CHAPTER 6

INDUSTRIAL RELATIONS

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1.2 Concept of discipline

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1.1 Concept of industrial relation:

Industrial relations deal with employment relationship or the relationship between management (employer) and employee. Industrial relations are based on two aspects like, the co-operation between management and employees as well as the conflict between management and employees. This term Industrial relations also touch an area of relationship between employer and trade union. Furthermore government also has a strong role in Industrial relations, because it deals with laws, rules, regulations, policies laid down by the government.

The objective behind maintaining Industrial relations is to develop healthy environment in organization between employer and employee, and to reduce the number of conflicts, to improve co-operation. Maintaining peaceful environment in organization is the core function of Industrial relations. Management and labor cannot work in isolation, they have to come together and with coordination and cooperation they have to work in
organization for attainment of certain goals. So in the study of industrial relation it is necessary to consider some environmental issues like, technology, countries socio economic and political environment, nation’s labor policy, attitude of trade union, work place and employers and impact of new wave of global markets, global supply, demand and economy. Industrial relation is interdisciplinary concept. It is based on social sciences, humanities, behavioral sciences and laws.

There are number of factors effect on industrial relations like, institutional factor, economic factor, social factor, technological factor, psychological factor, political factors, enterprise related factors and global factors.

*Memoria, Ghanekar, “Dynamics of Industrial Relation” P-183

### 1.2 Concept and objectives of Discipline:

For maintaining peace and for avoiding misbehavior and for holding all the parts of organization together it is essential to observe all rules and regulation, Procedures and norm defined by particular organization. Disciplinary measures are constructive for developing communication between management and employees, for developing cooperation among employees, for ensuring equal treatment to all employees in the organization.

Discipline has two notions, Negative Discipline and Positive Discipline Negative Disciple is the traditional approach of discipline, it means if an employee fails to follow rules of organization then definitely he will punished by management. Punishment may like suspension, dismissal, fine etc. so in Negative Discipline employees observe rules out of fear not as a responsibility. It happens because employees doesn’t believe in and doesn’t want to give their support to rules and regulations of the organization. In this type of approach of discipline, employees does not get an opportunity to make participation in decision making process regarding rules, regulations or policies that is why this approach is also called as autocratic approach. Whether negative aspect of discipline make employees to follow norms
strictly but it is outcome of fear about punishment, penalties, demotions or transfer so it not helpful for developing motivation level of employees or for developing good environment in the organization.

But on other hand as awareness of employees is increasing and the importance of industrial relations realized, so approach to discipline is also getting changed. And here positive discipline takes place in modern organizations. Positive Discipline means employees follow rules and procedures with own desire and as a responsibility. Positive Discipline gives stress on communication, effective leadership and achievement of goals. Self Discipline and Control means providing training to employees regarding correcting, molding behavior of themselves and developing knowledge and attitude of them. Here employees willingly follow all the norms of organization and they behave according to standard of behavior. Positive discipline is also known as constructive discipline or self discipline.

Indiscipline or misconduct means when employees are not observing rules, regulations, procedures, standards of performance even after educative, preventive, constructive efforts are taken by management for improving employee’s behavior and performance. And in such cases action taken by management against delinquent employee is called as Disciplinary Action.

Arun Monappa describes in his book, “Industrial Relations” that, Discipline is a tool for developing healthy environment in the organization. Because, expected performance and behavior from employees can be come out through discipline only. Discipline can bind whole organization in accepted order. It is a training which rectifies, modifies strengthens or improves individual behavior. The concept of discipline derived from the relation between manger and worker at work place for observing all formal and informal rules.

P. subba rao in his book “essential of Human resource management and Industrial relations” gives list of causes of indiscipline. She describes that the reasons behind indiscipline behavior of employees. As given below.

- Non placement of the right person on the right job which is suitable for his qualification, experience and training.
Undesirable behavior of senior

After proving the charges on employees she gets punished and this punishment must be according to type and severity of indiscipline act of that employee, because it gives him a lesson for his misbehavior or for his disobediences of norms.

If employees has committed minor kind misbehavior or indiscipline in such case his senior should give oral warning to that employee and if it is necessary to give oral warning more than one time, in such case senior employee can go for oral warning again, for improving behavior of employee but sometimes it may negatively effect on the motivation level and moral of employee. On other side written warning is also used for observation of rules. Written warning is more formal kind of disciplinary action; supervisor or management has to use this type of punishment in case of when employee is not responding to the oral punishment and when he is not changing or developing behavior according to decided standards. Such written warning is also known as pink slip.

Next type of punishment is punitive suspension. In this type of punishment employer actually prevent employee from doing work in the organization and also he can make wages withheld of that employee. In another type of punishment is withholding of Increments take place in the case of delinquent employee. This punishment is more serious type of punishment because in it employer doesn’t give annual incitements in the salary of delinquent employee.

If employee is engage in serious mater then employer can for punishment like demotion. In this case employee gets down on lower level of grade or hierarchy from the grade he was working. In the case of intolerable act of employee and after using other types of punishment also if employee is not changing his behavior in such case employer should take final decision of termination of that employee from his services.

1.3 Process for disciplinary action:

Personnel management has to follow some principles for making disciplinary action more effective, here the first aim of personnel management is to develop motivation and moral of employee and they should give punishment only when charges are get proved, they
have to use discipline as a tool for improvement of employee behavior and his performance, all the decisions regarding discipline must be based on fact, it means innocent employees should not get punished and delinquent employees should not be remain without punishment. Management also needs to give due opportunity to employee for giving his own explanation about the matter and management has to take in consideration this explanation before taking final decision and at the final level whether charges are get proved or not or after finishing punishment that employee should get again equal treatment in the organization from management and from other employees also.

Figure No. 6.1
Process of Disciplinary Action

Issuing Charge Sheet

Consideration of Explanation

Issuing notice of Inquiry

Holding the inquiry

Consideration of inquiry

And its report

Final decision

Follow up
Issuing Charge Sheet

Charge Sheet is a letter issued to worker who has broken the rule or who have not followed procedures of the organization and this letter must include all the charges in clear and unambiguous manner. Wherever it is possible the relevant clause of companies standing order must mentioned in this letter. Forming and drafting of Charge Sheet must be done carefully because further whole process of Disciplinary Action is depend on charges mentioned in Charge Sheet And this letter must consist the period within which that worker has to submit his explanation to the organization.

