PREFACE

Assam State Transport Corporation is the most important road transport service sector public organisation operating in the North Eastern Region. It offers traffic and passengers services not only to the economically backward State of Assam but also to the neighbouring state of the North Eastern Region. It has been operating its services during the days where there was no private or public road passengers transport services in this region. Once it has carried 100 percent passengers in the state but now it has failed to provide adequate transport facilities due to some reasons. About 10 to 20 percent passengers are now using Assam State Transport Corporation's service. The corporation has also suffered heavy losses during the recent years. I, being the student of Commerce & Management cannot remain as spectator. So, there is an inherent motive in my mind to look into the performance of this important public sector service undertaking. As a result of my continuous thinking on the issue, this study of road transport undertaking of Assam is conceded. This is the objectives why I have selected this topic of research study.

I have been visiting almost all the divisions of Assam State Transport Corporation which are located in the different places of the state and some other State Government Transport Corporation to collect the facts during my research study.

I express my debt of gratitude to my research guide Dr. Hem Kanta Baruah, professor, Department of Commerce, Gauhati University,
who has been a source of inspiration to me all through in pursuing this study. His valuable help and guidance is really incalculable. Without his kind guidance and valuable help this piece of work would have been impossible for me to complete.

I will be failing in my duty if I do not acknowledge my deep sense of gratitude to Assam State Transport Corporation and its head office Officers and employees and also various divisions which are located in different places of the state, Inland Water Transport Government of Assam, Directorate of Economics & Statistics, Government of Assam, various State Transport undertaking located in the various places of the Country, North Eastern Council Shillong, Central Institute of Road Transport, Pune, for their whole hearted Co-operation and guidance to my research work.

I have also received valuable help from Mr. H.K. Dutta, Deputy General Manager, Assam State Transport Corporation and Mr. Satram Saikia, Personnel Officer, Assam State Transport Corporation for collecting information and data on different aspects of Assam State Transport Corporation on my research work. I do acknowledge my thanks and gratitude to them.

I express my deep sense of gratitude to Sri A.K. Sen, B.E., V.D.I. (Germany), D.T.T. (Germany), F.I.E. (India), M.I.S.T.E., Principal, Girl's Polytechnic, Guwahati, who has been a source of inspiration to me all through in pursuing this study. My gratitude is also due to Mrs. Basanti Laskar, M.A., AES, Lecturer, Girl's
Polytechnic, Guwahati for her valuable advice and kind help in this regard.

I take pleasure to acknowledge my deep sense of gratitude to Sri Dasarath Das, M.Com., L.L.B., ACS-I, Sri Amarendra Nath Choudhury, M.Com., ICWA (Inter) Asstt. Accounts Officer, Sri Khanindra Misra Bhagawati, M.Com., M.A., lecturer, Dibrugarh Kanoi College, Sri Anil Bora, M.Com., AES, lecturer, Assam Engineering Institute, Guwahati, Mrs. Aparajita Barkakkoti, M.Com., AES, Lecturer, Girl's Polytechnic, Guwahati, Sri Mridul Bargohain, IES, Deputy Director, SISI, Sri Amrit Thakur, M.Com., Preeti Das Nair, B.A., and also many a gentleman in the course of my study.

I am thanking Miss Sabita Devi, B.A., Bisarad in Hindi and Mridul Rajkhowa of Bhaskar Electronic Typing Centre, Guwahati for typing this thesis quickly and correctly.

October 1994

(Parag Kumar Deka)

Guwahati