Indicative Terms of Reference

Consultancy Service for Road User Satisfaction, Social, Speed and Transportation Cost Survey (to be conducted in three parts – (i) at onset/ before construction; (ii) at 45-55% completion of works; and (iii) at end term) on Tranche-I roads to be upgraded under Himachal Pradesh Road Transformation Project (HPSRTP)

1. SHORT DESCRIPTION

The Government of Himachal Pradesh through the Govt. of India has applied for a second loan to be financed from World Bank through Multi-Tranche approach and intends to apply for a loan of US$ 110 Million for Tranche-1 from the World Bank to meet the cost of Himachal Pradesh State Roads Transformation Project for improvement and up-gradation of State core road network and strengthening its Road Sector management capacity. Under this project Feasibility of about 2000 Km of state roads, with the expected outcome of identification of the 650 km roads prioritized and proposed for upgradation and Detailed Engineering, including integration of Safeguard Assessment for about 650 Kms of roads for the proposed H.P State Roads Transformation Project in the State of Himachal Pradesh. The Feasibility study of about 2000 Kms. and Detailed Engineering/Safeguard Assessment of about 650 Kms. of roads will be used for improvement and upgradation of State core road network under Multi- Tranche mechanisms suggested by the DEA, Ministry of Finance, GoI.

Under this Project, Road User Satisfaction Survey on the proposed sections of HPSRTP will be conducted in three parts ì (i) at onset/ before construction; (ii) at 45-55% completion of works; and (iii) at end term with total duration of services of six months (2-months for each part). This survey is to be conducted during the period ranging between September 2020 to March 2023.

This survey is designed to improve road transport outcomes of Major District Roads & other roads by informing World Bank/GoHP, reduction in transportation cost, public perception of road attributes, and their satisfaction level and transport service effectiveness and thereby influence future strategic and operational decisions. The proposed road user satisfaction survey is required to be conducted to find out current perceptions, experience and expectations of road users which may be compared with results of the similar survey in the future after completion of HPSRTP.
2. **BACKGROUND OF THE STUDY**

1. In a hill State like Himachal Pradesh, due to the lack of other modes of transport such as rail and air, roads are key infrastructure for economic and social development. In order to stimulate growth on sustainable basis, acceleration of hydro-power generation, diversification of agriculture, promotion of investment in industry and tourism have been identified as key sectors. In absence of rail and air links and a limited potential of development of these sectors in future, an efficient and reliable road network is necessary to achieve growth in these identified key sectors.

2. The State, as on 31-03-2019, has a network of about 36623 Kms road length comprising of about 2592 Kms of National Highways and border roads, about 4481 Kms of Major District Roads (MDRs) and the balance 29550 Kms rural roads which also includes 9872 Kms un-metalled roads. However, the quality and extent of network is currently inadequate and needs to be augmented. The HP Public Works Department being the overall road asset manager of the state, is engaged in planning, construction and maintenance of roads, bridges, ropeways and buildings (both residential and non residential of various govt. departments) in the State. The department further executes engineering work on behalf of Local Bodies, Public Undertakings, Boards & other Institutions under Himachal Pradesh Government as "Deposit works".

3. The Himachal Pradesh Road and other Infrastructure Development corporation Ltd., a wholly owned Company of Government of Himachal Pradesh, was incorporated on 10.06.1999 under the Companies Act 1956 with the following mains objectives:-

   (i) Development of road infrastructure or any other structural or architectural work on PPP mode or on any other scheme in any manner.
   (ii) To facilitate and/or undertake other infrastructure projects.
   (iii) To act as special purpose vehicle (SPV) for resource mobilization on behalf of State Government for all infrastructure projects.

4. HPRIDC has successfully implemented the World Bank funded HP State Road Project (HPSRP-I) which was completed and closed on June 30, 2017. Under this project, 435 Km. of Core Road Network has been up graded to double/intermediate standard, 1485 Km of CRN has been treated with periodic maintenance interventions 347 Km CRN has been treated under LTOPBMC Contracts and several other administrative reforms/IT initiatives have been implemented in the department. The similar study was also carries on the 435 km road length upgraded under the HPSRP- I (baseline, midterm and end line)

5. The road network is one of the most valuable assets in the State, facilitating the movement of many thousands of tones of freight and helping millions of
people to access workplaces and services every day. The upgradation of road network has some significant positive impacts on society through stimulating economic growth, generating employment and helping to integrate the Country, and some negative impacts by way of death and injury on the roads during accidents, environmental damage and social costs in terms of community severance or destruction of cultural property, spread of highway related diseases etc. Moreover, given the large sums of public funds going to the sector in addition to the collection of road-related tax and charges, all citizens have some interest as road users in the effective working of the road network. So it is required to carry out road user perception survey to improve the level of effective dialogue between Govt. of Himachal Pradesh and road users.

6. Sustained growth of economy depends on basic infrastructure availability and its maintenance to desired service level. In view of this, the Himachal Pradesh Roads & other infrastructure development Ltd. has decided to conduct the Road User Satisfaction survey on the Tranche-I roads selected for upgradation under HPSRTP corridors (list of Tranche-I is as per Annexure-VII) The survey will elicit responses of not less than 1000 road users. This will cover 90 Km collectively as a representative sample considering each of the proposed road of Tranche-I of HPSRTP (list of Tranche-I is as per Annexure-VII).

7. The survey will be conducted by the same Consultant thrice i.e. at onset/before construction, Mid Term during construction works when around 45% to 55% works is complete and End Survey (3rd Survey) after completion of works (under same assignment). Subject to satisfactory performance of the Consultants in this survey, the HPRIDC’s preference would be to maximize the opportunity for fairly comparing results overtime.

In addition to above the speed survey and transportation cost survey is to carry out on these selected tranche-I roads to know the change in the speed, reduction in transportation cost before and after completion of the upgradation works of these roads.

