

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

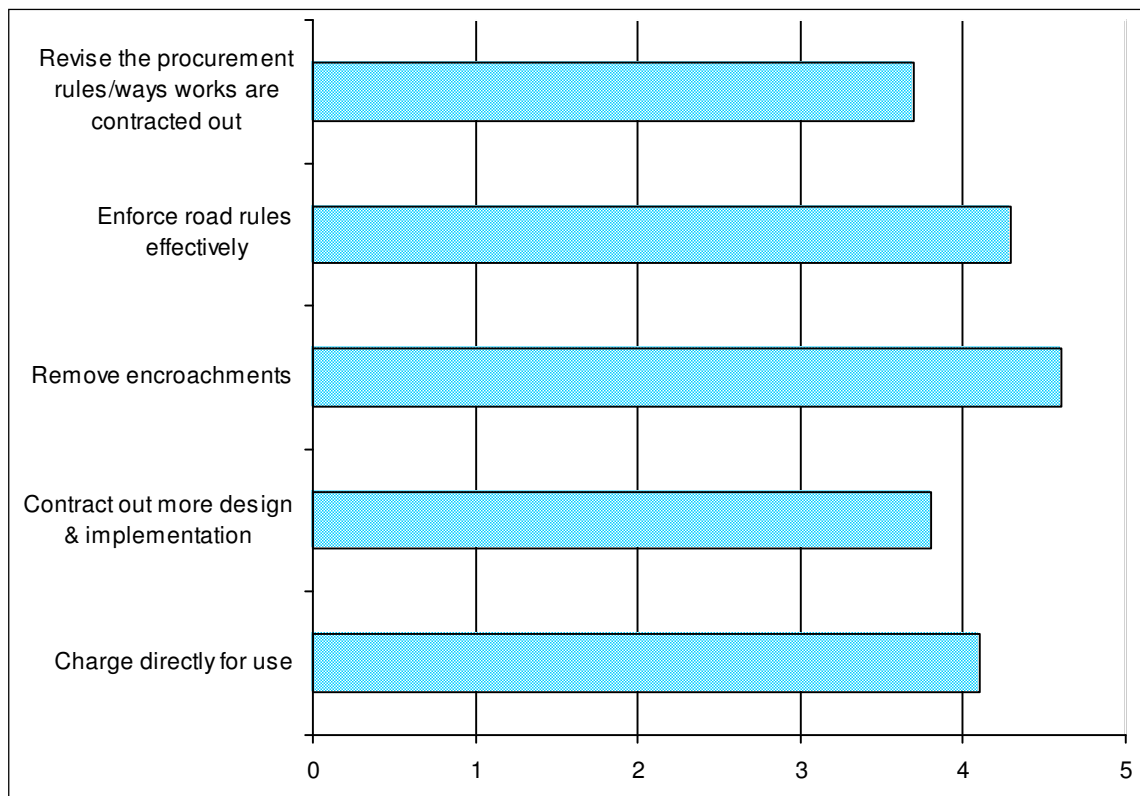
**ROAD USER SATISFACTION SURVEY
(2004-2005)**

5. Views on Future Policy Priorities

5.1 Policy initiatives of the Highways Department

5.1.1 Respondents were asked to indicate policy initiatives of the Highways Department in order of importance on a 5 point scale of 1 to 5, where 1 represents not at all important, 2 represents not important, 3 represents important, 4 represents not important and 5 represents very important.

Figure 5.1 Policy initiatives of the Highways Department



5.1.2 Respondents have rated all the policy initiatives as important. Among them removing encroachments and enforcing road rules effectively and directly charging for use have been considered more important than the others.

5.2 Suggestions to improve the road network

5.2.1 Respondents were asked to give suggestions to improve the different roads in Tamil Nadu. Almost all respondents have suggested to widen all the roads and to also to maintain their quality in the long run. Respondents had also given their views and suggestions on the following aspects:

5.2.2 Road side amenities and road signs:

*“Install police booths every 100 kms and catch hold of drunken drivers and award them suitable punishments” - **Public transport representative.***

*“Emergency phone number sign boards should be kept every 5 kms” – **Vehicle manufacturer/Repair workshop.***

*“They must provide free drinking water and toilet facilities on the NH” – **Chamber of Commerce/Trader/Industrial Manufacturer.***

5.2.3 Respondents have stated that their views should be considered before the HD makes any decision on various issues related to the improvement of road network.

