,  
I have the honour

to inform you that the Resolution of the  
Government of India as to arrangements for the  
comfort and convenience of passengers on  
Railways has not hitherto been definitely  
replied to because as far as the Madras Railway  
is concerned the various suggestions made  
were fully considered by the Commission  
which at the request of the Government of  
India was appointed last year to inquire  
into the causes of the falling off in the Traffic  
on this line.

2 The recommendations of that  
Commission have now for the most part  
been carried into effect, and our present  
practice is as nearly as possible in accord  
with the suggestions contained in the Resolution,  
the few exceptions being rendered necessary

by local circumstances

3 At the meeting held in my office on the 5 instant at which you and the Deputy Consulting Engineer were present, the suggestions contained in the Resolution were gone through serially and notes were made showing how far the wishes of the Government of India are met on the Madras Railway and in accordance with your request I have the honour to give you below a copy of the notes referred to, vizt

Notes showing how far the practice on the Madras Railway is in accordance with the suggestions contained in a Circular from the Government of India Public Works Department (Railway) No 17 P. dated 23<sup>rd</sup> September 1875

Para 6. There are so few Porter ladies in this Presidency that female ticket Collectors are not considered necessary

Para 8. Overcrowding of carriages. This is discountenanced in every way by the Officers and servants of the Company. It is true that cases may sometimes be seen, but they are, it is believed, invariably due to the fact that families prefer to be crowded together rather than to be separated on their journey. Spare Carriages are kept at Junctions and the more important stations and the wishes

of the Government of India will be steadily kept in view

Para 9. Cases of ill-treatment are unknown on this line

Para 10. On the Allahabad Railway Station Masters, Guards, Porters and Ticket Collectors are provided with Uniforms and the wearing of the clothes supplied is a condition of their service.

Para 11. Extra trains during Fairs and Festivals. Every encouragement is given to this traffic. Special trains are run when required and the ticket offices at the principal stations are open nearly all day, and at minor stations in ample time to book say half an hour before the departure of each train

Para 12. The Waiting sheds on this line are closed to the platforms except when trains are due, but they are always open for the admission of passengers from the compounds of the station. In all cases the windows of the 3<sup>rd</sup> class Booking Offices open into the 3<sup>rd</sup> class waiting rooms, so that passengers can obtain their tickets without going out to the platforms

Para 13. Overhead Time and Fare Tables. Arrangements are being made for the exhibition of such Tables in the Waiting

rooms and on platforms of all stations showing the fares from the several stations to every other station on the line. With regard to even money fares our practice is to charge no fraction of a rupee in first and second class fares, and no fraction of an anna in 3 and 4th class.

Para 14. The names of stations are called out whenever the train halts, and where the stop is for 5 minutes or upwards the stopping time is called out from end to end of the train, and all the Carriage doors are unlocked.

Para 15. Travelling Ticket Collectors are employed, and a sufficient staff of Collectors is also employed at the Chief and Terminal stations.

Para 16. Control and direction of Crowds. The districts through which the Madras Railway runs is so thickly populated that crowds are seldom met with. No difficulty has been experienced in this respect.

Para 17. Refreshments at stations. Filtered water is supplied at all stations. Water pandals, with Brahmin attendants, are now being provided at the principal stations. The Supervisors of Station Refreshments are licensed by the Company, as in this way order is best obtained. The officers of the Company consider that the most

suitable places for Refreshment Rooms would be in Chattrams erected immediately outside the stations.

Para 18. Latrines and Urinaries at stations. Nothing remains to be done in this respect. Every station on the line possesses this accommodation.

Para 19. Cleanliness and lighting. Cleanliness and sanitation are strictly looked after and the results may be said to be fairly satisfactory. All latrines and Urinaries are lighted at night at stations where the night trains stop.

Para 20. At stations where the soil is suitable trees have been planted to some extent, but this is a subject which requires and is receiving further attention. At some of the stations expense has been incurred in the purchase of plants and the formation of gardens, but in most of the districts owing to the nature of the soil and the climate little can be done in this respect beyond the cultivation of creepers &c.

Para 21. On the Madras Railway the left hand doors of coaches in all trains in motion are unlocked.

Para 22. Through booking has since June 1872 been established between

all our stations and all the Railways in India.

