

# Profile of Maharashtra State Road Transport Corporation (MSRTC)

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**Abstract** – Road transport plays a vital role in any country not only in meeting transport requirements, but also in economic growth. It offers both time and location. In a country like India, the bulk of the population from semi-urban and rural areas depends mostly on road transportation for their daily commute. Maharashtra State Road Transport Corporation (MSRTC) is India's third largest state transport company with greatest fleet size, representing 7.3% of the state-owned road transport undertakings (SRTUs)' total fleet size (SFRTUs) (2015-16). Its goal is to offer state-wide free and safe bus services. It is a convenient and inexpensive way to convey remote parts of the State through various category services, such as ordinary and luxurious services. Though MSRTC's financial performance was not adequate, and subsequently saw enormous losses in recent decades, it is nevertheless willing to fulfill its motto 'where a road is there, the bus service is available.' This article analyses the challenges and obstacles experienced over many years by Maharashtra State Road Transport Corporation (MSRTC). The policymakers of state transport firms, academics and experts a lot of useful results and consequences.

**Keywords** – Maharashtra State Road Transport Corporations, Problems, Challenges, MSRTC, etc.

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## INTRODUCTION

India's passenger transport for short and medium separations is basically transport situated. Transports even rival railroads on certain long-separation courses by offering night administrations. The Indian transport industry is commanded by the publicly possessed State Road Transport Undertakings (from now on. STUs). A large portion of the STIJs have, throughout the years. Aggregated deficiencies and have not had the option to meet the expanding transport needs of the public. The state government controls the STLTs' charges and. to a huge degree. The most important parts of their inventory. Subsequently the STUs have moderately scarcely any motivating forces to maintain their business effectively. Public transport framework generally contains passenger transport administration offered by the State claimed road transport endeavors and the private administrators employing their vehicles under arrange carriage grants.

The private method of transport is very predominant when contrasted with State Road Transport Undertakings (SRTUs). Interestingly there has been an exponential development of customized method of transport during this period particularly during the most recent two decades. Public Road Transport framework for the development of passengers over short and medium separation is basically founded on transport administrations. It is a fundamental foundation and a

public utility help that meets the movement needs of the overall population associated with work, training, social purposes and amusement purposes. Presently transports even rival the Railways in some long separation courses with advantageous and agreeable administrations all through day and night. Passenger road transport segment is overwhelmed by publicly claimed State Road Transport Corporations or Undertakings in certain states like Andhra Pradesh, Maharashtra, Tamil Nadu, Karnataka, Gujarat, and Uttar Pradesh and so on, while in some different states like Maharashtra it is predominant just in specific zones of the state.

## STATE ROAD TRANSPORT UNDERTAKINGS

Passenger road transport benefits in India are worked halfway by public area and generally by private segment in the extent of about 29% and 71 % separately. The degree of nationalization of public passenger transport in various states likewise fluctuates impressively with the most noteworthy being about 70% in Maharashtra State. The biggest among these are 'Maharashtra State Road Transport Corporation' and 'Andhra Pradesh State Transport organization' with around 17000 transports each. The hierarchical structure for public part transport additionally differs from state to

express; the most widely recognized being that of the 'statutory enterprise' structure under the arrangements of the Road Transport Corporation Act, 1950. There are 21 such corporations, while 31 endeavors are shaped under Indian Companies Act, 1956. Urban transport frameworks are being worked by 10 Local Municipal Councils and the staying 9 endeavors as a feature of government divisions.

### The vision of the corporation

For meeting recently rising challenges and for drawing in sizable number of passengers towards the administrations of MSRTC, the Visions of enterprise in the year 2006-2007 is as per the following.

1. Branding of administrations.
2. Addition of well-prepared modernized innovative transports, Semi xtravagance
3. Buses with 2\*2 push rearward sitting arrangements and Parivartn transports with 2\*2 guest plan.
4. More Air molded transports will be presented soon all through the state.
5. Initially "Electronic Ticket Issue Machine" is to presented in 6 stops.
6. Out sourcing of the activity of cleaning of transports and transport stations alongside utilization of present day innovation.

