NAGINDAS KHANDWALA COLLEGE EMPOWERED AUTONOMOUS

HUMAN RESOURCE MANAGEMENT

SEM VI (2023-2024)

TOPIC: BUS DRIVER AND CONDUCTOR

11. Name: Mahek Soni
Std/ Div / Roll No: TYBCOM – D, 565

2. Name: Krishi Shah
Std/ Div/ Roll No: TYBCOM – D, 561

3. Name: Darshan Sanghvi
Std/ Div / Roll No: TYBCOM – D, 559

4. Name: Neil Patel
Std/ Div / Roll No: TYBCOM – D, 532

5. Name: Dristi Soni
Std/ Div / Roll No: TYBCOM – D, 502

20/20

Teacher's Sign:

9-2-24

Date of Submission: 9th February ,2024

PAGE 1: INTRODUCTION OF THE BRIHANMUMBAI ELECTRICITY SUPPLY AND TRANSPORT UNDERTAKING (BEST)

- Nestled within the vibrant streets of Mumbai, Maharashtra, India, the Brihanmumbai Electricity Supply and Transport Undertaking (BEST) stands as a beacon of civic service and community connectivity. Rooted in a rich history dating back to 1873, when it first emerged as the Bombay Tramway Company Limited, BEST has since blossomed into an integral part of Mumbai's urban fabric.

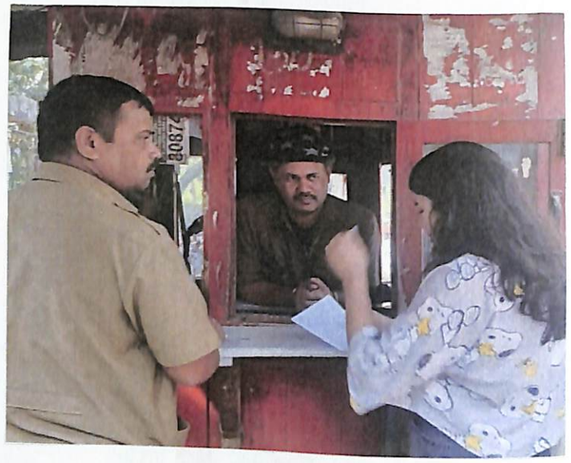
- Over the years, BEST has evolved, expanding its services to meet the growing needs of the city. From its humble beginnings as a tramway company, it ventured into the realm of electricity provision, establishing a thermal power station at Wadi Bunder in 1905. This transformative step not only powered its iconic trams but also illuminated the streets of Mumbai, earning BEST its new identity as the Bombay Electric Supply & Tramways (BEST) Company.

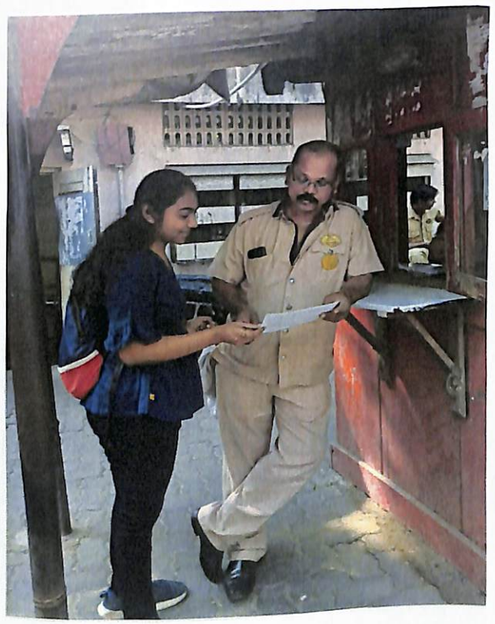
- In the subsequent decades, BEST embraced innovation and progress, diversifying its fleet to include motor buses in 1926. With the dawn of independence in 1947, BEST transitioned into a vital undertaking of the Municipal Corporation, further expanding its scope and renaming itself as the Bombay Electric Supply & Transport (BEST). Reflecting the spirit of unity and inclusivity, the organization adopted its current moniker, Brihanmumbai Electric Supply & Transport (BEST), in 1995, symbolizing its commitment to serve the entire metropolis of Mumbai.

- Today, BEST stands as a paragon of efficient public transportation, boasting one of India's largest bus fleets. Its reach extends far beyond the city limits, bridging communities and facilitating mobility in neighbouring urban areas. Moreover, BEST's dedication to service excellence extends to the northern reaches of Mumbai, where it operates a ferry service, enhancing connectivity and accessibility for all.

