

LABOUR INVESTIGATION COMMITTEE
GOVERNMENT OF INDIA

150



REPORT
ON
LABOUR CONDITIONS IN
TRAM AND BUS SERVICES

BY
AHMAD MUKHTAR,
Member, Labour Investigation Committee.

PUBLISHED BY THE MANAGER OF PUBLICATIONS, DELHI.
PRINTED IN INDIA BY THE MANAGER
GOVERNMENT OF INDIA PRESS SIMLA 1947

Price : Rs. 2-4-0 or 3s. 9d.

CONTENTS

	Page.
PREFACE	(i)
ACKNOWLEDGMENTS ..)	(iv)
INTRODUCTION	1
PART I (KARACHI)	2
PART II (BOMBAY)	16
PART III (CALCUTTA)	33
PART IV (MADRAS)	63
PART V (SUMMARY AND CONCLUSIONS)	112
APPENDIX A	120
APPENDIX B	121



PREFACE.

The Tripartite Labour Conference at its meeting in September 1943 recommended the setting up of a machinery to investigate questions of wages and earnings, employment and housing, and social conditions generally, with a view to providing adequate materials on which to plan a policy of social security for labour. In pursuance of that resolution, the labour Investigation Committee was appointed by the Government of India by Resolution No. L.4012, dated the 12th February 1944 to carry out the investigations. The Committee was instructed to extend its investigations generally to all industrial and semi-industrial labour covered by the Royal Commission on Labour in their Report, with the addition of certain other categories. The Committee was asked by the Government of India to decide in each case the most suitable manner of conducting the enquiry. The Government, however, considered that the method of enquiry should not merely consist of sending out questionnaires to Government agencies and Employers' and Workers' Associations, but should also comprise specific enquiries in individual concerns based on representative sampling.

2. In India, in spite of the quite comprehensive enquiries made by the Royal Commission on Labour and a few Committees appointed by the Provincial Governments, there have remained large lacunae in regard to information on labour conditions in several industries. In particular, broadly speaking, the method of direct enquiry on the spot has not been adopted on a sufficiently wide scale so as to cover the entire industrial structure. Moreover, certain industries, like cotton textiles and coal mining, have received greater attention than others, and even as regards these industries, comprehensive information on an all-India basis has not been available. With a view to making up this deficiency as well as to bringing the available information up to date, the Committee decided that *ad hoc* surveys should be carried out in various industries so as to secure a complete picture of labour conditions prevailing in each. The following industries were selected for the purpose :—

A. *Mining.* (1) Coal. (2) Manganese. (3) Gold. (4) Mica
(5) Iron Ore. (6) Salt.

B. *Plantations.* (7) Tea. (8) Coffee. (9) Rubber.

C. *Factory industry.* (10) Cotton. (11) Jute. (12) Silk. (13) Woollen. (14) Mineral Oil. (15) Dockyard. (16) Engineering. (17) Cement. (18) Matches. (19) Paper. (20) Carpet weaving. (21) Coir matting. (22) Tanneries and Leather Goods Manufacture. (23) Potteries. (24) Printing Presses. (25) Glass. (26) Chemical and Pharmaceutical Works. (27) Shellac. (28) Bidi-making. Cigar and Cigarette. (29) Mica Splitting. (30) Sugar. (31) Cotton Ginning and Baling. (32) Rice Mills.

D. *Transport.* (33) Transport Services (Tramways and Buses). (34) Non-gazetted Railway Staff.

E. *Other types of labour.* (35) Port Labour. (36) Municipal Labour. (37) Central P.W.D. (38) Rickshaw Pullers.

3. The main conception on which the *ad hoc* surveys have been based is that information should be collected on the spot by direct enquiry conducted with the help of the Committee's own staff and that this information should, as far as possible, conform to the sampling methods widely adopted in such work. Owing to great variations in the character of the different industries, however, there could not be a complete uniformity in regard to the methods which had to be adopted to suit the peculiarities of particular industries and centres. For instance, while there are only a few centres and units in certain industries such as potteries, mineral oil, gold, etc. ; in other industries, such as

textiles, engineering, transport services, plantations, tanneries, bidi-making, etc., a very large number of centres and units in different provinces (and even States) had to be covered. Moreover, some of the industries are modern industries of the large-scale type, wherein factory legislation applies more or less entirely, while others are indigenous handicrafts or small-scale industries, where factory legislation is either inapplicable or partially applicable. Thus, information has not been uniformly available in advance as regards the size, location and ownership of industrial units, such as is necessary before decisions for sampling are taken. Consequently, the technique of representative sampling had to be modified and supplemented so as to obtain whatever information of a reliable character was available. As far as possible, however, in all industries important centres were covered. In each of these centres units were chosen on a sample basis, but it was possible in a few centres to cover all units. The final lists of centres of survey and individual establishments were made out in the light of the impressions gathered during the course of the preliminary tour and in consultation with local authorities. The guiding principle in the selection of centres of survey was to make the survey regionally representative so as to discover differences in the conditions of labour in the same industry in different parts of the country. The selection of individual concerns was generally based on considerations, in order of importance, of (a) size ; (b) ownership (private or limited) and (c) whether subject to statutory regulation or not. In this connection, it may be stated that the Committee were greatly handicapped in sampling the units owing to the lack of complete information regarding location and number of units in the selected industries. Unfortunately there are no all-India employers' organisations in some of the organised industries, nor are the statistics maintained by the Central and Provincial Governments at all complete. Moreover, in certain unorganised industries such as shellac, carpet-weaving, bidi-making, etc., owing to their very nature, no such information could have been readily available in advance. In certain cases, therefore, owing to these difficulties as well as transport difficulties and other exigencies, the sampling could not be fully adhered to. Nevertheless, the Committee have been anxious to gather in the maximum possible information in the limited time at their disposal and with a view to this, they have cast their net as wide as possible. The main instruments of *ad hoc* survey were the Questionnaires. These were of two kinds :—(a) the main *ad hoc* survey questionnaire on points likely to be common to all the industries surveyed, and (b) supplementary and special questionnaires in respect of certain industries such as plantations, mines, railway, rickshaw pullers, port labour, municipal labour, glass, shellac, mica, etc. The main questionnaire was accompanied by a tabular form for entering wage data and this was used wherever possible. In the case of certain surveys, however, such as salt, paper, cotton, woollen and jute textiles, dockyards, silk, cement and gold mining, it was possible to conduct a wage survey on a sample basis. The chief method of collection of data was by personal investigation of industrial establishments, examination of their records and contact with labour in factories and homes. The information thus collected was supplemented and checked with replies to the Questionnaires received.

4. For the purpose of conducting enquiries, a sufficiently large field staff, consisting of 16 Supervisors and 45 Investigators, was appointed. Before the commencement of field work, all the Supervisors (with the exception of those working in Bengal) were called to the Committee's headquarters at Simla and given detailed instructions on the technique and scope of the enquiries to be conducted by them, the manner in which they were to submit their data, and the centres and units which they were to investigate. In addition, both Supervisors and Investigators were provided with written instructions regarding the

use of questionnaires, sampling of concerns (where this could not be done in advance), filling of the wage forms, etc. In particular, they were asked not only to collect information on the spot but also to draw upon every other possible source of information. In doing so, they were required to distribute copies of the questionnaires in the centres assigned to them not only amongst the sampled units but also amongst Employers' and Workers' associations in the industry and such other associations and individuals as were likely to be interested in the subject. They were also asked to get into touch with officials of Central and Provincial Governments connected with labour and obtain such facilities as might be necessary in doing their work.

5. As far as the field work in Bengal was concerned it was done by the staff of the Committee under the guidance and supervision of the Labour Commissioner, Bengal, and his subordinate officers. Members, however, paid visits to selected centres and units in Bengal to obtain first-hand knowledge of local labour conditions.

6. The Committee's survey covered all provinces with the exception of the North West Frontier Province where none of the industries selected for survey was sufficiently important. It extended to many of the Indian States also, such as Kashmir, Patiala, Gwalior, Baroda, Mysore, Sandur, Travancore, Cochin, Bundi, Indore and some of the states of the Eastern States Agency. No survey was undertaken in the Hyderabad State as that State preferred to appoint its own Labour Investigation Committee, with terms of reference identical to those of this Committee, for enquiry into local labour conditions.

7. In dealing with the *ad hoc* survey work, several courses were open to the Committee :—(i) the Committee, as a whole, to study each industry, (ii) the surveys to be distributed region-wise and each Member put into charge of a region, and (iii) each Member to be entrusted with a few surveys throughout India. With a view to speedy and efficient work, the third course was actually adopted. This departure from the usual procedure of the Committee as a whole dealing with the work was necessary in view of the immensity of the task and the necessity of maintaining an all-India perspective. Moreover, it was felt that this procedure would enable Members to make a specialised study of labour conditions in individual industries in different parts of the country. It was also felt that the peculiar problems of industrial labour had more an industry-wise than a region-wise dispersion and that the procedure would be helpful to future legislation which has to take into consideration the diversified conditions of each industry. It will be seen, however, that in the Reports the factual material has been presented both on an all-India and on a regional basis.

8. Thanks and acknowledgments are due to Provincial Governments, State Authorities, Labour Commissioners (and particularly the Labour Commissioner, Bengal), Directors of Industries, Chief Inspectors of Factories, Port Authorities, local bodies, employers' and workers' associations, managements of the units surveyed and all others who rendered help in the collection of the data presented in these Reports.

D. V. REGE, *Chairman.*

S. R. DESHPANDE }
 AHMAD MUKHTAR } *Members.*
 B. P. ADARKAR }

TEJA SINGH SAHNI,

Secretary.

ACKNOWLEDGMENTS.

Acknowledgments are due to my supervisors—Messrs. J. S. Pooniah, A. H. Rahman, M. Prasad and M. A. Khan—and to my Investigators—Messrs. M. A. M. Rao, A. A. Vasudevan, M. Yasin, H. D. Mukerjee, N. Ghosh and G. K. Kapur—for their assistance in the collection of data.

The survey was conducted in the Hyderabad State as that State provided the most favourable conditions for the study of industrial labour conditions. It was also possible to obtain the necessary facilities for the study of industrial labour conditions in that State.

The survey was conducted in the Hyderabad State as that State provided the most favourable conditions for the study of industrial labour conditions. It was also possible to obtain the necessary facilities for the study of industrial labour conditions in that State.

The survey was conducted in the Hyderabad State as that State provided the most favourable conditions for the study of industrial labour conditions. It was also possible to obtain the necessary facilities for the study of industrial labour conditions in that State.

The survey was conducted in the Hyderabad State as that State provided the most favourable conditions for the study of industrial labour conditions. It was also possible to obtain the necessary facilities for the study of industrial labour conditions in that State.

The survey was conducted in the Hyderabad State as that State provided the most favourable conditions for the study of industrial labour conditions. It was also possible to obtain the necessary facilities for the study of industrial labour conditions in that State.

D. V. BHASKAR

2. P. BHASKAR
3. P. BHASKAR
4. P. BHASKAR

TEGA SIMON SAHNI

2. BHASKAR

INTRODUCTION.

It is very difficult to give accurate figures in respect of the total volume of employment in trams and buses in this country. As these were not available from any of the published sources, Provincial Governments and Indian States were addressed on the subject. The information supplied by them is embodied in the table given below :—

TABLE.

Serial number.	Province or State.	Buses.		Tramways.	
		Number of services.	Number of workers employed therein.	Number of tram companies.	Number of workers employed therein.
1	N. W. F. P.	344	1,638
2	Punjab	3,630	7,260
3	Delhi	*	369	1 303
4	Ajmer-Merwara	164	393
5	Coorg	26	96
6	United Provinces	2,023	*
7	C. P. & Berar	651	*
8	Bihar	523	1,046
9	Orissa	183	1,008
10	Assam	*	*
11	Bengal	1,480	*	1 7,373
12	Madras	3,091	41,301	1 1,394
13	Bombay	*	*	1 ..
14	Sind	225	581	1 ..
15	British Baluchistan	55	110
16	Holkar State	106	212
17	Travancore	378	*
18	Cochin	135	823
19	Baroda	472	1,846

The cities of Karachi, Bombay, Madras and Calcutta were sampled for purposes of an *ad hoc* survey of labour conditions in Trams and Buses. Copies of the *ad hoc* questionnaire were addressed to the managements, trade unions and other interested bodies. The data, when received, were checked by my investigating staff, and, in some cases, directly by me.

The report is split up into four parts, one part being devoted to each centre. Part V contains a summary of the whole report.

*Information not supplied by the Administration concerned.

PART I.

KARACHI.

(Sind Province).

Apart from the East India Tramways Company, Limited (a joint stock concern incorporated in London), which has been operating the only tram service in Karachi since 1883, there are six bus services.

For a right perspective of the entire position, four points should be kept in mind :—

- (i) The heaviest bulk of local traffic falls on and is borne by trams.
- (ii) As a result of petrol rationing, transport services have suffered a conspicuous setback. A great majority of them operate on charcoal gas. The trams, however, run on petrol.
- (iii) Three of the services are entirely meant for military personnel.
- (iv) The figures for trams and buses cannot be worked out separately, because,
 - (a) the East India Company does not maintain separate figures for them,
 - (b) a part of the staff is interchangeable between trams and buses,
 - (c) the company keeps combined records under two heads—Traffic and Workshop (the latter including permanent way men engaged on tram track). It should be noted that while these heads are treated separately for certain matters, they are combined under one head or others.

Employment.

The average daily number of workers of all the sampled organisations was 448, as is detailed in table I. The numericals for 1939 are based on the data furnished by 3 services only, the remaining three not being in a position to supply the figures, for two of them had sprung into existence after the war and the third one had destroyed its old records.

TABLE I.

Showing number of workers in each department.

Year.		Engineering.	Transport.	Commerce.	Total.
August 1939	{ Number ..	148	157	162	467
	{ %age to total ..	31.7	33.6	34.7	100
January 1944	{ Number ..	152	160	136	448
	{ %age to total ..	33.9	35.7	30.4	100
Percentage variation since August 1939	+2.7	+2.0	-16.0	-4.1

On the whole, the transport trade in the city of Karachi does not seem to have been affected appreciably. Even if generous allowance is made for the figures of the two newly started companies, the apparent drop in strength from 467 to 448, viz., 4.1 per cent., is not very considerable, because the two new companies, referred to above, did not, taken together, at any time employ more than 24 persons who were accounted for in the total for 1944, and the third company employed 22 persons in 1944. As it could not supply figures for 1939, I assume that at least as many workers were employed by it in 1939. Proceeding on this basis, one is almost irresistibly driven to the conclusion that the transport trade has not been greatly affected.

The fall under the head of commerce is no doubt substantial, but it is evidently due to the diversion of a fairly large bulk of traffic from ordinary

to military passengers. As already hinted, three of the services are completely devoted to military conveyance only. In the framework of present arrangements, military personnel hold their passes and, as no tickets are consequently issued, the commercial staff is curtailed.

All workers are males and on time-rates of pay. They are recruited and paid directly. Occasional repairs only are done on a contract basis.

Length of Service.—One of the six sampled units failed to give statistical information regarding the length of service of workers; the intelligence as culled from others is tabled here :—

TABLE II.
Showing length of service.

Occupation.	0—1 year.		1—5 years.		5—10 years.		Over 10 years.	
	No.	%	No.	%	No.	%	No.	%
Engineering	32	17·7	50	27·6	43	23·8	56	30·9
Transport	39	25·5	28	18·3	54	35·3	32	20·9
Commerce	31	21·4	18	12·4	49	33·8	47	32·4
Total	102	21·3	96	20·0	146	30·5	135	28·2

About two thirds of the hands are those who joined service before the war. The freshers, or those who have less than one year's service to their credit, account for 21·29 per cent. or a little above one fifth and those others who entered the trade during the war hardly constitute 20 per cent. Table III brings it out very clearly.

TABLE III.
Showing length of service.

	Those who joined after the outbreak of war.		Those who joined before the war.		Total.
	0—1 year.	1—5 years.	5—10 years.	Over 10 years.	
Number	102	96	146	135	479
Percentage	21·29	20·00	30·48	28·23	100

Temporary and Permanent.—No other concern except the East India Company classifies the workers into temporary and permanent. The probationary period here is three months, after which a worker is confirmed. Fourteen days' notice for termination of services on either side is necessary. Provident fund benefits are extended to permanent hands only and almost all the operatives fall in this category.

Apprenticeship.—So far as the bus services are concerned, there does not exist any system of apprenticeship. The East India Tramways Company accepts three apprentice fitters every year. They are paid as follows during the three-year course of training after which they are taken into regular employment, if found satisfactory :—

TABLE IV.
Showing pay of apprentices during the course of training.

Year of training.	Pay in Rupees.	Percentage increase as compared with the first year.
First	15 per mensem ..	0
Second	18/12 per mensem ..	25
Third	22/8 per mensem ..	50

While under training, increase of 25 per cent. and 50 per cent. of the first year's remunerations are allowed in the second and third years of apprenticeship respectively. This period is counted towards total service.

Promotion.—At two sampled units, there are systems of graded promotion.

TABLE V.
Showing rates of promotion.

First unit.	Second unit.
<i>Transport</i> —First year—Rs. 27	Drivers Rs. 45—2½—70.
<i>Drivers</i> —Second year—Rs. 31	Cleaners Rs. 20—½—30.
From third to fifteenth year.	An increment of Rs. 2 after every 2 years.
<i>Commerce</i> —	
Conductors —	
Probation	Conductors Rs. 35—1½—70.
First year	Rs. 31.
Second year	Rs. 34.
From 3rd to 15th year	An increment of Rs. 2 after every 2 years.
Traffic clerks —	
First year	Rs. 46.
From 3rd to 11th year	A biennial increment of Rs. 2.
14th year	Rs. 58.
Inspectors —	
First year	Rs. 48.
3rd year to 9th year	A biennial increment of Rs. 2.
<i>Engineering</i> —	
Fitters —	
A	Rs. 80—2—100.
B	70—2—90.
C	60—2—80.
D	54—2—70.
E	50—2—60.
F	30—2—46.
Machinists and Drillers —	
A	Rs. 70—2—90.
B	60—2—80.
C	54—2—70.
D	50—2—60.
E	30—2—46.
Brake riggers and turners	Rs. 48—2—60.
Welders —	
A	70—2—90.
B	30—2—46.
Labourers —	
Skilled	35—1—46.
Shed starters	30—1—32.
Workshop & P. W. men	25—1—32.
Press	23—1—27.
Hammermen	35—1—46.
Electricians —	
A	60—2—80.
B	30—2—46.
Carpenters —	
A	60—2—80.
B	50—2—60.
Painters —	
A	46—2—60.
B	40—2—50.
Mechanics Rs. 70—2—100.	

TABLE V—*contd.*

First unit.				Second unit			
Tailors—							
A	Rs.	40—2—50.		
B	30—2—46.		
Cobblers	30—2—46.		
Printers..	40—1—50.		
Motor Rollers	A	..	60—2—75.		
Trivers	B	..	46—2—60.		
Point Boys	20—1—27.		

The grades of Traffic staff are in existence since 1921, but those of the Engineering staff have been fixed only recently. The general complaint is that the increments are not satisfactory as they come to a dead stop after 15 years' service.

For the other four bus services, there is no regular system of time or graded promotion. It is, however, held by the employers that yearly increments are granted, but these are arbitrary and discretionary. The proprietors do not stand committed to anything ; they may or may not give any promotion.

Labour Turnover.

In viewing turnover, one cannot overlook a peculiarity of the industry, i.e., petrol rationing, which has curtailed the strength of the staff to some extent.

TABLE VI.

Showing turnover.

Occupation.	Average daily number of workets.		Turnover.			
	1939.	1943.	1939.		1943.	
			Actual.	Percent- age.	Actual.	Percent- age.
Engineering	149	161	5	3.4	22	13.7
Commerce	159	132	15	9.4	9	6.8
Transport	157	150	7	4.5	11	7.3
Total	465	443	27	5.8	42	9.5

Retirement is unknown. Dismissals, too, since the formation of the Tram Workers' Union, have almost come to a standstill. Nevertheless, among the conductors of the East India Company, dismissals have not disappeared altogether. Workers mostly quit jobs voluntarily. It is alleged that deaths have been responsible for a large turnover in the East India Company.

Absenteeism.—The following table reveals the comparative state of affairs for 1939 and 1943 at two of the companies. It is fairly representative and symptomatic of general conditions :—

TABLE VII.

Showing rate of absenteeism.

Year.	1939.			1943.		
	Total Man-days	Man-days lost.	Rate (%).	Total Man-days.	Man days lost.	Rate (%).
Engineering	45,114	3,789	8.4	46,350	3,734	8.1
Commerce	50,058	7,016	14.0	49,440	8,265	16.7
Transport	48,513	8,326	17.2	42,024	6,434	15.3
Total	1,43,685	19,131	13.3	1,37,814	18,433	13.4

On the whole, absenteeism is fairly steady. There is a slight drop in the figures for 1943 in the Transport Department, but it is more than offset by a rise in those in the Commerce Department, apparently because the increase in the daily passengers to be handled is very much pronounced.

General conditions of unsound health, illness and availability of one month's leave at the East India Company are the principal factors contributing to the high rate of absenteeism. There was a consensus of opinion among all the workers that it is impossible for drivers and conductors to work for more than 23 to 24 days in a month. Trams make a fixed number of trips every day which, the workers aver, is a very strenuous task. For example, in eight hours, they are required to complete 8 return trips from Saddar to Boulton Market—a distance of about 2-1/2 miles—with 36 stops on the way. The interval at termini is supposed to be between 3 to 13 minutes but, in actual practice, even this breathing time is not possible. My Supervisor himself went in a tram and found that, except at the starting junctions, no leisure is possible at any of the termini. On the way, too, there is no interval, for the carriages are packed to the full. Their carrying capacity is more than double the pre-war figures. The running staff is called upon to tender explanation if more than the scheduled time is taken on trips.

Standing Orders.

The East India Tramways Company alone has Standing Orders which relate to entry, attendance, delay, absence, hours of work, leave, personal search, wage-period, date of disbursement, suspension of work, termination of services, etc., etc.

Recruitment.

Recruitment is effected in several ways. The present workers may be asked to bring in new hands, or the expectants themselves may come to the concerns in search of employment. Notices at the offices or advertisements in papers are not altogether unknown. Vacancies may be filled by departmental promotion or recourse may be had to the labour exchange. In certain cases, a candidate may be tested before appointment.

Labour Officers.

At the Dalmia Cement there is one Labour Superintendent, but he is not exclusively meant for bus workers; he has to look after the welfare of all the Dalmia Cement workers. The East India Company has a trade union of its workers, through which complaints are addressed.

Wages and Earnings.

Wage rates fluctuate from concern to concern. Only two companies have laid down clear wage-rates. In others, they are arbitrary.

As a result of arbitrations, adjudication awards and voluntary gestures of goodwill on the part of the East India Company, rates of wages and dearness allowances have been revised ten times since the outbreak of war, the last revision being in May 1944. The dearness allowance is Rs. 14 p.m. The others do not seem to favour the idea of granting allowances; they have been scaling up the basic wages from time to time, the rise in them, according to certain employers, has been in no case less than 100 per cent.

Contract labour is conspicuous by its absence.

Determination of Wages.—There is no hard and fast rule underlying the determination of wages. Choice of the employer is the most decisive factor, yet some other considerations also weigh with him. Among objective forces, general suitability, personal ability, qualifications, records of previous services,

experience, result of trial and recommendations, if any, count a great deal. At the same time, it is alleged that association, acquaintance or relation with any of the present workers of one of the sampled units is regarded as a positive disqualification for service.

Allowances.—Two sampled units alone pay dearness allowance, one of these giving, in addition, house rent allowance. The dearness allowance of Rs. 14 per month at the East India Company is doled on the basis of a month of 26 working days, according to the number of days worked. This is also allowed on paid holidays and annual earned leave of 30 days. The East India Company also grants one month's pay as bonus.

Overtime.—Only occasionally overtime work is taken at one unit and payment is made in accordance with the regulations of the Factories Act. The overtime registers are available to the workers. Overtime at the East India is compulsory. For all work done after 8 hours, overtime is paid at the rate of 1-1/2 times the ordinary earnings. Inspectors are not entitled to overtime payments. The drivers and conductors are booked 30 minutes earlier than the duty hour. The former go to the depot and take out the trams or buses, as the case may be, and the conductors who also come to the depot first, accompany the vehicle to the scheduled termini and take charge of tickets and cash. (This stipulation does not apply to traffic clerks or inspectors). Although they are thus booked 1/2 an hour earlier, no action is taken if they reach the depot within one quarter of an hour of the duty time, from which the eight hours are counted. If, however, an employee does not turn up 15 minutes in advance, it is alleged that wages for 1/4 of the day i.e., 2 hours, are deducted. The drivers have to bring back the vehicles to the shed while the conductors have to hand over tickets and cash at two termini specified for this purpose. In order to compensate the drivers and the conductors for the loss of this leisure (i.e., approaching earlier than the actual duty hours), they are paid for the loss (15 minutes in the case of single shift run of duty and 30 minutes for a double shift run of duty) at the standard rate of pay. This is deemed as joining time. Such extra hours (1/4 or 1/2 of an hour) per day are totalled up and the wages are paid along with the monthly pay. What is really objectionable is that, at this unit, registers are not open to inspection to the workers or their representatives. The other concerns do not require overtime.

Deductions and Fines.—If an employee is absent from work, his wages are accordingly deducted. Though the wages are on monthly basis, the actual payment is made for the number of days worked during that period. Small advances of Rs. 5 to Rs. 20 are allowed free of interest in case of necessity and those are recovered on the pay day. Loans, if and when required by the employees of the East India Tramways Company, can be obtained from the provident fund.

At the East India Tramways Company, fines are inflicted in accordance with the provisions of the Payment of Wages Act for cheating, wrong punching of tickets, leaving passengers without tickets, insolence and absence without permission. The amount of the fine does not exceed Re. 1. The lowest fine is annas two. In case of graver offences, the offenders are suspended for one or two days. The amount realised during the last 12 months does not exceed Rs. 100, which was credited to the Sickness Benefit Fund. The other units do not levy fines or other deductions.

Wages are invariably paid on a monthly basis on the 7th, at the latest, of every month.

Analysis of Wages and Earnings.

The enquiry into the wages and earnings of workers employed in tramways and bus transport services in Karachi covered 6 companies and 448 workers. Of the former, the East India Tramways Company was the largest and, of 448 workers, 382 were employed by it. The total number of samples, selected from different occupational categories in which the above 448 workers were employed, was 161 or 36%. The wage period covered by the survey was the calendar month of January 1944 for all units.

The following table shows average daily basic wages and net earnings in the principal occupations, which accounted for 80.4 per cent. of the total number of workers. The averages refer to the averages of the samples and are based on figures of their actual wages and net earnings during the wage period. In the principal occupations, the samples constitute just over 33 per cent. of the workers.

TABLE VIII.

Showing wages and earnings in principal occupations.

Occupations.	Number of workers employed.	Number of Samples taken.	Average daily basic wages earned.		Average daily net earnings including overtime, allowances and bonus.
			Rs.	A. P.	Rs. A. P.
Drivers I Grade	113	46	1	9 3	2 0 0
Drivers II Grade	22	6	0	15 1	1 10 10
Cleaners	13	6	0	11 2	0 14 1
Conductors I Grade	90	10	1	5 8	2 1 4
Conductors II Grade	15	6	0	14 1	1 12 4
Inspectors	19	8	1	11 1	2 8 9
Car Starters	6	3	1	3 1	1 10 11
Car Pushers	4	4	0	15 1	1 5 10
Painters	2	2	1	15 5	5 7 3
Permanent way coolies	13	8	1	0 8	1 11 3
General Coolies	49	12	0	14 4	1 8 2
Mechanics	9	6	2	0 8	2 3 4
Fitters	5	2	2	7 8	4 2 10

All employees were men and time-rated, generally on monthly rates of pay. It will be seen from the table that, in most occupations, the average daily basic wages of workers were above Re. 1; those, whose daily basic wages were below this figure, were II grade drivers and conductors, car pushers and general coolies. The mechanical staff appears to be better paid than other employees. The net cash earnings of painters and fitters are considerably above their daily basic wages, indicating thereby considerable overtime work on their part.

Closed Days.—At the East India Company, traffic and commercial staff generally get two paid holidays in a month or two days' wages in lieu thereof. All of their employees are entitled to leave which may extend over a month.

Another unit allows four festival days and sundays as close days. The transportation and commercial staff get 32 hours' continuous rest after every 12 days.

Working conditions.

The workshop staff of two units work for 8-1½ hours, excluding one hour of rest, on all week days. The transportation and commercial staff work for 8 hours a day. With the exception of inspectors whose work involves surprise checks and whose working hours do not extend to more than 8 hours a day on the whole, all other workers work either a single shift or a double shift. The single shift consists of a straight 8 hour duty while in the case of a double shift there is an interval of not less than 3 hours between the two spells of duty. The length of each spell of work does not exceed five hours, except in connection with 9 routes out of a total of 68. The average shift consists of 4 hours.

The earliest vehicle starts plying at 7 a.m. and the last one starts from the termini at 10-30 p.m. The early morning runs are generally straight shifts of 8 hours each.

Two of the other bus services have small workshops which are closed on Sundays and sectional holidays. The employees of the commercial and transportation sections are not allowed any weekly holiday but they are ordinarily given two days' leave or wages in lieu thereof every month. Three units maintain garages for ordinary repairs to their vehicles. These are well lighted and ventilated.

For the convenience of the staff called to duty in the early hours of the morning, the East India Tramways Company has set apart a room where they can take night's rest. This is also a rest room for all the workers during the daytime. There are also arrangements for drinking water at the important termini for the convenience of the transportation and commercial staff. No washing or bathing facilities are provided in any unit.

Rest Intervals.—At the East India Company, the minimum rest period provided for drivers and conductors at the termini at the end of each trip is 3 minutes in the case of main line and a maximum of 13 minutes on branch tram routes. The minimum rest period during 8 hours' duty works out to 48 minutes and the maximum to 4 hours and 44 minutes (an average of 290 return trips per day are run on the main line and 250 on branch lines). This is according to the statement of the Company but in reality it is not so; rather the gravest complaint of the workers is that they have no rest at all.

At the buses, rest intervals are very satisfactory. For example, drivers of one sampled unit have to complete only one return trip of 25 miles a day. Another unit operates its buses between 15 to 22 and 10 to 19 hours respectively. Stoppage at each terminus is more than 30 minutes.

Health and Medical Facilities.

There is no exclusive dispensary or hospital for workers or their families at any of the services. The East India has made arrangements with a private M.B., B.S. practitioner on Rs. 200 a month for the treatment of its employees. The doctor does not keep separate registers for them but he said that he treated about 20 cases every day. Serious cases were sent to the civil hospital. Ailments were of an ordinary nature, e.g., cough, cold, fever, etc. There is no regular periodical medical examination. The Company has established Sickness Benefit Fund, out of which help is administered to the poor and deserving successors of deceased members. The Dalmia Bus Workers are at liberty to avail themselves of the Cement Factory Dispensary. Since it has been newly started, the doctor in charge who is an L.S.M.F. on Rs. 135 p.m. states that so far there has been no case of treatment of the bus workers. The remaining sampled units have no dispensary or hospital of their own.

The drivers, it is commonly feared, are likely to fall easy prey to asthma, tuberculosis and deterioration of eyesight. Gas plants are particularly regarded as very injurious to health.

Welfare Activities.

Canteens.—There are three canteens providing tea, biscuits, etc., at the Dalmia Cement Factory, the workers of the Dalmia Bus being eligible for its use. The canteens are run by contractors and the commodities are supplied at market rates.

Education.—There is one primary school where education is imparted free to the children of all the Dalmia workers.

Provision Shops.—A ration shop at the Dalmia Cement supplies grains at market rates. Besides, the following articles are supplied at below-market rates :—

Pulses—12 per cent. below market rates.

Mustard oil—25 per cent. below market rates.

The East India Company has a grain shop, articles of which are sold at controlled rates. Flour, wheat, *sooji*, *jawar*, *bajra*, rice, kerosene oil, sugar, soap, matches, tea, pulses, etc., are stocked. The employees are allowed to purchase provisions for which deductions are made from their wages at the end of the month.

Trade Unions.

The tramway employees have a trade union which was registered on 21-7-1937. This has been recognised by the Company on certain conditions. For instance, besides three honorary members as may be eligible under the constitution of the union and the provisions of the Indian Trade Unions Act, all employees of the company are eligible for membership, except the inspectors and 'chargehands' according to the terms of recognition. The Union has 342 members. Its income and expenditure during the year 1943-44 were Rs. 1,023|8|- and Rs. 510|10|- respectively.

The Union has a standing agreement with the company under which all disputes, over which agreement cannot be reached, are referred to arbitration. It has been fairly active for the last 6 or 7 years and has been responsible for sponsoring some arbitrations and adjudications. It is affiliated to the Sind Provincial Trade Union Congress.

Accidents.

The number of accidents which occurred at the East India Company in 1943 was 59. The total compensation came to Rs. 988|13|-.

Safety Acts.

The provisions of Electricity, Payment of Wages, and Workmen's Compensation Acts are observed in the Engineering Departments of two sampled units. The extracts of the Acts are displayed at conspicuous places but no action has been taken beyond this to acquaint the workers with their provisions.

Provident Fund, Gratuity, etc.

There is a provident fund established by the East India Company for the benefit of its employees. On the 31st January 1944, there were 339 members of the fund. At present the position is as follows :—

Members of the Provident Fund.

