3.0 Introduction

Review of literature is concerned to the study of previous research work in the field of chosen research problem and other problems related to public transportation. An attempt is made to review the literature pertaining to the public transportation in India specifically road transport which includes state road transport corporation. In this chapter, to understand the research gaps in the chosen research problem and earlier research studies associated with public road transport system (i.e. bus transport), books, Ph D thesis, published research articles are reviewed & presented.

Mathew, M. O. (1964)\(^1\) studied Rail and Road Transport in India. He emphasized that the efficiency of the entire transport industry is determined by organizational considerations in the context of unit sizes. He also explained that transport, being a public utility industry, is regulated by Government policies in many ways. Among them few have a direct or indirect impact on the evolution of size.

Halder, D. K. (1967)\(^2\) studied some problems urban transports in his book entitled “Urban Transport Problem : An Economic Investigation into Public Utilities in Calcutta”. He expansively studied Calcutta’s traffic problem with focus on Calcutta State Transport Corporation (CSTC). He evaluated performance of CSTC for the period of 1964-65 to 1972-73 in some extent. Low fleet utilization, higher absenteeism and evasion of fare these are some factors responsible for the lower productivity of the CSTC.

Alwin Prakash B. (1974)\(^3\) analysed the physical and financial performances of the Kerala State Road Transport Corporation during 1959-60
and 1970-71 and suggested various measures for efficient functioning of the organization, viz. proper bus staff ratio, optimum use of buses, reduces tax burden, etc.

Subramanian S. (1976) studied Planning Problems of State Road Transport Undertakings in India. He examined the environment in which the State Road Transport Undertakings are called upon to operate. At the end he seeks to examine certain strategic planning problems involved, such as nationalization of private operations, consolidation and expansion, traffic and route surveys and scheduling aspects. The article concluded that what ultimately matters is what the passenger gets and not what the undertaking plans. Therefore, it emphasizes the importance of Operational Planning to meet the needs of the passengers as the basis of Corporate Planning for State Road Transport Undertakings.

Farris Martin T. and Hardling Forrest E. (1976) felt that marketing functions, which are providing passenger transportation services, are always important in the public transport corporations. They focus on the areas of passenger transportation like the systems of passenger transportation which includes economic, physical, pricing and regulatory systems, the problem areas of passenger transportation like urban transportation, marketing of transport services, policy problems, social benefits and social costs, and the future of passenger transportation and ways for managing change and the future.

Kulkarni S. (1978) had studied the working and problems of passenger road transport in Maharashtra. He broadly explained the importance of roads and road transport. His research put attention on the organization and functioning of Maharashtra State Road Transport Corporation (MSRTC), and took a brief review of the history and development of passenger road transport. Nationalisation and present position of MSRTC are also included in his study. The study of productivity in passenger transport was the main objective of his work. As per the research the productivity level of MSRTC is not satisfactory.
Before concluded his research the researcher compared it to other different corporations.

Patankar P. G. (1978)\(^7\) studied the Road Passenger Transport in different dimensions since 1950. He analyzed the urban transportation in detail with emphasis on operational productivity and efficiency of State Transport Undertakings during the period of 1973-74 to 1979-80. He explained that the future of road transport sector in India would brighten only with planning regarding productivity and made comprehensive solutions on urban mobility problems in the cities of developing countries.

Chand Mahesh (1980)\(^8\) carried out a study on traffic projections Karnataka State Road Transport Corporation (KSRTC), Bangalore, which is the fifth ranked public road transport undertaking in India. In his paper he studied of traffic projections viz. number of passengers, passengers’ kilometres, vehicle kilometres and fleet size have been projected. The forecasting was proceeded by construction of five growths models and then based on forecast error analysis, selecting of the best model.

Reddy V. M. (1981)\(^9\) studied personnel management practices of APSRTC. He observed that there is a change in the organizational structure and system of the Corporation since beginning. The change observed in the urban transportation, marketing of transport services, policies of transportation, benefits, costs, etc.

Ali A El-Mezawie (1982)\(^10\) analyzed the problems and prospects of State Transport Undertakings in India through ILO/UNDP project of Central Institute of Road Transport, Pune, namely “State Transport Undertakings in India: A Study of Performance, Problems and Prospects”. He studied 32 undertakings comprised of 18 corporations, 9 companies, and 5 departmental undertakings since 1975-76 to 1979-80 and concluded that the performance of company form of organization was better in almost all important counts. He
suggested that immediate relief of at least 60% in tax, and provision for regular revision of fare at an interval of two years, failing which provision for subsidy.

