

Life Line of Maharashtra- Maharashtra State Road Transport Corporation (MSRTC)

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Abstract

This research paper is study of the Maharashtra State Road Transport Corporation (MSRTC) popularly known as State Transport. The paper is the evaluation of the various services provided by the state transport to Maharashtra people. Indian people travelling through State Transport especially from rural areas. MSRTC also trying to provide good service to their passengers. If this transport services will be disconnect, its affects on regular routine of the people. We have taken some important data from the parner ST depot and through internet. We also discussion with the people about the state transport service and trying to achieve the objectives of the research which given as below.

No matter what, the State Transport (ST) reaches every village that is connected by road and trying to provide better service to the people. The Bombay State Road Transport Corporation (BSRTC) thus came into being, later changing its name to MSRTC with the re-organization of the state.

KEYWORDS: MSRTC, Services, Structure, Transportation, People of Maharashtra, Workshop, Asiad, Tour Package, Bus Stand.

INTRODUCTION:

The Maharashtra State Road Transport Corporation (hereafter it is call MSRTC) is established by State Government of Maharashtra as per the provision in Section 3 of Road Transport Corporation Act 1950. Its standing today by this milestone of 58 years. The Corporation has entered in 63rd years of business since its inception in June 1948. The area covered by Maharashtra State Road Transport Corporation (MSRTC) is entire area of the State of Maharashtra. The undertaking is operating stage and contract carriage services in the entire area of the state of Maharashtra. Its position of strength speaks for itself - 17,000 buses, 247 depots, 32 divisional workshops and 3 central workshops meant for building of new buses and its major repairs and maintenance, 12,000 employees and about 70 lakh citizens utilizing the service daily. The ST does not only carry people but also takes care of the postal mail, distribution of medicines, newspapers and even tiffins to children studying in the bigger towns. In rural areas, it aids farmers to transport their goods to the cities. The Corporation has been persistently trying to expand its services in the villages and develop passenger services.

The computerization programme is being implemented through out the State by using Electronic Ticket Issuing Machine and Online Reservation System for ticketing purpose. The Corporation would be able to plan its bus schedules more efficiently by implementing this programme, in addition to become more passenger friendly.

OBJECTIVES OF THE STUDY:

Following are main objectives of the study-

- 1) To study formation and progress of MSRTC
- 2) To study formation and progress of MSRTC
- 3) To study the changes in the services provided by the MSRTC

RESEARCH METHODOLOGY:

Methodology of the research includes Primary and secondary data through interview, observation, paper publications, annual report and online information about MSRTC.

STRUCTURE OF MSRTC:

Structure of Maharashtra State Road Transport Corporation (MSRTC) includes-

Central Office	1
Regional Offices	6
Central Workshops	3
Central Education Centre	1
Printing Press	1
Vibhagiya Karyalaya	30
Agaar	247
Bus Stops	570
Margastha Nivare	4000

NO OF BUSES IN SERVICE:

Total Buses	-	15500
Simple Buses	-	14022
City Buses	-	651
Semi Comfortable	-	544
Mini Buses	-	199
Deluxe Buses	-	48
Air Conditioned	-	26
Midi	-	10

NEW BUS BUILDING AND MAINTAINCES:

MSRTC is the second largest Corporation in the Transport Sector. Mechanical Department is the main important faculty operating and maintaining fleet of about 16,000 buses and making them available for operation throughout Maharashtra. This Department works on two fragments viz. production and operation and for this purpose it has got network of depots, Divisional Workshops. New buses are built at the 3 Central Workshops i.e. Pune, Aurangabad and Nagpur. As mentioned, for production of new buses and maintenance of buses, ME Department has got 3 tier system i.e. Central Workshops, Divisional Workshops and depots. The organizational structure of ME Department is attached at Annexure 'A'.

New bus body building and chassis purchase- ME Department purchase chassis and construct new bus bodies at the 3 Central Workshops as per the requirement of

the Traffic Department. The bus bodies constructed are of ordinary and Semi Luxury type. The overall capacity of the construction of new bus body is about 1836 buses per annum. The Central Workshop wise capacity and man hours prescribed are as follows-

Sr. No.	Central Workshop	Man hours prescribed per bus	Production capacity per annum
1.	Pune	1150	756
2.	Aurangabad	1122	720
3.	Nagpur	1112	360
Total			1836

SERVICES OF MSRTC:

1. Ordinary- A basic bus service provided by MSRTC. The buses are in red livery. The service is meant to connect entire Maharashtra together. This includes smallest of towns irrespective of the road or revenue conditions. The main motto of this service is not profit making but the service of people from masses. The buses are fairly comfortable, extremely economical and offer various concessional services for Senior Citizens, Students, War widows, and Freedom fighters and so on. This for sure one trend setting example of public service with a class and has been serving Maharashtra for ages. Major fleet of MSRTC consists of these buses.

2. 'Parivartan'- Parivartan in Marathi means 'change'. This is the changed face of the ordinary red bus service. A successful attempt by MSRTC to offer comfortable service to masses. The buses consist of a 2x2 seating arrangement and offer better comfort. These are slowly replacing the ordinary buses from the fleet and are also responsible for 'change' (Parivartan in urban people's mindsets about the ordinary ST bus services. The fare structure of Parivartan buses is same as that of the ordinary buses and all the concessions can also be availed.

