

ECONOMICS OF PENSION PAYMENT SYSTEM OF KSRTC: PROBLEMS AND CHALLENGES

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In partial fulfillment of the requirement for the degree of

MASTER OF ARTS in ECONOMICS

By

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MARCH 2023

CERTIFICATE

This is to certify that the Project titled **“ECONOMICS OF PENSION PAYMENT SYSTEM OF KSRTC: PROBLEMS AND CHALLENGES”** is a record of the original research work conducted by DIYA JUDE (Register No: AM21ECO006) under my guidance and supervision in partial fulfillment of the requirements for the award of the degree in Master of Arts in Economics (Affiliated to **Mahatma Gandhi University, Kottayam**). The research work has not previously formed the basis for the award of any Degree, Diploma, Associate ship , Fellowship or any other similar title and it represents a contributory work on the part of the candidate.

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DECLARATION

I hereby declare that the Project titled **“ECONOMICS OF PENSION PAYMENT SYSTEM OF KSRTC: PROBLEMS AND CHALLENGES”** submitted by me for the M.A. Degree in Economics is my original work and this work has not been previously formed the basis for the award of other Academic qualification, fellowship of other similar title of any other University or board.

Signature of the supervisor

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CHAPTER 1
INTRODUCTION

1.1 INTRODUCTION

Transportation consists of different types by land, air, and water. Road transportation is the primary mode of transport for most of the Indian citizens. India's road transport system is majorly used one among the other modes of transport. India's road network is the second largest and one of the busiest in the world.

Buses are an important means of public transport, urban bus transport are owned and operated by both public and private agencies. Public agencies are the government, and they are operated through a state road transport corporation. These corporations have extremely useful in connecting urban areas and villages. One such public transport system in Kerala was known as KSRTC and it is one of the oldest operated and managed public transports of India. Consequent of the enactment of Road Transport Corporation Act in 1950 the government of Kerala formulated rules in 1965 by section 44 and the department were converted into autonomous. At the time of transfer there was only countable number of bus schedules. The plant and machinery owned by KSRTC is extended throughout all its workshop.

A board of directors consisting of seven members including the chairman and managing director governs the corporation. The administrative setup is a two-tier system chief office is the controlling and coordinating agency. Unit offices are established for the effective operation and smooth administration of the corporation. KSRTC is one of the most essential institutions that constitutes a major share in the financial market of the state. At present corporation has 5526 schedules and 5662 buses. The average earnings per kilometer works out to round about rupees 37.71 and the average earnings per bus works out per 12688. The enterprise cannot achieve success if the employees are not highly performing with their job. A well performed employee is the asset of an enterprise. The performance of an employee is completely relied on the rewards they are getting.

The officers and employees of KSRTC are governed by establishment matters, retirement, and pension etc. As per rule 60(a) part 1. The officers and employees are permitted to continue in service till last day of the financial year in which they attain the age of 55 years. All government employees who attain the age of 55 years during financial year will continue in service till the end of the financial year. This unification of date of retirement led to several administrative difficulties and dispensation of unequal benefits to government employees as per the final notification the unified retirement age has been changed to the age of 56 because of the vacant posts after the retirement of the employees will make difficulties in the functioning of the sector. Unification in the retirement also cause problems of vacant post because the employees will be retiring on a single day.

A fixed payment is provided for the pensioners of KSRTC (Kerala State Road Transport Corporation) this can be calculated by the basic pay of ten months before the retirement he or she retire from the service. There are different types of pensions.

- ❖ **Service pension:** this pension is provided to the retired employees who have more service time. These pensioners will get full pension amount.
- ❖ **Family pension:** this pension is provided to the spouse or wife of the employee or pensioner after his demise. Family pension is also provided to the widow of the employee who died during the service.
- ❖ **Ex-gratia pension:** this pension is provided to the employees who have service less than 10 years service that is of minimum 9 years service.

Both KSRTC and its pensioners are facing many challenges due to the lack of funding . Due to the lack of funding KSRTC is facing problems in providing salary payment of the employees, pension payment, etc.

1.2 REVIEW OF LITERATURE

Review of literature presents different works ascertaining the performance of road transport corporation and the employment, these works had been taken from the various international and national books and publications and the newspaper reports.

- 1) **George W Wilson** (1973) towards a theory of transport and development. This book talks about the transport system and various development in the sector. The transport system is helpful in the development of the economy because transportation is an important part of the working of an industry, firm or any venture.
- 2) **Harrison A J** (1974) economics of transport appraisal that deals with economic aspects of the transportation sector. Transportation system improves the allocation process because it widens the number of opportunities for suppliers and buyers.the transportation is the system of providing materials to the different economic activities.
- 3) **Jagadeesh Gandhi P** (1998) state transport sector undertaking structure growth performance, this deals with the structure of the transport sector growth and performance. The state transport sector provide developments which make the sector more accessible to the public. Most of the common people are using the public transport system.

- 4) **Reddy D Jayaraman** (2015) operation performance of road transport corporation a case study. This is a case study on the performance of the road transport corporation and its working under the sector.
- 5) **Indu Vijayan** (2017) A financial analysis of Kerala State Road Transport Corporation (KSRTC). The study covers the operational and financial profile of KSRTC. A detailed study on the sources and utilization of the capital and subsidies allotted by the state government is also made.
- 6) **Pandey, Ashutosh K** (2021) Economic analysis of public urban transportation system. In this publication an analysis is made on the public urban transportation which means the transportation of the town to differentiate it from the transportation system of the rural or village which one is developing faster and to study about its economic growth in terms of development.
- 7) **A. Alex** (2021) Quality of work life of work life in Puducherry Road transport corporation a study with reference to drivers and conductors. This includes the work life quality of the drivers and conductors of the Puducherry area. In this area the drivers and conductors work according to the reward they receive from their working capacity.
- 8) **Nisamudheen T** (2021) Effect of human resource management practices on job satisfaction of employees in KSRTC. This includes the satisfaction of the employees in the sector according to the work they perform and the opinions about them by their higher authorities and the public opinion about the services provided by the sector.
- 9) **Dhastagin Basha SK** (2022) Employee engagement in Andhra Pradesh State Road Transport Corporation [APSRTC] a study with reference to Nellore zone. This is a study of the transport sector working under the Andhra Pradesh its employees working condition in a specialized zone Nellore.
- 10) **Tiwari, Rahul** (2022) redefining of service level bench marking for public transport system in India. The service level of the public transport system shows the rate or level of the services provided by the transport sector.
- 11) **Satheesh Kumar S** (2022) An evaluation of the performance of transport workers in public, private and cooperative sectors in Lateral. He tried to evaluate the job performance of passenger road transport employee analyses the job stratification enjoyed by the employees of industry.

