CHAPTER – 1

Introduction

The relations and connections between areas are frequently reflected in the character of transport facilities and in the flow of traffic. But transportation involves more than this. It deals just not with the flow of goods or people but with the flow of such less tangible items such as ideas, innovations, money and credit. If the term "communication" is for the movement of ideas then "transportation" is for movement of people and goods - the two terms grade into one another. According to the "New Standard Encyclopedia" (1990), transportation means, "all the means of travel and of moving persons and goods from place to place".

The Concept :

Transport by definition implies a movement; a movement of people and goods within and between the regions. In broader terms transport implies the displacement of substance from a region of surplus, by a naturally generated imbalanced force of energy, to the region of deficiency.

Transportation is the one, among many social aspects to make a man alert and active. Transportation is a representation of cause for and effect of unequal distribution of natural and cultural aspects.
In economics, the demand for transport is a derived demand. Transport as such does not produce a tangible product, and the meaning of the word demand in such a situation is that, transport is required, not for its own sake but because it is useful in satisfying some other need. In other words, to a maximum extent transport follows demand. The demand will be fulfilled by the service activity, transport and communication. The two most important economic factors like demand and supply are found in different regions and these regions will be joined with the help of transportation.

The means of transportation are highly variable. They range from simple carriage by means of animals to a highly sophisticated carriers such as jumbo jets and super tankers. Irrespective of nature and character of goods, the sole function of transport is to move the consignment assigned from an origin to the destination but by what means is of secondary significance.

Transportation has a huge influence on the productive and services sectors of the economy, and has ultimate effects upon the social organization, habits etc. of the mankind in general. Transportation thus becomes the part of the study of economics and sociology. Sociological studies on transport - impacts are still far less but economic impacts of transport have been studied in greater detail, and we will be interested in economic aspects of transport. It is thus very important to know the basic principles of economics for understanding transport.
The demand for transport arises from the demand of other commodities and services and hence the demand for transport is derived demand. When demand for one commodity arises from the demand of another commodity, it is said to be a case of derived demand. Demand for transportation depends upon the demand of other commodities and services. The volume of production in the different sectors of the economy, therefore decides the fortune of the transport industry in a particular country. Increased industrial or agricultural production, growth of education or public administration further demand transportation. The economic policy of a nation may accelerate or decelerate the demand for transport. Transportation has undergone several changes during the past several years. There have been modern technological changes in the field of fuel, motive power, speed, safety arrangements etc. To accommodate all these improvements necessary improvements in tracks, landing arrangements etc. are indispensable. And thus comes the road, rail tracks, aerodrome and port improvements.

Means of transport : -

The transport system of a country consists of all the types of transport - inland, water and air - that we see around us.

Inland transport consists of, in the broad sense :

a) Railways
b) Roadways

Water transport includes :
a) Inland water transport  
b) Coastal shipping  
c) Overseas shipping

Civil air transport consists of:

a) Domestic air services  
b) Foreign air services

The term "means of transport" refers to the tracks upon which the unit of conveyance moves. For any means of transport there are four necessary requirements,

a) the route - track taken by transport  
b) the vehicle - carrier of passenger / goods  
c) the motive power - the form of natural or mechanical energy used to drive the vehicle.  
d) the terminal - the point location may be of origin or destination.

Every means of transport offers certain advantages and disadvantages. All of them, therefore, are not equally useful to carry goods or commodities of various nature and passengers. For instance roads are good for short distance and railways for long distance. Both are expensive to carry bulk goods while water transport is less expensive. Airways however provides very quick services but it is the most expensive of the three.
Inland transport:

Over land, the most important means of transport are the railways and the roadways.

Road transport:

If we notice a busy road in a city we may see the extent of road use by men, animals and wheels. Road is the principal link with our houses and workplaces and markets. Flexibility of operation and organization is the most important factor in favour of road transport. Road transport has greater distribution ability, in as much as it can collect and deliver goods and passengers from door to door. This distribution ability is offered with the personalized service. Speed and certainty of delivery time which are essential in the transport and marketing of perishable commodities like vegetables, fruits, milk etc. are the other important considerations in favour of road transport.