Consideration of Explanation

After issuing Charge Sheet to worker he has to submit his explanation to the organization and such explanation may be in the form of admitting the charges or in the form of denying the charges and ask for inquiry or in the form of not submitting any explanation or he may ask for more time for giving his explanation. In above all case the management has to consider all explanations and accordingly take action like, if workmen admit charges and if the chargers are not of so serious then management has to take decision accordingly. And if worker has not admit the charges and if worker has not given any kind of explanation then management has to go for proper inquiry and in last case if worker asked for more time then management has to take decision on reasonable ground.

Issuing notice of Inquiry

After considering the explanation submitted by the worker or if worker has not submitted any explanation to management in both cases management has to appoint an inquiry officer or an inquiry committee for further process. The inquiry officer may be employee of the organization or may be form outside of the organization but one care must be taken while taking decision about such officer, he must not be the witness of matter of which charge sheet is issued. And thereafter Inquiry officer has to issue notice of inquiry and in this notice he has to clearly mention date, time, place when delinquent worker has to face inquiry.

Holding the inquiry

In this step actual inquiry take place, Inquiry officer or committee, workmen and management representative have to come face to face and in this meeting worker gets an
opportunity to give explanation and also he can present document or proof or witness for proving that he is not guilty. Actually this inquiry is not for proving innocence of worker but it is for management to prove the charges against worker and worker should not consider as guilty till charges on him are not proved.

**Consideration of inquiry and its report**

After considering all explanation given by workmen and after listing to all witnesses and after considering all submitted proofs or documents, Inquiry officer has to come on some conclusion which should be based on evidence and it must be logical, because further process of disciplinary action will be based on the report submitted by inquiry officer. And in this report inquiry officer has to clearly mention that whether he is accepting or rejecting the chargers against the workmen.

**Final decision**

In this step, Disciplinary authority has to consider the report submitted by inquiry officer and again he has to go for furnishing all evidenced submitted to him and then with considering all aspects of the case Disciplinary authority has to come up to a certain decision about workmen. And this decision has to properly convey to the delinquent by a letter and in this letter it should clearly mentioned that from which date and in what form the decision will become effective.

1.4 Procedure of Disciplinary action and Appeal for the employees of MSRTC:

**Introductory**

Short name: It will be called as “Procedure of Disciplinary action and Appeal for the employees of Maharashtra State Road Transport Corporation”

Starting: These provisions will get implemented on such date which will be decided by Board of directors

5. Execution of procedure about misconduct
A. If continuing job of an employee on his certain post who is blamed for misconduct, is obstructive for inquiry or is harmful for vested interest of corporation then in such cases competent authority can suspend him. According to self decision of competent authority, he can give order to suspended employee to be present once in a day in front of him or in front other officer during the period of suspension. During this tenure that employee will get subsistence allowance as per rule no. 83 of State Transport employee service law. Or will get full salary.

A (1) If action against employee wants to be taken for his act of misconduct, such action is based on the facts and proofs of report, on the basis of which disciplinary action will be taken. If report is based on imaginary things or if it is opinion of report writer, then in such case this imaginary opinion of report writer will not take in consideration.

B A copy of charge sheet should be provided to that employee against whom action is going to be taken for his act of misconduct and a copy of gist letter also should be given to him on the basis of which inquiry is going to get completed, along with the gist letter employee can present statements of witness in inquiry on which he is going to rely, along with post mortem report etc. he can present all document. If accused employee is not able to present these documents, then the causes behind this inability will be noted down.

C. Accused employee should present written defense application within 15 days of getting charge sheet. And he / she should inform that he/ she wants to give explanation personally.

D. Apart from written application presented by accused employee, he will get an opportunity of giving oral statement.

E. If accused employee have a wish to see documents related to his case, then provision made in sub volume (B) consist of gist letter will be provided to him and after that, the documents which are using for proving allegation or which are basis for it, these documents would be shown to him or her by inquiry officer as per his own wish.

F. Accused employee will have permission of exhibiting documents for his/her defense, at any stage of inquiry, from getting answer of show cause notice, but before taking final
decision from competent authority. Inquiry offer / competent authority can accept documents or evidence in any form provided by any party at any stage but before giving final decision.

G. as per volume 5(I), the competent authority / inquiry officer who are inquiring case, without accepting written entering of causes, can have counter inspection/ examination of employee/or witness who is defending him, who wants to work as defending witness for him/her and the proof on which allegation is based, such oral proofs can get noted down.

H. testimony of such witness will get noted down in English or Marathi language. After finishing testimony of witness, it will read again in front of him. If there is need of explaining it, then in what language it is written it will get explained to him. If needed then corrections can be done in it and after that inquiry officer will make signature on it. While reading testimony in front of witness, if witness is denying the correctness of written testimony then instead of making correction in it inquiry officer can write separate note on basis of objection taken by witness in written testimony and can write suggestion if he feels necessary. If testimony is given in English language and if accused employee doesn’t have knowledge of that language then that testimony will be read in the language which he knows and will get explained to him. Accused employee will get copy of statement.

I. accused employee will have right to defend himself, with the help of any clique in such manner he can given explanation,

But regarding employee, accused employee and accused person are appointed at whatever place he can take help of any coworker from same place like depot/ divisional office/ regional office/ central office/ central workshop etc but such coworker will not considered as, he is on duty.

Or

If he is part of trade union, then office bearer of that trade union will have authority to remain present during inquiry. And such worker, other coworker or representative of trade union, will have right to remain present in inquiry of his / her or in the case of these workers as representative as per different cases
J(1). Expenses of witness, who have been called for giving testimony against accused employee, will be bear by government and expenses of witness who are called by accused employee will be bear by accused employee.

But if accused employee proved innocent and if competent authority gave such recommendation then expenses of witness who came on call of accused employee will partially or totally bear by government.

J(2) competent authority or inquiry officer will not accept normally more than three adjournment, more than this adjournment will be accepted only after prior own decision of competent authority or inquiry officer.

K. After finishing whole inquiry, if accused employee wants, then he will get an opportunity of giving oral or written statement, then inquiry officer will give his conclusion regarding the charges and these conclusions will be noted down and punishment gets decided and if against these punishments appeal is placed then while giving show cause notice, competent authority will give a copy of inquiry conclusion to accused employee.

L. With own inference or as per the provision of volume 18 if competent authority had appointed inquiry officer then on the basis of his inference, competent authority will give proper order.

