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An Analytical Study on the Organizational Framework of Haryana

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Abstract:

Haryana Roadways, operated by the Government of Haryana, serves as the public transportation arm of the Haryana Transport Department. It functions as the state's primary public transport service and is widely recognized for its punctuality, reliability, and quality of service. The organization has earned a strong reputation not only within Haryana but also in neighboring states, largely due to the courteous behavior of its staff. As a result, Haryana Roadways remains the preferred choice for commuters seeking dependable and efficient public transportation.

Keywords: Haryana, Transport, Department, Roadways

Introduction:

When Haryana was annexed out of Punjab in 1966, it became clear that a separate transportation network will be required in such a way that Haryana will be uniformly interconnected with other areas within the state. To this, in 1966, the Haryana Road Transport Limited (HRTL) was constructed and it started with two Regional Transport Authorities (RTAs). This was followed by establishment of three more RTAs in December 1, 1987 at Ambala, Hisar and Faridabad and three others at Rohtak, Karnal and Rewari at January 16, 1991. Currently, every district of Haryana is provided with Regional Transport Office (RTO) which plays a key role in administering and controlling transport-related facilities in the district. Regional Transport Secretaries head these RTOs and have the responsibility of enacting the laws on motor vehicles, issuance of driving licences, registration of motor vehicles, road safety laws and enforces the traffic standards. The government of Haryana has also taken into consideration the geographical and demographical variation in Haryana and in this in these services are also available outside the district headquarters. The licences and vehicle registrations are no more restricted to the Regional Transport Authority (RTA) offices located at the district level, now it is also effectively performed at the Tehsil headquarters. Ideally, the sub-offices are managed by Sub-Divisional Officers (Civil) and have the authority to issue learners licences, permanent driving licences and vehicle fitness certificates. This decentralization means that the city dwellers and the rural people enjoy transport benefits easily without struggling to travel far in the district centres. Consequently the state has not only enhanced convenience in administration it has also enhanced the delivery of the service to the people as it has also facilitated critical functions in the transport sector to come within reach of the door steps of the masses. This setup is certainly a milestone to e-governance and citizen friendly government within Haryana.



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DG of State Transport monitors the operation of quality transport that is safe, affordable, and efficient to the people. The main transport company of this state Haryana Roadways has a good reputation regarding reliability to its service and quality. According to the changing passenger demands, the Haryana Roadways has introduced many new schemes meant to improve passenger experience. Besides upgrading to technology and diversity in service delivery, Haryana Roadways with the help of Director General of State Transport has also made some infrastructure and policy level changes in order to revamp the presence of the public transport network further. The contemporary restructuring of the bus terminals and bus depots within the state has served as one of the highlights. Most bus stands are currently under development to install facilities that are friendly to passengers which include clean waiting space, digital display screens, sophisticated ticket booking system, restrooms and food stalls. Not only will this enhance the entire experience of travelling, but will also signify the move to being smart and sustainable with regard to development of public infrastructure.

In order to keep its operation financially viable and expand its service outreach, Haryana Roadways has also initiated the concept of public-private partnership (PPP) in some of its corridors thus permitting the entry of private operators to be used under state control. These collaborations also serve to lighten the burden of operations as well as sustain the quality level. In the functional arena, state transport department has prioritized training of its drivers, fuel conservation and control of emissions consistent with the wider environmental agenda. Workshops and refresher training program is frequently arranged to make sure that officers and drivers follow the road safety standards and etiquette with customers.

The Haryana Roadways has also launched the specialized services such as student and employee passes, concessional fares to senior citizen community and special festival or emergency service buses, which are citizen centric. In the case of inter-state connectivity, Haryana Roadways is very closely connected to the other neighboring states that include Delhi, Punjab, Rajasthan, Himachal Pradesh as well as Uttar Pradesh and also helps in the mobility and unity of the region.

In the end, both the Director General and the Haryana Roadways with a strategic governance mode along with technological adaptation and a participatory policy system are together transforming the transportation of the people with a vision of making it more malleable, responsive and a future ready system as per the demands and ambitions of the increasing and dynamic population.

