

EAST AFR PROT

28528

28528

21 IN 15

Governor Conf
Salfield 48

1915

11th May

Last previous Paper

R
31432
14

MARINE DEPT

The copy of letter from Railway Manager commenting on Lt Reynolds' explanation in regard to criticism of working of Dept. is of opinion Mr Eastwood's remarks are a little severe. Prepared to assume Lt R. has done his best and to acquit him of blame. Is more concerned with future improvements and investigation results in this the Commission will have served a useful end.

Mr. R. G. Fisher

The Governor's letter seems to be the best one - to allude to better things in future with regard to Mr Eastwood's memo. It is impossible to compare para. 66-138

of the report with those which precede

it without concluding that the

complaints against the Marine Dept

would have been amplified

differently if Lt Reynolds had

- like Lt ^{Stanley} Reynolds - been on the matter

The tone of this part of the report is too high-spirited, and the absence of the addressee - this will be done

"It was pointed out by the Committee"

So forth - creates an entirely different effect.

As regards the Committee on which, I do not say how it can be mentioned that

Miss? Conf. 25 pm etc

For 28742/14

next subsequent Paper

their criticisms were not directed against
the Marine Superintendent - "a Department
without organization, supervision, or
control". In the letter covering the
report, Mr. Searwood described him as
"a firm and head of Dept. who has
followed the work under him to get into
the state that is shown in the report"
and the Governor's despatch (26922)
shows that at that time he had
little doubt as to St. Regis's personal
responsibility.

I do not understand Mr. Searwood's
remark that the report of the
have gone out of the G. S. Office. If it
was not an attack on him R. Why
should he not know that was considered
of and prepared in his Dept. If it
was an attack on him, he should
public have been shown it.

? With receipt and course in the
was that no useful purpose will be
served by pursuing the matter further

Oct 22/6/15

H. J. R.
23/6/15

Albion Pt. 23 6 15

64

28523
21

GOVERNMENT HOUSE,
NAIROBI,
BRITISH EAST AFRICA.

EAST AFRICA PROTECTORATE.

CONFIDENTIAL No. 48.

14th May 1915

Sir,

2/4/15

I have the honour to refer to your confidential despatch of August 28th and to attach a copy of a letter from the General Manager commenting on the explanation offered by Lieutenant R.M. Reynolds, K.N.M. in regard to the criticism on his Department contained in the report of the Commission appointed to enquire into the Traffic Working of the Uganda Railway.

2. I am of opinion that Mr Eastwood's remarks are perhaps a little severe, though it is doubtless natural that he should support the view in which he had previously concurred as a Member of the Commission.

3. The value of Lieutenant Reynolds' reply is to some extent discounted by the fact that he labours under the impression that these parts of the Commission's report which comment adversely upon the work of the Marine Division have been put forward as charges against himself. He fails to realise

that/

THE RIGHT HONOURABLE,
LEWIS HARCOURT, P.C., M.P.,
SECRETARY OF STATE FOR THE COLONIES,
DOWNING STREET, LONDON, S.W.

that the directions given to the Commission compelled them to investigate all matters of complaint and that the deficiencies brought to light in the working of the Marine Division were not recorded as an indictment against himself but as matters demanding remedial action. Their existence would tell against himself only in so far as it could be shewn that they might have been avoided by the exercise of more efficient supervision.

4. I have no doubt that the smooth working of the Marine Division has been impeded in recent times by the difficulties to which Lieutenant Reynolds refers, and, as I do not find it proved that any deficiency was directly due to neglect or omission on his part, I am prepared to assume that he has done his best under difficult conditions, and to acquit him of blame for their existence.

5. I am more concerned with the improvements to be effected in the future than with the causes of the defects disclosed by the report, and if, when the situation again becomes normal, all officers concerned consistently endeavour to guard against a recurrence of the sources of complaint I think that the investigation made by the Commission will have served a useful end.

6. I have caused Lieutenant Reynolds to be informed in terms of the three preceding paragraphs and consider that no useful purpose will be served by pursuing the matter farther.

I have the honour to be,

Sir,

Your obedient, humble servant,

Alonzo B. B. B.



S. 8779

ENCLOSURE

In Despatch No. 47 of 14/1/1914

Uganda Railway

General Manager's Office.

Nairobi, April 24th 1914.

CONFIDENTIAL

R. E. A.

Sir,

Traffic Working Report of the Uganda Railway,
Ref. Your No. S.8779 dated 25th Oct. 1914.

In connection with the Traffic Working Report of the Uganda Railway, and the copy of correspondence with Mr. Reynolds, Marine Superintendent, forwarded by the Secretary of State, forming an enclosure to your letter, I have the honour to state that I do not propose, unless it is specially desired that I should do so, to answer in detail every point raised by Mr. Reynolds, but merely to comment on the items in which he claims to have been unfairly accused and maligned.