- In the realm of electricity provision, BEST remains at the forefront of innovation and sustainability. Led by the Deputy General Manager (Electric Supply) and his team of experts, BEST spearheads initiatives in planning, new projects, and infrastructure development. The Chief Engineer – Electric Supply, along with his colleagues, upholds the highest standards in material testing and distribution, ensuring reliability and efficiency in every endeavour.

- Despite its autonomy, BEST remains deeply rooted in the fabric of the community it serves. Governed by a committee of municipal corporate officials, BEST maintains a steadfast commitment to transparency and accountability. Through collaborative efforts and unwavering dedication, BEST continues to illuminate the path towards progress and prosperity for the people of Mumbai.





PAGE 2: SAMPLE QUESTIONNAIRE

1. NAME:

2. AGE:

3. EDUCATIONAL QUALIFICATION:

4. INCOME:

5. OCCUPATION:

6. RESIDENCE AREA:

7.What type of challenges do you (bus drivers) commonly encounter while navigating your routes?

a) Heavy Traffic are a common occurrence, significantly affecting schedules.
b) Road challenges such as vendors occupying the sides of the road leads to difficulty in driving
c) Potholes, uneven surfaces can make driving uncomfortable and increase the risk of accidents
d) Extended driving hours can result in driver fatigue, compromising alertness and focus.
e) Navigating through tight or narrow spaces can be a challenge for bus drivers.

8. In your opinion, which are the safety measures currently in place on the buses?

a) Implementing contactless payment methods enhances passenger safety by reducing physical contact
b) Clearly marked and easily accessible emergency exits contribute to passenger safety
c) The presence of a well-equipped first aid kit on board ensures immediate access to essentials.
d) Having fire extinguishers onboard enhances safety by enabling bus drivers to quickly respond.
e) The installation of CCTV cameras enhances overall safety, leads to decrease in robbery

9. Would you be interested in additional training or workshops to enhance your skills?

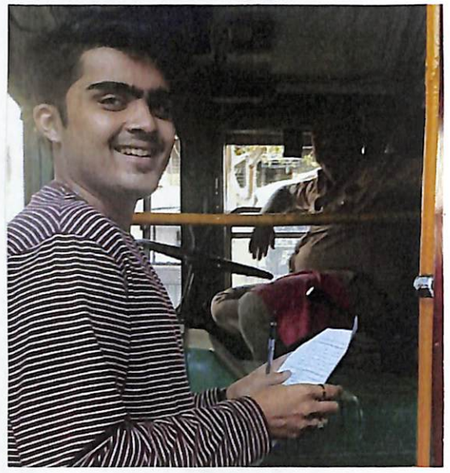
a) Driving technique: Employ defensive driving in adverse weather conditions for safety.
b) Technology Integration: Provide navigation system training to improve driver efficiency.
c) Passenger interaction: Develop conflict resolution skills to ensure positive experiences.
d) Emergency Response: Implement evacuation procedures and a well-equipped first aid kit.
e) Traffic Management: Ensuring a smooth process at bus stops, where passengers get on & off.

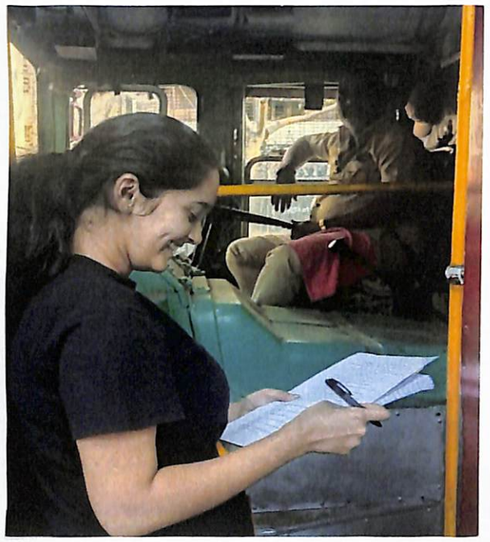
10.What rules and measures can be implemented to ensure cleanliness & maintenance for buses?

a) No Eating or Drinking: Prohibit eating and drinking on the bus to minimize spills.
b) No Vandalism: Strictly forbid any form of vandalism- graffiti, Discourage gum chewing.
c) Regular Cleaning: Implement a cleaning schedule for the bus to uphold hygiene standards.
d) No Smoking Policy: Enforce a no-smoking policy inside the bus for healthy environment.
e) Scheduled Maintenance: Conduct routine maintenance checks to address mechanical issues.