As per the procedure of discipline and appeal, volume 7- A to G, competent authority before giving final order of giving punishment, against which punishment accused employee can give appeal

M. Every order through which punishment is given to State Transport employee, such order will be getting communicated in written form.

6. In following cases no need to follow the procedure mentioned in volume 5 and from it any provision or all provisions can be skip

1) When accused employee is accepting charges and when fact & condition of case is against to cussed employee and no need to have more inquiry then…
2) When cussed employee would prove guilty in criminal court and punishment is based on these facts then ……..

3) If accused employee is absconded or because of any reason if communicating with him is impractical, then …..

4) Competent authority can go for a short process as per the provision of volume 6 A, in following cases
A) When employee caught after doing act of indiscipline or while doing act of indiscipline in that case.
B) If proof of misconduct is present in that case….
C) If misconduct is of serious nature or if it is identifiable and if regular procedure is not necessity in that case……

6. A. Competent authority as prescribed in List C can go for brief procedure regarding the case which comes under volume 6(4) and he can give final decision on the basis of available proofs but after giving charge sheet to concern employee and after giving him opportunity of explaining his side

6.B. without harming provisions of law which is applicable at that time, according to the list A of this procedure, if any employee is found as accused with act of indiscipline, then such employee will liable for punishments as per the seriousness of case and as per volume 7(A) and (B). While giving punishment the seriousness of misconduct and his past history will be considered.
<table>
<thead>
<tr>
<th>Type of misconduct</th>
<th>Punishment</th>
<th>Appeal can be done or not</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. minor mistakes</td>
<td>To admonish</td>
<td>Can’t go for Appeal</td>
</tr>
<tr>
<td></td>
<td>To put a blame</td>
<td>Can’t go for Appeal</td>
</tr>
<tr>
<td></td>
<td>As per the provision of Compensation act 1936, to give penalty up to 3%</td>
<td>If amount is not more than Rs.50 then, Can’t go for Appeal (but whenever compensation limits will get increased in Compensation Act then according to the provisions Act of that time, if amount more than 3% then employee can go for appeal)</td>
</tr>
<tr>
<td>If corporation has loss because of carelessness or disobedience of orders, and if for total or partial reparation of monitory loss of corporation, an amount not more than 1/10 of salary of concern employee want to collect then…</td>
<td>Cannot go for Appeal</td>
<td></td>
</tr>
<tr>
<td>Act of Misconduct</td>
<td>A. If corporation has loss because of carelessness or disobedience of orders, and if for total or partial reparation of</td>
<td>Can go for appeal</td>
</tr>
</tbody>
</table>
Table No. 6.1 gives information about types of misconduct or about wrong behavior, then for this misconduct what punishment is decided by MSRTC and then further to this if an employee wants to go for appeal then can he go for appeal or not.

1. Appeal - as per the provisions given below to this procedure, against whom the action is taken and to whom punishment is given, so as per volume 7, such person will have right to go for appeal towards prescribed authority as per given in schedule “C”
But in the punishment of dismissal, to release from corporation service, demotion, giving less salary than current pay, stopping salary increment for particular duration etc. so in the cases where these punishments are not included, second appeal would not take place.

2. Appellate authority can ask for inquiry documents by himself and within one year of decision he can make inspection again, if he feels that is needed and punishment given by competent authority, he can keep aside. And as per the case he can increase or decrease punishment and even instead of that he can give his own order or he can continue the order given by competent authority. But if there is increase in the punishment given by competent authority then show Cause notice will be given to accused employee.

3. Following thing will take in consideration if appeal given against the order of any punishment, which is mentioned in volume 7.
   A. whether the facts are proved or not on which orders are based?
   B. For taking action whether strong reasons are there or not, which are based on proved facts?
   C. whether punishment is unnecessary, is it more, is it sufficient or not? And after considering all these things he will give orders which he will feel proper.

4. That authority, as per whose order appeal is placed which is according to the provisions of this procedure, will follow any order given by appealed authority as per this procedure.

5. Every employee/ ex employee who is giving appeal against punishment as per the provisions of this procedure will do it with his own name.

6. The appeal given against punishment, which is as per the provisions of this procedure will consist of only the important statements and contentions given by appealing party. Its language will not of disrespect or improper and it will be in full form (sentences). Ant such appeal will get presented by an officer under whom appealing person is working or was working, through that officer and or through that authority on whose order appeal is placed.

7. As per this provision, authority to whom appeal can be given that authority will take his own decision and whether inquiry officer and competent authority had followed prescribed procedure or not and after conforming things like if there is possibility of affliction to the decision of competent authority is there such illegal anything
happening or not? Then he will order on appeal as he feels what is proper. If appealed authority has feeling that such illegal has happened then for rectifying such illegal things he can give order to competent authority to preset present case to appealed authority.

8. From the date of receiving appeal, the decision will be communicated to employee/Ex employee within three months in the case of first appeal, and within three months in the case of second appeal.

9. if any appeal is
   A. Is not following provision of volume 13 of this procedure
   B. If appeal is not place within three months of the date of communication of that order, against which appeal is given and any proper reason is also not given for being late.
   C. If there is repetition of any appeal and if appeal is given to same authority who has given the decision of that appeal and if any new fact or situation is not presented on the basis of which rethinking on the case would be done.
   D. As per this provision, if appeal is given to such authority to whom appeal could not be given.....

10. Then such appeal will not get accepted.

11. According to volume 13 and 15, in the cases where appeals are not accepted, such non acceptance of cases must get communicated with the reason of it.

12. If any competent appellate authority has rejected an appeal then appeal will not take place against it.

13. As a general rule, appointment authority or higher authority than him is competent for giving punishment to

14. For taking action against employee’s act of misconduct of various class there is a provision that authority mentioned in schedule “C” is appointed without harming capacity of appointment authority or right of authority who is of higher level to appointment authority for taking action related to minor mistakes or act of misconduct and they are appointed as competent authority under volume 18, for giving punishment as competent authority. If there is no similarity between opinion of competent authority, who are shown in volume 18 and prescribed in volume 19 or if there is any difference in the opinion then the decision of v. chairman and administrative manger will be considered as decision of competent authority without
harming the right of appealing to prescribed appellate authority or right of re-
verification.

15. Appeal authority

Appeal authority is appointed as per schedule “C” for hearing of appeal and for re-
observation of case. Any officer higher than prescribed appeal authority will right of
asking to show document of any case or re-observation of decision or hearing of
appeal and authority whose decision he has verified and who had given punishment,
he can make increase or decrees in the punishment.