Occupation	Total employed.	Contributing to the Fund.	Percentage.
Transport	122	106	86.8
Commerce	159	143	89.9
Engineering	143	82	57.4
Total	424	331	78.0

On 31-1-1944, the amount of the fund was Rs. 2,49,772|14|1 made up as follows :—

	Rs.	A.	P.
Members' contribution.. .. .	1,29,146	8	0
Interest on members' contribution.. .. .	4,176	4	0
Company's contribution	1,12,790	4	1
Interest on Company's contribution	3,659	14	0

Out of the provident fund the employees are permitted loans on certain conditions. The amount of loans outstanding on 31-1-44 was Rs. 15,312.

The fund has the following trustees :—

- The Managing Agent.
- The Assistant Managing Agent.
- The Traffic Superintendent.
- The Store-keeper.

The employees can claim the share of the employers' contribution in the following way :—

Up to first five years	Nil.
Between 6 and 10 years	25 per cent.
Between 11 and 15 years	50 per cent.
Between 16 and 19 years	75 per cent.
After 19 years	100 per cent.

There is no scheme for payment of gratuity or pension or loans.

Uniforms.

The only transport service that supplies uniforms is the East India Tramways Company. The inspectors get 6 suits of white drill every year. They also get one woollen overcoat and one woollen pant every 3 years, one pair of shoes every 15 months and one cap every 9 months. The conductors and drivers get 2 cotton suits every 9 months, one woollen overcoat and one woollen pant every 3 years. They also receive one cap every 9 months. The traffic clerks receive 4 white coats and pants every year, one woollen overcoat and one woollen pant every 3 years. They also get a cap every 9 months.

In the workshop, 2 suits are given to each workman every year, but some workers, like carpenters, are given 2 cotton shirts and pants. Some labourers, who work in the open in winter, are given woollen jerseys.

Free Passes.

All the employees of the East India Company receive free passes for all tram lines. They are, however, not allowed to travel free in the Company's buses.

Civil condition.

The enquiry into the civil condition of tram and bus workers in Karachi covered 122 samples selected from 5 establishments. Of the samples, 58 were Hindus, 57 Muslims, 4 Christians, 2 Sikhs and one Parsi. The extent of literacy is encouragingly high, viz., 65.6 per cent.

Table IX shows the distribution of samples according to the number of dependants supported by them. Of 122 samples, 32 were unmarried and 17 had no dependants to support. Among those with dependants, the family with 3-4 dependants was the modal size. The total number of dependants on 105 samples with dependants was 347. The average number of dependants was thus 3.3.

TABLE IX.

Showing distribution of samples according to number of dependants supported.

Number of dependants.	Nil.	1-2	3-4	5-6	7 and above.
Number of families	17	38	41	15	11

The state of indebtedness of samples according to the number of dependants supported by them is brought out by Tables X and XI. More than 63 per cent. of samples were found to be in debt. The average amount of debt on indebted samples was Rs. 280. The percentage of samples in debt tends to rise as the number of dependants supported by them increases. Nearly half the samples without dependants are free from debt. But it is seen that samples with 1 to 2 dependants were under a heavier burden of indebtedness than all other samples if the average amount of debt is considered. The percentage of samples in debt is however highest among samples with 5 to 6 dependants :—

TABLE X.

Showing indebtedness of samples according to number of dependants supported.

Number of dependants.	Nil.	1-2	3-4	5-6	7 and above.	Total.
Number of families in debt ..	9	21	27	12	8	77
Amount of debt (Rs.) ..	1,335	7,125	7,290	3,480	2,345	21,575
Average amount of debt per family (Rs.)	148	339	270	290	293	280

TABLE XI.

Showing percentage distribution of indebted samples.

With no dependants	52.9%
„ 1-2	55.3%
„ 3-4	65.8%
„ 5-6	80.0%
„ 7 & above	72.7%
All families	63.1%

Table XII shows the distribution of indebted samples according to their amount of debt. 27.3 per cent. had indebtedness of less than Rs. 100. Another 23.4 per cent. had debt of between Rs. 101 and Rs. 200 and the remaining 49.3 per cent. over Rs. 200. From this, it follows that the high average of *per capita* indebtedness is due to the heavy indebtedness of a relatively small number of indebted samples. Thus, two such samples had debt of Rs. 1,500 each, one of Rs. 800 and three of Rs. 700. The high average of indebtedness is not therefore representative.

TABLE XII.

Showing the distribution of indebted samples according to amount of debt.

Number of persons in debt.		Number of persons free from debt.		Debt between Rs. 1—50.		Debt between Rs. 51—100.		Debt between Rs. 101—200.		Debt over Rs. 200.	
No.	%age of total	No.	%age of total.	No.	%age of persons in debt.	No.	%age of persons in debt.	No.	% age of persons in debt.	No.	% age of persons in debt.
77	63.1	45	36.9	6	7.8	15	19.5	18	23.4	38	49.3

The analysis of the causes of indebtedness appears in Table XIII. The predominance of marriages and domestic needs in the causation of indebtedness is at once apparent. Together, they account for more than 80 per cent. of all loans and 78 per cent. of total debt. Productive debt represented by the item 'purchase of land' accounts for 3.6 per cent. of loans and 5.3 per cent. of debt. Debt on account of sickness shows a low percentage but a high average.

TABLE XIII.

Showing the analysis of the causes of debt.

Causes of debt.	Number of loans taken.	Percentage of all loans.	Amount of debt. (Rs.)	Percentage of total debt.	Average amount of debt. (Rs.)
All causes	83	100	21,575	100	260
Marriage	23	27.7	8,740	40.5	380
Sickness	8	9.7	2,170	10.1	271
Death	1	1.2	150	0.7	150
Litigation	1	1.2	500	2.3	500
Purchase of land, building, etc. ..	3	3.6	1,150	5.3	383
Domestic needs ..	44	53.0	7,940	36.8	180
Miscellaneous ..	3	3.6	925	4.3	308
Ancestral

The burden of indebtedness in terms of interest charges paid is indicated in Table XIV. It is seen that more than 50 per cent. of total debt paid interest rates up to 12½ per cent. 18 per cent. of the total debt was free of interest.

TABLE XIV.

Showing the burden of indebtedness in terms of interest charges.

Rate of interest.	Free from interest.	Upto 6½%.	6½ to 12½%.	12½ to 18½%.	18½ to 37½%.	Over 37½%.
Amount of debt (Rs.)	.. 3,910	5,090	5,750	2,370	2,125	2,330
Percentage of all debt	.. 18.1	23.6	26.7	11.0	9.8	10.8

Interest charges in excess of 12.1½ per cent. per annum were paid by 31.6 per cent. of the total debt. If interest charges in excess of 18.5¼ per cent. are regarded as expropriatory, it will be seen that 20.6 per cent. of debt was subject to these high charges.

It is significant that the major portion of debt was incurred by those who had migrated to Karachi from outside the province of Sind. The majority of workers employed in tramway and bus transport are non-Sindhis. Of the 122 samples covered by this enquiry, 22 only were Sindhis or claimed Karachi as their native place. Among the rest, 20 were from the Punjab, 23 from Bombay and Maharashtra, 18 from the N.W.F. Province, 8 from the U.P., 9 from Kutch, Gujerat and Kathiawar and the rest from other places.

Housing.

The survey was confined to 42 dwellings, of which 27 were one-room dwellings and 15 consisted of two living rooms. Table XV gives the relevant details.

TABLE XV.

Showing number and size of dwellings.

Size.	Number of dwellings.	Percentage of total.
One room	27	64.3
Two rooms	15	35.7
Three rooms
Four rooms
Five rooms
Total ..	42	100.0

The total number of occupants in the 57 rooms comprised in these dwellings was 271, as is shown in table XVI. The average density of occupancy in all dwellings was thus 4.8 persons per room of an average area of 93 square feet.

TABLE XVI.

Showing density of occupancy in dwellings of different sizes.

Size of dwellings.	Number of dwellings.	Number of rooms.	Number of occupants.	Density of occupancy.
One room	27	27	146	5.4
Two rooms	15	30	125	4.2
Three rooms
Four rooms
Total ..	42	57	271	4.8

In one-room dwellings, the density of occupancy was as high as 5.4 persons per room as compared with 4.2 persons per room in two-room dwellings.

Table XVII shows that 53.9 per cent of the occupants were living in one-room dwellings in conditions of more than five per room :—

TABLE XVII.

Showing percentage distribution of habitable rooms and occupants in dwellings of different sizes.

Size of dwelling.	Percentage of habitable rooms to total number of rooms.	Percentage of occupants to total number of occupants.
One room	47.4	53.9
Two rooms	52.6	46.1
Three rooms
Four rooms
Five rooms
Total	100.0	100.0

The remaining 46.1 per cent. were the occupants of two-room dwellings, the density of occupancy therein being 4.2 persons per room.

Tables XVIII (a) and (b) show the extent of amenities enjoyed by the occupants of the dwellings surveyed :—

TABLE XVIII (a).

	Subsidiary.		Verandahs.				Courtyards.			Kitchens.		
	No. of rooms.	Number of dwellings.		Dwellings without.		With.	Dwellings without.		With.	Dwellings without.		With.
		No.	%	No.	%		No.	%		No.	%	
All dwellings	7	6	14.3	35	83.3	7	26	61.9	16	28	66.7	14
One room dwellings	5	5	18.5	21	77.8	6	13	48.1	14	25	92.6	2
Two room dwellings	2	1	6.7	14	93.3	1	13	86.7	2	3	20.0	12

TABLE XVIII (b).

	Bath rooms.		Latrines.		Water supply.		Electricity.		Drainage.		Ventilation.	
	With.	Without.	With.	Without.	With.	Without.	With.	Without.	Satisfactory.	Unsatisfactory.	Satisfactory.	Unsatisfactory.
All dwellings	3	39	92.9	36	6	14.3	25	17	40.5	5	37	88.1
One room dwellings.	2	25	92.6	21	6	22.2	11	16	59.3	4	23	85.2
Two room dwellings.	1	14	93.3	15	14	1	6.7	1	14	93.3

In respect of subsidiary rooms, six dwellings only had them. The great majority of them, 83.3 per cent., had no verandahs. The proportion of dwellings without courtyards was as high as 61.9 per cent. In this respect, two-room dwellings were less favourably situated than one-room dwellings. In the matter of kitchens, on the other hand, two-thirds of the dwellings were without them. In the case of one-room dwellings without this amenity, the proportion was as high as 92.6 per cent. Of the 42 dwellings covered by the survey, three only had bathrooms. Latrines, however, were provided in a majority

of them, but most of these were used in common. More than 40 per cent. of the dwellings, consisting largely of one room, were without water supply. Electricity was laid in five dwellings only. Nearly 90 per cent. of the dwellings had unsatisfactory drainage and ventilation. It appears, therefore, that the majority of dwellings were mere shelters and not equipped with such elementary amenities as are conducive to the basic needs of healthy and comfortable life. Besides, only the East India Tramways Company, Ltd. provides housing accommodation to 40 of its employees free of rent. 34 of the quarters are occupied by single workers and the rest (6) by those who are living with their families. All the quarters are of similar design. Each one consists of a living room, 96 square feet in area, with a kitchen and a verandah. In addition, there is a common courtyard, measuring 117 ft. \times 15 ft., 3 baths (2 for men and 1 for women), and 10 flush latrines (8 for men and 2 for women).

The rooms have brick-laid *pucca* flooring and newly whitewashed walls. Ventilation and drainage are fairly satisfactory. Electricity has not been made use of. There are only two taps and two hand-pumps. The pumps give brackish water which is utilised for washing or cleaning purposes only.

PART II.

BOMBAY.

(Bombay Province.)

Employment.

There are two transport companies in Bombay. The Bombay Electric Supply and Tramway Company maintains both buses and trams and plies them in the city and island of Bombay. The Bandra Bus Company, on the other hand, maintains only a bus transport service in the suburbs of Bombay city. The total employment figures of these two companies are given below :—

TABLE XIX.

Date.	August 1939.	January 1944.	Percentage increase since August 1939.
Number of workers	2,986	3,933	+31.7

That the figures have swollen up by 31.7 per cent. since the outbreak of war is an obvious index of the growth of traffic that has resulted from the increase in population. All the workers are male and are directly employed and paid.

Length of service.—The statistical information regarding length of service is given in Table XX :—

TABLE XX.

Showing length of service of workers.

0 to 1 year.		1 to 5 years.		5 to 10 years.		Over 10 years.		Total.	
No.	%	No.	%	No.	%	No.	%	No.	%
936	21.2	1,804	41.0	849	19.3	814	18.5	4,403	100

The largest group, *i.e.*, 41 per cent., comprises such employees as have entered service during the war.

Temporary and Permanent workers.—According to the statement of the 'Best' Company, all of their workers are permanent excepting about 60 'extra men' and a few others. The temporary hands are not entitled to annual leave pay (vide rule 17 (O) of standing Rules) and benefits of provident fund (vide clause 6 of S.O. 34 Provident Fund as recognised on 20th June 1931 and finally amended on 15th March 1937). The Bandra Bus Company claims that its traffic staff, when recruited, are on 3 months' probation after which they are confirmed provided their work is otherwise satisfactory. They are not, however, entitled to any special privileges in respect of provident fund, gratuities, etc. For all practical purposes, therefore, they are at par with temporary workers.

Apprenticeship.—Though there is no regular course of apprenticeship in the organisations referred to above, yet drivers and conductors, in one unit, are given a pre-employment training in a school provided for the purpose. Lectures are given to them in the ordinary social courtesies, the rule of the road and their legal responsibilities. The conductors are taught the calculation of rates and fares chargeable from station to station and are required to know the geography of the city of Bombay. Preliminary training in the art of conversation in English is also given to enable them to discharge their duties more efficiently in a cosmopolitan city like Bombay. Similarly, drivers of double deckers receive additional training. At the time of recruitment, all the uniformed out-door traffic staff has to deposit Rs. 30 (vide rule 25 (G) of Standing Rules, Traffic Department), which is liable to be forfeited by the Company for breach of rules specified in the conditions of service. This rule applies in the case of bus drivers as well when they fail in the police test (vide minutes of Bus Conference held on 17th September 1943).

Generally, no direct appointments are made for the non-scheduled supervisory posts, which are filled up by promotions from lower ranks. As such, there is no apprenticeship system for these posts.

The pre-employment training period is not specifically laid down by the Company. On personal enquiries, it was found to be of three months' duration on an average, but this period varies according to individual capacity and demands of the company. On passing the test, each successful candidate is paid Rs. 15 as 'subsistence allowance' (vide Rule 25(k) of Standing Rules, Traffic Department) which is reported by the workers to be very meagre.

The period of pre-employment training is not counted towards service, which is only calculated from the date on which a worker takes over charge on the line.

In the second unit, the Assistant Traffic Manager gives the necessary training to workers before they are sent out as conductors. The training is not as thorough as that given in the first unit.

Promotion.—The procedure adopted by both the units in respect of promotions has been adversely commented upon by workers and their representatives on the ground that the test of merit adopted leads, in certain cases, to favouritism and that seniority is more often than not disregarded. Both the units give graded promotions. In one unit, the grades were revised in 1934 and, in the other, in 1938. At the former, applications for higher posts are considered from men who have put in at least 2 years of satisfactory service (vide Rule 23 of Standing Rules, Traffic Department).

Turnover.

The following table gives the rate of turnover for 1939 and 1943.—

TABLE XXI.

Year.					Average daily number of workers employed	Turnover.	Rate of turnover. %
1939	2,987	142	4.7
1943	3,914	375	9.6

The rate of turnover has gone up by 4.9 per cent. since 1939, due mostly to conditions created by war. Very few persons are lucky enough to retire. Most of them quit of their own account, probably because slightly higher wages are offered to them at other jobs recently created by war.

Absenteeism.

Absenteeism figures have been prepared on the basis of 309 working days [365—(52 weekly off-days plus 4 paid communal holidays)]. As the *BEST* Company supplied figures for only four of the major occupations, these are given in the Table below :—

TABLE XXII.

Year.					Total Man-days.	Man-days lost.	Rate of absenteeism. %
1939	8,55,312	3,756	.44
1943	11,23,524	5,273	.47

The figures supplied by the Bandra Bus Company pertain to all occupations and are reproduced below :—

TABLE XXIII.

Year.					Total Man-days.	Man-days lost.	Rate of absenteeism. (%)
1939	67,671	929	1.37
1943	85,902	1,121	1.30

The transport industry, as a whole, does not exhibit any marked variation in respect of absenteeism for, in view of the high cost of living, workers cannot afford to absent themselves frequently.

Standing orders.

Only one unit has got standing orders governing the relationship of employers and employees. These relate to terms of employment, pay, promotion, leave, etc.

Recruitment.

Workers in trams and buses are mostly recruited by advertisements in newspapers. Sometimes, persons who are already in service bring their friends or relatives who are generally given preference over others. In one unit, certain minimum requirements are laid down for each category of workers. The applications are scrutinized by the Labour Officer and, on the strength of his recommendation, the candidates are actually recruited by the senior traffic

officer. They are then medically examined and, if found fit, asked to deposit an amount of Rs. 30/- (which is refundable) along with an additional rupee as stamp fee for the agreement. The deposit is liable to be forfeited for breach of rules specified in the conditions of service signed by the employees. In the second unit, the manager himself considers the applications and makes appointments after interviewing the candidates.

Labour Officer.

In one unit alone, there is a labour officer, who looks into the grievances of workers. It is alleged that his approach to workers' grievances is entirely mechanical.

Wages and Earnings.

The present rates of pay for four principal occupations, namely those of inspectors, starters, conductors and drivers, are given as under :—

TABLE XXIV.

Occupation.	Unit No. 1. Rs.	Unit No. 2. Rs.
Inspectors	55-5/2-75-10/2-85.	30-2/2-34-3/2-40.
Starters	45-2/2-55.	50-75.
Conductors, grade I	23-2/1-28-3/1-40	25-1/2-26-2/3-30-
Conductors, grade II	26-2/1 28-3/2-40.	
Drivers, grade I	44-4/3-48-4/1-72.	45-2-/2-47-3/2-56.
Drivers, grade II	44-4/2-64.	

Except in the case of Inspectors, who are more highly paid in the first unit, the differences in other occupations are not very considerable. The grades and increments are not attractive and, what is worse, the maxima come to an end rather too early. The basic wages remain unaffected though the workers contend that the case for a revision of their scales merits immediate consideration. Contract labour is not employed at all.

Wage fixation.—The fixation of wages by the employers is to some extent governed by the remuneration paid to workers in similar occupations in the locality, e.g., the wages of the taxi drivers of Bombay indirectly influence the wages of the omnibus drivers.

Allowances.—Dearness allowance is given by the companies as shown below :—

TABLE XXV.

Serial No. of unit.	Dearness allowance.
1 According to mill workers' scale.
2 2/3rd of the mill workers' scale.

In addition, bonuses are declared by one unit. These are sanctioned by its Board from time to time and are payable in full to all permanent employees who have put in 12 months' service or more. In 1943, 1/24th of the basic earnings, excluding overtime in 1942, was paid as bonus. This unit also continues to pay the old war allowances (1914-19) at the following scale* :—

Upto Rs. 75 25%
From Rs. 76 to 125 17½%
From Rs. 126 to 200 10%

* (Vide Rule 22(C). of Standing Orders, Traffic Department).

" An additional increase of Rs. 5 p.m. may be granted to all monthly paid employees at the time of their promotions from Rs. 75 to Rs. 80 or from Rs. 125 to Rs. 130.

(Vide C.M.'s letter, dated 30th August 1930, in force from 1st August 1930.)

Analysis of wages and earnings.

Data of wages and earnings were collected in respect of 4,315 workers employed in both the units in August 1944. The total number of samples, selected from different occupational categories in which the above-mentioned 4,315 workers were employed, was 2,918 or 67.6 per cent.

The following table shows the average daily basic wages and net earnings in the principal occupations. The averages refer to those of the samples and are based on figures of their actual wages and net earnings during the wage-period (*i.e.* August 1944).

TABLE XXVI.

Occupation.	Number of workers employed.	Number of samples taken.	Average daily basic wages.		Average daily net earnings including overtime allowances and bonuses.	
			Rs.	A. P.	Rs.	A. P.
<i>(a) Bus—</i>						
Drivers	514	361	1	9 10	2	6 4
Conductors	925	640	0	14 2	1	9 5
Inspectors	94	63	1	1 7	1	12 0
<i>(b) Tram—</i>						
Conductors and Drivers	2,403	1,602	1	4 7	2	1 0
Pointsmen, Trolley-men and Signalmen ..	88	58	0	11 4	1	9 3
Inspectors	87	58	1	13 11	3	3 1
Ticket Examiners ..	25	17	1	8 9	2	1 7
Traffic regulators ..	63	42	1	12 11	2	13 11
Starters	93	62	1	9 10	2	11 10
A-grade Conductors ..	23	15	1	3 1	2	0 0

All employees were men and time-rated, generally on monthly rates of pay.

It will be seen from the table that in all except two occupations the daily basic wages of workers were above Re. 1. Those who draw less than Re. 1 as basic daily wages are the unskilled workers, *viz.*, bus conductors and pointsmen, trolley-men and signalmen. The mechanical and inspectorate staff appears to be better paid than other employees. The net earnings of drivers, conductors and inspectors are much above their daily basic wages, indicating thereby considerable overtime work.

The following table shows the percentage increase in the net monthly earnings including allowances over the basic wages that prevailed in 1939 :—

TABLE XXVII.

Occupations.	Concern	Average.		Percentage increase.
		Basic. Rs.	Net earnings Rs.	
1. Bus drivers	1	47 0 0	68 12 0	46.2
	2	63 0 0	98 0 0	55.6
2. Bus conductors	1	26 0 0	46 0 0	76.9
	2	34 0 0	64 0 0	88.2
3. Inspectors	1	32 0 0	50 0 0	56.2
	2	58 0 0	99 0 0	70.7
TRAMS.				
4. Tram drivers & conductors		34 0 0	64 0 0	88.2
5. Pointsmen, trolley-men, signalmen		22 0 0	49 0 0	122.7
6. Inspectors		58 0 0	99 0 0	70.7
7. Ticket examiners		48 0 0	65 0 0	35.4
8. Traffic regulators		56 0 0	89 0 0	58.9
9. Starters		50 0 0	85 0 0	70.0
10. A grade conductors (Ticket Memo Clerks)		37 0 0	62 0 0	67.6

This shows that there has been an increase in the net earnings in almost all categories of workers in trams and buses. But, in view of the changes in the cost of living as indicated by the Bombay working class cost of living index, it can be said that this has been more than offset by a rise of prices.

Overtime.—Overtime is compulsory in one unit, optional in the other. A record of it is kept and is open to inspection by workers. Overtime is paid at the rate of 'time' and a quarter. The workers contend that overtime should not be compulsory and that it should be paid for at the rate of 'time' and a half. These objections are, however, held in invalid on the ground that overtime in trams and buses depends upon the exigencies of transport service and cannot frequently be foreseen or provided for in advance. The second demand is opposed in view of the Factories Act and the Bombay Shops and Establishments Act which govern the rate of overtime.

Deductions.—Deductions in respect of provident fund, savings fund (optional) loans, grains and store materials (if any) are made by one of the units only. The other unit does not make any deductions.

Fine fund.—There is a fine fund in one unit under reference, called the Employees' Welfare Fund. The rules are that deductions in respect of fines are not to exceed 5 per cent. of salary or wages, except in cases of 'outstandings' when employees leave the company's service. Fines inflicted in excess of 5 per cent. of salary or wages are to be deducted in two or more instalments. All such fines are credited to the Employees' Welfare Fund. This rule does not apply to conductors' *shorts*. Court fines are not to exceed Rs. 2¼ p.m., the balance being carried forward to the next month.

The amount outstanding in the fund is about a lakh of rupees which is kept in a bank in the joint names of the General Manager, the Secretary and the Assistant Secretary, either of whom can operate on this account singly. This fund consists of the following :—

- (a) all fines recovered from employees,
- (b) donations made by passengers transgressing bye-laws, etc., in lieu of legal proceedings being taken,
- (c) proceeds of 'Lost Property' sales.

The fund is available, at the discretion of the General Manager, for the following purposes :—

- (i) Small loans to necessitous persons to be repaid by monthly instalments.
- (ii) Compassionate donations of small sums to poor passengers and others injured in tramway accidents, etc.
- (iii) Other deserving cases, which cannot be assisted with Company's money.

There are a number of rules for ensuring repayment of loans and also for safeguarding against the loans being taken by undeserving persons. The credit balances are, from time to time, considered by the board for expenses on welfare work among the Company's employees.

Periods of wage payment.—The wage period in both the units is a calendar month and the workers are paid between the 7th and the 10th of the subsequent month. They are also paid for the weekly holidays. In one unit, 4 communal holidays are given in addition every year.

Working conditions.

Shifts.—In one unit, there are morning and evening straight duty shifts and also split duty shifts. In the second unit, there are four shifts of four hours each. The workers work for four hours at a stretch and are allowed four hours' rest before resuming work in the next shift.

The buses and trams in the city of Bombay work from early in the morning till late in the night. Besides, there are extra services during rush hours. The programme of duty hours for different categories is fixed in advance and is so chalked out that each worker does not work for more than 8 to 8½ hours per day. Tram and bus drivers, controllers, special inspectors and depot starters work for 8 hours per day while others work for 8½ hours. Men on the extra list required to wait in depots are not paid any wages for the first hour of their waiting. The total spreadover in both the units is 12 hours though the worker is not on call during the four hours' interval referred to above.

The tram and bus employees work outdoor and their working conditions may therefore be studied with reference to their duties.

Working conditions in depots.—There are four depots or starting points for trams and buses in one unit, out of which one is exclusively for buses and one exclusively for trams while two are common to both. The tram and bus conductors and drivers have to report in the depots and the following table gives their strength at the date of enquiry along with the facilities provided in them :—

TABLE XXVIII.

Sl. no.	Code letter of the Depots.	No. of workers.		Water supply.	Latrines.	Urinals.	Seating arrangements.	Dispensary.	Canteen.	
		Trams.	Buses.							
1	Unit No. 1— Depot A	..	890	626	No	6	5	Wooden benches.	Yes	Yes
2	Depot B	..	545	..	No	5	3	1 bench.	No	Yes
3	Depot C	251	No	4	1	3 benches	No	No
4	Depot D	..	990	340	1 tap	4	4	Benches	Yes	Yes
	Unit No. 2	297	11 taps for workers.	3	2	Shelter benches.	..	Yes

The seating arrangement in the depots was very inadequate. The flush latrines were very dirty and there was no adequate arrangement for drinking water for workers.

Canteens are run at three out of four depots in the first unit. Tea and light refreshments are served at concessional rates. Facilities also exist for

lunch and meals at the Colaba Depot. The price of a single cup of tea at the canteens was two pice as against one anna in the market.

The out-door staff other than conductors and drivers, *i.e.*, the traffic regulators, ticket inspectors, pointsmen, have no rest shelter at many of the junctions and are exposed to sun and rain. At certain places, *e.g.*, Dhobi Talao, Bori Bunder, Bhindi Bazar, etc., the regulators can avail themselves of the facilities of shelter provided for passengers; at others, there are small cabins for the use of 'A' Grade Conductors or Ticket Memo Clerks. It was complained that the duties of regulators are multifarious and that the watches and whistles are not provided by the management though they are expected to regulate and note the timings of the movements of trams. Umbrellas are supplied to some of the out-door staff every two years. Generally, no provision exists for urinals, latrines and drinking water at junctions. The rest interval of 5 minutes allowed to conductors and drivers between their arrival at the destination and departure from the same is too small and, in some cases, it is negligible as the trams usually run late in these days due to heavy traffic. There is only one depot in the second bus company though there are various cabins at different places for the starters. One shelter is provided at the depot. The sanitary arrangements are generally satisfactory, though some of the latrines and urinals were very dirty at the time of my visit.

Medical Facilities.

The first unit has two dispensaries, one at Colaba and the other at Kingsway Depot. The average daily number of cases treated at these dispensaries is 200.

TABLE XXIX.

Traffic cases treated at Colaba and Kingsway during 1939 and 1944.

Months.	Colaba.		Kingsway.	
	1939.	1944.	1939.	1944.
January	1993	1827	688	1088
February	1828	1996	735	11: 8
March	1720	2350	843	1495
April	1555	2841	769	1819
May	2350	2489	1050	1854
June	1905	2146	861	1474
July	1865	2208	953	1453
August	1571	2363	897	1634
September	1410	2300	994	1456
October	1785	1983	1465	1345
November	1395	2421	984	1535
December	1077	2424	650	1468

The doctors-in-charge of the dispensaries are registered medical practitioners. No occupational diseases are reported. There is no periodical medical examination. The system of medicine is allopathy and the prevalent diseases are fever, diarrhoea, dysentery, etc. In the other unit, no dispensary is provided by the management but a private medical practitioner is subsidised to give free medical aid to the workers.

Grain shops

The two units under reference have their own grain shops for supplying essential commodities at controlled rates. Usually, rice, *jawar*, *bajri*, wheat, sugar and kerosene oil are supplied at the rationed scale. The bigger unit supplies in addition *dals*, *ghee*, tea and washing soaps, partly at the permanent grain shops and partly through mobile grain shops which serve localities like Byculla and Tardeo.

Uniforms.

In the bigger unit under enquiry, the entire out-door staff get uniforms according to the standing rules. In the other unit, two uniforms per year are given to drivers, conductors and inspectors of buses.

Trade unions and strikes.

The following statement gives the necessary information about trade unions among the tram and bus workers :—

TABLE XXX.

Name of Trade Union.	Date of Registration.	Membership.
1. The Tramway Men's Union	24th May 1928	433
2. B. E. S. T. Workers' Union	21st October 1938	800
3. The Bombay Taxi Drivers' Union	12th September 1929	967
4. The Bombay Private Motor Drivers' Union	30th June 1937	453
5. The Provincial Motor Transport Association	19th May 1943	460
6. The Lorry Drivers' and Workers' Union	May 1944	532
7. The Suburban Bus Workers' Union	Nov. 1943	200

Recently, the Tramway Men's Union and the B.E.S.T. Workers' Union have been amalgamated into one known as the B.E.S.T. Employees' Union. There is no written agreement regarding wages, hours of work, etc. Occasionally, union officials interview the management regarding their grievances, disputes, etc. The subscription is 4 annas per month per worker.

There is no works committee in any of the units under investigation.

Causes of strikes and their settlement.—On the 14th May 1942, the B.E.S.T. workers' union served the Company with a notice embodying their demands and threatening a strike. On the 18th May 1942, the managing committee of the Tramway Men's Union passed resolutions asking for a revision of the scale of dearness allowance and for an emergency evacuation allowance. The notice to strike expired on 28th May 1942 and most of the bus drivers and conductors and some of the tramwaymen struck work. At the instance of the Labour Commissioner, the Government of Bombay appointed the Hon'ble Sir Robert Broomfield to adjudicate in the dispute. The strikers thereupon called off the strike and resumed work. Sir Robert Broomfield adjudicated upon certain demands which were common to other unions and ruled out certain other demands which were beyond the scope of his enquiry. Thereupon, the Tramwaymen's Union again formulated the same demands (which were rejected by Sir Broomfield) and forwarded them to the management on 24th June 1942 threatening a strike. The Government of Bombay again intervened and appointed Dr. A. Latifi to adjudicate in the dispute. He gave an award which was enforced and made binding on the parties.

In 1943, the Union of the B.E.S.T. employees wanted a revision of the award of Sir Broomfield. Certain negotiations were carried on between the management and the employees which proved to be fruitless. In 1943, the Company finally replied to the unions that they were unable to accede to their demands. Thereupon, the unions urged the Government to appoint a court of enquiry under the Trade Dispute Act or an arbitrator. The Labour Commissioner informed the unions that previous awards were subsisting. On the receipt of this intimation, the unions gave notice of the termination of both the awards (Broomfield and Latifi Awards).

On 3rd April 1944, the union of the B.E.S.T. employees again gave a notice of strike, which was to expire on 17th April. The Government of Bombay appointed Mr. Wassoodew as arbitrator. As he fell ill, Mr. E. M. Nanavutty was appointed arbitrator in his place. He heard the arguments of both the parties and finally gave his award (*vide* Bombay Government Gazette Extraordinary, dated the 16th December 1944), chief features of which are as follows :—

1. Case for revision of scales for rates of pay was decided against the employees.

2. Dearness allowance was accepted and it was laid down that it will be paid on the same scale as adopted by the Millowners' Association of Bombay.

3. The old war allowance of 1918 was to be treated as a part of wages not only in the calculation of bonus but also for the purpose of provident fund and gratuities.

4. The company is not justified on any ground whatsoever in excluding overtime from the wages of an employee in calculating the amount of bonus awarded to each such employee.

In the other unit under enquiry, the relation between the employees and the employers seemed to be very strained. On enquiry from the manager it was found that there has been some party feeling between the clerical staff and the out-door staff, as the former has been given some increment in pay. It is learnt that the employees have made a representation to Labour Commissioner and Police Commissioner. There was a strike in the year 1939 which lasted for about 7 days. Government intervened and the matter was referred to arbitration which resulted in an award favourable to the employers.

Accidents and compensation.

In one of the units under enquiry there were 96 cases of accidents in 1943. The total compensation paid under the Act was Rs. 3,258-7-3. Outside the Act, there were 527 accidents and a voluntary compensation of Rs. 2,745-12-1 was paid by the management. At the other unit, no accident had been recorded.

Safety Acts, etc.