Road transport is more important to the rural areas as railways cannot be constructed to connect all the rural areas. This is where we find the greater service of roadways. Road transport has also brought in more social changes than the railways.
**Progress of road construction:**

The following table shows the progress of the road construction in India:

### Table 1.1

**Progress of Road Construction in India**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>1950-51</th>
<th>1970-71</th>
<th>1994-95</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surfaced</td>
<td>160</td>
<td>400</td>
<td>1380</td>
</tr>
<tr>
<td>Unsurfaced</td>
<td>240</td>
<td>520</td>
<td>1500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>400</td>
<td>920</td>
<td>2880</td>
</tr>
</tbody>
</table>

[Source: 8th five-year plan (1992-97)]

In 1950-51, 1,60,000 kms. of surfaced roads and 2,40,000 kms. of unsurfaced roads were constructed. This construction increased to 13,80,000kms. of surfaced roads and 15,00,000 kms. of unsurfaced roads in 1994-95.

**Classification of Roadways:**

Indian roadways are classified into three types - National Highways, State Highways and the Rural Roads.
National Highways have a road length of 34,000 kms. (95-96) or 2% of total road system but carry nearly 40% of goods and passenger traffic.¹

Railways:

Indian Railways, which comprise the chief mode of organized transportation system, are the nation's single largest undertaking. Making a small beginning in April 1853 when the first ever Railway train in India commenced its journey from Bombay to Thane a stretch of only 34 kms, the Indian Railways are today Asia’s largest and world's second-largest railway system under a single management. As on 31st. March 1997 Indian Railways had a route length of 62,729 kms. It had electrified route kilometers of 13517 kms. It was having 6984 railway stations. Total number of staff employed in Indian Railways was 1583600. Indian Railways operate 11000 trains daily including 7500 passenger trains. It carries 1.20 million tonnes of freight traffic and 11 million passengers daily. 95% of its freight traffic is contributed by 7 major commodities viz., coal, foodgrains, fertilizer, petroleum products, finished steel and raw material to steel plants etc. All of them being essential commodities for servicing the core sectors of the economy.

Despite

- declining capital from general exchequer
- non-compensation of public service obligation discharged by it
- inability to fix tariffs on commercial principles
Indian Railways has been consistently generating operating surpluses. But these have not been adequate to fully meet the requirements of timely renewals and replacements of overaged assets, and at the same time for strengthening/upgrading the system to arrest the trend of its declining market share.

Indian Railways are a multi gauge system and operate on four different gauges.

Table 1.2 – Guage Length

<table>
<thead>
<tr>
<th>GAUGE</th>
<th>GAUGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad Gauge</td>
<td>1776 mm.</td>
</tr>
<tr>
<td>Meter Gauge</td>
<td>1000 mm.</td>
</tr>
<tr>
<td>Narrow Gauge I</td>
<td>762 mm.</td>
</tr>
<tr>
<td>Narrow Gauge</td>
<td>610 mm.</td>
</tr>
</tbody>
</table>


Railway Zones:

The Indian Railway system is divided into 9 zones and further subdivided into Divisions. Each Zone is headed by a General Manager, who is responsible to the Railway Board for all the Zonal affairs such as
operation and maintenance of zonal railways and the financial matters pertaining thereto.

Table 1.3 - Railway Zones

<table>
<thead>
<tr>
<th>ZONE</th>
<th>HEADQUARTERS</th>
<th>ROUTE (kms)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>Bombay VT</td>
<td>7076</td>
</tr>
<tr>
<td>Eastern</td>
<td>Calcutta</td>
<td>4303</td>
</tr>
<tr>
<td>Northern</td>
<td>New Delhi</td>
<td>10995</td>
</tr>
<tr>
<td>North Eastern</td>
<td>Gorakhpur</td>
<td>5131</td>
</tr>
<tr>
<td>North East Frontier</td>
<td>Maligaon (Gawahati)</td>
<td>3858</td>
</tr>
<tr>
<td>Southern</td>
<td>Madras</td>
<td>7009</td>
</tr>
<tr>
<td>South Central</td>
<td>Secunderabad</td>
<td>7218</td>
</tr>
<tr>
<td>South Eastern</td>
<td>Calcutta</td>
<td>7161</td>
</tr>
<tr>
<td>Western</td>
<td>Bombay (Churchgate)</td>
<td>9735</td>
</tr>
</tbody>
</table>

(Source: Indian Railways - A Perspective by Y.H. Prasad, 1999)

In recent years, the trend has been towards modernization of railways. More routes have been electrified, production of steam locomotives has been discontinued and replaced by electric and diesel locomotives. Signalling and telecommunications have made much headway in modernization, the standard of track has been brought to a level to run higher
speed trains on trunk routes and important main lines, and more amenities have been provided for the common passengers.