3. SURVEY GOAL AND OBJECTIVES

3.1 The survey goal is to find Road User’s Perception levels with various road sector outcomes and service delivery and thereby understanding the issues and concerns raised by road users, which will be useful to design & maintain these roads. This survey will also improve road transport outcomes in Himachal Pradesh by giving senior decision makers in the GoHP insight into the issues and concerns raised by road users of the network and thereby influencing future strategic and operational decisions.
3.2 Improved roads and transport definitely contribute positively to economic development and poverty reduction. However, better roads also lead to increased traffic-speed and hence sometimes road safety is compromised. Hence there is a strong need for capturing road users’ perception, experience and suggestions on road safety aspects too.

3.3 The specific objectives of the survey are:

- Elicit views on public perception of current sector outcomes, HPPWD/HPRIDC’s performance and road related activities.
- To measure road users satisfaction levels across different user-categories on various attributes.
- To capture road users’ perception, experience and suggestions on Road Safety aspects.
- To develop greater understanding of road users’ needs and expectations.
- To provide inputs for further improvement of road network operation and management on the proposed roads under HPSRTP.
- Document the views in a comprehensive format suitable for comparison over a period of time.
- To submit the findings of the surveys to the World Bank/HPRIDC and general public.
- Comparison of average speed of vehicles speed before and after completion of the upgradation works.
- Comparison of Transportation cost before and after completion of the upgradation works.

3.4 To develop better understanding of the users’ needs and expectations and to integrate the survey results, the consultant is also required to frame a strategy (institutional and funding aspects) for continuing the surveys in a fixed interval & scale up to all major corridors/ core road network of the state, in the foreseeable future.

4 SCOPE OF WORK

The Consultant will undertake the following tasks - tasks 1-3 consecutively and task 4 at the consultant’s discretion. The Consultant is encouraged to propose reasonable modifications or additions to these tasks in technical proposal. All survey work to be done both in Hindi and English.

Task 1 – Planning and Piloting

4.1 The Consultant will develop the methodology and plan to carry out the survey. The methodology should seek to maximize the utility of the information gathered, the response rate of the surveyed and the statistical significance of the results. The information should be gathered in a format,
finalized in consultation with HPRIDC/PIU. Formats enclosed herewith may be used for reference (Annexure I to VIII). However Consultant is free to suggest his own Formats and shall be finalized the same in consultation with PIU.

The consultant will develop the methodology for conducting the speed surveys on roads to be upgraded and plan for administration of survey in consultation with client the methodology should seek to collect the information on speeds of vehicles on roads to be upgraded roads by collecting data from actual time taken & other sources.

4.2 The survey will consist following parts:-

(a) The RUSS and Social survey:-
- To measure road Users perception on Tranche-I roads (as per Annexure I) network outcomes or attributes through a set of a few major indicators, each with a number of sub-indicators;
- To measure road user’s perception on road safety, riding quality, vehicle speed etc.
- To measure Road Safety awareness among road users using the questions attached (Annexure VI) and on the road safety demonstration corridors as mentions in Annexure VII
- To measure the change in number of accidents occurring per 100,000 population in the pilot areas
- To measure the change in access of road users to economic opportunities (jobs, markets, etc.) and social facilities (schools, hospitals, etc.)
- To measure the change in Bus stops facilities (access to those physically challenged through provision of ramps; safety for women passengers with better lighting; bio-toilets for all users)
- To measure the change in employment opportunities for women in construction works, farm production clusters, and other types of jobs in adjacent towns/markets, etc. Views on future policy priorities

(b) The Speed survey should:-

- Measure the speed of the vehicles from their travel time between two or more selected locations on Tranche-I roads (Annexure VIII)
- Views on future priorities/improvements.

(c) The Transportation cost survey should:-

- Measure the reduction in the transportation cost on Tranche-I roads.
• Views on future priorities/improvements

4.3 The Consultant should develop indicators and sub-indicators to meet the above needs in consultation with PIU. The indicators and policy topics should be simple, unambiguous and measurable over a period of time. An **Inception Report** containing parameters and attributes affecting satisfaction, sample design, target respondents and detailed work plan shall be submitted by the consultant.

4.4 The consultant should work with the client to identify at least two locations on these selected roads for speed survey and methodology for the same. The draft survey report as part of the inception report.

4.5 The road user is clearly not a homogenous group; rather the Road user is made up of number of potential target groups with many individuals being a member of two or more such groups. The Consultant should seek to elicit views from a broader cross section of such target groups as reasonably practicable. The survey should accordingly include a simple profile of respondents.

4.6 The Consultant will pilot the proposed survey mechanisms and indicators on a small sample of various target groups with a view to refining them both before finalization and shall use the same in the main survey. **A short report on the outcome of this pilot survey incorporating necessary changes shall be prepared and submit to employer.**

4.7 The Consultant will help employer to raise awareness of the survey through preparing some modest summary material in consultation with Project Implementation Unit (PIU) i.e. HPRIDC, Nirman Bhawan, Nigam Vihar Shimla for dissemination through formal media outlets (TV, radio, newspapers and journals), social media (Whatsapp, Facebook and twitter) as well as through adequate numbers of attractive flyers at roadside amenities such as pedestrian flyovers, bus stops, truck parks, fuel stations and bicycle parks. In addition to above the client will also post a public notice on its official web site. The expenditure for this awareness task will be borne by the consultant. This will facilitate in conducting the survey smoothly by requesting road users and stakeholders to co-operate the survey teams by eliciting their views, opinions and satisfaction levels with road-related outcomes.

**Task 2 – To carry out the Main Survey and Data Management**

4.8 The Consultant will carry out the survey on the agreed sample of various target groups and take all necessary follow up actions to maximize response on all the project roads of Tranche-I.
4.9 The consultant will carry out the speed survey on all the project roads of Tranche-I.

