

Manual-XVII

- Citizen’s charter of the public authority:



1.2 The Nagaland State Transport engages in multi-functional activities:

1. Passenger Bus Service Operation.
2. State Helicopter Service Operation.
3. Civil Infrastructure Development.
4. Management of Drivers' Training Institute.

and,

1.3 liaise and coordinate:

1. Civil Aviation and Air Connectivity,
2. Railways
3. Inland Water Transport.

2.

5. Operational Activities.(Existing)

With a fleet strength of 216 buses, the Department is at present operating 254 scheduled services covering 21273 KMs. on 195 routes with a route length of 9,969 KMs. which includes Inter State Services connecting Imphal (Manipur State) from Dimapur & Kohima.

The Department has established network of services connecting all the 11 (Eleven) District Head Quarter of the State making access to the most interior areas/nook and corner of the State wherever road connectivity exist, providing basic passenger transportation facility with specific emphasis to the rural areas for the benefit and economic uplift of the common man.

6. Operational Activities.(2030)

The Department will endeavour to provide more people centred (Quality, Efficient, Integrated and Safe) services and to develop its Fleet Strength and other required infrastructure as follows.

- I) With the present Fleet Strength of the Department of 216 Buses, higher number of the existing fleet are more than 8 to 10 years old, which the Department will phase out the obsolete and over-aged buses year wise and induct new advanced &Hi-tech buses including AC buses for comfort of the long distance passengers including the urban commuters.
- II) The Department will give more emphasis to provide more efficient connecting inter and intra District services to the rural, far flung and interior region commuters who are still deprived of transport facility due to lack of proper road connectivity and topographical reasons.

- III) The Department will also endeavour to provide Inter-State services to the neighbouring State Capital of the North East Region like Shillong, Itanagar, Agartala, etc.
- IV) In tune with the “Look East/Act East - North East Policy” of Government of India, the Department will expand its operational activities towards the eastern part of the State at Pangsha under Noklak Sub-Station of Tuensang District and Moreh Town of Manipur, both of which bordering Myanmar. Expansion of bus services to these border towns will establish socio-economic ties of the public of both side of the country through trade, commerce and International cultural exchange, etc.
- V) Keeping in view the physical as well as financial parameters, operational performance forms the basis, for which a healthy bus on a good road condition plays a vital role. And for operation on all the notified routes numbering 172, the Department requires at least 300 healthy buses. However, the Department, at present has a total fleet of 218 Buses consisting of 65% over aged Buses, with about 85 buses on road daily, which adversely affects its performance.

With a target of 300 Nos. of Buses and maintaining yearly average 240 Fleet Strength, 70% Fleet Utilisation with 80% Loadfactor can be achieved even in hilly terrain with 172 buses on road daily, 20 buses for hired special services, 18 buses in transit for routine repair and maintenance and 30 Nos. off-roaded. Thereby, Kilometerage will be increased so also revenue earning, realistically by more than 50% from the present scenario, which is roughly estimated at Rs. 250.00 Crore by 2030.

- VI) To pace up with the changing time and market oriented operation of the services, facilities will be provided for consumer friendly targeting the young and student community and the common people in general.
 - a) LED Display- Passenger Information System (PIS) on information of Routes, timings, destination etc in the important bus stoppages.
 - b) Providing retiring rooms/Lounges, washrooms for Persons with Disabilities (PwDs) in the designated stoppages and Pick up Centres throughout the State.
 - c) Provide city bus services in the major towns and District Head Quarters of the State.
 - d) Water Facilities for cleanliness and Safe Drinking.

7. Civil Infrastructure Development

Construction of Station Building & Commercial Complex including ISBTs equipped with all modern amenities and facilities to generate more revenue yield and also to create opportunities to the local unemployed youth to venture in small business enterprises in the commercial outlet of such complex to augment revenue generation has been a prioritised sector where, the Department has initiated for conversion of the existing Station Building to Commercial Complex for immediate and medium sustainability and, with the construction of Interstate Bus & Truck Terminus at Dimapur and Mokokchung, now functional; Interstate Bus Terminus, Interstate Truck Terminus at Kohima; Interstate Bus & Truck Terminus at Tuensang and Bus Terminus at Peren; works in good progress for completion with passenger amenities - for a systematised traffic flow/regulations and management both in town areas and along the highways. And once these facilities become functional/operational, employment opportunities will be created for the local youth.