**Role of Indian Railways:**

Since their inception the Indian Railways have successfully played the role of prime mover to the economy and society of the Indian sub-continent. As the principal constituent of the nation's transport infrastructure the railways have served to

- integrate fragmented markets and thereby stimulate the emergence of a modern market economy.
- Connect industrial production centres with markets and with sources of raw materials and thereby facilitate industrial development.
- Link agricultural production centres with distant markets and with sources of essential inputs, thereby promoting rapid agricultural growth.
- Provide rapid, reliable and cost effective bulk transportation to the energy sector, to move coal from coal fields to power plants and petroleum products from refineries to consumption centres and
- Most importantly link places to people – enabling large scale, rapid and low cost movement of people across the length and breadth of the country.
In the process, Indian Railways have become a symbol of national integration and a strategic instrument for enhancing our defence preparedness.

Railway Administration:

The Indian Railways, being the biggest public sector enterprise in the country, is wholly owned and managed by the central government as a departmental undertaking under the charge of the minister of railways, who is the chief executive of this department. The operations of railways are controlled and directed by the Railway Board under the overall supervision of the minister. The Railway Board has a chairman and six other members, including the financial commissioner. The chairman of the railway board is the ex-officio Principal Secretary, and each of the other six members are the ex-officio secretaries to the Government of India. The Railway Board thus performs the functions of a secretariat to the Railway ministry and also acts as an executive body for managing, controlling, planning and development of the railway system in the country.

Achievements:

Over the last 45 years the Indian railways have maintained a steady growth in both freight and passenger transport output with minimum of inputs as can be seen from the input-output matrix given below:

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It has been Railways’ constant endeavour to pass on the benefits of the improved performance to the people and the national economy. These achievements were due to a multi-pronged strategy which included

- Selective inputs of affordable technology
- Adoption of innovative operational strategies
- Phased reduction of staff and operating costs
- Intensive monitoring of movements and maintenance areas.

These achievements have helped Indian Railways to generate significantly higher levels of transport capacities with minimum investments.
and thereby enabled Indian Railways to provide rail transport at least cost to our users.

**Railway Production Units:**

The Indian Railways have, at present, six production units engaged in production of rolling stock i.e. engines and coaches and parts thereof. These units are:

1) Chittaranjan Locomotive Works, Chittaranjan.
2) Diesel Locomotive Works, Varanasi.
3) Integral Coach Factory, Perambur.
4) Whee and Axel Plant, Yelahanka. (Bangalore)
5) Diesel Component Works, Patiala. (Punjab)
6) Rail Coach Factory, Kapurthala. (Punjab)

**Railway Recruitment Boards:**

RRBs are situated at Calcutta, Allahabad, Chennai, Mumbai, Muzaffarpur, Guwahati, Chandigarh, Jammu-Srinagar and Danapur. The board, after selection, nominates the candidates to the respective Zonal railways for appointment under their jurisdiction. Each recruitment board consists of a chairman, one or two members, a secretary and a secretariat.
Employees in Indian Railways are divided into four groups viz. Group ‘A’, Group ‘B’, Group ‘C’ and Group ‘D’. As on 31.3.1997, the total number of staff in Indian Railways was 15,83,600.

**Water Transport:**

India’s water transport though sizable in magnitude, does not compare favourably with other maritime nations of the world. At present Indian water transport accounts for only one percent of the total world fleet.

There are 56 shipping companies of which one, viz. the Shipping Corporation of India is in the public sector and the remaining 55 are in the private sector. The Shipping Corporation of India owns nearly half of India’s total merchant fleet.

**Major ports:**

There are 11 major ports and 139 minor working ports along India’s coastline of about 5600 kms. While major ports are the direct responsibility of the central government, minor ports and intermediate ports fall in the concurrent list of the constitution and are managed and administered by the respective maritime state governments.

The major ports on the west coast of India are Mumbai, Nhava Sheva, Kandla, Marmagoa, New Mangalore and Cochin. On the East Coast,
the major ports are Tuticorin, Chennai, Vishakhapatnam, Paradeep and Calcutta-Haldia.

**Air Transport:**

Air transport in India operates at three levels. At the international level, Air India operates its services to the five continents. Domestic services are operated by the Indian Airlines which also operates flights to the neighbouring countries. The third services viz., Vayudoot which initially operated its services in the North-Eastern region of the country where surface transport was inadequate and terrain difficult, has now extended its services to other parts of the country. Recently, private airlines have also been introduced in India.

