

CHAPTER 1

**MAHARASHTRA STATE ROAD TRANSPORT CORPORATION
(MSRTC) - A HISTORICAL REVIEW**

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MAHARASHTRA STATE ROAD TRANSPORT CORPORATION (MSRTC) - A
HISTORICAL REVIEW

This chapter gives a historical review of the MSRTC.

A) BRIEF HISTORY OF MSRTC

The Maharashtra State Road Transport Corporation operates passenger services throughout the State of Maharashtra and also operates several inter-state services on reciprocal basis in the adjoining states. The Road Transport revolves around the people and Roads. Hence it is necessary to mention about the State, People and Geography.

Formerly the State was known as Bombay State. On re-organisation of the States on 01.11.1958, Bijapur, Belgaum, Hubli, Dharwar and Kanara Districts were attached to Mysore State and Abu Pocket to Rajasthan. The present State came into being with effect from 01.05.1960. Maharashtra State has an area of 307690 sq.kms. and total Population 789.38 lakh as per the 1991 census. The State has a Coastal length of 720 kms. on West side. The Sahyadri range separates the 5 districts of Konkan. Western Maharashtra consists of 9 districts, Vidarbha has 9 districts and Marathwada has 7 districts.

Maharashtra State is one of the highly industrialised States in the country. The industries are mostly located in and around the cities of Bombay, Pune, Thane, Nashik, Kolhapur,

Nagpur, Sholapur and Aurangabad. The State has many agro-industries and is particularly known for its Sugar Co-operatives, mostly located in Western Maharashtra.

47% of the population is literate, 35% of the population lives in Urban area. The density of population per sq.kms. is 257. The Krishna and Godavari rivers originate and pass through the State and Tapti river flows along the Northern boundary. The State has number of National and State Highways. Railways pass through all the districts except Konkan districts where the work of rail network is in full swing. However, at present they have to depend on Road Transport only.

The Bombay State Road Transport Corporation started with small beginning in 1948 and over a period 48 years the MSRTC Corporation is today the biggest passenger Road Transport Organisation in the world under a single Management. Nationalisation of passenger Road Transport Services in the former Bombay State started in June 1948 initially with a fleet of 36 buses. In December 1949, the services were entrusted to a statutory Corporation established under the Road Transport Corporation Act 1948, which was later reconstituted under the Road Transport Corporation Act, 1950.

B) ADMINISTRATIVE SETUP OF MSRTC

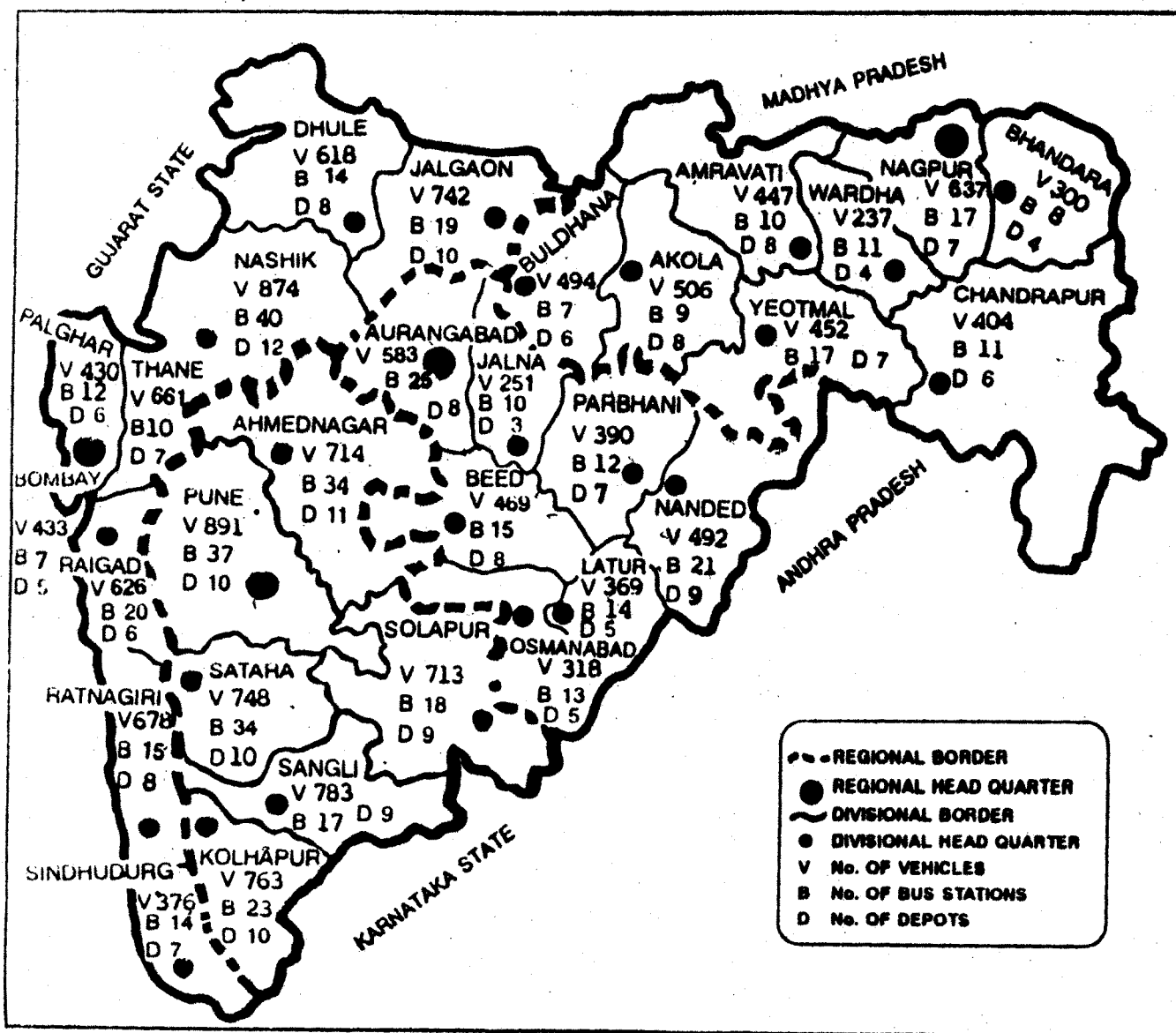
At present MSRTC has a setup of 4 tier system which is



Maharashtra State Road Transport Corporation

**DIVISION WISE - NO. OF VEHICLES,
BUS STATIONS AND DEPOTS - 1993-94**

AS ON 31ST MARCH 1994



present below :

CENTRAL OFFICE (1)
:
REGIONAL OFFICES (6)
:
DIVISIONAL OFFICES (30)
:
DEPOTS (229)

- Depots are the operating units, situated mainly at Tahsils or main traffic centres.
- Divisional offices are situated at District Head Quarters.
- Regional Offices are located at Bombay, Pune, Aurangabad, Nagpur, Amravati and Nasik.
- Central Office is located in Bombay. Map 1.1 shows the Divisions, Depots and other details of MSRTC.

