

## A STUDY ON HAWKERS IN TRAIN: TOWARDS SERVICE COMPETENCE FOR PASSENGERS

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### ABSTRACT

Train journey is believed to be more comfortable and more convenience to go long distance. In the meanwhile the human beings are needed so many needful items such as eatables for time pass snacks, lunch, dinner and so on like that, the people have not arranged all items for their consumption. So they are depending upon the hawkers in trains. In the long traveling expresses or super fast trains the facility of pantry car is available but in general trains or passenger trains used by lakhs of local passengers, such facility is not available. But there is no scope to purchase the items if the train becomes start. If he can get down from the train, may be the train will start to ran away and catch it.

Services provided by Hawkers become crucial at this juncture. Based on this difficulty, an attempt has been made in the present study to study the behavior of the hawkers, retailing business done by hawkers and its effects on passengers. It was not a legal business activity, but operated well if the government can be legalized this business such as giving licenses to the hawkers and enroll their names to collect the nominal fee with time validity, through this towards increasing the railway government income and the passengers feel more comfortable with this facility.

**Origin of Research Problem:** One day I was traveled in train the Railway Officials caught some hawkers and get down from the train and booked a case, Later on, I have started my work on this burning issue. Most of the authors in various articles tried to address this issue but failed. Hence an attempt was made to address this burning issue.

**KEYWORDS:** Comfortable, Consumption, Journey, Travelling, Pantry Car, Hawkers

### INTRODUCTION

A **hawker** is a vendor of merchandise that can be easily transported; the term is roughly synonymously with peddler or costermonger. In most places where the term is used, a hawker sells inexpensive items, handicrafts or foods that are native to the area. Whether stationary or mobiles and accessories, hawkers often advertise by loud cries or chants, and conduct banter with customers, so to attract attention and enhance sales. When accompanied by a demonstration and/or detailed explanation of the product, the hawker is sometimes referred to as a demonstrator or pitchman. A trader who goes from place to place or along into the trains selling the goods which he carries with him. It is perhaps not essential to the idea, but is generally understood from the word, that a hawker is to be one who not only carries

goods for sale, but seeks for purchasers, either by outcry, which some lexicographers conceive as intimated by the derivation of the word, or by attracting notice and attention to 'them, as goods for sale by an actual exhibition or exposure of them, by placards or labels, or by a conventional signal, like the sound of a horn for the sale of items.

## LITERATURE REVIEWED

If you are wondering how is that possible? Then I would say it's a very casual and normal thing to see many hawkers selling various day to day things inside moving local trains. From ladies accessories to all those small things required in daily life like Niddles. Railway pass covers, Bhel Puri, Books and lots more, every things are sold here inside these crowded running local trains. It is not legal to do any commercial activity here inside, but somehow train authorities have not been successful to stop this. People happily buy those articles sold and life goes like this only daily.

According to the Ministry of Housing and Urban Poverty Alleviation, there are 10 million street vendors in India, with Mumbai accounting for 250,000; Delhi has 200,000, Kolkata, more than 150,000, and Ahmadabad, 100,000. Most of them are immigrants or laid-off workers, work for an average 10–12 hours a day, and remain impoverished. Though the prevalent license-permit raj in Indian bureaucracy ended for most retailing in the 1990s, it continues in this trade. Inappropriate license ceiling in most cities, like Mumbai which has a ceiling 14,000 licenses, means more vendors hawk their goods illegally, which also makes them prone to the bribery and extortion culture under local police and municipal authorizes, besides harassment, heavy fines and sudden evictions. In Kolkata, the profession was a cognizable and non-bailable offense.

Over the years the train vendors have organized themselves into trade unions and associations, and numerous NGO's have started working for them. In fact, The National Association of Street Vendors of India (NASVI) based in Delhi, is a federation of 715 street vendor organizations, trade unions and non-governmental organizations (NGOs). Kolkata has two such unions, namely the Bengal Hawkers Association and the Calcutta Hawkers' Men Union. In September, 2012, long-awaited Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act was introduced in the Respondents in Lok Sabha (Lower of Indian Parliament) aimed to aimed at providing social security and livelihood rights, and regulated the prevalent license system. The Bill was passed in the Lok Sabha on 6 September 2013 and by rajyasabha (upper house) on 19 February 2014. The bill received the assent of the President of India on 4 March 2014. The commencement of the Act has not been notified.