1.3 STATEMENT OF PROBLEM

This topic is chosen because Kerala State Road Transport Corporation (KSRTC) is the only SRTC in the country which provide its employees' pension at par with any other government department. The pension had started in the year of 1984 and KSRTC was in loss after some year. KSRTC's expenditure on pension is around 40 crore per month and 480 crore per year that is 17 per cent of all expenditure. According to certain financial crisis the pension distribution and salaries for the employers have been interrupted. Our main objective is to find out what are the financial crisis faced by the pensioners.

“Pension is a security measure, consistent with the economic requirements, providing safeguards to the employees in their later years of life.”

Pension provided is the only way to meet the expenses of the family dependent on them. If it is not provided accordingly they lack to meet both ends of their needs.

The main reason for the financial crisis faces by KSRTC are bus timing, remote area services, hike in the fuel price, engine works of buses etc. we also look what are the financial crisis faced by KSRTC according to the pensioners point of view. From the latest budget review of the state government KSRTC had been provided with 30 crore. Even though 30 crore have been provided by state government the corporation has its own expense to meet which more than fund allotted since, 48 percent of buses owned by the corporation are ten or more years old (2348 out of 4786). If KSRTC had been closed due to the lack of the services 26 lakh passengers and employees and 42212 pensioners (as per this months report this may vary monthly) will be affected badly.

1.4 OBJECTIVES OF THE STUDY

There are three objectives included in this study. They are as follows:

- ❖ To study the current financial situation of the pensioners.
- ❖ To analyze the reasons for the financial crisis faced by KSRTC according to the pensioners point of view.
- ❖ Initiatives taken by government to uphold KSRTC from financial crisis.

1.5 THEORETICAL FRAMEWORK

A pension is a fund into which a sum of money is added during an employee's employment years and from which payments are drawn to support the person's retirement from work in the form of periodic payments. A pension may be a "defined benefit plan" where a fixed sum is paid regularly to a person, or a defined contribution plan is a fixed sum is invested that then becomes available at retirement age.

The term retirement plan and superannuation refer to a pension granted upon retirement, usually under pre-determined legal or contractual terms. A recipient of a retirement pension is known as a pensioner or retiree.

Kerala State Road Transport Corporation (KSRTC) is the only State Road Transport Corporation (SRTC) in the state government provide pension to their employee's. Types of pensions provided: -

- ✧ **Service pension:** pension which is provided to the employee after retirement. Minimum pension presently is Rs. 9000 per month and maximum limit on pension is 50% of the highest pay in the Government of India (presently Rs. 1,25,000) per month. Pension is payable up to and including the date of death.
- ✧ **Family pension:** This pension is granted to the spouse or wife of a pensioner after his or her demise. This kind of pension is eligible for the family of the government employee if they die while in service.
- ✧ **Ex-gratia pension:** Those government servants who retire from service with less than 10 years qualifying service, are not eligible for statutory or service pension. They are eligible for service gratuity. On 18/06/1999, government introduced ex-gratia pension to provide relief to such persons. The scheme is optional. A person who opts for the scheme shall not be eligible for service gratuity but eligible for dearness relief and family pension.

JEEVAN PRAMAN: is a biometric pension enabled digital service for pensioners. Pensioners of central government, state government or any other government organization can take benefit of the facility. More than one crore families in India can be classified as

pensioners families where the pension disbursed by various government bodies forms the basis for their income and sustainability. There are

about fifty lakh pensioners of the central government and a similar number of the various other government agencies. This includes pensioners from the various state and UT governments and various public sector enterprises.

1.6 REASERCH METHODOLOGY

The study is based on both primary and secondary data. The primary data is through personal interview. Details for the study is taken from the Ernakulam unit of pensioners the pensioners population includes the three types of pensioners of this unit they are service, family, ex-gratia pension. Secondary data is collected from the newspaper reports, official website of KSRTC and other websites.

Area selected under study is Ernakulam unit from the nine units of the corporation. Nine units of Ernakulam district are North Paravoor, Angamali, Regional workshop Aluva, Perumbavoor, Kothamangalam, Muvattupuzha, Piravom. The reason to take this area for study is that, this unit confronts statutory type of pensioners.

The sample of study is 4.27 per cent and it is derived from the total population of the unit taken under the study that is 1170 it can be calculated by dividing the number of respondents taken under the study (50) divided by total number of population (1170 as per the record till the date of May 31st of 2023), is multiplied by 100.

The sampling technique used for the study is stratified sampling technique. This technique is selected because the population under study is divided into three categories they are been divided on the type of pension they receive. The three categories are:

- Service pension
- Family pension
- ex-gratia pension

All data are collected during the year of 2022-23.

1.7 SCHEME OF STUDY

(!) chapter 1: Introduction

First chapter includes introduction, review of literature, statement of the problem, Objectives, theoretical framework, research methodology and limitations.

(!) chapter 2: Overview

Second chapter of the includes the pension system of Lateral State Road Transport Corporation (KSRTC).

(!) Chapter 3: Analysis and interpretation

Third chapter includes the analysis and interpretation of data collected from Respondents.

(!) chapter 4: findings and conclusion:

Fourth chapter includes the findings recommendation and conclusion drawn from the analysis of primary data.

1.8 LIMITATIONS OF THE STUDY

- Calculating the pensioners sector is time consuming.
- Respondents were reluctant to reveal all the data.

CHAPTER 2
ECONOMICS OF
PENSION PAYMENT SYSTEM OF KSRTC:
PROBLEMS AND CHALLENGES –
AN OVERVIEW

2.1 INTRODUCTION

KSRTC is one of the oldest operated and managed public transports of India. Consequent of the enactment of Road Transport Corporation Act in 1950 government of Kerala formulated rules in 1965 by section 44 and the department were converted into autonomous. At the time of transfer there was only countable number of bus schedules. The plant and machinery owned by KSRTC is extended throughout all its workshop.

The officers and employees of KSRTC are governed by establishment matters, retirement, and pension etc. As per rule 60(a) part 1. The officers and employees are permitted to continue in service till last day of the financial year in which they attain the A board of directors consisting of seven members including the chairman and managing director governs the corporation. The administrative setup is a two-tier system chief office is the controlling and coordinating agency. Unit offices are established for the effective operation and smooth administration of the corporation. KSRTC is one of the most essential institutions that constitutes a major share in the financial market of the state. At present corporation has 5526 schedules and 5662 buses. The average earnings per kilometer works out to round about rupees 37.71 and the average earnings per bus works out per 12688. The enterprise cannot achieve success if the employees are not highly performing with their job. A well performed employee is the asset of an enterprise. The performance of an employee is completely age of 55 years. All government employees who attain the age of 55 years during financial year will continue in service till the end of the financial year. This unification of date of retirement led to several administrative difficulties and dispensation of unequal benefits to government employees as per the final notification the unified retirement age has been changed to the age of 56.