The same Infrastructure development will be taken up in the Eastern part of the state covering the districts of Longleng, Mon, Kiphire and Tuensang/Pangsha/Pungro for improvement of trans-border road transport connectivity closer to Myanmar.

8. Drivers' Training Institute:

The Drivers Training Institute, Verazouma, Dimapur, is running with a joint venture of TATA MOTORS Ltd. imparts training to 40-50 trainees in one batch and 350-400 (being the present intake capacity) Drivers trainees in a year of both light and heavy vehicles including lady trainees. The Institute has a plan to open placement cell with TATA MOTORS Ltd. to create employment opportunities to Driver trainees on completion and, for expansion to an intake capacity of 800 Trainees in a year.

9. Computerisation.

To achieve the objective of quality service delivery, the department propose to take up complete computerisation with IT infrastructure in all the establishment of the Department by providing the following essential facet.

- i) Website Development,
- ii) Online Ticketing with Mobile Applications - Passenger Reservation System,
- iii) Passenger Information System (PIS),
- iv) Electronic Ticketing System (ETS),
- v) Vehicle Tracking System (VTS),
- vi) Diagnostic & Calibration System for Vehicle Maintenance,
- vii) Revenue Accounting System,
- viii) Payment Gateway for Online Payment

- ix) Surveillance System for Safety particularly for Women and Children
- x) Infrastructure set up- control rooms.
- xi) GIS Mapping

The area of Computerisation would cover the entire 11(Eleven) main operating Stations with maintenance Centres/workshops locating in all the District Headquarters of the State, 14(Fourteen) Sub-stations, 12(Twelve) Pick up Counters and the Central Workshop that caters to the need for major repairs and overhauling of the Buses. Besides, the ISB&TT, Dimapur, ISBT, Mokokchung, the Drivers' Training cum Staff Training Institute, Dimapur and State Helicopter Service Operation and other such locations under Nagaland State Transport.

10. Upgradation and standardised Central Workshop, Divisional Workshops and Maintenance Centres and workshops with modern equipments.

To achieve the standard and improvement of productivity for quality output by way of timely maintenance to avoid suspension of service, safety of passenger and to provide more convenience and comfort to the travelling public in the hilly terrain and also to make them a better and conducive work place the department shall endeavour to install and equip with:

- i) Fuel Injector Pump Calibration with Euro III &IV Norms,
- ii) Crank Shaft Cutting Machine, Heavy Machineries for Engine Overhaul, Fixtures, Tools.
- iii) Tyre Retreading Plant to load 10 Tyres at a time
- iv) Bus Body Building Infrastructure with Hydraulic Lift.
- v) Civil Construction for the required Infrastructures.

11. State Helicopter Service

The State Helicopter Service is operated from Dimapur to Mokokchung, Kohima, Wokha, Phek, Zunheboto, Tuensang, Mon, Kiphire and Longleng on the basis of weekly programme at present which has a good demand for regular passenger sortie, lifting of patients and VIP & VVIP and Bank Remittance requisitions.

At present the scheduled services as well as emergency services are operated mostly from the Helipad of Defence establishment and Public ground on daily permission basis except in few locations where the Department had established infrastructure for the purpose. Operation of the services from these helipads of the Defence has often been a problem due to security reasons which causes inconvenience both to the operators as well as the commuters. Therefore, during emergencies many a times the needy are deprived of the available facility.

The need to develop and construct permanent Civil Helipads at various places arises where it has not been taken up in the earlier phase for air conveyance of the public,

VIP's visits, air lifting of patients and also to meet the emergency situation during Disaster and to encourage tourism to the state since the state has potentiality in tourism sector.

