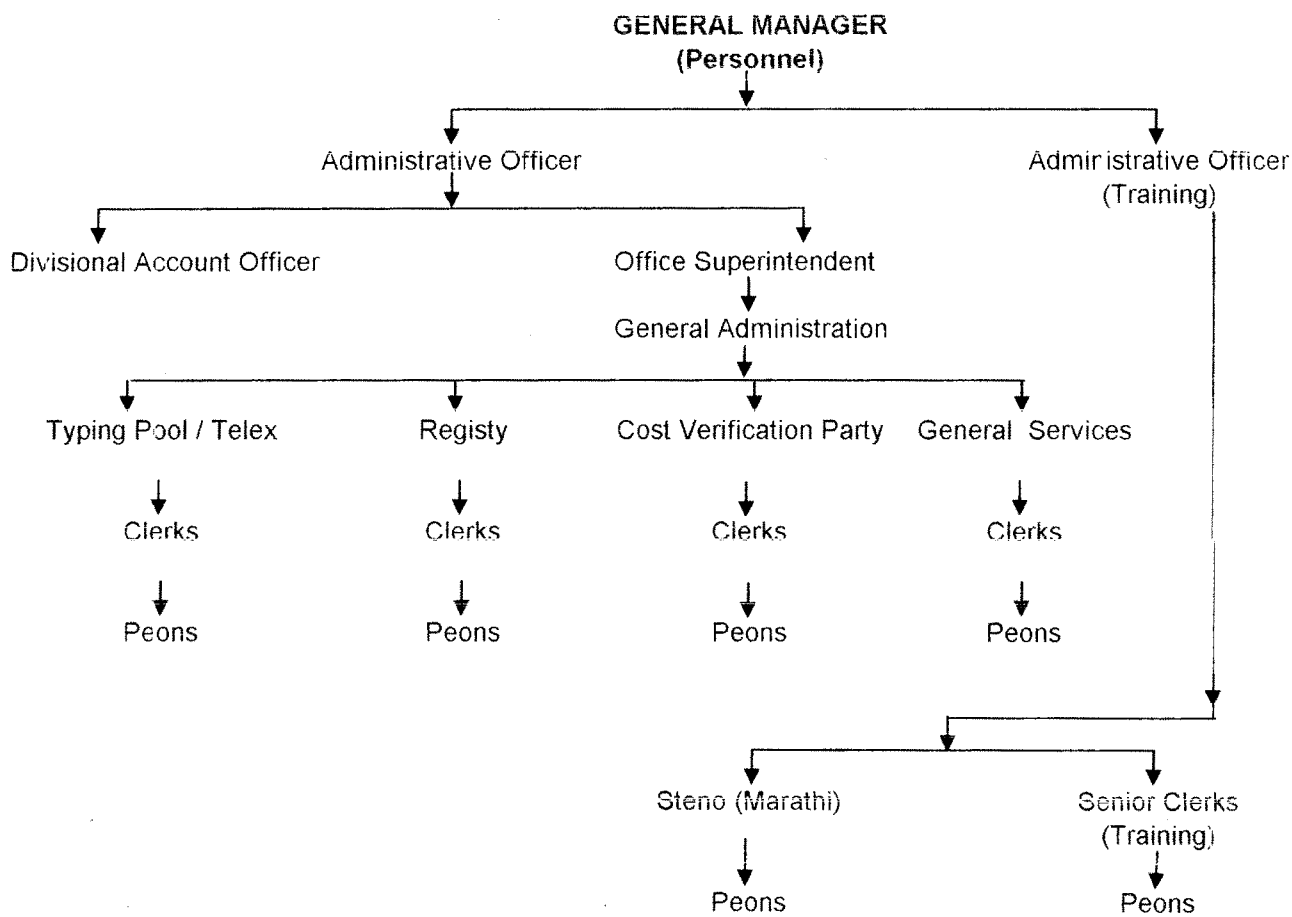


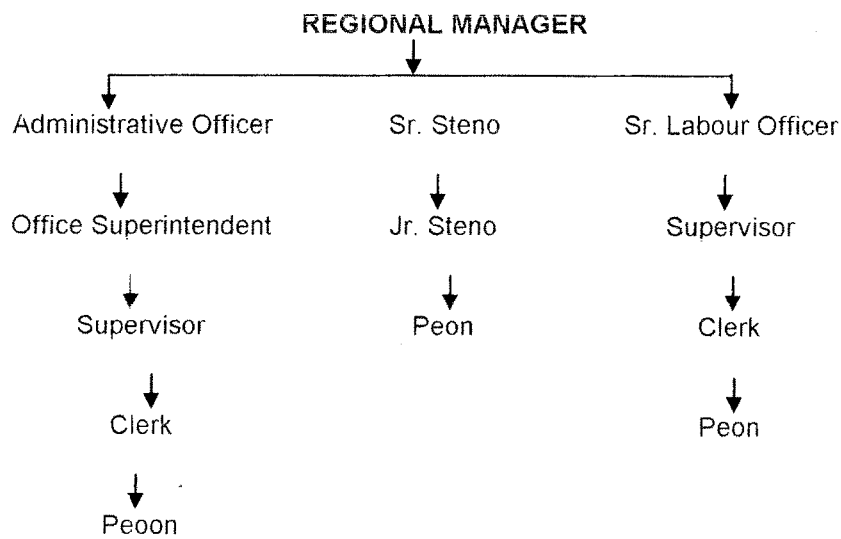
CHAPTER - III

PROFILE OF THE STUDY

CENTRAL OFFICE



REGIONAL OFFICE



MSRTC

Division Wise No. of Vehicles ,Bus – Stations & Depots Position as on 31st March 2001