The pension had started in the year of 1984 and KSRTC was in loss after some year. KSRTC's expenditure on pension is around 40 crore per month and 480 crore per year that is 17 per cent of all expenditure. According to certain financial crisis the pension distribution and salaries for the employers have been interrupted.

The then minister K Karunakaran in 1984 bring about an order of pension system of statutory pension. This pension is funded by the government for the employees and this kind of pension is mainly for the employees who enter into the service on the date of before 1st April 2013. The employees who entered into the service after 1st April 2013 through the PSE list will be having contributory pension and the fund for these pensioners are taken 10 percent from the salary of the employees.

A pension is a fund into which a sum of money is added during an employee's employment years. Often retirement plans require both the employee to contribute money to fund during their employment to receive defined benefits upon retirement. Funding can be provided in other ways such as from labor unions, government agencies or self-funded schemes. Pension plans are therefore a form of "deferred compensations."

Some countries also grant permissions to military veterans. Military pensioners are overseen by the government. Pensions may extend past the death of the veteran himself, continuing to be paid to the widow. Many countries have created funds for their citizens and residents to provide income when they retire. Typically, this requires payments put in place a social pension. These are regular, tax funded non-contributory cash transfers paid to older people.

2.2 PENSION SYSTEM NATIONAL LEVEL

Pension plans provide financial security and stability during old age when people don't have a regular source of income. Retirement plan ensures that people live with pride and without compromising on their standard of living during advancing years. Pension scheme gives an opportunity to invest and accumulate savings and get lump sum amount as regular income through annuity plan on retirement.

According to United Nations Population Division World's life expectancy is expected to reach 75 years by 2050 from present level of 65 years. The better health and sanitation conditions in India have increased he life span. As a result, number of post- retirement years increases. Thus, rising cost of living, inflation and life expectancy make retirement planning essential part of today's life.to provide social security to more citizens the government of India has started the National Pension System.

National Payment System (NPS) government of India established Pension Fund Regulatory and Development Authority (PFRDA) on 10th October 2003 to develop and regulate pension sector in the country. The National Pension System (NPS) was launched on 1st January 2004 with the objective of providing retirement income to all the citizens.

Initially, NPS was introduced for the new government recruits (except) armed forces). With effect from 1st may, 2009, NPS have been provided for all citizens of the country including the unorganized sector workers on voluntary basis. Additionally, to encourage people from the unorganized sector to voluntarily save for their retirement the central government launched a co-contributory pension scheme, Swavalamban Scheme in the union budget of 2010 – 11. under Swavalamban scheme the government will contribute a sum of Rs. 1000 to each eligible NPS subscriber who contributes a minimum of Rs 1000 and maximum Rs 12000 per annum. This scheme is presently applicable up to financial year 2016 -17.

STATE GOVERNMENT EMPLOYEES:

NPS is applicable to all the employees of State Governments, State Autonomous Bodies joining services after the date of notification by the respective State Governments. Any other government employee who is not mandatorily covered under NPS can also subscribe to NPS under “All Citizen Model” through a point of presence-service provider (POP-SP).

2.3 ROAD TRANSPORT SYSTEM

Road transport is one of the most cost effective and preferred mode of transport, both for freight and passengers, keeping in view its level of penetration into populated areas. Thus, it is vital for economic development and social integration of the country. Road transport has emerged as the dominant segment in India’s transportation sector with a share of 4.5 per cent in India’s GDP IN 2005 – 06. The road transport sector accounts for about 87 per cent of passenger traffic and 60 per cent of freight traffic movement in the country. Easy availability, adaptability to individual needs and the cost savings are sum of the factors which go in favor of road transport.

India has several road transport corporations that operate in different states and union

- 1. Andhra Pradesh State Road Transport Corporation (APSRTC)**
- 2. Karnataka State Road Transport Corporation (KSRTC)**
- 3. Tamil Nadu State Transport Corporation (TNSTC)**
- 4. Kerala State Road Transport Corporation (KSRTC)**

The details about above road transport corporations can be explained below.

- 1. Andhra Pradesh State Road Transport Corporation(APSRTC)** is the state-owned road transport corporation in the Indian state of Andhra Pradesh. APSRTC was first state transport to introduce hi-tech luxury buses in government bus sector. They are the first to introduce digital payments GPS system, computerized system etc. ASPRTC is committed to provide consistently high quality of services and to continuously improve the services through a process of teamwork for the utmost satisfaction of the passengers and to attain a position of pre-eminent in the Bus Transport sector. The ASPRTC Retired Employees Association has appealed to the state government to extend the pension benefits to them under the YSR Bharosa Scheme. In a memorandum submitted to Tourism Minister Muttamsetti Srinivasa Rao, association president K. Appa Rao and general secretary Narayana said that the retired RTC employees were getting a maximum pension of Rs. 2,500 a month under the EPS-95. The meagre amount is far from adequate to meet the living expenses of the retired employees and their families. The scheme mandates that annual income should not exceed Rs 70,000 a year for availing of pension under the scheme. As the retired employees were getting not

more Rs. 14,400 a year, they should be considered for the pension under the YSR Barossa Scheme. Union finance minister Nirmala Sitharaman announced the establishment of a committee headed by finance secretary T V Soma Nathan to review the new pension system amidst demands from a section of employees and the decision by some Opposition-governed states to revert to the old pension scheme. Among other things, one of the topics of interest for this committee is to explore the feasibility of the so-called 'Andhra model' of the guaranteed pension scheme (GPS) which was proposed in April 2022.

The news reports show two broad proposals – one, the state government will give a guaranteed pension of 33 per cent of the last drawn salary if the state government contributes 10% of the basic salary, a contribution equally matched by the government. The second proposal is a guaranteed pension of 40 per cent of the last drawn salary if the employees are willing to contribute a higher 14 per cent which, again will be equally matched by state government. YSR pension is eligible for the old age persons both male and female who are 60 years of age or above and are destitute. [Pension is calculated as: Average salary * Pensionable Service / 70 (indicates the average longevity for an Indian)].

- 2. Karnataka State Road Transport Corporation (KSRTC)** In order to meet the transport needs of public of the state of Mysore the government of started its bus service as Mysore Government Road Transport Department (MGRTD) on 12th September 1948. Its inaugural service was with 120 buses. The assets and liabilities of MGRTD except those of BTS unit were passed on to the new corporation which was named as MSRTC. The asset and liabilities were subsequently passed on to the corporation. Thus, a corporation was ultimately established for the entire state of Mysore. Along with the rapid progress of Karnataka in all spheres of activity, KSRTC has emerged as the best organization in meeting the aspirations of Kannadigas and the people of neighboring states of Karnataka. To increase operational efficiency, to provide quality transport service to the travelling public and to have an effective supervision on the operations of the corporation, the Government of Karnataka ordered for bifurcation of KSRTC into 4 separate corporations. During the year 1997-98 the state government divided KSRTC and carved out two new corporations the Bangalore Metropolitan Transport Corporation (BMTC) with its corporate office at Bangalore and the Northwest Karnataka Road Transport Corporation with its corporate office at Hubli. Later, another service started in the year of 2000 called the Northeast Road Transport Corporation its headquarters at Gulbarga to. KSRTC has its corporate office at Bangalore, presently it covers seventeen Districts. A voluntary retirement scheme is implemented from 12/08/2005. Under the scheme an employee who opts for voluntary retirement gets an additional financial benefit ranging from Rs.75,000/- to Rs.2,00,000/-. The minimum benefit has been enhanced to Rs.1,25,000/- with effect from October 2010. The retirement age is 60 for Karnataka Road Transport corporation.