Table 1.1 reveals the operational parameters. Traffic Information and other details. The achievements of MSRTC from 1989 to 1994 with regard to No. of buses held, daily vehicle utilisation, annual effective kilometers are presented in Bar chart 1.1

C) OTHER ESTABLISHMENTS OF MSRTC

- * Central stores at Kurla (Bombay)
- * Central Training Institute (CTI)-the establishment located at Bhosari (Pune) where induction training programme with refresher courses are conducted.
- * Printing press at Kurla (Bombay) where printing of tickets and other forms is done.
- * Driver training (Pre service) facility centres for Backward

Table 1.1

**MSRTC OPERATIONAL PARAMETERS, TRAFFIC INFORMATION
AND OTHER DETAILS**

Sr.No.	Particulars	1984-85	1992-93	1993-94
1.	Set Up of Corporation as on 31st March			
1.	Central Office	1	1	1
2.	Regional Offices	4	4	4
3.	Divisional Offices	28	30	30
4.	Depots	188	220	223
5.	Control Workshops	3	3	3
6.	Tyre Retreading Plants	6	8	8
7.	Printing Press	1	1	1
8.	Staff Position	86,994	1,13,099	1,11,979
2.	Traffic Information			
1.	Average No. of buses held	10,596	15,246	15,488
2.	Average No. of schedules operated	8,286	12,212	12,624
3.	Eff. Kms. (In Crores)	86.70	137.88	144.90
4.	Route (As on 31st March)	12,539	18,395	18,916
5.	Route Kms. (In Lakhs) (As on 31st March)	7.87	11.31	11.73
6.	Average Route Distance (As on 31st March)	62.75	61.49	61.99
7.	Intarstate Route operated (As on 31st March)	294	559	559
8.	Long Distance Services (As on 31st March)	651	1084	1136
9.	Night Services (As on 31st March)	261	444	483
10.	No. of passengers travelled (In Crores)	151.32	241.35	238.87
3.	Passenger Amenities (As on 31st March)			
1.	Bus Stations	422	498	514
2.	Pick up sheds	2,941	3,731	3,764
3.	Refreshment rooms and tea stalls	1,462	1,527	1,494
4.	Book stalls	229	277	278
5.	Other Stalls	1,187	1,604	1,644
6.	Parcel Offices	419	439	439
4.	Expansion of operation in rural area			
	% of villages served (As on 31st March)			
1.	Directly	52.13	68.14	69.80
2.	Upto 3 Kms.	25.00	17.90	17.28
3.	3 to 5 Kms.	11.73	7.58	7.04
4.	5 to 8 Kms.	5.60	3.57	3.38
5.	Above 8 Kms.	5.54	2.81	2.50
	% of Population Served			
1.	Directly	76.82	87.54	88.00
2.	Upto 3 Kms.	13.06	7.42	7.23
3.	3 to 5 Kms.	5.55	2.87	2.81
4.	5 to 8 Kms.	2.79	1.41	1.45
5.	Above 8 Kms.	1.78	0.76	0.51

Table 1.1 Contd...

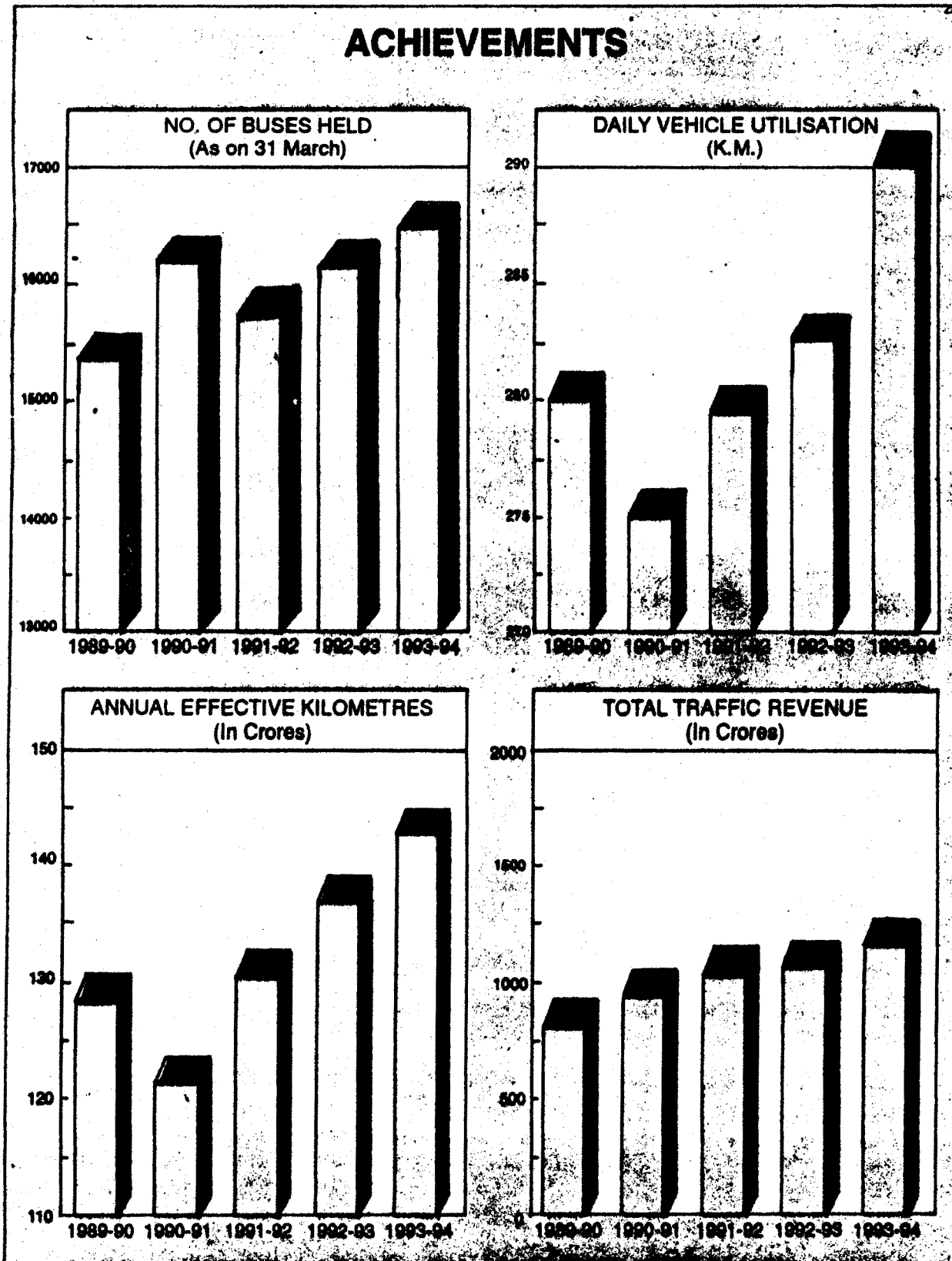
Sr.No.	Particulars	1984-85	1992-93	1993-94
5.	Operational Performance (Average)			
1.	% Fleet Utilisation	87.0	87.7	88.5
2.	Vehicle Utilisation (In Kms.)	257.6	282.7	289.6
3.	% Load Factor	77.07	73.26	69.36
4.	Rate of tyres consumed per lakh Kms.			
	i. New Tyres	8.98	6.45	5.92
	ii. Retreaded Tyres	12.99	15.37	15.25
5.	Crew Duty (in Kms.)	153.3	170.8	176.8
6.	Rate of breakdowns per 10,000 Kms.	0.55	0.37	0.35
7.	Rate of accidents per lakh Kms.	0.35	0.27	0.27
8.	K.P.T.L. (HSD)	42.63	45.91	46.18
9.	K.P.L. (Engine Oil)	355	668	652
6.	Financial Management			
1.	REVENUE (Rs. in Crores)			
	a. Passenger Revenue	386.02	1,101.20	1,287.62
	b. Other traffic Revenue	4.73	10.92	11.09
	c. Non-Operating Revenue	11.70	27.79	31.46
	i. From sale of scrapped vehicles and sale of scrap material.	5.81	12.92	14.77
	ii. Other Non-Operating Revenue	5.89	14.87	16.69
	Total Revenue	402.45	1,139.91	1,330.17
2.	EXPENDITURE (Rs. in Crores) (After prior period adjustment)			
	a. Operational Cost	395.42	1,095.47	1,250.23
	b. Non Operational Cost	11.26	39.96	36.02
	Total Expenditure	406.68	1,135.43	1,286.25
3.	Profit /Loss (Rs. in Crores) (After prior period adjustment)	— 4.23	4.48	43.92
4.	Cumulative Loss (Rs. in Crores) (After prior period adjustment)	90.14	22.19	22.75
5.	Amount of concessions (Rs. in Crores) (Students, Journalists, Handicapped Freedom fighters etc.)	10.24	38.52	45.62
6.	Loss of city services (Rs. in Crores)	10.98	7.69	8.69
7.	Earning Per Km. (In paise)	464.19	826.74	917.96
8.	Cost Per Km. (In paise)	469.07	823.49	887.66
9.	Margin Per Km. (In paise)	— 4.88	3.25	30.30