There are five international airports, 88 domestic aerodromes and 28 civil enclaves in the country.5

**NEED FOR STUDY**

"If agriculture and industry are regarded as the body and the bones of the economy, transport and communications constitutes its nerves which help the circulation of men and materials."6 The transportation facilities also help the process of industrialization. Rail and road transport systems dominate but other forms of transport are also important within their specialized areas considering the size of the country and its geographical
features. Indian Railways are the second largest rail system in the world, under a single management. It provides the principal mode of transportation for freight and passengers. It has played a vital role in the economic, industrial and social development of our country. The network runs multi-guage operations extending over 62,915 route kms. The Railways employ about 1.6 million workers, the largest number for any undertaking in the country. 

The network is divided into 9 Zones, and further subdivided into divisions. Divisions are the basic operating units. The present study is concerned with the South Central Railway Zone, which is further subdivided into five divisions. Amongst these divisions Hubli Division, is selected for the study purpose.

**Labour problems defined:**

The subject of labour problems covers some phases of the activities and problems that arise in the acquisition of an income. The term "labour problems", refers to those unsatisfactory and troublesome situations arising out of the processes of earning a living. These problems primarily affect workers engaged in the earning process; no adequate solution for them has been found and put into effect. Thus, Labour problems cover a narrower field than that of economic problems as a whole. Many economic problems that may seriously burden workers will not be referred to as labour problems. The Labour problem implying a single, and presumably collective problem at
issue between management and labour. But such is not an accurate picture; there is no one Labour problem. Rather there are many different and varying problems, some of which are important under one set of conditions and others in other instances. Changing economic and business conditions, the degree of technological progress, and the various other factors will have the effect of enhancing or lessening the importance and complexity of different labour problems.

Nature of labour problems: -

Labour problems do not arise where the various factors of production are supplied by one and the same person and therefore, there are no employers and employees as may be seen under a system of small enterprises. But when labour is supplied by agents other than those who supply other factors of production and thus labour becomes a separate factor of production, a host of problems begin to appear and gradually develop in dimensions. These problems do not have only an economic aspect but they have psychological, social, political, historical and legal aspects also as viewed from their characteristics and solutions. Thus all problems of labour arise from individual and group conflicts, friction and competition, in the process of adaptation to the working (industry) and living (society) environments. Such problems arise under each system of economy and administration whether capitalistic, controlled or socialistic, as long as labour remains a separate factor of production.
The labour problems of an industrial society centre around "the purchase, sale and performance of Labour services", and thus they generally relate to conditions of employment and to the mechanism for handling them. As visualised by Phelps, there are essentially three major problem areas covering all Labour problems that draw utmost attention, viz., income, security and organization. He regards labour problems as a special class of social problems while the problems of Labour economics remain more or less the same from generation to generation and hence are permanent and stable, labour problems are transitory and dynamic in nature and their intensity varies in accordance with the economic, social and political conditions obtaining in a country during a given time.

Several Labour problems or Labour problem areas presently occasion wide public concern. The falling four areas are considered to be the core of labour problems.

They are, industrial unrest, Labour - management relations, inadequate wages and other economic insecurities such as interruption in earnings and hazards of family standard of living.

**Labour problems in a developing economy:**

The labour force is an important and very crucial variable in the economic development of a country. Capital is a necessary but not a
sufficient condition of economic development which has much to do with human endowments.

According to Schultz, "economic development depends on engaging the energies, the talents and the personnel commitments of millions of human beings". Development is not governed in any country by economic forces alone. The key to development lies in men's minds. It is therefore believed that economic development is not only a process of increasing the level of investment to raise output, but it also involves the efficient use of human resources available in the country.

Problems of Industrial Labour deserve a special study because this section of the labour force is directly faced with the problems and consequences of the development of the country's economy and the rate of growth and the nature of industrial civilization in the country depends on the extent to which their problems are solved successfully.

