

**Government of Tamil Nadu  
Highways Department  
Tamil Nadu Road Sector Project**

**ROAD USER SATISFACTION SURVEY  
(2004-2005)**

## 4. Customers Perceptions of Highways Department Performance

### 4.1 Awareness on the Highways Department

4.1.1 Respondents were asked as to which department is responsible for maintenance and improvement of different roads in Tamil Nadu.

**Table 4.1 Department responsible for maintenance and improvement of different roads in Tamil Nadu**

Department Responsible	NH %	SH %	MDR %	ODR %	VR %
HD	43	22	12	12	3
NHAI	1	1	1	1	-
State Government	9	59	40	29	15
Central Government	41	8	9	5	3
Panchayat/Municipal	-	-	27	34	72
Don't know	5	9	11	17	7

4.1.2 Respondents were able to identify the Highways Departments' role in maintaining the various roads. More than half of the respondents agreed that the State Government takes up the responsibility to maintain the State Highways and the Central Government for National Highways.

**Table 4.2 Awareness on road maintenance/improvement schemes**

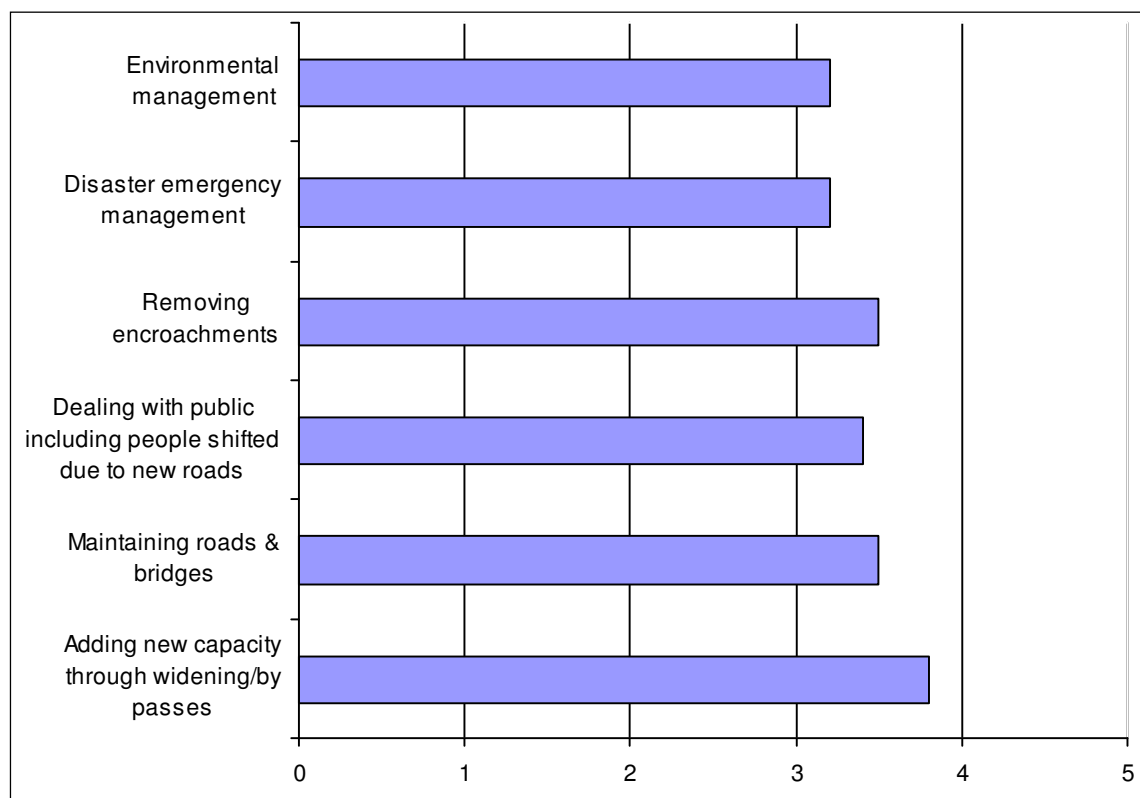
Schemes	%
Golden Quadrilateral	39
Tamil Nadu Road sector Project	18
NABARD Road Scheme	33
State Highways Maintenance Scheme	36
PM Gram Sadak Yojana	39

4.1.3 Respondents were also asked if they were aware of the road maintenance /improvement schemes. Majority of them were aware of the PM Gram Sadak Yojana and the Golden Quadrilateral. 18% were aware of the Tamil Nadu Road Sector Project.

#### **4.2 Performance of the Highways Department**

4.2.1 Respondents were asked to indicate their satisfaction with the performance of the Highways Department with regards to various key areas. Respondents ranked the performance on a scale of 1 to 5, where 1 represents very bad, 2 represents bad, 3 represents satisfactory, 4 represents good and 5 represents very good.