A (MUMBAI)

Sr.No	Divisions	Depots	Bus - Station	Vehicles
1.	Mumbai	5	8	463
2.	Palghar	8	10	462
3.	Thane	8	12	607
4.	Raigad	7	19	526
5.	Ratnagiri	9	15	659
6.	Sindudurg	7	14	397

B (PUNE)

Sr.No	Division	Depots	Bus-Station	Vehicles
1.	Pune	12	38	1059
2.	Satara	11	38	840
3.	Sangali	9	18	836
4.	Solapur	9	19	817
5.	Kolhapur	12	23	848

C (NASIK)

Sr.No	Division	Depots	Bus-Station	Vehicles
1.	Dhule	9	15	700
2.	Nasik	13	41	974
3.	Jalgaon	12	31	753
4.	Ahmednagar	12	31	779

D (AURANGABAD)

Sr.No	Division	Depots	Bus-Station	Vehicles
1.	Aurangabad	8	24	508
2.	Jalna	4	9	238
3.	Parbhani	7	15	390
4.	Nanded	9	20	483
5.	Beed	8	17	467
6.	Osmanabad	5	10	395
7.	Latur	5	21	425

E (AMRAVATI)

Sr.No	Division	Depots	Bus-Station	Vehicles
1.	Amravati	8	14	444
2.	Buldhana	7	10	519
3.	Akola	8	14	448
4.	Yavatmal	8	19	457
5.	Vardha	5	11	276
6.	Nagpur	8	19	583
7.	Bhandara	5	10	353
8.	Chandrapur	7	15	475

PROFILE OF THE STUDY

Introduction Of M.S.R.T.C. System

Nationalization of passenger transport scheme was prepared in the year 1947 and in July 1948 the Corporation started its operations with 35 Bedford make buses. As on 31st March, 1949 the fleet strength has increased to 469 and operations were started on 150 routes. Gradually quantum of operation was increased and 100% nationalization was completed in the year 1974. As on 31st March, 2001 Corporation has operated its services on 19,679 routes with the help of 15,920 on roads buses and carried on an average 65 lakhs passengers daily. Due to increase in Dan destine operation in the recent past further expansion of operation has been affected adversely.

The salient features of working of M.S.R.T.C. are as under:

♦ Administrative set up of the Corporation :

Working of the Corporation is based on Four Tier system -

- 1) Central Office, Mumbai.
- 2) Six Regional Offices –
(Aurangabad, Mumbai, Nagpur, Pune, Nasik & amravati)
- 3) 30 Divisional offices, situated at district head quarters.
- 4) 243 Depots located at tahsils and important Traffic Centre.
- 5) 3 Central workshops situated at Chikhalthana (Aurangabad), Dapodi (Pune), Hingana (Nagpur) where work of body building and reconditioning of vehicles is carried out.
- 6) 9 Type ret reading plants located at Nasik, Jalgaon, Napur, Nanded, Latur, Kolhapur, Dopodi (Pune), Ratnagiri and Amravati are engaged in the production of retreated types.
- 7) Corporation has its own printing press at kurla where the work of printing of tickets and money value forms is carried out.

- 8) Total staff strength of the corporation as on 31st March, 2001 was 1, 12, 116 inclusive of 139 Class I officer and 686 Class II Officer. As on 31st march, 2001 staff ratio of the corporation was 7.21 per schedule.

Industrial Relations

M.S.R.T. Corporation is a labour oriented passengers transport industry with 1, 12, 116 employees. Its transport activities are carried through out the state with assistance of the central office, Six Regional offices 30 divisions, 3 central workshops and 1 training institute at bhosari, pune.

The peaceful Industrial relations play an important role in labour oriented organization in order to achieve operational goals. The various labour welfare activities are conducted to maintain industrial peace and co-ordinal industrial relations. The corporation has been able to maintain industrial peace inspite of multiplicity of the unions. In order to solve grievances of the employees and union problem the joint consultation forum is functioning in M.S.R.T. Corporation at divisional level, regional level and state level. The regular meetings with the recognized union at the divisional, regional level are conducted to solve problem of the employees and union raised in such meetings. Under, the Forum the policy matters and the problems. Which are not solved at divisional / regional level are discussed and decisions are taken at central level accordingly.

Settlement of 1999 :

Under the MRTU & PULP Act 1971 the MST Kamgar sanghatana is the recognized union is ST Corporation and so it is the sole bargaining representative. Under the provisions of this act recognized union is entitled to discuss general issues, policy matters with the management and also entitled to display notice board, collect union subscriptions in the premises of employer.

Besides, there are ten unions which are registered under India State Union Act 1926 and are functioning in M.S.R.T. Corporation. The registered trade unions are entitled to discuss only individual grievances of their members pertaining to discharge, dismissal, termination, suspensions of their members with the employer.

Ex – Gratia Payment :

The maximum ex-gratia payment of Rs.2,500/- for the year 1999-2000 has been effected on the lines of bonus act to all eligible employees drawings wages upto Rs.3,500/- per month. Rs.2,14,10,375/- are paid as ex-gratia to 8,823 employees for the year 1999-2000.

♦ LABOUR PARTICIPATION**A) Works Committee :**

The Works committee are constituted under sub section – 3 of the Industrial Dispute Act 1947, at various divisions / units of the corporation. The works committee consists of five representatives of the workers and 5 representatives of management. The workers representatives are nominated by the recognized union.