**Labour problems in Indian Railways :-**

The Indian Railways constituted the single largest nationalised undertaking with over 15.83 lakhs of employees on their pay rolls performing an infinite number of jobs. Majority of the Railway employees belong to a group what is generally known as the working class. These consist of porters, gangmen, pointsmen, cleaners, sweepers, water men, workshop employees, Labour employed in mines, locomotive sheds, train

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examining depots, ferries and on the maintenance of the permanent way. In fact, the railway administrations are the largest employers of organized labour in India and their working policy as regards wages and other terms of employments reacts to some extent on industrial labour conditions from the country. It is on the coordinated Labour of these employees that the proper and efficient running of railways rests. As a model employer of such a large personnel, the Government railways have to perform a dual role. Firstly, being a public utility concern, railways have to ensure that the efficiency of the staff is kept at a high-level so that they are able to render to public the service expected of them. Secondly, as an employer, they have to see that just and humane conditions of work are secured to the workers, that right type of personnel is recruited for the Railway service, that they are given the proper training and that a sense of discipline is maintained among them. Thus the problems which confront the Railway management today are manifold, but in the ultimate analysis it is the human factor upon which most attention must be directed.

There is necessity to find whether the number of staff employed and the wages paid on any of the railways are in excess of requirements. It is also necessary to find out whether the current wages paid to the railway employees is sufficient to maintain a decent standard of living. Moreover recruitment of group ‘D’ class is made through executive officers of the railways concerned. As the selection depends entirely on one individual, the chances of nepotism, favouritism and corruption are very great, unless the authorities at higher levels are extra careful. It is therefore suggested that
recruitment should be done through a recruitment board, with some officers belonging to the Departments other than those for which recruitment is made. Proper training is a prerequisite of efficiency of the staff, training is essential for all the employees from the lowest to the highest rung of the ladder. There is a lack of proper training and refresher courses to the employees. Apart from proper recruitment, training and promotions there is the prime need of looking to the welfare of all classes of employees. The various welfare activities undertaken are provision of housing, medical aid, education facilities, recreation centres, co - operative stores etc.. These activities are found to be insufficient and also inefficient. The retirement benefits to the Railway servants are payment of provident fund, special contribution to provident fund (gratuity) pension and passes. It is found that there is a delay in providing the same to employees. The role of trade unions need to be strengthened.

The present study is concentrating on group ‘C’ and ‘D’ employees of Hubli division. The labour problems are same throughout Indian Railways. The problems chosen for study purpose comprise of recruitment and promotional policy, wage policy, Labour - management relations and social security provisions.
REVIEW OF THE LITERATURE

A survey of research in transportation studies reveals a growing body of literature dealing with a variety of themes. The field of transportation is rather interdisciplinary. Thus, the angle and approach with which each scientist looks at this typical, component of cultural landscape changes. But the body literature is highly fragmented and unifying and synthesizing conceptualisations are weakly developed. It is necessary therefore to identify well defined themes of research in the subject within the basic theoretical framework.

Dr. Aruna Awasthi (1992) in her book, explained that the Railways in India have become the largest and one of the most well managed organizations in the country. The introduction of steam traction on steel rails was a quantum jump in the transportation technology which brought about significant and far-reaching socio-economic and political changes. The railways where brought to India explicitly as a form of colonial imperialism tailored to the needs of the British Empire. Every possible attempt was made to deny the consequential benefits to the Indians. Indian initiative was snubbed, industrialisation was curbed employment of Indians was restricted to the lower categories. Racial and communal differences were generated. However there were plenty of benefits reaped by the country.
Abdul Aziz (1984) in his book highlights some aspects of Indian Labour such as the role of trade unions in promoting economic development, the need for, and the strategy to be followed to, organize agricultural labourers. Workers views on participative management, trends in collective bargaining.

J.M.Owasdi, “Railway administration and management,” this is an in depth study of the management techniques of Indian Railways covering a wide range of topics like the genesis and growth of the system, development of its control mechanisms, decentralization process, territorial and functional division of work, personnel management, computerisation and public interface etc.. The author has given specific suggestions to bring about a quantitative improvement in the management of the railway system.

V.S.Mahajan, “Transport planning policy and development ”. This book focusses on the main issues of transport that the country has been grappling with in recent years and highlights how the country should go about in developing a purposeful transport system to meet growing pressures.

The Hawthorne Studies conducted by Mayo¹ and his associates, in 1924, proved that some unmeasured force, was constantly pulling up the output of a group. It was group members attitude - feeling about organization their work and co - workers, decrease in absenteeism and a trustful atmosphere which increased productivity.
Maslow\(^2\), conducted a study, which provided a base for an entirely different theory of management. He says, human beings have an hierarchy of needs. One is satisfied other takes birth. He analysed the effects of physiological needs, safety needs, social needs, egoistic needs and the needs of self fulfilment and concluded that when these needs are neglected in industrial settings, reluctance to acceptance of responsibility, by the workers will be the end result.