The tram and bus workers (Traffic Department) do not come under the Factories Act. Most of the workers are drivers and conductors and they are governed by Motor Vehicles Act and Shops and Establishments Act respectively regarding times of work, etc.

Provident fund.

Only one unit under enquiry has a provident fund scheme. All employees who get more than Rs. 15 p.m. are required to become members of and subscribe to the fund, with effect from the date of their appointment or of attaining such wage. The important regulations are given below :—

“ Every member shall contribute to the fund during the period of his service at the following rates for every complete rupee of the salary or wages payable to him :—

(a) Subscription : 16 pies from member receiving a salary or wage of Rs. 100 or over per month.

(b) 12 pies from member receiving a salary or wage under Rs. 100 per month or 16 pies at the option to be signified in writing."

"Such contributions shall be deducted by the company from the wage of each member at the time of payment thereof and shall be paid by the company to the Trustees and credited to the individual account of the member as his contribution to the fund. The company contributes to the fund monthly an amount equal to the contribution of each member for that month."

"In the beginning of each year interest at a rate equal to the rate of interest yielded by the investments for the time being representing the contributions to the fund by the company and the members and the accrued interest thereupon, but not exceeding a rate of 5 per cent. per annum, shall be credited proportionately to the individual account of each member. The amount of interest, if any, yielded in each year by the investments for the time being representing the contributions to the fund by the company and the members and the accrued interest thereon in excess of 5 per cent. per annum shall be carried to the credit of General Reserve Fund Account".

Pensions and gratuities.

None of the units under enquiry had any pension scheme. Only one had a gratuity fund account. This is a part of the provident fund and its resources are utilised by the Trustees :—

- (1) to pay special bonus to retiring members,
- (2) to pay income tax and super tax payable on any gratuity paid to a retiring member.

The conditions of gratuity on retirement are :—

- (1) Continuous loyal and efficient service.
- (2) Age should be above 35 except on account of ill-health, disablement or retrenchment.
- (3) Any employee quitting his duty for the purpose of going on strike *ipso facto* forfeits all claims to any gratuity on retirement.
- (4) In the event of death, while in service of the Company, any retirement gratuity for which the employee would then have become eligible shall be paid to his nominees.

The scales for the grant of gratuity are as follows :—

7 years' service	3 months' pay.
10 years' service	6 months' pay.
12 years' service	9 months' pay.
15 years' service	12 months' pay.

Co-operative society.

One of the sampled units has a co-operative society. Its object is to inculcate and encourage thrift by enabling members to deposit some part of their income in a safe and convenient way with the prospect of a fair profit, and to prevent indebtedness by making loans available on reasonable terms. From the survey of indebtedness, it appears that although the workers are making use of cheap loans, yet the Pathan moneylender or mahajan has not been eliminated.

Funds are raised by subscriptions and shares, by loans and deposits, by donations and entrance fees.

Civil condition.

396 bus and tram workers, selected at random, out of a total of 3,933, were directly questioned by my investigating staff in respect of their civil condition and indebtedness.

Origin and migration.—The city of Bombay attracts labour from far and wide. Though the large majority of workers are drawn from the neighbouring districts, yet a fair number come from the different districts of the United Provinces, the Punjab and N.W.F. Province.

The following table gives the places of origin of the 396 sampled workers :—

TABLE XXXI.

Place of origin.	Total no. of samples.
1. Bombay Province and adjoining States	192
2. United Provinces and adjoining States	131
3. N. W. F. Province	29
4. South India	24
5. Punjab Province and adjoining states	7
6. Central India	6
7. Bihar Province	3
8. Delhi	2
9. Bengal	1
10. Singapore	1
Total ..	396

Age distribution.—Among the tram and bus workers in one unit, a very large majority falls in the age group of 20 to 25. The total frequencies against the two groups 20 to 25 and 25 to 30 are the highest. The following table gives the relevant details about age distribution :—

TABLE XXXII.

Showing number of persons in different age-groups.

Serial Number.	Age-groups in years.	Number of persons.			Total.
		Tram-B.E.S.T.	Bus-B.E.S.T.	Bus-Bandra.	
1	15—18	1	1
2	18—20	1	1	..	2
3	20—25	76	36	16	128
4	25—30	75	29	5	109
5	30—35	46	12	10	68
6	35—40	32	11	4	47
7	40—45	15	5	..	20
8	45—50	14	2	1	17
9	50 and above	2	1	1	4
Total ..		262	97	37	396

The average family.—Most of the workers employed in bus and tram companies are obliged to leave their families in their home districts owing to housing difficulties and high cost of living in the Bombay city and suburbs. The following table gives the number of dependants on the sampled workers :—

TABLE XXXIII.

Showing distribution of workers according to the number of dependants.

Serial Number.	Family consisting of dependants.	Number of workers.			total.
		Tram-B.E.S.T.	Bus-B.E.S.T.	Bus-Bandra.	
1	0	10	1	..	11
2	1	8	3	2	13
3	2	32	11	5	48
4	3	45	21	6	72
5	4	50	21	6	77
6	5	45	12	7	64
7	6	38	13	4	55
8	Over 6.	34	15	7	56
Total ..		262	97	37	396
Average ..		(4.3)	(4.5)	(4.5)	

Literacy.—All the sampled bus workers in one unit were literate, 38 of these knew English as well. In the other unit, 34 out of 37 (*i.e.*, 91.9 per cent.) could read and write in their mother tongue. Among the tram workers, however, the percentage of literacy was slightly lower as, out of 262 persons, only 227 were literate. Of the latter, 53 knew English besides their own mother tongue.

Distribution by religion.—Table XXXIV shows the percentage of Hindus and Muslims and other communities to the total employment in bus and tram companies.

TABLE XXXIV.

Religion.	Buses.		Trams.	Total.	Percentage.
	Unit No. 1	Unit No. 2.			
Hindus	52	16	175	243	61.4
Muslims	33	14	81	128	32.3
Christians	8	5	4	17	4.3
Parsis	4	2	1	7	1.8
Jews	1	1	0.2
Total ..		97	37	262	396
					100

Indebtedness.

The following tables indicate the extent and causes of indebtedness separately for bus and tram workers. The average indebtedness per indebted person in the trams is Rs. 408 while in the buses it is Rs. 444 in one unit and Rs. 318 in another. A very small percentage of workers is free from debt. In the trams, 26 out of 262 persons were without debt while, in buses, 7 out of 37

in one unit and 15 out of 97 persons in the other unit were free from debt. In the two units combined only 48 workers, i.e., 12.1 per cent. were free from debt. The average debt of an indebted workers was Rs. 409.

TABLE XXXV.

Showing the amount of indebtedness under different causes.

Serial No.	Causes.	Amount in rupees.			Total.	
		Tram-Unit No. 1.	Buses.		Amount in Rs.	Percentage to total.
			Unit No. 1	Unit No. 2		
1	Marriage	32,877	7,075	3,250	43,202	30.4
2	Sickness	12,204	5,240	1,660	19,104	13.4
3	Death	1,890	700	500	3,090	2.2
4	Purchase of land & cattle	3,500	150	730	4,380	3.1
5	Purchase of house	5,085	1,050	..	6,135	4.3
6	Litigation	1,420	1,000	..	2,420	1.7
7	Domestic needs	27,220	11,015	3,270	41,505	29.2
8	Ancestral	9,630	9,000	..	18,630	13.1
9	Miscellaneous	2,442	1,175	140	3,757	2.6
	Total ..	96,268	36,405	9,550	142,223	100
	Number of persons indebted	236 out of 262	82 out of 97	30 out of 37	348 out of 396	

The chief causes of indebtedness are marriage, sickness, domestic needs and ancestral debt. Between them, these four causes account for over 86 per cent. of the total debt.

Rate of interest and agencies.—A small percentage of debt, usually borrowed from friends and relatives, is free of interest. The rate of interest charged by other agencies varies from 6 to 60 per cent. and, in some cases, it goes above it. The agencies which charge comparatively low rate of interest are the co-operative societies, mahajans and Marwaris. The usurious rates are charged, in certain cases, by Marwaris but invariably by 'Pathan' moneylenders. The table that follows indicates the indebtedness, the agencies and the rate of interest separately for the bus and tram workers :—

TABLE XXXVI.

Showing the amounts of loan taken from various agencies and their rates of interest.

Serial No.	Rate of interest.	Agency.	Amount of loan taken in rupees.			
			Tram— B.E.S.T.	Bus— B.E.S.T.	Bus— Bandra	Total.
1	Free	Friends and relatives	15,989	8,935	2,400	27,324
2	0-6%	3,700	..	3,700
3	6-12%	Co-op. Society, Mahajan.. ..	16,320	7,425	..	23,745
4	12-18%	Mahajan and friends	10,956	1,350	1,200	13,506
5	18-24%	Mahajan	1,300	300	800	2,400
6	24-30%	Marwari and Bania	9,050	1,650	..	10,700
7	30-36%
8	36-42%	Pathan, Marwari	12,989	7,210	975	21,174
9	42-60%
10	60% and above.	Marwari and Pathan	29,664	5,835	4,175	39,674
		Total ..	96,268	36,405	9,550	142,223

Housing.

The survey of the housing conditions of bus and tramway workers covered 208 dwellings, of which 143 comprising 3 blocks scattered over different parts of the city of Bombay were supplied by one unit and 65 were privately owned houses leased by workers. Employees of the first unit, who are permitted to occupy rooms in the Company's various chawls have to comply with the following rules :—

“ An occupant can reside with his relatives, provided not more than four adults reside in one room (two children to be equivalent to one adult). The rent of each room shall be deducted from the pay sheet.

“ The moment an occupant ceases to be an employee of the company, he must vacate the premises forthwith. An occupant desiring to vacate must give one month's notice.

“ Occupants must not interfere with the company's property, otherwise the cost shall be recovered through the pay sheet from all the occupants of the floor on which the loss occurs, in the event of the loss not being traced to a particular individual.

“ No occupant can sublet his room without previous permission of the officer-in-charge.

“ The employees are required to sign a declaration that they occupy the rooms not as tenants but as licensees of the company.”

In such class of dwellings, the one-room dwelling predominated, comprising 95.8 per cent. of those provided by employers and 89.3 per cent. of private dwellings. As table XXXVII shows, none of the dwellings had more than two rooms :—

TABLE XXXVII.

Size.	Number of dwellings		Percentage of total.	
	Employers' houses	Private	Employers' houses	Private
One room	137	58	95.8	89.2
Two rooms	6	7	4.2	10.8
Total	143	65	100.0	100.0

The following table shows the density of occupancy in the two classes of dwellings separately and according to size. It will be seen that congestion in private houses was more acute than in employers' houses. The average density of occupancy in private houses was 5.2 persons per room as compared with 4.4 in employers' houses. But it should be mentioned here that the average of rooms—111 square feet—in private houses was larger by 7 square feet than the average area of rooms in employers' houses—104 square feet. In both categories of dwellings, the density of occupancy was at its highest in one-room houses :—

TABLE XXXVIII.

Size of dwellings.	No. of dwellings		No. of rooms.		Number of occupants.		Density of occupancy.	
	Employers'	Private	Employers'	Private	Employers'	Private	Employers'	Private
One room	137	58	137	58	662	338	4.5	5.8
Two rooms	6	7	12	14	38	37	3.2	2.7
Total	143	65	149	72	700	375	4.4	5.2

Table XXXIX shows the percentage of occupants of the dwellings surveyed, who were living under conditions of occupancy shown by table XXXVIII. 94.2 per cent. of persons occupying employers' houses and 90.1 per cent. of those residing in private houses were living in one-room dwellings at the rate of 4.5 and 5.8 persons per room. In both cases the number of occupants of one room dwellings exceeded the proportion which these dwellings had of the total number of rooms in all dwellings :—

TABLE XXXIX.

Size of dwellings.	Percentage of habitable rooms to total number of rooms				Percentage of occupants to total number of occupants.			
	Employers'		Private.		Employers'		Private.	
	No.	%	No.	%	No.	%	No.	%
One room	91.9	80.6	94.2	90.1
Two rooms	8.1	19.4	5.8	9.9
Total	100	100	100	100

The nature of amenities and the extent to which they were enjoyed by the dwellings surveyed are indicated in tables XL (a) and (b) :—

TABLE XL (a).

	Subsidiary rooms.				Verandahs.		Courtyards.				Kitchens.			
	With		With out	With		With- out.	With		With- out.	With		With- out.	With	
	No.	%		No.	%		No.	%		No.	%		No.	%
Employers' Houses														
All dwellings	143	143	77	53.8	66	
One room dwellings	137	137	77	56.2	0	
Two room dwellings	6	6	6	
Private Houses.														
All dwellings	8	12.3	57	65	65	
One room dwellings	1	1.7	57	58	58	
Two room dwellings	7	100	7	7	

TABLE XL(b).

	Bath Rooms.		Latrines.			Water supply.			Electricity.			Drainage.			Ventilation.			
	With		With out.	With		With out.	With		With out.	With		With out.	Satisfactory.		Unsatis- fac- tory.	Satisfactory		Unsa- tis- fac- tory.
	No.	%		No.	%		No.	%		No.	%		No.	%		No.	%	
Employers' Houses.																		
All dwellings	143	143	100	Nil	Nil	Nil	143	125	87.4	18	143	100	Nil	139	97.2	4
One room	137	137	100	137	121	88.3	16	137	100	..	133	97.1	4
Two rooms	6	6	100	6	4	66.7	2	6	100	..	6	100	..
Private Houses.																		
All dwellings	64	65	100	..	11	16.9	54	22	33.8	43	Nil	..	65	63	96.9	2
One room	58	58	100	..	11	19.0	47	22	37.9	36	58	56	96.6	..
Two rooms	7	7	100	7	7	7	7	100	..

None of the dwellings in each of the two categories had courtyards or any subsidiary rooms, other than habitable rooms. In employers' quarters, no verandahs at all were provided. Of one-room private dwellings, one only had a verandah. The remaining 7 two-room dwellings, however, had this amenity in each case. On the other hand, not one among the private dwellings had kitchens. The percentage of employers' houses without kitchens was 46.2. This means that the great majority of occupants of the dwellings surveyed had to do their cooking, in the absence of courtyards and verandahs, in most cases in their living rooms.

Another important and essential amenity, which is conspicuous by its absence in *all* dwellings, is the bath-room. Latrines, however, were found to exist in all houses. But in every case they were used in common. Not one house had an independent latrine. The position with regard to water supply was the same. In respect of lighting, 87.4 per cent. of employers' houses had electricity laid in them as compared with 33.8 per cent. of private houses. In point of ventilation, the great majority of dwellings of both categories have been returned as satisfactory in this respect. But, with regard to drainage, only employers' houses had satisfactory arrangements.

Thus, it is only in the provision of kitchens, electricity, drainage and a gymnasium attached to one of the blocks that employers' houses were superior to private houses. In respect of other amenities they are at par with others.

PART III.

CALCUTTA.

Bengal Province.

LABOUR CONDITIONS IN TRAMWAYS.

Employment.

The Calcutta Tramway Company provides employment for a large number of workers, both skilled and unskilled, in all its departments of which the main three are :—

- (1) Traffic,
- (2) Engineering,
- (3) Permanent way and overhead cable.

The following table shows the number of men employed at the time of investigation in each of the above 3 departments :—

TABLE XLI

Department.	Total number of hands employed.	Percentage to total.
Traffic	4,304	58.4
Engineering	2,321	31.5
Permanent way and overhead cable	748	10.1
Total ..	7,373	100

It will be noticed that the Traffic section employs more than half and the Engineering section almost one-third of the total labour force in the three above-mentioned departments of the Company.

The level of employment changed after the outbreak of war. The extension of lines to newly developed areas in the city could not be proceeded with on a large scale owing to the shortage of materials and the priority given
L1278DofL

by Government to war requirements in respect of cables, rails, etc. Petrol rationing, diminution in the number of buses as a result of requisitioning for A.R.P. Military work and the phenomenal increase in the population (both civil and military) of the city in the last 2 or 3 years, have imposed a heavy strain on the tramway service by increasing the volume of passengers. Thus, an enlarged demand for transport necessitated the employment of more hands, particularly in the traffic section.

Absenteeism among conductors and drivers was on the increase as a result of the increased volume of work after the outbreak of war and this forced the Company to employ and to maintain a reserve force in excess of normal requirements to maintain the usual service. From comparative figures supplied by the Company, it has been found that for 3 months in 1939 the average number of conductors employed per month was 1,292 whereas the average number of conductors employed per month in 1944 was 2,307, which shows an increase of 79 percent. The number of drivers has risen from 706 in 1941 to 953 in 1944, i.e., by 35 percent. In ordinary times, the Company employed 18 percent of drivers and 22 percent of conductors in excess of normal requirements to maintain their service; but the present emergency has forced them to keep 40 percent of drivers and 50 percent of conductors in reserve. The increase in employment figures in the Traffic Section is confined mainly to these two categories of workers.

There has not been any substantial increase in employment in the Engineering Section since the outbreak of war, as the number of cars has not increased. On the other hand, the Engineering Section has been depleted of some of its staff by military work and firms offering higher wages.

Frequent repairing of lines as a result of heavy traffic and absence of renewal has necessitated the employment of more coolies and masons in recent years in the Permanent Way Department.

The increase in the volume of employment in the different departments of the Company appears however to be of a permanent nature, as there is bound to be an expansion of the tramway system in the post-war period. One remarkable feature about employment in the Company is that in none of the departments are women, children or contract labour employed.

Time-rated and Piece-rated Workers.—In none of the departments are men employed on piece-rate wages. The employers are of opinion that they have found time-rated payment to be satisfactory in the moulding shop at the Nonopukur Workshop. Workers also prefer time-rate to piece-rate payment.

Length of Service.—Full details regarding the length of service of operatives in the different sections of the concern are not available. The Company maintains service records, though not so systematically as to provide the necessary statistical information. On the whole, it may be said that workers do not leave employment frequently. Among the Traffic staff, there are a large number who have a fairly long service to their credit. These men started from the lowest grade and were promoted to the highest.

Permanent and Temporary Workers.—Workers are classified into permanent and temporary categories. The majority of the workers are considered as permanent. Temporary hands are employed for special jobs or for general assistance when the work is heavy. In the Traffic Section, though there is some sort of classification of workers into 'permanent' and 'temporary', the line of demarcation is not very distinct. The only difference that exists is in respect of the 'Senior' and the 'Junior' group. The Senior group is termed 'permanent duty men' and the other group as 'reserve duty men'. The system is that a man, after passing from the training school, is taken in as a

'reserve duty man'. After a period of about 12 to 14 consecutive months' service, he is promoted as 'permanent duty man', but there is no distinction between these categories of workers regarding leave and other privileges, including the supply of cheap foodstuffs. The 'permanent service men', in addition to these privileges, have a certain security of service, subject to 7 days' notice or pay in lieu thereof at the time of dismissal.

Table XLII gives the number and percentage of 'permanent' and 'temporary' hands under the three departments of the Company.

TABLE XLII

Showing permanent and temporary workers.

Department.						Permanent	Temporary	Total
Traffic	Number	..	4,160	144	4,304
				Percentage	..	96.65	3.35	100.00
Engineering	Number	..	1,914	469	2,383
				Percentage	..	80.32	19.68	100.00
Permanent way and Overhead cable	Number	..	193	657	850
				Percentage	..	22.71	77.29	100.00
Total	Number	..	6,267	1,270	7,537
				Percentage	..	83.15	16.85	100.0

Apprentice drivers and conductors are given an allowance of 4 annas and supervisory posts. In the Traffic Section, the drivers and conductors have to undergo a period of training before they are employed as 'reserve duty men'. The training period for drivers is about 3 months. In the case of conductors it is about 15 to 20 days which vary according to the intelligence and aptitude of the individuals. The training period for conductors was previously 4 to 6 weeks. At present, it has been reduced because 'exchange', 'all-sections' and other types of tickets are no longer issued and this has simplified the conductors' job and their training period has been consequently curtailed. There is a training school which imparts both theoretical and practical training necessary for drivers and conductors.

Apprentice drivers and conductors are given an allowance of 4 annas per day. This allowance is given in the nature of an advance and is deducted from the salary in easy instalments of Rs. 2/- per month after the trainee is appointed. The Company loses this amount if he is declared unsuitable. In the Engineering Section, three categories of apprentices—A class, B class and C class—are taken in.

'A' Class Apprentices—'A' Class apprentices are Engineering Students from different institutions with 1, 2 or 3 years' study to their credit. All 'A' Class apprentices are placed on the wage sheets and have to record their time of arrival and departure at the works. In the event of absence, a proportionate amount is deducted from the pay of the trainee unless, in the opinion of works engineer, there is a sufficiently good reason for it. These student apprentices are taken in on a flat rate of Rs. 22/- per month on the following conditions :—

(1) An apprentice is subject to the training and discipline of engineers and other officers under whom he may be placed from time to time.

(2) The work to which he might be posted from time to time depends entirely at the discretion of the Company (Students are expected to do any type of work which is essential to the upkeep and maintenance of an engineering works or training system).

(3) The company accepts no responsibility for any accident that may befall an apprentice during the course of his training. Neither does it offer any guarantee of employment after the period of training is over.

Generally 8 'A' Class (student) apprentices are taken every year. Out of these, two are from the Bengal Engineering College and three each from the Benares Engineering College and the Calcutta Engineering College.

'B' Class apprentices.—'B' Class apprentices are selected from among the Anglo-Indians or Indians, the former being generally given preference over the latter. The total number to be filled by the Works Engineers does not exceed ten. Two more posts are reserved for the nominees of the Agents of the Company. The candidates must be educated up to a standard equivalent to the Board of Apprenticeship Training Examination or the Entrance Examination of the Calcutta Technical School. The age limits are 16 and 19 years. On being selected, the apprentices have to attend the Technical School for 5 years. The Company pays their tuition fees but books, instruments, etc., are provided by the individuals themselves. They have to observe all the Company's rules as regards time keeping, behaviour and general discipline and are paid as under during the period of apprenticeship :—

TABLE XLIII.

Year.									Pay per month in Rupees.
1st	12
2nd	15
3rd	19
4th	23
5th	26

'C' Class apprentices.—The relatives of persons already in the employ of the Company and some others are taken in this class. They are mostly illiterate, the maximum number being 10 at any one time. They are trained in one particular department only as fitters, wiremen, turners, etc., and the period of apprenticeship covers a period of 5 years. Like the other 2 classes of apprentices, they are also put on the wage sheets and their rates of allowance are as follows :—

TABLE XLIV.

Year.									Allowance per month in Rupees.
1st	12
2nd	14
3rd	16
4th	18
5th	20

It seems that the period of training for this class is unnecessarily long. It could be conveniently shortened to afford workers an early opportunity of earning higher wages. Of late, no apprentices have been taken in as the present number is far in excess of the requirements of the Company.

There is no scheme for training in the Permanent Way Department. In none of the Departments is apprenticeship period counted towards the total period of service.

It is apparent that the benefit of the revised rates of pay has been extended only to workers who have put in 10 or more than 10 years of service.

In the traffic section, promotion is given on merit and efficiency alone. After 7 or 8 years of service, conductors are generally promoted to the rank of Inspectors as and when vacancies occur. Drivers are promoted as jamadars in the same way. In all cases, Traffic workers (excluding menials) are employed at the lowest grades (as conductors and drivers) and are promoted to higher grades according to their merit, the number of vacancies permitting. The grades and time scale of payment for the rest of the Traffic (menial) staff are given below :—

TABLE XLVIII.

Occupation.	Grade.
Flagmen	Rs. 17½—20
Pointsmen	16½ (fixed pay)
Car cleaners, etc.	15 (fixed pay).

TABLE XLIX.

Occupation.	Grade II.		Grade I.		Special Grade.
	Rs.	Rs.	Rs.	Rs.	Rs.
Darwans	20—25	26—32			
Peons	17½—24½	25—30			30—35
Tailors	20—25	26—30			
Cobblers	20—24	25—29			

Car Cleaners receive Rs. 15 per month and are in due course promoted to the rank of pointsmen and afterwards to that of flagmen. Flagmen and pointsmen are not directly recruited.

Engineering Section.—Like the Traffic Section, all men in the Engineering Section are graded and receive regular yearly increments. Promotion depends on merit and vacancies. Below are given two tables showing the different grades in this Department :—

TABLE L(a).

Occupation.	Grade V.	Grade IV.	Grade III.	Grade II.	Grade I.	Special Grade.
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Skilled workmen	20—24	25—29	30—34	35—39	40—50	..
Crane Drivers	20—30	..	30—34	36—39	40—50	..
Lorry and Van Drivers.

TABLE L (b).

Unskilled Workmen.

Head Khalasis	26—35
Khalasis	15—18	18—25	..
Scrappers	15—18	18—25	..
Hammermen	18—20	20—25	..
Coolies, Sweepers, Trolleymen, Pointsmen.	15—18	..
Sirdars	18—25	..
Dak Jamadars, Darwans.	20—25	26—32	34—40
Peons	17—24½	25—30	..
Daftries	20—30	31—45	..
Asstt. Sirdars	16—22	..
Car cleaners	15	..
Lampmen, Greasers.	15—18	..

In considering the rates paid in the Engineering Section, it must be borne in mind that the Company's workshops are run for the maintenance and repair of vehicles and that the operatives are not required to be so highly skilled as in other engineering firms. The percentage of higher paid men is therefore smaller in the Tramways Engineering Department than in that of most of the other workshops. Very many of the skilled workers in this section can be compared to the semi-skilled type of operatives in the bigger engineering firms.

Permanent Way Department.—In the Permanent Way Department, the percentage of higher paid labour is insignificant. All grades, excepting those of the coolies, are within the limits of Rs. 17½ to Rs. 100 per month; a major portion being within the limit of Rs. 50 per month. The following table gives the different grades of some of the skilled and unskilled workers in this department :—

TABLE LI.

Occupations.	Grade V.	Grade IV	Grade III.	Grade II.	Grade I.
SKILLED WORKERS—	Rs.	Rs.	Rs.	Rs.	Rs.
Welders	40—2—64	64—3—100
Mechanical Mistries	20—1—24	25—1—29	30—1—34	35—1—39	40—2—50
UNSKILLED WORKERS—					
Points Mistries, Steam Roller Steermen, Motor Lorry Cleaners, Greasers. }	17—½—19
Sirdars, Points Coolies, Sweepers	15—½—18
Darwans and highling guards	20—½—25	26—1—32
Peons	17½—½—24

The majority of workers in the Permanent Way Department consist of coolies and their grades are as below :—

TABLE LII.

Years of service.	Rate of pay (Rs.) per month
0—1 year	15
1—3 years	15½
3—5 „	15/8
5—7 „	15/12
7—9 „	16
9—11 „	16/4
11—12 „	16/8
12—13 „	16/12
13—14 „	17
14—15 „	17/4
15—16 „	17/8
16—17 „	17/12
Over 17 years	18

From the first to the 11th year of service, there is a biennial increment of annas 4 only—a very unsatisfactory situation indeed.

Overhead and Cable Department —The grades of operatives in the Overhead and Cable Department are as follows :—

TABLE LIII.

Occupation.	Grade V.	Grade IV.	Grade III.	Grade II.	Grade I.	Special Grade.
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Skilled workmen	20-1-24	25-1-29	30-1-34	20-1-25	35-1-39	40-2-50
<i>Unskilled workmen.</i>						
Overhead and Telephone khalasis	Rs. 19 fixed pay.					
Cable and Ple Khalasis	16½-1-19	
Sweepers	15-1-18	
Darwans	26-1-32	

From these tables it is seen that, in some occupations, there is time-scale increment as well as promotion to higher grades. On the other hand, for certain occupations, there is only provision for time-scale increment but no promotion to higher grades. The difference between the two systems should be noted. Promotion from a lower grade to an upper grade depends not only on the skill and efficiency of a worker but also on the number of vacancies in the latter. The case of unskilled labourers is different. Some of them have graded scales of pay. It is reported that, in their case, chances of promotion are always remote, but generally speaking they come mainly under time-scale payment.

Labour Turnover.

In normal times, labour turnover in the Tramway Company was not high, although exact statistical information on the subject is not available. It is stated that the cases of dismissals in all the sections of the company are generally rare. Workers struck off the rolls of Company are those who retire or leave the firm voluntarily to seek more lucrative jobs elsewhere. There was a large turnover in 1942 in the Traffic Section due to employees' departure from the city to escape bombing. This brought in a large number of new men in the lower grades.

Absenteeism.

It is stated by the management that a large number of workers are normally absent after pay day, festivals and Sundays. During the monsoon, absenteeism figure shows a real increase owing to sickness. At present, fatigue as a result of heavy pressure of work in the traffic section is one of the causes, mainly among the ranks of conductors.

Newly appointed Bengali conductors are habitual absentees. The principal cause seems to be the low standard of health and vitality and high incidence of malaria. Another cause is the aversion of this type of worker to

continuous work which is professedly of an exhausting nature. Absenteeism is not so high among the drivers, because they are generally recruited from Upper India and possess better physique.

Epidemics such as malaria, small pox and other ailments explain, to some extent, the recent rise in absenteeism. Last year absenteeism was at its highest due to malaria. It has already been noted that this has compelled this Company to maintain a reserve staff in excess of normal requirements in the traffic section. The following table shows the extent of absenteeism among drivers and conductors in May 1944 :—

TABLE LIV.

Conductors.

Section.	4 days.	5/6 days.	7 days.	8/14 days	15/20 days.	21/31 days.	Total	Number of men on register.
Kalighat	1	13	6	23	9	15	67	397
Rajabazar	3	16	10	40	17	47	133	544
Northern	12	13	38	10	30	103	534
Howrah	1	..	8	9	101
Ballygunge	9	4	24	9	23	69	293
Park Circus	9	7	22	18	28	84	303
Kidderpore	1	5	1	9	4	8	28	184
Total	5	64	41	157	67	159	493	2,356

Drivers.

Section.	4 days.	5/6 days.	7 days.	8/14 days	15/20 days.	21/31 days.	Total	Number of men on register.
Kalighat	1	2	3	3	2	7	18	147
Rajabazar	1	3	2	4	6	8	24	196
Northern	1	6	..	9	5	5	26	219
Howrah	2	2	1	5	68
Ballygunge	1	..	5	..	2	8	97
Park Circus	3	4	9	3	7	26	147
Kidderpore	1	1	5	1	5	13	81
Total	3	16	10	37	19	35	120	955

In the Engineering Section of the Company this does not present such an acute problem. This will be seen from the table below :—

TABLE LV.

Period.	Total number of mandays.	Total number of mandays lost due to causes other than sickness.	Total number of mandays lost due to sickness.
April	24,197	824	725
May	29,017	1,324	1,198
June	26,310	1,213	930
Total ..	79,524	2,361	2,853

It is reported that a good many workers in the workshop live in the outskirts of the city and have to travel anything upto five miles on foot before getting a tram at Behala or Tollygunge. The absence of suitable housing, long distance from place of work and, to a certain extent, longer hours of work are some of the principal causes of absenteeism among them.

Figures are not available regarding absenteeism in the other two sections, viz., Permanent Way and Overhead Cable Departments, but it is reported that it is not very high.

Recruitment.

Traffic Section.—Normally, recruitment in the Traffic Department is made by reference to a waiting list of applications which are generally in excess of the required number of vacancies. An applicant to be selected must conform to the standard of physique and education laid down by the Company for the posts in question. Drivers are recruited from illiterate non-Bengali workers belonging to upper India. Literate men are taken in for the posts of conductors. Appointments are finally made by the Traffic Manager after a proper medical examination. The following are the requisite qualifications required for drivers and conductors in the Traffic Section :—

Age	..	21—30 years.
Height (Driver)	..	Minimum of 5 ft.—5 inc.
Conductors	..	5 ft. 4 inc.
Chest—minimum	..	30 inc.
Weight—minimum	..	115 lbs.
Eyesight	..	Must be normal.
General Health	..	Must be very good, should be free from any disease and physical disability and fit for active outdoor work.
Education	..	A fair knowledge in English and quick in calculations (for conductors generally).
Habit	..	Strictly temperate.

If a candidate conforms to these requirements he is selected, and, after training, taken in as a 'reserve service man'. In the higher grades of the Traffic Section, no direct recruitment is *usually* made. Whenever there is any vacancy in a higher grade, the seniormost man in the lower grade is generally promoted, provided he is efficient.

Engineering Section.—In the Engineering Section recruitment is made directly, preference being shown to the dependants of reliable workers. The Works Manager is the final authority in selecting candidates for appointments in this department.

Permanent Way and Overhead Cable Departments.—In these two departments the system of recruiting skilled labourers is the same as in the Engineering Section, but unskilled labourers, it is reported, are recruited through chargemen, *sirdars*, etc.

It is significant, that, though the Company maintains a labour officer, he does not play any part in the recruitment of operatives.

Labour officer.

There is a labour officer to look into the grievances of the operatives, but it is reported that the part he plays is limited in its scope. The Manager in the Traffic Section and the Chief Engineer in the other three Sections are the final authorities to whom appeals can be made regarding fines for negligence, deductions from pay, etc. The labour officer is not consulted in such matters and he has, as far as could be ascertained, no authority to enquire into them. Nor can he take any initiative in recruitment, welfare work and conciliation.

Wages and earnings.