Table 1.1 Contd...

Sr.No.	Particulars	1984-85	1992-93	1993-94
10.	Cumulative Capital Contribution			
a.	Maharashtra State	56.27	127.93	128.73
b.	Central Government	25.56	46.36	46.36
	Total	81.83	174.29	175.09
11.	Loans outstanding	44.81	181.78	160.82
12.	Internal Resources	37.54	89.72	93.83
13.	Contribution of MSRTC to State Exchequer (Taxes & Interest)			
1. a.	Passenger Tax	64.48	180.40	210.72
b.	M.V. Tax	3.85	6.93	7.97
c.	Sales Tax	15.23	44.56	60.55
d.	Interest on capital contribution	6.14	7.20	7.67
	Total for State Government	89.70	239.09	286.91
2.	Central Government			
a.	Excise Duty	23.96	55.89	53.26
b.	Interest on capital contribution	1.42	2.90	2.90
	Total for State Government	25.38	58.79	56.16
3.	Local Bodies			
a.	Municipal Tax	0.60	1.89	2.08
b.	Octroi	0.92		
	Total for local bodies	1.52	1.89	2.08
	Total taxes and interest paid	116.60	299.80	345.15
4.	Interest on other loans (LIC, IDBI, Fixed Deposits etc.)	5.96	29.54	24.98
7.	Total Fixed Assets			
a.	Land & Building	50.96	151.90	172.49
b.	Passenger buses and chassis	222.63	668.22	728.43
c.	Departmental Vehicles	6.12	11.61	11.86
d.	Instruments, Plants & Machinery	4.81	9.13	11.05
e.	Other assests	2.74	8.62	10.11
	Total Permanent Assets	287.26	849.48	933.94

Chart 1.1

ACHIEVEMENTS OF MSRTC FROM 1989-90 TO 1993-94



Sowu

Class candidates at Talegaon (Pune), Pandharkavda (Yawatmal) & Shahda (Dhule).

* 8 tyre retreading plants located at Pune, Kolhapur, Nagpur, Nasik, Nanded, Jalgaon, Ratnagiri & Latur.

Total operation is carried out at 229 depots through which daily 66 lakhs of passengers are carried with the help of 15,436 vehicles plying on almost 18,000 and odd number of routes. This total job is directly carried out by 71,350 traffic personnel (daily drivers & conductors).

D) GROWTH OF MSRTC

Table 1.2 shows in 11 years of span of 1983-84 to 1993-94 how fast the organisation has grown in terms of Routes, Depots, No.of vehicles and employees.

Table 1.2

GROWTH OF MSRTC (From 1983-84 to 1993-94)

YEAR	NO.OF VEHICLES	ROUTES	NO.OF DEPOTS	NO. EMPLOYEES
83-84	10273	11755	187	83757
84-85	10596	12539	188	86994
85-86	11042	13205	192	89691
86-87	11622	14351	203	92851
87-88	12569	15428	208	100266
88-89	13386	16167	208	102440
89-90	14160	17046	210	109417
90-91	14663	16817	214	110035
91-92	14893	17774	216	112200
92-93	15246	18395	220	113099
93-94	15436	18916	222	122080

Source : Annual Administration Reports - Central Office.

Note : Routes in 1990-91 reduced as compared to 1989-90 due to curtailment in operation because of 'Gulf crisis'.

The Traffic Department of the Corporation has naturally assumed its own importance in view of its direct contacts with the travelling public to serve them as per the directives of the Road Transport Act i.e. to provide adequate, economical and well co-ordinated road transport service and to run it on business principles while conducting the business of the corporation.

E) STRUCTURE OF TRAFFIC DEPARTMENT

The traffic department works under the direct control of Deputy General Manager (Traffic) who is the departmental head of the traffic department. This office is at Bombay and the

Deputy General Manager (Traffic) is helped in his job by various divisional controllers and divisional traffic officers assisted by many traffic supervisory and clerical staff.

Regional Divisional Managers assist the Deputy General Manager(Traffic) in his work through control of their regions and the Regional Divisional Managers are assisted by Divisional Controllers who control their respective Divisions.

At the depot level which is main operating unit of the Corporation, the Depot Manager with the help of his Assistant Traffic Superintendents and other Traffic Supervisory staff runs the services as per the schedules and also runs services on special occasions like fairs, casual contracts, extra operations, emergency services, excursion services etc. The traffic department is the biggest department of the Corporation because it includes services of drivers and conductors who are recruited in large number to run more than 10,000 buses of the Maharashtra State Road Transport Corporation.

F) FUNCTIONS OF TRAFFIC DEPARTMENT

Functions of the Traffic Department are enumerated below

a) Preparation of Schedules & Time Tables

Two sets of time tables are normally prepared i.e.,

- 1) Monsoon Time Table
- 2) Post Monsoon Time Table

The Monsoon Time Table normally becomes effective for the months of July to October and also covers the period of resumption of schedules till December. The Post Monsoon Time Table becomes effective from January to June of every year. These Time Tables are prepared by Traffic Department in the Divisional Office in consultation with the Depot Traffic Staff and changes in the schedules are made as per the suggestions received from the travelling public, people's representatives and experienced traffic staff in the division. The recognised unions are also consulted and their suggestions are incorporated wherever found feasible. The following precautions are usually taken.