(2). The General Manager called a Committee to enquire into the working of the Railway generally, and into all matters which caused dissatisfaction or inconvenience to the Trading community in regard to the handling and carriage of goods by the Railway, so that he might be made aware of all such instances in which the public and his own staff considered the Railway failed in its obligations, and he could, in consequence of the knowledge so obtained, take such measures as would prevent and correct the recurrence of any similar complaints in the future, and in no sense was the enquiry instituted with the intention of bringing charges against

any individual department or person.

CHIEF SECRETARY
to the Government,
NAIROBI.

(3). The report was drawn up on information obtained from two sources:-

- (1) The statements of merchants and traders
- (2) What the signatories to the report actually saw and heard,

and is therefore a record of facts, and in no sense a biased indictment in any way.

(4). The complaints made by the Traders were not debated and entered into in detail, and unless any complaint was obviously inadequate or frivolous it was not discussed. There was no reason why it should be. It was not an enquiry to enter into and report upon any one specific case, it was an enquiry to learn what disabilities the traders considered they suffered from, to give the Railway Administration the opportunity of remedying such disabilities where they might actually occur or exist.

(5). The intention as to the sphere of enquiry, in the first place, was the Railway from Mombasa to Kilindini, and it was instituted with that intention only, but the result of the enquiries at Mombasa pointed so much in one direction that it was considered necessary to extend its operations to the Lake Ports.

(6). Mr. Reynolds states:-

"It is quite conceivable that before a committee which was in no way connected by the same Department statements were made regarding the Department which could neither be refuted nor explained in the absence of any member cognizant with what had taken place between the firms in question - - - It is a simple matter to create a bad impression about an absent person unable to speak in his own defence - - - in reference to what I have just said about the ease with which an absent person can be maligned, 'sic etc.'"

These and many similar statements were said without a full consideration of the report as a whole, and also because he was in ignorance of what had taken place.

(7). The conditions under which the enquiry was conducted,

as given in paragraph 4, page 2, of the report -

"We asked these firms and gentlemen to state, freely and without reserve, any inconvenience or disadvantage that they might suffer from, or think they may suffer from, in their relations with the Railway as a whole, not for the purpose of discussion but for our information and guidance. We did not discuss the question of "Owner's Risk" as it would be too controversial, but it entered indirectly into so many other subjects that we can give very decided opinions as to what has caused the recent report of the Mombasa Chamber of Commerce on this subject."

most effectually disposed of the objection that complaints may be made about an absent person that would not be made if such person were present. Statements were made quite as freely and without reserve concerning the Railway part of our system, as they were of the Marine, they are recorded with equal fairness and truthfulness, and the report is signed by the officer who is responsible for the work in connection with them, the Traffic Manager. If the Marine Superintendent had been appointed a member of the Committee he would, as a member of the enquiry, have had either to sign the report to which he now objects, or to draw up a "minority report", which in view of the fact that all the comments regarding his department were made by the Trading community, or from our own actual observations, could scarcely have differed in any material degree from that tendered by the three other members of the Committee.

(8). If the General Manager for his own information wishes the working of the system he is administering to be reported upon he has every right to appoint who he considers most suitable and capable for the work. As previously stated the original intention was that the report should be on the railroad part of the system only, but when it was found necessary to take the working of the Lake Ports into it the Acting Marine Superintendent was wired to as follows:-

"Committee enquiring into Traffic Working Eastwood
"Nevill and Stanley proceeding round Lake next
"trip Clement Hill. I would like you accompany
"them and give them advice re Kampala and Jinja."

A letter was also sent him as follows:-

"A Committee to enquire into the Traffic Working of the Railway has been convened by me, the members of which will arrive at Kisumu on Friday the 15th instant, and are, I believe, crossing in the "Clement Hill" to visit Kampala, Jinja and Entebbe.

"It appears to me very advisable if you could arrange to accompany the Committee, consisting of the Chief Accountant, Chief Mechanical Engineer, and Traffic Manager, round the Lake Ports.

"Whilst at Kampala you might see what can best be done to improve the working there. I enclose an extract from the Travelling Inspector of Accounts who was there last month. We ourselves noticed the difficulty as we viewed it on our late visit and it is very essential that something should be done here at once and a little organisation will no doubt effect vast improvements, and as you will have this Committee with you to advise you it should be possible to suggest something for immediate relief.