Rao Rajeswar (1982)11 studied Delhi Transport Corporation through management effectiveness in transport operation. He has made an attempt to study the management efficiency and effectiveness in managing the affairs of Delhi transport Corporation (DTC). According to him, DTC in the public sector appeared to have undergoes severe setback due to management’s ineffectiveness in most of the important functional areas. This ineffectiveness had led to heavy and mounting losses and the consequent capital erosion. The author has suggested that the Delhi Transport Corporation immediately needs greater Governmental support and control, scientific organisational infrastructure, effective mechanism for planning and control of traffic operation, efficient engineering and fleet maintenance service, sound financial management practices and optimum use of the available resources, viz., men, materials and fleet.

Patankar (1983)12 carried out his research on the Road Passenger Transport in different dimension since 1950. He observed that the operational productivity and efficiency of State Transport Undertakings during the period 1973-74 to1979-80. According to him productivity oriented planning can make the brighter future of road transport sector in India.

Subrahmanyam. P. (1983)13 carried out a study on the organization set up, structure and its impact on performance of APSRTC. He explained the various incentive schemes offered by the APSRTC to students, politicians, senior citizens and physically disables.

Devasahayam (1983)14 studied State Transport Undertakings for making them profitable. He has pointed out that the SRTUs, can be converted into profitable instruments if only the management is oriented towards a culture of cost effectiveness. There should be more dialogue and better communication among State and between State and the Centre on this subject. The Association
of State Road Transport Undertakings, which is the apex body of all the SRTUs can be activated to play a more effective and meaningful role in this respect.

Hanumanthappa K. (1983)\textsuperscript{15} emphasized the planning, investment and pricing aspects of Karnataka State Road Transport Corporation, where as the Corporation’s performance was appraised. This research put focuses on three major aspects i.e. pricing, investment and planning of the KSTRC in the view point of the passengers. According to him KSRTC should make a proper planning to exaggerate financial performance of the corporation.

Satyanarayana. J. (1985)\textsuperscript{16} compared the costs with revenues and relates losses with profit of Andhra Pradesh State Road Transportation. In his book he discussed the organizational set up, capital structure, financial and personal policies, Management Information Systems (MIS) of APSRTC. He observed that the cost of service of road transport only rely on the size of the fleet. The measurements of the vehicle condition, the length and road condition are took place on the basis of the collected data, which is collected from a reprehensive sample of motor vehicle operators in Andhra Pradesh. As per the conclusion the fundamental factor which influences the cost of operations of motor transport industry in Andhra Pradesh is the size of the motor transport unit.

Sharma Santosh (1985)\textsuperscript{17} measures the productivity in road transport. He has identified the critical factors, which lead to economies and diseconomies in bus operation and presented a comprehensive approach in designing optimal operating systems through efficient planning in operational as well as functional areas.

Viton P. A. (1986)\textsuperscript{18} discussed the efficiency, which is present in the bus transportation in urban areas. According to him, urban areas are much efficient as compare to rural areas considering bus transportation facility. In this paper, he raised a question on the efficiency of urban bus transportation. According to him, increasing traffic, constricted roads, competition of private
autos and taxies in the urban areas are affected on the efficiency of urban bus transportation.

**Arora S. K. (1987)** made a comparative study on the performance of Punjab Road Ways with Andhra Pradesh, Gujarat, Rajasthan and Kerala Road Transport Corporations in general and the public and private sector road transport undertakings of Punjab in specific. He emphasis the economics of the management of the road transportation in the Punjab and compared it with the other State Transport Undertakings such as Andhra Pradesh, Gujarat, Rajasthan and Kerala.

**Subrahmanyam P. (1987)** carried out a study on the organization structures of various Road transport Corporation. He further studied the transitional set up of the road transport. He reveals that there is a dire need of reforming of organizational structures of Road Transport Corporations to achieve independency.

**Alan Armstrong-Wright and Thiriz Sebastaian (1987)** studied bus services for reducing costs and raising standards for the World Bank. They examined the nature, quantity and quality of bus services in cities of developing countries, which include the ownership of bus services and the variety of vehicles and the services, as well as co-operation of employees and competition of other sectors and their impact on viability and standards. The report also includes a set of performance indicators, with desirable level of performance, to measure and monitor the performance and quality of urban bus services.