1. Parallel operations are avoided.
2. Adequate time is given for vehicle maintenance.
3. Crew duties are fixed according to the legal provision and settlements made with the recognised labour unions.
4. Over-time to crew is kept at the minimum level.
5. Maximum vehicles utilisation is tried by relinking the services if necessary.

The schedules so prepared are sent to the regional office and after approval of the regional office, the time tables and the schedules are implemented.

b) Route Survey and Fixation of Stage and Fare Tables

There is a constant process of taking over new routes and extension of existing routes and for this purpose, route

surveys are required to be carried out with the help of vehicle fitted with 'TACOGRAPH'. These route surveys are taken only after the Road Authorities certify that the route is worthy for State Transport Bus operation. Two types of certificates are normally given i.e.

1. All Weather Certificate
2. Fair Weather Certificate

In the route survey, the details of difficulties on the route, work and repairs required to be done are noted down and informed to the road authorities. After the necessary repairs are made, the stages are fixed and fare tables are prepared for incorporation in time tables as well as for the guidance of the conductors.

G) TYPES OF SERVICES OPERATED BY MSRTC

Various types of services are operated by the Maharashtra State Road Transport Corporation, the details of which are given below :

1. Night Services

Night service for the first time was started in the year 1965. It was felt one time by the Corporation authorities that the night services will not become an economical proposition and the accidents might increase at night time. Since introduction of night services, there is great demand from the travelling public and particularly business communities to start such services. There is much saving of time and money as the people can work for full day and are able to return to their homes by catching night buses. These services are now very popular in Maharashtra and are patronised liberally even though extra charge of 10% of the normal fare is levied for the night service. The number of night services in operation as on 31st March, 1994 was 582.

2. Long Distance Services

Maharashtra State Road Transport Corporation has directly connected important cities and towns in Maharashtra by starting long distant services all over the State. The present definition of long distance services is 'service operated for 250

kilometers or more'. People are very much in favour of such services and the demand is ever growing to start new services. Long distance services are very convenient because there is no transshipment in between and the people travel from their villages to the district places and even to Bombay without change of service en-route. The economics of these services is however, not satisfactory in case of many services which are started only due to political and other pressures and there is no rationalisation of the services and the Corporation is finding it rather difficult to change the policy now due to various pressures. The number of long distance services operated as on 31st March, 1994 was 899.

3. Luxury Services

For the convenience of the passengers in the higher strata of society and for tourist traffic, Luxury Services are operated between important business centres and places of tourist attractions. The economics of these services is also not satisfactory, but they are run as prestige services. Presently such services are 36 in number.

The Corporation had built 200 buses for ASIAD GAMES held in Delhi in 1982 and out of these, 100 buses are run as luxury and semi-luxury buses which have become a centre of attraction of travelling public all over Maharashtra and get good response from the public. With the help of these buses, regular

services at frequency of 1/2 hour are in operation between Poona and Bombay and have become extremely popular.

4. Express Services

For the convenience of the travelling public, express services are started on routes where there is demand for direct journey between important destinations on the route and such services are normally favoured when the route between these places is direct and adequate. There is also demand for 'Non-stop' services between two destinations and this demand is also fulfilled at certain places where there is a full bus load between two destinations. Long distance services operation is normally through express services.

5. Fairs and Festivals Services

Extra buses are operated to cater to pilgrim traffic visiting important fairs and festivals. In every district, there are important fairs for which special arrangements are made to operate extra buses. Sheds for the convenience of the passengers are erected, drinking water arrangement and canteen arrangements etc., are made. The biggest fair service operated by the Maharashtra State Road Transport Corporation is 'Ashadhi Pandharpur Fair'. Ashadhi Pandharpur Fair in 1994 was conducted by the Maharashtra State Road Transport Corporation with the help of 2000 buses and it transported more than 6 lakhs passengers and

earned a revenue of Rupees 1 crore and 6 lakhs. The traffic staff is well trained to conduct such fairs and at most of the places. This feature of traffic operation has earned good reputation from the travelling public in Maharashtra and is a prestigious achievement of Maharashtra State Road Transport Corporation.

6. Excursion Services

Whenever there is a demand, excursion services are operated for the benefit of the travelling public especially for the tourists and students visiting picnic spots and places of tourist attractions.

7. Emergency Services

Whenever any emergency or national calamities arise, the Maharashtra State Road Transport Corporation has performed its part and run the services for the benefit of the victims in such calamities. State Road Transport Corporation has done remarkable work, when there was heavy flood in Poona in the year 1961, at the time of Koyna Earth Quake in 1967, and in 1972 when steamer Rohini met with an accident on its voyage to Bombay from Malvan and in 1993 during Latur Earth Quake.

8. Casual Contract Services

For the convenience of the travelling public and to meet their collective demands to go for attending marriages, to visit places of tourist attractions, to places of educational interest, places of pilgrimage, buses are provided to the parties

on casual contract and drop contract basis. In the casual contracts, the routes are operated on kilometer basis, in which distance is calculated from the time the bus leaves the depot till it returns to the depot. In drop contracts, the parties are left at the destination and are charged on kilometer basis from the time the bus leaves the depot till it reaches its destination. There are two schedules of rates applicable for the period from 1st April to 30th June and from 1st July to 31st March every year. In the slack period from 1st July to 31st March, the rates are reduced in order to encourage the public to travel in this period instead of travelling in the peak period of April to June when the buses are required to meet heavy needs of regular passengers. The students are given buses at concessional rates and different schedule is fixed for the purpose.

Over loading is not allowed in the buses on casual contracts. However, if it is found that excess seats are carried, charges are recovered from the parties at the rate of 15 paise per kilometer per passenger for round trip contract and 25 paise per kilometer per passenger for drop contract. While accepting contract, an amount equal to the kilometers to be charged and extra charges equal to 20% of this charge is taken as deposit from the party.

9. Inter-State Services

Agreements are made with the neighbouring States and the Road Transport Corporations for operating services in the territories of the other State on reciprocal basis. Such agreements are made by the Maharashtra State Road Transport Corporation with Karnataka, Andhra, Goa, Diu and Daman, Gujarat, Madhya Pradesh State Transport undertakings to run Inter-state Long Distance services. Number of such Inter-State Routes operated by Maharashtra State Road Transport Corporation was 371 on 31st March 1994.

10. Parcel Services

It was observed that space provided on the roof of the buses for carriage of personal luggage of passengers was not fully utilised and, therefore, parcel transport scheme was introduced in order to get an additional revenue by transporting parcels on the roof of buses without incurring any additional cost of operation. This scheme has become popular and is patronised by the public of the area in Maharashtra where other convenient transport facilities are not available.