In the works committee matters pertaining today working conditions, cleanliness, goant of paid holidays are discussed and decisions are taken.

B) Staff Welfare Committee :

Staff welfare committees are constituted at divisions / union to look after and carry out various labour welfare activities in divisions / units. The staff welfare committee consists of seven representatives in the regional office and Nine representatives in the divisions / units of the M.S.R.T. Corporation including the representatives of the union. Sports, Cultural Drama, Welfare Centre, Literary, Staff Canteen are managed and controlled with the assistance of such committee. The Corporation has released Rs.4,70,000/- as grants to the staff welfare committee and in division / unit to organize various welfare activities during the year 2000-2001.

C) Labour Welfare Centres :

The labour welfare centres are functioning at some division. The following major activities are undertaken by the lady welfare instructor, who is in-charge of the labour welfare centre.

- 1) Montessory classes for children of S.T. employees.
- 2) Cooking demonstration.
- 3) Sewing and embroidery classes for ladies.
- 4) Sports meets for children of S.T. employees.

- 5) Arranging two picnics in a year for children and family members of S.T. employees attending the welfare centre.

D) Workers Grievances :

Under this the position of grievances related to pay, allowances, transfers, promotions, increments, weekly off, etc. is discussed.

E) Works Stoppages and Hunger Strike :

The incidence of strikes, stoppage of work, under strike occurs for various reasons like implementation of new time table, transfer of employees, and union office bearers, assaults on drivers and conductors by passengers, on settlement issue, privatization of Transport Industry.

There were in all 80 cases of work stoppages, employees involved in these work stoppages were 5,754 and about 42,857 man hours were lost.

Similarly there were in all 31 cases of hunger strike 2,587 employees were involved in these strikers and 15,827 man hours lost.

F) Implementation of Workman Compensation Act :

There were 233 cases of accidents to S.T. employees arising out of and in the course of employment which have been decided under the workman's compensation Act 1923, during the year 2000-2001. Out of these 19 were fatal accidents & 214 were non-fatal accidents. The total amount of compensation paid during the year 2000-2001 was Rs.64.85 lakhs. In addition to this Corporation also reimburses medical expenses to the employees who have been injured in the course of employment / out of employment.

G) Canteen and Co-operative Consumer Society :

Co-operative canteens are functioning at seven places. The canteens at divisional office, and divisional workshops are provided to the employees. Free electricity and free water is provided to contractor as a welfare measure. Co-operative societies are functioning satisfaction at Eighteen Places.

H) Staff Institutes :

Staff Institutes have equipped with the facilities for indoor and outdoor games at following units / divisions.

1) Central workshop, Dapodi, 2) Dhule, 3) Solapur, 4) Ratnagiri, 5) Nasik.

There are recreation halls at central office. Mumbai and kurla sotres. The carrom & table tennis games are played in this recreation hall and staff institutes. Arrangement for badminton game is made at staff Institute of Ratnagiri and central workshop, Dopodi. In addition to the table tennis & carrom games, Television sets are also provide at Thane division, C.W.Dapodi, CTI Bhosari & Pune Division.

I) Inter Divisional Drama Competition :

Every year Corporation conducts inter divisional drama competitions. During 2000-2001 Twenty divisions have participated in 30th Inter divisional drama competition. The drama staged by sindhudurag division. The prizes were awarded to the winners of initial found and final round competition at the auspicious hands of Hon' ble chairman, M.S.R.T. Corporation. During the year an amount of Rs.1,75,500/- was spent for inter divisional drama competition.

J) Inter divisional Cricket Tournament :

During the year 2000-2001 initial round of inter divisional cricket tournament was held in four division. In all 29 divisions / units participated in the tournament total expenditure incurred towards this tournament was Rs.56,095/-.

K) Annual Sports Competition :

Annual Sports were conducted during the period from 13th Jan to 15th Jan at Shiv Chatrapati Krida Nagari, Balewadi, Pune. In these sports 487 players participated.

L) Medical Facilities :

In all 188 Medical Dispensaries are functioning satisfaction under qualified Medical Officers. The number of 2,63,118 cases were attended in various dispensaries at divisions / units during the year 2000-2001.

M) Housing :

The tenements are constructed under the subsidized industrial Housing scheme. The management and allotment of tenements is entrusted to the tenement committee, in the units. The divisions / unit head is the chairman and the labour officer is the secretary of the tenement committee.

In addition to industrial tenements corporation has constructed quarters for the employees and officers are 2,022.

N) Holiday Homes :

During the year 2000-2001. 75 employees with their families have taken the advantage of holiday home provided by the corporation.

♦ **M.S.R.T.C. EMPLOYEES EDUCATIONAL ASSISTANCE, NATURAL CALAMITIES, DEATH RELIEF SCHEME AND FAMILY WELFARE SHCEME:**

Besides various welfare activities for Employees Corporation also look towards welfare of family member. In this regard welfare schemes like scholarships, Prices, Assistance in natural calamities, death relief fund, and family welfare schemes are in-force. Under these schemes every employee contribute Rs.12/- per year and equal amount is contributed by the corporation, to implement this scheme. This Fund is utilized for the following benefits.