**Maunder David et. al. (1988)** of the Overseas Unit of the Transport and Road Research Laboratory (TRRL) of UK studies matching of supply and demand in India’s public transport. They brought out the present scenario of passenger road transport operations in Indian cities at macro-level. They made detailed study on the operations of Delhi Transport Corporation. They also studied the travellers’ options between conventional stage carriage buses and
Intermediate Public Transport mode (IPT) which include mini buses, tangas (horse-drawn carts) and all forms of Rickshaws (cycle, auto and motor cycle) in three cities viz., Vadodara, Patna and Jaipur. They concluded that, by and large, urban public transport in India performs well given the limitation of resources available.

Sangale G. T. (1988)\textsuperscript{23} analyzed aims and objectives of trade unions and attitude of workers towards trade unions in his research. Trade unions of Kolhapur division are well contributed to increasing productivity. Trade unions are very much receptive about their members and carefully guarding their rights and legally fight for them whenever necessary.

Swami B. N. (1988)\textsuperscript{24} evaluated the cost control methods and techniques, operational efficiency of Tirupathi Division of Andhra Pradesh State Road Transport Corporation. As per the costing techniques he observed that Tirupathi division of APSRTC was much more efficient and the productivity of the division is always better as compare to the other divisions of APSRTC.

Singh Ratana Kumar (1988)\textsuperscript{25} made a study with reference to Bihar State Road Transport Corporation during the period of 1959-60 to 1974-75. He examined the physical and financial performance of Bihar State Road Transport Corporation in his research. The study promotes the rationalization of more number of bus routes in Bihar State to reach maximum number of public.

Patil S. D. (1989)\textsuperscript{26} examined socio-economic problems bus drivers as well as problems related with working conditions of drivers. According to him, as per the social viewpoint of drivers they were facing problems regarding religion and caste status, divided family system, etc. Majority of drivers have not proper and advance training. Education status of drivers is also very poor. This study also includes the recruitment procedures of drivers, their overtime period, reasons behind strike of drivers, etc.
Raman A. V. (1989)\textsuperscript{27} urge in his paper on “Case against Privatisation” has brought out the multiple advantages of nationalising passenger road transport. The social and political advantages far outweigh the argument for the role of the private sector. Also the benefits of economy of scale, operational efficiency, passenger benefits and employees welfare would accrue more tangibly in the public sector than in the private sector. The only argument against public sector road transport is its financial performance. Here, too many external factors such as non-reimbursement of social costs, administratively fixed fare structures, are the causes rather than any deficiency of management.

Rama Mohan Rao P. S. (1989)\textsuperscript{28} examined various strategies adopted by Andhra Pradesh State Road Transport Corporation for improving its performance. Study the Management of change in a public enterprise is a main aim of this research. The focus of the study is on various operational and administrative areas of the Corporation during his tenure with the Corporation as Vice Chairman and Managing Director.

Narkhade Kamlakar D. (1989)\textsuperscript{29} studied role of the trade unions in Maharashtra State Road Transport. He observed that majority of the workers were not aware of the welfare facilities provided to them by the MSRTC. It was also found that unions do not take any initiatives in determining wages and salaries of workers. Besides, trade unions organize many welfare amenities to the workers and they all should be made known to all the workers concerned.

Pande S. G. (1990)\textsuperscript{30} studied the growth and development of Kolhapur Municipal Transport. He observed that in spite of sincere efforts of KMT management due to financial problem, it is not possible to increase the number of buses according to growth of the city and surrounding area. Therefore, the bus frequency KMT came under criticisms. Lack of willingness and poor management are the basic reasons of these criticisms. There is a low efficiency on satisfactory and low profitability of KMT. It could not be denied that the management of undertaking was waiting in various ways frequently reasons
advanced for low level of performance were shortage of finance in respect of renovation and expansion of the fleet, ill equipped workshops, low labour output, strong trade unionism, increased price of fuel, tires and other spare parts. It was very difficult to maintain buses properly. The overall impact of all above factors leads to increase the transportation cost, which further affects the entire transport structure.