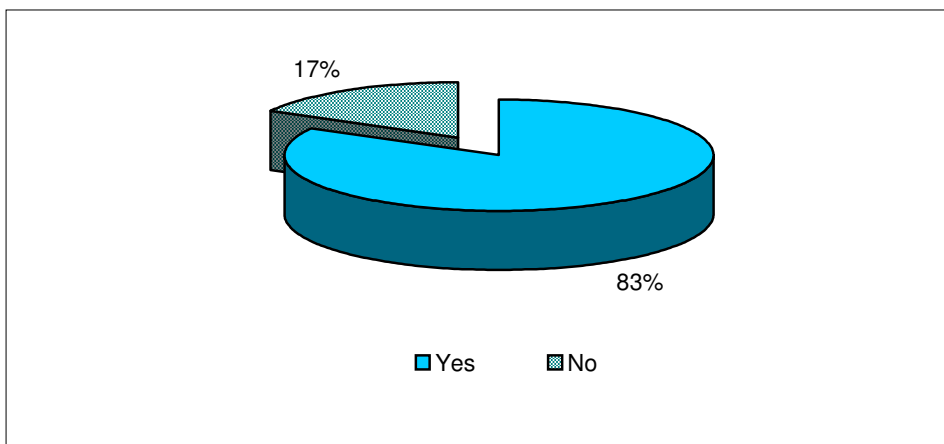
**Figure 4.1 Performance of the Highways Department**



4.2.2 Respondents have rated all the key areas, ie., adding new capacity through widening by passes, maintaining roads and bridges, dealing with public including people shifted due to new roads, removing encroachments, disaster/emergency management and environmental management as good. A detailed table respondent wise is given in the annexure.

*"The performance of HD is good. In the past year, many single lanes have been converted into double lanes. Roads have been widened. Lot of information boards have been put up. Medical facilities and ambulance vehicles have increased"*

**Figure 4.2 Changes in the performance of the Highways Department**

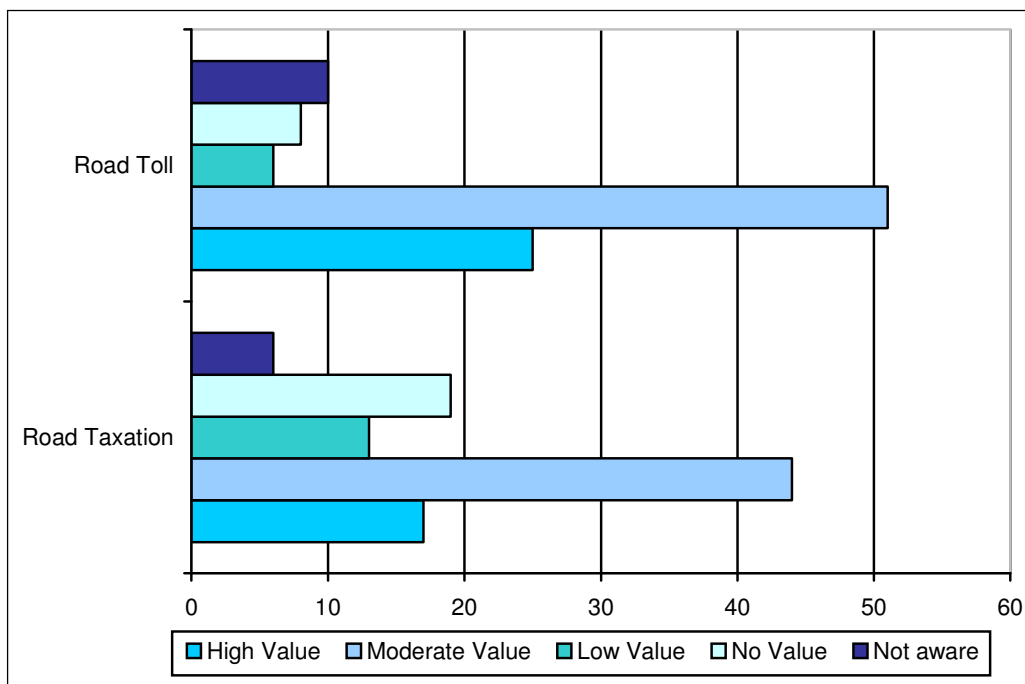


4.2.3 82% of the respondents said that they have noticed changes on the NH/SH/MDR/ODR/VR.

### 4.3 Value for money in relation to the levied road tax and toll

4.3.1 Value for money by way of road infrastructure in relation to the levied road tax and road toll was high among the respondents.