11. Which factors influence the working conditions of bus drivers?

a) Working hours: appropriate working hours facilities, ensuring a balanced schedule
b) Availability of rest rooms: are there sufficient restroom facilities in place for bus drivers.
c) Access to washrooms: do bus drivers have washroom facilities on their route.
d) Break time allowance: are there satisfactory break them allowances for the best drivers
e) Health and safety measures: are comprehensive health and safety matters implemented for driver.





PAGE 3: EMPLOYMENT RELATED LAWS OF BRIHANMUMBAI ELECTRICITY SUPPLY AND TRANSPORT UNDERTAKING (BEST)

Laws Related To Employment

The Bombay Electric Supply & Transport (BEST) Company, operating in Maharashtra, demonstrates a steadfast commitment to upholding and adhering to labour laws. This commitment is integral to creating a workplace environment that is not only productive but also ensures the well-being and rights of its employees.

Compliance with Minimum Wage Laws:

BEST diligently ensures compliance with Maharashtra's minimum wage regulations. This commitment is aimed at providing fair and just compensation to all employees, reflecting the company's dedication to economic fairness and equity.

Working Hours Adherence:

In alignment with Maharashtra's labour laws, BEST ensures that employees' working hours conform to legal limits. This practice is vital for maintaining a healthy work-life balance and fostering the overall well-being of its workforce.

Safety as a Priority:

Employee safety is of paramount importance to BEST. The company goes beyond statutory requirements to create a safe working environment, implementing measures that exceed the standards set by Maharashtra's labour laws. This proactive approach helps in preventing accidents and ensuring the well-being of the workforce.

Equal Opportunities and Anti-Discrimination:

BEST is committed to providing equal opportunities for all employees, irrespective of their background. Discrimination is strictly prohibited within the organization, aligning with Maharashtra's labour laws that emphasize the importance of a diverse and inclusive workplace.

Respect for Workers' Rights:

The company respects the fundamental right of employees to organize and form unions. This respect for workers' rights is in harmony with Maharashtra's legal framework, allowing employees to voice their concerns collectively and contribute to shaping the work environment.

Training Initiatives:

Ongoing training programs are integral to BEST's approach to compliance. Employees receive training on labour laws, workplace safety, and their rights, creating awareness and fostering a culture of responsibility. This commitment to education ensures that all members of the workforce are well-informed and empowered within the legal framework.



PAGE 4: THE JOBS INCLUDED IN THE BRIHANMUMBAI ELECTRICITY SUPPLY AND TRANSPORT UNDERTAKING (BEST)

The Bombay Electric Supply & Transport (BEST) Company encompasses various roles across its electric supply and transportation divisions. Here's a more detailed breakdown:

Electric Supply Division:

Electricians: Responsible for the installation, maintenance, and repair of electrical systems.

Highly trained electricians handle wiring, connections, and electrical repairs across the company's facilities.

Engineers: Involved in planning, designing, and overseeing the electrical infrastructure.

BEST employs electrical, civil, and mechanical engineers to design, maintain, and upgrade electrical infrastructure.

Technicians: Assist in routine inspections, troubleshooting, and repairs.

Skilled technicians are crucial for the installation, repair, and maintenance of electrical systems and equipment.

Transportation Division:

Bus Drivers: Operate public buses, ensuring safe and timely transportation of passengers.

Bus Conductors: Collect fares, manage passenger boarding, and assist with inquiries.

Mechanics: Maintain and repair the fleet of buses, addressing mechanical issues.

Administrative Staff: Handle various administrative tasks, including scheduling, customer service, and record-keeping.

BEST requires professionals in administration for tasks such as finance, human resources, and general office management.

Maintenance and Support Roles:

Maintenance Crew: Undertake general maintenance tasks for both electric and transportation infrastructure.

Customer Service Representatives: Assist customers with inquiries, complaints, and ticketing.

PAGE 5: THE JOBS INCLUDED IN THE BRIHANMUMBAI ELECTRICITY SUPPLY AND TRANSPORT UNDERTAKING (BEST)

Management and Supervisory Roles:

Managers: Oversee different departments, ensuring efficient operations.