A survey conducted by Lilly\(^3\) and company to determine, how many accidents were related to the employees, having prior knowledge about the hazards, that caused accidents. The results of this survey, suggested a need for better communication, training, education, employees selection and placement.

Venkataratnam and Srivastava\(^4\), maintain that personnel executives should express concern and take up activities that integrate rather than alienate employees from organizational purpose and focus. Employees feel the need for a trade union to protect their interests because personnel policies and practices in organizations are usually not adequately geared to make employees feel that the management genuinely cares for them.

Mrs. K.R.Gowri Amma\(^5\) ex-industry minister of Kerala, in her keynote address, in a seminar on workmen's participation, endorses this partnership saying, "the management and workers are partners in industrial
progress and prosperity”. She suggests creation of right environment in industries to ensure maximum utilization of resources for common good.

For industrial harmony and peace N.Venkatesiah suggests “one union - one industry”. He blames multiplicity of trade unions and their linkage with political parties for industrial conflicts.

C.V.S.Rao, P.D.Kimoto and A.R.Gardener advocate “Fair wages”. They opined that fair wages not only will improve the industrial relations but also motivate the work force for a better prosperity of the industry. They say, “productivity is obtained by machines but it is governed by the persons on the job. Unless they are satisfied, no development plans can be implemented”.

Arthur D.Butler, gives an economic analysis, of workers in their relations with one another and with other groups. He say, economic relationships cannot be examined usefully apart from non-economic forces: the workers attitude towards his job is affected by his discussions with fellow employees. He believes, wages and employment theory are the starting point for an exposition of labours economic problems.

Amba Prasad, in his study, has made two fold attempt at analysis of different phases of Indian Railways and operation and also interpretation. He has paid immense attention towards employer - labour relations. The book also discusses roles of legislature and the consumer committees.
Ralph H. Blodgett\textsuperscript{10} says, "Labour is a human effort which is expended for the purpose of acquiring income". He also further discusses about several dimensions of labour, and role of labour in changing economic scenarios.

Dr. J. Johnson\textsuperscript{11}, in his study has tried to trace and record the various changes in Indian Railways, management and its working, from the beginning to late 60s. He also studied about role of railways in moulding socio-economic life of the country, and contribution of railways towards development of industry and agriculture.

B.S. Mainee\textsuperscript{12} gives a great deal of information with regard to service matters of government servants in general and railway servants in particular. He has covered all the service matters of railway men, right from recruitment to retirement. He has also highlighted about the improvement of productivity and building up of the welfare state.

K.K. Saxena\textsuperscript{13} deals with several problems and prospects of Indian Railways. The problems regarding management of staff i.e. problems regarding wages, recruitment, Labour - management relations etc. have been dealt in detail.

M. Gangadhar Rao and P. Subba Rao\textsuperscript{14}, in their study tell about the personal function in Indian Railways, progress pattern and problems
regarding employment, employees organizations, employee benefits and services and also about organizational conflicts.

Y. Harischandra Prasad\textsuperscript{15}, in his book, has reproduced several articles related to Indian Railways such as role and performance of railways, financial management of railways, investment required etc.

**OBJECTIVES**

The study is based on the following specific objectives:

(1) To study the job profile of group ‘C’ and ‘D’ railway employees in Hubli division.

(2) To know the recruitment criteria in Indian Railways.

(3) To study the promotion policy of Indian railway employees.

(4) To assess the mode of payment of wages in Indian Railways.

(5) To know the Labour - management relations in Hubli Division.

(6) To study the provision and availability of social security measures to group ‘C’ and ‘D’ employees in Hubli Division.

(7) To assess the role of trade unions in safeguarding the interests of group ‘C’ and ‘D’ employees in Hubli Division.
HYPOTHESIS

The following hypothesis are assumed in the current study.

(1) Higher wages, proper promotion criteria and timely bonus payments lead to higher job satisfaction.

(2) Better Labour-Management relations lead to smooth industrial relations and better work involvement.

(3) Proper social security provisions lead to better standard of living.

(4) Trade unions provide better security in safeguarding the interest of the employees.

(5) Frequent strikes and agitations lead to slow work and disturbance to railway passengers.