The Tramway Company did not supply wage data in the form appended with the *ad hoc* questionnaire, as the wage census was already completed in their case. It is not, therefore, possible to give the average basic wages and earnings of the different classes of workers in the various departments of the Company for a particular wage period. The wage rates and the scale of increment for different classes of workers have already been referred to. There has been no change since 1939 in the basic rates of wages of workers on the highest and in the medium grades in the three principal sections of the Company. Changes in the basic rates have been made only in the case of unskilled operatives such as sweepers, cleaners, etc. This change was necessitated to secure an adequate supply of labour which fell far short of demand with the outbreak of War. In the Traffic Section, the scales of pay of Conductors and Drivers were revised in the middle of 1939 and these rates are still in force. It has been reported that the average monthly earnings of conductors in March, April and May 1939 was Rs. 28.76. The corresponding figure in 1944 was Rs. 20.24. This drop in the earnings has been explained by the management as due to increased absenteeism among the conductors and to a big turnover in staff due to bombing and discharges at that time owing to lack of discipline, dishonesty, etc., which brought in a large number of men on the lower grades and consequently reduced the average earnings. As already stated, the wages of unskilled operatives especially in the Engineering Section have increased in comparison with 1939. It has been found that the rates of wages of the skilled operatives in the Engineering Section of the Tramway Company are generally lower than those of similar occupations in the bigger engineering firms, evidently because the Company's workshop is required to maintain the cars in running condition which involves only minor repairs and a very high degree of skill is not, there-

fore, required as in the engineering concerns of the manufacturing type. The average earnings in the Permanent Way Department are the lowest as most of the workers in this Section are unskilled. The remarkable feature about the Overhead Cable Department is that overtime allowances comprise the bulk of earnings. Owing to the vital importance of the services of these men, their presence in the department is required at certain intervals during both day and night. As their services are only requisitioned in case of breakdown of overhead cable, which is purely accidental, a man attending the depot on an eight hour shift may not have to do any actual work for the greater part of the shift. For the intermittent work, men in this section are always willing to overstay their scheduled hours. Thus, an employee in this section is eager to do more than one shift in order to earn extra pay. Both skilled and unskilled workers in this section earn Rs. 35/- to Rs. 40/- higher than their basic wages and average wages are therefore fairly high. In all sections of the concern, 7 days' wages are given for 6 days' work. All the workers are monthly rated, only extra hands according to exigencies are appointed on daily rates in the Permanent Way Department.

There is no one fixed principle of wage determination followed by the Company. Prevalent rates of wages for similar work in the neighbouring area and the monopolistic position of this type of transport have some bearing on the fixation of rates of wages. These are also influenced by the workers' previous experience and training conforming to the prescribed standard laid down by the Company.

A dearness allowance has been given to workers to offset partially the increased cost of living after the outbreak of the war. Dearness allowance was first introduced in March 1942 and since then has been changed, mostly as a result of workers' demands. Up to the middle of 1944, workers and other staff getting monthly salary upto Rs. 200/- were given dearness allowance at the flat rate of Rs. 10/- per month. Since then, the scale of dearness allowance has been increased to Rs. 16/- per month.

Bonus and Other Benefits.—Before 1943, it was the custom with the Company to give an advance of half a month's pay to employees at the time of Durga Puja, 'Id and Christmas. This was recoverable in 2 instalments. In 1943, an advance equivalent to 3/4th of the monthly wages was given to all workers and was recovered in 10 instalments. Besides, in 1943 and 1944, the entire staff received a bonus equivalent to one month's basic pay. Dearness allowance is temporary and will be discontinued after the restoration of normal conditions. The payment of bonus cannot also be said to be a long term feature as it depends absolutely on the discretion of the management and there is no fixed month or period for its payment.

Overtime.—In the Traffic Section, overtime is worked according to exigencies and, though it is not compulsory, it is unavoidable in some cases owing to the system of rotation of duties. Overtime here is calculated in a manner different from that laid down in the Factories Act. Workers receive an overtime allowance equivalent to 1/4 day's pay for any work upto 2 hours over 7 hours and 15 minutes, which is reckoned as platform duty (In an 8 hour shift, 45 minutes are allowed for the return of bags, cash, etc., and the remaining 7 hours 15 minutes are allotted for platform work, i.e., work when a tram car is on the way). An extra 1/2 day's pay is given for any work done upto 2 to 4 hours beyond the platform duty. It is reported that about 60 to 70 percent of the operatives in the Traffic Section get 1/4 of pay for working overtime for less than 1/2 hour's duty.

The following table shows the actual number of hours worked by drivers and conductors on three normal days in June 1944 :—

TABLE LVI

	5-5½ hours.	5½-6 hours.	6-6½ hours.	6½-7 hours.	7-7½ hours.	7½-8 hours.	8-8½ hours.	8½-9 hours.	9-9½ hours.
In straight duties	49	227	345	377	381	292	94	30	6
In shift duties ..	37	86	83	57	35	28	15	6	2
Line conductors	36	887
Total ..	122	313	428	1,321	416	320	109	36	8
Percentage of workers putting in	4.0	10.2	13.9	43.0	13.5	10.4	3.5	1.2	0.3

Fine Fund.—A fine fund is maintained by the Company. My enquiry revealed that the rate of fine in the workshops is in accordance with the provision of the Payment of Wages Act. In Traffic Section, however, the Payment of Wages Act is not strictly followed as, according to the management, this Section does not come under it. It is, however, maintained that a reasonable view is taken at the time of fining. Fines are generally imposed for breach of discipline, late attendance, etc., by departmental supervisors. Workers fined have the right of appeal to higher authorities, such as Traffic Manager in the Traffic Section and Chief Engineer in the factory. It has been reported that fines were imposed on the conductors when they refused to work overtime (extra trips over 8 hours). These refusals are usually on the ground that 8 hours' work in overcrowded trans produces a considerable amount of exhaustion and renders them unfit for further work. The fine fund is utilised entirely for the benefit of the employees in providing sports and social amenities and grants in times of difficulty due to sickness and other causes. Grants are also made from this fund for religious festivals held from time to time at the different depots of the Company.

Analysis of basic wages.—From the data collected from the pay rolls of the Calcutta Tramways Corporation, it has been possible to show in the following table the frequency distribution of workers in the principal occupations in specified groups of monthly basic wages earned by them. The principal occupations cover mainly traffic duty staff and unskilled labour. Engineering staff has not been included. The table covers 4,968 workers out of a total of about 7,300 or just over 68 per cent. of the total and relates to the month of January 1944 :—

* 1. No pay is deducted when duties happen to fall below 7-15 minutes (Platform).

2. Duties rotate.

3. For 1 minute over 7-15 platform duty hours, a man is given a quarter extra (of a day's pay.)

TABLE LVII.

Frequency Distribution of workers in specified groups of monthly basic wages.

Occupation.	Number of workers in principal occupations whose monthly basic wages were.											Total.
	Below Rs. 15.	Rs. 15 & upto Rs. 19.	Rs. 19 & upto Rs. 23.	Rs. 23 & upto Rs. 27.	Rs. 27 & upto Rs. 31.	Rs. 31 & upto Rs. 35.	Rs. 35 & upto Rs. 40.	Rs. 40 & upto Rs. 45.	Rs. 45 & upto Rs. 50.	Rs. 50 & upto Rs. 60.	Rs. 60 and over.	
Drivers	608	158	75	47	29	..	1	..	918
Conductors	1,546	270	72	132	62	2,082
Car Cleaners	1	500	501
Starters	33	31	22	86
Time Keepers	66	66
Ticket Inspectors	118	57	5	180
Painters	150	14	12	10	12	9	2	..	1	..	210
Khalasis	146	47	3	3	1	200
Coolies	725	725
Total	1	1,521	61	2,169	441	160	188	159	151	90	27	4,968
Percentage of total in each group.	..	30.6	1.2	43.7	8.9	3.2	3.8	3.2	3.0	1.8	0.6	100

For workers in the principal occupations indicated in the table, the modal group of monthly basic wages was 'Rs. 23 and upto Rs. 27'. This is the modal group also for drivers and conductors. The modal wage group for car cleaners, painters, *Khalasis* and coolies was lower at 'Rs. 15 and upto Rs. 19.' Out of 4,968 workers, 84.4 per cent. had their basic wages between 'Rs. 15 and upto Rs. 31' per month, i.e., As. 8 to Re. 1 per day.

Items other than basic wages, which constituted net cash earnings were dearness allowance, overtime pay and attendance bonus. These are naturally variable factors. Pay for overtime work and bonus for good attendance were earned almost generally by drivers and conductors. In other occupations these were earned spasmodically. But, on the whole, overtime pay was more general than attendance bonus.

Dearness allowance was paid in all the occupations at a flat rate of Rs. 16 per month for full attendance after the middle of 1944. It would thus appear that 84.4 per cent. of the employees in the selected occupations were earning between Rs. 15 and Rs. 31 per month by way of basic wages and a minimum of (i.e., excluding overtime pay and attendance bonus) between Rs. 31 and upto Rs. 47 by way of net cash earnings, for full month's work.

Wage period.—The wage period is usually a month in all departments and all wages are paid before the 10th of the subsequent month. Whenever required, advances against wages are given to those in difficulty and the balance is paid at the time of the monthly payment.

Closed days and other holidays.—In the Traffic Section there are no fixed rest days, due to the essential nature of the service. The workers are however allowed a rest day with pay if they work for six days. If they work on the 7th day, they receive an extra day's pay. The workers generally select the rest day according to their convenience. In the Engineering and other sections, Saturdays are half working days and Sundays are the weekly closed days.

Leave.—Provision for privilege leave has been made for the Traffic Staff of the Company. In this department, privilege leave in the course of the year is granted in the following manner :—

(a) Men with less than 5 years' service	14 days.
(b) Men with more than 5 years' but less than 15 years' service	21 days.
(c) Men with more than 15 years' service	30 days.

In addition to privilege leave, medical leave is granted upto a maximum of 10 days a year. Those who do not avail themselves of this leave or any part of it receive wages in lieu thereof. In addition, one month's leave without pay is granted to all the operatives in the Traffic Section. In the Engineering, Overhead Cable and Permanent Way Departments, 12 holidays with pay in a year are granted to the employees, the holidays coinciding with the gazetted holidays—4 on account of Hindu festivals, 4 for Muslim festivals and 4 for Christian festivals. Coolies and other unskilled operatives in this section are allowed holidays without pay for two months or more in the year, if required. Skilled workers are granted only 20 days' leave without pay.

Other concessions.—Benefits in the form of cheap foodstuffs, medical facilities and free conveyance are given to workers in the concern. The tables that follow give the items of foodstuffs supplied to workers with or without dependants, together with their prices and quantity allowed—

TABLE-LVIII (a)

Giving comparative statement of foodstuffs issued to employees without dependants.

Commodities.	Quantity issued per week.	Selling price per issue.	Cost price per issue.	Benefit in terms of cash per week per issue.
		(Rs.)	(Rs.)	(Rs.)
Rice	2½ seers.	0 8 0	1 0 3	0 8 3
Atta	1½ "	0 4 10	0 7 6	0 2 7½
Dal	2 "	0 5 0	1 0 6	0 11 6
Mustard Oil	½ "	0 3 3	0 11 0	0 7 9
Sugar	¼ "	0 1 9	0 1 9	(controlled rate)
Salt	¼ "	0 0 9	0 1 3	0 0 6
Chillies	¼ "	0 0 9	0 1 9	0 1 0
Haldi	¼ "	0 0 6	0 1 0	0 0 6
Total		1 8 10½	3 9 0	2 0 1½

TABLE LVIII (b)

Showing foodstuffs issued to employees with one dependant.

Commodities.	Quantity issued per week.	Selling price per issue.	Cost price per issue.	Benefit in terms of cash per week per issue.
		(Rs.)	(Rs.)	(Rs.)
Rice	5 seers.	1 0 0	2 0 6	1 0 6
Atta	3 "	0 9 9	0 15 0	0 5 3
Dal	2 "	0 5 0	1 0 6	0 11 6
Oil	½ "	0 3 3	0 11 0	0 7 9
Sugar	¼ "	0 3 6	0 3 6	0 0 0
Salt	¼ "	0 0 9	0 1 3	0 0 6
Chillies	¼ "	0 0 9	0 1 9	0 1 0
Haldi	¼ "	0 0 6	0 1 0	0 0 6
Total		2 7 6	5 2 6	2 11 0

These tables show that the weekly benefit to employees without any dependants is Rs. 2-0-1½ which amounts to Rs. 8-10-2 per month, taking a month to be equivalent to 4.3 weeks. The weekly benefit to employees with one dependant is slightly higher. It is Rs. 2-11-0 or Rs. 11-8-11 per month. In case workers do not register their dependants' cards in the Company's shop, a cash compensation is given to them in lieu thereof.

Canteens.

There is no provision for canteens in the depots of the Company. There is, however, one small canteen in the Nonapukur workshop. This is managed and run by one of the senior employees. Tea is supplied at the rate of half an anna per cup and *parathas*, *malpuries*, etc., are supplied at a rate cheaper than that of the market. On an average, the daily scale of tea amounts to 133 cups. This is not very encouraging, considering the large number of workers employed in the workshops. The need for canteens to supply cheap refreshments, especially at the present time of scarcity and high prices, can hardly be overstressed. The Company are opposed to the idea as they think that they will have to incur some loss and shoulder additional responsibilities. Some years ago, canteens were established at Kalighat and Kidderpore Depots. These were run by contractors under the supervision of the Company but they were

later closed down. The Indian Tea Association started a tea stall in Nonamkur works, but it was not at all popular and was consequently closed down. On a close scrutiny of the situation, I find that quality and cost are the main consideration with workers and that no scheme is likely to succeed unless it places the canteen materials within their easy reach.

Free Uniforms.

The Company supplies free uniforms to most of its employees. In the Traffic Section, when a man joins the service, he is issued 2 free uniforms and one uniform thereafter every sixth month. A pair of shoes is given at the time of joining and afterwards re-issued at intervals of 7 months. Warm overcoats are also supplied to drivers, conductors and inspectors. Drivers are in addition given a rain-proof coat. Uniforms are washed at the expense of the Company. The cost of clothing to the Company in 1943 was Rs. 1,54,326. In the Overhead Section, menials are supplied with coats, shirts and shoes.

Housing.

It is unfortunate to note that the Company has not made any permanent and adequate arrangements for housing its workers. It was only after the bombing of the city by the Japanese that it was forced to make a temporary provision for housing only a limited number of drivers and conductors, with a view to preventing the depletion of the Traffic Staff and to maintaining their normal tram service. Up to the present time the Company has rented 13 large buildings in the city and housed nearly 630 of their staff which is a very small proportion. A monthly rent of Rs. 3/- each is charged. The Company, on the other hand, pays Rs. 6/- to Rs. 7/- per head per month for the quarters. To facilitate messing arrangements, the services of a number of wholtime cooks are made available free of cost. Lights, cots and a few pieces of furniture are also supplied free. These housing facilities, which are apparently too inadequate, have been admitted by the management to be purely a temporary feature and will be withdrawn as soon as circumstances permit. The other workers usually live in rented houses and *bustees* scattered all over the city. In many cases it has been found that they have to travel distances up to 5 miles before they can board a car.

Medical Facilities.

Medical facilities granted to the operatives in the Tramway Company are fairly satisfactory. Two dispensaries under the charge of four qualified doctors are maintained. Figures are not available as to the average number of patients treated daily in these dispensaries. Medicines are distributed free and four 'free beds' in the various hospitals in Calcutta are provided for in-patients from among the Company's employees.

Working Conditions

In the Traffic Section tram cars are available to the public from 5 a.m. to 12 midnight. These 19 hours are divided into 3 shifts. Two of these shifts—morning and evening shifts—are straight and continuous without any break. The third shift which may be called 'office car shift' is of the split type. This applies only to inspectors, checkers, jamadars, and other senior traffic staff and sometimes to conductors and drivers. The interval between the two parts of this split type is 4 hours. Duties are allotted according to a system of rotation. Thus, the duty time for an individual changes every week. Working

hours in the Engineering Section are 8 a.m. to 5 p.m. with $\frac{1}{2}$ hour interval on week days for tiffin and 8 a.m. to 1-30p.m. on Saturdays. There is an 8-hour continuous shift in the Overhead Cable and Permanent Way Sections.

There are five sheds, constituting the workshop of the company. Four sheds have roofs of corrugated iron sheets and the remaining one has a concrete roof. Three sheds have three sides of stone walls and one side is open. The remaining two sheds have got walls of tin sheets. Ventilation and lighting are adequate. Heights of the sheds vary from 20 ft. to 40 ft., and there is no congestion inside. All the sheds have large skylights in addition to sufficient arrangements for artificial lighting. Table LIX gives details of each of the five sheds :—

TABLE LIX.

Sheds.	Size.	Walls.	Roofs.
1. Saw Mills	Length. Breadth Height 220' × 260' × 20'	On three sides pucca.	Corrugated sheets.
2 Blacksmith & foundry	60' × 260' × 35'	Do.	..
3. Machineshop & Air break	230' × 90' × 35'	Do.	..
4 Electric Deptt. ..	60' × 130' × 40'	Three sides of iron sheets	..
5. Overhauling & Wheel shop.	230' × 100' × 35'	Do.	Concrete.

In the absence of any shelter, many of the workers buy things from stalls or hawkers outside the factory gate and consume them in very dirty and insanitary surroundings. The management state that the lack of space has stood in their way of building rest shelters for workers.

Drinking Water, Latrines and other facilities.

In the workshop, there are 10 taps for supply of drinking water and 15 taps for washing purposes. There are also provisions for the supply of cool water. There are 26 latrines and 12 urinals. The latrines are cleaned once a day and were found to be kept in a more satisfactory and hygienic state than those of several other industrial concerns. Considering the number of employees in the workshop, the arrangement for latrines and urinals appears to be adequate. Latrines and urinals and water taps are provided in the depots for the use of the traffic staff.

No educational and other facilities are available for the children of the employees in this concern, nor any scheme for the future has been worked out.

Provident Fund.

Two classes of provident funds are maintained by the Company viz., 'A' and 'B' Provident Funds. The 'A' Provident Fund was started in 1913. 'B' Provident Fund is of a rather recent origin and was set up in the year 1928. Membership to the 'A' Provident Fund is open to all permanent employees above 18 years of age and getting a basic salary of Rs. 15/- p.m. and above. There are two types of subscriptions : (1) compulsory (2) voluntary. Under the former, every member has to subscribe annually a sum equal to 5 per cent. of his salary. Since 1939, this rate has been raised to 6 $\frac{1}{4}$ per cent. Regarding the latter any member may, on giving not less than one

month's notice to the Manager, subscribe such further sum upto and not exceeding an additional 5 per cent. per annum of his salary. Up to 1939, the Company contributed every year a sum equal to half the aggregate amount of the compulsory subscription of the members. Profits permitting, the Company had the option to contribute a further sum equivalent to half the compulsory payment subscribed by the members in each year. Till 1939, therefore, the Company's subscription varied with profits and was between 30 per cent. and 40 per cent. of the members' subscriptions. Since then, this rate has been raised to 100 per cent. of the compulsory subscription of employees. All moneys that are not required immediately for the purposes of the fund are from time to time invested in approved securities. The interest accruing therefrom is divided *pro rata* among the members by book entry and the share so credited is treated as members' personal subscription. Advances are made from members' contribution to the fund (a) for payment of insurance premium, (b) for passage fare of the family when proceeding overseas or of a member himself when making a similar journey on medical certificate, (c) to meet the expenses (within the meaning of Provident Fund Act) incidental to severe illness of the member or his dependants, and (d) for any other reason of an unusual nature considered proper by the Trustees. In the case of covenanted officers, such advance is limited to four times the basic monthly pay not exceeding Rs. 2,000/-. The sum so advanced cannot exceed the total personal subscription of a member. The maximum limit in the case of other employees is Rs. 1,000/-. Advances sanctioned are recovered in 12 to 24 equal monthly instalments, unless the members elect in favour of fewer instalments. The interest charged is 5 per cent. per annum. In cases of dismissal for gross indiscipline, the employers' contribution is forfeited.

In the 'B' class provident fund, the rules regarding investments, interest on advances, rules of advances and their realisation, etc., are the same as in the 'A' class fund. Membership is open only to those permanent employees who are not members of the 'A' class fund, whose basic salaries are not less than Rs. 20/- per month and who are not less than 18 years of age. The Company's rate of contribution is ordinarily higher as, in addition to 50 per cent. of the member's contribution, an aggregate sum amounting up to 4½ per cent. of the net profits is subscribed by the Company.

Co-operative Credit Society.

Information regarding the amount of indebtedness among the tramway operatives is not sufficiently available. The Tramway Company maintains a co-operative credit society for the benefit of the employees and the table below shows the number of workers who were given loans for various purposes during the year ending 31st March 1944 :—

TABLE LX.

Analysis of the causes of Indebtedness.

Causes of loan granted.	Number of cases.	Percentage of total.	Remarks.
Marriage	626	39.9	
Improvement of land and house	538	34.3	
Repayment of debts	12	0.8	
Funeral expenses	66	4.2	
Medical expenses	223	14.2	
Flood relief	27	1.7	Emergency caused by Damodar and Midnapore flood.
Miscellaneous	76	4.9	
Total	1,563	100.0	

It is apparent that the bulk of the debt was on account of marriages and investment in land and buildings. Loans for medical expenses were also taken by a fairly large proportion of workmen.

Safety Acts.

In case of accidents it was found that these are reported to the head office immediately and medical aid is provided for as expeditiously as possible. Compensation is paid according to the provisions of the Workmen's Compensation Act in the Traffic Section only. Ordinary cases of injury on duty causing temporary incapacity to staff are given half pay which is slightly higher than what is payable under the Workmen's Compensation Act. In other cases, payments are made according to the schedule laid down in the Act.

Trade Unions, Strikes, etc.

There were 3 registered unions of the tramway workers at the end of 1943-44. These were (1) Calcutta Tramway Workers' Union, (2) Calcutta Tramway Labour Union and (3) Calcutta Tramway Employees' Union. Towards the end of 1944, another union—Calcutta Tramways Men's Non-Political Union—was registered. Of these 4 unions, the oldest is the Calcutta Tramway Workers' Union which was formed in 1927 and registered in the middle of 1939. It is the most influential of the four unions and is affiliated to the All-India Trade Union Congress. It has also the largest membership. It represented the tramway worker in the last adjudication proceedings (1944) in the dispute between the Company and the employees. The table below shows the membership and the financial position of 3 unions at the end of 1939-44 :—

TABLE LXI.

Showing number of unions in tramways.

	Date of registration.	Number of members at the end of 1943-44	General Fund.							
			Opening balance.		Income.		Expenses.		Closing balance	
			Rs.	A. P.	Rs.	A. P.	Rs.	A. P.	Rs.	A. P.
1. Calcutta Tramway Workers' Union.	25-6-39	5,677	2,018	9 1	4,371	7 2	4,110	7 3	2,279	9 0
2. Calcutta Tramway Labour Union.	1-1-43	185	7	0 0	392	8 0	390	9 0	8	15 0
3. Calcutta Tramway Employees' Union.	10-4-43	417	422	6 0	368	8 6	53	13 6

Immediately after the bombing of the city towards the end of 1942, the workers were panicky. They demanded their share of their contribution to the Company's provident fund but their request was turned down. The situation was worsened by the rise in the cost of living, particularly after the first few months of 1942. The growing discontent resulted in three strikes, in which nearly half the workers (varying between 2,000 and 3,000) were involved. The demands were mainly introduction of dearness allowance, increase in basic pay, payment of bonus, provision for privilege and casual leave, reinstatement of dismissed workers, adequate arrangements for protection against air raids, etc. The Labour Commissioner intervened. Most of the demands were conceded. The table given below gives in a nutshell the history and results of these three strikes.

TABLE LXII.
Giving particulars of strikes.

Serial No.	Full strength.	Number of men involved.		Man-days Lost.	Date on which dispute.		Causes.	Remarks.
		Directly.	Indirectly.		Began.	Ended.		
1	4,350	2,00	<i>Nil</i>	6,009	2-5-42 afternoon.	5-5-42 morning	Immediate cause—Dismissal of one conductor who had been absent on the previous day. The workers demanded (1) reinstatement of the dismissed conductor, (2) 25% dearness allowance, (3) withdrawal of 90% of their provident fund to enable them to purchase foodstuff, etc.	Partially successful.
2	4,350	2,000	<i>Nil</i>	6,000	20-5-42 morning.	23-5-42	(1) 25% increase in basic pay. (2) Bonus equivalent to 3 months' pay. (3) One month's privilege leave and 15 days' casual leave with pay in a year. (4) Reinstatement of all 8 dismissed men and security of service. (5) Adequate arrangements for the protection of workers from air raids and compensation for the victims of raids.	Do.
3	4,350	2,895	<i>Nil</i>	5,790	17-7-42	20-7-42	Demands were same as in previous strikes, i.e., regarding pay, bonus, leave, security, etc.	Successful.

After the settlement of the strikes, other disputes arose from time to time. The main points in the demands of the unions were dearness allowance, increase of basic pay, time table, etc. As no conciliation was possible, the dispute was referred to an adjudicator. The statement that follows gives the terms of reference and the adjudicator's awards :—

Terms of reference to the Adjudicator and his recommendations.

“(1) Whether the starting salary of the employees in the Traffic, Engineering, P.W. and other departments, including the clerical staff under the Company, is adequate. If not, what should be the starting pays and whether the pays now being drawn by these employees and their grades should be adjusted accordingly ?

“The starting pay of coolies and cleaners should be raised to Rs. 18 per month. There should be a grade for them of Rs. 18—1½—22. The starting pay of flagmen and pointsmen should be Rs. 20 and their grade should be Rs. 20—1½—24. Khalasis and scrapers who are now divided into two grades should be included in the present grade on a salary of Rs. 18—1½—25.

“All clerks should get a starting salary of Rs. 40 and should have the same increment and grades as Head Office clerks have at present. The starting pay of Rs. 30 for some clerks should be abolished. Pay clerks who at present get a starting pay of Rs. 45 should continue to be on their existing grade.

“No recommendations about the Depot cashiers are made as the employers are about to announce revised and more favourable conditions for them.

“All those who are at present drawing less pay than the starting pay recommended above should forthwith be raised to the above rates.

“(2) Whether the time table existing at present places the workers at a disadvantage with regard to rest, unusually long hours of work or compulsory overtime work at a stretch ? If so, whether and how the time table should be modified ?

“A time table be prepared in which the following points be specially considered, *viz.*,

“(a) no worker should be asked, as a rule, to work more than eight hours a day as far as as practicable,

“(b) compulsory overtime working should be reduced to the minimum necessary for carrying on smooth working, and

“(c) for those who have to work one 8-hour shift at a stretch, provision should be made for a 20-minute rest, if practicable.

“The time table so prepared should be submitted to the Labour Commissioner for his approval before being brought into operation.

“(3) Whether the loss sustained by the workers without dependants as a result of the introduction of rationing should be compensated by cash payment in the form of deducting the amount from the workers' ration bill as desired by the workers, or by supplying unrationed articles at concession rate as wanted by the employers, and what should be the amount in case of the former and what should be the articles and their concession price in case of the latter ? ”

“The loss sustained by workers without dependants consequent upon the introduction of rationing in the Calcutta area amounts to about Rs. 2|10|- per month. This amount be set off against the ration bill of such workers ”.

“ (4) Whether the Company should open free or cheap food canteens at different depots for the workers and, if cheap canteens be opened, what should be the kind of concession to be allowed ?

“ Canteens for supplying cooked meals to workers are neither greatly in demand nor practicable. Canteens for supplying tea and light refreshments such as biscuits, Indian sweetmeats and other dry Indian eatables should be started at the Company's workshops and depots, wherever practicable. These should be run by the Company and managed by representatives of the workers under the supervision of the Company's Labour Officer. No contractors should be employed to run the canteens. The food sold at these canteens should be sold at cost price to the workers, and not at a profit.”

“ (5) Whether the practice with regard to change of duty mutually among the workers as was existing upto 1943 should be revived ? If not, whether and how the practice existing at present on the same issue should be modified.

“ Mutual exchange of duties should be allowed upto a maximum of seven days per month, provided the two parties concerned give notice in writing to the Head Starters concerned ? ”

“ (6) Whether the facilities with regard to leave as existing at present are inadequate ? If so, what additional leave facilities should be given ?

“ In the case of Engineering and P.W.D. staff of the Company, a total of 14 days' privilege leave per year on full pay should be allowed. These 14 days represent the maximum leave permissible to each worker of these two categories. If the workers prefer to retain some of their present gazetted holidays, those must come out of 14 days. These two categories of workers should also be permitted 7 days' casual leave per year.

“ All other workers of the Company who have completed one year's service should be entitled to 21 days' privilege leave on full pay or 42 days on half pay in each year. They should also be entitled to 10 days' casual leave in the year, which should not be dependent on the production of medical certificates.

“ Those of the staff who already are entitled to more leave than recommended above should continue to enjoy their present leave facilities.

“ In the case of all classes of employees privilege leave should be allowed to accumulate over not more than two years.

“ (7) Whether the workers employed in the P.W. Department, who work on a temporary basis throughout their service, should be made permanent on fixed grades of pay ? If so, whether their previous service should be counted and the facilities with regard to pay, leave, etc., should be determined accordingly ?

“ Of the 500 odd coolies in the P.W. Department, all those who have put in a total of 30 months' service during the first three years should be made permanent. Their grade should be Rs. 18—1|2—22. The rest of the coolies of the P.W. Department staff to whom the above qualifications of service do not apply should remain on a temporary basis on a fixed pay which should be Rs. 18. The vacancies due to dismissal, defaults, etc., in the ranks of permanent coolies should be filled up from the temporary coolies who qualify for permanency. The permanent coolies should be subject to the same leave rules as all other workers of the Company according to the recommendations made in issue No. (6).

“(8) Whether the advance equivalent to 3 months’ pay given to the workers in 1942 irrespective of whether this has been given from the provident fund or not should carry any interest until it is paid up after the war is over in view of the fact that those workers who, having no provident fund, have been given this advance and have been exempted from paying any interest thereon.

“The advance amounting to three months’ pay given to all workers in 1942 was not advance from the provident fund in the case of those workers. It was straight advance by the Company from its own funds. The Company is not charging any interest on any of these advances. As regards the advances made from the provident fund, Company is not crediting interest for amounts which have been paid out of the provident fund balances. The present system of maintaining these accounts should be continued.

“(9) Whether the rates of dearness allowance as existing at present are adequate in consideration of the supply of food stuffs at concession rates, payment of bonus, supply of uniform to the traffic staff and other privileges which are being or will be given to the workers as a result of this adjudication. If not, what should be the increased rate ?

“Cash dearness allowance should be increased from Rs. 10 to Rs. 16. Subsidised rations should continue to be supplied as at present.

LABOUR CONDITIONS IN BUS SERVICES.

For an *ad hoc* survey of the conditions of labour in buses, 13 bus owners in Calcutta were examined. The majority of these owners are single individuals, private limited and public limited types being practically non-existent. There are a few private partnership firms, the shares of which are owned by the members of a family. 6 out of the 13 firms surveyed employ hands numbering from 4 to 10, another 6 employ 10 to 20 and only one employs more than 20. Out of the 13 samples covered, 5 are owned by Punjabi Sikhs, 4 by Punjabi Muslims and 4 by Bengalee Hindus. Punjabis are the pioneers in this business but Bengalees are slowly and steadily taking to it. The majority of bus owners are uneducated. The table given below shows the number of units of various sizes during the time of investigation as compared to 1939 :—

TABLE L.F.III.

Year.	‘A’ Number of units owning 1—2 buses.	‘B’ Number of units owning 2—5 buses.	‘C’ Number of units owning 5—10 buses.	‘D’ Number of units owning 10—15 buses.	Total.
1939	8	2	2	1	13
1945	5	6	2	..	13

A close study of the figures will show that there has been an appreciable increase in the number of units of size ‘B’. The increase in the number of units of this class is due to the Government requisitioning of buses from one of the bigger units (size ‘C’) and also due to the steady growth of some of the units of size ‘A’ since 1939.

Employment.

Before the war employers used to engage two drivers, one cleaner, and one conductor for each bus they owned but, owing to the alternative means of employment, there is at present a scarcity of trained drivers in this branch of the Calcutta road transport system. Moreover, due to the decrease in the working hours of each bus caused by the shortage of petrol and the subsequent introduction of a 'grouping system' by the Bus Syndicate, the employment of two drivers per bus has become unprofitable both for the employers and the drivers, the latter being daily rated workers. In the year 1939 there were 82 drivers in the units surveyed but this number went down to 43 at the time of investigation, the fall in the number of buses during this period being from 57 in 1939 to 32 in 1945. The rate of decline in the volume of employment among the conductors is not so sharp, the fall being from 97 in 1939 to 53 at the time of the investigation. There has been an increase in the employment figures as regards mistries. Owing to the high rate charged for minor repairs in shops now-a-days, employers find it cheaper to engage mistries instead of having repairs done in workshops. There has been practically no change since 1939 in the number of cleaners employed in the units under review, the fall being from 29 in 1939 to 28 in 1945. This is due to the rise in the status of drivers. Formerly, drivers did the cleaners' job but, due to a great scarcity of their supply, no driver will now undertake this type of work. Table LXIV gives employment figures in each occupation :—

TABLE LXIV.