"In addition to the question of present working the matter must be considered as to how we should deal with Kampala Port when the Railway is opened. I certainly think Kampala Pier should come under the working, control, and management of the Superintendent Kampala Railway or whoever is in charge, and similarly I quite agree that Jinja Pier should come under the working, control and management of the Superintendent Busoga Railway and I have addressed the Traffic Manager as to what arrangements are necessary to start this new procedure.

"Will you bring the matter up before the Committee when they are on their tour of inspection."

The Acting Marine Superintendent accompanied us on the "Clement Hill", we were together from the Saturday morning before the steamer sailed until the following Thursday afternoon, 5 days, we discussed the matter freely with the knowledge gained by our enquiries during the previous fortnight, the Acting Marine Superintendent was shown the draft of three quarters of the report before we left the steamer to return to Mairahi, and he was shown the completed report before its submission by the Committee to the General Manager, and agreed that from his own personal knowledge and observations, unpleasant reading though it might be, he must acknowledge that it was true.

(9). The Marine Superintendent states in reply to paragraph 29:-

"It is inaccurate and totally opposed to what actually takes place to state that the Marine Superintendent takes no personal action in making arrangements. On whose authority is this statement made? It cannot have been made by either the Acting Marine Superintendent or the Traffic Manager."

"Superintendent or the Traffic Manager."

The statement was made by the Pier Master at Kisumu in the most decided and definite terms, that he adhered to after a close and searching cross examination. The same also applied to the Head Goods Clerk at Mijina Pier, referring to the reply made by the Marine Superintendent to paragraph 291. (10) With regard to the reply to paragraph 303 the statement of the Marine Superintendent was made to myself after a trip round the Lake when I drew his attention to the manner of working.

(11) As I before stated I do not propose to go into detailed explanations of each item, but have gone into the few here given to show that if the Marine Superintendent had been aware that the Marine Department was represented the greater part of his reply now under consideration would not have been written, and the wholly personal tone he adopts would have been rendered impossible.

(12) I have spoken with some authority as to the intention and scope of the enquiry, and I would like to give my reasons for doing so.

During March and April 1914 there were complaints from the Mombasa Chamber of Commerce and also many expressions of dissatisfaction by the public as to the working of our system. Mr. Taylor was talking at that time of going on leave in June or July, and I recognised that some steps should be taken to put matters right and secure the confidence of the public. Mr. Taylor was in Uganda in April and on his return I met him at Kisumu, discussed the matter at great length with him, and finally it was decided to convene a Committee of enquiry for the purpose of ascertaining what remedies could be suggested as regards the working of the Goods Traffic, as it was very evident that there must have been some grave defects to warrant the many complaints that were being received. The object of the

Committee was to ascertain what these defects were, and to find remedies for them and for improving our working, rather than with the view of pillorying any individual or department.

(13). It was not intended that the report should go outside the General Manager's Office, and ought not to have gone outside it, and it is on these grounds that I do not propose to enter into reports that would be based on and form replies to the explanations of any one official when they could equally well be called for from each official of our Railway Administration. The important fact remains that we now have the knowledge of what is wrong and can act upon it.

(14). Owing to the War and stress of work caused by it on the Railway, and also the stoppage of practically all the working of the Lake Services I regret I have not replied earlier on this subject, but the necessities of reform are fully recognised and being enforced as far as our present restricted means will allow.

(15). I think that these remarks amply and fully refute the allegations of Mr. Reynolds of unfair or biased treatment against him. In compiling the report it was endeavoured to shew what we had been requested to do, viz:- to point out what grounds existed for complaint amongst the trading community, and this being the case there is scarcely a word in the report which could honestly have been omitted or left unwritten.

(16). I informed Mr. Reynolds personally of the general contents and effect of this letter at the time he returned from leave.

I have the honour to be,
 Sir,
 Your obedient servant,

(Sgd.) B. Eastwood

GENERAL MANAGER

No. 28528/1915

Earl

JUN 25 1915

26 June 1915

Sir,

DRAFT.

Earl

Conf.

for Sir H. Belloc

MINUTE.

Mr. Trevelyan 24/6/15

Mr. Bottomley 25/6/15

Mr.

Mr.

Sir G. Fiddes.

Sir H. Just.

Sir J. Anderson.

Lord Selkirk

Mr. Harcourt

I have the honour to acknowledge the receipt of your confidential despatch, No. 48, of the 14th of May, ~~and to inform you that~~ transmitting the comments of the General Manager on the explanation ~~given~~ by Lieut Reynolds with regard to the criticisms ^{the criticisms} ~~on~~ ~~the~~ ~~report~~ contained in the report of the Commission.

appointed to enquire
into the Traffic Working
of the Wanda River
and to inform you
that I concur in your
view that no useful
purpose will be served
by pursuing the
matter further.

2

W. A. LONAR IAW.