Para 23. Forced breaks in a journey. Every facility is given to passengers for travelling over the Madras Railway. Third class passengers are booked by the Through Mail trains at a fare of 11 pices per mile.

Para 24. Return Tickets are issued on the occasion of all fairs and festivals.

Para 25. Reserved accommodation. Arrangements have recently been made for offering greater facilities to the Public in this respect.

Para 26. Improvements in Carriages. Arrangements are being made whereby improved 3 class Carriages, fitted with Latrine accommodation, may be provided for parties engaging reserved accommodation. This it is considered will be the best way of testing the expediency of providing conveniences for the comfort of passengers in third class Carriages.

Para 27. Sees are now being provided to some extent by the Local Board.

Para 28. Passenger luggage. On the

Madras Railway, the following weights are allowed as "Free Luggage" to the several classes of Passengers, and no restriction is made as to what the luggage consists of vizt.

|                        |          |
|------------------------|----------|
| 1 <sup>st</sup> Class  | 120 lbs. |
| 2 <sup>nd</sup> — do — | 60 —     |
| 3 <sup>rd</sup> — do — | 20 —     |
| Booby — do —           | 15 —     |

Passes 29 and 30 Native women -  
The arrangements which have been made for the provision of reserved accommodation in 2<sup>nd</sup> and 3<sup>rd</sup> class carriages appear to be all that the Railway Companies can be expected to do towards meeting the wishes of the Government of India in this respect. Every assistance is rendered by the Railway Officials towards securing the desired privacy when parties of Gosha females are going by train. Covered Shoolies are allowed on the platform and passages are made and the Railway carriages are screened by means of cloths which the passengers themselves bring for the purpose.

I have the honour to be,  
Sir,

Your most obedient servant

*J. P. W. M.*

Agent & Manager

*H. J. D.*

No. 1849

South Indian  
GREAT SOUTHERN OF INDIA RAILWAY.

AGENTS' OFFICE,

NEGAPATAM, 28<sup>th</sup> June 1876

From

THE AGENT, South Indian  
Great Southern of India Railway,

To

The Consulting Engineer for Railways  
Madras

SIR,

Your letter No 558 of the 23<sup>rd</sup> ulto I regret so much time has elapsed in replying to the Government of India letter regarding arrangements for the comfort and convenience of passengers on Railways. The referenced letter reached this office while I was absent from India. I have replied given below a short answer to each of the headings given in the letter. No 17 B of the 23<sup>rd</sup> of September last.

Overcrowding of Carriages. I noticed showing the number of passengers each carriage is constructed to carry is printed on each vehicle. Whenever a feast occurs and occasionally in ordinary trains this number is worked up to, in the majority of instances however less than the authorized number travel in each carriage. Sun-shades are fixed to each carriage but there is not at present any protection from rain.

Ill treatment. The necessity for gentle and patient treatment of native passengers is well understood by all our servants, and I believe the rule is thoroughly acted up to.

Uniforms for railway servants. Guards, Porters and other men have been supplied with uniforms, and it has now been arranged to supply uniforms to Station Masters.

Blackburn Railway

Station

The Consulting Engineer

for Railways

Madras

28<sup>th</sup> June 1876

Attested by

W. J. O. 1876

Attest by me to the several  
signatures made by  
the Govt of India  
in the regard to the  
arrangements for the  
comfort and convenience  
of passengers on Railways  
in the Blackburn Railway

Extra trains during fairs and festivals Special facilities are offered on such occasions. I noticed that it is now customary on the part of the local authorities to discourage the assemblage of large numbers of people at festivals. Not a Feast is held, but that for weeks before hand notices in the Official Gazettes appear intimating that sickness prevails in the neighbourhood of the town where the Feast is to be held and intended pilgrims are warned of the risk they will incur if they attend it.

Accommodation for Waiting Sheds This accommodation has been provided at stations on the Megapalam-Erode section, and except at Feast times, when it would be dangerous to allow large crowds on the platform, passengers are freely allowed to use them. On the Southern Extension I regret to say shelter has not yet been provided, and the people suffer much in consequence. I trust that sanction will soon be accorded to provide this accommodation which the Company is anxious to supply.

Vernacular Time and Fare Tables Even money in fares has long since been adopted on this line and vernacular time and fare tables have been exhibited at each station.