### Board meetings

Road Transport Corporation Act 1950 gives a few conditions with respect to Board Meetings of organization. Act tells that, A partnership will meet at such occasions and places, subject to the arrangements of sub area and watch such rules of technique concerning exchange of business at its gathering as might be give by guideline made under this Act: Provided that the company will meet at any rate once in like clockwork. Area 2 clarifies that, the individual to manage at a gathering of organization will be the Chairman thereof, or in his nonappearance from any gathering, the Vice – director, assuming any, or without both the Chairman and Vice Chairman, such part as might be picked by the individuals present from among themselves to manage. Furthermore, segment 3 tells that, all inquiries at a gathering of a partnership will be choose by a larger part of votes of the individuals present and for the situation uniformity of votes, the seat man or, in his nonattendance some other individual managing will have a second or making choice.

### POWERS AND DUTIES OF CORPORATION

The Road Transport Corporation Act 1950 gives a few Powers just as certain Duties to company. As indicated

by given obligations by RTC Act, MSRTC needs to practice its forces as logically to give or verify or advance the arrangement of, an effective, sufficient, affordable and appropriately planned arrangement of road transport benefits in the state or part of the state. According to the power given by RTC Act 1950, MSRTC can work road transport benefits in the state and in any all-encompassing region. Further to this the Act additionally expresses that MSRTC can accommodate any auxiliary administrations. It additionally needs to give: to its representatives reasonable states of administration including reasonable wages, foundation of fortunate store, living convenience, places for rest and amusement and different enhancements; MSRTC has position to give goes to its workers and different people either free of cost or at concessional rates and on such conditions as it might regard to force, here it implies that MSRTC has capacity to give month to month, occasional and different sorts of goes to its workers and to other people. These passes may issue with no charges or may on concessions premise. Company can give these kinds of goes to understudies or workers of different associations additionally according to the said conditions. Subsections of RTC Act provision 19 offers capacity to MSRTC that, it can fabricate, buy, keep up and fix moving stocks, vehicles, machines, plants, types of gear or some other thing required with the end goal of any of the exercises of the organization, for buying vehicles of such kind as might be appropriate for use in the road transport administrations worked by MSRTC. Aside from obtaining supplies or vehicles MSRTC can procure and hold portable and unfaltering property, enterprise additionally consider important with the end goal of its exercises, it can rent, sell or generally move any property claimed by it.

### PROCEDURE FOR PROJECT APPRAISAL/SANCTION AND DISBURSEMENT

The recommendations got from the States/UTs will be considered on first start things out serve premise.

The proposition got from the State Government will be at first investigated by Central Institute of Road Transport (CIRT), Pune as well as some other establishment assigned by Deptt of RT&H. Based on their suggestions the undertaking will be considered by an Appraisal-cum-Sanction board headed by Secretary (RT&H). Different individuals from the Committee will be AS&FA, M/o S,RT&H, Joint Secretary(T), D/o RT&H. what's more, agent from Planning Commission.

### The assets will be discharged in the accompanying way

The sum might be discharged in three portions, i.e., (I) half of the all out assent sum will be given ahead of time after the State Government signs a MOU to

attempt the change measures articulated in the plan; (ii) 30% of the authorized sum will be discharged after receipt of the, use testament of the prior discharged sum and an interval progress report; and (iii) staying 20% to be discharged after accommodation of fulfillment report alongside the usage declaration for the endorsed sum.

### **Market Structure and Reported Competition Issues**

In the same way as other monetary exercises that are serious in frameworks, the transport area is a significant segment of the economy affecting on improvement and the welfare of populaces. At the point when transport frameworks are productive, they give financial and social chances and advantages that outcome in positive multipliers impacts, for example, better openness to business sectors, work and extra ventures. At the point when transport frameworks are inadequate as far as limit or unwavering quality, they can have a financial cost, for example, diminished or botched chances.

### **Passenger Transport (Land)**

In India, the British built up the railroads for improving exchange and to move troops to control the peace circumstance emerging out of the autonomy development. English interests were foremost in supporting and growing the railroad arrange. Road transport was utilized as a wellspring of income through tax assessment. After autonomy, the Government of India gave high need to building roads and road transport for rustic advancement. Since autonomy, however the Indian Railways improved its administrations and extended its system considerably, it couldn't contend successfully with road transport for transporting passengers.