16. If decision is taken by authority higher than competent authority who can give
punishment or by appellate authority then in such case appeal can be given to
immediate higher authority prescribed in schedule “C” of this procedure.

17. As per prescribed in the scheduled “C”, special Hon. Chairman, MSRTC corporation,

Table No.6.2

General ways of Money Defalcate done by conductor

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particular</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Collecting money from passengers in the form of traveling fare but not issuing tickets till ending whole journey.</td>
</tr>
<tr>
<td>2</td>
<td>Collecting full amount of traveling fare from passengers but issuing ticket of less amount</td>
</tr>
<tr>
<td>3</td>
<td>If conductor himself doesn’t have change for giving to passenger then not writing this amount of change on the back side of ticket</td>
</tr>
<tr>
<td>4</td>
<td>Issuing wrongly perforated (whole) tickets</td>
</tr>
<tr>
<td>5</td>
<td>Not making whole on ticket or making a slight or unclear whole on ticket or collecting back such issued tickets from passengers and reissuing such used ticket.</td>
</tr>
<tr>
<td>6</td>
<td>Not depositing whole change (money) to cashier which is received from passengers</td>
</tr>
<tr>
<td>7</td>
<td>Issuing less amount ticket for more weighted luggage to passenger.</td>
</tr>
<tr>
<td>8</td>
<td>Stealing tickets from other conductor’s tray and selling it.</td>
</tr>
<tr>
<td>9</td>
<td>Not issuing tickets to kids</td>
</tr>
<tr>
<td>10</td>
<td>Illegally printing tickets and issuing it to passengers.</td>
</tr>
</tbody>
</table>
Table No. 6.2 is giving information about general ways of Money Defalcate done by conductor. These are the ways through which conductors tries to get money in wrong manner.

1.5 **Summary of circulars regarding disciplinary action process in MSRTC:**

Circular of management provides revised discipline and appeal procedure has been implemented in the corporation for taking proper action against wrong behavior of employees and also for giving punishment to acts of indiscipline. So in volume 7(2) it is prescribed that what punishments should be given to what type of behavior, it is given under schedule “A” to “G”. And specially in schedule “A” clause 4, 7 “A” to “J”, 12(A) and (B), 34, 39, 42, 57, 58 and 59, it is clearly mentioned that for the act of misconduct the punishment will be to make free from the services of corporation or to dismiss from the services of corporation. But while giving these punishments of making free from the services of corporation or dismissing from the services of corporation, competent authority must make it sure that charges on accused employee had proved on the basis of available proofs and whether notices given by administration had followed accurately or not.

Whether it is assumed that the action should be taken as per above given process but in volume 5A (1) it is mentioned that competent authority must take in consideration the facts mentioned in the report on the act of misconduct and disciplinary action should be taken if proofs are present for taking action. If report is based on imaginary thing or if it is just opinion of report writer then such opinion of report writer which is based on imaginary thing should not take in consideration.

Regarding this thing, corporation observed that, in many cases schedule “A” 12 (B) is mentioned while giving charge sheet. Schedule “A”12 is about ‘To make fraud, disloyalty, embezzlement regarding corporation’s work or asset’. And after issuing charge sheet later on inquiry get finished and it get mentioned that above clause 12(b) has been proved, but in reality as mentioned in discipline and appeal procedure the punishment for above charges is dismissal or to make free from the service of corporation this punishment is not given in such above mentioned cases. And instead of that competent authority gives mild kind of punishment and they are not following the notices given in the circular, this is a very serious matter.
Following notices are given through this circular regarding this issue of disciplinary action process in MSRTC

1. If disciplinary action needs to take against employee, then such action will be taken only after observing facts presented in the report on that time and disciplinary action should be taken when sufficient proofs are presented along with report. If report is based on imaginary things or it is just opinion of report writer then such report which is based on imaginary things should not take in consideration.

2. Schedule “A”12(B) this clause would be considered in charge sheet only when, actual facts and proofs are presented in the report and when with careful observation and sufficient proofs it is presented in the report that theft, fraud, disloyalty, embezzlement was actually happened. This clause should not use with the feeling of revenge. If it is observed that this clause has been used deliberately then punishment giving competent authority will be responsible for that.

3. After finishing whole inquiry when clause 12(B) get proved in the case the only the punishment of dismissal or to make free from the services should be given according to the Discipline and appeal procedure otherwise such punishment

4. Report writer must prepare the report on the basis of actual true situations and this report he has to submit to competent authority along with sufficient documents of situational proofs. The report should not present only with the feelings of revenge or on the basis of self imagination and for giving punishment to the employee. Report must be sent within one month of event happened for further action. But it is observed that many reports get send in the duration of one year or more than this duration for further action or for one case multiple supplement report get presented, which is not a good thing. Instead of that at the same time a fully prepared report should be presented to competent authority. It is identified that with the feelings of revenge, deliberately a false report has been submitted then discipline and appeal procedure should take place against such report writer.

5. It is also observed that, a report against employees/ officer get send in hurry for taking action regarding their old offence who are going to get retired after a month or just eight days before of their retirement, and because of time limit it would not
possible to have departmental inquiry and to take final decision. That is why hence forward if in this manner if submission of report will be late then action will be taken against concern people.

6. It is also seen that while presenting inquiry report, the charges on accused employee which proved partially get noted down by the inquiry officer. Because of which ambiguity would be developed regarding the responsibility and creates confusion in competent authority while giving punishment. So the charges are totally proved or not it should be clearly mentioned otherwise action will be taken against inquiry officer.

7. It has been identified that the inquiry officer presents one sided report without verifying the proofs presented by the report presenter regarding the offence cases. Instead of that, inquiry officer should study quality of facts and proofs related to the case and then along with conclusion he should submit the report.

8. In this way this circular focus on the all important aspects of implementation of disciplinary action procedure and at the end it is mentioned that, Concerned employees must note it down that, if instead of following above notices they took action illegally and through wrong way with spite and deliberately then strict action will be taken against them.

9. Next aspect of disciplinary action process get revealed through a confidential communication between corporation and Aurangabad Division dated on 5-Nov-2003, circular number 5459. In this circular it is said that corporation has a observation that, while dismissing employee it is must to consider the seriousness of case and the provisions mentioned in the discipline and appeal procedure while taking action for offence of employee, but instead of doing this it is seen that while dismissing employee these guiding principles are not get followed.