A) Scholarship Scheme :

In accordance with the scholarship Schemes 350 scholarships are awarded every year in order of merit to children of the S.T. employees who secured 60% or more marks in S.S.C. exam or in the equivalent exam. The Scholarship is continued till completion of the course in which admission is taken. The rate of scholarship payable Rs.100/- per month for the course of more than two years duration & Rs.75/- per month for the course of upto two yrs. Duration. In case student is admitted in Medical & Engineering discipline after passing 12th class (H.S.C. Exam) the scholarship is awarded at the rate of Rs.150/- per month till completion of degree course. During the year 2000-2001 expenditure to the tune of Rs.22,24,920/- has been incurred towards payment of scholarships.

B) Prize Scheme :

Hundred prizes are awarded every year in order of merit to the children of the S.T. employees who secured 60% or more marks in 10th Std. exam. The Expenditure on the account to the tune of Rs.51,150/- has been incurred during the year 2000-2001.

C) Natural Calamity Assistance :

The monetary assistance of Rs.500/- is given to the employees, who are affected due to natural calamities like earthquake, flood, and riots as declared by the Govt. authorities from time to time causing damages to their properties. During the year 2000-2001 no such case was reported.

D) Death Relief fund :

An amount of Rs.2000/- is paid to the heirs of deceased employees to meet the funeral expenses and other religious rites. During the year 2000-2001 expenditure to the tune of Rs.8.90 Lakhs has been incurred towards payment in this regard to heirs of 445 employees.

E) Family Welfare Scheme :

A novel scheme under title "Family Welfare scheme" has been introduced Oct'94. Under the scheme every employee contribute Rs.25/- per month. Under this scheme in case of a death of employee while in service Rs.1 lakhs is granted as financial assistance to the legal heirs of the deceased employees. The amount of Rs.1 lakhs is deposited in the Fixed deposit scheme of the corporation for period of 5 yrs. And interest is paid on such deposits as per the rates declared by the corporation. After expiry of the period of Five years of such deposits under this scheme, the legal heirs of deceased employee are free to withdraw the deposit or to renew the deposit.

F) Workers Education :

Workers education scheme is introduced by the corporation since long. Under the workers education scheme. Every year unit level classes are conducted in the division / units. Normally 25 to 30 employees are enrolled in the class. The class is of Three months duration. The Class is conducted by trained worker teacher. Every year Corporation accords sanction for worker teacher training to train employees considering the demands of the divisions / units. Reasonable concession are given to the employees to attend the class during working hours.

G) Free Traveling Facility to Retired Employees :

The Free Travel passes are given to retired employees including spouse for the period of two months. During the month July to Feb. every year.

H) Earthquake fund :

All the Officers and the employees of the corporation have contributed one days salary to the Chief Ministers Relief Fund for the assistance of earthquake affected persons.

I) Flag Fund :

Officers and employees are contributing every year flag fund for the welfare of soldiers. This fund is collected and handed over to the district collector.

J) Employees Welfare Fund :

Welfare fund is contributed by deducting the amount from the salary of the employees of the corporation twice in a year (In the month of June & December) Corporation is also contributing three times of the amount of collected fund. Such collected fund is handed over to "Labour Commissioner" Maharashtra Labour Welfare Board.

K) Investment in small saving :

Officers and the employees of the Corporation are encouraged to invest in small savings. The amount deducted from the monthly salary for the investment of small saving contributes to the National Development.

♦ Traffic Operation

A) Corporation Services in Operation :

I) Long distance service

a) Ordinary buses b) Night Services.

II) Semi Luxury.

III) Deluxe.

IV) A/c.

B) Dadar – Pune Deluxe Service :

Conductorless deluxe service is operated at the interval of 15 min. on Dadar – Pune route. Computer controlled ticket system is available for this route.

C) City Services :

At present Corporation is operating city services in 22 cities in the state.

D) Operation on Inter State Routes :

The Inter state reciprocal transport agreement is continued with the states of Karnataka, Madhya Pradesh, Gujarat, Goa and Andhra Pradesh. During the year 514 Inter – State routes were operated by the Corporation, out of these maximum 306 routes are operated in Karnataka State.

E) Special Arrangements for Fairs and Festivals :

Corporation is operating extra services on the occasion like fairs and festivals, especially at the time of Ashadhi and Kartiki Pandharpur fair as well as, Alandi, Dehu, Paithan, Shergaon, Bhimashankar, Vani, Mahoor, Chaitry Jyotiba. On the occasions like Ashadhi & Kartiki fair at Pandharpur special arrangements are made for the traveling public such as erection of sheds, Zunka Bhakar Stalls and supply of clean drinking water, etc. Wireless communication system is used at the important places during the fairs.

F) Casual Contract :

Causes are given to the parties as well as schools, colleges on casual contract. Concessional rates are given for excursion trips of students.

II) AMENTITIES TO PASSENGERS

A) Sulabh International Complex Toilets and Latrines :

In order to improve the cleanliness of urinals and toilets at the bus stations. Corporation has entrusted the work to "Sulabh International Complex". In all 71 urinals & toilets were maintained by Sulabh International & 4 by Nasa Foundation. At 22 Bus Station urinals & toilets are constructed by the corporation and maintained by sulabh International Organisation & Nasa Foundation.

B) Parcel Services :

In all 456 Parcel offices are functioning during the year.

C) Expansion in Rural Area :

The motto of the Corporation is to provide services as close as possible to the villages in the state.