In addition to the existing Civilian Helipads, more locations are proposed to establish separate Civilian Helipads with basic infrastructure and passenger amenities at the locations, for easy and better accessibility for the State Helicopter Service with :

- a) Heliport with Hangar
- b) Construction of Helipads
- c) Construction of waiting Hall/Lounge with Vehicle parking yard.
- d) Approach road & side drain to the helipad.
- e) Emergency Fire fighting system.

12. CIVIL AVIATION

The Department liaise and coordinate for Civil Aviation/Air Connectivity wherein, construction of Green Airfield at Ruzaphema in the State is in the offing.

It is proposed to setup/develop small Air strips/Air fields at all the district Head quarters of the state for operation of small Aircrafts of 18 to 20 seater capacity/Fixed Wing Aircrafts for public and cargo transport within the State of Nagaland and also to provide connectivity to flights at Dimapur and Guwahati. And also to boost sports for gliding.

This will enable to provide alternate transportation to local and visiting populace alike. And to start with, it is proposed to develop Air Connectivity and development of basic infrastructure for aviation initially at 7 (seven) places of (1) Tuensang (2) Peren (3) Mon (4) Mokokchung (5) Kohima (6) Zunheboto and, (7) Meluri. The places identified for the purpose are based on the remoteness from the State Capital, Traffic potentiality, connectivity to International Trade centres at (1) Pangsha in Tuensang District, (2) Longwa in Mon District and (3) Avangkhu under Phek District so as to enhance and encourage trade and Tourism and also to facilitate easy movement of people of the area to other parts of the state and outside.

The Airfield at Mokokchung will facilitate and help the student communities particularly the Nagaland University (Central University) to enable the academicians and guest faculty to visit the University located at Lumami which is about 10 (ten) Kms. from the proposed site besides serving the Public of Mokokchung Districts.

Airstrip Survey in collaboration with North-East Shuttle has been taken up in the 11th Plan period for construction of Landing Air Strips for potential small Aircraft of fixed wing Aircraft, Gliders for Sports etc and to serve the visiting dignitaries and tourism from other parts of the country as well as the foreign tourist, which is proposed for implementation in 2030.

13. RAILWAYS:

The Department Liaise and coordinate with Railways Authority of India for implementation on Railway matters in the State, where the undernoted Projects are in pipeline:

- a) Railway connectivity from Dimapur to State Capital Kohima, i.e, Dimapur (Dhansiri)- Kohima (Zubza) New BG Line, 90.35 Kms. in progress.
- b) Dimapur - Tizit, 257.19 Kms. Survey done in 2011 and in process of project clearance by NITI Aayog.
- c) New BG Amguri - Naginimora Line, 29.35 Kms. Survey done in 2006.
- d) New BG Amguri - Tuli 9.15 Kms. Survey done in 2005.

Dhansiri-Zubza-Kohima to be extended to Imphal/ Moreh for closer Railway connectivity with Myanmar.

14. INLAND WATERWAYS TRANSPORT:

Under Inland Waterways, a separate Cell have been set up in Transport Secretariat of the State and NST Department is to act as Nodal Department for Inland Water Transport under Transport Department to liaise and coordinate for identification of potential Inland Waterways, undertake Feasibility Studies, prepare DPRs and to monitor Project implementation of Water Transport in the State. Accordingly, M/s. Rites Ltd. under Inland Waterways Authority of India (IWAI), has identified the under-mentioned rivers as having potentialities for Inland Water Transport in the State, which requires follow up for implementation:

1. Tizu river from tri-confluence near Longmatra to Avangkhu of 42 Kms (Approx.) for Indo-Myanmar.
2. Dhansiri river from Samjuran to Numaligarh via Dimapur of approx. 110 Kms. for Inter-State Waterways of Nagaland-Assam.
3. Dikhu river from Yangnyu to Naginimora, Nagaland of about 52 Kms. for connection to Brahmaputra river in Assam via Sibsagar for Inter-State Waterways of Nagaland-Assam.

Besides, GoI has notified the Rivers of Tizu/Zungki as National Waterways of India.