**Figure 4.3: Value for money by way of road infrastructure in relation to the levied tax and road toll**



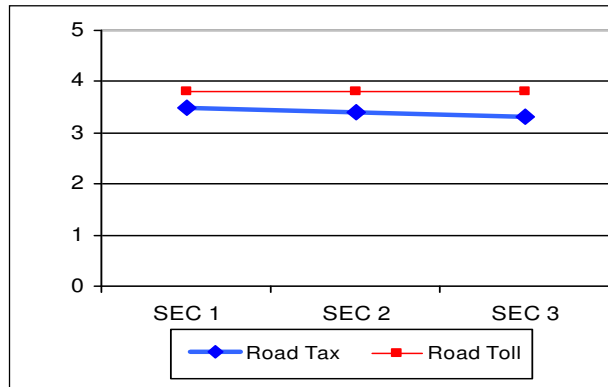
4.3.2 Some of the reasons why respondents felt that there is low or no value are the bad condition of the roads, lack of parking facility and negligence of road maintenance in SH/MDR/ODR and VR.

4.3.3 Almost all the respondents across the three socio economic classification have moderate value for money by way of road infrastructure in relation to road related taxation and toll.

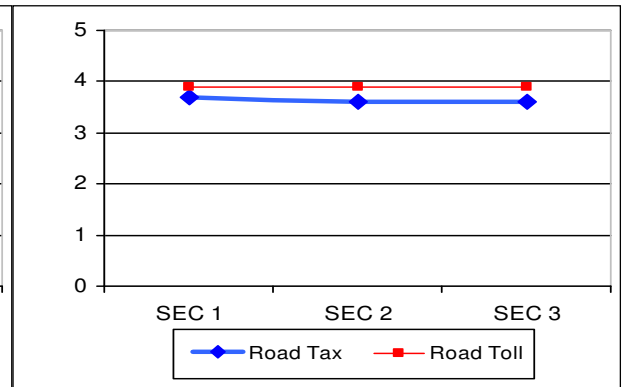
4.2.1 On a 5 point scale, where 5 represents high value, 4 represents moderate value, 3 represents low value, 2 represents no value and 1 represents not aware, a majority of the respondents who fall under socio economic classification find both the road taxation and road toll as moderate value.

**Figure 4.4 Value for money by way of road infrastructure in relation to the levied tax and road toll – Socio Economic Classification (SEC)**

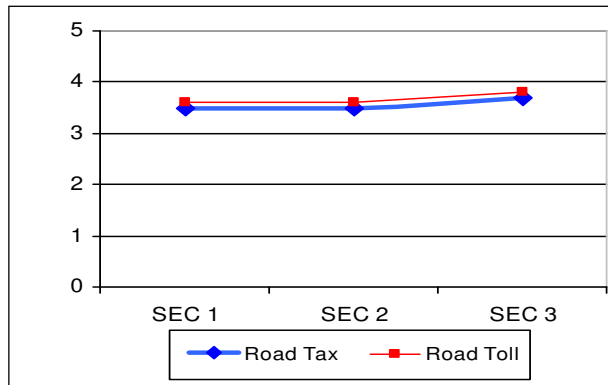
**Four Wheeler Owner/User**



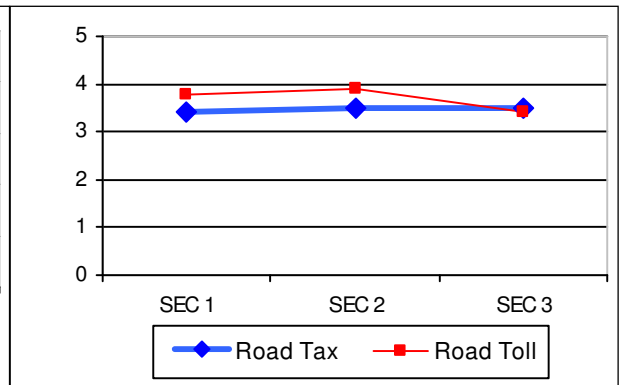
**Two Wheeler Owner User**



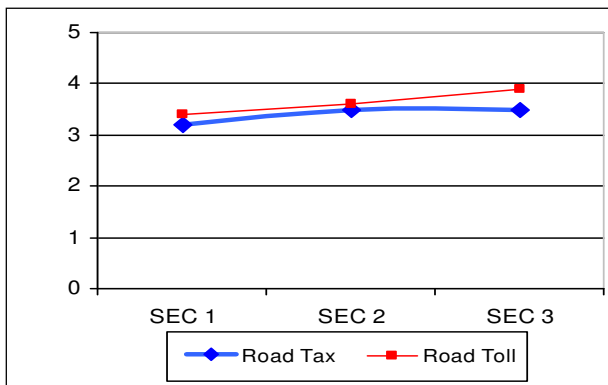
**Public Transport Commuter**



**Tourists**



**Households living adjacent to main road**



**Farmers/Agricultural Producers**