Accident & Safety :

a) Safety Drive :

"Safety Drive" was observed from 01-01-2001 to 10-01-2001. The Corporation so far had observed such drive on 17 occasions. During "Safety Drive" Period, special attention was focused on various safety measures. Special attention was paid to the accident prone drivers. The ill effects of over speeding, violation of traffic rules / regulations, were discussed with the drivers. During the campaign film shows were arranged for the employees on defensive driving. Road patrolling was intensified on maximum possible routes in the state.

b) Medical Aid to Accident Victims :

In spite of various safety measures adopted by the corporation, if accidents occur to the S.T.Vehicle, every possible help (monetary as well as medical) is given to the victims of the S.T.Accidents.

All passengers who are injured in accident involving vehicles of the corporation and who need medical treatment besides the first medical aid given on the spot of the accident, if necessary, they are admitted to the nearest Zillah Parishad Hospital, Municipal Hospital, Cottage hospital, or Government Hospital as the case may be. If directed by the Medical Authorities the injured is shifted to

another better equipped hospital for treatment. Food, Tea, and snacks are given to the injured besides medicines prescribed by the medical authorities.

c) On Spot Payment to S.T. Accident Victims :

As an immediate monetary help on spot payment is made to victims of S.T. Accident (Except to occupant of third party vehicles) The Quantum is as below:

- 1) Victims in accident (on the basis of nature of the injury the amount varies).

The Spot payment is not deducted from final amount of compensation.

- 2) Rs.500/- are paid to the heirs / relatives of the deceased passenger as immediate monetary relief.

d) Compensation to S.T.Accidents Victims :

While paying accident compensation amount the corporation does not consider legal liability, income, gender, age etc. of the victim. The Divisional controller of the division to which the accident vehicle belongs is the competent authority to sanction the payment of the accident compensation amount.

Simplification of Procedure for Claiming Compensation:

(Indemnity Bond instead of succession certificate)

The following procedure for finalizing the accident compensation claims on indemnity bond instead of succession certificate is adopted, from Jan.1987.

Following categories of claimant have to submit the indemnity bond on proper non-judicial stamp paper executed before Tahsildar or any other competent Authority to the effect along with a certificate from the two respectable person of the locality from which the claimants hails (Sarpanch / Police Patil of the village if the claimant is from village & in all other cases Gazetted officer) stating clearly therein, that the claimant is known to them personally & is only entitled for the amount of compensation of the deceased person involved in accident of S.T. Vehicle.

- i) Widow of the deceased victim of the accident.
- ii) Husband of the deceased victim of the accident.
- iii) Father of the deceased victim of the accident.

iv) Eldest son or eldest unmarried daughter of the deceased victim of the accident (if the spouse of the deceased victim is pre-deceased) provided no objection certificate from other brother & / or unmarried sisters.

M.S.R.T. Corporation is the first Road Transport Corporation in India to adopt such a liberalized policy of payment of accident compensation on Humanitarian ground.

Lok Nyayalaya:

Number of cases placed & settled in 'Lok Nyayalaya'.

Incentive Scheme:

The attendance Incentive Scheme for the Drivers & conductors was continued in the peak season during this year also. An amount of Rs.10.91 Lakhs to 11,908 drivers & Rs.9.81 Lakhs to 14,725 conductors was paid under scheme.

Road Surface:

The road length on which corporation operates its services are analyzed according to different types of road surface,

- i) Cement concrete Road - a) Good. b) Bad.
- ii) Asphalt & Tar - a) Good. b) Bad.
- iii) W.B.M. - a) Good. b) Bad. c) Kutcha.

21.06% of the Road Surface is either Bad or Kutcha.

Line Checking of Vehicles:

In every division regularly line checking programmes are arranged to Prevent pilferage of revenue. The Line Checking activities are intensified during fairs & peak traffic periods. Special intensive line checking was organized during the Pandharpur fair. The line checking squad & security staff are attached to the divisions & Regional officer.

Penalizing Passengers Found Traveling Without Tickets:

During line checking if passengers are found without valid tickets they are penalized.

Concessions In Passengers Fare:

Corporation is giving concession in passengers fare to the various strata of the society.

Passenger Fare Structure of the Corporation:

The facility of charging fares on sub-stage basis is given to the passenger's upto the journey of 5 stages from boarding point since dt.24-6-2000.

The passenger tax is paid to Govt. of Maharashtra @ 17.5% on the earning of mofussil service & @ 3.5% on the earning of city services. The present rates of fares are inclusive of passenger tax. Half ticket is charged to the children between ages to 5 to 12 yrs.

CASUAL CONTRACT OPERATION:

Rate for casual contracts are revised from w.e.f.10-11-2000. Though the General fare rise is effected w.e.f. 02-10-2000.

A) Free Traveling facility for standees in the buses hired on casual contact:

Additional facility to carry 25% standees of seating capacity of the bus in ordinary casual contract bus within the territory of Maharashtra state without recovering extra charges is introduced w.e.f. 01-12-2000 by the Corporation.

B) Casual Contract Rates for Permanent demands:

If there is demand for ordinary bus/ buses on casual contract either monthly or weekly basis excluding the day of "weekly off" or holidays by factory officer /private companies, in such case the rates are charged through out the year on par with those charged during peak season.

C) Casual contract are given to the students at Concessional Rates :

Since 1st April 1985, 66.66% concession in the existing per kms. Rate of casual contract is given to the schools and colleges for casual contracts of ordinary bases throughout the year. Concessional facility is not given for Luxury / Deluxe / Semi Luxury / Air Conditioned bases. Similarly this facility is not granted for inter state level.