Among the interesting developments is the opening up of Saarthi Volvo AC bus services between Chandigarh and Delhi through Gurgaon and Faridabad, some of which have been extending to the Indira Gandhi International (IGI) Airport and Delhi Domestic Airport. At the present time, there are ten of the high quality buses on the road. Haryana Roadways has also launched "Haryana Shakti" / buses that are in accordance with BS VI emission standards hence it becomes the first operator in the state to use these kind of eco-friendly buses. Such buses



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contain 59 cushioned seats, baggage areas, and an environmental responsible architectural design. The BS VI Anti-Pollutant Buses lay stress upon how the government is dedicated towards mitigating the problem of vehicular pollution. The introduction of the Haryana Roadways premium intercity service, Saarthi Volvo AC bus service, that targets to redefining passenger comfort, connectivity, and efficiency, is one of the most notable developments in the state of Haryana in the field of public transportation. The buses have been strategically located at the Chandigarh-Delhi corridor, one of the most favorable travelling routes in North India which provides smooth connectivity involving vital urban centers like Gurgaon and the Faridabad. The uniqueness of this service is that it covers a long route to the Indira Gandhi International (IGI) Airport along with taking its passengers to Delhi Domestic Airport, especially the category of air travelers who rely on and require timeliness, dependability, and opulence. Currently, this fleet has ten deluxe Volvo buses with the facility of reclining seats, Air-conditioning, CCTV inside the bus, cell phone charging ports and gps tracking of the bus on a real time map so as to provide a more comfortable and better safety experience to the customer.

Along this superior service is among other progressive steps taken by the Haryana Roadways, and it is the urbanised environmental conscious service as well, a.k.a. the Haryana Shakti bus service. These are emission standard buses, i.e. BS VI (Bharat Stage VI), and Haryana Roadways has become the first to incorporate such environment-friendly buses in the state. This will be a massive change in the approaches of the transport department in accordance to the national and international climate objectives. The BS VI emission norms place stringent restrictions on all the variants of nitrogen oxide (NO_x), particulate matter (PM), and hydrocarbon, drastically decreasing the carbon footprint of the diesel bus.

All the buses under the Haryana Shakti brand have 59 comfortable and ergonomic easy-to-sit seats that will allow people to enjoy long trips. They also come with special baggage spaces which satisfy those who travel with luggage, especially in the cities or airports. The architecture and engineering associated with these buses reveal that such buses are fuelled economy, low emission and passenger safety which has led to inclusion of such provisions as anti-lock braking systems (ABS), fire departure systems, and in-house vehicle diagnostics, among others.

The two types of bus introduced, the “Saarthi” catering the premium customers in the intercity and airports, and the “Haryana Shakti” contributing to the environmental-friendly mass transit is a clear statement of both of these purposes; a dedication towards the services as well as the environment. These are positive steps towards a future-oriented and all-inclusive policy of Haryana Roadways, keeping a balance between updating and sustainable needs of changing citizens in the urbanizing and climate-wise society. Furthermore, to ensure a safe posing of female students to schools and colleges in villages and towns, Pink Buses are introduced as a part of the program under the name of Beti Bachao, Beti Padhao. Installation of surveillance



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cameras is available in these buses in order to increase the women passenger safety and security. There are also major changes on facilities in bus stand and they have been aimed at the comfort of passengers. It will be built with world-class bus terminals that will have amenities like filtered coolers of drinking water, affordable and sanitary food outlets and contemporary waiting created. Haryana Roadways also offers free transport or subsidized transport to different classes of people and this strengthens the inclusive nature of its offering. In future, the department is striving to install GPS tracking devices on the buses and CCTVs in all big bus terminals which will enhance further safety, transparency, and efficiency of the state transport system in terms of riding in buses.

Introduction of Saarthi Volvo AC bus services is one of the most significant and change-bringing processes in the history of the Haryana public transport system as it is a calculated step by Haryana Roadways toward the increase of intercity traffic quality. The project serves a particular need of the expanding market that requires luxury, comfort and reliability in their transport means and more so along the high density corridors. In the Chandigarh-Delhi route, they have been used on a scale basis and the availability of buses in the major cities of economic importance such as Gurgaon and Faridabad is an essential mobility solution to the busiest areas of North India. This service is also characterized by the fact that it is directly connected to both terminals of the Indira Gandhi International (IGI) Airport, and is not confined to regular commuters, business users, and business people: it satisfies the needs of tourists and other people who value time spent and the opportunity to quickly and easily use air transport. Today Volvo has ten buses running, ten that would have a better experience with the premium facilities like reclining seats, efficient air-conditioning, mobile charging points, onboard CCTV and real time GPS tracking which keeps the passengers up to date and safe during the trip. This initiative is not just a move to improve the quality of services but also to become user-centric and technology-enabled mobility.