Circular issued
Date-5-Nov-2003

1. Such proposition should present before finishing the duration of suspension

2. On the basis of which suspension was given that report, charge sheet, previous offence noting register should be attached

3. If charge sheet is not issued the within 90 days, clarification must be given that why charge sheet is not issued? And for issuing it what efforts has been taken?
4. The explanation should be given about, why disciplinary action on concerned accused employee had not completed before finishing duration of suspension?

5. Why extension of suspension is necessary? Its proper and sufficient justification should be given.

6. Its certificate should be submitted that, while suspending employee all current provisions regarding this has followed.

1.6 Revised Procedure of Discipline and Appeal of MSRTC:

Schedule “A”

An Act of Misconduct

1. To go out of main office without prior permission.

2. To use vehicles of corporation unofficially.

3. To drive vehicles of corporation without admissible and compulsory license or without written permission.

4. To develop collusion with a person or with some people to deprive corporation from getting legal income.

5. To misuse the assets of corporation.

6. To misplace printed tickets / tenure tickets / luggage tickets / XYZ, to use money worthy documents and to misplace money collected by himself.

7.

A. To make fault in issuing ticket without fair reason and though it to give latitude to travel without ticket. (If a boy’s age is less than 05 years then this matter will be accepted for fair reason.)

B. To make fault in the inquiry while giving information about conductor who allowed traveling without ticket or not issuing ticket.

C. Not issuing tickets to passengers after taking traveling charges

D. To make delay in issuing tickets to passengers as per decided reasonable period of time.

E. To sale used ticket or to give it to passenger again.

F. Act of misconduct done by any driver, conductor or other employees, to make fault in search of such misconduct or to make fault in providing information about it to inquiry officer.
G. To issue less priced tickets to passengers than the actual distance and actual price of the ticket.
H. To make fault in maintaining records in proper manner as prescribed by management.
I. To sell tickets unofficially.
J. To give less priced ticket to passenger than the amount collected from her.

8. To make fault in controlling and supervising the junior staff which effects negatively on the efficiency of the corporation.
9. To make disobedience personally or collectively in following legal and pertinent orders given by senior officer.
10. Indiscipline.
11. To do earnest loss of corporation or inconvenience of mass or casual behavior comes out from these two things.
12. A. Theft
B. To make fraud, disloyalty, embezzlement regarding corporation’s work or asset.
13. To attack on any persona in the premise of corporation or in the vehicle.
14. To disobey the law operative at that time and to provoke others to stop the work.
15. To make intentional loss in the work of corporation or vehicle or other asset because of negligence or laziness and or to make fault in preventing such damage or loss from such damage.
16. To stop the work by violating the law which has applied at that time.
17. To do act of sabotage or to try to do sabotage.
18. To do act which is result of moral deterioration.
19. To disclose unofficially the official information, documents or the information received while working.
20. To have excessive habits, that negatively effect on efficiency or work.
21. To take or to give bribe or illegal rewards or cash or things for giving favor or for doing any work related to proceedings of corporation or for not doing it.
22. To violate any administrative order.
23. To collect money unofficially in the premises of corporation or try to collect money by any means or to call assembly or to exhibit any handbill or pamphlet.
24. A. if corporation has not relaxed restrictions related to concerned employee then, individually or collectively, directly or indirectly, to accept any employment, private business/ trade, contract or accepting profession, starting it or to continued to and to accept
regular full time or part time job other than the accepted occasional or temporary and part time work permitted by competent authority.

B. to make use of the post as working in corporation for helping any business or project.

25. According to clause 48A of State Road Transport’s service, at the of joining if rebate is not given, then to make fault in breaching relation totally with any private trade, contract or business.

26. to do riotous and undisciplined behavior or to dread or to convert disciplined or proper behavior to destructive act

27. To invite assembly in the premises, vehicle or other asset of corporation without permission of competent authority in spite of any established deconstructive intention.

28. To behave in arrogant, insolent, indecent manner with any employee, passenger or on duty.

29. A. To make fault in providing relevant and whole information about himself or about offence done by any other person to whom he knows or about anything regarding corporation or about his/her history or record.
   B. To secure job in corporation through fake application or by hiding information about service or information about continuing service

30. To become adjudicate because of insolvency.

31. To develop habit of borrowing loan or become insolvent constantly which would possibly effect on work or efficiency.

32. To find more than 100 Rs. With driver without having proper explanation about it or to find small cash with driver many times.

33. To make allegation against corporation, chairman or officer or employee or corporation, whether he knows he is lying.

34. to actively participate in politics or political demonstration or to stand in election of cantonment board or town council, district board, Zill parishad

35. Irregularity in being present, to remain absent without application and proper reason and remain absent without prior permission

36. Without taking prior permission of corporation, The male employee of corporation get married whether his first wife is alive or female employee get married whether her first is alive

37. To make fault in remaining present at work without proper reason, whether his leave has refused and he has ordered to be present on duty.
38. To make misuse of concession or facilities provided for employees from corporation or / and to allow to make such misuse of concession or facility or to ignore it.
39. To drive vehicle in high speed by driver.
40. To take more passengers by driver, conductor or servant.
41. To criticize policies of corporation or its act in public through newspaper or by other means or to go to newspaper for putting grievances about procedures of corporation or administration.
42. To catch employee as in the condition of he has taken wine, alcohol or drugs on duty and or other than duty hours in the premises or vehicle of corporation.
43. see
44. A. To not obey proper orders intentionally given by senior about procedures of Corporation.
   B. To slow down the work intentionally or to make delay in it or to leave the work or to impel for that.
45. To make fault in following notices about safety or to interfere in safety tools or equipments.
46. To sleep on duty or to linger or leave work place.
47. To refuse to accept charge sheet, order or any other communication.
48. To make mendacity in papers, office or assets of corporation, to make changes unofficially or to destroy it.
49. To do financial transactions with client, consumer or person related or concern with corporation or to accept gifts from any of them without authorized by corporation.
50. To make misuse of identity of corporation for personal intentions or work or to do selfish use.
51. to give protection to any criminal or to try to give protection or to give protection to employee who have done misconduct or a person who is helping to someone who is hiding his crime and / or to make fault in giving information to senior about illegal, immoral or indecent act which is happening or which happened in the presence of any employee or by any one.
52. To keep dangerous weapon on duty.
53. To allow to travel in drivers cabin.
54. To travel unofficially by ST employees or dependents, according to any agreement and its free passes. See again
55. To stop bus by driver or conductor at unauthorized stop.
56. To allow to carry traveling luggage or non traveling luggage without collecting proper charges.