Year.	Number of Buses.	Total employment figures.	Drivers.	Cleaners.	Conductors.	Mistries.
1939	51	216	82	29	97	8
1945	32	134	43	28	53	10

The following tables give the present distribution of the bus operatives by communities and provinces :—

TABLE LXV (a).*Distribution by communities.*

Occupations.	Hindus.	Muslims.	Sikhs.	Others.	Total.
Drivers	18	12	13	..	43
Conductors	29	13	11	..	53
Cleaners	22	6	28
Total	69	31	24	..	124
Plus 10 Mistries about whom particulars are not available			10
			Grand total	..	134

TABLE LXV (b).*Distribution by Provinces.*

Occupations.	Bengal.	Punjab.	U. P.	Bihar.	Others.	Total.
Drivers	19	13	7	4	..	43
Conductors	17	13	10	13	..	53
Cleaners	4	..	1	21	2	28
Total	40	26	18	38	2	124

From these tables it can be seen that the majority of workers employed in the thirteen units are Hindus and generally come from Bengal, the Punjab, Bihar and U.P. Punjabi Sikhs are employed as drivers and conductors. Cleaners are predominantly Bihari Hindus; Sikhs and Punjabi Muslims being completely absent in this occupation.

It has already been stated that there has been a definite shrinkage in the total volume of employment since 1939 in the units surveyed, due solely to conditions brought on by war. The removal of such factors as petrol shortage, 'grouping system', etc., after the war will probably increase the volume of total employment, provided the present density of the population of Calcutta is not very adversely affected.

Classification of workers.—There is no classification of the operatives into 'permanent' or 'temporary' in any of the units investigated. A 'no work no pay' system generally prevails. Most of the workers are employed on daily rates though, in some of the units, drivers and conductors are employed on a commission basis.

Graded and time scale of pay.—Interaction of demand for and supply of operatives during a period is the deciding factor in determining the daily rates of pay in this business. Graded or time-scale of pay is conspicuous by its absence.

Recruitment.—New hands are generally recruited through old employees.

Apprenticeship.—Though skilled and semi-skilled workers are necessary in this industry it is unfortunate that there is no adequate system of apprenticeship for new hands. The Bus Syndicate has no training centre. The system of training, existing in some of the units, cannot be said to be satisfactory.

Operatives engaged in buses can be classified under three heads, i.e., (i) skilled, (ii) semi-skilled, and (iii) unskilled. Drivers and mistries are skilled. Cleaners are semi-skilled and all conductors are unskilled, not requiring any qualifications except those of alertness and honesty. Licences for conductors are issued by the Police and, at present, there are more licensed conductors than can be employed in the trade.

Though there is no regular system of apprenticeship for conductors, they have to undergo a training period generally lasting from 15 to 20 days before they are employed. During this period, conductors are paid nothing. In one firm, the training period extends over 1 to 2 months. This is apparently a long period, the employer accordingly getting the benefit of unpaid labour. In another firm, the training period is six months but the trainee conductors are given free accommodation and an allowance of Rs. 25 to Rs. 35 per month. This firm also trains licensed drivers over a period of three years enabling them to get accustomed to the busy streets of the city and the traffic rules in force and to learn how to undertake petty repairs. Thus, it is seen that in some of the firms under review there are provisions for the training of conductors who do not require any great skill while there is hardly any provision for apprenticeships in skilled jobs.

Working hours and shifts.

In all the units the actual working period (when a bus is on the road) for the drivers and conductors is always less than the total spreadover of each shift. In Calcutta, during pre-war days, buses used to ply from 6 a.m. to 12 midnight. At present they begin to ply from 6 a.m. and stop at 9 p.m., i.e., there is a 15 hours' bus service. This period is generally divided into morning and evening shifts. The morning shift usually commences at 6 a.m. and ends at about 1 to 2 p.m. The evening shift starts at about 2 p.m. and ends at about 9 p.m. The total spreadover of each shift is from 7 to 8 hours. The differences between the total spreadover and the actual working period (i.e., the period when the bus is actually plying) varies according to the length of the route.

arrangement of trips, and the grouping system introduced by the Bus Syndicate. Thus, the drivers and conductors have to work from a minimum of 4 hours to a maximum of 7-1/2 hours in each shift. The rest of the time they rest in or around the 'stand'. They do not therefore mind working in both the shifts in a day with a view to increasing their earnings. Owing to shortage in their supply, owners themselves encourage this practice, which is certainly open to serious objection. A tired driver is always prone to accidents and it is desirable that he should not work for more than eight hours a day. The state of affairs is different in the case of licensed conductors who, on account of a plethora in their supply, are not generally allowed to work for more than one shift per day. The work of cleaners is of a casual nature. There is no shift-system for them and they work for 3 to 4 hours every day. Mistries work according to exigencies of demand.

Double shift work is not compulsory though bus-owners raise no objection to it. Drivers who work double shifts are generally paid at the same rate for each shift. Registers of overtime work are not maintained and, naturally, no question of availability for inspection arises.

Wages and earnings.

Drivers and conductors form the major bulk of the total employees in the trade. They are either daily-rated or they work on a commission basis. This means that they are paid at the end of each shift. Those that work on a commission basis are paid at the following rates:—

Drivers : As. 1/3 to As. 1/6 per rupee from the total gross income in each trip.

Conductors : 9 pies per rupee from the total gross income in each trip. The commission is paid at the end of each shift and the conductor generally deducts the driver's commission and his own from the total gross receipts before handing over the cash to the proprietor. Mistries are paid at monthly rates. The wages of the mistries vary from 12 annas per day to Rs. 100 per month. The principle of 'no work no pay' does not apply in their case. They attend the garage once a day, whether there is any repair work or not. The wages of cleaners vary between Rs. 25 and Rs. 45 per month. Generally, those who are skilled and can do petty repairs are paid at a higher rate.

Table LXVI shows at a glance the wages of the different categories of workers:—

TABLE LXVI.

Class of workers.	Maximum wages.		Minimum wages.		Maximum commission on gross income (per rupee).		Minimum commission on gross income (per rupee).	
	1939	1945	1939	1945	1939	1945	1939	1945
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.
Drivers on daily rated basis	3/- per shift.	5/- per shift.	2- per shift.	3/- per shift.
Drivers on commission basis	-1/6	-2/6	-1/3	-2/-
Conductors on daily basis	1/8	2/8	1/-	1/8
Conductors on commission basis.	-1/9	-1/3	-1/9	-1/-
Cleaners	..	25/-	60/-	20/-	37/8/-
Mistries	100/-	..	-12/- p.d.
Time keepers and other employees.	20/- to 40/-	35/- to 60/-	30/-	25/-

Changes in wages and earnings.—There has been an increase in the wages of all categories of workers since 1939, due mostly to rising prices and the restricted supply of trained hands. In 1939, drivers were paid Rs. 50 to Rs. 100 per month but, at the time of enquiry, it was practically impossible to employ a driver on a monthly rate. In the units surveyed, all drivers and conductors are either daily rated or on commission basis. Drivers are always willing to work double shifts and their monthly income to-day ranges between Rs. 175 and Rs. 275. In the year 1939, they earned Rs. 50 to Rs. 100 per month in a single shift. The income of commission rated drivers to-day varies from Rs. 10 to Rs. 12|8|- per day for double shift work.

In the year 1939, the income of daily rated conductors varied between Re. -14|- and Rs. 1|8|- per shift and they were not usually allowed to work double shifts. In 1945, the income of daily rated conductors varied from Rs. 1|8|- to Rs. 2|8|- per shift. As already pointed out, there are more licensed conductors than can be absorbed in the trade. Some of the licensed hands have taken to war jobs and, after the present world conflagration comes to an end, they may have a tendency to return to their original employment. The earnings of conductors may therefore fall. The judicious restrictions in the issue of licenses in future may act as a safeguard against apprehended fall in their income.

The war time rise in the wages of the cleaners is pronounced. In 1939, the cleaners received Re. -8|- to Re. 1 per day, whereas to-day their earnings vary from Re. 1 to Rs. 2|4|- per day. Those cleaners who are on a higher scale of pay practically belong to the semi-mistry class and can do minor repairs.

The war-time rise in the wages of all categories of workers in the trade must be considered temporary. In this trade, as in so many others, wages are determined by the demand for and the supply of the various types of workers. Unless the bus transport system is expanded by the improvement of roads and vehicles, the present level of wages will tend to go down as a result of the increase in the number of trained hands who will offer their services.

Waiting period.—The interval between the end of the wage period and the day of wage payment in the case of monthly rated workers varies from one day to seven days according to the discretion of the bus-owners.

Pro-rata system of wage payment.—Drivers and conductors, who are employed on a daily rate basis, are generally paid in full for the shift for which they are employed, though their actual period of work may be far less than the total spreadover of a shift owing to the accidental breakdown of a bus and other reasons. In such cases, they have to go without employment in the next shift. At times, when the total income made on a bus in a shift is so low due to breakdown that the proprietor has to stand the loss, the drivers and conductors are paid only a part of their wages by mutual agreement. In some of the units investigated, there is a well-regulated system of a *pro-rata* type of wage payment. For example, in one firm, the drivers and conductors are paid Re. 1 per trip in case of forced reduction of working hours in a shift. In another case, Rs. 2 per head are paid to daily rated workers in the event of a breakdown of a bus before noon. More than Rs. 2 is paid in such cases, if the breakdown occurs in the afternoon. In the case of a third firm, the rate of payment varies according to circumstances. It is evident that the income in a shift in which a short time breakdown takes place is one of the factors determining the decision of a proprietor regarding the payment of wages of that shift.

Involuntary unemployment and 'khoraki'.—Mistries and cleaners being monthly rated do not suffer 'involuntary unemployment'. Drivers and conductors, being daily rated, have to undergo involuntary unemployment and the grouping system introduced by the Bus Syndicate during the war may be said to be an important contributory cause. The length of a route, the number of

buses on a route and other factors determine the number of days a bus can ply. Thus, the total number of days in a month on which a bus does not ply due to the introduction of the grouping system differs from route to route. This period generally ranges between 3 and 5 days in a month. In addition, a bus does not ply for 2 to 4 days due to breakage, petrol shortage and other accidental reasons. Thus, the daily rated workers have to go without work for 5 to 9 days every month. No compensatory allowance is paid for these days, though some of the owners give *khoraiki* to the drivers and conductors who are required to attend the garage. The *khoraiki* is allowed at the discretion of the proprietor.

Dearness and other allowance.—No dearness or any other allowance is paid to the operatives engaged in this business. Some of the proprietors give new clothes to the operatives during the major festivals and this is the only facility in kind enjoyed by them. This method of giving *bakhshish* to the employees, though of some material benefit to them, is casual and haphazard.

Fines and deductions.—Fines are not usually imposed on the workers for damage caused by an accident. The cost of repairs in cases of accidents is borne by the management and not by the operatives. Some fines are imposed by the Bus Syndicate or the Route Committees for running behind or in advance of scheduled times, for late attendance and other reasons. These fines are imposed by one set of proprietors on another set. The fine for running behind or in advance of the scheduled timings varies from route to route. In case of a bus running late, the fine charged is paid to the owner of the next bus, because by running late the first bus picked up a number of passengers who would otherwise have availed themselves of the second one. By running in advance of scheduled time, a bus picks up a number of passengers who would naturally travel in the bus which it is scheduled to follow. For the daily rated drivers and conductors, the question of a share in fines does not arise but those operatives who work on a commission basis are affected by the late or advance running of a bus.

There are two types of late fines, one for late running at the stands and the other for late running at the stages. A 'stand' means the starting station and terminus, and intermediate stops between the stands are known as 'stages'. Some important intermediate stages are also known as 'stands', e.g., Sealdah stand.

Below is given the schedule of fines for late and advance running in the 'stands' and 'stages' on some of the routes :—

TABLE LXVII.

Route.	'Stand' fine for late running.	'Stand' fine for advance running.	'Stage' fine for late running.	'Stag' fine for advance running.
2 and 2A ..	Re. 1/- per minute	As -/12/- per minute.	As. 6/- per minute
3 and 3A ..	Re. -/8/- per minute.	..	As. 6/- per minute.
4 and 4A ..	Re. -/8/- per minute.	..	As. 2/- for 1st minute and 4/- for each additional minute.	..
5A ..	Re. -/8/- per minute only. Re. -/12/- at Explanade up.	..	As. 4/- per minute
10 and 10A ..	Re. -/4/- and -/8/-	..	As. 2/- for 1st minute and As. 4/- for additional minute.	..

TABLE LXVII—contd.

Route.	'Stand' fine for late running.	'Stage,' fine for advance running.	'Stand' fine for late running.	'Stage' fine for advance running.
11 and 11A..	Re. -/4/- and -/8-..	..	As. 4 per additional minute.	As. 2 and As. 6 according to the importance of stages.
12 and 12B..	Do.	As. 2 for the 1st and As. 4 per additional minute.	As. 4 per minute for the 1st two minutes and As. 8 per additional minute.
13	As. 13 per minute
30 and 30A..	As. 8 per minute

From this table, it can be seen that the 'stand' late fines vary from 4 annas per minute to Re. 1 per minute. Generally, the late and advance fines are higher on those routes on which a greater number of buses ply, e.g., 2, 2A and 5A routes. The importance of the 'stands' also determines to some extent the rate of fine. On the 'stages', the amount is generally 2 annas for the first minute and four annas for each additional minute, but there are routes where up to 8 annas per additional minute is charged for late running at the 'stages'. On some of the routes, a limit is put on the amount of fine imposed on a bus in a single 'stand' or 'stage' during a trip. The maximum amount of fine that is imposed on route 5A is Rs. 2 on Ballygange and Kalighat stands, Rs. 3 on Esplanade stand and Rs. 5 on Howrah stand. On the 'stages', the maximum amount varies from Re. 1 to Rs. 2|8|- according to importance.

Compensation.

Out of the 13 units surveyed, only one paid compensation amounting to Rs. 28 to a driver who remained in hospital for 10 to 12 days owing to injuries received in an accident. No accident register is maintained by any unit.

Provident Fund, gratuity and other benefits.

There is no provident fund or any other benefit scheme in this trade.

Indebtedness.

It is gathered from the bus operatives that the volume of indebtedness among them is not high at present. Exact figures showing the extent of indebtedness and the rate of interest paid are not available.

Registration and other fees.

Registration and other fees realised from the owners of a bus can be classified under two heads: (1) fees and taxes realised by the Government, (2) fees realised by the Bus Syndicate. Under the category of Government fees, the following items are important: (a) R.T.A. permit fee (route permit) amounting to Rs. 20 per bus per year. (b) Renewal fee for the certificates of fitness (of bus) amounting to Rs. 20 per bus per year. (c) Motor Vehicle Tax: Rs. 30|12|- per quarter for 24-seater single decker bus and 12 annas per additional seat; Rs. 45|4|- per quarter for 50 seater (double decker) with 8 annas per additional seat.

Syndicate fees are of two types, i.e., (1) membership fees amounting to Rs. 6 per month for each bus, (2) route service maintenance fees amounting to Re. 1 per bus per day. There has been no increase in the rate of Government fees since 1939 but the route service maintenance fees have been enhanced by the Bus Syndicate. All these fees are paid by the bus-owners.

Licence fees.—Drivers and conductors have to pay licence fees to the Government. For the issue of a new licence, Government realise Rs. 10 each from the drivers and conductors. The yearly renewal fee for a driver's and a conductor's licence is Rs. 4 and Rs. 2 respectively.

Uniforms.

The wearing of uniforms is compulsory for drivers and conductors. The cost is generally borne by them. At times, some employers bear the cost of uniforms of old, loyal employees. This is an exception rather than the rule. At present, rules regarding uniforms have been relaxed to some extent because of the scarcity and high prices of cloth.

Housing.

Accommodation is not usually provided by the bus-owners. The drivers and conductors live in dark, ill-ventilated quarters. The condition of cleaners is much worse. They live in *bustees*, the conditions of which have been described in my report on rickshaw pullers.

Bus owners' syndicate.

The Bengal Bus Syndicate and the Ballyganngge Bus Syndicate are the two organisations which represent the interests of the bus-owners in Calcutta. These are formed with the avowed object of preventing competition among and co-ordinating the activities of bus-owners in administrative matters. The only employees under the Syndicates are the time-keepers and the ticket inspectors. These Syndicates are not concerned with the regulation and standardisation of working conditions of the operatives under the various bus-owners.

It appears that there is a wide disparity in the wages paid by the different owners and there is no reason why the Syndicate should not be vested with powers to control this aspect of the trade.

PART IV.

MADRAS.

(Madras Province).

Madras Electric Tramways.

Madras, the third largest city in India, with an area of about 30 square miles and a population of nearly 10 lakhs, is inadequately served by modern means of passenger transport. Though the suburban railways of the S.I.R. and M.S.M. Railways carry a large volume of passenger traffic, they do not provide sufficient facilities for transport between different parts of the city. There are, at present, four different motor bus companies catering to the needs of passenger transport between different parts of the city but, as will be shown in the report on Buses, their capacity for meeting the full needs of traffic is very much limited. The tramway, the cheapest and the most popular means of transport, fills therefore a very important place in the economy of passenger transport in the Madras city.

The following data furnished by the Madras Electric Tramways Ltd. give the available details regarding the routes and their mileage and the number of cars running on each route in January 1945 :—

TABLE LXVIII.

Serial number of the route.	Route.	Distance in miles.	Number of cars.
1	Egmore to Royapuram	3—1,390 yards	11
2	Barbers' Bridge to Royapuram	5—1,335 "	2
3	Bosotto to Parry's corner	2—7,22 "	7
4	Mylapore to Royapuram	7—203 "	31
5	Central to Purasuwalkam	2—4,457 "	7
6	Purasuwalkam to Royapuram	4—1,447 "	9
7	Washermanpet to Mylapore	7—67 "	21
Total		33—341 yards	88

From the data given below, it may be seen further that though there has been a slight decrease in the number of cars in 1941, 1943 and 1944, the volume of passenger traffic has been maintained at a very high level and that it has recorded even an enormous increase in 1944.

TABLE LXIX.

Year ending 31st March.	Number of cars.	Number of passengers carried (in thousands).	Remarks.
1936	88	27,900	
1937	88	26,733	
1938	88	27,568	
1939	89	25,390	
1940	89	22,381	Fall due to evacuation in the city.
1941	88	23,513	
1942	91	28,031	
1943	79	22,031	Fall due to reduction in number of cars.
1944	93	33,471	

Employment.

The total number of employees has risen from 1,256 in August 1939 to 1,394 at the end of November 1944, the reason being the increased volume of traffic, as has been pointed out already. The entire labour force excepting 60 women (62 in August 1939 and 59 in November 1944) consists of adult males. Child labour is not employed. The distribution of workers in the different departments of the company is tabulated here :—

TABLE LXX.

Department.	August 1939.	November 1944.
(1) Traffic—		
Conductors	330	331
Motormen	229	262
Line cleaners	97	96
(2) Workshop and Carshed—		
Workshop	227	302
Carshed	119	106
Watchmen and Scavengers	17	29
(3) Permanent Way—Permanent way coolies	237	218
Total	1,256	1,394

Time-rate and piece-rate workers.—All employees are on a time-rate basis.

Length of service.—The data furnished by the Company show that as many as 601 (45.2 per cent.) have put in over 10 years of service and that this percentage would go up to 62.4 if workers above 5 years of service are also taken into consideration. Nevertheless new entrants (below 1 year of service) form 20.4 per cent. and this is due to the fact that there has been in recent years a fair amount of labour turnover particularly among the older people, who have left the service for one reason or other.

TABLE LXXI.

Length of service as on 1st November 1944.	Total no.	Percentage of each group to total.
Between 0—1 year of service	271	20.4
1—5 „ „	229	17.2
5—10 „ „	228	17.2
Over 10 years of service	601	45.2

Permanent and temporary.—5 per cent. of the workers are temporary, partly because all new recruits are placed on probation for three months and partly because there is some fluctuation in employment among the permanent way coolies. Permanent workers are entitled to two benefits :—

- (a) Privilege leave of 21 days on full pay in the year, and
- (b) eligibility to contribute to provident fund.

It may be noted here that all employees, whether daily or monthly paid, can be instantly dismissed for certain specified offences noted in Rule XIV which runs as follows :—

“ Any employee committing any of the following offences is liable to be fined, suspended or dismissed and the decision of the Management is final in all cases.

“ Neglect of duty, idling and/or sleeping on duty, insolence or insubordination towards their superiors while on duty, careless work, leaving duty without permission, disobedience of orders, disorderly conduct, quarrelling on duty, collecting any moneys within the factory premises without the permission of the Management, absence without leave, continued late attendance, inciting workers to disobey Company's orders, organising or participating in unlawful strikes, committing any acts liable to cause danger to other workers, committing offences punishable under the Indian Penal Code, or committing any other offence of a serious nature.

“ Any employee asking for, receiving or accepting a commission, discount, present or other gratuity from any contractor, merchant, tradesman, clerk, shroff or other person dealing directly or indirectly with this Company will be instantly dismissed.

“ In all cases where a worker commits an offence which warrants severe punishment he will be brought before the head of the department, if this is possible, and an enquiry will be held in which he will be given an opportunity of hearing the evidence against him and stating his case before orders are passed. This does not apply to employees who absent themselves without leave in excess of the maximum period laid down in the Rules, or to employees who commit offences punishable under the Indian Penal Code.

“ For offences of a light nature warnings will be issued but no warnings will be given in cases of a serious nature the punishment for which is instant dismissal ”.

Apprenticeship.—There is no apprenticeship system either in the traffic or the administrative sections of the company. But three classes of apprentices are taken in the workshop section where facilities are available for practical training both for the students of the College of Engineering and the Government School of Technology, Madras. The first class of apprentices known as Trade Apprentices are taken as turners, carpenters, wiremen and blacksmiths. The course extends over a period of 5 years during which wages are paid at the rate of annas 8, 10, 12, 14 and Re. 1 per day for each year respectively. On a satisfactory completion of this course, the management, at its discretion, may appoint any fully trained workmen in its service, should vacancies exist. The second class of apprentices known as Student

Apprentices are those who are enrolled for a diploma course of the Government School of Technology. In the event of the management being fully satisfied with their work, they may fix them up in their service. The third class of apprentices are Engineering Assistants who hold an engineering degree or those who have satisfactorily completed their practical training as "student apprentices", as described above. Engineering assistants are engaged on a 12 months' probation on Rs. 100 and, if found satisfactory, are placed in a maximum grade of Rs. 125. In cases where apprentices are given permanent jobs in the company after a satisfactory completion of their course, the term of apprenticeship is counted towards total service.

Promotion.

There is a regular system of promotion—both graded and time scale in the service of the company. The grade system, introduced in 1929, classifies all workers into 5 schedules, each with its own time scale promotion. The following table gives a brief summary of the system of graded and time scale promotion now in operation.

TABLE LXXII.

Schedules.	Division.	Grade (Daily rates).	Rate of annual increment.	Time taken for reaching the top grade.
I Unskilled and semi-skilled workers.	..	As. 10 to As. 12	3 pies	(12 years).
II Skilled workers	1	As. 12 to Re. 1	2nd year 6 pies ; 3rd to 8th year 3 pies ; 9th to 12th year 6 pies.	} (12 years).
	2	Rs. 1-1-0 to Rs. 1-6-0.	2nd year 1 anna ; 3rd year to 10th year 6 pies.	
	3	Rs. 1-7-0 to Rs. 1-10-0.	2nd year one anna ; 3rd year to 6th year 6 pies.	} (6 years).
	4	Rs. 1-11-0 to Rs. 2-3-0.	2nd and 3rd year 1 anna ; 4th to 11th year 9 pies.	
	5 Exceptionally skilled workers in all branches.	Rs. 2-4-6 to Rs. 2-12-0.	2nd year 1½ anna ; 3rd to 10th year 9 pies.	} (10 years).
III	1	(Monthly basis). Rs. 17-12-0 to Rs. 25-12-0.	Rs. 1	
	2	Rs. 26-12-0 to Rs. 39-12-0.	Re. 1 upto the 8th year, Rs. 2 thereafter.	11 "
	3	Rs. 41-12-0 to Rs. 52-12-0.	Rs. 2 in the 2nd year and Rs. 3 thereafter.	5 "
	4	Rs. 55-12-0 to Rs. 62-12-0.	Rs. 3 in the 2nd year and Rs. 2 thereafter.	4 "
	5	Rs. 65 to Rs. Rs. 73.	Rs. 2	5 "

TABLE LXXII—*contd.*

Schedules.	Division.	Grade (Daily rates).	Rate of annual increment.	Time taken for reaching the top grade.
III— <i>contd.</i>	..	6	Rs. 75 to Rs. 83.	Rs. 2 5 years
		7	Rs. 26-12-0 to Rs. 62-12-0.	Rs. 1 upto the 8th year ; Rs. 2 from the 9th to the 13th year. Rs. 3 from the 14th to the 18th year and Rs. 2 in the 19th & the 20th year.
			(Daily wage).	23 ..
IV	Re. 0-14-0 to 1-8-0.	1 anna in the 2nd and the 3rd year and 6 pies there- after. 19 years.
			(Monthly basis).	
V	..	1	Rs. 43-12-0 to Rs. 78.	Rs. 5 upto the 4th year. 12 .. Rs. 2-2-0 in the 5th and the 6th year. Rs. 2-8-0 from the 7th year on- wards.
		2	Rs. 83 to Rs. 119.	Rs. 6 in the 2nd and the 3rd year. Rs. 3 there- after. 11 ..

An important point which may be noted in connection with this scheme of promotion is the low initial wage as well as the very small rate of annual increments. It is stated that where a worker reaches the top of his grade, his case is examined to ascertain whether he is sufficiently skilled to be included in the next higher grade in the event of a vacancy. Moreover an allowance of one step increase every third year (at the rate specified in each division) as noted in Table LXXII is also given to those who have reached the top of their grade.

Labour turnover.

From the following data of labour turnover for 1939 and 1942 it can be seen that, though the percentage of total turnover was larger in 1939 than in 1942, the bulk of it (11.9 per cent.) was due to workers voluntarily leaving the service of the company whereas in 1942 only 2.8 per cent. was due to voluntary retirement, and that in both the years dismissals had taken a heavy toll :—

TABLE LXXIII.

Year.	Average no. of persons employed in the year.	Permanent.			Temporary.		
		Retirement.	Dismissal.	Voluntary.	Retirement.	Dismissal.	Voluntary.
1939	1,275	152 (11.9)	..	41 (3.2)	..
1942	1,159	18 (1.6)	26 (2.2)	32 (2.8)	1 (0.09)

Since June 1944 the management has started a labour office for dealing with labour questions and a systematic effort is now being made to record labour turnover for each month under various headings as shown in table LXXIV :—

TABLE LXXIV.

Showing labour turnover in the Madras Electric Tramways*.

Classes of workers.	June 1944										
	(1)										
	Roll on 1st.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance.	Complaint from passengers.	Services not required.	Ineffi- ency.	Total.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	399	3	1	4	..	1	..	9
Motormen	245	Nil
Line cleaners	98	1	1
Workshop	284	1	3
Carshed	48
Greasers and shed coolies	58
Watch and Ward	22
P. W. and Road gang	134
P. W. Temp. gang	40	1	..	1
Inspectors.. ..	39	..	1
Store attenders	4
	1,371	5	2	7	..	2	..	15

*Statistics compiled by the labour office of the company.

TABLE LXXIV—contd.

Classes of workers.	July 1944.										
	(2)										
	Roll on 1st.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance.	Complaint from passengers.	Services not required.	Ineffici- ency.	Total.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	394	6	2	8
Motormen	265	2	2	2	6
Line cleaners	97
Workshop	290	3	3
Carshed	48
Greasers and shed coolies	58
Watch and Ward	23
P. W. and Road gang	134
P. W. Temp. Gang	91	74	..	74
Inspectors	40
Store attenders	4
	1,444	8	2	7	..	74	..	91

TABLE LXXIV—contd.

Classes of workers.	August 1944.										
	(3)										
	Roll on lst.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance.	Complaint from passengers.	Services not required.	Ineffi- ency.	Total.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	387	2	1	3	..	3	..	9
Motormen	260	1	1	2
Line cleaners	97	..	1	1
Workshop	287	1	1	..	2
Carshed	48
Greasers and shed coolies	58
Watch and Ward	23	..	1	1
P. W. and Road gang	134
P. W. Temp. gang	91
Inspectors	40
Store attenders	4
	1,429	3	3	1	4	..	4	..	15

TABLE LXXIV—contd.

Classes of workers.	September 1944.										
	(4)										
	Roll on lst.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance	Complaint from passengers.	Services not required.	Ineffi- ency.	Total.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	379	5	3	1	3	12
Motormen	260	2	3	5
Line cleaners	96	1	1
Workshop	304	1	1	1	3
Carshed	48
Greasers and shed coolies	57
Watch and Ward	22
P. W. and Road gang	135
P. W. Temp. gang	78
Inspectors	40
Store attenders	4
	1,423	8	4	1	8	21

TABLE LXXIV—contd.

Classes of workers.	October 1944.										
	(5)										
	Roll or lst.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance.	Complaint from passengers.	Services not required.	Ineffici- ency.	Tot. l.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	364	1	2	3
Motormen	260	1	1	2
Line cleaners	97
Workshop	300	1	1	3	5
Carshed	48
Greasers and shed coolies	58
Watch and Ward	22
P. W. and Road gang	135	2	..	2
P. W. Temp. gang	77
Inspectors	46
Store attenders	4
	1,411	3	1	6	..	2	..	12

TABLE LXXIV—concl'd.

Classes of workers.	November 1944.										
	(6)										
	Roll on lst.	Own request.	Unfit.	Theft.	Short- ages.	Dis- obedience.	Irregular attendance.	Complaint from passengers.	Services not required.	Ineffici- ency.	Total.
1	2	3	4	5	6	7	8	9	10	11	
Conductors	386	10	4	7	1	22
Motormen	258	2	1	1	4
Line-cleaners	97	1	1
Workshop	298	1	1
Carshed	48
Grassers and shed coolies	58	..	1	1
Watch and Ward	22
P. W. and Road gang	135
P. W. Temp. gang	77
Inspectors	47	1	1
Store attenders	4
	1,430	15	6	8	1	30

An analysis of the data for the whole period of six months shows that

(a) the percentage of those who left service at their own request is only 22 whereas the remaining 77.2 per cent. is represented by those whose services have been dispensed with by the Company for one reason or another,

(b) 44.6 per cent. have been discharged, and that

(c) irregular attendance has been the cause of dismissal to the extent of 21.7 per cent.

The explanation offered by the Agent of the Company for the larger volume of labour turnover in 1942 as compared with 1939 is the greater care now being taken to ensure a more efficient staff. Labour views this change as a definite attempt to throw out men with longer service. The labour union actually filed seven cases in the court in 1943|44 for 'wrongful dismissal' of its members.

Causes of Labour Turnover.—The Labour Office in one of its monthly reviews of its work has pointed out the following four causes for labour turnover :—

(a) Attractions of war jobs with higher pay but with comparatively less work.

(b) Difficulties in controlling the heavy passenger traffic leading to drivers and conductors resigning their jobs.

(c) The prohibition by the company of the system of "mutual exchange" of shift duty (to be explained below) and the stoppage of payment for overtime work after the introduction of 70 hours of work in the week (to be explained below).

(d) Elderly men, discontented with the present high cost of living in the city, retiring to their village homes.

Absenteeism.

Until the opening of the Labour Office in June 1944, no attempt had been made to study the causes of absenteeism. The following data for 1939 and 1943 given by the management show merely the total number of man-days lost. The only inference that can be drawn from the data for these two years is that there has been an increase in absenteeism in the latter year.

<i>Year.</i>					<i>Number of man-days lost</i>
1939	9,804
1943	17,444

Since June 1944, the Labour Office has made a commendable attempt at analysing the causes of absenteeism in each month among each class of worker as shown in table LXXV given below :—

TABLE LXXV.

*Data of absenteeism among different classes of workers in the Madras Electric Tramway Co.
(Source : Records of the Labour Office).*

Classes of workers.	June 1944.						July 1944.					
	1	2	3	4	5	6	1	2	3	4	5	6
Conductors ..	3.4	3.3	7.0	2.8	16.5	..	3.3	4.7	6.7	2.0	16.6	..
Motormen ..	5.0	2.7	8.3	3.0	19.0	..	3.9	3.9	6.5	2.1	16.4	..
Line-cleaners ..	4.5	2.6	6.0	3.5	16.6	..	5.7	4.2	4.8	2.4	17.1	..
Workshop ..	3.0	1.3	1.1	4.5	9.9	..	3.0	1.8	2.8	2.9	10.5	1.5
Carshed ..	4.4	0.7	0.7	4.2	10.0	..	3.4	1.3	1.8	2.7	9.2	8.8
Greasers and Shed Coolies.	3.2	1.7	0.9	6.3	12.1	..	4.9	0.5	1.2	2.1	8.7	9.4
Watch & Ward ..	0.3	0.2	0.2	6.5	7.2	..	1.1	0.5	1.9	5.3	8.8	..
P. W. & Road gang	5.6	1.2	3.2	0.3	10.3	..	4.7	1.0	2.1	0.5	8.5	..
P. W. Temp. gang	..	0.5	0.2	4.9	5.5	2.2	..	3.2	5.3	..
Inspectors ..	9.4	..	12.7	0.3	22.4	..	10.6	..	8.2	0.2	19.0	..
Store attenders ..	2.4	1.0	3.4	..	1.0	1.0	..