Running along this high-end service is the bold green redesign of Haryana Roadways initiable using the introduction of the Haryana Shakti bus service. These buses are a huge step towards the eco-friendly approach towards the collection whenever it comes to the one who sees people, as it is the first bus in the city of Haryana to adhere to the strict standards of Bharat Stage VI (BS VI) emissions. This is not only in accordance with the national requirements on environmental regulations, but also with the global ambitions in climate change, because the levels of damaging emissions like the nitrogen oxides (NO_x), particulate matters (PM), and hydrocarbons, will be drastically lowered owing to the adoption of BS VI standards. These vehicles are an essential move in the fight against increasing vehicular pollution in the state of Haryana in the particular region of urban and semi-urban areas.

All Haryana Shakti buses are carefully thought-out to enjoy both efficiency and passenger comfort. They have 59 large ergonomically accommodating seats with a wide range of use in medium term plus long term flights especially those used by intercity clients. Such features as



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special luggage storage compartments, enhanced ventilation system, and highly developed safety facilities, like Anti-lock Braking System (ABS), fire fighting systems and onboard fault find meters reveal the priority of the transport department to the safety of their passengers, the road safety and the transparency of their operations.

Collectively, the Saarthi and Haryana Shakti services represent a two-pronged approach to Haryana Roadways modernization, namely focusing on top-tier modernization on one side, and mass transportation transitions, as being more environment-friendly, on the other. These are efforts which indicate great insight into the varied commuter requirements of high-end airport passengers to rural or economically sensitive groups. Most significantly, they make Haryana one of the progressive states within the mobility dynamics of India, both technologically insightful and environmentally conscious. By that, not only does Haryana Roadways enhance the regional connectivity and inclusiveness but also makes an example of what integrated and citizen-convenient reform of public transport should be in the country.

Three skilled bus body-building units (HREC) who involved in producing and maintaining bus bodies are also managed by the organization so that it is even more self-sufficient. Also present are the references to one Flying Squad Officer (FSO) assigned to the Inter-State Bus Terminal (ISBT), Delhi where the officer is supposed to have special supervisory charges in this busy location. The logistical performance of Haryana Roadways also portrays the immense presence and the performance statistics of the organization. The department is flexible in augmenting its main services in providing public-private partnerships since it has a total of 2,807 buses with 562 contract-based buses. The chartering of these buses turns out to be really important when it comes to increasing route coverage as well as flexibilities in operations. The total fleet has an accumulative gross number of 2,168.86 lakh kilometres and 2,111.73 lakh kilometres of which are classified as effective kilometres, meaning kilometres covered as the vehicle generates revenues. This difference points out the priority of the efficiency level of services, and the minor ratio can be attributed to non-revenue operation mobility. Contract buses also assume an important role of providing 667.92 lakh effective kilometres to the total service network. An important indication of the operational economy and environment friendliness is its fuel efficiency which also stands at 4.87 km per litre, which is rather economical.

The efficiency of maintenance can be also demonstrated by the fact that the low breakdown rate occurred, i.e., 2,154 failures were registered, which were equal to only 0.0993 breakdowns per 10,000 kilometres. This low number is evidence of proper car maintenance and reliability of the systems. Regarding the safety, they reported 79 accidents, which is a decent statistic at the scale of daily activities but no number of accidents is unconcerned. It boasts of 18,626 workforce which reflects the human resource capacity needed to run and operate such a huge public transport system. The daily operations are not that less impressive as the fleet travels 578,555 efficient kilometres daily. On this, 182,990 kilometres are covered by rented buses, which demonstrate their significant contribution to serving the need in Haryana of delivering



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public transport. All in all, Haryana Roadways becomes one of the most integrated and dynamic systems of transportation that is characterized by high infrastructure and workforce, innovations in its services, and efficiency of operations, and all these factors help to promote mobility of the states and its economy.

Conclusion:

Taking on board all the bus journeys; the daily gross kilometres that are undertaken by Haryana Roadways rises to a really high figure of 594, 209 Km. It is a large network responsible in transporting 406,761 passengers daily goes to show the importance of Haryana roadways in fulfilling the daily commuting desires of the population of Haryana. The overall operation measures of the organization represent an effective, dynamic and far reaching mass transportation system. The statistics show the willingness of Haryana Roadways to provide high-quality and inclusive transport services, as well as keep a close to sustainability, safety, and exemplary operation. The flexibility and responsiveness of the department to the changing mobility needs of the region are evidenced by the contractual appointment and significant contributions made by the buses to the daily miles.

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