## OBJECTIVES OF THE STUDY

- To provide suitable alternative measures to meet the problem
- To suggest safety measures for railway passengers.
- To suggest alternative measures to control bribing in trains. To suggest alternatives for better livelihood of Vendors.
- To understand the impact of the hostile behavior of vendors on passengers and train thefts.
- To find out the Hawkers effect on Passengers.
- To increasing the scope of Railways income.

## METHODOLOGY

Information for the present study was collected from the primary sources (All stakeholders i.e. Railway Officials, Police Officials, Passengers, Pantry car staff and Hawkers). Data was collected from Palasa, Srikulam Road, Vizianagaram, Visakhapatnam (4 Superfast stations), Ichapuram, Naupada Jn, Cheepurupalli, Kothavalasa (Express Stations) Mandasa, Tekkali and Harischandra Puram Ht (Passenger Halts). Firsthand information was collected through interaction and questioning method.

Since, the problem is universal and travelers are large in number, a statistically significant number of stakeholders will be selected for analysis.

The sample structure is as follows:

**Table 1**

| Station Name           | Railway Officials | Police Officials | Passengers | Hawkers |
|------------------------|-------------------|------------------|------------|---------|
| Palasa                 | 08                | 05               | 100        | 10      |
| Srikakulam Road        | 05                | 05               | 100        | 10      |
| Viziyanagaram jn.      | 08                | 10               | 150        | 15      |
| Visakhapatnam jn.      | 12                | 12               | 150        | 15      |
| Ichapuram              | 03                | 03               | 75         | 05      |
| Naupada Jn.            | 02                | 02               | 75         | 05      |
| Cheepurupalli          | 02                | 02               | 75         | 05      |
| Kothavalasa Jn.        | 05                | 02               | 75         | 05      |
| Summadevi P.S          | 01                | 02               | 30         | 03      |
| Tekkali Halt           | --                | 02               | 30         | 03      |
| Harischandrapuram Halt | --                | --               | 30         | 03      |
| Total                  | 46                | 45               | 890        | 79      |

Personnel Interviews of Railway Officials, Police Officials, and hawkers will be collected as they can spend required time. Well, structured questionnaire will be administered to selected passengers when they de-board the train mentioned in the above stations. Qualitative data will be collected and analyzed.

**Table 2**

| Cluster Station | Respondents in Passenger Train | Respondents in Express Train | Respondents in Superfast Train |
|-----------------|--------------------------------|------------------------------|--------------------------------|
| Ichapuram       | 15                             | 22                           | -                              |
| Palasa          | 45                             | 40                           | 25                             |
| Amadalavalasa   | 90                             | 75                           | 35                             |
| Vizaiyanagaram  | 81                             | 87                           | 28                             |
| Kottavalasa     | 43                             | 17                           | -                              |
| Visakhapatnam   | 102                            | 98                           | 89                             |