### **Freight transport (Land)**

The roads products transport industry in India has never been directed the manner in which it has been in numerous different nations. Be that as it may, as referenced prior, an administrative system as the Motor Vehicles Act has been set up since 1939. This provided for confinements on licenses yet over some undefined time frame these have been loose to an enormous degree allowing simple section into the business and for development everywhere throughout the nation. This is maybe the main deregulatory move that has occurred in India to the extent the trucking segment goes. The credit for this advancement goes to the Indian railroads, which had no ability to offer all the time even with respect to mass things.

### **Key Players**

Structure of the road cargo transport industry in India is exceptionally divided. The business broadly comprises of players who give the transportation administrations, middle people (transport temporary

workers/booking operators) who offer haulage administrations, merchants providing hardware, drivers for commission and the dispatchers establishing a definitive interest for the services.<sup>14</sup> It is fundamentally made out of three key players as portrayed underneath.

- Transporters
- Truck Operators
- Intermediaries booking agents/transport companies/transport contractors
- Brokers/commission agents/suppliers of vehicles

### **Creation of a Seamless National Market**

While there is a general presentation in the Indian Constitution that exchange and business ought to be free, the Center and states have the ability to direct. While ordering facilitated commerce inside the nation, the Indian Constitution, by and by gives that limitations can be forced by the Parliament on inward exchange as might be required in "the public intrigue". Protests from the transport segment, identifies with the issues of tax collection (both Center and state), guideline by states on the development of merchandise, visit stoppages and postponements under managerial principles and inspection agencies. Obstruction free development of passenger and cargo by road across the nation is imperative for advancing productive monetary improvement and development. In India, road cargo transporters are halted at state outskirts, checked for installment of charges/requires on the merchandise conveyed and for consistence of different arrangements of Motor Vehicle Rules.

### **Curbing Cartels in Transport Sector in India**

There are administrations given at the nearby level and utilized by organizations that are anticompetitive in nature. For example, in the transportation of products through trucks, a large portion of the trucks utilizing on Indian roads are under single proprietorship and there are scarcely any huge administrators. In spite of the fact that there seems, by all accounts, to be rivalry, given the huge number of truck proprietors, the truth of the matter is that around 5000 load administrators handle the whole payload in the whole nation. These payload administrators cartelize and choose the cargo and there is no challenge at their level. There are additionally occurrences of cartelized activity of truckers" association around significant generation destinations and manufacturing plants.

## RESPONSIVENESS OF THE ORGANIZATION

Marketing direction suggests that the association is eager to structure its 'Item/Service/Offerings' as far as the requirements and wants of the objective market.

Therefore it reacts to the clients' needs and wants. An association which is named a 'profoundly responsive' association is what shows concern and enthusiasm for finding out about the requirements, observations, inclinations and fulfillment of its clients and depends on deliberate data gathering systems and in filtering approaching data and making positive strides any place important to alter its items/administrations/contributions and authoritative arrangements and methods. Then again, an 'inert' association is one which doesn't try to effectively gauge the necessities, discernments, inclinations or fulfillment of its constituent public with the adjustments in time and nature in which it is working and it turns out to be progressively maladapted to its condition.

## MANAGEMENT CONTROL RELATED TO UTILIZATION OF RESOURCES

**The Government "in business"**-The nationalization of Road Transport in India mirrors the communist way of thinking of the Government under which every significant utility will come continuously under public administration. The destinations of nationalization road transport endeavors set down in the Road Transport Corporation Act 1950 unmistakably demonstrate that they are shaped to give satisfactory, financial, effective and appropriately organized transport administrations to the voyaging public. In spite of the fact that the Government's assets are put resources into the nationalized transport, its administration isn't the "matter of the Government."