3. **Tamil Nadu State Transport Corporation (TNSTC)** in 1944, British government appointed a committee to analyze public transport in the country and the Committee recommended nationalization of transport sector in India. In 1947, private buses operated in Madras presidency were nationalized by the Government and 'Government Bus Service' was started and then changed to 'State Transport Department' and then converted into 'Public Sector Undertaking' for improving efficiency through operational autonomy. It provides efficient and effective coordinated bus service to the public within the state and to the neighboring states. The Tamil Nadu state transport corporation mobilize funds from the public and provide loans to STU's (state transport undertakings). The sector provides pension benefits for its retired employees. The age of pension is 58 years and it provides an amount of 50% of the emoluments whichever is beneficial. Pension is payable up to and including the date of death after the demise of the pensioner the pension has been provided for his or her spouse, but a reduced amount of the actual pension received by the retired employee. The minimum eligibility for receipt pension is of 10 years.

Tamil Nadu State Transport Corporation Retired Employees Welfare Association (TNSTC REWA) members staged road in front of the head office of TNSTC Madurai Division on Thursday demanding immediate release of Dearness Allowance arrears to 86,000 pensioners. Due in the pension amount led to the problem of meeting monthly family expenditure.

4. **Kerala State Road Transport Corporation (KSRTC):** the public state transport sector includes both state owned transport services (KSRTC, KURTC, and KSRTC – SWIFT Ltd.) and private stage carriers. Kerala is somewhat different from the other south Indian states as the share of private stage carriages is higher in the overall public transport system. The latest data shows that the covid pandemic wrecked the industry which depleted the number of registrations of new buses.

The road services are wholly owned and operated by the private sector. KSRTC is the single largest public sector undertaking, carrying out passenger transport operations in the state. The corporation is now on the way of transformation. KSRTC aims at the development of infrastructure and modernization of workshops and total computerization. Delhi Integrated Multi-modal Transit System (DIMTS) has been entrusted for the implementation of Computerized Vehicle Tracking and Monitoring System. A trial version of the software was launched in August 2022.

Apart of fleet renovation, KSRTC has introduced multi axle buses like Scania on wet lease basis from its dealers and operating in inter-State routes. As of March 2022, the number of buses on wet lease basis is six.

Kerala Urban Road Transport Corporation (KURTC) is formed to uplift the city public transport system in the state. In 2008 Government of India launched a scheme for funding urban buses under the Jawaharlal Nehru National Urban Renewal Mission with a concept to meet the urban transport is the key driver to social and economic development and to meet the mobility needs of the people.

The performance indicators of KSRTC shows that 48 percent of buses owned by the corporation are old more than 10 years. Average fleet operated by KSRTC in 2021-22 is 2,509 and average age of fleet is 10.22 years. The driver per bus conductor ratio is 2.52 and 2.5 respectively. The average occupancy per bus per month is 68 as of 2022 august.

The employees of KSRTC have been provided financial support in the form of pension amount to the retired employees. According to the pension scheme an employee who opts for voluntary retirement gets an additional financial benefit ranging from Rs. 75,000/- to Rs.2,00,000/-. In 1984 the then minister K Karunakaran introduced statutory pension this pension is provided for the employees who got into service before 2013 April 1. The fund for this pension is provided directly by the government. In 2013 another pension was introduced and is known as contributory pension, the fund for this pension 10 per cent is taken from the employees. This pension is for the employees who were entered into service from the date of 1st April 2013. Under the pension system of KSRTC there are different types of pensions they are as follows:

- ❖ **Service pension:** this type of pension is granted for the employees who work till the age of 55. The minimum pensionable amount is Rs 9000, and maximum payment is the 50 per cent of the highest pay of the government of India per month.
- ❖ **Family pension:** This pension is granted to the spouse or wife of a pensioner after his or her demise. This kind of pension is eligible for the family of the government employee if they die while in service.
- ❖ **Ex-gratia pension:** Those government servants who retire from service with less than 10 years qualifying service, are not eligible for statutory or service pension. They are eligible for service gratuity. On 18/06/1999, government introduced ex-gratia pension to provide relief to such persons. The scheme is optional. A person who opts for the scheme shall not be eligible for service gratuity but eligible for dearness relief and family pension.

The pensioners also face many problems due to the latening of pension payment. There are many families depending on this pension amount if the pension is not provided regularly to them many will be facing problems in their monthly expenditure. To meet this expenditure, they may be pressurized to take loan or borrow money from private financiers. Inability to repayment of loan lead them to commit suicide and they pledge their assets for lending loan the pledged asset will be taken by the money lenders or banks. The pension is being late due to the financial crisis faced by the KSRTC. Government had allotted fund for the department but there are needs for these funds including the repayment of loan taken for the renovation of buses, bus stands etc...

From the latest budget review of the state government KSRTC had been provided with ₹30 crore. Even though ₹30 crore have been provided by state government the corporation has its own expense to meet which more than fund allotted since, 48 percent of buses owned by the corporation are ten or more years old (2348 out of 4786). The total expenditure of corporation is increasing year by year, according to the economic survey 2021-22 the gross revenue expenditure in the year 2021-22 is ₹2,707.66 crore compared to

₹1,485.84 crore in the year 2020-21. This cause a huge loss to the corporation. The loss according to the economic review is 1,012.14 crore in 2021-22 period compared to the year 2020-21 is 864.91 crore.

To restore the financial crisis faced by the corporation, they introduced new projects such as logistics, shop one wheel, stay on KSRTC bus in Munnar, KSRTC Lube Shop retail fuel filling stations in association with Indian Oil Corporation and Hindustan Petroleum Corporation called 'Yatra Fuel'. to revive the reeling sector and to provide the services in rural areas KSRTC implemented a project called 'Gama Vandii' another initiative by the corporation is the 'City Circular Service' (CC) which intends to provide a convenient and solution to the general public, who visit offices, markets, shops etc...

2.4 CONCLUSION

The second chapter includes the pension payment system of the Kerala State Road Transport Corporation (KSRTC) and the problems of the pensioners, National Pension System (NPS) and what the term pension refers to also been included. Initiatives taken by the KSRTC.