**Raman A. V. (1990)** urges in his paper “The Rationale of Nationalisation of Passenger Road Transport”, has outlined the socio-economic and political advantages of STUs compared with that of private bus operators. According to him, social and political advantages are more in the public road transport than in the private road transport, while private road transport has more economical advantage than the public road transport.

**Rao Hanumantha (1990)** discussed in his paper “Nationalised Passenger Road Transport in India-A perspective” that the role of STUs as a public enterprise and stated that the STUS should have long-term perspective plans in the changing context of policy prescription. His recommendations include, diagnostic studies for major loss-making STUs, commissioning of study projects on comparative transport operations in private vs. public sector.

**Sudarshanam Padam (1990)** studied the structure, management and performance of State Road Transport Corporation. He discussed in detail, the history of bus transport in India, various forms of organizations in State Transport Undertakings, its management and performance by way of comparison from 1970-80 in Andhra Pradesh, Maharashtra, Gujarat and Karnataka State Road Transport Corporations. He also identified the problems in performance.

**Ossewaarde, J. M. (1990)** studied public transport and its future perspectives. He has concluded that public transport no longer lives for the purpose of financial gains but for bringing about significant gains in public interest and well-being.
Chandra Rajesh (1991)\textsuperscript{35} emphasises financial performance of Delhi Transport Corporation with social accounting approach. He has analysed the performance of the Delhi Transport Corporation in financial terms. His study further reveals the social context and economic benefits provided to specific sections of population such as students and physically handicapped by Delhi Transport Corporation. He suggested that the revenue loss resulting from such benefits should not be treated as financial loss.

Deshmukh, A. R. (1991)\textsuperscript{36} tried to bring out the factors responsible for mounting losses of State Transport Undertakings through Social Cost Benefits Approach by a case of MSRTC. He has reiterated the unfavourable that the present accounting policies in STUs are not proper. He has argued that the STUs are working against may odds and they are revered, it can result in a much-needed uplift from loss-making to profit-making.

Mishra R. K. and Nandgopal K. (1991)\textsuperscript{37} studied efficiency of passengers road transport through organisational innovativeness. They selected Tamil Nadu Road Transport Undertakings for study. Tamil Nadu Road Transport Undertakings made some innovations in organisation of passenger road transport, and this paper throw a light on this organised innovativeness. Considering these innovativeness, they also studied the efficiency in passenger road transport in Tamil Nadu.

Ramachandran R. and Parikh J. K. (1991)\textsuperscript{38} carried out a study on transport sector in India in the context of sustainable development. According to them transport sector contributed in the global cause of sustainable development. In this paper, they tried to co-relate transport sector to the sustainable development in India.

John Gunaseelan G. (1992)\textsuperscript{39} made a comparative study of passenger satisfaction in both public and private sectors in North Arcot Region of Tamilnadu. He found that private sectors services and amenities are qualitative, costumers are more satisfied in private sectors comparatively public sectors.
Kulshrestha (1994)\textsuperscript{40} emphasises transport management in India. He selected a new area of study in the State Road Transport Undertakings. According to him the public sector transport has been facing competition with other means of transport and from the private operators. Bus station management is important in the public road transport. Therefore, he put focus on the bus station management and offers some practical ways and means to improve the conditions with special reference to Uttar Pradesh State Road Transport Corporation (UPSRTC).

Rao Kotnana Rama (1994)\textsuperscript{41} studied rural bus transport operations in APSRTC. He further studied the impact of the rural bus transport on the socio-economic development of rural households of Visakhapatnam. He has observed that the revenue earnings from the operation of buses in rural areas have been encouraging, but the cost of operation is always high, hence the Corporation in losses year after year. Although, the Corporation’s sincerity and enthusiasm in the village connectivity, it received a setback because of various reasons such as the government’s failures to fulfil the commitments and provide tangible help. The villagers attributed to the introduction of bus service, the mobility hence imparted which in turn accounted for the improvement of productivity through subsidiary occupations and also for an increase in the number of earning members in different families. It was observed that prior to the introduction of the bus service dependence on slow and demanding means of transport made rural lists more immobile.

Anand Swaroop B. (1996)\textsuperscript{42} carried out study on the transport services of State Road Transport Undertakings from the marketing perspective. According to him majority of Road transport Undertakings failed to understand the customers’ mind. Hence, he recommended customer centric, customer oriented marketing policies for the present and next day generation.