4.10 The consultant will carry out the Transportation cost surveys on all the project roads of Tranche-I.

4.11 The Consultant will receive, collate, sort, clean and analyze the data received.

**Task 3 – Presentation of Submission of Findings**

4.12 The Consultant will submit the survey findings to employer in form of report, along with charts and diagrams wherever possible, in hard & soft copies. This report shall be structured so as to demonstrate the opportunities and priorities for improvements in service delivery. First, a draft survey report would be submitted to the client. The client would give its feedback on the draft survey report and the consultant would incorporate the suggestions and feedback and will submit final survey report afterward.

4.13 A short glossy summary flyer or pamphlet for widespread dissemination is to be produced to a format to be agreed with the client and widely disseminated by the Consultant (at least 2,500 copies).

4.14 The Consultant will work with the client's staff to agree and implement mechanisms for disseminating the information generated under the survey. Such mechanisms might include presentations to professional associations (at least one), articles in the media (at least one), posters and flyers, posting on the HPRIDC website and presentation at road sector workshops to be held after submission/approval of final survey report of each part of survey. The expenditure on refreshing, lunch & other overheads (except boarding & lodging of participants) for 75 Nos. participants (for each part of survey) shall be included in the financial proposal. The venue shall be arranged by the client preferably at Nirman Bhawan, Nigam Vihar Shimla-171002.

**Task 4 – Identification of other existing sources of related information**

4.15 The consultant will identify other possible existing mechanisms for collecting information from the general public that has a bearing on the issue of public attitudes on road service delivery. Such surveys might include those conducted by GoHP, such as the census or periodic surveys conducted by other GoHP departments, or by the private or not for profit sector such as bus company customer surveys or citizen's report cards on public service.

4.16 The consultant will recommend whether any data might usefully be extracted from these existing surveys, or whether by modest adaptation, they might provide valuable information to the GoHP in the future on road user attitudes.
A report on findings from task 4 will be prepared.

5 METHODOLOGY

5.1 The Consultant is to detail in their technical proposal the methodology they intend to adopt for the survey. This should include following but not limited to:

(a) RUSS:-

- The proposed relationships with bodies representing road users, through whom the Consultant may decide to operate in order to access the members of such bodies as per the details given in Para 11.

- The proposed target groups, (disaggregated by gender and by at least three income groups or socio-economic classes), sampling design (detailed plans for covering not less than 50 road users during the main field survey) and the levels of confidence these will provide;

- The proposed survey mechanism (e.g. focus groups, or postal, household, roadside or telephone interviews questionnaires) and how these might vary or different target groups.

- The timeframe.

(b) Speed Survey:-

- On the selected section, at least two locations will be identified; (a) point of origin and (b) the point of destination.

- Two surveyors will be trained in asking questions and compiling the field data: one will collect the data at the point of origin and the other will collect the data at the point of destination.

- The first surveyors will stop the vehicle and ask the driver about destination. If the destination is consistent with the point desired, it will be considered as a candidate vehicle and the time will be recorded to start the journey from the originating point. The surveyor will also confirm that the candidate vehicle so selected does not have any intention to stop on the way or to divert on any other point.

- The first surveyor will inform to the second surveyor at the point of destination to note the time of arrival at the point of destination and in this way the time will be observed to reach the point of destination and the speed calculated.

- The survey will be carried out from 8 AM to 5 PM for all types of vehicles including scooters/ motorcycles, cars, jeeps, mini trucks, large trucks and other articulated vehicles.

- All data will be compiled and the average speeds will be computed from the
collected data. This methodology is indicative and the Consultant shall propose his own methodology for carrying out Speed Survey on the roads mentioned under Task -2-4.8. The methodology adopted shall be in agreement with the HPRIDC.

(C) Transportation Cost Survey:-

- The best methodology for carrying out Transportation Cost Survey on Tranche-1 roads shall be proposed by the consultant in its Inception Report mentioned under Task -2-4.9. The methodology adopted shall be in agreement with the HPRIDC.

6. FACILITIES AND SERVICES TO BE PROVIDED BY THE CLIENT

6.1 Office Space:

The client will not provide any office space, transport or other logistic support in any form.

6.2 Information:

It is expected that PIU and HPPWD both at HQ and at lower levels will provide all ready and available information related to the assignment, on request of the Consultant. These entities may elect to charge reasonable cost for reproduction of data. The Consultant will be responsible for any translation of documents and for processing of data.

6.3 Staff:

PIU will depute one staff of field unit to work to the consulting team for the duration of the survey primarily as a learning exercise and to enhance co-operation and dialogue.

7 CONSULTANT INPUT

The Consultant is free to employ resources as he sees fit. The Consultant must state in his technical proposal the sample size of respondents for Road User Satisfaction Survey (RUSS) and for speed survey. For RUSS, at least 75% of the sample is expected to be from individuals responding to questionnaires/interviews & at least 75% of the districts of the state shall be covered in the Survey comprising individuals. All the activities under Transportation cost surveys should be covered thoroughly.

7.1 The Consultant team will include following key personnel with qualifications as shown below:
- **Team Leader/Social Scientist** shall have minimum qualification of any relevant bachelor’s degree and additional points will be given to persons with Master’s degree and Ph.D. He/ She should have participated in at least 3 projects of similar nature or related survey projects and been team leader or deputy team leader in at least one. Must have demonstrated capacity to manage a team of staff across a dispersed area. Experience of working in hilly areas desirable.

- **Gender Expert** shall have graduate degree in social sciences with at least 7 years experience, particularly in working on infrastructure projects. Experience of working in hilly areas desirable.

- **Data base specialist:** Min 10 years experience in the field of Computer Science/ Application. Minimum 5 years experience in similar position, at least 3 projects involving database management/ MIS. Individual should possess thorough knowledge on survey related data input, analysis & interpretation.