Project Managers: Oversee the planning, execution, and completion of various projects related to the improvement of electrical infrastructure.

Supervisors: Provide guidance and supervision to specific teams or shifts.

Support Services:

Human Resources: Manage personnel matters, recruitment, and employee relations.

Finance and Accounting: Handle financial transactions, budgeting, and accounting for the company.

Customer Service Representatives: To assist customers with inquiries, complaints, and service requests related to electricity supply.

IT Professionals: Manage and maintain the company's information technology systems, including network infrastructure and software applications.

Accountants: Responsible for financial management, budgeting, and accounting to ensure the company's fiscal health.

Legal Advisors: Handle legal matters, contracts, and regulatory compliance to protect the company's interests.

Safety Officers: Implement and enforce safety protocols to ensure a secure working environment for employees and customers.

Logistics and Transportation Specialists: Manage the transportation of equipment and personnel required for maintenance and installation tasks.

Meter Readers: Collect data from utility meters to monitor and bill customers accurately for their electricity usage.

Environmental Engineers: Focus on implementing eco-friendly practices and ensuring compliance with environmental regulations.

Public Relations Specialists: Manage communication between BES&T and the public, addressing concerns and promoting a positive public image.

PAGE 6: WORKING CONDITIONS OF THE BUS DRIVER

The working conditions of a bus driver can be diverse and challenging, yet rewarding. Here's a breakdown of what they might entail:

- Driving Conditions: Bus drivers face varying road and weather conditions daily. From congested city streets to winding rural roads, they navigate diverse environments with skill and caution.

- Long Hours: Bus drivers often work long shifts to cover routes and schedules. These hours can be physically and mentally demanding, requiring focus and endurance to ensure passenger safety throughout the day.

- Responsibility for Safety: The safety of passengers and pedestrians is paramount for bus drivers. They must adhere to traffic regulations, manage unruly passengers, and swiftly respond to emergencies while keeping their composure.

- Isolation: While driving, bus drivers spend a significant amount of time alone in the driver's seat. Limited breaks between routes can contribute to a sense of isolation, but their connection to passengers and colleagues remains strong.

- Health Challenges: The sedentary nature of the job and prolonged sitting can pose health risks. Regular health check-ups are essential for maintaining physical fitness and well-being.

- Customer Service: Bus drivers regularly interact with passengers, providing assistance and information with courtesy and professionalism. Patience and a customer-focused approach are key in handling diverse passenger needs and inquiries.

- Hand-eye coordination: Driving a bus requires precise control of multiple limbs based on visual observations. Strong hand-eye coordination is essential for maneuvering safely through traffic and tight spaces.

- Hearing and visual ability: Federal regulations mandate good hearing and vision for bus drivers. They must be able to hear whispered commands and distinguish colors on traffic lights to ensure safe driving.

- Stress Management: Traffic congestion and challenging passenger situations can create stressful moments for bus drivers. They must remain calm and composed under pressure to safely operate their vehicles.

Overall, the working conditions of a bus driver involve a combination of physical demands, irregular hours, and a commitment to passenger safety. Despite the challenges, their dedication and professionalism ensure the efficiency and reliability of public transportation services.

PAGE 7: WORKING CONDITIONS OF THE CONDUCTOR

The working conditions of a bus conductor involve a blend of physical demands, customer interaction, variable hours, and a steadfast commitment to passenger safety. Here's a closer look at what it's like to be a bus conductor:

- Customer Interaction: Bus conductors are the face of the transportation service, engaging directly with passengers on a daily basis. They handle ticket sales, assist passengers with boarding, provide information about routes and schedules, and address any queries or concerns passengers may have. This constant interaction requires excellent communication and interpersonal skills, as conductors must interact with a diverse range of passengers from all walks of life.

- Physical Demands: Working as a bus conductor can be physically demanding. Conductors often spend long hours on their feet, moving through crowded buses to collect fares and assist passengers. They may need to navigate tight spaces, handle cash transactions, and maintain order during busy periods. This physical aspect of the job can lead to fatigue and discomfort, requiring conductors to stay physically fit and mentally alert throughout their shifts.

- Variable Hours: Bus conductors typically work on a shift basis, which may include early mornings, late evenings, weekends, and holidays. The nature of public transportation means that services must be available to passengers around the clock, so conductors may need to adjust their schedules accordingly. This variability in working hours can impact work-life balance, requiring conductors to be flexible and adaptable to changing schedules.