57. To stop ST bus on the way because of finishing the dize.

58. To maintain relations with illegal passenger transportation organization or maintain direct or indirect relations with or to work for parallel transportation organization

59. To promote illegal transport, to help illegal transport, to provide own vehicle for that purpose or work on such vehicle.

60. To do any of following act of sexual harassment with woman at work place
   a. Physical relation or sex
   b. To ask for sexual pleasure
   c. Comment on sexual lust
   d. Description about any kind of sex, showing sex, showing pornography.
   e. Any physical, oral or symbolic indecent behavior.

1.7 Minor Mistakes and offences (Prescribed by MSRTC):

Schedule “B”

1. Any behavior exhibiting lack of politeness.
2. Small act of indiscipline or disrespectful behavior towards senior.
3. On duty not using/wearing uniform or using it in wrong manner.
4. Being negligent while fulfilling responsibility or exhibiting carelessness.
5. To give nuisance in premises or vehicles of corporation.
6. Wasting time or in duty hours lingering.
7. To make delay in finishing task.
8. Irregular present or lack of timeliness in being present.
9. Remaining absent without permission for more than seven days.
10. Personal cases of not following notices given by government or circulars.
12. To found more than 100/- Rs. With conductor.
13. Without permission and without proper reason being remain absent from work place, when actually he should come on work place for whole day work.

1. Smoking in premises of corporation or ST buses or while driving department’s
vehicle.
2. For gamble, playing cards or gambling on duty in the premises of corporation
3. Without permission of senior allowing anybody to come in premises of corporation or regarding it behaving in inappropriate manner by violating government orders.
4. To sale any product or anything without permission in the premises of corporation or doing publicity for any kind of sale.

Table No.6.3
Category of employee, competent authority, first appealing authority Second Appealing authority

<table>
<thead>
<tr>
<th>Category</th>
<th>Competent Authority</th>
<th>First Appealing authority</th>
<th>Second Appealing authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class one</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Class one officer and Head of Department</td>
<td>Vice-chairman and Administrative Director</td>
<td>Special appeal authority/Committee</td>
<td>-</td>
</tr>
<tr>
<td>Class two</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Class two (senior)</td>
<td>Head of Department</td>
<td>Vice Chairmen and Administrative Director</td>
<td>Special appeal authority/Committee</td>
</tr>
<tr>
<td>2) Class two (junior)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Central office</td>
<td>Head of Central office, not less than Administrative(manager)</td>
<td>Vice Chairmen and Administrative Director</td>
<td>Special appeal authority/committee</td>
</tr>
<tr>
<td>2. Central division</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Regional office and Division</td>
<td>Regional Administrator(Manager)</td>
<td>Vice Chairmen and Administrative Director</td>
<td>Special appeal authority/Committee</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------</td>
<td>---------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>Security Department Officer</td>
<td>Chief Security and vigilance Officer</td>
<td>Vice Chairmen and Administrative Director</td>
<td>Special appeal authority/Committee</td>
</tr>
</tbody>
</table>

**Class three**

<table>
<thead>
<tr>
<th>A. State category employee 1. Central Office and Central workshop</th>
<th>A. Head of Department whose grade is not less than Class one</th>
<th>Vice Chairmen and Administrative Director</th>
<th>Special appeal committee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B. Vice chief Administrator (Manager) of employee staff and employee who are not included in above A category</td>
<td>Vice Chairmen and Administrative Director</td>
<td>Special appeal Committee</td>
</tr>
<tr>
<td>2. In central division</td>
<td>Divisional Head whose grade is not less than class one officer</td>
<td>Concern Head of Department</td>
<td>Special appeal Committee</td>
</tr>
<tr>
<td>3. In the Division</td>
<td>Divisional Head</td>
<td>Regional Administrator (Manger)</td>
<td>Special appeal Committee</td>
</tr>
<tr>
<td>4. In Architecture Engineering division and Architecture</td>
<td>Head of Architecture Engineering whose grade is not less than</td>
<td>Regional Administrator (Manger)</td>
<td>Special appeal Committee</td>
</tr>
<tr>
<td>Engineering Sub Division</td>
<td>class one officer</td>
<td>5. Regional office</td>
<td>Deputy division head who is not less than class two grade under whom staff is working and in other cases Regional section controller (senior)</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------</td>
<td>------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>6. Store department at Kurla</td>
<td>Division store controller</td>
<td>Departmental Head (cercen)</td>
<td>Special appeal Committee</td>
</tr>
<tr>
<td>7. security workforce appointed at any place in state</td>
<td>Chief security and vigilance officer</td>
<td>Vice chairmen (vice president) and Administrative director</td>
<td>Special appeal Committee</td>
</tr>
</tbody>
</table>