Halts The doors of carriages on our trains are not locked, and there is nothing to prevent passengers leaving the train directly it is drawn up to the platform. The distances travelled on this Company's line are very small. With the exception of Trichinopoly there is no station where the train halts for any length of time, and this stoppage cannot fail to be well known.

Checking tickets. At only two stations on this line do passengers change from one train to another. Tickets are not checked on such occasions.

Control and direction of crowds of native passengers. At our two junctions men are appointed to call out

distinctly the direction in which each train is going, platform  
form - finger posts are supplied, and the porters give information.  
Before each train starts the direction in which it is  
about to proceed is called out opposite each carriage. The  
Traffic Manager informs me it is very rare that passengers  
get into the 'wrong' train at the Manchester junction, altho'  
three trains are despatched at nearly the same time in  
different directions.

Refreshment at Stations Payment for the privilege of  
selling sweet, meats and fruit on the platforms is not  
exact. Water for drinking is kept on every station plat-  
form and at the principal stations it is brought round  
by estate men to the passengers in the carriages.

Latrines and Urinals at stations These have  
been supplied at all stations, but the question as to their  
position has been lately much discussed. The Acting  
Chief Engineer says with reference to this point "I  
regret it has been decided to place the urinals back  
from and at a lower level than the platforms I am of a  
"opinion that the small saving effected by adopting  
"this course is purchased at the expense of some incon-  
"venience to the travelling public. The trains halt but  
"a short time at our road-side stations and the  
"urinals should I think be placed as conveniently  
"near to the edge of the platform as sanitary <sup>sickness</sup> considerations  
"will permit."

Cleanliness and Lighting. Both these subjects have  
received, and shall continue to receive, careful  
attention.

Planting Trees. The Acting Chief Engineer reports that  
considerable attention has been paid to this since the  
commencement of the line, in proof of which he instances  
the grateful shade now enjoyed by the travelling public

at the Dootah, Ammapetta, Tanjavur and Elamangudi stations. On the recently opened Southern Extension progress has also been made with the planting at stations of trees, and it is under consideration to extend these operations, and to place them under qualified supervision.

Locking of carriage doors Our carriage doors are not locked

Through booting This is adopted to all stations where there is likely to be any traffic.

Forced breaths in a journey The passenger traffic on this railway is essentially a short-distance traffic, and our train system is arranged accordingly. So far as I have had the opportunity of judging I believe the native passenger infinitely prefers day travelling to travelling by night when the journey has to be accomplished by railway. The native community of Madurai complain even of having to leave that station so early as 5.30 A.M. as inconvenient I hope soon to be able to remove.

Return tickets I find these are bought only when a reduction of fare is offered as an inducement. Our ordinary fares are now so exceedingly low, I cannot further reduce them.

Reserved accommodation. Every facility is given for the use of this

Improvement in carriages Our third class carriages should I think be furnished with sliding shutters for the protection of passengers during the rainy season. It would be difficult to provide convenience in third class carriages for the officers of nature.

Seas I concur in the ruling that having provided waiting rooms and waiting sheds, it is no part of the business of a Railway Company to supply any thing in the shape of hotel accommodation.

Passengers Luggage. The Traffic Manager informs me that although our rules and the law gives him the right to scrutinize luggage to prevent fraud, the rules are not strictly enforced. A great deal of latitude is permitted and articles which appear to be necessities are passed as free-luggage if the allowed weight be not exceeded.

Female Women. So far as privacy is concerned, special accommodation in any class is obtainable on application, and cloths temporarily fastened inside the carriage will render it completely private. I cannot say we are able to provide private waiting rooms at the stations although the principal stations is a room, common for the use of all ladies, provided. At some stations we have a general waiting shed on the platform, but in the South we have not even this. Speaking generally our station accommodation is on the most limited scale, but we endeavor to do as much as we can for the comfort of the people.

I have the honour to be,  
Sir,  
Your Most Obedt Servant

Richard P. Little

Agent

RAILWAY DEPARTMENT.

CONSULTING ENGINEER'S OFFICE,  
Madras, 11<sup>th</sup> August 1876.