Sriram S. (1997)\textsuperscript{43} has studied the state road transport in India. He reveals the financial performance of the state roads in the past decade. He
attributed losses partly to the inefficiency and partly to uncompensated burden of social obligation and constraints in external operating environment.

**Gundam Rajeswari (1998)**\(^{44}\) emphasises public sector performance of State Road Transport Corporation of Andhra Pradesh. He examines both the financial and social performance of Andhra Pradesh State Road Transport Corporation at the state level as well as regional levels. Particularly she deals with the pricing policies of the transport service as being implemented by the corporation. She described in detail the organisational set up of the corporation along with its various features like capital investment and staffing.

**Ramanathan R. (1998)**\(^{45}\) studied growth of Indian passenger transport industry. Accordingly due to heavy population, the importance of the Public Transportation is increases. In the developing country like India people afford the public passenger transport, so passenger transport raises its importance.

**Shriram S. and Sunando Roy (1998)**\(^{46}\) analyzed financial system support to the transport sector in India, especially to the transport infrastructure and there services. They throw a light on the partnership between public and private transport sector, and also talk about the utilization of existing potential in transport sector.

**Reddy RVS (1998)**\(^{47}\) studied the overall growth achieved by the APSRTC with a focus on financing expansion by the corporation. The relative importance of internal and external financing and the role of depreciation as a source of financing have been examined. The study concluded that internal financing continues to be an important source but the continued presence of long term loans is not profitably to the APSRTC.

**Jagadish Gandhi P. (1998)**\(^{48}\) studied the structure, growth and performance of State Transport Undertakings with special reference to Thiruvalluvar Transport Corporation of Tamilnadu. According to him the state road transport undertakings cater the needs of the Indian mass keeping in view
the lifeline of the economy. Moreover, majority of State Transport Undertakings are facing severe financial crisis.

Bandgar P. K. (1999) studied the role of BEST transport in Mumbai. He concluded that the efficiency of a public transport organization is proved by its better operational efficiency indicators, quality of service and lower operating cost. The fleet utilisation of BEST is the highest in India. The life of bus is also higher as compared to other similar organizations. The passengers carried per bus per day are also higher. The fuel performance is better. The financial performance is better than other organisation. It has ability to generate surplus. Fare structure is also just and reasonable. The quality of service is also satisfactory. However, there are complaints about the misconduct of the BEST employees especially bus drivers and conductors. It is possible that the image of the BEST might be tarnished because of some employee’s rude behaviour.

Singh S. K. (2000) focussed new information concerning the technical characteristics of State Road Transport Undertakings (STUs). This study founds the U-shaped average cost curve. In the long-run, both large as well as medium size STUs experienced diseconomies of state. Evidence of higher cost in a non-competitive context, together with decreasing returns to scale. It shows that the division of large size STUs into smaller firms covering different market segments, for which they could compare. It would lead to a higher level of productivity in the industry. As for as relative efficiency is concerned, on an average, smaller STUs appear to be more efficient that their larger counterparts. It seems that there is inverse relationship between ranking based on efficiency measures and size. It is also found that the STUs, which operates with large routes length per bus is most likely to experience a higher level of productivity.

Thomas M. K. (2000) studied public bus transport in India through historical perspectives. According to him the public bus transportation remains common in the beginning of the 21st Century also. He further studied the
historical perspectives of public bus transport in India to compare it with the new millennium.

Patil S. D. (2003)\textsuperscript{52} carried out a study on employees of Maharashtra State Road Transport Corporation (MSRTC) in Sangli district. The present work covered the aspects concerned with the growth and development of State owned transport in the district. Apart from these some of the other relevant factors and aspects such as socio-economic conditions, working conditions and role of employees in MSRTC with reference to Sangli district were covered. It highlights also the present financial situation of the MSRTC and the socio-economic conditions of the employees.

Ravichandran N. and Surya Prasad MVN (2005)\textsuperscript{53} examined reasons related to the declining operating and financial performance of Gujarat State Road Transport Corporation (GSRTC). The contribution of various environmental and governance issues related to the decline productivity of GSRTC are identified. Based on this analysis, a detailed revival plan is proposed, which is consisting of a set of actions to be undertaken by the management. The responsibility of the government, the management and the employees in the implementing the revival plan are briefly discussed. This article concludes with a set of strategic priorities that need to be examined by government in reviving GSRTC and other similar state owned utilities.