15. Looking ahead:

1. Construction of more roads and improved road conditions for quality competitions amongst stakeholders of road transport for better service delivery.
2. In the present context, Corporatisation/Privatisation of Government passenger transport service is not a solution unless quality road infrastructure exists in the state. In that, Nagaland State Transport is a trend setter in passenger transport service and a deterrent to private operators for regulation of fares and the only

service provider in rural areas in the State. Rural areas solely depend on NST services which could be revamped by inducting more buses.

3. To increase revenue generation, Assam State Transport Corporation model of roping in the Private Operators to operate in the Government notified routes by charging a prescribed route tax on the basis of Kilometers operated.
4. Hi-tech bus service operations in urban areas and, identification of rural routes for shared operation by Private and NST. To explore for Ropeway Project for cheaper means of transport in rural areas and to boost tourism in the state.
5. Establishment of Metro Cable City Services of Dimapur, Kohima and Mokokchung through externally Aided Fund.
6. Provision of Fund for Fleet Purchase and Infrastructure set up to be at par with any other Project to be funded either by NEC/DONER or through externally aided Fund for sustainability since requirements could not be fully met which is the main factor for poor performance.
7. Integration of North Eastern Region and trans-borders of Myanmar, Bangladesh, Nepal and Bhutan through road passenger services on quality road networks which is a key area for development to enhance socio-economic and cultural relationships.
8. Bifurcation of Bus Service Operation, Railways, Civil Aviation and Inland Waterways with the existing manpower to derive professionalism and technically qualified service is a prospective proposition.
9. Road communication and road transport holds the key to development in a land-locked region like North Eastern Region.
10. And, future looks bright to explore the unexplored but “miles to go...”

GOVERNMENT OF NAGALAND
DEPARTMENT OF TRANSPORT AND COMMUNICATION
KOHIMA.

For information of the citizens, this department co-ordinates with the Central ministries in certain areas of transport and communication which how-ever are administered independently by the concerned Central Ministries.

A. CIVIL AVIATION:

The department has been actively pursuing with the Airport Authority of India to make Dimapur Airport fit and suitable for Airbus 320 A category aircraft operation in all weather

conditions, 24 hours of the day. The related works are likely to be completed during 2002-2003.

There is now one direct Indian Airlines on-line booking counter in-stalled at Kohima.

B. RAILWAYS:

The passenger reservation system available at Kohima has since been upgraded and on-line reservation service from Kohima is available.

C. POSTAL SERVICES:

Recently Speed-post facility from Mon has been facilitated.

D. ELECOMMUNICATION:

Active works for up-gradation and extension of telecommunication service in the State are ongoing. By December 2002 it is expected that all recognized villages in the State would be provided with telecommunication link.

There are two department, which come directly under the administrative control of the State Transport and Communication Department. The Citizens Charter in respect of those two departments is being published here for information of the citizens.

E. INLAND WATERWAYS:

Nagaland State Transport Department

1. Introduction:

The Nagaland State Transport came into being as a utility service Department rather than a commercial venture, like any other development Department of the Government of Nagaland. The primary objective of the Department like all other S.T.Y's in the country is to provide efficient, adequate and economic as well as co-ordinate transport facility to the people of Nagaland.

Initially NST buses were the only means of passenger transport in the State, when it was created way back in 1965. The State of Nagaland being land-locked with hilly terrain, road transport is the only means of transport both for passenger and goods services. Therefore socio-economic development of Nagaland entirely depends on roads and road transport,, wherein the role of NST Department is paramount in the absence of alternative means of transport.

2. Service offered to Public and its Location:

In the present scenario, with the emergence of private operators in passenger transport, the NST still plays the important role of providing the lowest fare in passenger services to the poor rural population. The private operators are mostly providing service only on profitable routes with higher rate of fare. Therefore, the passenger service rendered by the Department is essential to the poor rural public of the state.

The Department presently operates 112 scheduled services throughout the state covering 21,300 scheduled KM daily. The operational activities are carried out from the following operational centers.