A pension is a fund into which a sum of money is added during an employee's employment years. Often retirement plans require both the employee to contribute money to fund during their employment to receive defined benefits upon retirement. Funding can be provided in other ways such as from labor unions, government agencies or self-funded schemes. Pension plans are therefore a form of "deferred compensations.

National Payment System (NPS) government of India established Pension Fund Regulatory and Development Authority (PFRDA) on 10th October 2003 to develop and regulate pension sector in the country. The National Pension System (NPS) was launched on 1st January 2004 with the objective of providing retirement income to all the citizens.

The pensioners of KSRTC faces many problems due to the irregular distribution of pension the this includes the financial problems and the initiatives taken by the KSRTC to restore the financial crisis.

CHAPTER 3
PENSION PAYMENT

SYSTEM OF KSRTC:

PROBLEMS AND CHALLENGES

3.1 INTRODUCTION

The area under study is Ernakulam unit this area is chosen for study because the pension is of two kind, statutory pension, and contributory pension. Statutory pension is kind of pension provided to the employees who enter the service before April 1, 2013, and the pension is provided by the state government this pension and is introduced by the then minister K Karunakaran in 1984. Contributory pension is the kind of pension in which the employees enter the service through the PSE list after April 1, 2013, as per the rule KSRTC must deposit the deducted amount from the staff along with the managements 10 percent share in the NPS. But to manage the financial issues, KSRTC was forced to divert this fund for the other purposes like salary distribution. The pensioners in the Ernakulam unit receives statutory pension.

This chapter focuses on the primary data collected through telephonic and personal interview. Total 50 samples are collected and is divided among the three groups under study. 20 each sample from service pensioners and family pensioners, 10 sample from ex-gratia pension. Questions regarding employment status, pension type and pension amount received are asked to the three types of pensioners. Challenges faced by the pensioners and their monthly income spend are assessed. Reasons for the financial crisis faced by KSRTC according to the pensioners and the initiatives taken by government . This chapter is divided into five categories.

- ❖ General Information of the respondents.
- ❖ Employment type, type of pension and amount of pension they receive.
- ❖ Financial background includes the financial institution from which loan is taken and other source of income of the pensioners.
- ❖ Challenges and problems faced by the government according to the pensioners point of view.
- ❖ Initiatives taken by the government.

3.2 GENERAL INFORMATION OF THE RESPONDENTS

Socio economic condition of a person can be attained from their general information. For this study age and education are two important factors since these are included in the methodology. Other two important factors such as type of family and family annual income are also analyzed to get better picture of the respondent.

3.2.1 AGE WISE DISTRIBUTION

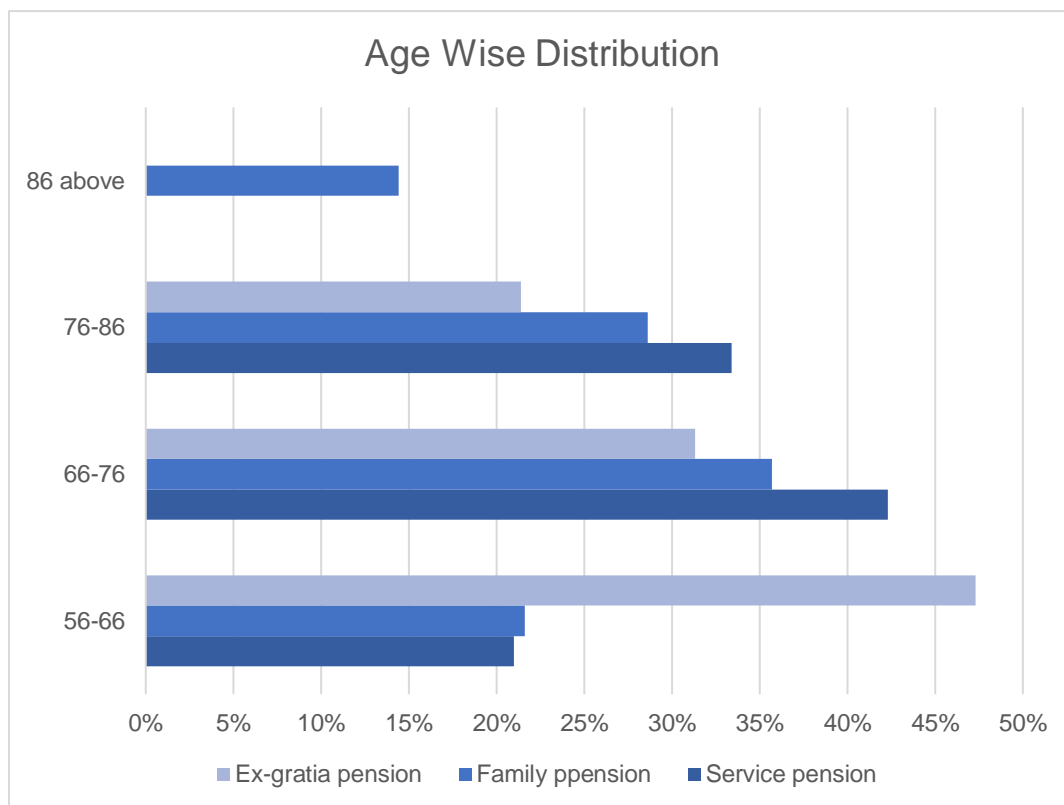
Age constitutes a factor for the study because this shows the financial aspect of the pensioners under study and their health conditions.

TABLE 3.2.1 Age Wise Distribution (in percentage)

AGE	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
56 - 66	21	21.6	47.3
66 – 76	42.3	35.7	31.3
76 – 86	33.4	28.6	21.4
86 above	3	14.1	0

Source: Primary data

FIGURE 3.2.1 Age wise Distribution(in percentage)



Source: Primary data

The above table 3.2.1 and figure 3.2.1 show the age wise distribution among the three types of pensioners, service pension, family pension and ex-gratia pension. The highest of the pensioners come under the age group of 56-66.

3.2.2 EDUCATION

Education improves the peoples understanding of the world around them. Education improves the standard of living and the life of people. Education is an important factor to mold a person’s behavior. According to the type of educational qualification an individual gets a job opportunity in the world. The world job market is being competitive this make the people to motivates to acquire more knowledge.