This article explained the factors responsible for declining performance of GSRTC, lack of number of buses, poor governance, creation of facilities, social responsibilities, etc. are the factors responsible for declining performance of GSRTC.

Competition Commission of India (2007)\textsuperscript{54} conducted a study with objectives of examines the passenger road transport segment competition policies in interstate and intrastate. A study focused on the seven states. According to the study it was observed that fare of passengers’ transport was fixed by all state government. There was no entry and exit barrier for private
operators and they can obtain permission for the routes other than nationalized route. Rajasthan State Transport Corporation has been cost effective and has adequate contribution of taxes to state exchequer despite being carrying moderate tariffs, West Bengal and Kerala on the other hand shown opposite trend despite levying higher tariffs than Rajasthan. Three indexes are used for the study i.e. Competition Index, Efficiency Index and Consumer Satisfaction Index.

Mane K. H. (2010) focused on the reason for dissatisfaction of passengers and areas of dissatisfaction in service of MSRTC. He found that majority of passengers were not satisfied with hygienic conditions especially in Kalyan and Bhivandi stations. 77 per cent passengers were not satisfied with drinking water facility. 71 per cent passengers were not satisfied with the behaviours of bus drivers and conductors and 63 per cent passengers were not satisfied with the waiting hall and canteen facilities, the maintenance of buses and seating arrangements in buses. He suggested that to appoint sanitation officer to inspect hygienic conditions in bus depots, to use hi-tech information system like computer digital display at important junctions of the bus depots in the local languages and arrange training for improve communication skills of conductors, drivers and bus depots officers and customers relationship management training is also provide.

Bishnoi N. K. and Ms. Sujata (2010) studied the economic profitability and productivity of Haryana State Road Transport Undertaking. They have found that total factor productivity was decreasing since 1988-89 to 2006-07. The productivity of HSRTC has declined during the study period. The paper has attempted to analyse the total factor productivity, total price performance and economic profitability of HSRTC.

Jadhav Chandra and Amar (2010) examine the pricing practices and operations of the Gujarat State Road Transport Corporation. They further studied operational scenario of the GSTRC. The study was concluded that the
corporation need to reorient the policy of functional management with a better marketing oriented rationality in its pricing philosophy.

**V. Vijay and Durga Prasad (2011)** examined the existing amenities provided by APSRTC to passengers. In this paper, passengers’ views and opinions about various facilities provided to them by APSRTC are carefully studied and analysed to reach the actuality. The satisfaction level of the passengers about these amenities is also measure by the researcher. According to the research numbers passengers are not satisfied with the amenities provided by APSRTC to them.

**Kadam B. S. (2012)** studied the personal and work life of the women bus conductors, the source of support and factors that become obstacles for the work life balance of women bus conductors. Accordingly, more than 50 per cent women bus conductors accepted that they were able to balance personal and work life. The researcher stated that work life balance is joint responsibility of employees and employers.

**Gawali S. N. and Waghere Y. M. (2013)** have put forward the importance of the Maharashtra State Road Transport Corporation (MSRTC) in their research. The paper evaluated the various services provided by State Transport to the people. MSRTC also try to provide good service to their passengers. MSRTC provided many types of bus services viz. Ordinary, Parivartan, Asiad, A. C. Bus Service, Sheetal and City Bus Service.

The transport and communication sector in India, has undergone significant changes in the last two decades during this period the development of financial and market performance of MSRTC these issues have received little attention. Therefore in this present study an attempt has been made to study the development of MSRTC after the initiation of economic reforms.

It is seen that, even though there were many studies related to public transportation in India, yet MSRTC have received little research attention.
Although there is a plethora of research concerning public transportation, but performance of MSRTC’s Kolhapur division after economic reforms and reforms in information technology have been untouched.

Some studies have been done at state level but division wise and depot wise study of state transportation received little attention. Also depot wise and division wise trends in different types of expenditure and returns has given less emphasis. Beside depot wise passenger’s satisfaction level have received less research attention. Transport system is an important part of the nation's economy but our country facing different issues related to fuel infrastructure, road infrastructure, and price sensitivity.

Thus, in this present study an attempt has been made to fill these voids and investigate an important aspects and issues related to MSRTC’s Kolhapur division during 1st and 2nd phase of economic reforms in India and revaluation in information technology.

References