- **Graphics designer:** Min qualification of B. in Graphics Design, multimedia, Visual Arts/ Communications or other related fields. Min experience of 3 years in the field of graphic design, multimedia, visual arts, communications & outreach. Working proficiency with Design, Photoshop, Illustrator, Acrobat, MX Flash, MX Fireworks, Xara 3D6, Image Ready, Word, Power Point, and other graphic application. Familiarity with HTML, and CSS would be an added advantage. Previous experiences in designing highly visible products for National, private sector, international NGOs and/ or donor agencies is preferable.

- **Road Management Specialist-cum- Transportation Expert:** The candidate must have a Master degree or equivalent in Transportation with minimum 7 years of experience on road projects. He/ She should have participated in at least 3 projects of similar nature or related survey projects as Transportation/Roads Management Specialist. Experience and knowledge in use of latest HDM-IV and/or other equivalent evaluation models is essential. The candidate must be conversant with the latest analysis and planning tools. Experience of working in hilly area is desirable.

- **Economist** shall have minimum qualification of any bachelor’s degree and additional points will be given to persons with Master’s degree and Ph.D in economics. He/ She should have participated in at least 3 projects of similar nature or related survey projects. Additional points will be given for persons with higher experience.

- **Statistician** shall have minimum qualification of any Bachelor’s degree in
a relevant discipline with additional points given to persons with degree in maths/statistics. They should have participated in at least 3 projects of similar nature or related survey projects. Additional points will be given for persons with higher experience.

7.2 Qualification and Experience of Supporting Staff:

They should have minimum qualification of any Degree / Diploma and should have experience in 3 similar or related survey projects and shall have at least 5 years of experience in survey work. They shall have good proficiency in Hindi language and shall have regional familiarities also.

7.2 The team leader shall have to witness survey of at least 10 different types of road users of each corridor during the survey at site and shall have to attend the meeting with client whenever required during the contract period.

8 Duration of the Assignment:

The total duration of the assignment would be about 6 months.

Accordingly, the total man-month requirements for the assignment would be as follows:

<table>
<thead>
<tr>
<th>Subject Expert</th>
<th>No. of Experts/Support Staff</th>
<th>Total Man-months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leader/Social Scientist</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Gender Expert</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Data base specialist</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Graphics designer</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Économist</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Road Management Specialist-cum-Transportation Expert</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Statistician</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Support Staff</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>46</strong></td>
</tr>
</tbody>
</table>

9 REPORTING AND SCHEDULES FOR THE COMPLETION OF TASKS

9.1 The Consultant will report and consult to office of the Chief Engineer-cum-Project Director, State Roads Project, HPRIDC, Nirman Bhawan, Nigam Vihar Shimla- 171002.
9.2 Deliverables

The Consultant will submit the following deliverables in each phase of Consultancy as per the given time-frame.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item/ Output</th>
<th>No. of copies</th>
<th>Due date (weeks) from Start</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inception report comprising indicators, sub-indicators, target respondents, sample design and detailed work plan</td>
<td>5 Hard and 1 soft</td>
<td>1</td>
<td>Para 4.3</td>
</tr>
<tr>
<td>2</td>
<td>Pilot Survey Report</td>
<td>5 Hard and 1 soft</td>
<td>2</td>
<td>Para 4.6</td>
</tr>
<tr>
<td>3</td>
<td>Awareness raising materials (posters)</td>
<td>5000</td>
<td>3</td>
<td>Para 4.7</td>
</tr>
<tr>
<td>4</td>
<td>Draft survey report</td>
<td>5 Hard and 1 soft</td>
<td>5</td>
<td>Para 4.12</td>
</tr>
<tr>
<td>5</td>
<td>Final survey report</td>
<td>5 Hard and 1 soft</td>
<td>2 weeks after receipt of comments on draft survey report</td>
<td>Para 4.12</td>
</tr>
<tr>
<td>6</td>
<td>Presentation to GoHP senior decision makers and various stakeholders</td>
<td>1</td>
<td>After approval of final survey report</td>
<td>Para 4.14</td>
</tr>
</tbody>
</table>

10  Payment Schedule

Payment will be made to the Consultant on Submission (50%) and Acceptance (50%) of the reports submitted in each phase of Survey with reference to contract value of the particular Phase. For purpose of payment the Total Contract value will be divided in the ratio of 30:30:40 percent for Phase-I : Phase-II : Phase-III i.e. (Phase-I at onset/ before construction; Phase-II at 45-55% completion of works; and Phase-III at end term)respectively.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of deliverables</th>
<th>Amount of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inception Report</td>
<td>10%</td>
</tr>
<tr>
<td>2</td>
<td>Pilot Survey Report</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>Awareness raising materials</td>
<td>20%</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>4</td>
<td>Draft Survey Report</td>
<td>20%</td>
</tr>
<tr>
<td>5</td>
<td>Final Survey Report</td>
<td>30%</td>
</tr>
<tr>
<td>6</td>
<td>Presentation to GoHP senior decision makers and various stakeholders</td>
<td>10%</td>
</tr>
</tbody>
</table>

11 REVIEWCOMMITTEE

The reports will be reviewed by the committee which may include:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Engineer-in-Chief (Projects), HPPWD, Nirman Bhawan, Nigam Vihar, Shimla-171002</td>
<td>Chairman</td>
</tr>
<tr>
<td>2</td>
<td>Chief Engineer-cum-Project Director, State Roads Project Transformation Project, HPRIDC, Nirman Bhawan, Nigam Vihar, Shimla-171002</td>
<td>Member</td>
</tr>
<tr>
<td>3</td>
<td>Superintending Engineer (Planning &amp; Design) State Roads Project Transformation Project, HPRIDC, Nirman Bhawan, Nigam Vihar, Shimla-171002</td>
<td>Member</td>
</tr>
<tr>
<td>4</td>
<td>Executive Engineer, State Roads Project Transformation Project, HPRIDC,Nirman Bhawan, Nigam Vihar, Shimla-171002</td>
<td>Member</td>
</tr>
<tr>
<td>5</td>
<td>Joint Controller, HPRIDC, Nirman Bhawan, Nigam Vihar, Shimla-171002</td>
<td>Member</td>
</tr>
<tr>
<td>6</td>
<td>Nodal Officer Environment/Social Development Officer/Nodal Officer IT/Representative from Transport Department(as applicable)</td>
<td>Member</td>
</tr>
</tbody>
</table>