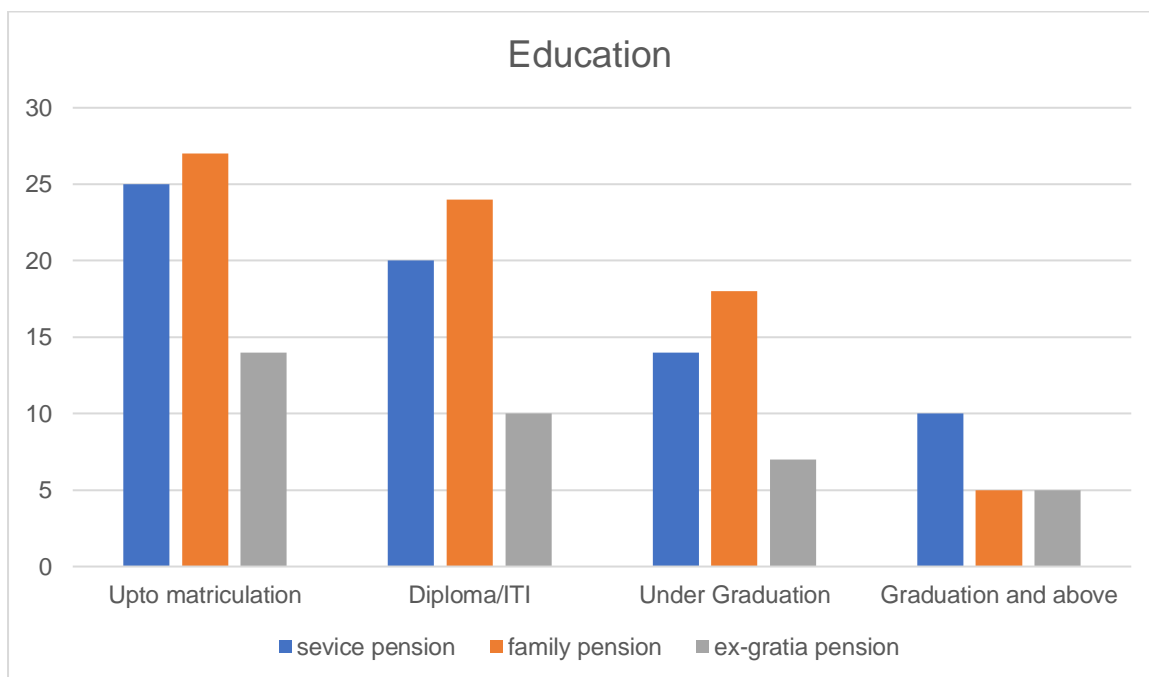
A table is been given to show the educational qualifications of the pensioners of KSRTC (Kerala State Road Transport Corporation) this help to get a knowledge about their post that had served in the KSRTC.

TABLE 3.2.2 Education (in percentage)

EDUCATION	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Up to matriculation	25	27	14
Diploma/ITI	20	24	10
Under Graduation	14	18	7
Graduation and above	10	5	5

Source: Primary data

FIGURE 3.2.2 Education



Source: primary data

To get a better understanding about their employment opportunities and the financial situation. The population has been divided as four categories according to their educational qualification. The four divisions are Up to matriculation, Diploma/ITI, Under Graduation and Graduation and above. This will uplift the employment status and type of pension they receive.

3.2.3TYPE OF FAMILY

Family is the first school of every individual from the family we study how to behave to the others in a society and makes us happy to live with the income that we have. Mainly the family can be divided into two types Nuclear and Joint. Nuclear family consists of only small number of family members, and it is seen mostly in the urban areas. Joint family consists of a greater number of family members.

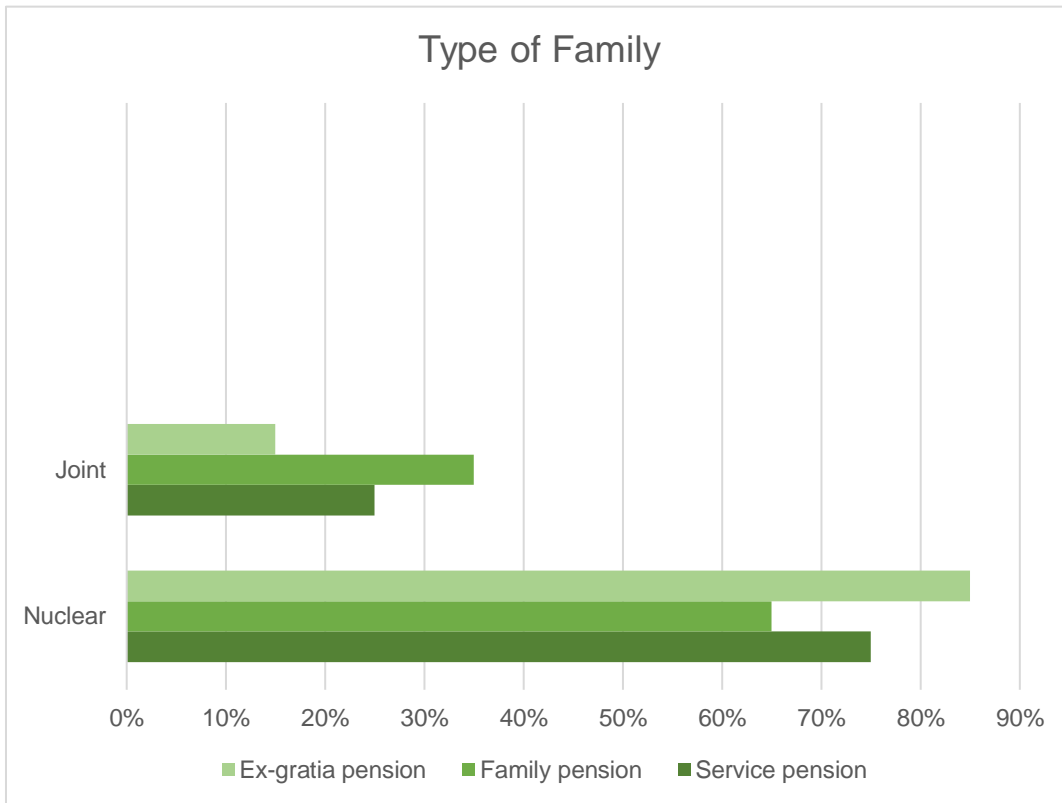
Different type of family needed amount of money for their monthly expenditure and their lifestyle also vary.

Table 3.2.3 Type of Family (in percentage)

TYPE OF FAMILY	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Nuclear Family	75	65	85
Joint Family	25	35	15

Source: Primary data

Figure 3.2.3 Type of Family



Source: primary data

According to the general information collected from the respondents, most of the family type under study consists of the nuclear family and most of them were having only less family members in the family and this shows that the family expenditure of the nuclear family of the pensioners will be having less monthly expenditure rather than the joint family expenditure. For a joint family the monthly expenditure exceeds their income earned.