METHODOLOGY

This is a macro study of the labour problems in South Central railway, wherein Hubli Division is taken for the case study purpose, out of the five zones in the South Central Railway. In all there are four groups of employees viz., Group ‘A’, Group ‘B’, Group ‘C’ and Group ‘D’ - in Indian Railways. For the purpose of study only group ‘C’ and group ‘D’ employees...
have been concentrated. The selected division has been divided in three major work groups like open line, workshop and construction. The present study is going to concentrate on Group ‘C’ and ‘D’ employees of open line section only. There are 14540 Group ‘C’ and ‘D’ employees in open line section. For the study purpose out of the total number of employees said above, 130 Group ‘C’ employees and 120 Group ‘D’ employees - which makes a total of 250 employees - have been selected for intensive study.

The present study focusses on the labour problems such as job profile of the employees, recruitment and promotion policy, Labour - management relations, wages and social security provisions in SCR in general and Hubli division in particular.

**Period of the study:**

Hubli Division came into existence in the year 1956 as part of Southern railway. A decade later, in the year 1966 it was adjoined to the SCR. For the study purpose five years of time period has been considered between 1993 and 1998.

**Sources of information:**

The present study is using both primary and secondary datas, for in-depth study of labour problems in South Central railway in general and Hubli Division in particular.
**Primary data:**

The primary data has been collected with the help of interview schedule, and through personal field visits to various branches of open line sections of Hubli division.

**Secondary data:**

The secondary data is collected through railway headquarters at New Delhi, SCR headquarters at Secunderabad, Divisional Office at Hubli, and also through the published books, survey reports of government of India and Indian Railways' Acts, codes, brochures, manuals and minutes of railways and reports of unions and Federations also.

In all there are 7755 Group ‘C’ employees and 6785 Group ‘D’ employees in open line section. Approximately 2 percent of the total employees have been covered in the present study.

The present study is based on stratified sampling methods. Open line section of Hubli division is classified into 11 categories. They are:
Table 1.4 – Categories of Open Line Section of Hubli division

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>GROUP ‘C’</th>
<th>GROUP ‘D’</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Administration</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>Accounts</td>
<td>N.A.</td>
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<td>Stores &amp; RPF</td>
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</table>

(Source : Field Survey)
ORGANIZATION OF THE STUDY

The research study "Labour problems in SCR : A case study of Hubli division" has been organized into the following chapters:

1) The first chapter provides a brief introduction of the research topic. It also provides objectives of the study, hypothesis, methodology, limitations, organization of study and review of literature.

2) Second chapter gives a detailed analysis of the history of South Central Railway and its working. It also covers the establishment of the Hubli Division, its current staff details i.e., (only C & D group employees of open line section) and also its performance.

3) Third chapter deals with labour problems in general and labour problems in India railways. It also deals with the labour problems of Hubli division.

4) The fourth chapter provides the information about recruitment and promotion policy in Indian Railways, and also in the Hubli division.

5) The fifth chapter gives detailed analysis of field work dealing with the wage problems of Hubli division.
6) The 6th chapter deals with Labour - management relations and their problems in Hubli division.

7) The seventh chapter is dealing with social security measures adopted in the South Central railways and in Hubli division.

8) The last chapter contains the major findings of the research study. The conclusions have also been provided in the same chapter.

LIMITATIONS OF THE STUDY

Like any social research study, the present study also comprises with certain limitations.

1. The study is confined to Hubli Division of South Central Railway only.

2. The study covers only C and D group employees of open line section of Hubli division.

3. Amongst C & D group employees of Hubli division the study is covering only 2 % of the total employees of C & D group in open line section.
4. Even though labour problems are diversified in nature, the present study covers four major labour problems viz. wages, recruitment and promotion policy, labour - management relations and social security provisions only.

5. The data is collected for the period of five years viz. 1993 - 1998 only.

6. Certain delicate issues which may lead to biased implications have not been revealed by the railway authorities of Hubli Division.

7. The researcher had to cope up with the inconvenient attitude of the respondents in supplying the information.
References

8. "General Manager’s Inspection Special" Vol.1 SCR, Hubli Division.

Bibliography References

6 N. Venkatesaiyah, President of KSEA, at 28th General Meeting, KSEA.
7 C.V.S.Rao, P.D.Kimothy and A.R.Gardener "Fair Wages- a means to manage healthy industrial climate", Paper presentation in 35th ATIRA.
Table 1.2 – Guage Length

### Table 1.4: Categories of Open Line Section of Hubli Division

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**Source:** Field Survey