SPECIAL SCHEMES OF CORPORATION :

"Travel As you like" scheme :

The Corporation has implemented the scheme of "Travel as you like", Since 1988. As per the passenger demand this scheme has been modified and the facility of traveling in deluxe buses is extended w.e.f. 02-10-2000. Validity of pass period has been revised from 7 days to 10 days.

Mini Bus Operation :

In order to curb clandestine operation and to provide faster and safe service to the passengers specially on short distance, where the incidence of clandestine operation is high, the corporation has introduced 200 Mini Buses have in 20 seating capacity. These buses are run on short distance and high traffic density routes and are operated as conductor less service. The response from traveling public is satisfactory on this operation.

Sankalp 2000 :

M.S.R.T. Corporation has observed "Sankalp 2000" campaign from 5th April 2000 to 21st October 2000 (200 days) with twin objectives of making S.T. Service more and more passenger oriented and boosting the revenue. This campaign was observed after taking into consideration satisfactory results achieved during the Pravashi Shatak period. During the campaign employees have taken efforts to boost up the revenue.

Swavlamban 2001 :

"Swavlamban 2001" campaign was observed during the period 14-01-2001 to 26-03-2001 for various improvements and to increase the revenue of the corporation.

Main Objectives of campaign are as under :

- 1) To attract maximum number of passengers.
- 2) To achieve economy in expenditure on items like staff, fuel, & tyres, etc.
- 3) Courteous behaviour with passengers and to provide punctual, adequate, and safe service.
- 4) Implementation of "No parking Zone" with the help of police authority.

INCENTIVE SCHEME FOR DRIVERS & CONDUCTORS :

With a view to motivate the drivers and conductors for boosting the revenue "Revenue Incentive Scheme" was launched on experimental basis by the corporation during the period 01-01-2001 to 31-03-2001.

The Salient features of the Incentive scheme are as under :

- 1) Motivate drivers and conductors to increase the revenue of the Corporation. The scheme was applicable to drivers and conductors only. The scheme is not applicable to Casual contract and conductor less services.
- 2) The incentive payable under the scheme depends on the performance of the individual driver / conductors and is paid immediately while remitting the S.T. revenue in the depot.
- 3) The target of revenue for every crew duty is fixed on the basis of last year earnings. It does not include the revenue realised from reservation, reimbursement on account of various concessions from the Govt. only the revenue realised from the sale of tickets by conductor is taken into consideration.
- 4) 25% amount of additional revenue brought by the crew over and above prescribed standards is distributed equally between the crew members

BENEFITS OF THE SCHEME :

There is tremendous change in the behaviour and attitude of the running staff so much so that they stop the bus en-route with the slightest indication by the passengers. The scheme has also brought in awareness among them about maintaining the punctuality of the trip.

♦ Commencement Of Operation On Express Highway Joining Mumbai – Pune Municipal Corporation :

Operation on Mumbai – Pune Express highway has been started w.e.f. 22-11-2000. Mumbai – Pune 110 Trips of deluxe services are in operation. After taking in account satisfactory response from the traveling public additional 50 Trips started w.e.f. 21-03-2001.

Mechanical Engineering And Stores :

M.S.R.T. Corporation is the second biggest corporation in the county holding the largest fleet of passenger buses under single management.

Mechanical Engineering Department is looking after the maintainance of this large fleet of the corporation. For this its working is divided into two groups viz. production and operation for which workshop at depot and divisional head quarters are established in the state of Maharashtra.

By using three tier system production and maintainance activities are carried out. Efforts are made to improve the performance every year using three tier maintainance systems.

- 1) Central Workshops.
- 2) Divisional Workshops.
- 3) Depot Workshops.

Procurement Of Chassis :

The Corporation is purchasing new chassis from M/s. Telco and M/s. Ashok Leyland as per requirement.

Fleet :

The information regarding fleet held as on 31st March by the corporation are Buses owned – 16,234 on lease – 1,293. 80 Total 17,527 Buses.

Production :

There are three central workshops situated at Dapodi (Pune), Chikhalthana (Aurangabad) and Hingna (Nagpur). Following major works are carried out in these workshops.

A) Building of New Bus Bodies on Chassis :

In Central workshops work of new bus body building reconditioning of engine and fuel injection pumps are carried out. Similarly work of building of new Bus body on old chassis is carried out. Three Central Workshops have got the annual capacity of building 1,600 of ordinary bus body on new chassis. This capacity can be increased upto 2, 240 buses under production and incentive scheme.

B) Reconditioning of Engines and FIP's :

Other important job at the central workshop is reconditioning of engines and fuel injection pumps. Production and Incentive scheme is also implemented for the job.

DIVISIONAL WORKSHOP :

32 divisional workshops are established at divisional head quarter. In these workshops the major works viz. Six monthly docking, R.T.O. passing, Assembly overhauling and other major and minor repairs are carried out. Divisional Reconditioning unit is attached to all divisional workshops where the work of periodical reconditioning of vehicles and engine overhauling is carried out.

DEPOT WORKSHOP :

Depot workshops are established at 243 places for day-to-day maintainance of the vehicles. At these depot workshops following works are carried out.

- 1) Daily Maintainance.
- 2) Decadely maintainance.
- 3) Engine Oil Change.
- 4) Depot working after every two months.
- 5) Time to time minor repairing works carried out.

To fulfill the daily requirement of depot and requirement of equipment small sub stores are provided.

Production Of The Tyres In The Retreading Plant :

M.S.R.T. Corporation has nine type re-treading plants. Out of these TRP's following Six tyre re-treading plants are using both processes of Hot and procured tyre re-treading system.