3.2.4 FAMILY ANNUAL INCOME

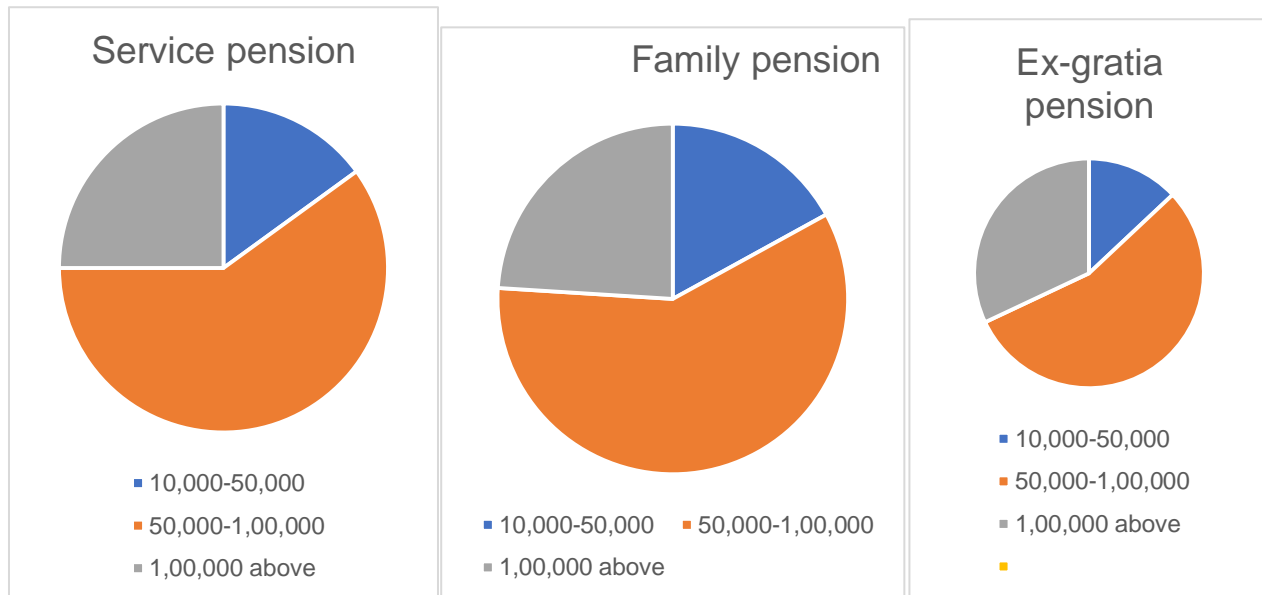
Family annual income shows the income of the family of the pensioner per year. Minimum family income should be there to attain necessities of life. This is shown in the table and the figure provided.

Table 3.2.4 Family Annual Income (in percentage)

ANNUAL INCOME	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
10,000 - 50,000	15	17	13
50,000 - 1,00,000	60	59	55
1,00,000 above	25	24	32

Source: Primary data

FIGURE 3.2.4



Source: Primary data

3.3 EMPLOYMENT TYPE, TYPE OF PENSION AND AMOUNT OF PENSION

Employment type plays an important role in determining a person's financial status. Being employed shows the ability of a person to attain the financial capability to achieve all needs of that person. Employment opportunity shows the ability to pursue goals.

Type of pension shows in the study we are taking three categories of pensioners of KSRTC they are, service pension, family pension, ex-gratia pension.

Amount of pension according to the pension type and type of employment the amount of pension will vary.

3.3.1 TYPE OF EMPLOYMENT

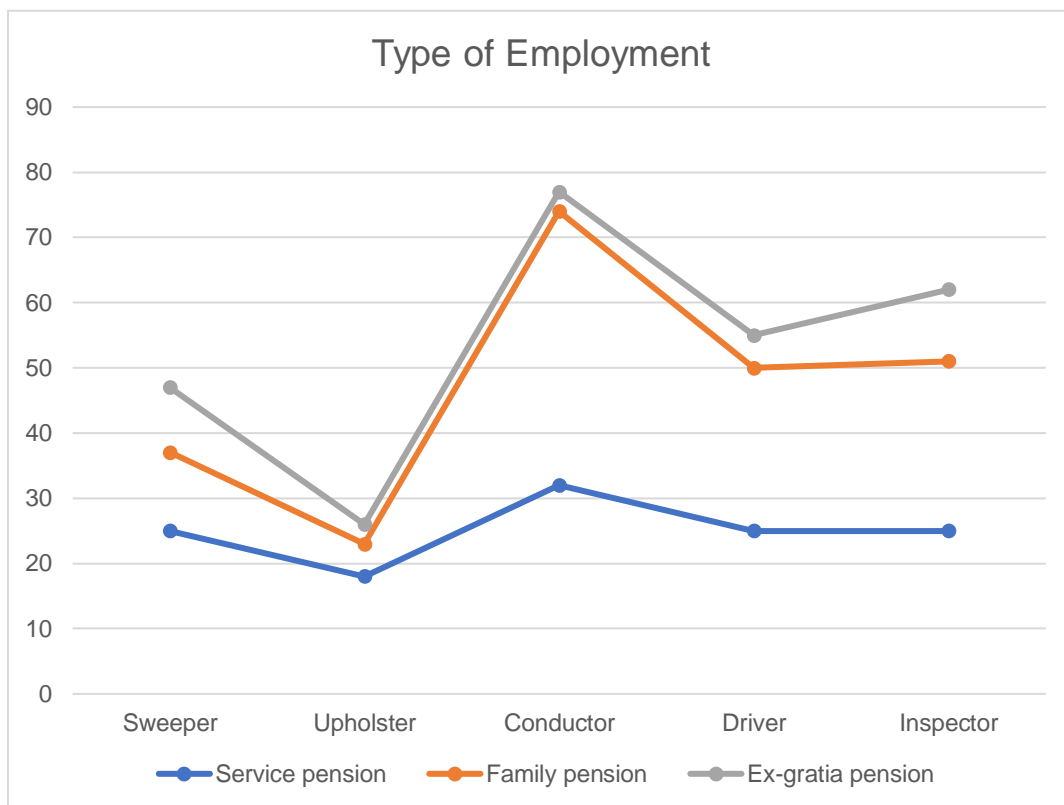
Employment is an important factor to determine the financial ability of a person. If one who is employed can live without depending on others. Even in the old age also they can be independent financially. The table below shows the service provided by the employees of KSRTC before their retirement.