12 POTENTIAL ROAD RELATED REPRESENTATIVEBODIES

The potential road related representative bodies who could be involved in the surveys i. Truck and tanker operators, drivers and staff on vehicles.

i. Inter-urban bus services operators and drivers.
ii. Wagon, rickshaw, auto-rickshaw, taxi and hired car operators and drivers.
iii. Private car owners/drivers.
iv. Households/Vulnerable group living adjacent to main roads
v. Shopkeepers/ workers adjacent to highways.
vi. Farmers/agricultural commodity producers.
vii. Women beneficiaries to understand perceptions of safety and improved mobility
ix. Transporters/ freight forwarding/shipping agents.
x. Insurance industry representatives.
xi. Emergency services representatives (fire services, ambulance, police etc.)
层级xii. Schools and educational institutions en-route
xiii. Hoteliers\associations
xiv. NGOs involved with social, environmental issues related to roads and vulnerable groups/physical challenged
xv. Academia
13 GUIDANCE FOR PREPARING TECHNICAL PROPOSAL

The Consultant shall prepare the technical proposal with the help of the following documents. These are easily available on the World Wide Web.

d. Moving ahead the American Public Speaks on Roadways and Transportation in Communities, Federal Highways Administration, USA 2001.
ANNEXURE I
Road User Satisfaction Survey on Tranche-I
Roads of HPSRTP

Name of Corridor:
Name of Division:

User Type: Industrial / Commercial Sector

<table>
<thead>
<tr>
<th>User Information about Road User</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name of User</td>
</tr>
<tr>
<td>2. Vehicle Type</td>
</tr>
<tr>
<td>3. Vehicle Number</td>
</tr>
<tr>
<td>4. Purpose of use</td>
</tr>
<tr>
<td>5. Origin</td>
</tr>
<tr>
<td>6. Destination</td>
</tr>
<tr>
<td>7. Present speed</td>
</tr>
</tbody>
</table>

Location: Date & Time:

Review of Road User:

1. What do you think about adequacy of road?
2. Which improvements are required for roads?
   a. Riding quality
   b. Widening
   c. Safety measures
   d. Realignment
   e. Other
3. Do you think new road will make a difference to your delivery time to customer?
4. Do you think new road will improve the deficiency of your business activity?
5. Do you think new road will affect your operating cost?
6. Do you think new road will improve your physical and mental efficiency?
7. Have you seen any accidents on this road?
   Give details
8. Do you think new road will improve your property value?
9. Do you think the government’s policy on investing in road is good for the economy of the state?
10. Which vehicle do you drive?
11. At what speed (km/hr) can you drive your vehicle?
12. Do you wish to increase your vehicle driving speed, by improvement of road?
13. What is your expectation of your vehicle speed (km/hr) from the improved road?
14. Opinion regarding km. stone, Signboard, village / city Name Boards, informative sign boards, sight distance at night, water logging.
15. Opinion regarding encroachment issues e.g. trees, electric poles, telephone poles, religious properties etc.
16. Opinion regarding road side facilities e.g. Bus Stop, Truck Lay bye parking, Bus Bay etc.
17. Any other sub questions / suggestion
ANNEXURE- II

Name of Corridor:

Name of Division:

Road User Satisfaction Survey on Tranche-I Roads of HPSRTP

User Type: Farmer (Male/Female)  Location:

General Information about Road User  Date &Time:

1. Name of User
2. Vehicle Type
3. Vehicle Number
4. Purpose of use
5. Origin
6. Destination
7. Present speed

Review of Road User:

1. What do you think about adequacy of road?
2. Which improvements are required for roads?
   a. Riding quality
   b. Widening
   c. Safety measures
   d. Realignment
   e. Other
3. Do you think new road will save your journey time to market?
4. Do you think new road will make any difference to your agriculture business?
5. Do you think the new road will make travel safer?
6. Are you more likely to move outside the house because of the new road?
7. Do you think there is a need for any specific facilities for women along the road? Waiting sheds/women toilets
8. Do you think new road will affect your operating cost?
9. Do you think new road will improve your physical and mental efficiency?
10. Have you seen any accidents on this road? Give details
11. Do you think new road will improve your property value?
12. Do you think the government's policy on investing in road is good for the economy of the state?
13. Which vehicle do you drive?
14. At what speed (km/hr) can you drive your vehicle?
15. Do you wish to increase your vehicle driving speed, by improvement of road?
16. What is your expectation of your vehicle speed (km/hr) from the improved road?
17. Opinion regarding km. stone, Signboard, village / city Name Boards, Informatory sign boards, sight distance at night, water logging.
18. Opinion regarding encroachment issues e.g. trees, electric poles, telephone poles, religious properties etc
19. Any other sub questions /suggestion
ANNEXURE III

Road User Satisfaction Survey on Tranche-1 Roads of HPSRTP

**Name of Corridor:**
**Name of Division:**

<table>
<thead>
<tr>
<th>User Type: Students/Teacher (Male/Female)</th>
<th>Location:</th>
</tr>
</thead>
</table>

**General Information about Road User**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of User</td>
</tr>
<tr>
<td>2</td>
<td>Vehicle Type</td>
</tr>
<tr>
<td>3</td>
<td>Vehicle Number</td>
</tr>
<tr>
<td>4</td>
<td>Purpose of use</td>
</tr>
<tr>
<td>5</td>
<td>Origin</td>
</tr>
<tr>
<td>6</td>
<td>Destination</td>
</tr>
<tr>
<td>7</td>
<td>Present speed</td>
</tr>
</tbody>
</table>