- Safety Concerns: Ensuring passenger safety is a primary responsibility for bus conductors. They must monitor passenger behavior, enforce safety regulations, and assist passengers during emergencies such as accidents or medical incidents. Conductors play a vital role in maintaining order on the bus and ensuring that all passengers reach their destinations safely.

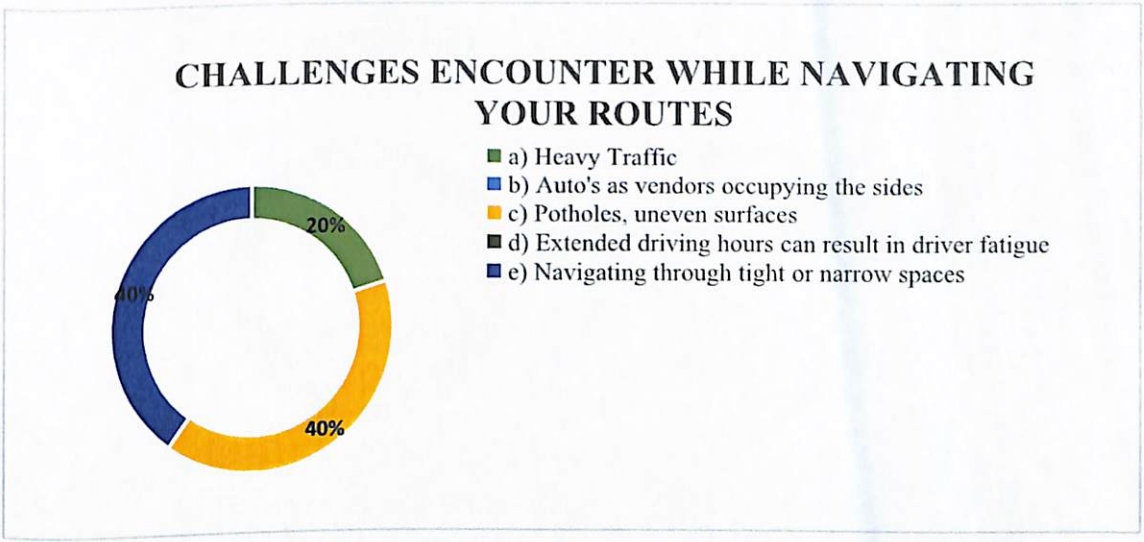
- Ticket Sales: Conductors are responsible for managing ticket transactions and fare collection from passengers. This involves issuing tickets, handling cash payments, and keeping accurate records of transactions. Conductors must be honest and trustworthy in handling money and ensuring that all fares are collected according to company policies.

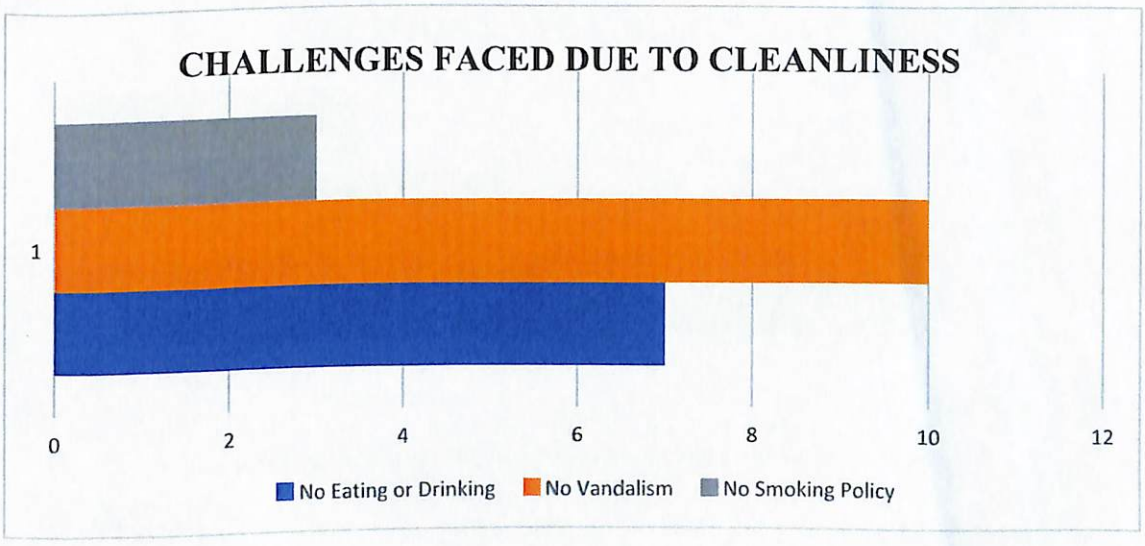
Overall, the working conditions of a bus conductor involve a combination of physical demands, customer interaction, variable hours, and a strong focus on passenger safety. Despite the challenges, conductors play a vital role in keeping the public transportation system running smoothly and ensuring that passengers can travel safely and comfortably to their destinations.