### **Optimizing Utilization of the Main Assets Vehicles-**

Vehicles being the most significant asset accessible to the transport endeavors. Its use are estimated as far as kilometers acquired per vehicle on road every day for example normal vehicle usage and it decides to an enormous degree the operational proficiency of the endeavors. Enhancing the usage of assets is the essential prerequisite for the administration of public area endeavors and all the more so the transport endeavors in which an imposing capital is contributed. About 80% of the capital in any nationalized transport undertaking is as vehicles. Improving the utilization of vehicles is hence an essential obligation of the administration.

**Optimizing Utilization of Human Resource-**The human asset of an association is its valuable riches and spine and subsequently assumes a terrific job in its formative and gainful exercises. The improvement and the advancement of an association of its accessible human asset. In a similar relationship, if this human asset isn't being used appropriately. It is sure that its formative exercises and consequently, its encouraging will undoubtedly be impeded. In basic

terms, the human asset can destroy an association which is functioning admirably or it can put an association which is tallying days on the right. Track against this foundation, formation of legitimate condition to put the human asset for gainful purposes likewise expect equivalent significance.

**Fleet Utilization-**The goal of giving adequate transport office to the public is possibly satisfied when the corporations groups adequate number of transports and put them are ordinary use. "Armada use of level of vehicles squeezed into administrations against the all out number of vehicle accessible and held by the association." So the parameters demonstrating the armada use uncover the degree of use of transports as well as a pointer of productivity of designing office and control of a transport undertaking.

## CONTROL TO SEPARATE SOCIAL OBJECTIVE LOSSES AND OPTIMIZE EARNING

Having given course savvy control information dependent on the sort of targets which factual examination supplies will mirror the gainfulness of each course. It might be expressed that the unfruitful courses are purposeful as a result of the social goals of the Government. It is very conceivable to isolate the misfortunes of such courses and by virtue of other social expenses because of concessions and land at their all out misfortunes with the goal that the figures can be accessible as an update note to the Government for repayment. As respects the courses where no social target applies, it ought to be the Depot Managers' activity to work the calendars to create the best benefits. So as to work the timetables adequately it might be alluring to contribute more appointment of power and obligation to the Depot Manager.

- Controls to minimize operating cost
- Staff Cost
- Fuel Cost
- Cost of tyres and tubes
- Other Material Costs-
- Social Costs
- Quality of Public Transport Services

## LITERATURE REVIEW

**Patankar P. G. (2003)** contemplated the Road Passenger Transport in various measurements since 1950. He dissected the urban transportation in detail with accentuation on operational profitability and proficiency of State Transport Undertakings during the time of 1973-74 to 1979-80. He clarified that the

fate of road transport area in India would light up just with arranging in regards to profitability and made complete arrangements on urban versatility issues in the urban communities of creating nations.

**Chand Mahesh (2004)** did an investigation on traffic projections Karnataka State Road Transport Corporation (KSRTC), Bangalore, which is the fifth positioned public road transport undertaking in India. In his paper he concentrated of traffic projections viz. number of passengers, passengers' kilometers, vehicle kilometers and size have been anticipated. The gauging was continued by development of five developments models and afterward dependent on estimate blunder investigation, choosing of the best model.

**Reddy V. M. (2005)** contemplated faculty the board practices of APSRTC. He saw that there is an adjustment in the organizational structure and arrangement of the Corporation since starting. The change saw in the urban transportation, marketing of transport administrations, strategies of transportation, benefits, costs, and so forth.

**Alwin Prakash B. (2005)** examined the physical and money related exhibitions of the Maharashtra State Road Transport Corporation during 1959-60 and 1970-71 and recommended different measures for proficient working of the organization, viz. legitimate transport staff proportion, ideal utilization of transports, lessens taxation rate, and so forth.

**Mathew, M. O. (2005)** examined Rail and Road Transport in India. He accentuated that the effectiveness of the whole transport industry is dictated by organizational contemplations with regards to unit sizes. He additionally clarified that transport, being a public utility industry, is controlled by Government arrangements from multiple points of view. Among them few have an immediate or backhanded effect on the development of size.