TABLE LXXV—*contd.*

Classes of workers.	August 1944						September 1944.					
	1	2	3	4	5	6	1	2	3	4	5	6
Conductors ..	3.9	5.6	7.4	2.3	19.2	..	3.2	2.0	7.4	3.5	3.2	..
Motormen ..	3.0	4.1	7.5	2.3	17.7	..	3.6	2.0	6.7	3.1	15.3	..
Line-cleaners ..	4.0	3.1	4.5	4.1	15.7	..	4.8	1.6	4.5	3.4	14.3	..
Workshop ..	3.1	2.6	3.0	2.7	11.4	1.6	3.5	2.4	2.8	2.5	11.2	..
Carshed ..	6.5	2.4	1.7	3.7	14.3	7.9	4.7	1.3	0.4	2.6	9.0	9.8
Greasers and Shed Coolies.	7.2	1.1	1.9	5.0	15.2	8.7	3.9	0.9	2.2	3.7	10.7	10.9
Watch & Ward ..	1.9	0.8	1.6	3.9	8.2	11.2	0.2	0.9	0.2	0.5	1.7	..
P. W. & Road gang	6.6	1.7	1.8	0.5	10.6	..	5.4	1.3	2.9	0.6	10.2	3.8
P. W. Temp. gang	..	1.6	..	4.2	5.8	0.9	0.4	8.7	9.9	1.2
Inspectors ..	16.0	..	9.0	..	25.0	..	11.0	..	7.0	..	18.0	1.1
Store attenders ..	6.0	6.0	..	7.8	7.8	..

TABLE LXXV—concl'd.

Classes of workers.	October 1944.						November 1944.					
	1	2	3	4	5	6	1	2	3	4	5	6
Conductors ..	2.9	2.1	6.8	3.4	15.1	..	2.4	2.0	7.5	3.0	14.8	..
Motormen ..	2.6	1.2	6.0	2.9	12.6	..	2.4	1.5	6.3	3.1	13.3	..
Line-cleaners ..	1.9	0.8	4.1	3.0	9.8	..	3.3	0.5	6.5	3.3	13.2	..
Workshop ..	3.8	2.0	2.4	1.6	9.8	..	4.5	3.0	1.6	1.2	9.4	.2
Carshed ..	4.0	0.8	1.7	1.3	7.9	7.5	6.6	1.0	1.4	1.8	10.9	7.8
Greasers and Shed Coolies.	4.5	1.5	3.1	5.3	14.4	8.3	7.4	0.7	2.7	3.4	14.2	8.1
Watch & Ward ..	2.9	3.4	1.2	0.3	4.7	..	1.9	0.7	3.6	1.6	7.8	..
P. W. & Road gang	4.8	0.8	1.1	0.4	7.2	4.2	5.6	0.8	0.9	0.2	7.5	4.0
P. W. Temp. gang	0.5	1.3	4.9	6.7	1.6	..	0.1	0.7	7.1	7.8	2.0
Inspectors ..	2.5	..	5.5	0.1	8.1	..	4.7	..	10.7	0.1	15.5	..
Store attenders ..	0.5	..	1.0	..	1.5	..	0.5	0.5	..

References.

- (1) % of privilege leave to total absenteeism.
- (2) % of ordinary leave to total absenteeism.
- (3) % of sick leave to total absenteeism.
- (4) % of absenteeism to total absenteeism.
- (5) Total absenteeism as a percentage of total number of workers on duty.
- (6) % of absenteeism in lieu of Sunday.

It should be pointed out, however, that the Labour Office treats even privilege leave and sick leave on full pay as absenteeism. Table LXXVI gives a summary of the percentages of absenteeism excluding cases of leave on full pay:—

TABLE LXXVI.

Showing percentages of absenteeism among different classes of workmen in the Madras Electric Tramway Co. (June-November 1944).

Months.	Conduc- tors.	Motor- men.	Line- cleaners.	Work- shop.	Carshed.	Greasers and Shed Coolies.	Watch and Ward.	P. W. and Road Gang.	P. W. and Temporary Gang	Inspectors	Store attenders
<i>1944</i>											
June	2.80	3.00	3.50	4.50	4.20	6.30	6.50	0.30	4.85	0.30	1.00
July	1.95	2.10	2.40	2.90	2.70	2.10	5.30	0.50	3.20	0.16	..
August	2.30	2.25	4.10	2.70	3.70	5.00	3.90	0.50	4.20
September	3.50	3.05	3.42	2.50	2.60	3.70	0.53	0.60	8.65
October	3.39	2.86	3.00	1.62	1.32	5.25	0.34	0.38	4.92	0.09	..
November.. .. .	2.96	3.08	3.30	1.18	1.83	3.41	1.56	0.20	7.05	0.08	..
Total	16.90	16.34	19.72	15.40	16.35	25.76	18.13	2.48	32.87	0.63	1.00
Average	2.82	2.72	3.29	2.57	2.73	4.29	3.02	0.41	5.48	0.10	0.16

A careful study of the data in Table LXXVI shows that :—

(a) absenteeism is highest among the temporary coolies employed in the Permanent way Department and among the greasers and coones in the Carshed Department, (possibly because of a lack of sense of responsibility among temporary workmen),

(b) the next highest percentages of absenteeism are among the line cleaners, watch and ward coolies, conductors, carshed workers and motor-men (obviously because of the arduous character of their outdoor duties), and that

(c) absenteeism is least among inspectors and store attenders (who are better paid and are engaged in comparatively lighter work). The very low percentage of absenteeism (an average of 0.41) among the permanent way and road gang, according to information, is due to the necessity of these workmen attending to their duties which are essential for the smooth working of the whole traffic system.

Measures for reducing absenteeism.—With regard to the methods for reducing absenteeism, the Labour Officer writes as follows in one of his monthly reviews :—

“ The bulk of absentees come from the junior members of the staff and particularly in their evening shifts, the reason being that they have to work under conditions of heavy traffic. To counteract this, the management has introduced the system of calling written explanations and serving notices to the absentees ”.

Further, in order to facilitate the grant of sick leave without delay, the time of attendance of the medical officer has been changed from 9.30 A.M. to 7.30 A.M., so that workers may send in their applications for sick leave in time and obtain the necessary permission as soon as the office opens.

Standing Orders.

The Company has framed rules and regulations for its employees with regard to attendance, wages, provident fund, leave, dismissals, etc. It may be pointed out here that the management “ reserves to itself the right to alter, delete, or add to these rules from time to time ”, the employees having no say whatsoever in the matter. The workers complain that these rules adversely affect their security of tenure and their benefits of provident fund. There is a strong case for regularising all standing orders and registering them with the appropriate authority.

Recruitment.

Non-technical labour is recruited directly by the Company by a selection from among different applicants. Since June 1944 all such recruitment has been centralised in the administrative section of the office, dispensing with the old system of delegating that responsibility to the heads of departments. Technical personnel such as fitters, moulders, wiremen, etc, are recruited through the Madras Employment Exchange, of which the Agent of the company is the President. The Company always gives preference to the sons or relatives of its employees in the matter of appointments.

Labour Officer.—As mentioned already, the Company has constituted since June 1944 a labour office with a full time labour officer and a staff of clerks to deal with all routine matters connected with labour, such as the granting of leave, the recommending of suitable persons for promotion, the infliction of punishment, etc. Though the duties of the Labour Officer have not been defined, it is interesting to find that he has to his credit the compilation and

analysis of statistics of absenteeism and turnover in a way that has seldom been done in other concerns. In his monthly reviews, the Labour Officer notes that one of his duties has been to give advice to workmen in all matters connected with their relations with the employers. Labour, however, does not view this arrangement sympathetically as the Labour officer is considered to be merely an executive agent of the Company for inflicting punishments, etc. I shall discuss below how an attempt made by the agent of the Company for the purpose of establishing mutual understanding and redressal of workers' grievances has also been the subject of strong criticism and suspicion by the labour union. In fact, Labour is at present dissatisfied with the whole system of wages and working conditions and it is clear that there cannot be much improvement in the situation until the earnings of workers and their conditions of service are settled satisfactorily.

Wages and Earnings.

Wage rates, as referred to already, vary according to the schedules and divisions into which workers are classified and the scale of promotion as provided for at the time when the grading scheme was introduced in 1929. No changes have occurred in these basic rates since then.

Principles underlying Wage Rates.—According to the Agent's statement, the rates of wages for coolies were fixed (at the time of drawing up the grading scheme) "with due regard to the rates given by other employers in the city". He adds further that the rate was higher than that paid by many other employers with the exception of the Buckingham and Carnatic mills. "The rates for workers in the traffic department were determined by adding to the then existing rate the rice allowance granted during the last war i.e., 2 annas per day". Skilled workers were graded into 4 divisions in such a way that they would receive wages from 12 annas to Rs. 2|3|- per day according to their ability. The 5th division was largely meant for exceptionally skilled men with wages ranging between Rs. 2|4|6 and Rs. 2|12|- per day. Wages for drivers do not differ according to the size of the vehicle driven. The only comment that may be offered with regard to these rates is that the basis was low and that the rate of increment was very small.

Allowances.—The company gives dearness allowance to its workers to meet partially the increased cost of living due to the present war. The first payment of dearness allowance was in August 1940, the basis being the monthly cost of living index for industrial workers in the city as published by the Madras Government. This was revised in May 1944 by introducing the following changes :—

(1) Classifying the workers into two wage groups (i.e., those whose wages are Rs. 50 and below, and those whose wages are between Rs. 51 and Rs. 100).

(2) Providing for a uniform increase or decrease of dearness allowance for both the wage groups by 2 annas per point for every rise or fall of one point in the index number.

(3) Fixing the scale of allowance only according to the number of days worked by the individual concerned. Dearness allowance for other days is paid only if the worker is absent with leave or if sick leave has been granted.

A careful study of this arrangement shows that the scale of allowance is not commensurate with the increased cost of living. The Agent remarks, however, that this allowance is paid only during the war period, though a part of it may be amalgamated with the wages especially among the lower grades.

It should be added that no other allowances or bonuses are given to workers. There is no bonus for accident free driving and no penalty for unpunctual running.

The wage period selected for the purpose of calculating wages and earnings for this report is one calendar month (September 1944) for all except three classes of workers (permanent way gang, road gang and temporary coolies) in whose case the wage period is August 1944*.

Analysis of wages and earnings.

The 1,232 workers covered by the enquiry are represented by 221 samples whose data of actual basic wages and net earnings constitute the basis of the average daily wages and earnings in different occupations. The following table sets out the situation with regard to average daily basic wages and net earnings in the principal traffic duty occupations. These account for 874 employees or 70.9 per cent. of the total number engaged in all the occupations covered by the survey. The percentage of samples to the total number in the principal occupations is 10.5.

TABLE LXXVII.

Showing average daily basic wages and net earnings in the principal occupations.

Occupations.	Number of workers employed.	Number of samples taken.	Average daily basic wages.			Average daily net earnings.		
			Rs.	A.	P.	Rs.	A.	P.
Motormen (Drivers) I Grade	153	17	1	7	2	2	1	8
Motormen (Drivers) II Grade	140	16	1	0	6	1	11	0
Conductors I Grade	219	22	1	5	6	1	15	11
Conductors II Grade	219	14	0	14	9	1	9	2
Linemen I Grade	28	3	0	12	7	1	7	1
Linemen II Grade	105	12	0	11	1	1	5	7
Lorry Drivers	6	2	1	2	10	1	13	4
Tankers.. ..	4	1	1	0	0	1	10	10

It will be seen that the majority of traffic staff had their average daily basic wages above Re. 1. Average daily net earnings appear to be higher than the average daily basic wages by 10 annas to 12 annas.

Overtime.—Overtime work is compulsory in all departments—traffic, carshed and workshop—whenever necessary. Separate registers are not maintained for recording overtime. It is recorded only in the attendance register and the pay slips given to workers at the time of disbursing their wages. These records are made available to workers for verification. Overtime is calculated and paid for according to the provisions of the Indian Factories Act of 1934.

Deductions.—Deductions from wages are made in respect of only three items, namely, contributions to provident fund, dues to the co-operative society and the grainshop. Workers have given the necessary authorisation for these deductions.

Fine Fund.—There is no fine fund and no separate registers are maintained for this purpose, though fines have been imposed to the extent of 6 annas

* Wage sheets for September 1944 do not contain the necessary information about the classification of these workers.

during the whole of 1944. Receipts have been issued for the amount which has been utilised towards the cost of medicines supplied by the dispensary. The Agent is in charge of the disposal of the fine fund.

Wage Period.—The dates of payment of wages and allowances are as follows :—

(a) All workers on a monthly salary basis are paid on the last working day of every month.

(b) Those on a daily wage basis are paid on the 7th of the succeeding month, or on the 6th if the 7th is a Sunday or a holiday.

(c) Dearness allowance is paid on the 15th of the succeeding month.

Closed Days.—Saturday afternoon and Sunday are regular closed days for the workshop section. There is no regular closed day for the traffic and the carshed sections.

The traffic and permanent way sections work on all the days of the week, but they are given 4 "off days" in the month as per details shown in the appendix. It may be noted, however, that no wages whatsoever are paid for these "off days" and that this constitutes one of the chief grievances of labour against the Company.

It may be noted further that only permanent workers are entitled to 21 days' privilege leave in the year and that any leave over and above this limit results automatically in loss of earnings. In this respect, temporary workers suffer more as they are not entitled to any privilege leave.

Hours of work and shifts.

A. Workshop.—In the workshop, the number of hours worked per week is 47-1/2, made up of 8-1/2 hours per day from Monday to Friday and 5 hours on Saturday. The details of working hours are as follows :—

- | | |
|-----------------------------|---------------------|
| (1) 7.30 A.M. to 12.30 P.M. | } Monday to Friday. |
| 1.30 P.M. to 5 P.M. | |
| (2) 7.30 A.M. to 12.30 P.M. | Saturday. |

There is no shift system in this department.

B. Carshed.—Three shifts are worked in the carshed section, the first two working 51 hours per week at the rate of 8-1/2 hours per day from Monday to Saturday and the third shift working 48 hours (from 9.30 P.M. to 12 midnight and from 2 A.M. to 7.30 A.M.) from Monday to Saturday. It may be noted here that there is an interchange of workers from one shift to another at the end of each week. Moreover, one day off is given for every 7 days worked, according to the scheme shown in detail in the schedule of working hours (vide Appendix).

C. Permanent Way.—In the permanent way department there are three sections—Road Gang Overhead Gang and Breakdown Gang. The first gang works 44-1/2 hours, the second gang works 48 hours and the third gang 51 hours per week. There is an interchange of workers from one shift to another in this section also. (Details of working hours for each shift are shown in Appendix).

D. Traffic Department.—There are two shifts in the Traffic Department. The morning shift works from 5.30 A.M. to 1.30 P.M. and the evening shift

works from 1.30 P.M. to 9.30 P.M. with one day off in eight days. Here too at the end of each week, workers in the morning shift are transferred to the evening shift and vice versa, as determined by the Company.

Three complaints are made by the workers with regard to the existing shift system. Firstly, no pay is given for the four 'off' days in the month. Secondly, the Company does not permit any 'mutual exchange' of shift duties among the workers. Thirdly, the actual hours of work far exceed the scheduled 8 hours of work and cause considerable inconvenience to them. A worker for the morning shift at 5.30 A.M. has to start from his house as early as 4 or 4.30 A.M. and return to his house only at about 3 P.M. Similarly, the worker in the evening shift which commences at 1.30 P.M. has to leave his house at about 12 noon and return to his house only at about 11 P.M. This means that meals are to be taken at untimely hours. Some of the drivers and conductors affirmed that they suffer frequently from dyspepsia and gastritis on account of their taking meals at odd hours.

Working Conditions.

A. Workshop.—The workshop is a pucca masonry construction and is well-ventilated and well-lighted. Roofing is high and there is no complaint of heat. The total floor area per worker is 128.75 sq. ft. Flooring in certain parts is broken and has not been cemented. Machinery is properly guarded. Premises are clean. There have been no remarks by the Factory Inspector in respect of any aspect of working conditions except once with regard to lime-washing of walls.

B. Carshed.—The carshed also is a high-roofed (though with corrugated sheets, well-ventilated and well-lighted) masonry construction. But there are no separate latrines or urinals for the workers attached to this section. No arrangements have been made for the supply of drinking water. No washing facilities are provided.

C. Traffic Section.—Working conditions in the Traffic Department may be analysed with reference to each of the following important classes of workers :—

(1) *Drivers.*—(a) The Driver's platform is fully crowded, when traffic is heavy which makes it difficult for him to operate the breaks easily and successfully. It is suggested that the driver's platform should be fenced completely.

(b) The only provision for giving a signal by the driver is to sound the "leg bell", which causes considerable strain to the foot leading, as it is alleged, even to hydrocele.

(c) Single cars are equipped only with hand breaks unlike bogie cars which are provided with vacuum breaks. Since no new cars have been imported during recent years and since old cars have not been overhauled satisfactorily, hand breaks in several cars are alleged not to be in proper working condition. It may be noted, however, that there is testing of breaks by the Police Department at the time of issuing the licenses and the opinion of the drivers must therefore be treated with caution.

(d) There is no protection against rain, as all the sides of the driver's platform are open and as there is no glass protector except in a few cars. This exposure to sun and rain makes the drivers liable to frequent ailments of cold, cough and fever.

(e) Nor is there any protection against dust. The company does not supply goggles to drivers. Some of them complained that their eyes are badly affected.

(f) Drivers have to keep standing in the same posture for eight hours at a stretch and this causes swelling of legs in the case of anaemic persons.

(2) *Conductors*.—In single cars, there is only one conductor for issuing tickets. He is not able to cope with the heavy traffic during office hours and in the evening, though wrong punching or shortage of cash and the non-issuing of tickets are severely punished by the Company. There are two conductors in all bogie cars, but if one of them happens to be on leave and if no substitute is available, only one conductor has to manage the whole traffic. Conductors are not allowed to carry any private cash with them even for buying their tiffin or meals.

In addition to the points noted above, drivers and conductors experience the following common difficulties :—

(a) Much time is lost in coming to and going from the place of work. The 'actual' hours of work are therefore much more than the scheduled 8 hours.

(b) The 10 minutes' time allowed for *chota hazri* in the morning is insufficient.

(c) Shelters provided for taking meals in different parts of the city are insufficient and inadequately provided with amenities.

(d) No wages are paid for the '4 off-days' granted to them in a month.

(e) Until April 1944, conductors and drivers were allowed to arrange for 'mutual exchange' of shift duties among themselves after informing the office. This has been stopped by the management since April 1944, on the ground that it leads to confusion, besides making it difficult for the office to locate the responsibility for any accident for the car or for passengers upon the persons actually responsible for the same.

(f) The uniform supplied at present (one cap, 2 coats and 2 pants per year) is insufficient and no 'washing allowance' is given.

(g) Upto April 1944, conductors and motormen were paid overtime wages for all work done over and above 54 hours per week. But after the introduction of the system of 70 hours of work in the week, and the provision that every one should take one day off compulsorily on the 8th day, there is no scope for overtime earnings at enhanced rates, because they are now paid only at the normal rates of wages upto 70 hours per week.

(3) *Line cleaners*.—(a) No uniform or footwear is supplied to them.

(b) Tools for line-cleaning are to be procured by the workers themselves—the difficulty of securing iron parts for the cleaning brush is felt very keenly at present.

(c) No goggles are supplied as protection against dust. Nor are any rain coats supplied.

Shelters.—In the workshop section, there is a tiffin shed (47 ft. × 36 ft.), roofed with corrugated sheets. There are two taps attached to it, but most of the employees prefer to take their meals in the open rather than in the shed.

For the workers in the traffic department, 9 covered sheds* have been built on all important routes and the following table gives the details regarding the amenities available in each :—

TABLE LXXVIII.

Location.	Area (in Sq. ft.)	Provision for taking meals.	Tele- phone.	Lavatory.	Tap.	Remarks.
1. Parry's corner ..	104.25	Provided	1	Nil	Nil	
2. Customs House ..	401.5	„	1	1	1	
3. Royapuram ..	388	„	Nil	1	1	
4. Washermanpet ..	123.12	„	1	Nil	Nil	
5. Ice House Road ..	9	„	1	..	1	Pointsman's Bunk.
6. Broadway ..	115	Not provided	Nil	Nil	Nil	Intended for the shrools.
7. Waltax Road ..	100	Provided	Nil	Nil	Nil	
8. Luz Church Road ..	171	„	1	1	1	
9. Chintadripet ..	14	„	Nil	Nil	Nil	Intended for the flagman.

Under the A.R.P. scheme, the Company has built a few shelters within its premises. There are altogether 6 blocks of such shelters—3 near the workshop, 1 near the blacksmithy section, and 2 near the winding department. Under the same scheme, two fire engines have been stationed and 100 workmen enrolled as volunteers.

Welfare Activities.

There are 4 flush latrines with 39 seats. These are kept clean. There are, however, no separate urinals either for men or for women. These latrines are situated at the western end of the workshop and are therefore not easily accessible to the workers in the carshed department. There are no washing facilities except the provision of taps, which are located at different places—one near the workshop, 2 near the tiffin shed, one near the winding department and one by the side of an A.R.P. shelter. No cool water is supplied in summer and workers use only the tap water for drinking purposes.

There is a dispensary attached to the two allied concerns namely the Madras Electric Tramways and the Madras Electric Supply Corporation under the charge of a whole-time L.M.P. Doctor who is paid a monthly salary of Rs. 200. He is available at the dispensary from 7 A.M. to 11 A.M. and from 1 P.M. to 4 P.M. on all days of the week except Sunday afternoon. Two compounders are also attached to the dispensary, who work by turns. The system of medicine is allopathic.

A detailed analysis of the cases treated in the dispensary for a period of 6 fortnights from 15th September 1944 to 30th November 1944 is shown in Table LXXIX :—

* Called 'bunks' in Madras.

TABLE LXXIX.

Analysis of cases treated in the dispensary from 15-9-44 to 30-11-44 (Data prepared by the Doctor in charge of the dispensary).

Fortnight ending with

		15-9-1944.							30-9-1944.								
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	Total.	(1)	(2)	(3)	(4)	(5)	(6)	(7)	Total.
<i>M. E. T.</i>																	
Traffic	21	..	15	45	..	102	28	211	27	2	41	41	..	103	40	259
Workshop	32	..	39	45	..	309	46	471	16	..	49	58	..	204	67	454
P. W. D.	5	..	2	2	..	65	17	91	3	..	4	1	..	57	5	70
Office	5	..	9	6	..	19	15	54	8	..	11	5	..	21	10	55
Total	63	..	65	98	..	495	106	827	54	2	105	105	..	450	122	838
		15-10-1944.							30-10-1944.								
<i>M. E. T.</i>																	
Traffic	159	4	30	88	..	102	74	457	90	3	54	82	..	200	140	569
Workshop	52	..	70	55	..	351	98	626	31	..	48	60	..	258	165	502
P. W. D.	4	..	4	54	16	78	4	..	8	4	..	38	13	67
Office	22	1	9	18	..	17	13	80	3	..	1	21	3	28
Total	237	5	113	161	..	524	201	1,241	128	3	111	146	..	517	261	1,166
		15-11-1944.							30-11-1944.								
<i>M. E. T.</i>																	
Traffic	54	1	33	123	..	99	132	447	63	2	33	76	..	112	89	375
Workshop	33	2	42	42	..	210	71	400	47	1	50	85	..	316	77	573
P. W. D.	5	..	11	3	..	73	7	99	9	..	8	2	..	38	23	80
Office	2	2	..	7	..	6	11	28	5	1	..	15	..	6	23	50
Total	94	5	91	175	..	388	221	974	124	7	91	178	..	72	212	1,034

References for figures within bracket :—

- (1) Diseases of the nervous system.
- (2) Diseases of the circulatory system.
- (3) Diseases of the Respiratory system.
- (4) Diseases of the Digestive system.
- (5) Diseases of the urinary system.
- (6) Cuts and injuries.
- (7) Miscellaneous.

A study of the data in this table shows :—

- (1) that the average number of cases treated per fortnight is 1,236,
- (2) that the number of cases treated is the highest in October, (the rainy month) among the workers in the traffic department obviously because of their exposure to rain.
- (3) that in all the other months, the largest number of cases treated belong to the workshop section, cuts and injuries being responsible for the same,
- (4) that no cases of diseases of the urinary system have been reported during these 3 months.

The doctor says that he has treated swelling of legs in the case of a few anaemic persons among drivers (caused by their constant standing posture), but that none of the other diseases treated by him in the dispensary can be considered to be occupational in character.

When new recruits are selected, there is a regular medical examination. In addition, there is also an eye test for drivers once a year conducted by the eye surgeon of the Government Ophthalmic Hospital, Madras. There is no periodical medical examination for other types of workers.

The cost of medicine supplied from January to December 1944 is shown in the following statement :—

				Rs.	As.	Ps.
January to March	453	15	0
April to June	378	8	0
July to September	463	10	0
October to December	517	2	0
			Total	1,813	3	0

The management has not provided any canteen for its workers in any of the departments. Nor is there any *creche* for women workers. No facilities are provided for the education of workers' children.

Grainshop.—The management has started a grainshop. It is open during the working hours. Rice, wheat and black gram are supplied at controlled rates. The number of ration cards registered with the shop is 1,364 and, on an average, 600 bags of rice are sold every month. Sales during December 1944 (upto 28-12-44) amounted to Rs. 19,193|1|3. The godown and office rooms for the shop have been provided free of rent by the management.

Co-operative Credit Society.—The Company started on 17th March 1943 a co-operative society for the benefit of its workers. According to the latest audited statement, the number of members is 957 with 5,006 shares and a total paid-up share capital of Rs. 24,430. The office room is provided by the management free of rent, and, upto the end of 1943, it paid also the salary of the clerk attached to the society. The maximum borrowing power of individual members is Rs. 200. At the end of the last co-operative year (30th June 1944), the amount of long term loans disbursed to members was Rs. 8,300 and the society has earned so far a net profit of Rs. 1,824|3|-.

Trade Unions.

Workers in the Madras Electric Tramways (M. E. T.) and the Madras Electric Supply Corporation have organised themselves into a single trade union. It was started in September 1935 and registered in June 1936. There was, however, an earlier union in existence which had been started in 1918 and recognised by the management. After the strike of 1937 (to be referred to below) the two unions were amalgamated into one. The present membership of the union (as on 31-12-1944) is 1,714.

The monthly subscription is 4 annas for adult males whose daily wages are 14 annas and above and 2 annas for others. Women members pay only one anna per month. The affairs of the union are managed by an executive committee consisting of a president, two vice-presidents, one general secretary, one assistant secretary, one treasurer, one publicity officer, and 20 other members, all elected by the general body. All but three among the members of the executive are workers. By successful negotiation with the management, the union has been able to secure the following concessions for its members :--

(1) Increase in the period of privilege leave for permanent workers from 15 to 21 days.

(2) The opening of a new dispensary and a tiffin shed at Basin Bridge for the benefit of the Madras Electric Supply Corporation workers. However, there has been no agreement whatsoever regarding wages, terms of service, etc., between the union and the management.

Works Committee.

Since the beginning of 1944, the Agent of the Company has made an attempt to constitute a works committee for the workers. Four meetings of the committee were held from January to May. Subjects like absenteeism, the appointment of two conductors for bogie cars, the revision of dearness allowance and the payment of wages for the four off days in the month for conductors and motormen were discussed. The workers' union is opposed to it as it is likely to undermine its own influence. There have been no meetings of the Works Committee since May 1944.

Strikes.

During the last 15 years, there was only one strike in the Madras Electric Tramway Company. The following account, taken from the Administration Report of the Madras Labour Department for the year ending 31st March 1937, describes briefly the causes and results of the strike :--

" A section of the employees of the M.E.T. started the Madras Tramway and Electric Supply Workers' Association in 1935, as a rival union to the Madras Electric Tramways and Supply Corporation Employees' Union started in 1918 and recognised by the management. Due to the non-recognition of the new union by the management and the dismissal of the secretary of the union for insolent and impertinent behaviour, about 250 conductors and motormen struck work on the morning of 2nd March 1937. The service was maintained with the help of workshop-men, inspectors, and ex-employees. Fifty strikers voluntarily returned to work on 3rd March 1937. Twenty-five strikers returned to work on the morning of 7th March 1937 and the rest resumed work on the morning of 8th March 1937, subject to the following conditions :--

- (1) a fine of 3 days' pay to be imposed on the strikers,
- (2) they should be on probation for a period of 3 months,
- (3) their increments should be stopped for a year, and
- (4) they should lose their seniority.

" The Secretary and 7 others whose record was continuously unsatisfactory were not taken back "

The union, however, succeeded in getting relief under the Trade Disputes Act of 1929. The Government of Madras appointed a High Court Judge as an arbitrator and referred the dispute to him. The arbitrator gave his decision in favour of the union and held that the Company had victimised its employees on account of their association with it. The management reversed all its previous decisions and took back all the victimised employees.

Safety Acts, etc.

Only the workshop and the car shed departments come under the Indian Factories Act of 1934. All the provisions of the Act have been complied with

in these departments as no remarks (except one with regard to the lime-washing of walls) have been made in the Factory Inspection Book during the past 10 years. The dates of visits of the Factory Inspector are given below :—

23-7-1934	14-3-1939
2-8-1935	6-4-1940
21-1-1936	1-3-1941
27-4-1937	30-5-1942
22-10-1937	9-2-1943
29-3-1938	7-7-1944

The provisions of the Electricity Act, the Payment of Wages Act and the Workmen's Compensation Act are duly observed. Abstracts of these Acts are displayed in prominent places. No cases of occupational diseases have been reported during the last 10 years.

Accidents.—No major accidents occurred in the concern in 1944. The total number of minor accidents was 170 and the total compensation paid amounted to Rs. 747|10|3.

General.

The Company has started a provident fund scheme for its employees. The total number of members contributing to the provident fund as on 30th November 1944 is 1,011. According to the latest audited statement (30th June 1944) the aggregate amount contributed by the employees (at the rate of one anna in the rupee of their monthly wages) is Rs. 197,760|5|5 and an equal amount has also been contributed by the management. The rate of interest varies from 2-1|2 pias to 3-1|2 pias per rupee per annum according to the interest earned from investments which are all in government securities. The important condition attached to contribution by the employer is the good behaviour of the employee. Rule 19 of the Provident Fund Rules empowers the management to pay only the aggregate amount subscribed by the employee in case of his dismissal, irrespective of the length of his service and the worker, who voluntarily retires after a continuous period of less than 5 years' service, will be paid only his own contribution together with the interest thereon standing to his credit at that time. In case of retirement between 5 and 10 years of service, the employee is paid only half the amount of contribution by the company together with the interest thereon. The full amount of the employer's contribution is given only in cases of continuous service for a period of 10 years or more.

Gratuities.—Before the introduction of the provident fund on 1st July 1931, the Company had a scheme of gratuity for its workers started as early as January 1920. Workers, who were on the gratuity fund on 1st July 1931 had the option of becoming members of the provident fund, though none was allowed to enjoy the benefits of membership in both. At present, there are only 34 members of the gratuity fund. The aggregate amount standing to their credit as on 31st December 1944, was Rs. 84,250.

There is no pension scheme.

Civil Condition.

The sample enquiry into the civil condition of workers employed in Tramways in Madras covered 133 workers. Of these, 132 were literate. 125 were Hindus, 7 Muslims and one Christian. Of the total sample, 113 were married.

Dependency.—The number of samples without any dependants to support was 3 only. The number of dependants supported by the remaining 130 samples is shown in Table LXXX. The total number of dependants was 589 which gives

4.5 as the average number of dependants on samples other than those without dependants :—

TABLE LXXX.
Showing the size of the family.

Number of dependants	Nil	1—2	3—4	5—6	7 and above.
Number of families	3	23	45	45	17

Indebtedness.

The total amount of debt on indebted persons was Rs. 32,050. This debt was payable by 99 samples, of whom none was without dependants. Thus, 74.4 per cent. of samples were in debt and the average amount of debt on indebted persons was Rs. 324. As in the case of other classes of workers, it is seen from tables LXXXI and LXXXII that indebtedness, both in its incidence and frequency, tends to increase with the size of the family. Among larger families, the incidence of debt is both heavy and more widespread than in smaller families :—

TABLE LXXXI.
Showing indebtedness of families according to the number of dependants.

Number of dependants ..	Nil	1—2	3—4	5—6	7 and above.	Total.
Number of families	12	35	37	15	99
Amount of debt (Rs.)	2,650	11,970	11,530	5,900	32,050
Average amount of debt per indebted family (Rs.)	221	342	312	393	324

TABLE LXXXII.
Showing percentage of families in debt.

Size.	Percentage.
No dependants
1—2	52.2
3—4	77.7
5—6	82.2
7 and over	88.2
All families	74.4

Table LXXXIII shows the distribution of indebted persons according to the amount of debt. The high *per capita* indebtedness is revealed by this table at a glance, for over 80 per cent. of indebted persons are in the two largest groups :—

TABLE LXXXIII.
Showing distribution of indebted persons according to the amount of debt.

Number of persons in debt.		Number of persons free from debt.		Debt between Rs. 1—50.		Debt between Rs. 51—100.		Debt between Rs. 101—200.		Debt over Rs. 200.	
No.	%age to total.	No.	%age to total.	No.	%age of persons in debt.	No.	%age of persons in debt.	No.	%age of persons in debt.	No.	%age of persons in debt.
99	74.4	26	25.6	17	17.2	35	35.4	47	47.4

Analysis of indebtedness according to its causes is shown by table LXXXIV. Altogether 120 loans were taken by 99 indebted persons on various occasions. Of these, over 81 per cent were for financing marriages and domestic needs. They accounted for over 76 per cent. of total indebtedness. Loans for litigation, sickness, expenditure or outlay on death ceremonies were remarkably small. Ancestral debt was responsible for over 10 per cent. of debt interest but it was confined to two samples only.

TABLE LXXXIV.