<p>| B. 1. In central office and Central store | Branch head, (junior) not less than class two grade under whom employees are working | Department head/Branch head, not less than class one grade | Second appeal Committee |
| 2. In central division | Deputy division/workshop branch (shop) head(Junior), not less than second class, under who employees are working | Divisional head, not less than class one officer category | Second appeal Committee |
| 3. Store department at Kurla (including printing press) | Branch head, not less than class two (Junior) grade, under who employees are working | Branch Head not less than class one grade | Second appeal Committee |
| 4. Construction | Deputy division Head, | Branch Head | Second appeal |</p>
<table>
<thead>
<tr>
<th>Engineering division and</th>
<th>class two (junior) not less than this grade, under whom employees are working</th>
<th>not less than class one grade</th>
<th>Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Regional office</td>
<td>Deputy division Head, class two (junior) not less than this grade, under whom employees are working</td>
<td>Regional Administrator (Manager)</td>
<td>Second appeal Committee</td>
</tr>
<tr>
<td>1. In division A. Divisional workshop</td>
<td>Workshop Head, class two (junior) not less than this grade, under whom employees are working</td>
<td>Unit head</td>
<td>Second appeal Committee</td>
</tr>
<tr>
<td>B. Divisional Office</td>
<td>Sub branch Head, class two (junior) not less than this grade, under whom employees are working</td>
<td>Unit head</td>
<td>Second appeal Committee</td>
</tr>
<tr>
<td>C. Depots- except driver who is involved in the case of big and fatal accident, all cases Act of indiscipline took place at Depot/bus station or in its premises</td>
<td>At Depot or Sub-Depot Manager in charge, but Depot Manager, class two (junior) less than this grade, in the case of machine engineering employee, Machine Engineer (driving)/machine Engineer and in the case of other employees, divisional traffic officer, under acceptance of these officers</td>
<td>Unit head</td>
<td>Second appeal Committee</td>
</tr>
<tr>
<td>D. all the cases which are not coming under</td>
<td>Other cases except driver who is involved in</td>
<td>Unit head</td>
<td>Second appeal Committee</td>
</tr>
<tr>
<td>Case Description</td>
<td>Authority</td>
<td>Committee Name</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>----------------------------------</td>
<td>-------------------------------------</td>
<td></td>
</tr>
<tr>
<td>the power of Depot Manager</td>
<td>the case of big and fatal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>accident, Divisional traffic supervisor (crime)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. driver who is involved in the case of big and fatal accident</td>
<td>Divisional Traffic Officer</td>
<td>Unit head</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second appeal Committee</td>
<td></td>
</tr>
<tr>
<td>7. In Sub Divisions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Division Head Office including Divisional workshop</td>
<td>Head of Sub Division/Head of Workshop branch, Class two (Junior) not less than this grade</td>
<td>Unit head</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second appeal Committee</td>
<td></td>
</tr>
<tr>
<td>B. Depots- except driver who is involved in the case of big and fatal accident, all cases Act of indiscipline took place at Depot/bus station or in its premises</td>
<td>At Depot or Sub-Depot Manager in charge, but Depot Manager, class two(junior) less than this grade, in the case of machine engineering employee, Machine Engineer (driving)/machine Engineer and in the case of other employees, divisional traffic officer, under acceptance of these officers</td>
<td>Unit head</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second appeal Committee</td>
<td></td>
</tr>
<tr>
<td>C. all the cases which are not coming under the power of Depot Manager</td>
<td>Other cases except driver who is involved in the case of big and fatal accident, Divisional traffic supervisor (crime)</td>
<td>Unit head</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second appeal Committee</td>
<td></td>
</tr>
<tr>
<td>D. driver who is involved in the case of big and fatal accident</td>
<td>Divisional Traffic Officer</td>
<td>Unit head</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Second appeal Committee</td>
<td></td>
</tr>
</tbody>
</table>
8. At Architecture Engineering division (Chief Engineer, including sub-division)  
Sub branch Head, class two (junior) not less than this grade, under whom employees are working  
Regional Administrator (Manager)  
Second appeal Committee

9. Security workforce  
A. Central Office  
Deputy Chief Security and Vigilance Officer  
Chief Security and Vigilance Officer  
Second appeal Committee

B. Regional Office  
Senior Security and Vigilance Officer  
Chief Security and Vigilance Officer  
Second appeal Committee

C. Central Unit, Division, Depot  
Security and Vigilance Officer  
Chief Security and Vigilance Officer  
Second appeal Committee

Class Four

A. Employees other than Security workforce  
As per Class three (B)  
As per Class three (B)  
As per Class three (B)

Security workforce  
Sub branch Head, class two (junior) not less than this grade, under whom employees are working  
Chief Security and Vigilance Officer  
Second appeal Committee

Source – MSRTC official circular

Table No. 6.3 explains that according to the category of employee to whom that employee can appeal who is competent authority for him and who is first appealing authority and Second Appealing authority for him.
Mr. ------------------------, who is working at ----------------------, in corporation’s office/ workshop/ depot as -------------------------------

Who is appointed at ---------------- in corporation’s office/ workshop/Depot as ------- -------, that Mr. ----------------------has aggravated under Act of misconduct /Minor mistake

1. On the date ------------------or near about that period, at ---------------------------, on the time of -------------------------- you were --------------------------- (Mention in detail charges) -------------------------------

2. On the date ------------------or near about that period, at ---------------------------, on the time of -------------------------- you were --------------------------- (Mention in detail charges) -------------------------------

Because of your above mentioned act of misconduct / minor mistakes, below mentioned charges are putting on you

1. 
2. 
3. 

You are informed that communicate in written whether you want to be present and explain your side or whether you want to present any witness for your defense

In above mention period if your written application is not received then the decision will be one sided.

Above mentioned charge/s is/are based on following given letter.

<table>
<thead>
<tr>
<th>No.ST/</th>
<th>Inquiry officer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mumbai, Date</td>
</tr>
<tr>
<td></td>
<td>Competent Authority</td>
</tr>
</tbody>
</table>

Source- MSRTC official circular
Figure no. 6.3
Charge Sheet in the short procedure case

Mr.  ---------------------------------------------------------------
MSRTC, is

For following crime, charge/s is/are putting on you

1. You were on the date ------------------------ or during that time --------------
   (Here mention actual charge/s)

2. You were on the date ------------------------ or during that time --------------
   (Here mention actual charge/s)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you accept above mentioned charge/s?</td>
<td></td>
</tr>
<tr>
<td>Do you want to communicate about it?</td>
<td></td>
</tr>
</tbody>
</table>

Signature of Aggravated person

Competent Authority

Source- MSRTC official circular
Table No.6.4
Case Detected by Line Checking Squads in Aurangabad Region
(Year wise)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fare collected but ticket not issued</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>304</td>
<td>297</td>
</tr>
<tr>
<td>2</td>
<td>Fare not collected</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1008</td>
<td>939</td>
</tr>
<tr>
<td>3</td>
<td>Reissue of tickets</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>132</td>
<td>166</td>
</tr>
<tr>
<td>4</td>
<td>Shortage of cash</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1263</td>
<td>946</td>
</tr>
<tr>
<td>5</td>
<td>Excess of cash</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>546</td>
<td>528</td>
</tr>
<tr>
<td>6</td>
<td>Other cases</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1717</td>
<td>1955</td>
</tr>
<tr>
<td>7</td>
<td>Total cases</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4970</td>
<td>4831</td>
</tr>
<tr>
<td>8</td>
<td>Fare recovered(Rs.)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>89393</td>
<td>166092</td>
</tr>
<tr>
<td>9</td>
<td>Fine recovered(Rs.)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>61658</td>
<td>84586</td>
</tr>
<tr>
<td></td>
<td><strong>Total= fare + fine recovered(Rs.)</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td><strong>151051</strong></td>
<td><strong>250678</strong></td>
</tr>
</tbody>
</table>

Source – Administration reports of MSRTC
(NA- Not available )