**Review of Road User:**

1. What do you think about adequacy of road?
2. Which improvements are required for roads?
   a. Riding quality
   b. Widening
   c. Safety measures
   d. Realignment
   e. Other
3. Do you think new road will save your journey time? How do you commute to the school/college?
4. What difficulties do you experience in using your private vehicle on this road in its present condition?
5. Do you feel safer outside in the evening?
6. Do you think new road will improve your education system?
7. Do you think new road will affect your operating cost?
8. Do you think new road will improve your physical and mental efficiency?
9. Have you seen any accidents on this road? Give details
10. Do you think new road will improve your daily travel routine as a student/teacher?
11. Which vehicle do you drive?
12. At what speed (km/hr) can you drive your vehicle?
13. Do you wish to increase your vehicle driving speed, by improvement of road?
14. What is your expectation of your vehicle speed (km/hr) from the improved road?
15. Opinion regarding km. stone, Signboard, village / city Name Boards, informatory sign boards, sight distance at night, water logging.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Opinion regarding encroachment issues e.g. trees, electric poles, telephone poles, religious properties etc.</td>
</tr>
<tr>
<td>17</td>
<td>Opinion regarding road side facilities e.g. Bus Stop, Truck Lay bye parking, Bus Bay etc.</td>
</tr>
<tr>
<td>18</td>
<td>Any other sub questions / suggestion</td>
</tr>
</tbody>
</table>
ANNEXURE IV

Road User Satisfaction Survey on Tranche-I Roads of HPSRTP

Name of Corridor:
Name of Division:
User Type: Health workers (Male/Female)  
Location:

General Information about Road User  
1 Name of User  
2 Vehicle Type  
3 Vehicle Number  
4 Purpose of use  
5 Origin  
6 Destination  
7 Present speed

Review of Road User:

1 What do you think about adequacy of road?  
2 Which improvements are required for roads?  
   a Riding quality  
   b Widening  
   c Safety measures  
   d Realignment  
   e Other

3 Do you think new road will be useful to reach at patient?  
4 Is there any special facility for transport as emergency service like 108?  
5 Do you think new road will affect your operating cost?  
6 Have you seen any accidents on this road?  
   Give details

7 Do you think new road will improve your property value?  
8 Do you think a new road will make travel and reaching nearby markets, schools and education facilities safer?  
9 Which vehicle do you drive?  
10 At what speed (km/hr) can you drive your vehicle?  
11 Do you wish to increase your vehicle driving speed, by improvement of road?  
12 What is your expectation of your vehicle speed (km/hr) from the improved road?  
13 Opinion regarding km. stone, Signboard, village / city Name Boards, informatory sign boards, sight distance at night, water logging.  
14 Opinion regarding encroachment issues e.g. trees, electric poles, telephone poles, religious properties etc  
15 Opinion regarding road side facilities e.g. Bus Stop, Truck Lay bye parking, Bus Bay etc.  
16 What type of facility along the road will make the journey better?  
17 Any other sub questions /suggestion
ANEXURE V

Road User Satisfaction Survey on Tranche-I Roads of HPSRTP

Name of Corridor:
Name of Division:
User Type: General users/ Tourist Bus Operators(Pvt /Govt) 
Location:

General Information about Road User

1. Name of User
2. Vehicle Type
3. Vehicle Number
4. Purpose of use
5. Origin
6. Destination
7. Present speed

Date & Time:

Review of Road User:

1. What do you think about adequacy of road?
2. Which improvements are required for roads?
   a. Riding quality
   b. Widening
   c. Safety measures
   d. Realignment
   e. Other
3. Do you think new road will make any difference?
4. Do you think new road will affect your travelling cost and time?
5. Do you think new road will improve your physical and mental efficiency?
6. Have you seen any accidents on this road? Give details
7. Do you think the government's policy on investing in road is good for the economy of the state?
8. Which vehicle do you drive?
9. At what speed (km/hr) can you drive your vehicle?
10. Do you wish to increase your vehicle driving speed, by improvement of road?
11. What is your expectation of your vehicle speed (km/hr) from the improved road?
12. Opinion regarding km, stone, Signboard, village/city Name Boards, instructory sign boards, sight distance at night, water logging.
13. Opinion regarding encroachment issues e.g. trees, electric poles, telephone poles, religious properties etc
14. Opinion regarding road side facilities e.g. Bus Stop, Truck Lay bye parking, Bus Bay etc
15. What facilities do you feel should be provided
16. Any other sub questions /suggestion
Annexure-VI

Survey for Public Road Safety Awareness Assessment
Date:
Time:
Weather:
Name of the road:
Location description:

Brief introduction of project; obtain oral consent

We are staff members from the XX working to improve road safety awareness in India. We would like to invite you to participate in a simple survey on road safety, which will last about 5-8 minutes. We will NOT ask your name, nor record any individual information. You can decide to participate or not. Even if you agree to participate, you can decline to answer any question.

Investigator:

Part A - Interviewed administered questionnaire

Participant willing to undertake interview:  Yes___________
No_____________ (Only enter Q2)

1. Demographic questions

1. How old are you?
   Age in years_______

2. Sex of participant

   1  Male
   2  Female
   3  Could not be determined

3. What is your occupation?

   1  Students
   2  Stay home
   3  Educators
   4  Government employees
   5  Private sectors employees
   6  Military
   7  Professional drivers
8 Retired
9 Currently not working
10 Others, specify_________

4. What is the highest level of education that you have attained? (Tick one response only)
1 No schooling
2 Primary school
3 Secondary or high school
4 Post school education (such as college or university)
5 Could not be determined / refused to answer

5. Do you drive a motorized vehicle (including motorized two wheelers, commercial vehicles)?
1 Yes
2 No
3 Could not be determined / refused to answer

If yes, how many years have you been driving any form of motorized vehicle? _____

