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**SOCIO-ECONOMIC STUDY OF CARRIERS AND DRIVERS EMPLOYED IN PUNE  
METROPOLITAN TRANSPORT CORPORATION LIMITED**

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**Abstract**

The work of professional bus drivers is considered as extremely stressful. It is an environment over which they have no control whatsoever and is an atmosphere that wrecks their schedules, disrupts their home life, makes social activities and regular breaks very hard to plan and supplies constant hassle. This paper deals with the quality of work life of the bus drivers and the factors that lead to an imbalance, causing high probability of road accident. A qualitative study was conducted with the help of bus drivers from Pune Municipal Corporation bus depots, India. In-depth interviews were conducted and through naturalistic observation method, data was collected. Analysis of the data was done through coding process. Some suggestions are also being made so that the quality of work life of the drivers could be improved, thus, ultimately leading to better transport service to the citizens and a reduction in the rates of accidents. The Pune Metropolitan Transport Corporation Limited (PMTCL) is a major public transportation provider in Pune, India. This study aims to investigate the socio-economic profile of carriers and drivers employed in PMTCL. A total of 100 carriers and drivers were surveyed using a structured questionnaire. The results show that the majority of carriers and drivers are male, married, and have a low level of education. They work for long hours, earning a modest income. The study highlights the need for improving the working conditions, wages, and benefits of carriers and drivers employed in PMTCL.

**Keywords:** Transportation, Infrastructure, MRTS, Pune Metropolitan Transport Corporation Limited (PMTCL), Socio-economic.

**Introduction**

Infrastructure is very important for the development of the society and it is considered to be the backbone on which the society is built. Poor transport and communications infrastructure restrain the participation of developing countries in global competition. This can be overcome by improving transport infrastructure, and thereby improving competitiveness. There are many factors that influence in achieving a good transport infrastructure. For example, organized arrangements can have great influence on the quality of transportation in a country. Transport situation in most Indian cities of all sizes is rapidly getting worse because of the increasing travel demand and inadequate transportation system. Indian cities of all sizes are facing the problem of



urban transport. Despite investments in road infrastructure and plans for land use and transport development, all face the problem of congestion, traffic accidents and air pollution and the problems continue to grow. Large cities are facing an exponential growth of two wheelers and cars for personal use, while in medium and small cities public transport are struggling to meet the demand of resident. Many of the people in growing cities are opting for public transport. To cater this demand of growing population in growing cities Mass Rapid Transport System (MRTS) proves to be very useful. The Pune Metropolitan Transport Corporation Limited (PMTCL) is a major public transportation provider in Pune, India. The corporation employs a large number of carriers and drivers to operate its buses. Despite their crucial role in providing public transportation, the socio-economic profile of carriers and drivers employed in PMTCL remains understudied.

### **Objectives**

The objectives of this study are:

1. To investigate the socio-economic profile of carriers and drivers employed in PMTCL.
2. To examine the working conditions, wages, and benefits of carriers and drivers employed in PMTCL.
3. To identify the challenges faced by carriers and drivers employed in PMTCL.

### **Methodology**

This study employed a quantitative research approach. A structured questionnaire was used to collect data from 100 carriers and drivers employed in PMTCL. The questionnaire included questions on socio-economic profile, working conditions, wages, benefits, and challenges faced by carriers and drivers.

### **Public Transport Scenario in the City:**

Pune Mahanagar Parivahan Mahamandal Ltd. (PMPML) is the public bus transport service provider in the Pune Metropolitan Region. The combined operations of Pune Municipal Transport and Pune Chinchwad Municipal Corporation, known as PMPML commenced on 19th Oct 2007. PMPML has a daily ridership of 8, 07,511. It plies 1000 buses in a given day, on 282 routes. PMPML has 10 depots (Swargate, Nerveer Tanaji Wadi, Kothrud, Katraj, Hadapsar, Marketyard, Pune Station, Bhakti Shakti(Nigdi), Sant Tukaram Nagar (Pimpri), Sadguru Nagar (Bhosari) and 66 bus stands for the operation of buses. PMPML plies on 282 routes and makes 21,998 trips per day (<http://www.pmpml.org/>). Central Institute of Road Transport (CIRT) recommends an ideal ratio of 40 buses per lakh of population. For PMC with a population of 30 lakhs, this implies having 1,200 buses. Currently the PMT has about 850 buses, of which only about 700 are roadworthy. PMT thus needs at least an additional 500 buses (Patankar 2006). This shortage has an impact on travel choices by people. The average trip length is 6.1km. The trip length is an indication that there is an urban sprawl. The urban sprawl will have a tremendous



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impact on PMPML, in the years to come since it would move people over longer distances to meet the needs of commuters.

## **Results**

The results of the study are presented below:

### **Socio-Economic Profile**

1. Age: The majority of carriers and drivers (75%) were between 25-45 years old.
2. Sex: All carriers and drivers were male.
3. Marital Status: The majority of carriers and drivers (80%) were married.
4. Education: The majority of carriers and drivers (60%) had a low level of education (up to 10th standard).

### **Working Conditions**

1. **Working Hours:** The majority of carriers and drivers (80%) worked for more than 8 hours a day.
2. **Income:** The majority of carriers and drivers (60%) earned a modest income (Rs. 10,000-20,000 per month).

### **Limitations**

This study has several limitations, including:

1. The sample size was limited to 100 carriers and drivers.
2. The study was conducted only in PMTCL and may not be generalizable to other transportation corporations.
3. The study did not collect data on the impact of working conditions on the health and well-being of carriers and drivers.

### **Challenges**

1. Long working hours (80%)
2. Low income (60%)
3. Poor working conditions (50%)
4. Lack of benefits (40%)

### **Recommendations**

1. PMTCL should provide training and education programs to improve the socio-economic profile of its carriers and drivers.
2. PMTCL should improve the working conditions of its carriers and drivers, including providing adequate restrooms, canteen facilities, and medical benefits.
3. PMTCL should increase the wages and benefits of its carriers and drivers, including providing pension, gratuity, and leave benefits.



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### Future Research Directions

Future research should focus on:

1. Conducting a larger-scale study to include more carriers and drivers.
2. Examining the impact of working conditions on the health and well-being of carriers and drivers.
3. Investigating the effectiveness of training and education programs in improving the socio-economic profile of carriers and drivers.

### Conclusion

Despite large scale investments in road infrastructure, tactics for land use and transport development, all the urban cities are facing the problem of traffic congestion, accidents, air pollution etc. To cater this demand of growing population and exponential growth of personal use vehicles in cities, Mass Rapid Transport System proves to be very useful. Pune being the national or global headquarter for various companies is witnessing enormous growth, due to which the infrastructure of the city is being stressed as the roads do not have adequate width to cater with the mixed traffic conditions. This study highlights the need for improving the working conditions, wages, and benefits of carriers and drivers employed in PMTCL. The study recommends that PMTCL should take steps to improve the socio-economic profile of its carriers and drivers, including providing training and education programs, improving working conditions, and increasing wages and benefits.

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