- 1) C.W. Pune, 2) Kolhapure, 3) Nagpur, 4) Nanded, 5) Nasik, 6) Jalgaon.

Remaining other places, such as Latur, Ratnagiri, and Amravati only procured tyre re-treading system is implemented.

Systemwise Break Downs :

The rate of breakdown per 10,000 kms. Is 0.33 following are systems that breakdowns- Engines, Electricals, Transmission, Axle, tyre puncture, Suspension and break, etc.

♦ Improvement In Operational Efficiency During 2000-2001 :

Efforts are made to improve the bus body building in order to make the buses attractive. Such type of vehicles are shown to Sr. Officers as sample and maximum suggestions clubbed together and implemented. Design of driver's cabin is modified to provide maximum security and comforts to drivers.

RESEARCH AND DEVELOPMENT WING :

In the research and development wing at central workshop, Dapodi (Pune) following works are carried out.

- 1) Quality control on purchased material.
- 2) Checking of specifications of different types of materials and spare parts used by the corporation.
- 3) Quality control test of the different types of materials, parts received by the corporation as per the specification through CIRT, ARAI, & IMRA.
- 4) To make modification in the bus body design with minimum expenditure keeping in view passenger's comfort and economy.
- 5) Analysis of performance of mechanical parameters and suggestions for improvement.
- 6) To negotiate with chassis producer regarding technically fit vehicles for the corporation.

Corporation has decided to install 42 automatic Bus washing machine for quality cleanliness of S.T. Bus. Accordingly 29 such machines were installed at different depots of the Corporation. Process of purchasing of remaining machines is in progress.

STORES

Scheme of decentralization of placing purchase orders for general stores items is carried out in all the units. Under this scheme, units and procuring materials directly against the rate contract finalized by stores and purchase department. The said scheme has made it possible to minimize lead time, transportation cost and improve the service level. Following are items to purchases, Auto parts, Bus Body components, Rubber parts, such as Tyres, Tubes, Flaps, Plant and Machinery tools, printing stationary and papers, clothing and uniforms, Elec. Materials, Fuel, Lubricants, Batteries, Building material, Office Equipment.

Importance is given to the quality of materials, technical opinion / recommendation of concerned department is taken into account while finalizing the purchase orders.

Constant efforts are made to maintain self sufficiency in supply of tickets to all the divisions through Kurla Printing Press. Advance booking Vouchers, daily vehicles log sheets, conductor's way bill abstracts books, window booking return, etc. were also printed in printing press.

♦ CIVIL WORKS

Lands :

The total land in possession of the Corporation increased from 1, 404.04 hectares as on 31-03-2000 to 1, 407.66 hectares as on 31-03-2001.

The cumulative expenditure on land acquisition has also increased from Rs.25.33 Crores as on 31-03-2000 to Rs.25.46 crores as on 31-03-2001.

Pick Up Sheds :

The total number of pick up sheds constructed upto 31-03-2001 are 4,191. The construction work of 63 pick up sheds is in progress as on 31-03-2001.

Expenditure :

The total expenditure incurred on capital and revenue works for civil construction was Rs.7.51 and Rs.2.10 crores respectively.

FINANCE :

During the year 2000-2001 Corporation has received revenue of Rs.2467.51 crores passengers Rs.13.10 crores from other traffic revenue. Rs.51.25 crores Non-Operating revenue. In this way corporation has received total income of Rs.2531.86 crores. During the same year, traffic expenditure was to the tune of Rs.2631.99 crores during the year under review. Corporation incurred loss of Rs.100.13 crores.

Main Reasons for Losses :

- 1) Increasing Trend of private clandestine operations leading to declining load factor.
- 2) Increase in price rate of Diesels, Labricants, and spareparts.
- 3) Increase in D.A. And wages of the employees.
- 4) Increase in Interest charges due to more borrowing.
- 5) Loss of Rs.24.62 Crores approximately due to city operation in 22 cities.
- 6) Loss of Rs.167.00 Crores approximately on account of uneconomic "C" type operation.

Price Of Chassis :

The average prices of Tata and Leyland Chassis are Tata – 6,17,508 and Leyand -6,17,199.

SECURITY & VIGILANCE :

Security and vigilance department is playing an important role by keeping overall watch and vigilance over the properties and revenue of the corporation.

Security and Vigilance department is detecting cases of pilferage, misappropriation, clandestine operations and Losses due to damage to State Transport Property. Similarly line checking is carried out on the occasions like extra operations on account of fairs and festivals such as Ashadhi & Kartiki Pandharpur fairs, security department is also undertaking random checks of drivers for intoxication while on duty. Also checking of vehicles is carried out for confirming that the explosive materials are not carried in the buses by the passengers. At the Bus Station passengers are instructed not to carry explosive material in the buses.

Some times special line checking drivers are carried out to stop the leakages in the revenue.

In order to avoid the en-route incidence of dacoity on highway and keep the crew alert specially at the right time. Security and vigilance department is deploying the squad for patrolling on such roads. Vigilance is kept at the time of delivery of scrap material to prevent misappropriation.

Clandestine Operation :

Clandestine Operation is carried out by the private operators in various parts of the state which has resulted in loss of revenue of the corporation as well as reduction in the revenue of the State Govt. by way of passenger tax. Clandestine operation cases detected by the officers with the assistance of Police & R.T.O. Authorities.