Also, what type of vehicle do you drive? (Tick all that apply)
1 Sedan passenger car
2 Commercial Taxi
3 Truck
4 SUV/Van
5 Two wheeler (scooter/motorcycle)
6 Three wheeler (Rickshaw)
7 Others (e.g., commercial vehicles)

Section 1. Speeding awareness

1. When you drive, are you usually aware of the legal speed limit on the road you are using?
1 Yes,
2 Sometimes (e.g. expressways or urban areas only)
3 No
4 Could not answer/understand the question

2. Usually, how do you decide on your speed? Tick as many responses as are relevant
1 Maintaining same speed as other vehicles in traffic
2 Depending whether I am in a hurry
3 Following the signs
4 Just following other cars
5 Don’t like to follow other cars
6. Never thought about it
7. Not sure

3. Would you agree that speeding is one of the main causes for road traffic crashes?
   1. Yes.
   2. No.
   3. Not sure

4. Please tell me do you agree with the following statement: Fines for speeding has a positive effect on reducing speed related crashes.\(^\text{Tick one response only}\)
   1. Strongly agree
   2. Somewhat agree
   3. Indifferent
   4. Somewhat disagree
   5. Strongly disagree
   6. Not sure

5. Please tell me do you agree with the following statement: It is okay to speed if you are a good and responsible driver.\(^\text{Tick one response only}\)
   1. Strongly agree
   2. Somewhat agree
   3. Indifferent
   4. Somewhat disagree
   5. Strongly disagree
   6. Not sure

6. In the past year, have you ever received tickets for speeding?
   1. Yes. If yes, how many times ______
   2. No (skip to question 8)
   3. Don't remember

7. In the past year, have you been involved in a crash?
   1. Yes. If yes, do you think speed was one of the factors?
   2. No
   3. Don't remember

8. In the past year, have you heard any public information messages dealing with the dangers of sp?
   1. Yes
   2. No
   3. Don't remember
If yes, do you remember through which medium? *(please check all options that apply)*

- Television
- Broadcast
- Newspaper
- Network
- Friends and colleagues
- Others (please note): ___

If yes, can you recall what the public information message was:
3. Drunk driving

Section 2. Drunk driving

1. Are you aware of any legal limit for driving under the influence of alcohol in your (state/province/country)?

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<tbody>
<tr>
<td>1</td>
<td>Yes, please describe: __</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
</tr>
</tbody>
</table>

2. If you are caught drink-driving, do you know what the penalty is? (More than one can be selected)

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<thead>
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<tbody>
<tr>
<td>1</td>
<td>No penalty</td>
</tr>
<tr>
<td>2</td>
<td>Only warning</td>
</tr>
<tr>
<td>3</td>
<td>Pecuniary penalty</td>
</tr>
<tr>
<td>4</td>
<td>Pecuniary penalty and Vehicle keeping</td>
</tr>
<tr>
<td>5</td>
<td>Detention</td>
</tr>
<tr>
<td>6</td>
<td>Revoke license</td>
</tr>
<tr>
<td>7</td>
<td>Other (specify)é é é é é é é</td>
</tr>
<tr>
<td>8</td>
<td>Donâ know</td>
</tr>
</tbody>
</table>

3. Which of the following statements best describes your ATTITUDE toward drinking and driving?

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<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I don't drink at any time</td>
</tr>
<tr>
<td>2</td>
<td>If I am driving, I don't drink</td>
</tr>
<tr>
<td>3</td>
<td>If I am driving, I restrict what I drink</td>
</tr>
<tr>
<td>4</td>
<td>If I am driving, I do not restrict what I drink</td>
</tr>
<tr>
<td>5</td>
<td>Don't know</td>
</tr>
<tr>
<td>6</td>
<td>Refused to answer</td>
</tr>
</tbody>
</table>

4. If you were driving under the influence of alcohol, what do you think your chances are of getting caught?

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<tbody>
<tr>
<td>1</td>
<td>Less than 10% (very unlikely)</td>
</tr>
<tr>
<td>2</td>
<td>Between 10-30% (somewhat unlikely)</td>
</tr>
<tr>
<td>3</td>
<td>Between 30-80% (likely)</td>
</tr>
<tr>
<td>4</td>
<td>More than 80% (almost certain)</td>
</tr>
<tr>
<td>5</td>
<td>Donâ know</td>
</tr>
</tbody>
</table>

5. Have you ever been stopped by a police officer for driving under the influence of alcohol during the past 6 months?

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>No, never stopped</td>
</tr>
<tr>
<td>2</td>
<td>Yes, but I did not drink</td>
</tr>
<tr>
<td>3</td>
<td>Yes, given a warning</td>
</tr>
<tr>
<td>4</td>
<td>Yes, given a ticket</td>
</tr>
<tr>
<td>5</td>
<td>Yes, issued a suspension</td>
</tr>
<tr>
<td>6</td>
<td>Yes, charged with impaired driving</td>
</tr>
<tr>
<td>7</td>
<td>Not sure/Refuse to answer</td>
</tr>
</tbody>
</table>

6. In the past year, have you ever been involved in a crash because of drunk driving?

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
</tr>
</tbody>
</table>
7. In the past year, have you heard any public information messages dealing with the dangers of sp?