PAGE 8: 2 PROBLEMS FACED BY EMPLOYEES AND ITS GRAPH.

In the bustling heartbeat of urban life, bus conductors and drivers stand as stalwart guardians of mobility, weaving through the city's vibrant tapestry to ensure passengers reach their destinations with ease. Yet, amidst the rhythmic hum of engines and the chatter of commuters, these dedicated professionals encounter challenges that demand both resilience and innovation. Let's embark on a journey to explore these challenges, recognizing the commitment and determination of bus conductors and drivers in overcoming them to deliver safe and efficient transportation services.

1. *Security Concerns:*
   Bus conductors and drivers often face security challenges, including dealing with unruly passengers, fare evasion, and potential threats to their personal safety. Ensuring the safety of both passengers and staff is a significant challenge in the public transportation sector.
2. *Traffic Congestion:*
   Bus drivers contend with the daily struggle of navigating through traffic congestion, which can lead to delays, increased fuel consumption, and added stress. Finding efficient routes and managing schedules amidst urban traffic can be a persistent issue for drivers and conductors alike.

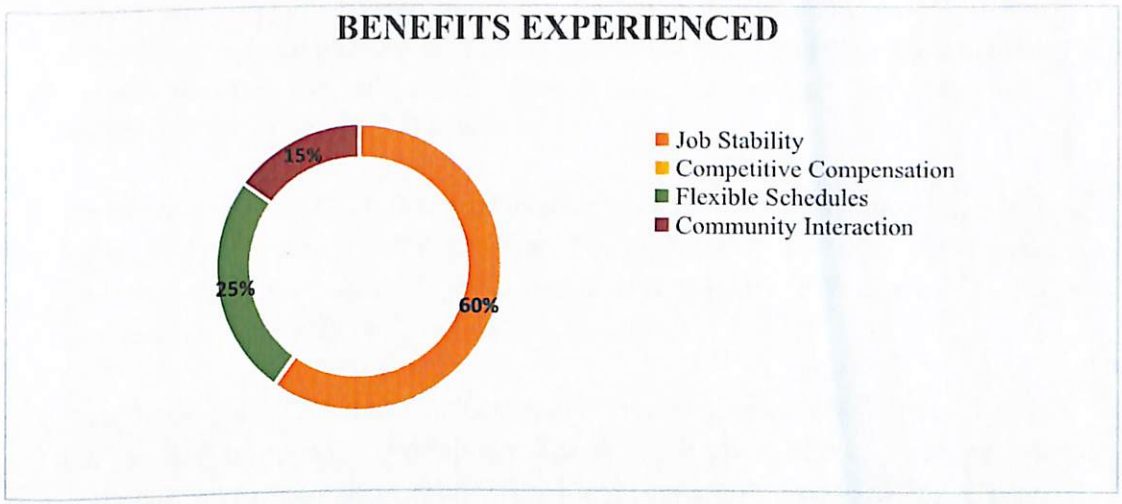


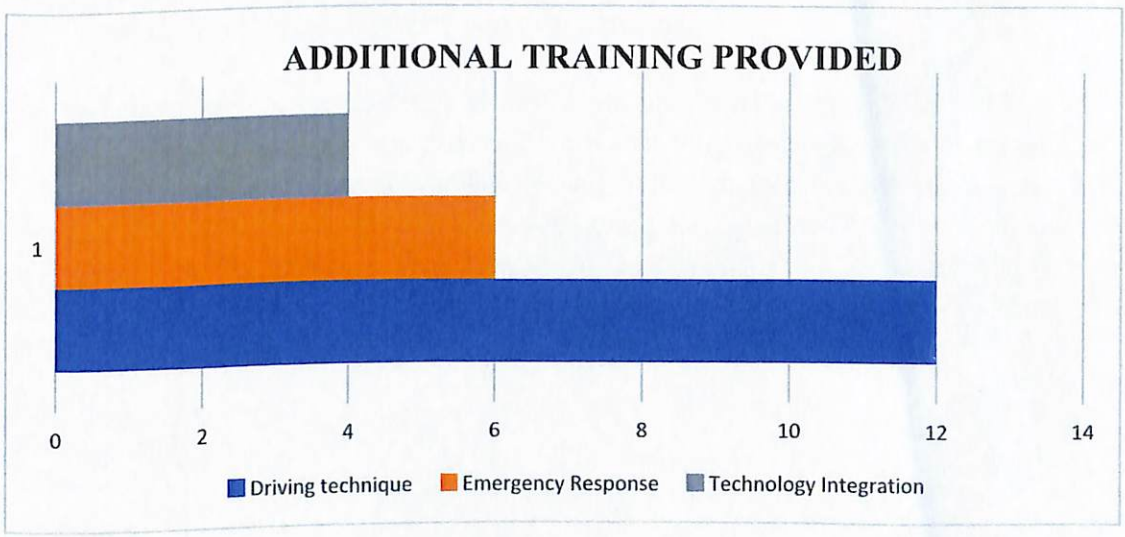


PAGE 9: 2 BENEFITS EXPERIENCED BY EMPLOYEES AND ITS GRAPH.

Bus drivers enjoy numerous benefits in their profession. Firstly, they experience job stability due to the constant demand for public transportation services. Secondly, they have the opportunity for flexible scheduling, allowing them to balance work and personal life effectively. Thirdly, bus drivers often receive competitive compensation packages, including health insurance and retirement benefits. Additionally, they benefit from regular interaction with diverse passengers, which fosters social skills and creates a dynamic work environment. Lastly, bus driving can serve as a gateway to career advancement opportunities within the transportation industry, offering avenues for professional growth and development.

1. *Job Stability:*
   Bus conductors and drivers often enjoy job stability, as public transportation services are essential and in constant demand, providing a reliable source of employment.Job stability for bus conductors and drivers is anchored in the essential nature of public transportation services. The consistent demand for these services ensures a reliable and steady source of employment, offering a sense of security for individuals in these roles.
2. *Interaction Opportunities:*