11. City Services

Though strictly speaking, it is not the responsibility of Maharashtra State Road Transport Corporation to run the city services, it has taken up the responsibility to run the city services in some of the important cities like Nagpur, Sangli-

Miraj, Nasik, Nasik-Road, Satara, Ratnagiri, Ichalkaranji etc. All these city services run by the Maharashtra State Road Transport Corporation are running under heavy losses.

The losses from city operation are, on many occasions recouped from mofussil operations. In fact, the level of earnings of people residing in cities is much more than those of people residing in mofussil areas and the services provided for the benefit of city people are required to be subsidised by the people living in mofussil areas having less income, does not appear to be correct. The Government should, therefore, come forward to subsidise city operations. Only in case of city service operation in Ichalkaranji City, the losses incurred are reimbursed by the Ichalkaranji City Municipality. The same policy can also be adopted in other important cities where it is the primary responsibility of the Municipality to provide the transport to the people living in the city jurisdiction. Alternatively local authorities should reimburse the losses to the Maharashtra State Road Transport Corporation.

H) MSRTC AND CONDITIONS OF ROADS

It is a fact that the road conditions in Maharashtra State are not satisfactory and they deteriorate every year. The policy of the Corporation is to run the services where the road are available. The slogan is "WHEREVER THERE IS A ROAD, THERE IS STATE TRANSPORT SERVICE". In actual practice, it is observed that

MSRTC operates its services even there is no road in the strict sense of the term or even no unsurfaced Kuchha roads or water bound macadam roads.

The Corporation has faithfully implemented its slogan to run State Transport Service wherever there is a road in any form. However, as a result of this, the cost of operation has considerably increased. Controlled experiments conducted by the Corporation show that the modernisation of route surface to concrete reduces the cost of about 50 paise per kilometer. This reduction is possible due to less consumption of fuel, the less wear and tear of tyres, tubes and spare parts etc. In a survey carried out in 1985, the cost of operation on bad roads was worked out at 175 paise per kilometer as against 125 paise per kilometer on concrete roads and 130 paise per kilometer on asphalted roads. The Corporation bears huge additional cost of operation on bad roads in the interest of the community at large, especially residing in the rural areas.

Most of the roads in any divisional jurisdiction are under the control of Zilla Parishads and the funds at their disposal are very much limited and they are not able to give due attention to the roads they deserve. The economy of the Corporation, therefore, suffers heavily. The certificates of good roads are given at the instance of influential people in the area and when the route survey is carried out, the route is observed to be

unfit in many cases even for bullock-cart operation.

To look after the maintenance of roads, a fund has been created called "The State Transport Road Development Fund" under Section-30 of the Road Transport Corporation Act, 1950 and a Committee is appointed for the management of this fund, known as State Transport Road Development Fund Committee. The funds are allotted by the committee to the Zilla Parishads for construction of roads, cross-drainage works, cause-ways, small bridges for want of which State Transport services are dislocated during Monsoon. The State Road Transport Development Fund Committee, usually contributes 50% and concerned Zilla Parishad is expected to contribute the remaining 50% for the estimated cost of the work. Due to shortage of funds, the Zilla Parishads did not contribute their share and in the year 1970 the share of State Transport Corporation was fixed at 60% and share of Zilla Parishad was fixed at 40%. The funds made available for this work are found to be most inadequate for the purpose and much more efforts are required in this direction to make the management of the fund more effective by allocation of sufficient funds and proper implementation of the scheme sponsored by the committee.

I) MSRTC AND GROWTH IN PASSENGER TRAFFIC

It is well known that the growth of passenger traffic is influenced by a number of factors such as increase in population, road length, per capita income, industrial and agricultural

production, availability of educational facilities, religious habits of the people and above all, the capacity of the passenger to pay the fare for the journey which he wishes to undertake. Due to unchanged fares of State Road Transport Corporation till 1967, the increase in growth of passengers was about 10% each year. In later years the growth is not so impressive inspite of the favourable impact of the factors listed above. This is perhaps due to the frequent rise in the fares of Maharashtra State Road Transport Corporation after 1967. Within a period of 14 years from 1967 to 1981 there were 5 occasions when there was rise in fare by Maharashtra State Road Transport Corporation increasing the fares from 20 paise per stage per passenger to 70 paise per passenger per stage of 6 kilometers for ordinary and express services. The rise is more than 3.5 times. Very fierce passenger resistance was observed when there was a revision of fare on 15.1.1981 and on 1.1.1982.

J) CAPACITY AND FLEET UTILISATION OF MSRTC

Just like any other State Transport under-taking, the Maharashtra State Road Transport Corporation also has to face the variations in the traffic. During the months of April/may/June, on account of marriage season, closing of schools and colleges, increase in tourist traffic etc., the traffic-flow increases very fast and in the remaining period of the year, due to slack demand, capital in form of buses etc., remains idle.

This under-utilisation of the capital resources of the Corporation in slack season also affects the economy of the Corporation to a great extent. Tables 1.3, 1.4 and 1.5 present the capacity utilisation, fleet utilisation and quality of service of MSRTC from 1992 to 1994 respectively.

Table 1.3

Capacity Utilisation of MSRTC(1992-93 and 1993-94)

Sr.No.	DESCRIPTION	92-93	93-94
			53.14
1.	Average Seating Capacity	53.13	
2.	Average No.of Standees	13,28	13.28
3.	Seat Kms.(Lakhs)	732560.69	770022.51
4.	Carrying capacity Kms.(Lakh)	915666.39	962600.59
5.	Passenger Kms.(Lakhs)	536674.00	534088.00
6.	% Occupation Ratio	73.26	69.36
7.	% Load Factor	58.61	55.48
8.	Passenger load (Kms)	22.24	22.36
9.	Passengers carried (lakhs)	24134.00	23887.00
10.	Passenger per bus per day (on road)	495.00	477.00

Source : Annual Administration Reports-Central Office, Bombay

Table 1.4

Utilisation of Fleet of MSRTC(1992-93 and 1993-94)

Sr.No.	DESCRIPTION	92-93	93-94
1.	Average buses held	15246	15483
2.	Average buses off-road	799	797
3.	Average No.of spare buses	1083	978
4.	Avg.No.of buses on road	13364	13708
5.	% Fleet utilisation	87.70	88.50
6.	Scheduled services (31st Mar)	12954	13211
7.	Scheduled kms.(in lakhs)	13139.62	13833.04
8.	Effective kms.(in lakhs)	13788.08	14490.45
9.	Dead kms.(in lakhs)	176.23	179.95
10.	Gross kms.(in lakhs)	13964.31	14670.40
11.	Cancelled kms.(in lakhs)		
	- Due to want of crew	27.53	47.83
	- Due to want of bus	8.93	12.93
	- Due to breakdown	15.38	17.54
	- Due to accident	2.39	2.81
	- Due to other reasons	303.68	271.57
	- Total	357.91	352.68
12.	Bus utilisation per day (kms)		
	i) on buses on road	282.70	289.60
	ii) on buses held	247.80	256.40