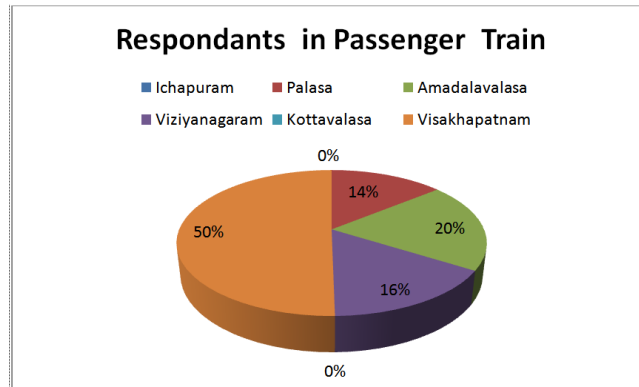


Figure 1

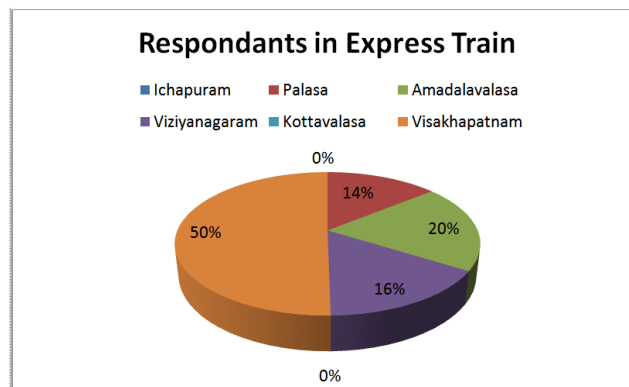


Figure 2

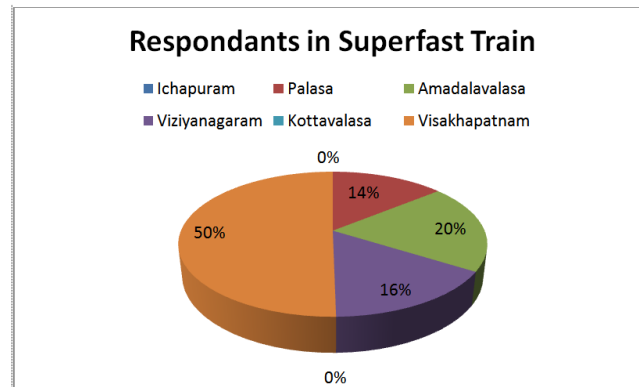


Figure 3

Above table states that the hawkers which are sell products in clusters in various trains likewise passenger train, express trains, superfast trains in different stations from the cluster Ichapuram to Visakhapatnam. The above sited the cluster or railway stations between one to another there are many small railway stations are available. In every railway station having so many hawkers get into trains to sell the different types of passenger needed consumption items.

#### Benefits to Passengers

- Do not bother about food which is a need in traveling, it was in your footstep.
- Don't get down from the train, everything will be sell by the hawkers
- If they can require any information regarding stations and timing of trains they give the information.

- Need not bother about the hungriness; they can supply all types of eatables.
- Never feel boredom in train traveling, for time pass eatable things are available.
- Passengers need not required the preplanned preparation of food through reduced the luggage.
- There is no scope to missing the train to get down from the train to purchase of eatable in stations whenever the train was stopped.

### **Benefits to Railway Government**

- Legally done the business by the hawkers without any partiality.
- Reduce the involvement of Railway Police in the hawkers selling activities.
- Increasing the income of the business
- To give the chance to new hackers
- To enhance the convenience to the passengers to utilize that facility
- To control the train missing and dropping accidents.

### **Findings**

- Passengers are not bringing all type of eatables in their baggage when they need which are they don't know so they are depended on train hawkers.
- The hawkers are not having any license from any authorities they doing their business illegally.
- The most of the train travelers are depended upon the hawkers to purchase of different items in train for their time pass.
- The railway officials are the collect bribe and carry on their trade on trains.
- If the Railway government proved any license like pantry car workers they can do their business legally.
- If the Railway Government can provide this facility to hawkers to give license with nominal fee through it raise its income.

### **SCOPE OF THE STUDY**

This study has the lot of scopes to occupy the license system for hawkers in train to provide conventional items to all types of passengers. The train travelers have mostly purchased the time pass items from the hawkers those mostly habituated to that the process. If the government should took the necessary action to this submission to enhancing the business and also raising income. And one most important thing is that nobody gets down from the train to purchase any item from the station outlets. There is another scope for the perception of passengers which is available of the convention items to get from the hawkers. There is a big scope for railway government to earn income to registering the hawkers on the trains to sell the different types of items. In the meanwhile to control the bribe to received by the railway officials from the hawkers.

### Limitations of the Study

This study was only taken into the cluster of the three district of the Coastal Andhra Pradesh i.e. Srikulam, Vizianagaram and Visakhapatnam. It was the part of the South Eastern and South Central Railway regions.

### CONCLUSIONS

Thus the present study explains the problems and prospects of Hawkers, Passengers, and Officials from the railway Officials. The officials from the government can take this initiation so many families have enjoyed this service and enjoying the passengers. If the government takes any against action to the Hawkers more families are laid on road. To prevent the Hawkers is difficult one and very critical in present situation so government thinks it once to provide valued license and legalize the business, and also controlling the thefts into trains. If happened easily find out.

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