Causes of debt.	Number of loans taken.	Percentage of all loans.	Amount of debt. (Rs.)	Percentage of total debt.	Average amount of debt (Rs.)
All causes	120	100	32,050	100	324
Marriage	25	20.8	8,770	27.4	351
Sickness	9	7.5	1,450	4.5	161
Death	7	5.8	850	2.7	121
Litigation. ...	1	0.9	1,000	3.1	1,000
Purchase of land ..	3	2.5	810	2.5	270
Domestic needs ..	73	60.8	15,770	49.2	216
Miscellaneous
Ancestral	2	1.7	3,400	10.6	1,700

Table LXXXV gives an indication of the burden of interest charges on indebted persons. Only 3 per cent. of total debt was interest free. Nearly 70 per cent. of it paid interest below 12-1/2 per cent. :—

TABLE LXXXV.

Showing rates of interest paid on loans.

Rate of interest.	Free from interest.	Up to 6 1/2%.	6 1/2% to 12 1/2%.	12 1/2% to 18 1/2%.	18 1/2% to 37 1/2%.	Over 37 1/2%
Amount of debt in Rupees ..	950	5,960	18,170	2,100	3,520	1,350
Percentage of total debt. ..	3.0	18.6	56.2	6.5	11.0	4.2

Housing.

The survey of the housing condition of Tramway workers in Madras covered 96 dwellings of which, as table LXXXVI shows, 90 or 93.8 per cent. were one-room dwellings, comprising 104 rooms in which the number of occupants at the time of enquiry was 475. Thus the average density of occupancy in the dwellings covered was 4.6 persons per room of an average area of 82 square feet :—

TABLE LXXXVI.

Showing number of dwellings of different sizes.

Size.	Number of dwellings.	Percentage of total.
One room	90	93.8
Two rooms	5	5.2
Three "
Four "	1	1.0
Total	96	100.0

As table LXXXVII shows, the density of occupancy in one-room dwellings was 5 persons per room or 0.4 persons higher than the average density for all dwellings. The percentage of rooms subject to this high density, as

table LXXXVIII indicates, was 86.5, but the percentage of occupants subject to the density was still higher at 94.3. It follows that the great majority of workers were living 5 to a room on an average :—

TABLE LXXXVII.

Showing density of occupancy in dwellings of different sizes.

Size of dwellings.	Number of dwellings.	Number of rooms.	Number of occupants.	Density of occupancy.
One room ..	90	90	448	5.0
Two rooms ..	5	10	22	2.2
Three „
Four „ ..	1	4	5	1.3
Total ..	96	104	475	4.6

TABLE LXXXVIII.

Size of dwellings.					Percentage of habitable rooms to the total number of rooms.	Percentage of occupants to total number of occupants.
One room	86.5	94.3
Two rooms	9.6	4.6
Three „
Four „	3.9	1.1
Total	100.0	100.0

The nature and extent of amenities enjoyed by the dwellings covered by the survey are shown in tables LXXXIX (a) and (b). None of the houses had any subsidiary accommodation to supplement living rooms. Verandahs were found in 65.6 per cent. of dwellings, courtyards in 2.1 per cent. only. More than two thirds of the dwellings had no kitchens, which means that the majority of workers had to do their cooking in their living rooms or verandahs wherever available :—

TABLE LXXXIX (a).

	Subsidiary Rooms.		Verandah.		Courtyard.		Kitchen.				
	Number of rooms.	Number of dwellings.	With		With-out.	With.		With-out.	With-out.		
			No.	%		No.	%		No.	%	
All dwellings ..	Nil	Nil	63	65.6	33	2	2.1	94	23	24.0	73
One-room dwellings	61	67.8	29	90	22	24.4	68
Two room dwellings	2	40.0	3	1	20.0	4	1	20.0	4

Contrary to expectation, bath rooms were found in 13.5 per cent. of dwellings, the majority of which were one-roomed. The percentage is rather small, but it presents a contrast with reports from many other centres, which showed that the complete absence of bath rooms was almost a universal phenomenon.

TABLE LXXXIX (b).

	Bath Rooms.		With- out.	Latrines.		With- out.	Water Supply.		With- out.	Electricity.		With- out.	Drainage.		Un- satis- factory.	Ventilation.		Un- satis- factory.
	With.			With.			With.			With.			Sati f ctory.			Satisfactory.		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
All dwellings	13	13.5	83	33	33.4	63	72	75	24	All	9	9.4	87	All
One-room dwellings ..	12	13.3	78	27	30	63	67	74.4	23	7	7.8	83
Two-room dwellings ..	1	20	4	5	100	..	5	100	2	40.0	3

34.4 per cent. of dwellings had latrines, almost all of which were independent and private. The occupants of other dwellings had to resort to public latrines. Water supply facilities were confined to common private taps in the case of 75 per cent. of dwellings. The others had to resort to public taps.

No house was fitted with electric light. In respect of ventilation, all dwellings are described as very unsatisfactory while less than 10 per cent. of dwellings enjoyed satisfactory drainage facilities.

Bus workers in Madras City.

The motor bus has become an exceedingly cheap flexible and convenient means of passenger transport both in the city and the countryside. The development of suburbs in recent years has indeed intensified this need and it may be stated confidently that this progress is bound to be accelerated during the post-war period. But the existing services cannot be said to be either adequate or efficient. The suburban railways do not greatly benefit the congested parts of the city. The available mileage of tramway is only 33 and the routes covered are also confined to only a few parts of the city. Hence the motor bus is left as an important agency of public transport catering to the needs of passenger traffic in different parts of the city.

From the data given in Table XC it can be seen that there are, in all, 113 buses plying within the limits of the city of Madras, covering a total route mileage of 88.9. Needless to point out that the service requires further expansion to meet the increasing needs of passenger transport in the city :—

TABLE XC.

Serial No. of the route.	Route.	Code No. of the bus companies and the number of buses permitted in each route for each company.				Distance in miles between the termini of each route.
		1	2	3	4	
1	Triplicane to Parry's corner ..	10	3.6
2	Triplicane to Mint Buildings ..	4	..	4	..	4.5
3	Mylapore to Parry's corner	16	6.0
4	Mylapore to Royapuram	5	8.6
5	Adyar to Parry's corner	5	7.9
6	M.U.C. to Tondiarpet	4	4.1
7	Perambur to Parry's corner (via central station)	15	..	6.1
8	Perambur to Parry's corner (via Basin Bridge) ..	2	..	2	2	5.7
9	Tyagaraja Nagar to Parry's corner (via Egmore Rly. station)	8	7.4
10	Tyagaraja Nagar to Parry's corner (via Pantheon Road)	4	7.1
11	Tyagaraja Nagar to Parry's corner (via Mount Road)	4	6.3
12	Tyagaraja Nagar to Triplicane (via Luz Church Road)	6	4.9
13	Tyagaraja Nagar to Triplicane (via Pycrofts Road) ..	2	2	4.7
14	Kellys' Road to Mint ..	3	..	3	..	3.7
15	Amji Karai to Parry's corner	6	..	4.4
16	Kelly's road to Mount Road	6	..	3.3
	Total ..	21	24	36	32	88.9

Units selected.—For a survey of labour conditions among the bus workers, five* bus companies which operate in the city and its suburbs have been taken up within the orbit of this inquiry.

Employment.

From the data given in Table XCI below, it can be seen :—

(1) that there has been an increase of employment both in the transport and the workshop departments of two of the bus companies for which alone data are available for comparison between August 1940** and December 1944, and

(2) that, taking into consideration the total employment at the time of the present enquiry in December 1944, workers in the transport department constitute nearly 70 per cent. of the total number of workers ; the workshop department being responsible only for the balance of about 20 per cent.

TABLE XCI.

Serial number of Company.	Transport.			Workshop.		
	August '40.	December 1944.	Increase (+).	August '44.	December 1944.	Increase (+).
1	165	182	+17	58	63	+5
2	185	214	+29	43	175	+132
3	84	96	..
4	455	110	..
Total	935	444	..
Percentage	67.8	32.2	..

The entire labour force is employed and paid directly, there being no contract labour in any form either in the workshop or in the transport department. All workers are adult males and there is no employment of either women or children.

Length of service.—No records are maintained by any of the bus companies and hence the following data given by the managements of two companies should be regarded only as an approximate estimate of the length of service of the operatives as in January 1944 :—

TABLE XCII.

Serial number of Company.	Year of starting the concern and department.	Between 0 and 1 year.	Between 1 and 5 years.	Between 5 and 10 years.	Over 10 years.
1	1938 Workshop	76	15	5	Nil.
	Transport	11	Nil	73	Nil.
2	1935 Workshop	66	100	25	Nil.
	Transport	81	100	20	Nil.

*It may be noted here that one company has been taken over since April 1944 by another with the result that the actual number of units for enquiry is only four. Its identity, as a separate unit, is however kept up temporarily for the purpose of registration in the Police Department. One of the bus companies operates in the suburbs of Madras.

**Data for August 1939 are not available.

Apprenticeship, promotion, etc.—There is no system of apprenticeship in any of the four units either for supervisory or for ordinary posts. Nor is there any system of graded or time-scale promotion. All increments in wages both in the workshop and the transport sections are determined (according to the statements of the managements concerned) on the basis of the merits of each individual. The president of the Madras Motor Bus Drivers' Association in his memorandum, however, alleges that promotion is not based on merit or period of service but on nepotism.

Permanent and temporary workers.—There is no classification of workers as temporary and permanent though the workers, through their trade union, demanded and bus owners also agreed as early as 1940 to confirm all the staff according to the order of seniority*. In fact, as per conditions laid down in the service agreement form of one of the bus companies, workers are liable to be dismissed at any time without notice. The president of the Madras Motor Bus Drivers' Association says that jobbers play an important role in such dismissals as they take bribes from the applicants for appointments and "as each new appointment brings them fresh bribes".

Labour turnover.

As there are no service records of employees, data relating to labour turnover had to be collected only from the attendance registers and pay rolls. The data so collected in respect of one of the sampled units show that 55 out of a monthly average of 148 workers in the Engineering Department and 20 out of a total of 128 workers in the Transport Department were actually dismissed during the course of one year (1943). In another company, during the same period (1943), there was a turnover of 22 out of 74 in the Engineering Department and 39 out of 113 in the Transport Department. No details are shown either in the attendance register or in the pay roll whether they were dismissed or left the service voluntarily. A third bus company dismissed all its regular and recognised staff of inspectors, when they demanded an increment in their wages.

Absenteeism.

The attendance registers and pay rolls constitute the only source of information for calculating absenteeism but no details are available therein for studying the causes thereof. The data in table XCIII with regard to absenteeism among different classes of workers in the workshop and the traffic departments of one of the bus companies for the last quarter in two different years (1943 and 1944) show that,

- (i) the highest percentage of absenteeism is among the conductors,
- (ii) the next highest percentage is among the drivers,
- (iii) absenteeism is lowest among the inspectors, and that
- (iv) there has been a decline in absenteeism in 1944 as compared with 1943.

Conductors, it is admitted by all, earn a fairly large income by irregular methods, such as non-issue of tickets. As their earnings are larger, it is said that they frequently absent themselves for the sake of relaxation. The drivers questioned by me said that absenteeism among them is due to their frequent illness.

*As per Agreement dated 23-12-40, to be referred to in the section on Trade Union.

TABLE XCIII.

Showing absenteeism among different classes of workers in one of the bus companies of Madras.

	1943.									1944.								
	October.			November.			December.			October.			November.			December.		
	(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)
Conductors	1271	419	33.0	1260	396	31.4	1395	504	36.1	1829	495	27.1	1830	425	23.2	2480	464	18.7
Drivers	1054	208	19.7	1080	237	21.9	1240	240	19.4	1736	158	9.1	1620	179	11.0	2108	205	9.7
Workshop	2511	375	14.9	2648	500	18.9	2294	344	15.0	2077	261	21.6	1860	165	8.9	1952	148	7.6
Inspectors	1240	93	7.5	1080	73	6.8	1116	100	9.0	1147	138	12.0	1050	90	8.6	1054	97	9.2

References for figures within brackets :—

(1) Total number of man-days.

(2) Total number of man-days lost.

(3) Percentage of absenteeism.

Standing Orders.

There are no standing orders governing the relationship between the employers and the employees in any of the bus companies, though the bus owners agreed to draw up the necessary orders as early as 1940.

Labour Officer.

There is no labour officer in any of the bus companies.

Wages and Earnings.

Wages for all classes of workers both in the transport and workshop departments of all the bus companies are paid on a daily basis. The rates of wages are shown in table XCIV. No changes have occurred in these basic rates of pay:—

TABLE XCIV.
Showing daily wage rates in 1944.

Serial number of bus Co.	1		2		3		4	
	Maximum.	Minimum.	Maximum.	Minimum.	Maximum.	Minimum.	Maximum.	Minimum.
<i>Traffic Deptt.—</i>	Rs. a. p.	Rs. a. p.	Rs. a. p.	Rs. a. p.	Rs. a. p.	Rs. a. p.	Rs. a. p.	Rs. a. p.
Drivers	1 6 0	1 6 0	1 5 2	1 3 2	1 8 0	1 3 4	1 4 3	1 2 8
Conductors	0 14 0	0 14 0	0 14 0	0 12 0	1 0 0	0 13 1	0 15 0	0 11 0
Inspectors	No inspectors.		0 8 0	0 8 0	1 13 4	1 0 0	0 12 9	0 6 5
<i>Workshop Deptt.—</i>								
Mechanics	2 1 0	0 12 0	2 2 0	1 8 0	3 5 4	0 13 4	1 12 0	0 12 0
Fitters	1 8 0	0 8 0	1 8 0	1 0 0	1 2 0	0 12 0	1 12 0	0 12 0
Cleaners	0 10 0	0 4 0	0 10 0	0 6 6	0 10 8	0 5 4	0 6 4	0 2 8
Carpenters	1 8 0	1 0 0	1 6 0	1 0 0	1 8 0	0 10 0	1 2 0	1 0 0
Painters	1 8 0	0 12 0	1 5 4	0 13 4
Tinkers	1 8 0	1 4 0	1 0 0	0 8 0	1 2 0	..
Welders	1 8 0	1 6 0

Allowances.—Dearness allowances were paid first in 1942 at the rate of Rs. 2, Rs. 3 and Rs. 4 per head per mensem for inspectors, conductors and drivers respectively. These rates have been revised to Rs. 12|12|- in 1944 for all these three categories of workers. Since January 1944, employees in the workshop department have also been given a dearness allowance of Rs. 7|8|- per month per head. Curiously enough, dearness allowances are shown as bonuses in the wages register as the latter term conveys a sense of a more generous treatment. At any rate, these dearness allowances are regarded only as temporary by the employers.

Bonus, in the real sense of the term, is being paid only in two bus companies. One of them pays a month's wages for those with a service of 12 months and more, and half a month's wages for those whose service is between 6 months and one year. The second bus company pays an annual bonus of 10 days' wages to all workers irrespective of their period of service. It also pays every month a special allowance, called 'merit allowance', to 4 drivers, 4 conductors and one inspector by rotation at the rate of Rs. 12|8|-, Rs. 5 and Rs. 5 per head respectively. One of the considerations for this merit allowance in the case of drivers is 'accident-free-driving'. This principle is not recognised in the other companies.

Principles underlying the wage rates.—The employees stated that they have not adopted any definite principles with regard to the fixation of wage rates and that they pay wages only according to the merit and ability of each individual worker.

Overtime.—Only one of the four workshops comes under the Factories Act and, there, overtime is calculated and paid for according to its provisions. There is, however, very little of overtime work done at present. In the other workshops, overtime work is done but wages are paid only at the ordinary rates. There are no registers for recording overtime.

The Traffic Departments do not come under the Factories Act, and hence there is no recognition of the principle of overtime wage. Drivers and conductors, who work over and above their normal hours of work are paid only at the ordinary rates of wages plus an extra *bhatta* of four annas per day. No special registers are maintained for recording overtime, though the necessary entries are noted in the wage sheets.

Deductions.—Deductions from wages are made only in respect of

- (a) shortage of cash in the collections made by conductors,
- (b) advance received during the course of the month, and
- (c) loss of articles or damage to the property of the company.

Fines.—No fines are imposed at present though, prior to the general strike of 1941 to be referred to below, these were imposed very frequently for neglect of duty, careless work, leaving duty without permission, disobeying of orders, disorderly conduct, insubordination and failure to comply with traffic regulations. The present practice in all the bus companies is to issue warnings for such offences and to dismiss the worker, if there is no healthy effect.

Analysis of wages and earnings.—The enquiry into wages and earnings covered 5* establishments. The total number of workers employed in the occupations covered was 1,320 and the number of samples picked up was 385 or 29.2 per cent. The wage period to which the information relates was the month of November 1944 in respect of four and the month of September 1944 in respect of the fifth establishment. The following table shows average daily basic wages and net earnings of workers in the principal occupations. The principal occupations shown in the table accounted for 1,173 employees of

* Please refer to foot-note on page 95. The wage data for the two companies were collected separately.

88.9 per cent. of the total in all the occupations covered by the survey. These 1,173 employees in the principal occupations are represented by 330 samples, i.e., 28.1 per cent. :—

TABLE XCV.

Occupation.	Number of workers.	Number of samples.	Average daily basic wages.			Average daily net earnings.		
			Rs.	A.	P.	Rs.	A.	P.
Drivers	381	166	1	4	1	1	12	1
Cleaners	173	29	0	7	0	0	13	10
Conductors I	257	39	0	13	7	1	5	11
Conductors II	131	12	0	11	3	1	2	7
Inspectors I	40	8	0	13	9	1	7	5
Inspectors II	59	19	0	8	1	0	15	2
Inspectors III	35	11	0	6	6	0	13	3
Time Keepers	26	10	0	8	0	0	14	10
Mechanics I	38	24	1	10	1	2	2	7
Mechanics II	10	3	0	13	6	1	4	10
Electricians	7	5	1	10	1	2	3	3
Tinkers	16	4	1	3	8	1	10	7
	1,173	330						

It will be seen that the majority of workers had their basic wages below Re. 1 per day. Among the traffic staff only, the drivers were earning more than Re. 1 per day by way of basic wages. Average daily net earnings are higher than average daily basic wages by 6 annas to 10 annas.

Wage Period.—Though all workers, both in the transport and workshop departments, are on a daily basis, wages are paid every month. There is no uniformity with regard to the date of payment. One company pays on the last working day of the month. Another company pays on the 7th day of the succeeding month. In the third company wages are paid on the 7th and the 10th of the succeeding month for the workshop and the transport departments respectively. In the fourth company, all workers are paid on any day between the 7th and the 10th of the succeeding month according to the convenience of the management.

Close days and holidays.—There is no close day either in the workshop or in the transport department of any of the bus companies. Even in the workshop of one of the bus companies which comes under the Factories Act, work is done up to the forenoon on Sunday. Nor are there any holidays with pay. There is no provision either for casual or for sick leave.

Working hours.

Workshop Department.—The hours of work are regulated only in one of the workshops which comes under the purview of the Factories Act. These are :—

Monday to Saturday	8-30 A.M. to 12-30 P.M.	4 hours.
	1-30 P.M. to 6 P.M.	4½ hours.
Sunday	8-30 A.M. to 2-30 P.M.	6 hours.

Those who work on Sundays are however given compensatory holidays. In the workshops of the other three bus companies, there is no regulation of working hours.

Transport Department.—In the transport departments, working hours for conductors and drivers are as follows :—

Serial number of Company.	Shift.	Hours.
1.	I	5 a.m. to 2 p.m. (9)
	II	2 p.m. to 10 p.m. (2).
2.	I	6-30 a.m. to 1-30 p.m. (7).
	II	1-30 p.m. to 9-30 p.m. (8).
3.	I	6-0 a.m. to 1-00 p.m. (7).
	II	1-0 p.m. to 9-00 p.m. (8).
4.	I	5-30 a.m. to 2-00 p.m. (8½).
	II	2-0 p.m. to 9-30 p.m. (6½).

From the data given above, it can be seen that drivers and conductors work a minimum of 6-1½ hours and a maximum of 9 hours in each shift, without taking into consideration of course the time taken for coming to and returning from the place of work. The maximum of 9 hours' work in any one shift has been permitted by an order (No. Mis. 2230, dated 27-7-1944, Home Department of the Government of Madras). Should conductors and drivers choose to work of their own accord during the "off" period, or be compelled to work owing to the absence on leave of other workers, they are not given any overtime pay. They are merely given an extra *bhatta* of 4 annas per day. The president of the Madras Bus Drivers' Association points out that this competition for the *bhatta* of 4 annas is a positive menace to the travellers as overworked drivers are likely to drive rashly or carelessly and thereby cause accidents to vehicles and passengers.

Another point worth mentioning in this connection is the practice of giving drivers and conductors a bonus of Annas 8 to Rupee one, if the collections for the day by way of passenger fares exceed the normal or the average collections. The president of the Madras Bus Drivers' Association emphasises the dangers of this practice in the following terms : "Employers, in their eagerness to get a gangsters' loot at the expense of the safety and convenience of the public encourage the workers to overload, to drive over-speed and to secure over-collections, and, unless the police are vigilant and dutiful, these excesses of the employers will never be checked or corrected".

Working conditions.

Workshops.—As noted already, only one of the work hops comes under the purview of the Factories Act. The general working conditions here are quite satisfactory. In fact, the workshop buildings have been put up only recently and they satisfy the statutory requirements in respect of lighting and ventilation. There are, however, the following defects. The flooring of the open yard in front of the different sections of the building is *katcha* and produces a lot of dust. There are no hydrants, fire extinguishers or even fire buckets. There is no protection whatsoever for the air compressor machine, installed at the southern end of the building. There are 8 water taps for washing purposes and workers are made to use them for the purpose of drinking as well. Nor are any special arrangements made for the supply of drinking water in the different sections of the workshop. No cool water is supplied in summer. There are 6 latrines but there is not a single urinal. The work-

shops of the other three bus companies do not come under the Factories Act, though the number of workers employed in them (as in December 1944) ranges from 63 to 175. The following account gives a brief description of the general working conditions in each of these three unregulated workshops :—

Bus Company No. 1.—The workshop is located in a spacious but old building. The walls have not been whitewashed for years. Wood-work has also not been painted. In the repairing section, flooring is not cemented. There are no drainage arrangements for carrying waste water. The yard in front of this section is dirty and dusty with rubbish thrown pell-mell near the compound walls. The body-building shed is roofed with corrugated sheets, and as the whole shed is open on all sides, there is no protection against the glare of the sun either on the western or on the eastern side. Flooring in this section is of hard earth only and is not smooth or even, though arrangements are in progress for cementing it. There are 6 flush latrines in all, but there is not a single urinal. There are four taps for washing purposes, but there is neither hard flooring nor drainage for conducting the waste water. There is no provision whatsoever for the supply of drinking water, and all workers have to go to one common tap at a fair distance whence alone drinking water is available. The store rooms are exceedingly congested and ill-ventilated.

Bus Company No. 2.—The workshop of this bus company is also housed in an old building. The yard is dusty and dirty and all along the sides of the compound wall one can see rubbish and waste material thrown indiscriminately. On the western side of the shed, there is an overgrowth of weed and grass. The repairing and the cleaning sheds are roofed with corrugated sheets and as the roofing also is very low, the heat is indeed intolerable during midday hours. Flooring is broken all over and is littered with waste rags. There are only two latrines and two taps. There is no arrangement for the supply of drinking water.

Bus Company No. 3.—The workshop of this bus company is located in a newly-constructed shed. Portions of flooring still remain unfinished. Roofing is high and Mangalore tiles have been used for the purpose but, as there is no protection against the sun, workers complain of heat in the afternoon. There are two latrines, but no urinals. No provision has been made for washing facilities excepting the installation of a hand-pump. No arrangements whatsoever exist for the supply of drinking water at the working places.

Transport Department.—Working conditions in the Transport Department may be reviewed briefly in respect of the difficulties experienced by the three classes of workers therein—namely, drivers, conductors and inspectors.

Drivers.—The main complaints of the drivers are the following :—

(a) There are no overtime wages and the extra *bhatta* for overtime (Annas 4) is insufficient.

(b) Changes in shift duties are not intimated in time with the result that workers have to waste much time in going to the office for getting the information.

(c) The driving of buses run on producer gas plant causes giddiness, loss of appetite and, in some cases, permanent derangement of the digestive system. The present allowance of As. 4 per day per head for driving these charcoal buses is woefully inadequate.

(d) The time taken for coming to and returning from the place of work is not taken into consideration in calculating the total hours of work.

Conductors.—In addition to the time taken in coming to and returning from the place of work, conductors have to wait for about two hours every day in the office for paying their daily collections and settling the accounts.

Inspectors.—The main complaint of the inspectors is that their remuneration is not commensurate with their responsibilities.

There are no rest shelters or tiffin sheds for any of these three classes of workers.

Welfare activities.

Excepting the provision of a few elementary necessities such as latrines and washing facilities in a rather inadequate manner (as described in the previous section), none of the bus companies provides any facility whatsoever for medical aid, the supply of light refreshments through canteens or for the education of workers and their children. There is not even a grain shop in any of the companies.

Trade Unions and strikes.

At present, there are three trade unions among the bus workers in Madras city. The first is the Madras Motor Bus Drivers' Association. Though started as early as 1928, it was registered only on 9-3-1944. The monthly subscription is annas two per head. The affairs of the union are managed by an executive committee composed of a president, a vice-President a general secretary and four elected representatives from each of the four bus companies of Madras city. The total number of members in 1944 was 247. The most important achievement of this union is the drawing up of an agreement in December 1940 between the owners of bus companies and the bus workers. According to it, the bus owners agreed :

- (1) to recognise the union and permit normal trade union activities,
- (2) to draw up standing orders for the guidance of drivers and conductors in respect of their responsibilities to the bus companies,
- (3) to provide uniforms for workers,
- (4) to pay extra wages to drivers and conductors working on charcoal buses,
- (5) to reduce fines to a reasonable level,
- (6) to allow interest on security deposits given by workers,
- (7) not to punish drivers and conductors on any uncorroborated report from any source or on the passengers' complaints, unless the passengers presented themselves at the time of enquiry, and finally
- (8) to leave for arbitration the question of placing the workers on a monthly wage basis and granting them leave, bonus, provident fund and enhanced dearness allowance.

By mutual agreement, the Union and the Bus Owners' Association referred the points for arbitration to the Commissioner of Labour, Madras. With regard to wages, the first issue in the dispute, the Award dated 27-4-41 fixed a minimum pay of Rs. 36 per mensem for drivers with 2 or more years' of continuous service and Rs. 35 for others. It was also provided that all drivers should work for a maximum period of 54 hours a week. The minimum pay of the conductors was fixed at annas 12 per day of not more than 9 hours with suitable provisions for modifications in respect of those who were actually getting at that time 10 to 12 annas per day. Regarding the second issue (confirmation of the staff), the bus owners agreed to confirm the existing staff in the order of seniority. In respect of the third issue namely the grant of a special allowance to the staff working on charcoal buses, the owners agreed to pay 4 annas and 2 annas to drivers and conductors respectively. Moreover, the owners agreed to supply uniforms to conductors and drivers and give besides a washing allowance of 4 annas per head per month, though the latter

part of this concession was not one of the demands of the Union. As regards the grant of sick leave and casual leave, the bus owners agreed to give only 6 days' leave, though the demand of the union was for 15 days' casual leave and 15 days' sick leave.

The bus owners gave effect to the Award only in respect of fixation of wages, the payment of special allowances for workers in charcoal buses and the supply of uniforms. No action whatever was taken with regard to two of the fundamental demands of the Union, namely, the formulation of standing orders, the confirmation of workers and the grant of sick leave and casual leave, besides the reinstatement of a few victimised workers. The Union, according to the statement of the president of the Madras Motor Bus Drivers' Association, appealed to the Madras Government for the enforcement of the Award with no effect. Thereupon, it resorted to direct action—a strike. This lasted for four days. The bus owners succeeded in bringing workers from the mofussil. Some of the drivers and conductors, who returned to work voluntarily, were taken back but the rest were not reinstated even though they offered themselves for re-employment on employers' terms.

After the failure of the strike, the bus workers in one company were persuaded by their management to revive their own local union so as to serve as a rival to the Motor Bus Drivers' Association. This union was registered on 5-2-41, but it has not been doing any work. Its registers were not made available to my staff for scrutiny since, according to the statement of the present secretary, his predecessor had lost all the records. Nor does the present secretary maintain any records. He says that he collects a subscription of annas two per head per mensem from about 70 per cent. of the drivers and conductors in the service of the company and utilises the proceeds for the payment of 'death benefit' to the family of any worker who dies while in service. So far, according to his statement, only one such payment has been made to the extent of Rs. 50.

There is a 'Welfare Union' in one company. It is, however, not registered. Subscriptions are collected at the rate of annas 2 per head per mensem and the proceeds, according to the statement of the secretary, are utilised for running a night school for the children of workers.

Early in July 1944, another union was started and registered—Madras Motor Bus Inspectors' Association. During the short period of its existence, it has to its credit a substantial achievement, namely, a successful negotiation with the bus owners for its own recognition and the raising of the salary of the bus inspectors from Rs. 12 to Rs. 17[8]- per mensem with a dearness allowance of 2 annas per point in the cost of living index above 200.

Occupational diseases.

The bus drivers stated that the driving of buses predisposes them to piles, scabbies and lung diseases. The president of the Madras Motor Bus Drivers' Association, from his personal knowledge, says that several bus workers show a remarkable tendency to decrease in weight which could be prevented only by enabling them to eat better food, particularly fresh milk and vegetables. There is a need for a periodical medical examination.

Accidents.

In the workshop of one of the bus companies which comes under the Factories Act, one fatal accident occurred in 1944 for which full compensation was paid as per provisions of the Workmen's Compensation Act. A minor accident also occurred in the same year for which the management paid only wages to the injured workman during the period of his treatment in the hospital. There are no records of accidents in the unregulated work-hops.

At present, there is no provision for the payment of compensation to drivers or conductors in case the buses in their charge meet with accidents, due to no fault of their own. From the statement in table XCVI (based upon the data compiled from the records maintained at the office of the Commissioner of Police, Madras), it may be seen that there is on an average one accident involving one motor bus every other day in the city of Madras and that some provision should therefore be made for paying compensation to workmen involved in it.

TABLE XCVI.

Showing the total number of road accidents (Col. 7) which occurred in Madras city during each fortnight upto the close of 15th December 1944 and the number of objects involved in each accident (Cols. 2—6).

1	2	3	4	5	6	7
Period ending.	Cars.	Loeries.	Buses.	Tram cars.	Fatal cases.	Total.
15-1-1944	5	11	1	3	2	50
31-1-1944	5	10	5	1	1	58
15-2-1944	4	9	6	2	1	48
29-2-1944	31	26	12	4	1	69
15-3-1944	9	27	9	13	2	61
31-3-1944	19	22	9	12	2	60
15-4-1944	23	22	12	15	2	67
30-4-1944	16	27	7	18	2	66
15-5-1944	8	25	2	10	2	43
31-5-1944	10	17	3	11	1	44
15-6-1944	19	27	8	17	2	66
30-6-1944	16	21	12	16	Nil	66
15-7-1944	16	32	5	18	3	57
31-7-1944	24	33	9	17	2	79
15-8-1944	22	31	6	9	5	63
31-8-1944	20	22	11	17	2	60
15-9-1944	23	36	11	22	Nil	74
30-9-1944	18	28	13	18	1	71
15-10-1944	12	30	5	15	1	67
31-10-1944	22	32	10	12	3	71
15-11-1944	18	22	12	13	1	60
30-11-1944	14	20	8	..	1	50
15-12-1944	15	39	8	8	4	68
	369	567	184	271	41	1,421

Total number of cases of accidents.

1940	1,803
1941	2,230
1942	1,546
1943	1,854
1944	2,108 (Upto 29th December 1944).

Civil Condition.

The sample enquiry into civil condition covered 115 workers. Of these, 106 or 98 per cent. were literate. Literacy was just a little less than what it was among tramway workers. There were 99 Hindus, 15 Muslims and one Christian.

Seventy nine of the samples were married, and the rest, with the exception of one widower, were all unmarried. The number of samples without any dependants to support was 3 only. Table XCVII shows the distribution of samples according to the number of dependants supported by them. The modal group is the family with 3 to 4 dependants. The total number of dependants on 112 persons was 472. This gives an average size of the family as 4.2, exclusive of heads of families. Owing to a large number of families in the group '5 to 6', the average number of dependants is higher than the size of the modal group :—

TABLE XCVII.
Showing size of the family.

Number of dependants.	Nil.	1-2.	3-4.	5-6.	7 and over.
Number of families	3	20	48	34	10

Indebtedness.

50 samples out of 115 were found to be in debt. Of these, one only was without any dependants to support and his debt of Rs. 500 was inherited by him. Table XCVIII shows the indebtedness of samples in different groups of dependency. There appears to subsist some correlation between indebtedness and the size of the family similar to that which has been noticed elsewhere.

TABLE XCVIII.
Indebtedness of families according to the number of dependants.

Number of dependants	..	Nil	1-2	3-4	5-6	7 and over.	Total.
Number of families	..	1	3	21	21	4	50
Amount of debt in Rs.	..	500	420	3,260	7,235	1,150	12,865
Average amount of debt per family (Rs.).		500	140	155	345	362	257

While table XCVIII shows the relation between the size of the family group and the size of debt, table XCIX shows the percentage of samples in debt according to the number of dependants supported by them. It is seen that, as the size of the family, i.e., the number of dependants increases, the average amount of debt as well as the frequency of indebtedness show an unmistakable growth.

TABLE XCIX.