Source : Annual Administration Reports-Central Office, Bombay

Table 1.5

Quality of Service of MSRTC(1992-93 and 1993-94)

Sr. No.	DESCRIPTION	92-93	93-94
1.	Trips to be operated (lakhs)	379.70	301.19
2.	Actual trips operated (lakhs)	286.03	287.01
3.	Regularity (%)	96.08	95.29
4.	Breakdown due to -		
	- Mechanical defects	26700	28447
	- Electrical defects	1047	1229
	- Tyres & tubes	20363	19013
	- Other reason	2411	2549
	- Total Breakdowns	50521	51238
5.	Breakdown per 10,000 kms.	0.37	0.35
6.	Punctuality (%)		
	a) Departure	95.87	95.67
	b) Arrival	96.26	96.12
7.	Accident per lakh kms.	0.27	0.27
	a) Fatal	484	507
	b) Major Damages	668	462
	c) Serious injuries	719	541
	d) Minor	1820	2471
	e) Total	3691	3981
8.	No. of deaths	626	713
9.	No. of Public complaints	5485	4810
10.	Public compl./lakh pass.	0.23	0.20

Source : Annual Administration Reports-Central Office, Bombay.

K) FARE STRUCTURE OF MSRTC

Table 1.6 reveals the Fare Structure in MSRTC Mofussil Services.

Table 1.6

FARE STRUCTURE IN MSRTC - MOFUSSIL SERVICES

Sr. No.	Name of STUs	Type of Service	Fare structure per passenger K.M.(Paise)	Min.Fare		Rate of Passenger Tax
				Rs.	Kms upto	
1.	MSRTC (w.e.f. 10.1.93)	Ordinary	20.83	1.25	6	17.5% on basis fare.
		Express	23.33	1.40	6	
		Semi Luxury	29.17	1.75	6	
		Luxury	37.50	2.25	6	
		Night Service	25.00	1.50	6	
		A/c	66.67	4.00	6	

Source : Annual Administration Reports-Central Office, Bombay.

L) MECHANICAL ENGINEERING DEPARTMENT OF MSRTC

The working of the Mechanical Engineering Department is based on three tire system

- i) Central Workshop
- ii) Divisional Workshop
- iii) Depot Workshops

The following responsibilities are shouldered by the Mechanical Engineering Department.

1. Breakdowns
2. Push start vehicles
3. Vehicles off road
4. Docking
5. R.T.O. passing
6. Reconditioning of vehicles
7. Fleet utilisation
8. Diesel economy

9. Engine oil economy
10. Tyre management (including working of tyre retreading plants)
11. Spare parts consumption.

All the above items have a direct impact on the quality of service and on operational efficiency.

In addition to the above, Mechanical Engineering Department is also responsible for the following two items though the primary responsibility regarding them is of traffic department.

1. Punctuality of services
2. Cleanliness of buses.

At the divisional level, the Mechanical Engineer (Operations) supervises the maintenance and repairs programmes with the help of the Deputy Mechanical Engineer and Assistant Mechanical Engineer and other supervisory staff. At depot level the Depot Manager (if he is from mechanical side), Assistant Workshop Superintendent, and Chargemen with the help of lower staff carry out the necessary maintenance and normal repair work.

Mechanical engineer (Operation) is responsible for proper house-keeping of the Depot. Scrap accumulated will have to be cleared. Depots and workshop flooring must be kept clean. Piclights and parking area lights must be kept in working order. In short, mechanical Engineer (Operation) is expected to create a proper working discipline in the divisional workshop and depots by insisting a prompt compliance of the basic requirements in

house-keeping on the divisional and depot workshop premises.

Initially the depot workshops were entrusted with daily and weekly maintenance of the vehicles and minor repairs. Subsequently ten thousand kilometers docking is also entrusted to the depot workshops in addition to daily and weekly maintenance programmes.

At depot level, Depot Manager is responsible for short-fall in performance. At divisional level Mechanical Engineer (Operation) is responsible and at Regional level Regional Engineer is primarily responsible for the above parameters of efficiency.

M) FLEET AND STORES OF MSRTC

a) Buses

The information regarding the fleet held by the Corporation, the number of buses added, number of buses sold, converted etc., is given in Table 1.7

Table 1.7

.MSRTC : NUMBER OF BUSES ADDED SOLD AND CONVERTED AS ON 31-3-94

Sr. No.	Particulars	Fleet Position
1.	No.of buses held as on 31.3.93	15,500
2.	No.of buses added during 1993-94	1,349
3.	No.of buses and trailer sold during 1993-94	1,001
4.	No.of buses converted into staff vehicles and trucks during 1993-94	32
	Sub Total (3 + 4)	1,033
		15,816
5.	No.of buses held as on 31.3.1994 (Total 1 + 2 - 3 to 4)	+ 50 BMTc buses + 595 Lease buses
	Total	16,461

Source : Annual Administration Reports-Central Office.

b) Chassis

Table 1.8 shows the position regarding the chassis ordered and received.

Table 1.8

MSRTC : CHASSIS ORDERED AND RECEIVED AS ON 31-3-94.

Sr. No.	Particulars	Tata	Ashok Leyland	Total
1.	No. of chassis ordered during 1993-94	737	631	1,368
2.	No. of chassis received during 1993-94	737	570	1,307
3.	Balance as on 31.3.1994	0	61	61

Source : Annual Administration Reports-Central Office.

The divisional workshops are entrusted with 30,000 kilometers docking of vehicles, renewal and fitness certificate of vehicles, major repairs to assemblies, plant, machinery and equipments in the division. From 1968, a divisional reconditioning unit is attached to the divisional workshop and heavy repairs to vehicles as well as repairs to engine, fuel injector pumps are carried out in the divisional workshops.

c) Reconditioning of Vehicles

Reconditioning of a vehicle includes reconditioning of chassis as well as body. Except in case of major accidents which damage vehicles beyond repairs by the divisional workshops, no premature chassis reconditioning is allowed. Only body repairs can be done of such vehicles by the divisional workshops.

The schedule of reconditioning is as follows

	KILOMETERS	TIME
1st Reconditioning	3 to 3.5 lakhs	2nd RTO passing
2nd Reconditioning	1.4 to 1.6 lakhs after first reconditioning	4th RTO passing
3rd Reconditioning	1.2 to 1.4 lakhs after second reconditioning	6th RTO passing

N) MSRTC AND PUBLIC RELATIONS

The peculiarity of the Road Transport Industry is that its consumer comes in much direct contact with the producer and such close and direct contacts are not found in any other industry and there lies the importance of effective public relations. Public Relations Department was started in Maharashtra State Road Transport Corporation immediately after the Corporation was established in the year 1948. The initial task of the Public Relation Department was to create a favourable atmosphere for nationalisation of Passenger Transport Services and secondly to bring out the advantages of the nationalised service to the fore-front and counter the propaganda of private operators. A post of Public Relation Officer (P.R.O.) is created in the Central Office and at the Divisional level, the Divisional Controllers with the assistance of the Labour Officers maintain the public liaison

through the press, meetings with the people, inviting public suggestions etc. The job of the Public Relations Department in the Central Office is to create and maintain a good image of the Corporation giving wide publicity to the various activities of the Corporation, to make propaganda of public amenity schemes implemented by the Corporation, to invite suggestions, to take notice of serious complaints of the passengers and to give satisfactory replies to the parties.