3. Asiad- The first ever comfortable bus service in the country meant to ferry the sports persons of the Asiad games which took place in 1982 is now become in an inevitable part of Maharashtra's intercity transport. The Asiad is a Non Air-Conditioned, Semi-Luxury bus service with 2x2 seating arrangement. The Asiad service was recognized by Indira Gandhi, the Prime Minister during 1982 as this was the first Government built, owned and operated bus service offering world class comfort at that time. Later on MSRTC used these beautiful white and green buses with a blue band on their lucrative Dadar-Pune sector and got an overwhelming response from the commuters. MSRTC decided to keep the service in operation on this route and started producing more Ashaid buses at their workshops. Slowly the Asiad services were introduced on other sectors. Today Asiad buses run between all the cities in Maharashtra. The Ashiad livery was modified in 2010 with a shiny white paint and a purple colour.

A few popular Asiad bus routes in the state are-

Dadar - Pune	Nashik – Pune	Sangli-Pune Station
Miraj-Nashik	Tasgaon- Pune	Aurangabad – Pune
Thane – Pune	Satara – Mumbai	Nasik – Mumbai
Kolhapur - Pune	Note: The buses on these route play with an interval of 15 minutes to 1 hour on a daily basis.	

3. A.C. Bus Service- ‘SHIVNERI’ is an Air-conditioned bus service of MSRTC between important cities. Most of the services are operated by the world class Volvo - B7R buses in a light blue livery. The services were started to Dadar - Pune in the year 1996, and now MSRTC operates Shivneri bus services on many select routes.

Currently MSRTC operates Shivneri buses on following routes in a descending order of frequency & number of services:

Dadar (Mumbai) - Pune (Pune Station)	Borivali (Mumbai) - Pune (Swargate)
Aurangabad - Pune (Shivajinagar)	Thane - Pune (Swargate)
Sangli - Pune Station	Pune (Swargate) - Udaipur.
(Borivali) – Shirdi	Nashik - Pune (Shivajinagar)
Mumbai (Mumbai Central) – Hyderabad	Mumbai (Mumbai Central) - Panjim (Goa)
Jalgaon - Pune (Shivajinagar)	Pune (Swargate) - Bangalore
Nagpur (Ganeshpeth CBS) – Pune	Kolhapur - Pune (Swargate)
Nagpur (Ganeshpeth CBS) – Hyderabad	Nanded - Pune (Shivajinagar)

In future MSRTC plans for starting long haul routes like Mumbai - Bangalore, Nagpur - Aurangabad, etc. are in process.

4. ‘SHEETAL’- The latest entrant into the long list of bus types operated by MSRTC. These are airconditioned semi-luxury buses with 2x2 seating arrangement. The pricing is slightly higher than the Asiad buses, but significantly lower than the Shivneri buses. As of 2010. These buses have been introduced only on the Dadar - Pune Station route, though there are plans to introduce them on other popular routes like Pune - Nasik, Pune - Aurangabad, etc.

5. City Bus Service- An intracity & semi-urban service arm MSRTC providing services that cater to the transportation needs of mid size and smaller towns which do not have their own transportation services.

6. MSRTC Daily conducted tours - MSRTC operate daily conducted tours by Asiad buses to the tourist destinations around Aurangabad like Ellora, Ajanta and Daulatabad wherein they also take a note of the tourist destinations in the city. Tour 1: Aurangabad CBS to Ajanta Caves, Bibi-Ka-Muqbara, Pan-Chakki and back to

Aurangabad CBS Tour 2: Aurangabad CBS to Ellora Caves, Daulatabad Fort, Bibi-Ka-Muqbara, Pan-Chakki and back to Aurangabad CBS

7. Yatra (Festivity services) -A seasonal service targeted at travellers visiting various festivities of Maharashtra.

8. Inter State Service - State Transport also started Inter state service in collaboration with Karnataka, Madhyapradesh, Goa, Gujarat, Andhrapradesh and Dadara Nagarhaveli.

Following data is given the detail of contract for inter state service:

Sr. No.	Name of State	Total Routes	Routes in Service
1.	Karnatka	486	333
2.	Madyapradesh	99	58
3.	Goa	26	21
4.	Gujarat	26	25
5.	Andhrapradesh	132	70
6.	Dadara Nagarhaveli	07	03
Total		776	510

9. Parcel Courier service - MSRTC buses also provide the use of their buses for shipping cargo or courier services.

10. Tours & Packages - Maharashtra State Road Transport Corporation (MSRTC) conducts different tours & packages all around India. These tours cover all the important tourist & religious places in that particular region. The tours & packages conducted by MSRTC are very reasonable & luxurious.

The MSRTC is introducing various new tours & packages for the people. Every district conducts its own tours & packages. The list of the districts conducting their own tours & packages is as follows.

Ahmednagar	Chandrapur	Latur	Pune	Thane
Akola	Dhule	Mumbai	Raigarh	Wardha
Amaravati	Gadchiroli	Nagpur	Ratnagiri	Washim
Aurangabad	Hingoli	Nanded	Sangali	Yavatmal

REDEVELOPMENT OF BUS STAND:

The Maharashtra State Road Transport corporation (MSRTC) has decided to redevelop its bus station at Mhaswad town in Satara district on design, build, finance, transfer and lease (DBFTL) basis. The bus station will not only have space for bus parking and commuter facilities, but, it will also have shops and commercial establishments in its complex.

The MSRTC has initiated a tendering process for the project which will cost around Rs.1.34 crore, including development of commercial complex. An area of about 3965 square meter has been identified for the project, which will include redevelopment of bus platforms and complex.

The MSRTC has decided to introduce a concept of redeveloping of bus station along with commercial complex. As many as six stations were identified for the first phase. The concept, is now, being extended to other cities. MSRTC officials said that the project of redevelopment aims at providing high standard amenities for passengers.

The facilities would include additional lounge waiting for passengers, entry and exit gates, parking spaces for auto rickshaws and private vehicles, provision of passenger facilities such as waiting space and toilets etc. In addition to this, the complex of bus station will have commercial establishments. MSRTC's investment in the project is in the form of land only, which will be made available for development the successful bidder.

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