Group.	Percentage of families in debt.						
No dependants	33.3
1-2	15.0
3-4	43.8
5-6	61.7
7 and over	40.0
All families	43.5

Table C shows the distribution of indebted persons according to the amount of debt incurred by them. The percentage of persons in the higher classes of debt is as much as 70, indicating a higher *per capita* indebtedness.

TABLE C.

Showing the distribution of indebted persons according to the amount of debt.

Number of persons in debt.		No. of persons free from debt.		Debt between Rs. 1—50.		Debt between Rs. 51—100.		Debt between Rs. 101—200.		Debt over Rs. 200.	
No.	%age of total.	No.	%age of total.	No.	%age of persons in debt.	No.	%age of persons in debt.	No.	%age of persons in debt.	No.	%age of persons in debt.
80	43.5	65	60.5	8	16.0	7	14.0	13	26.0	22	44.0

An analysis of debt according to the causes of indebtedness has been attempted in Table CI. The preponderance of unproductive debt strikes the eye immediately. It is a feature of indebtedness common to all classes of workers in all centres. In this case, marriages and domestic needs account for as much 86 per cent. of loans and 77 per cent. of total debt. Ancestral debt, too, is a considerable item. But it is difficult to say that the extent of ancestral indebtedness as indicated in table CI is sufficiently representative owing to the small number of cases involved.

TABLE CI.

Causes of debt.	Number of loans taken.	Percentage of all loans.	Amount of debt (Rs.)	Percentage of total debt.	Average amount of debt (Rs.)
All causes	50	100	12,865	100·0	257
Marriage	7	14	1,750	13·6	250
Sickness	1	2	40	0·3	40
Death	1	2	50	0·4	40
Litigation
Purchase of land	1	2	200	1·6	200
Domestic needs	36	72	8,125	63·1	226
Miscellaneous
Ancestral	4	8	2,700	21·0	675

The burden of indebtedness is indicated by table CII. Over 82 per cent. of the debt, including 16 per cent. which was interest free, was taken on interest below 12½ per cent. per annum. This is largely due to the facility with which workers in this trade were able to borrow from friends and landlords. Rates charged by these rarely exceeded 12½ per cent. On the other hand, much higher rates touching 150 per cent. were, it was revealed, being charged by moneylenders. The following table shows the rates of interest paid by indebted persons on loans taken by them :—

TABLE CII.

Rate of interest.	Free from interest.	Upto 6½%.	6½ to 12½%.	12½% to 18½%.	18½% to 37½%.	37½% and over.
Amount of debt (Rs.) ..	2,070	845	7,690	900	1,050	310
Percentage of total debt ..	16·1	6·6	59·8	7·0	8·1	2·4

Housing.

The survey of housing conditions of bus transport workers was undertaken separately and independently of the survey of housing condition of tramway workers. For purposes of the former survey, 75 dwellings were visited.

71 or 84.7 per cent. of these were one-room dwellings as indicated in table CIII :—

TABLE CIII.
Showing number of dwellings of different sizes.

Size.	Number of dwellings.	Percentage of total.
One room	71	94.7
Two rooms	4	5.3
Total ..	75	100.0

The total number of rooms in the dwellings covered was 79. These accommodated at the time of the enquiry 360 persons. The average area of rooms was 48 square feet and the average density of occupancy 4.6 persons per room.

TABLE CIV.
Showing density of occupancy in dwellings of different sizes.

Size of dwellings.	Number of dwellings.	Number of rooms.	Number of occupants.	Density of occupancy.
One room	71	71	339	4.8
Two rooms	4	8	21	2.6
Total ..	75	79	360	4.6

The density of occupancy was however larger than the average density in one room dwellings. Table CV shows that, while the percentage of rooms subject to this high density was 89.9, the percentage of occupants subject to it was higher still at 94.2 :—

TABLE CV.

Size of dwellings.	Percentage of habitable rooms to the total number of rooms.	Percentage of occupants to the total number of occupants.
Oneroom	89.9	94.2
Tworooms	10.1	5.8
Total ..	100	100

Tables CVI (a) and (b) indicate the nature and extent of amenities enjoyed by the dwellings surveyed. Besides the existence of living rooms already indicated, no dwelling was provided with a subsidiary accommodation of any sort. Verandahs, however, were enjoyed by a fairly high proportion

of houses. Courtyards, on the other hand, were extremely rare, 5.3 per cent. only of all dwellings being in possession of them

TABLE CVI (a)

	Subsidiary Rooms.		Verandah.			Courtyard.			Kitchen.		
	No. of rooms.	No. of dwellings.	With.		Without.	With.		Without.	With.		Without.
			No.	%		No.	%		No.	%	
All dwellings	Nil	Nil	67	89.3	8	4	5.3	71	68	90.7	7
Oneroom	Nil	Nil	63	88.7	8	1	1.4	70	64	90.1	7
Two rooms	Nil	Nil	4	100	..	3	75	1	4	100	..

The number and percentage of dwellings provided with kitchens were unusually high. The majority of occupants in the dwellings covered were thus spared the necessity of doing their cooking in their living rooms or verandahs. Bath rooms were conspicuous by their absence. One dwelling alone had this amenity.

TABLE CVI (b).

	Bath room.			Litrine.			Water supply.			Electricity.			Drainage.			Ventilation.		
	With.		With-out.	With.		With-out.	With.		With-out.	With.		With-out.	Satisfactory.		Unsatisfactory.	Satisfactory.		Unsatisfactory.
	No.	%		No.	%		No.	%		No.	%		No.	%		No.	%	
All dwellings	1	1.3	74	53	70.7	22	75	100	..	Nil	Nil	75	Nil	Nil	75	2	2.7	73
One room dwellings	1	1.4	70	51	71.8	20	71	100	..	Nil	Nil	71	Nil	Nil	71	1	1.4	70
Two room dwellings	4	2	50	2	4	100	..	Nil	Nil	4	Nil	Nil	4	1	2.5	3

Latrines were found in 70.7 per cent. of dwellings. But all these were common, that is to say, they were shared by a number of neighbouring houses. All of these dwellings enjoyed common water supply outside their premises. Not one had independent supply. In none of the dwellings electricity was laid. Drainage of all the houses has been described as unsatisfactory while in respect of ventilation the majority of dwellings have been placed in the same category.

PART V.

SUMMARY AND CONCLUSIONS.

Karachi, Bombay, Calcutta and Madras were the four port towns sampled for the purpose of an *ad hoc* survey of labour conditions in tramways and buses. Tramways are legal monopolies ; there is one tramway company at each of the sampled centres. So far as bus services are concerned, their number varies from place to place. The entire position in respect of buses in the sampled centres is tabulated as under :—

TABLE CVII.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Number of bus companies in each centre	6	2	5	13

All the trams and bus services in these centres were brought within the ambit of the enquiry. The total strength of workers jointly employed by trams and buses at the time of investigation was 14,661. No comparison can be struck with the pre-war employment figures, as these are not available for all the units under reference. One inference, however, is certain, i.e., employment has remained more or less constant. The counteracting forces—petrol-rationing and diminution in the number of vehicles on the one hand and increase in the volume of traffic on the other hand—have, in the long run, neutralised each other's effects. After the war, however, there is going to be a great expansion in the trade.

Excepting 60 women in the Madras tramways, workers in the sampled units are all men. Time rate is the common practice, though, in the case of some drivers and conductors in Calcutta, wages are calculated in direct relation to gross realisations in different trips. Only occasionally are repairs in Karachi done on a contract basis. Workers are employed and paid directly.

The following table indicates in percentages the statistics regarding length of service :—

TABLE CVIII.

Length of service in years.	Karachi.	Bombay.	Madras.	Calcutta.
0—1	21·3	21·3	24·6	Not available.
1—5	20·0	40·9	23·9	do.
5—10	30·5	19·3	19·0	do.
10 and over	28·2	18·5	32·5	do.
Total ..	100·0	100·0	100·0	

Though in Karachi the bulkiest group comprised those whose service was between 5 and 10 years yet, in other centres, the majority comprised such persons as have put in less than five years or more than 10 years' service. This state of affairs points to the depression in industry during the quinquennium preceding the war.

In the bus services, the distinction between temporary and permanent hands exists only in name. They are treated alike for all practical purposes. The tramways, however, observe this classification and the percentages of workers in each category are given below :—

TABLE CIX.

Class of workers	Karachi.	Bombay.	Madras.	Calcutta.
Permanent	100	Not available	95	84
Temporary	0	Do.	5	16
Total ..	100	..	100	100

An overwhelmingly large majority of workers are permanent. Some of the more significant privileges which they enjoy are :—

(a) leave with pay from 21 to 30 days in two centres.

(b) notice of termination of service from 7 to 14 days in two centres and

(c) extension of the benefits of provident fund in all centres.

There is no regular system of apprenticeship though, apart from a handful of apprentices on nominal allowances in engineering sections of the tramways, provision for the training of traffic and commercial staff exists in some units.

The tram companies allow graded promotions to their employees. The grades, of course, vary from centre to centre, but the general complaints are the same, i.e., initial salaries and periodical increments are very small and the grades come to an abrupt end rather too early. For the bus workers, there is no graded or time-scale promotion. Increments are stated by the employers to be determined on the basis of merit and loyalty but, in actual practice, their discretion plays no mean a role.

In the bus services, labour turnover was alarmingly high. In Madras alone, it was as high as 37.1 per cent. in one case. It is attributed mainly to dismissals. Voluntary quits, prompted by availability of more lucrative alternative jobs, are not insignificant either. Retirements are rather unknown. The tramways fare comparatively better in this respect. In Karachi, for example, the labour turnover was not more than 10 per cent. The Japanese bombing of the city was responsible for a large turnover in 1942 and 1943 in Calcutta.

Comparative figures of pre-war and present rate of absenteeism were available only in Karachi. These show that it has been almost the same in both the years 1939 and 1943, being 13.3 per cent. and 13.4 per cent. respectively. Heavy incidence of sickness, non-availability of medicines, strain and fatigue caused by an abnormally high increase in the bulk of traffic leading to the desire to be absent on pay and festival days and Sundays and long distances of workers' houses from the depots are stated to be some of the main causes.

To fight against the present rate of turnover and absenteeism, standardisation of wages, allowances and bonuses in different units in the same centre, introduction of provident fund benefits and similar other concessions, stricter restrictions on wrongful dismissals, victimisation and duty hours, improvement in working conditions, increase in welfare activities, insistence on discharge certificates and provisions for regular off days, leave, rest intervals and reserve staff are suggested as some of the effective measures.

No 8-220
There are no standing orders governing the relations between the employers and the employees in bus services excepting one unit each in Bombay and Karachi. The tram companies have framed rules and regulations regarding attendance, delay, absence, hours of work, wages, termination of services, provident fund, leave, etc.

Recruitment is made by reference to waiting lists of candidates who conform to the criteria of physical fitness and education laid down by the managements. Vacancies are also filled by invitation of applications through newspapers, notices and labour exchanges. The employees are, in many cases, asked to bring in suitable hands from among their relatives and friends. Generally, the Manager or Agent is the appointing authority though, in the recruitment of technical personnel, he is assisted by the chargeman. The tram services in Calcutta, Madras and Bombay have their labour officers to look into the grievances of the operatives, but it is reported that the part they play is limited in its scope and that they are not popular. At the Dalmia cement factory, Karachi, there is a labour superintendent, but he is not exclusively meant for its bus workers. He is responsible for the welfare of all the Dalmia employees. The Labour Officer of the B.E.S.T. also attends to its bus workers.

Wages and earnings.—There is no standardisation of wages and earnings and the ranges of variations are fairly great. This fact is revealed by table CX which gives, in a consolidated form, information about some of the occupations.

TABLE CX*.

Showing average daily basic wages and earnings in trams and buses.

Occupations	Karachi trams and buses		Bombay				Madras			
			Trams		Buses		Trams		Buses	
	Basic wages.	Net earnings.	Basic wages.	Net earnings.	Basic wages.	Net earnings.	Basic wages.	Net earnings.	Basic wages.	Net earnings.
	Rs. A. P.	Rs. A. p.	Rs. A. P.	Rs. A. P.	Rs. A. P.	Rs. A. P.	Rs. A. P.	Rs. A. P.	Rs. A. P.	Rs. A. P.
Drivers I Grade	1 9 3	2 0 0	1 1 7	2 1 0	1 9 10	2 6 4	1 7 2	2 1 8	1 4 1	1 12 1
" II "	0 15 1	1 10 10	1 0 6	1 11 0
Cleaners	0 11 2	0 14 1	0 7 0	0 13 10
Conductors I Grade	1 5 8	2 1 4	1 1 7	2 1 0	0 14 2	1 9 5	1 5 6	1 15 11	0 13 7	1 5 11
" II "	0 14 1	1 12 4
" A "	1 3 1	2 0 0	0 14 9	1 9 2	0 11 3	1 2 7
Inspectors I Grade	1 11 1	2 8 9	1 13 11	3 3 1	1 1 7	1 12 0	0 13 9	1 7 5
" II "	0 8 1	0 15 2
" III "	0 6 6	0 13 2
Starters	1 3 1	1 10 11	1 9 10	2 11 10
Pushers	0 15 1	1 5 10
Ticket Examiners	1 8 9	2 1 7
Ticket Regulators, Permanent way	1 12 11	2 13 11
Coolies	1 0 8	1 11 3
Pointsmen, Signalmen and trolleyman	0 11 4	1 9 3
General coolies	0 14 4	1 8 2
Mechanics I Grade	2 0 8	2 3 4	1 10 1	2 2 7
" II "	2 7 8	4 2 10	0 13 6	1 4 10
Fitters
Linemen I Grade	0 12 7	1 7 1
" II "	0 11 1	1 5 7
Tinkers	1 0 0	1 10 10	1 3 8	1 10 7
Time-keepers	0 8 0	0 14 10

*The figures for Calcutta were not available on the basis of the wage form adopted for this enquiry.

Three conclusions can be safely drawn from the figures given in the foregoing table :—

(i) The unskilled hands, like cleaners, etc., get less than one rupee as daily wages.

(ii) Except those of fitters in one centre, the daily earnings of other workers do not exceed Rs. 2-8-9.

(iii) The earnings of mechanics, drivers, conductors and inspectors are considerably above their basic wages, indicating thereby heavy overtime work on their part.

Barring the Karachi tramways where wages have been revised as a result of adjudication awards and voluntary gestures of goodwill on the part of the management, basic wages in Bombay, Madras and Calcutta tramways, except those of the low grades in the last named centre, have remained unaffected since the outbreak of war. The bus services have allowed increases in basic wages, either with or without allowances.

No definite principles with regard to fixation of wage rates have been prescribed. It is a fact that merit, experience and market conditions are taken into consideration when workers are appointed.

Dearness allowance is given by all the tram companies and most of the bus services. The system of payment is flat or graded in a couple of cases. In one case, it is tagged on to the cost of living index numbers. One of the units in Karachi gives house-rent allowance as well. *Kharaki* and bonuses were given in a few units.

In all the tramways, overtime is compulsory in cases of emergency. Records are maintained but it is not ordinarily easy for the workers or their representatives to have an access to them without incurring the displeasure of their masters. Leaving aside Calcutta, where it is calculated on a graded basis, i. e., upto 2 hours at $1\frac{1}{4}$ times and from 2 to 4 hours at $1\frac{1}{2}$ times the usual rates, overtime in other places is counted and paid for according to the Indian Factories Act. In the case of buses, overtime is rarely booked and therefore the question of its determination does not arise.

The tram companies impose fines in accordance with the Payment of Wages Act for cheating, wrong punching of tickets, insolence, absence without permission, neglect of duty and failure to comply with traffic regulations. Besides, deductions are made for shortage of cash in conductors' collections, advances and loans, loss or damage to Company's property, contribution to provident fund and dues to co-operative societies and grain shops. The funds are said to be utilised for the benefit of the workers and, in one case, for such passengers as receive slight injuries in transit. Fines and deductions are not in vogue in the bus services.

With the exception of casual labour in Karachi tramways, whose accounts are settled on completion of work and those bus workers whose dues are made over at the end of each shift, wages are generally disbursed monthly upto the 10th of the succeeding month at the latest. In one case only, dearness allowance is paid on the 15th of the subsequent month.

Uniforms to most of the tram workers are supplied free. Workshops of the tramway companies are closed on Saturday afternoons and Sundays. The commercial and transportation staff are given 2 to 4 off-days every month by rotation or wages in lieu thereof. In one unit, the off-days are without pay.

Apart from 4 to 6 sectional holidays, 21 to 30 days' leave with pay is granted annually. Medical leave is stated to be allowed in deserving cases.

In the case of buses, there are no *regular* closed days, in certain cases even for the workshops ; but 2 to 4 off-days by turn are allowed every month. Rest interval of a few minutes after each trip is specified on paper, but it has been noticed that, with an abnormal growth in the volume of traffic, it cannot be fully availed of. Shifts are either straight of 8 to 8½ hours each or double, split up into two parts.

The conditions of tramway workshops are fairly satisfactory. The buildings are *pucca*, well-lighted and well-ventilated. But what is really disappointing is that facilities like provision for water, rest shelters, urinals, latrines, etc., at different depots, stands, stops, stages, stations and termini, are neither adequate nor satisfactory.

Medical facilities in the shape of dispensaries or arrangements with private practitioners exist in all the tram companies. Medicines are administered free to the employees and their families. Serious cases are sent to the civil hospitals. There is a medical examination at the time of new appointments, but the arrangements for periodical examinations and follow up health care are not satisfactory. Usually, ailments are of ordinary nature. None of them can be considered to be occupational in character. It is, however, alleged that drivers are likely to fall an easy prey to asthma, tuberculosis, deterioration of eyesight and swelling of legs. The bus workers are the greatest sufferers in this respect, for no medical facilities are specifically provided for them.

Except in two centres there are no canteens in any of the tram or bus services. Grainshops, however, supply food-stuffs and a few other household articles at or below market rates. Free primary education is imparted to workers' children by Dalmias in Karachi only.

Tram labour is organised and trade unions have to their credit some achievements, such as increase in wages and allowances, reinstatement of the victimised operatives, etc. There have been about half a dozen strikes, most of which related to wages and were more or less successful. A works committee functions in one of the units, but it is looked down upon by trade unions for it is alleged to undermine their influence.

The tramway workshops come under the Factories Acts, abstracts of which are duly displayed there. The possibility of accidents in buses and trams is fairly great. For example, in Madras alone, it is estimated that there is one accident involving one bus every other day.

The benefits of provident fund are extended by all the four tramway companies. Gratuities are given by employers at their discretion in Bombay and Madras trams only. Pensions are unknown.

The following tables indicate some of the salient conclusions in respect of the civil condition, indebtedness and housing of workers :—

TABLE CXI.

Showing sampled workers (in percentages) in different centres.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
For enquiry into civil condition	27.2	10.1	8.9	Not available.
For enquiry into housing	18.3	5.3	6.2	Do.

TABLE CXII.
Showing literacy in percentages.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Literates	65.6	90.4	95.9	Not available.
Illiterates	34.4	9.6	4.5	Do.
Total	100	100	100	..

TABLE CXIII.
Showing marital condition of sampled workers in percentages.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Married	73.8	Not available.	77.4	..
Married and widowers	26.2	..	22.6	Not available.
Total	100	..	100	..

TABLE CXIV.
Showing sampled workers by religions in percentages.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Hindus	47.5	61.4	90.3	Not available.
Muslims	46.7	32.3	8.9	..
Others	6.8	6.3	0.8	..
Total	100	100	100	..

TABLE CXV.
Showing modal family at each sampled centre.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Number of dependants	3.4	5	3.4	Not available.

TABLE CXVI.
Showing average amount of debt (in Rs.) per indebted family in different sampled centres.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Debt	280	409	301	Not available.

TABLE CXVII.
Showing percentage of workers in debt.

Centre.	Karachi.	Bombay.	Madras.	Calcutta.
Free from debt	36.9	12.1	39.9	Not available.
Under debt	63.1	87.9	60.1	..
Total	100	100	100	..

The rate of interest is not low, e.g., over 10 per cent. of the total debt in Karachi pays more than 37½ per cent. rate of interest.

TABLE CXVIII.

Showing indebtedness in percentages under different causes.

Causes.	Mar- riage.	Sick- ness.	Death.	Purchase or im- provement of land, etc.	Litiga- tion.	Domestic needs.	Ancestral debt and re- payment of debt.	Miscella- neous.
Karachi ..	40.5	10.1	0.7	5.5	2.3	36.8	0.0	4.36
Bombay ..	30.4	13.4	2.2	7.4	1.7	29.2	13.1	02.6
Madras ..	23.4	3.3	2.0	2.3	2.2	53.2	13.6	6.0
Calcutta.* ..	39.9	14.2	4.2	34.3	0.0	0.0	0.8	

Marriages and domestic needs account for the greatest percentage of the total debt, obviously because the cost of living has gone up out of all proportions to the earnings of the workers.

TABLE CXIX.

Showing density of occupancy per 100 square feet of living accommodation.

Centre.	Karachi	Bombay	Madras	Calcutta
Density	5.2	4.4	5.5	Not available.

Dwellings are mostly single-roomed. Subsidiary rooms, in the majority of cases, are conspicuous by their absence. Lighting, ventilation and sanitation are not generally satisfactory.

* For Co-operative Society only.

A. MUKHTAR,

Member, Labour Investigation Committee.

GORTON CASTLE ;
The 30th July 1945.

APPENDIX A.

Working hours in Madras Electric Tramways (1904) Ltd.

Car Shed.

	No. of Men.	Working hours.	Off days.
<i>A. Shift.</i>	37	Sunday to .. 7-30 a.m. to 12-30 p.m.	Half of men off on Friday and half on Saturday.
		Saturday .. 1-30 p.m. to 5 p.m. .. 8½ hours	
<i>B. Shift.</i>	22	Do. 12 noon to 4 p.m. ..	½ of the men off on Saturday and 2/3 on Sunday.
		5 p.m. to 9-30 p.m. .. 8½ hours	
<i>C. Shift.</i>	36	Do. 9-30 p.m. to 12 midnight .. 8 hours	Sunday— one day off a week.
		2 a.m. to 7-30 a.m. ..	

P. Way Department.

<i>P. Way</i>	32	Monday to .. 7-30 a.m. to 12 noon .. 8 hours	
<i>Road Gang</i>	75	Friday .. 1 p.m. to 4-30 p.m. ..	
<i>Temp. Gang</i>	40	Saturday .. 7-30 a.m. to 12 noon .. 4½ hours	Half day off.
		Sunday	Full day off.
<i>Overhead gang</i>		Sunday to .. 8 p.m. to 5 a.m. .. 8 hours	One gang off Sunday.
	12	Saturday. Interval 1 hour	One gang off Wednesday.
<i>Breakdown Gang</i>	9	Sunday to 5 a.m. to 1-30 p.m. ..	One day each week off.
		Saturday. 1-30 p.m. to 10 p.m. or until arrival of last car. (Work under shift system).	
		8 a.m. to 4-30 p.m. .. 8½ hours	
		Clerks work in rotation.	

Traffic Staff.

		Morning Shift 5-30 a.m. to 1-30 p.m. ..	One day off in eight days.
		Evening Shift 1-30 p.m. to 9-30 p.m. .. 8 hours	
<i>Time Office.</i>	4 men	5-30 a.m. to 1-30 p.m.	Full day in a week.
		1-30 p.m. to 10 p.m. or last car.	
		8 a.m. to 4-30 p.m.	
		Clerks work in rotation.	
<i>Ticket Office</i>	16 men 12 noon to 8 p.m. ..	One day a week.
	2 " 8 a.m. to 11 a.m. ..	
	2 " 1-30 p.m. to 5-30 p.m. ..	
	2 " 8 a.m. to 12 noon. 8 p.m. to 8 a.m. ..	
		Clerks work in rotation.	
<i>Sub Office</i>	G. Town	.. 1 man 7-30 a.m. to 6-30 p.m. ..	Off on Sunday
	Mount Rd.	.. 1 man 9 a.m. to 12-30 p.m. and 1 p.m. to 3 p.m. ..	
<i>Traffic Office.</i>	4 men 9-30 a.m. to 4-30 p.m. ..	Sunday off.
<i>Telephone Clerk</i>	2 men 5-30 a.m. to 1-30 p.m. 1-30 p.m. to 10 p.m. ..	One day off.
		Medical Officer.	
		7 a.m. to 11 a.m.	Sunday-Half day.
		1 p.m. to 4 p.m.	
	1 Compounder	7-30 a.m. to 9-30 a.m. ..	Work all days.
		10-30 a.m. to 1 p.m.	
		2-30 p.m. to 4-30 p.m. ..	Work all days.
	1 Compounder	9-30 a.m. to 12 noon	
		1 p.m. to 5 p.m.	
<i>Drawing Office:</i>	1 man	.. 9-30 a.m. to 4-30 p.m. ..	Sunday off.
<i>General Office:</i>	16 men	.. 9-30 a.m. to 4-30 p.m. ..	Do.
<i>Stores:</i>	2 men	.. 7-30 a.m. to 12-30 p.m. ..	Do.
		1-30 p.m. to 5 p.m.	
	4 men	.. 9-30 a.m. to 4-30 p.m. ..	Do.
<i>Foreman's Clerk</i>	2 men	.. 7-30 a.m. to 12-30 p.m. ..	Do.
		1-30 p.m. to 5 p.m.	

APPENDIX B.

QUESTIONNAIRE FOR AD HOC SURVEYS.

PART I.

Name of concern Location
 Name of Proprietor District
 or Managing Agent.
 Date of Establishment Province

A. EMPLOYMENT.

1. State the average daily number of workers (other than the clerical staff) employed in August 1939 and in January 1944, or at date of enquiry as follows :—

- (a) Total number of workers
 (b) Number of piece-rate workers
 (c) Number of time-rate of salaried workers

	Men.		Women.		Children.	
	Aug. 1939.	Jan. 1944.	Aug. 1939.	Jan. 1944.	Aug. 1939.	Jan. 1944.
Employed and paid directly						
Employed and paid through contractors						
Employed through contractors but paid directly.						

2. If you have any statistical information regarding the length of service of operatives in your concern, please give it in the following form :—

- Those between 0 & 1 year of service,
 Those between 1 & 5 years of service,
 Those between 5 & 10 years of service, and
 Those over 10 years of service.

3. Are your workers classified as permanent and temporary? Give the percentage in each category and describe the privileges of each type of workers.

4. State the system of apprenticeship for ordinary and supervisory posts and terms, if any.

Is the apprenticeship period counted towards total service?

5. Is there any system of graded or time-scale promotion? If so, give details.

6. State the labour turnover in your concern, for the years 1939 and 1943 and any recent years in the form below :—

Averagedaily number of workers employed during the month or year.	Total number of workers who left during the month or year.					
	Permanent.			Temporary.		
	Retire-ment.	Dis-missal.	Volun-tary.	Retire-ment.	Dis-missal.	Volun-tary.

What are the reasons for the labour turnover, if any? Suggest measures for reducing it.

7. Supply figures of absenteeism in your concern for the years 1939 and 1943. What are the causes of absenteeism and how would you reduce it ?
8. Are there any Standing Orders governing the relationships of employer and employees ? Please supply a copy of the same, if possible.
9. (a) How do you recruit labour ? Explain the system of recruitment fully.
- (b) Have you a Labour Officer to enquire into the grievances of workers ? If not, what other machinery have you set up for this purpose.

B. WAGES AND EARNINGS.

10. What are the wage-rates for different types of workers ? What changes have occurred in basic wages, salaried and piece (exclusive of allowances, etc) since August 1939 ?

Does contract labour receive the same rates of wages as labour directly employed in the same or similar occupations ?

11. Please describe in brief the principles determining the fixation of your wage rates for all classes of employees.

12. Please give details of dearness and other allowances, bonuses and gratuities paid to workers since the outbreak of the War and state which of these is temporary and which is permanent. Are any conditions attached to the payment of these allowances ?

13. Give details of the wages and earnings of workers who have worked the same number of days in the wage period from.....to..... in the form attached at the end of this Questionnaire.

14. How is overtime calculated and paid for ? Is overtime work compulsory ? Do you maintain any registers for recording overtime ? Are these available to the workers or their representatives for inspection ?

15. What deductions are made from wages ?

16. Is there a Fine Fund ? What is the amount outstanding in it and how is it utilised ? Who is in charge of its disposal ?

17. What are the periods of wage payment for different kinds of workers ? How long after the end of the wage-period are wages paid ?

18. Are there any regular closed days in the month in your concern ? What holidays (other than for festivals, etc.) are given to workers ?

C. WORKING CONDITIONS.

19. How many shifts are worked in your concern ? What is the number of hours of work in each shift and the times of commencement and ending ? What is the total spread-over, *i.e.*, the relation between hours worked and hour during which worker is on call ?

20. If any multiple or overlapping shifts are worked, describe their arrangement.

21. State the conditions of ventilation, lighting (natural and artificial), congestion (*i.e.*, floor area per worker), flooring, protection against heat, etc."

22. Are shelters provided for employees during rest intervals ? Give their dimensions, structural details, seating arrangements, etc.

D. WELFARE ACTIVITIES.

23. Give an account of sanitary arrangements, water supply, latrines, urinals, washing and bathing facilities, etc. and their distances from the concern. Is cool water supplied in summer ?

24. Is there any dispensary or hospital for workers and their families? If so, state the number of cases treated every day, prevalent diseases, qualifications of doctors in charge, their emoluments, etc. What is the system of medicine? Can any of the diseases workers suffer from be called occupational in character? Is there any periodical medical examination of workers?

25. Is any canteen provided or arrangements made for tea, cold drinks, light refreshments, etc.? Who runs them and how are profits, if any, utilised? Describe conditions of contract, if any, and compare sale prices of articles supplied with market prices.

26. Do you maintain a *creche* for the benefit of your women workers?

27. What are the facilities available for the education of adult workers and their children?

28. Is there a grain shop for workers? What are the commodities supplied and how do their prices compare with market prices?

E. HOUSING ACCOMMODATION.

29. Give details of housing provided by the employer with reference to :—

- (a) Proportion of workers housed,
- (b) Rentals,
- (c) Types of houses,
- (d) Congestion,
- (e) Sub-letting, and
- (f) Sanitation and water supply.

30. If workers live in their own houses or in houses provided by private landlords or public bodies, state their condition carefully.

F. TRADE UNIONS AND STRIKES.

31. Have workers formed any trade union? State membership, monthly subscriptions, etc. Has there been any agreement regarding wages, hours of work, employment, dismissal, etc. Please supply a copy of agreement, if any.

32. Is there any works committee? Give its constitution and an account of its activities.

33. Give details of strikes in your concern during the last fifteen years. What were the causes of such strikes and how were they settled? How far were the demands of the strikers satisfied?

G. SAFETY ACTS, ETC.

34. Does the concern come under the Factories Act? If so, are the provisions of the Factories Act complied with? Give dates of visits of Factory inspectors during the past ten years and extracts from the remarks in the Factory Inspection Book.

35. Are the provisions of the following Acts observed in your concern.—

- (1) Electricity Act,
- (2) Payment of Wages Act,
- (3) Workmen's Compensation Act, and
- (4) Maternity Benefit Act.

What action have you taken to acquaint your staff with the provisions of these Acts?

36. Give the number and nature of cases of occupational diseases reported in the last 10 years. Is there any provision of medical facilities for the treatment of occupational diseases.

37. State the number of accidents which occurred in 1943. Was any compensation paid? If so, how much and in how many cases?

H. INDEBTEDNESS.

38. Are the workers indebted? Give an idea of the extent of their indebtedness and the causes responsible for the same.

39. What is the usual rate of interest charged from the workers? What remedial measures have been enforced by the Government to reduce this indebtedness? How far have they been successful?

14

I. GENERAL.

40. Please supply a copy of the Provident Fund rules, if any, especially in reference to :—

- (a) Membership,
- (b) Contributions,
- (c) Rate of interest,
- (d) Investment, and
- (e) Conditions of claims on employer's contributions.

41. Give details of pension schemes and gratuities, if any. Please supply a copy of the rules.

WAGE FORM FOR AD HOC SURVEYS.

Industry.....
 Name of Establishment.....Location.....
 Information relating to the period from.....
 to.....

Number of days worked by the concern during the above period.....

*Number of days to which wage figures below refer.....

*Note:—(i) Figures of earnings should pertain to workers who have worked the same number of days in the period stated. The periods stated should preferably be a complete calendar month and Supervisors should make every effort to obtain information from different establishments for the same month.
 (ii) 'Average' here means the arithmetical average of the wages, gross earnings and net earnings respectively, of the largest number of employees in an occupation, selected as having worked for the same number of days.

Name of Occupation.	Number of workers employed in this occupation.	Piece or Time.	Basic Wage earned. (Excluding overtime).			Gross Earnings including basic wages, overtime, allowances, bonuses, etc.			Net earnings (Gross earnings minus deductions).			Remarks.
			Maximum.	Minimum.	Average.	Maximum.	Minimum.	Average.	Maximum.	Minimum.	Average.	
	Men	{ (a) Piece. (b) Time.										
	Women	{ (a) Piece. (b) Time.										
	Children	{ (a) Piece. (b) Time.										

PART II.

Buses and Trams.

1-A. Note :—While answering Part I of this questionnaire, please give figures separately for the Engineering Transportation, Commercial and allied departments.

1. What special effect if any, have buses and trams on the health of the drivers and conductors ?
2. What arrangements are made for intervals of rest and weekly holiday in respect of different classes of workers. Are they working satisfactorily.
3. While answering the Question on Welfare activities in Part I of the Questionnaire, please state if you maintain any mobile canteens for your running staff.
4. Are any concessional passes, uniforms, etc., provided by you for your employees.