**Kulkarni S. (2005)** had contemplated the working and issues of passenger road transport in Maharashtra. He broadly clarified the significance of roads and road transport. His exploration put consideration on the organization and working of Maharashtra State Road Transport Corporation (MSRTC), and took a concise audit of the history and improvement of passenger road transport. Nationalization and present situation of MSRTC are additionally remembered for his examination. The investigation of efficiency in passenger transport was the primary target of his work. According to the exploration the efficiency level of MSRTC isn't acceptable.

**Halder, D. K. (2006)** considered a few issues urban transports in his book entitled "Urban Transport Problem: An Economic Investigation into Public Utilities in Calcutta". He expansively contemplated Calcutta's traffic issue with center around Calcutta State Transport Corporation (CSTC). He assessed

execution of CSTC for the time of 1964-65 to 1972-73 in some degree. Low use, higher truancy and avoidance of admission these are a few factors liable for the lower efficiency of the CSTC.

**Farris Martin T. furthermore, Hardling Forrest E. (2009)** felt that marketing capacities, which are giving passenger transportation administrations, are constantly significant in the public transport corporations. They center around the territories of passenger transportation like the frameworks of passenger transportation which incorporates monetary, physical, evaluating and administrative frameworks, the issue regions of passenger transportation like urban transportation, marketing of transport administrations, approach issues, social advantages and social expenses, and the eventual fate of passenger transportation and ways for overseeing change and what's to come.

**Ali An El-Mezawie (2006)** broke down the issues and prospects of State Transport Undertakings in India through ILO/UNDP venture of Central Institute of Road Transport, Pune, in particular "State Transport Undertakings in India: A Study of Performance, Problems and Prospects". He examined 32 endeavors included 18 corporations, 9 companies, and 5 departmental endeavors since 1975-76 to 1979-80 and presumed that the exhibition of organization type of organization was better in practically terrifically significant tallies. He proposed that prompt alleviation of in any event 60% in assessment, and arrangement for standard modification of toll at an interim of two years, bombing which arrangement for endowment.

**Subramanian S. (2013)** examined Planning Problems of State Road Transport Undertakings in India. He analyzed the earth where the State Road Transport Undertakings are called upon to work. Toward the end he looks to inspect certain vital arranging issues included, for example, nationalization of private tasks, solidification and development, traffic and course reviews and booking angles. The article presumed that what at last issues is the thing that the passenger gets and not what the endeavor plans. In this way, it underlines the significance of Operational Planning to address the issues of the passengers as the premise of Corporate Planning for State Road Transport Undertakings.

## OBJECTIVES OF THE STUDY

- To analyze the Profile of Maharashtra State Road Transport Corporation.
- To examine the Organization and Management of Maharashtra State Road.

- To investigate the issues and challenges of the MSRTC.

## RESEARCH METHODOLOGY

The research is based on theoretical analysis and observation of secondary data. The theoretical analysis is linked to the understanding of the industry. Secondary information is required from research papers, journals, magazines and websites.

The goals of dividing information collected, for example the technical profile and replies, the job, the age and the insightful communication of the members. Work position at the MSRTC in many categories, Age-Wise MSRTC distribution, training and development of respondents, Criteria for the implementation assessment of MSRTC, MSRTC Promotion Schemes, Welfare policies provided by MSRTC employees by organizations; Employee Satisfaction at MSRTC companies, the number of cases in which the decrease relief subsidy was granted in the form of cash related assistance and total amount expenditure, the number of goodwill cases covered by MSRTC, the reimbursement to MSRTC, MSRTC productivity and passenger fulfillment criteria.

## CONCLUSION

The transport companies' services do not mean that you may keep them and sell them later, but that they must only have the time when they are available, when they are left out and when it consistently is lost. MSRTC operates its bus services despite various challenges. On the contrary, it fulfills its social duties while trying to secure costs and earnings. ST buses are the only method of passenger transit for many semi-urban and rural regions. Its accessibility is a key feature attracting transit passengers. Although there is a lack of marketing plan, the demand for MSRTC bus services is growing since people regard it as a trustworthy means of travel. These buses have been targeted by furious crowds who have cancelled travels because of natural disasters or employees' strikes but still strive to overcome their losses through innovative features. MSRTC has difficult conditions for these reasons.

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