Table No.6.5
Case Detected by Line Checking Squads in Aurangabad Region
(Year wise)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fare collected but ticket not issued</td>
<td>317</td>
<td>358</td>
<td>294</td>
<td>348</td>
<td>341</td>
</tr>
<tr>
<td>2</td>
<td>Fare not collected</td>
<td>975</td>
<td>1221</td>
<td>1223</td>
<td>1536</td>
<td>1501</td>
</tr>
<tr>
<td>3</td>
<td>Reissue of ticket</td>
<td>123</td>
<td>112</td>
<td>74</td>
<td>90</td>
<td>47</td>
</tr>
<tr>
<td>4</td>
<td>Shortage of cash</td>
<td>1013</td>
<td>1312</td>
<td>1077</td>
<td>1016</td>
<td>988</td>
</tr>
<tr>
<td>5</td>
<td>Excess of cash</td>
<td>596</td>
<td>684</td>
<td>591</td>
<td>544</td>
<td>527</td>
</tr>
<tr>
<td></td>
<td>Other cases</td>
<td>2001-02</td>
<td>2002-03</td>
<td>2003-04</td>
<td>2004-05</td>
<td>2005-06</td>
</tr>
<tr>
<td>---</td>
<td>-------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>1763</td>
<td>1732</td>
<td>1775</td>
<td>2250</td>
<td>2787</td>
</tr>
<tr>
<td>7</td>
<td><strong>Total cases</strong></td>
<td><strong>4787</strong></td>
<td><strong>5419</strong></td>
<td><strong>5034</strong></td>
<td><strong>5784</strong></td>
<td><strong>6191</strong></td>
</tr>
<tr>
<td>8</td>
<td>Fare recovered(Rs.)</td>
<td>105268</td>
<td>108444</td>
<td>121203</td>
<td>172668</td>
<td>181554</td>
</tr>
<tr>
<td>9</td>
<td>Fine recovered(Rs.)</td>
<td>118830</td>
<td>139690</td>
<td>154261</td>
<td>170760</td>
<td>163370</td>
</tr>
<tr>
<td></td>
<td><strong>Total= fare + fine recovered(Rs.)</strong></td>
<td><strong>224098</strong></td>
<td><strong>248134</strong></td>
<td><strong>275464</strong></td>
<td><strong>343428</strong></td>
<td><strong>344924</strong></td>
</tr>
</tbody>
</table>

Source – Administration reports of MSRTC

Table No. 6.4 and 6.5 make it clear that number of few types of cases are increasing year by year like cases about “fare collected but ticket not issued” are increasing but on the other hand number of case about reissue of tickets, excess of cash etc. is decreasing.

**Table No.6.6**

Various cases detected in MSRTC

(Rs. In Lakhs)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ticket less travel by ST Passenger</td>
<td>N O C</td>
<td>2532</td>
<td>1940</td>
<td>1292</td>
<td>1088</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A I(Rs)</td>
<td>1.82</td>
<td>1.49</td>
<td>0.85</td>
<td>0.70</td>
</tr>
<tr>
<td></td>
<td>Ticket less travel by ST Staff</td>
<td>N O C</td>
<td>26</td>
<td>28</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A I(Rs)</td>
<td>0.04</td>
<td>0.06</td>
<td>0.02</td>
<td>0.01</td>
</tr>
<tr>
<td></td>
<td>Improper issue of tickets to passengers</td>
<td>N O C</td>
<td>137</td>
<td>86</td>
<td>192</td>
<td>97</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A I(Rs)</td>
<td>0.15</td>
<td>0.27</td>
<td>0.20</td>
<td>0.07</td>
</tr>
<tr>
<td></td>
<td>Excess passengers in casual contract buses</td>
<td>N O C</td>
<td>228</td>
<td>39</td>
<td>140</td>
<td>147</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A I(Rs)</td>
<td>2.89</td>
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<td>2007-08</td>
<td>2008-09</td>
<td>2009-10</td>
<td>2010-11</td>
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<tr>
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<td>A I(Rs)</td>
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<th>Luggage</th>
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<th>2029</th>
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Source – Administration reports of MSRTC

(NOC- Number of Cases AI- Amount Involved) Continue………

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<tr>
<th>Year</th>
<th>2006-07</th>
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<th>2008-09</th>
<th>2009-10</th>
<th>2010-11</th>
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<tbody>
<tr>
<td>Ticket less travel by ST Passenger</td>
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<td>1021</td>
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<td>Ticket less travel by ST Staff</td>
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<td>Improper issue of tickets to passengers</td>
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<td>Excess passengers in casual contract buses</td>
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</tbody>
</table>

Source – Administration reports of MSRTC
(NOC- Number of Cases
AI- Amount Involved)

Table No. 6.6 gives details about number of cases detected and actual amount involved in this. It also observed that number cases for all category decreased from 2001 to 2011

1.8 Conclusion of the chapter:

Disciplinary action process gives direction to the decision making process regarding misconduct of the employee in the organization. Disciplinary action process notifies diverse aspects of expected and not expected behavior of employee in the organization. Such process helps to management for taking disciplinary action against guilty employee as well as this process protects innocent employee.

MSRTC has well prepared disciplinary action process, it lucidly mentioned all procedures for maintaining and developing discipline in all regions, divisions, depots and workshops. MSRTC has created code of conduct for all employees and defined in detail the
processes of it. This code of conduct is called as procedure of disciplinary action and appeal for the employees of Maharashtra State Road Transport Corporation.

As per seriousness of misconduct of employee he punished by MSRTC, here corporation gives details about serious kind of misbehavior and minor kind of misbehavior in two different lists with headings like Schedule “A”, An Act of Misconduct and Schedule “B”, Minor Mistakes and offences.

MSRTC gives notices or charge sheet to employee before taking any action against employee and also gives an opportunity to him to explain his side, employee can present roofs, document, witness. MSRTC consider employee side also and it also mentioned in disciplinary action process that till proving charges against employee he should not be considered as guilty.

In some defined type of cases like, in the case where accused employee is accepting charges or if same case is going on in criminal court and if employee proved guilty then in these type of matters MSRTC need not to follow all the steps of whole disciplinary action process.

MSRTC has given a chart, which clarifies that according the cadre of employee who will be competent authority for his disciplinary action case and also who will be first and second appealing authority for him. (Every class like class I,II,III,IV employees and their category has been meticulously mentioned in this chart)