Sl. No.	Place	Designation of Officer in charge.
1.	Dimapur	Assistant General manager
2.	Kohima	“
3.	Phek	“
4.	Wokha	“
5.	Mokokchung	Station Superintendent
6.	Tuensang	“
7.	Mon	“
8.	Zunheboto	“
9.	Amguri	“
10.	Kiphire	Asstt. Station Superintendent
11.	Pfutsero	“
12.	Tuli	Asstt. incharge

1. Commitment of the Department:

The Department is required to provide bus services to the satisfaction of the travelers in terms of regularity, punctuality and free of breakdowns.

Every station and sub-station is required to display timetable of schedules with specific time of departure and arrival. Frequency of schedules in terms of hours and weekdays should also be notified clearly. A scheduled service is a commitment by the department to the public, which should be fulfilled, to their expectation.

Also the fare chart in detail for all the scheduled stoppages and the terminal point are to be displayed so as to let the passengers know the actual fare amount to pay.

For any grievances or complaint, the public can have their grievances addressed directly to the Station Officer in charge.

2. Facilities and amenities available for passenger:

At every station, there are supervisory level traffic staffs to oversee that the services are operated regularly and punctually and also to provide correct and proper information of its services and amenities available to the passenger at the enquiry counter.

The Department is having an extra edge over the private operator in providing amenities to the passenger. Of the private operator could not even provide the minimum to its passengers, such as seats for waiting and toilets, whereas the Department apart from the basic amenities also provides canteen and stalls to cater to the essential and urgent needs of the commuters within its station premises.

3. Passenger Safety:

Passenger safety is one of the primary concerns for the Department and every care is taken in maintenance of the buses and its operations by the crew so as to ensure safety as the rate of accident is very low and has recently bagged the Safety Award Trophy of the Association of State Road Transport Undertaking (ASRTU) New Delhi.

In fact, passenger safety is taken into consideration in building bus bodies that are strong and safer in case of some unfortunate accident..

1. Social benefits:

There are concessions to the extent of free passage to physically handicapped persons and also with an attendant for those who are totally disabled. Similarly free pass facility is allowed to the accredited Journalist.

In the event of any eventuality out of accident the passenger is entitled to certain compensation. In case of death the next of kin to the victim is compensated with Rs. 50,000/- and for the person permanently injured with Rs. 25,000/- under 'No Fault Liabilities'.

2. How public can help the Department:

The performance of the Department is evaluated in terms of revenue collections. In this area the public can play a vital role in helping the Department to enhance its efficiency in 2 ways.

Firstly, the passenger should always pay the correct fare to the right person authorized for collection of revenue. There have been instances in which some passengers do not pay the fare which adversely affect the revenue collection.

Secondly, after paying the correct fare always insist on issue of ticket by the person who received the money. This would remove the chances of revenue pilferage by the staffs who handles revenues as there is always the tendency to misappropriate Government revenue if proper receipt and accounting is not done in a systematic manner.

3. Public suggestions and complaints:

Users are the best judges for any service they avail. Therefore, passengers have every right to give feed back on the quality of service they get from the Department. Suggestions and complaints if any can be addressed to the Station Officer in-charge or the general manager. However, such letter should be authenticated by furnishing the genuine Name and Address of the signatory.

Sd/-
General Manager
Nagaland State Transport
Dimapur, Nagaland.

- **Grievance redressal mechanism:**

Any public can lodge a written complain for redressal of their grievances through the Office of the Station Officer located in all the 11 Districts or can do so in any Sub-Stations where the Department has setup its Office.

- **Details of Application received and responses given under RTI Act, 2005 during 2017-18:**

Sl. No.	Public Authority	RTI Application received from Within the State		RTI Application received from Outside the State		Total No. of Application disposed	No. of RTI Application received / Redirected from other Public Authorities	Amount in Rs.	
		Received	Furnished	Received	Furnished			Fee	Cost
1	Directorate Level	06	05	02	02	07	06	80	980

- **Lists of completed schemes/projects/programmes during 2015-16: NIL**

- **Date of last updation of the proactive Disclosure:**

The last updated Proactive Disclosure is 2016-17.