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>Don't remember</td>
</tr>
</tbody>
</table>

If yes, do you remember through which medium? (please check all options that apply)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Television</td>
</tr>
<tr>
<td>2</td>
<td>Broadcast</td>
</tr>
<tr>
<td>3</td>
<td>Newspaper</td>
</tr>
<tr>
<td>4</td>
<td>Network</td>
</tr>
<tr>
<td>5</td>
<td>Friends and colleagues</td>
</tr>
<tr>
<td>6</td>
<td>Others (please note):</td>
</tr>
</tbody>
</table>

If yes, can you recall what the public information message was:

3. Drunk Driving

4. Seat-belt use

1. Do you think seat-belts are effective in saving lives during a crash?

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, very effective</td>
</tr>
<tr>
<td>2</td>
<td>Only effective in very high severity crashes</td>
</tr>
<tr>
<td>3</td>
<td>Not very effective</td>
</tr>
<tr>
<td>4</td>
<td>Not Sure</td>
</tr>
</tbody>
</table>

2. In your opinion, what prevents car passengers from wearing seat-belts?
   (Tick all that apply)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wearing the belt is not required by the law</td>
</tr>
<tr>
<td>2</td>
<td>Wearing the seat-belt is uncomfortable</td>
</tr>
<tr>
<td>3</td>
<td>Seat-belts are not effective in the local traffic conditions</td>
</tr>
<tr>
<td>4</td>
<td>Passengers are not aware of the safety benefits</td>
</tr>
<tr>
<td>5</td>
<td>It is largely an unfamiliar habit</td>
</tr>
<tr>
<td>6</td>
<td>Risk from not wearing it is too low</td>
</tr>
<tr>
<td>7</td>
<td>Seat-belt not available</td>
</tr>
<tr>
<td>8</td>
<td>Don't know</td>
</tr>
</tbody>
</table>

3. In your opinion, should passengers in all seating positions wear their seat belt?
   (Tick all that apply)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>It is most important for the driver to wear the seat-belt, for the remaining passengers it is optional</td>
</tr>
<tr>
<td>2</td>
<td>Wearing seat-belt is only life-saving for the front row passengers but is optional for rear-seat passengers</td>
</tr>
<tr>
<td>3</td>
<td>Wearing seat-belt is equally important for all passengers (front and rear) travelling in the vehicle</td>
</tr>
<tr>
<td>4</td>
<td>It depends on the local regulation regarding the seat belt use.</td>
</tr>
<tr>
<td>5</td>
<td>Don't know</td>
</tr>
</tbody>
</table>
5. **Helmet use**

1. Do you think helmets are effective in saving lives during a crash?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, very effective</td>
</tr>
<tr>
<td>2</td>
<td>Only effective in very high severity crashes</td>
</tr>
<tr>
<td>3</td>
<td>Not very effective</td>
</tr>
<tr>
<td>4</td>
<td>Not Sure</td>
</tr>
</tbody>
</table>

2. In your opinion what prevents two-wheeler riders from wearing helmets?
(Tick all that apply)

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>1</td>
<td>Wearing the helmet is not required by the law</td>
</tr>
<tr>
<td>2</td>
<td>Wearing the helmet is uncomfortable/inconvenient</td>
</tr>
<tr>
<td>3</td>
<td>Wearing the helmet is too uncommon</td>
</tr>
<tr>
<td>4</td>
<td>Risk from not wearing it is too low</td>
</tr>
<tr>
<td>5</td>
<td>The benefits of wearing a helmet is not well understood</td>
</tr>
<tr>
<td>6</td>
<td>Don't know</td>
</tr>
</tbody>
</table>

3. In your opinion, how important is it for pillion riders to wear the helmet?

<p>| | |</p>
<table>
<thead>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Helmet is the most important life-saving gear for all riders</td>
</tr>
<tr>
<td>2</td>
<td>Only important if the law requires the pillion riders to wear a helmet</td>
</tr>
<tr>
<td>3</td>
<td>Wearing seat-belt is equally important for all passengers (front and rear) travelling in the vehicle</td>
</tr>
<tr>
<td>4</td>
<td>Passengers are not aware of the safety benefits</td>
</tr>
<tr>
<td>5</td>
<td>Don't know</td>
</tr>
</tbody>
</table>

6. **Conclusion**

Thank you for your time. Do you have any suggestions or comments regarding road safety awareness in your community?
Annexure VII

(A) Details of Tranche-I Roads under HPSRTP

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Road</th>
<th>District</th>
<th>Road Length (Km)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Barotiwalla Baddi Sai Ramshahar</td>
<td>Solan</td>
<td>44.95</td>
</tr>
<tr>
<td>2.</td>
<td>Dadhol Ladour Road</td>
<td>Bilaspur</td>
<td>14.500</td>
</tr>
<tr>
<td>3.</td>
<td>Raghunathpura-Mandi-Harpura-Bharari Road</td>
<td>Bilaspur</td>
<td>3.500</td>
</tr>
<tr>
<td>4.</td>
<td>Mandi Rewalsar Kalkhar</td>
<td>Mandi</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>90.950</strong></td>
</tr>
</tbody>
</table>
Annexure VIII

**Himachal Pradesh Speed Survey**

Route Category: ___________________________ Date: ____________

Stretch Address: ___________ Upward/downward: _______ From: _____ To: _____

Peak Time: (Yes/No): ___________________________ Off Peak (Yes/No)

**Instruction**: Please record details for every delay (halt) with specific reasons in the below table. Time should be recorded in HH: MM: SS Only from stopwatch while Kilometer reading should be recorded in KM from taxi meter and it should be up to one decimal place. The first start time reading should be 00:00:00 and kilometer reading should be 0.0.

Start Time (H:M:S):

<table>
<thead>
<tr>
<th>Start Time (HH:MM:SS)</th>
<th>KM Reading Start (up to one decimal)</th>
<th>Stop Time (HH:MM:SS)</th>
<th>KM Reading Start (up to one decimal)</th>
<th>Place of stop with description</th>
<th>Reason for delay (Refer code)</th>
</tr>
</thead>
<tbody>
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Delay Causes:

a. Traffic Signal / Police control
b. Stop sign
c. Market pedestrian crossing
d. Right turn / U-turn (uncontrolled junction)
e. General congestion
f. Accident
g. Parked Vehicle
h. Pedestrian Interference
i. Level crossing
j. Road repair
k. Breakdown
l. Passenger boarding
m. (m) Ticket issuing
n. Bus stop
o. Signal

End Time (H:M:S): __________________________

Name of Enumerator: __________________________ Signature of Enumerator: __________________________