In urban culture, the impact of industrialisation and modern technology are more felt. The very existence of technological society rests on harmonious relations of its people and processes. With the advancement of technology in the industrial field, the "Industrial Relations" became so complicated that it drew the attention of not only the industrialists but also the Government and social activists of the nation. The Industrial Relations System says that human workforce is a unique and indispensable resource in industry. The industry is an social institution functioning within the framework of legal and economic arrangements. A good 'Industrial Relations' is a vehicle for accomplishing goals and objectives of the organisation. Unless harmonious relations between labour and management is established, there can't be lasting peace in industry. So, to create an environment where the occupational groups can have harmonious relations to achieve organisational goal which is the task of industrial relations.

A developing country like India, which has lately shown signs of blooming into an economic power due to the liberalisation policies needs a smooth industrial relations system for harvesting the results of these new economic policies.

Road Transport has a crucial role to play in the economic and social development of a region. It is a basic infrastructure for economic development. It helps not only in the growth of industry, agriculture, trade and commerce, but also helps achieving the socio-economic goals and mobilises the country's resources. The importance of road transport in the context of economic development has been recognised since a long time. Road
transportation is an intermediary sector and links the primary and secondary sector through supply of raw materials. Industries depend upon transport and transport creates new industries.

The Orissa State Road Transport Corporation (OSRTC) started its operation in Orissa, to offer advantages to the public, trade and industry by the development of passenger road transport and provide an efficient and economic system of road communication.

The picture of industrial relations presented in this study would provide an insight to conduct further research on different aspects of human resource management problems in Orissa State Road Transport Corporation and also in other organisations.