No. 17

FROM

LIEUT.-COLONEL J. H. M. SHAW-STEWART, R.E.,  
Consulting Engineer for Railways,

TO

MAJOR-GENERAL G. W. WALKER, R.E.,  
Secretary to Government,  
Public Works Department,  
Fort Saint George

SIR,

Referring to the Proceedings of Government under date the 3<sup>d</sup> November 1875, No. 3115, Finance, the Honour to enclose letters from the Agents of the Madras and the South Indian Railways, in which the points noted by the Government of India with regard to the comfort and convenience of passengers on railways, are severally reported.

Received by Mr. J. H. M. Shaw-Stewart, 1876

Received by Mr. J. H. M. Shaw-Stewart, 1876  
11/8/76  
The Consulting Engineer  
for Railways  
Madras

12 The delay in dealing with this question has arisen from the fact that most of the points noticed by the Government of India had been anticipated by the Railway Commission, which sat at Madras during 1875; and, with reference to the Commission's Report, it was determined that the recommendations contained therein should stand over until the views of the Directors thereon had been obtained. The action taken upon those recommendations was reported to Government in my letter No 348 dated the 14<sup>th</sup> July 1876

The papers were  
submitted

Submitted show that most of the points to which attention was drawn by the Government of India have received full consideration at the hands of the Railway Authorities. There is no point regarding which no action has been taken upon either of the railways in this Presidency. As to the provision of suitable refreshment rooms for native passengers alluded to in paragraph 17 of the Government of India Resolution. This subject has been repeatedly brought forward for consideration; but it is beset with difficulties; and probably the only way, in existing circumstances, of giving practical effect to the wishes of the Government of India is by a liberal provision of Derais, to which allusion

12 1376

6927-6-76 1624  
- 3-11-75 - 3115  
- 27-6-76 - 1621

Dated 11  
 Received  
 }  
 1876  
 No. 1000

Dated 11  
Received 1876

RAILWAY DEPARTMENT.  
From  
The Consulting Engineer  
for Railways

From  
The Cong. Engrs. for  
Railways } (Vol. No. 398 d/11<sup>th</sup> Augt. 1876)

Ordered to be forwarded to the Govt. of India. His Grace the Governor in Council observes that much has recently been done on the Railways in Madras for the comfort and convenience of Native passengers. The Railway Traffic Commission considered this question and made various recommendations which have been adopted. The existing arrangements conform

conform to a very great extent with the suggestions made by the Govt of India in their Resolution No 17 R dated 23<sup>rd</sup> September 1875.

No efforts should be spared which are calculated to popularize Railway travelling among the Native community. In this view it is hoped that the provision of shelter at Stations on the Extensions of the South Indian Railway will receive early attention.

Information as to the extent to which Local funds may be expected to contribute to the provision of Chuttrums at Railway Stations and the planting of trees in their vicinity is still wanted.

(H.E. No 2202 of 21 Aug 76  
No 2814/5

Chief Engineer Railways  
Sd/-  
21/8/76

No 2202 of 21 Aug 76

To The Secretary to the Govt of India

Sir,

I am directed to acknowledge the receipt of the Resolution of the Govt of India No 17 R dated 23<sup>rd</sup> September 1875 and your letter No 1476 R dated 16<sup>th</sup> June 1876 on the subject of the comfort and convenience of Native passengers on Railways.

In reply I am to forward the accompanying Proceedings in which are recorded letters explaining the present arrangements at Madras. It will be seen from these papers that the suggestions of the Govt of India are as

as far as circumstances  
 allow, carried into effect  
 on the Railways in this  
 Presidency

I am to add that a  
 further communication will  
 be addressed to the Govt.  
 of India in the subject  
 of provision of Chattrams  
 and the planting of  
 trees at Railway Stations.

*GMW*

Decd 8/9/76

K. L. 60

*W. L. 60*

5795 *W*  
 ★

Govt. of Madras.  
 PUBLIC WORKS.

To  
 The Secy to Govt. of India

Dated

In

Recd

Enc

G O 2124, No. 2221  
 2202

Nos. 486 & 487

Comfort and accommodation  
of Native passengers on R.R.

Letter from the Secy to Govt.  
 submitting papers relating  
 to the points noted by the  
 Govt. of India with regard  
 to the ———— raised Com-  
 forment of the ———— of  
 the ————

*W. L. 60*  
 27/9/76