   Both bus conductors and drivers have the chance to interact with a diverse range of people daily, fostering social skills and creating a dynamic work environment.





PAGE 10: CONCLUSION

- In the realm of electricity provision, BEST remains innovative and sustainable, led by a dedicated team ensuring reliability and efficiency in every endeavor. Despite its autonomy, BEST maintains strong ties to the community, governed by a committee of municipal officials, embodying transparency and accountability in its operations.

- Our survey embarked on a journey to uncover the daily realities of bus conductors and drivers, offering insights into their challenges and opportunities for enhancement. Through a meticulous examination of gathered data, we unveiled common threads like extended working hours, safety apprehensions, and communication gaps.

- The revelation of prolonged shifts underscores the importance of reevaluating labor practices in the transportation domain. By addressing issues of fatigue and ensuring adequate rest intervals, we not only prioritize the welfare of these indispensable workers but also bolster overall passenger safety.

- Safety concerns emerged as a focal point in our findings, with drivers expressing apprehensions regarding road conditions, passenger behavior, and vehicle upkeep. Introducing tailored training initiatives, regular maintenance protocols, and enhanced security measures can substantially assuage these worries, nurturing a safer working milieu for both drivers and conductors.

- On the employment front, BEST adheres to labor laws, ensuring fair compensation, safety, and equal opportunities for its workforce. Training initiatives and ongoing education empower employees within the legal framework, fostering a culture of responsibility and growth.

- Despite the challenges, bus conductors and drivers experience benefits such as job stability and interaction opportunities. The essential nature of public transportation ensures steady employment, while daily interactions with diverse passengers foster social skills and create a vibrant work environment.

- In conclusion, our survey offers invaluable insights into the experiences and hurdles faced by bus conductors and drivers. Armed with this knowledge, we embark on a journey of continuous improvement, striving to implement solutions that elevate working conditions, fortify safety measures, and nurture effective communication channels within the transportation sector. This endeavor serves as a cornerstone for ongoing initiatives aimed at championing the well-being and optimization of bus conductors and drivers alike.