*NH, SH and MDR networking should be done only after the area public and elders are consulted and then a G.O should be issued - **Public transport representative.***

5.2.3 Parking facility:

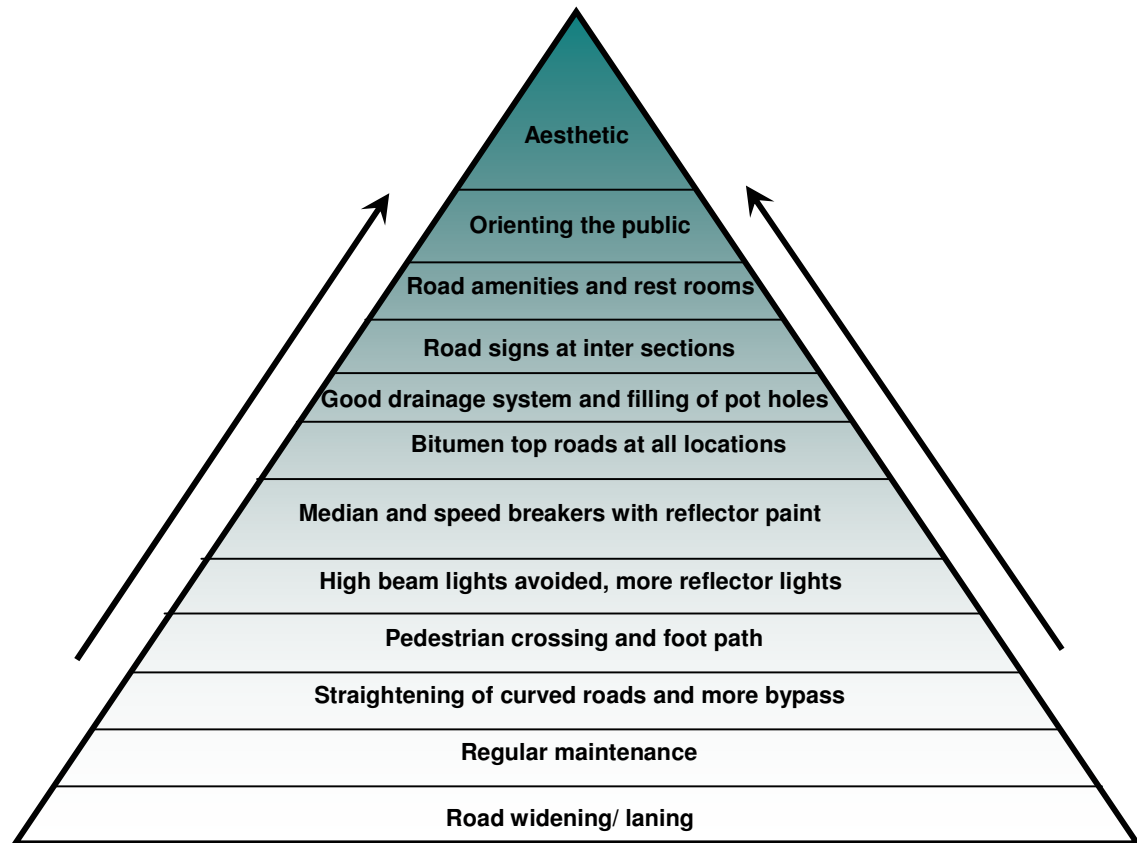
*Construct a curve like road near town shopping where vehicles can be parked inside the curved road and this will not block the road traffic – **Public transport representative.***

5.2.4 Most of the respondents feel that while NH has been constructed and maintained well, other roads such as SH, MDR, ODR and VR have been neglected.

5.3 Opinion on privatisation of road construction and maintenance

5.3.1 The in depth interviews reveal the mixed opinion of the respondents on the issue of privatizing road construction and maintenance. While some agreed that the quality of the roads will improve if they are privatised, others feel that there are chances of malpractices if roads are privatised.

5.4 Hierarchy of Needs



5.4.1 Respondents in the in depth interviews mentioned a number of improvements that they felt could be undertaken on the network. Their responses were arranged on the basis of need hierarchy.

5.4.2 Among the most important components like road widening/laning, regular maintenance, straightening of curved roads and constructing more bypasses, etc, respondents also feel that aesthetics should also be component that should be considered while planning and constructing road network. Following, aesthetics was, orienting the public on their role to take pride on the road assets and to take responsibility in safeguarding the road assets.