PUBLIC RELATIONS

1) Press Notes :

To Promote the image of the corporation, to impart information and establish better communication with the public, press notes highlighting the various achievements, innovations, events, activities, services, schemes, etc. of the corporation are issued to the Press. All India Radio, Doordarshan, and other Electronic Media.

2) Inauguration Ceremonies :

During the year 6 establishments were started.

Publications :

Six issues of Bi-monthly house magazine "Parvitation Pathik" were published, covering the various important activities of the units of S.T. Corporation during the period. Badges were designed, printed and distributed for "Sankalp-2000" and "Swavalamban-2001" campaigns. Posters of Five different designs and stickers of Five different types, were printed during "Road Safety Campaign" and displayed at all S.T.units. Appeals from the chairman and the Vice chairman and Managing

Director to drivers for "Road Safety Campaign" and to drivers and conductors for "Driver – Conductors daily Incentive Scheme" were printed and distributed. An appeal from the Hon. Transport Minister for Transport to the Sarpanch of all "Gram Panchayats" for motivating the villages for traveling in S.T. Buses were printed and distributed all over Maharashtra.

Official Language :

Marathi is progressively being used in the office work of the corporation. The percentage of use of marathi has increased from 77.81% to 78.21% based on the total outward correspondence form the various offices of the corporation.

LEGAL BRANCH

Lok Nyayalya :

Division wise number of cases placed before Lok Nyayalya and no. of cases settled in Lok Nyayalya.

Legal Cases :

Statement indicating information regarding disputed cases in court, criminal cases, and as per motor vehicle Act appeal made by the corporation, similarly cases against corporation and legal cases pending in the Court.

In House Management Consultancy Service Group :

In house management consultancy service group has completed Ten years in M.S.R.T. Corporation.

49 Projects were given to in house management consultancy service group for detailed study on behalf of management.

In house management consultancy service group has compiled the information on the project and Analysed scientifically as per the recommendations in all 26 projects were implemented partially / fully. Implementations on recommendation of 23 projects are still under consideration by management.

As on 31-03-2001 In house management consultancy service group has taken following 4 subjects for study.

- 1) Study report on staff ratio of units other than depots in the corporation.
- 2) Study on S.T. Parcel Service / Courier service.
- 3) Preparation of revised Incentive Scheme for Kurla Printing Press.
- 4) Decision of signing on and signing off of Drivers & Conductors.

♦ **STATISTICAL BRANCH**

Management information system is established to provide information of performance to the management and compiled at divisional level and then transmitted to regional offices, finally compilation for corporation is completed at central office.

Following periodical returns are prepared by statistical branch :

- 1) Decade Vehicle Position.
- 2) Decade Operational Report.
- 3) Monthly Operational Review.
- 4) Annual Administration Report.
- 5) Six monthly type performance data.
- 6) Vehicle census data.
- 7) Note on monthly KPTL (Diesel) KPL Engine and O.T. expenditure performance.
- 8) Cause wise analysis of breakdowns, cancelled kms. Overtime in hours.
- 9) Evaluation of Monthly Depot Budget.
- 10) Assembly notes required for legislative councils session.
- 11) Required information forwarded to central Govt., State Govt. Association of Road Transport undertaking, Central Institute of Road Transport.
- 12) Fixation of standards for the performance of depot managers, divisional controllers, Mechanical engineering (Open), and Dy. General Manager (Region) and evolution of actual performance by giving rank.

COMPUTERISATION

Following Areas are covered for computerization:

1) Online Passenger Ticket Reservation :

The System has been implemented, since 1988, at Mumbai central, parel and kurla Nehournagar Bus stations for all types of buses departing from these places. Further the said online reservation facility has been extended at Borivali, Vashi, Dadar and at Thane.

In this system passenger can reserve maximum six seats in any bus on any window and can also cancel the tickets immediately. Further there is a choice of seats available to the passengers.

In additions to above, return reservation facility has also been provided in few buses departing from Ratnagiri & Shirdi.

Further similar system has been implemented at Pune w.e.f. Jan-2001 by providing terminals at swargate, shivaji nagar, deccan, pimpri – chinchwad and Railway station.

In addition to above reservation facility has also been made available to private booking agents at various locations in Mumbai, Thane & Pune.

On line Reservation facility at Mumbai, Thane, & pune has been provided through leased data circuit lines and dial up telephone lines, for this purpose the main services have been installed at Mumbai central and also at pune which are inter connected through leased lines, as a result passenger can book / cancel the tickets, for any services departing from Mumbai, Thane and Pune, on any of the booking windows at Mumbai, Thane and Pune.

Computer Assisted Ticket Reservation :

The system has been implemented for conductor less services departing form Dadar Asiad Bus station and Pune Railway Station.

Depot Computerisation :

Conductor way bill abstract accounting system has been implemented in 51 depots of Nasik, Mumbai, Thane, Pune, Aurangabad, and Nagpur divisions

Nightout Deposit System :

To facilitate to deposit the amount of sale of tickets at crew change points the system has been installed at Mumbai, Swargate, Shivaji Nagar, & Chiplun Depots which gives receipt of the amount deposited to the conductors.

Following applications are also being processed centrally :

- 1) Stores Inventory control system.
- 2) Provident Fund Accounting system.
- 3) Fixed Deposit Accounting system.
- 4) Gratuity Accounting.
- 5) Job costing for central workshops.
- 6) Vehicle Accounting and Analysis.
- 7) Financial Accounting.
- 8) Pay roll for Mumbai & Chiplun depots / workshops, Dapodi.
- 9) Analysis of scraped tyre kilometers.