The complaints and suggestions received from the individuals, the press and institutions are first analysed at the divisional level and pursued further at Central Office level, if necessary. Generally, the complaints relate to various aspects such as irregular arrivals and departures of buses, inconvenient timings of buses, absence of proper facilities, rude behaviour of the staff, loss or damage of property, refund of fares, inconvenience caused due to break down etc.

0) DIVISIONAL ADVISORY COUNCILS OF MSRTC

In every Division, the State Government appoints prominent people in the District, to work on Divisional Advisory Councils to advise the Divisional Controller regarding the running of services, and other matters relating to the timings, behaviour of the staff etc. Normally, one of the members of the legislative Assembly in the District is the Chairman of the

Council who presides over the meetings. Such meetings are normally held once in a period of two months. In the meeting, members can play a positive role in developing cordial relations between the Management and Representatives of the travelling public.

P) OTHER PROFILE OF MSRTC

The details of various other aspects of MSRTC have been given in Table 1.1. This table has not been discussed in details because the study is limited to study of selected routes in Kolhapur Division and not the Study of Divisions of MSRTC as a whole. However, it is felt necessary to present this table in order to see the comparative position of the study of selected routes of MSRTC and the position at the divisional level in relevant matters.

Q) KOLHAPUR DIVISION OF MSRTC

a) INTRODUCTION

Kolhapur is one of the prominent divisions of MSRTC under Pune region. There are 5175 employees working in various departments of 10 depots spread over in Kolhapur Division. With the fleet of 763 Buses, Kolhapur Division is rendering its services to travelling public by arranging 660 schedules per day on 1089 routes.

b) PERFORMANCE

Kolhapur Division has carried total no.of 1118.18 (in Lakhs) passengers and earned traffic receipts to the tune of

महाराष्ट्र राज्य मार्ग परिवहन महामण्डळ

कोल्हापूर विभाग

वहतुक मार्ग चर्चक



महाराष्ट्र राज्य परिवहन



- १. राजमार्ग
- २. राज्यमार्ग
- ३. जिल्हामार्ग
- ४. जिल्हा शाखा
- ५. जिल्हा शाखा
- ६. जिल्हा शाखा
- ७. जिल्हा शाखा
- ८. जिल्हा शाखा
- ९. जिल्हा शाखा
- १०. जिल्हा शाखा
- ११. जिल्हा शाखा
- १२. जिल्हा शाखा

खानापूर ताळुका

विभाग नियंत्रक, कोल्हापूर

Rs.6182.60 (in lakhs) in the year 1993-94 as against its traffic receipts of Rs.5413.04 (in lakhs) in 1992-93.

In 1993-94 Kolhapur Division has offered its services on 58290.0 kilometers as against 55431.0 kilometers in 1992-93

In 1993-94 the fleet utilisation capacity was 90.01% as against 89.46% in 1992-93.

c) DEPOTS

i) Kolhapur

Kolhapur Depot has rendered its services on 34.26 lakhs effective kilometers in the year 1994-95 as against the effective kilometers of 34.86 lakhs in 1993-94. There is a decrease of 1.40 lakhs effective kilometers in 1994-95 as against the figure of 1993-94. Earnings per kilometer of Kolhapur Depot is 1014.57 (paise) in the year 1994-95 which is higher by 24.16 paise per kilometer as compared to the figure 990.35 (paise) in the year 1993-95. Load Factor of Kolhapur Depot has increased by 2.31 in the year 1994-95 over the figure of the previous year. Load Factor of Kolhapur Depot was 75.47 in the year 1994-95 which higher than the Load Factor in the year 1993-94 at 73.16. New tyre construction rate is also higher by 1.27 in year 1994-95 over the figure of the previous year. In the year 1994-95, the rate was 5.14 as compared to the rate in 1993-94 when the rate was 3.87.

ii) Ichalkaranji

There is a decline in effective kilometers service rendered by Ichalkaranji Depot. In the year 1994-95, Ichalkaranji Depot has rendered its services for 21.52 lakh kilometers and in the year 1993-94 effective kilometers services were 22.03 lakh kilometers.

Earnings per kilometer have increased by 39.16 paise per kilometer in the year 1994-95 over the previous year figure. In the year 1994-95 earnings per kilometer were 979.14 and in the year 1993-94 the earnings were 939.98.

Load Factor in Ichalkaranji Depot has increased by 3.31 in the year 1994-95 over the figure in the previous year. In the year 1994-95, the Load Factor was 74.67 whereas in the year 1993-94, Load Factor was 71.36. The Load Factor of Ichalkaranji Depot has increased by 3.31 in 1994-95 over the figure in the previous year which is higher than the increase in load factor at 2.71 in Kolhapur Depot over its figure in the previous year. However, Kolhapur is the largest depot in Kolhapur Division.

There is a decrease in the new tyre construction in the year 1994-95 in Ichalkaranji depot in 1994-95 over its previous year figure. It was 5.72 in 1994-95 against 6.35 in 1993-94. Depotwise performance of Kolhapur Division is presented in Table 1.8A.

iii) Other Profile of the Kolhapur Division

The details of various other aspects of operations of Kolhapur Division have been given in table no.1.9. This table has

Table 1.8A

DEPOTWISE PERFORMANCE OF KOLHAPUR DIVISION 1994-95

Sr. No.	Particulars Period	KLP	SBN	GDL	ICL	GRT	MLK	CHD	KGL	KND	RDN	GBD	DIVH
1. EFFECTIVE KMS.													
	June 95	34.26	23.17	20.70	21.52	16.09	13.74	14.98	14.16	16.19	10.12	543.00	190.06
	June 94	33.86	26.01	20.32	22.03	15.92	13.55	15.06	13.47	15.28	9.87	-	185.37
2. E.P.K.M.(Ps/Km)													
	June 95	1014.57	994.17	1083.77	979.14	949.60	992.58	1038.58	967.51	925.57	913.14	960.62	992.51
	June 94	990.35	967.18	1078.16	939.98	973.94	997.80	1025.47	991.79	924.08	864.42	-	980.56
3. LOAD FACTOR :													
	June 95	75.47	74.47	85.33	74.67	74.12	76.28	82.20	76.23	74.51	72.12	71.82	76.47
	June 94	73.16	73.51	84.74	71.36	75.67	76.60	80.98	78.12	73.93	68.65	-	75.52
4. NEW TYRE CONS. (RATE)													
	June 95	5.14	6.78	7.00	5.72	6.77	7.93	5.14	5.58	5.99	6.72	6.24	6.17
	June 94	3.87	5.88	6.25	6.35	6.85	6.94	5.31	5.49	7.40	7.40	-	5.90
5. K.P.T.L. :													
	June 95	46.59	43.92	44.94	46.05	45.69	45.77	44.94	47.84	46.05	45.58	45.37	45.70
	June 94	46.59	45.36	45.73	46.77	45.56	46.01	45.25	48.33	45.65	45.84	-	46.10

Source : Compiled from Records of Statistical Office, Kolhapur Division.

Table 1.9

MAHARASHTRA STATE ROAD TRANSPORT CORPORATION
PERFORMANCE OF KOLHAPUR DIVISION

Sr.No.	Item	93-94	92-93

As on 31st March			
1.	No.of Schedules	660.00	627.00
2.	No.of Schedules (Division including 25 I & II officers)	5019.00	5078.00
3.	Staff per schedule	7.84	8.16
4.	No.of depots	10.00	10.00
5.	No.of routes	1089.00	1027.00
6.	Route kilometers	58290.70	55431.20
7.	Avr.route dist.in kms.	53.53	53.97
8.	No.of buses held(Excluding C.W.shop)	763.00	750.00
9.	Avr.schds.operated during year	636.11	609.37
10.	Kms.operated during year (in lakh)		
	i) Gross	699.62	680.27
	ii) Effective	691.19	672.04
	iii) Dead	8.43	8.23
	iv) % of dead kms. to eff.kms.	1.22	1.22
11.	Avr.No.of buses held during the year (excluding vehs.approved for scrapping)	753.71	748.14
12.	Avr.No.of buses on road per day during the year.	678.38	669.32
13.	% fleet utilisation	90.01	89.46
14.	Avr.vehicle utilisation during the year (in kms.)		
	i) On vehicles onroad	279.14	275.09
	ii) On vehs.held	251.25	246.11
15.	Avr.S.C.during the year		
	a) Total seats	466636	470511
	b) No.of vehicles	8718	8769
	c) Avr.S.C.	53.53	53.66
16.	No.of passengers carried during the year (in lakh)	1118.18	1162.77

Contd....

Table 1.9 Contd...

Sr.No.	Item	93-94	92-93
17.	Seat kms. provided (in crores during the year) (Effective kms. X Avr. S.C.)	369.99	360.62
18.	Pass.kms.(in crores) during the year (Seat kms.provided x% L.F.)	258.03	266.17
19.	Avr.distance travelled by passenger in kms.	23.08	22.89
20.	Avr.earning (Traffic receipt) per pass.in paise during year	552.92	465.53
21.	I) No.of Accidents		
	a) Fatal	20	16
	b) Major	139	101
	c) Minor	49	57
	d) Total	208	174
	II) Rate of accident per lakh kms. during year	0.30	0.26
22.	i) No.of b/downs	1644	1792
	ii) Rate of b/d per 10,000 kms. during the year	0.24	0.27
SYSTEMWISE BREAKDOWNS :			
	I) Power Unit		
	a) Enginge	339	302
	b) Electrical	67	40
	c) Transmission	127	150
	d) Axle	12	19
	e) Road wheel	563	811
	f) Suspension	336	264
	g) Breake	83	82
	h) Miscellaneous	117	115
	Total	1644	1792

Contd....

Table 1.9 Contd...

Sr.No.	Item	93-94	92-93
23.	Tyre Consumption		
	a) New		
	i) Number	3828	3812
	ii) Rate (lakh kms.)	5.54	5.67
	b) Retread		
	i) Number	10370	11488
	ii) Rate (lakh kms.)	15.00	17.09
24.	Spring Consumption		
	i) Quantity in kg.	257165	233736
	ii) Rate (lakh kms.)	372	348
25.	a) KPTL (HSD)	46.49	46.20
	b) Number	655	563
	c) Rate (lakh kms.)	1381	1312
	Basic Data		
	a) Gross kms. KPTL	69961996	68026676
	b) HSD consumed	15049809	14723246
	c) Engine oil consumed	106789	102578
	d) E.oil consumed for Top-Up	50658.500	51861.500
26.	Avr.Crew Utilisation		
	a) Steering duty (in hrs.mts)	6.44	6.41
	b) Spread over duty	8.07	7.57
	c) Crew duty in kms.	167.21	162.26
	Basic Data		
	a) Total steering hrs.	2783960	2749228
	b) No.of crews on line	-	-
	c) Total spread over hrs.	3357384	3273127
	d) No.of crews present	-	-
	e) No.of crews for crew kms. (no.of drivers on line)	413366	411631
27.	% punctuality		
	a) Departure	93.98	94.05
	b) Arrival	96.31	96.30

Table 1.9 Contd...

Sr.No.	Item	93-94	92-93		
Basic Data					
a)	Actual trips. AT	712056	689813		
b)	Schd.trips ST	736078	708913		
c)	Cancelled trips CT	24022	19100		
d)	Extra trips operated	71264	66105		
e)	Punctual departure PD	669196	648749		
f)	Late departures LD	42860	41064		
g)	Punctual arrival PA	685801	664299		
h)	Late arrival LA	262556	25514		
28.	Total traffic receipts during the year (Rs. in lakh)	6182.60	5413.04		
29.	Traffic earnings per vehicle onroad per day in rupees during year	2496.92	2215.73		
30.	Traffic earnings per kms. in paise during year	894.49	805.46		
EMPLOYMENT DATA					
1.	Schedules operated	658	660		
2.	Staff employed	5175	5019		
3.	Staff per schedule	7.67	7.84		
4.	Break up of Divnl.staff as per traffic/.s./and maint and administration				
		Class III	IV	III	IV

DIVISION DEPOT AND DWS.					
i)	Traffic	3371	-	3325	-
ii)	W.S.and maint.	608	412	610	409
iii)	Admn.	494	154	494	156

iv)	Total	4473	566	4429	563

Contd....

Table 1.9 Contd...

	Class III	IV	III	IV

TYRE RETD. PLANT.				
i) Traffic	-	-	-	-
ii) W.S.and maint.	71	23	72	25
iii) Admn.	6	8	7	8

iv) Total	77	31	79	33
EX. ENGINEER				
i) Traffic	-	-	-	-
ii) W.S.and maint.	-	-	-	-
iii) Admn.	21	3	21	3

iv) Total	21	3	21	3
EX. ENGINEER				
i) Traffic	-	-	-	-
ii) W.S.and maint.	-	-	-	-
iii) Admn.	-	-	-	-
iv) Total	-	-	-	-
TOTAL				
i) Traffic	3371	-	3344	-
ii) W.S.and maint.	679	435	682	434
iii) Admn.	500	162	501	164

iv) Total	4550	597	4544	643
5. Discharged and Dismissals				
i) Discharged	-	-	-	-
ii) Dismissals	29	8	41	7

iii) Total	29	8	41	7
6. Interviewed and Selected				
i) Interviewed	-	-	48	-
ii) Selected	-	-	15	-

iv) Total	-	-	63	-

Source : Compiled from the Records of Statistical Office of
Kolhapur Division.

not been discussed in details because the study is limited to study of selected routes in Kolhapur Division and not the study of Division as a whole. However, it is felt necessary to present this table in order to see the comparative position of the study of selected routes and the position at the divisional level in relevant matters.