TABLE 3.3.1 Type of Employment (in percentage)

TYPE OF EMPLOYMENT	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Sweeper	25	12	10
Upholster	18	5	3
Conductor	32	42	44
Driver	25	25	32
Inspector	25	26	11

Source: Primary data

FIGURE 3.3.1 Type of Employment



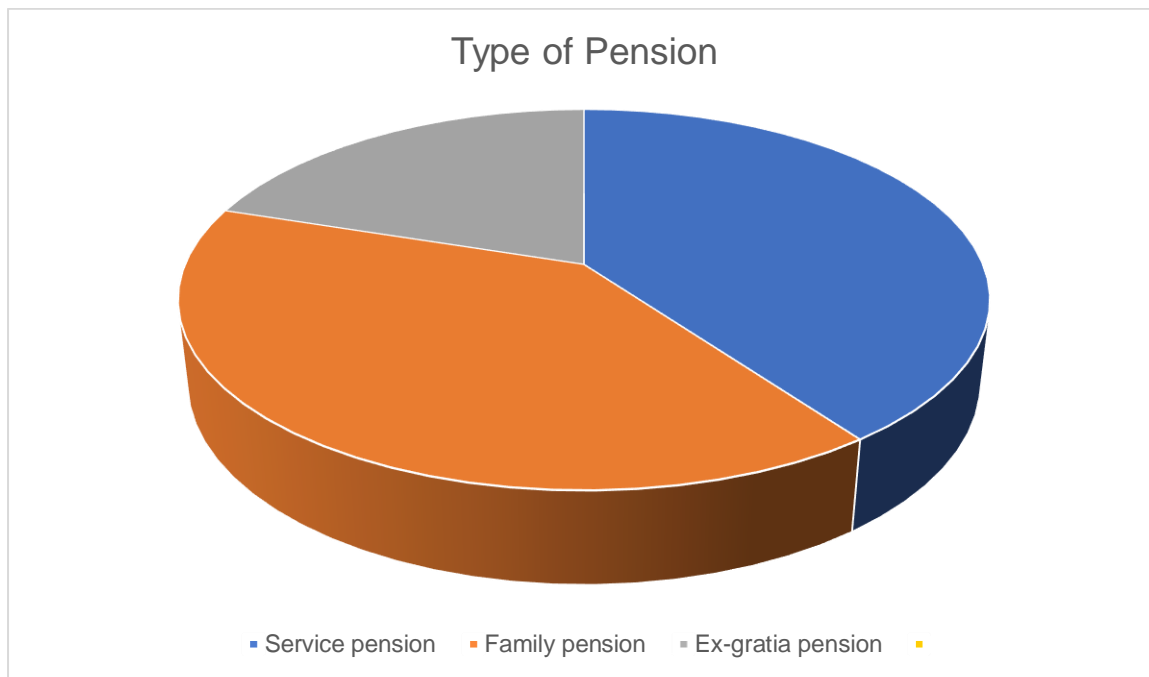
Source: Primary data

The diagram above shows the employment level of the KSRTC pensioners the post they last served before their retirement. These are the index that drawn from the area under study. The post of conductor is the post from which most of the employees retire.

3.3.2 TYPE OF PENSION

There are different kinds of pension for the government employees from that the KSRTC is providing three types of pensions. The KSRTC provides its employees two kinds of pension , statutory pension and contributory pension. The pensioners can be categorised under this by the employees who entered in the service . employees entered before April 1, 2013 have statutory pension and after April 1, 2013 have contributory pension.

FIGURE: 3.3.2 Type of Pension



Source: Primary data

The figure 3.3.2 show the type of pensions in KSRTC there are different kinds of pension as per the data collected from the respondents under study. Both service pension and family pension constitute the same rate of percentage that is forty percentage and the people who come under the ex-gratia pension constitute twenty percentage.

- Service pension is the type of pension received by the employees who retire after the age of 56 years. The employee will continue in service till the last day of financial year in which they attain the age of 56 years.

- Family pension is the type of pension received by the spouse or wife after the demise of the employee who die during the service or pensioners death. This is a pension rate which will be less as compared to the service pension it is a reduced amount of pension.
- Ex-gratia pension is a pension is attained by the employee who have less experience in service. Ex gratia pension is allowed for the employees who have their service below nine years.

3.3.3 AMOUNT OF PENSION

Pension amount receives vary on the type of post they last served and the type of pension they receive.

Pension amount can be calculated as: -

Monthly pension = pensionable salary x pensionable service / 70. (70 is the constant factor used to determine the pension amount.)

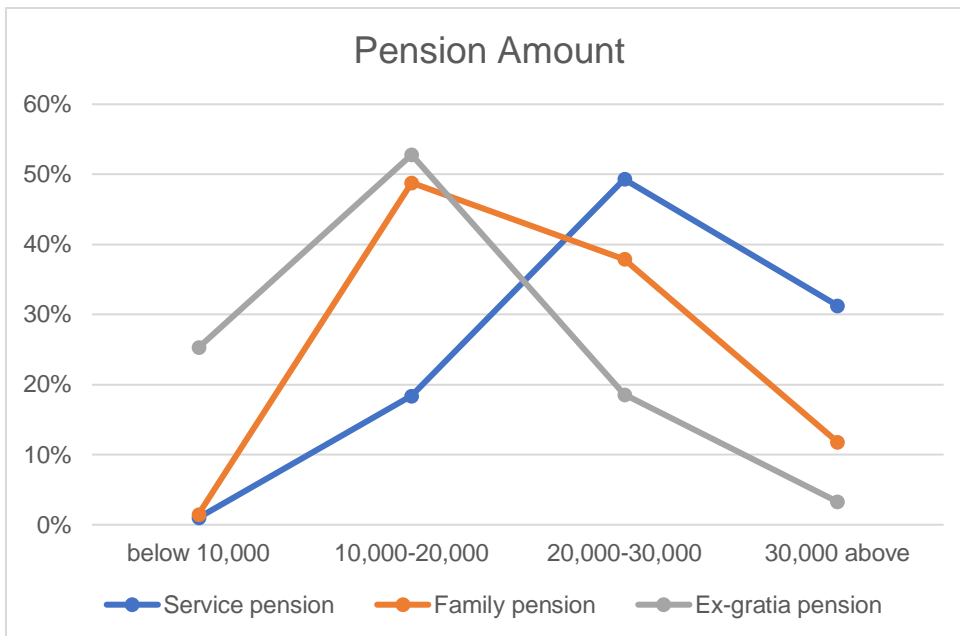
The amount of pension is fifty percentage of the emoluments or average emoluments whichever is beneficial. Minimum pension presently is 9000.

TABLE 3.3.3 Pension Amount (in percentage)

PENSION AMOUNT	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Below 10,000	1	1.5	25.3
10,000 – 20,000	18.4	48.8	52.8
20,000 – 30,000	49.3	37.9	18.6
30,000 above	31.3	11.8	3.3

Source: Primary data

FIGURE 3.3.3 Pension Amount



Source: Primary data

3.4 FINANCIAL BACKGROUND

The financial background includes the financial institution from which pensioners taken loans and . also shows the other source of income they receive.

3.4.1 FINANCIAL INSTITUTION FROM WHICH LOAN IS TAKEN

The financial institution used by the KSRTC Kerala State Road Transport Corporation pensioners to take loans shown in the table below and it shows that the KSRTC pensioners who receive the pensions in their account.

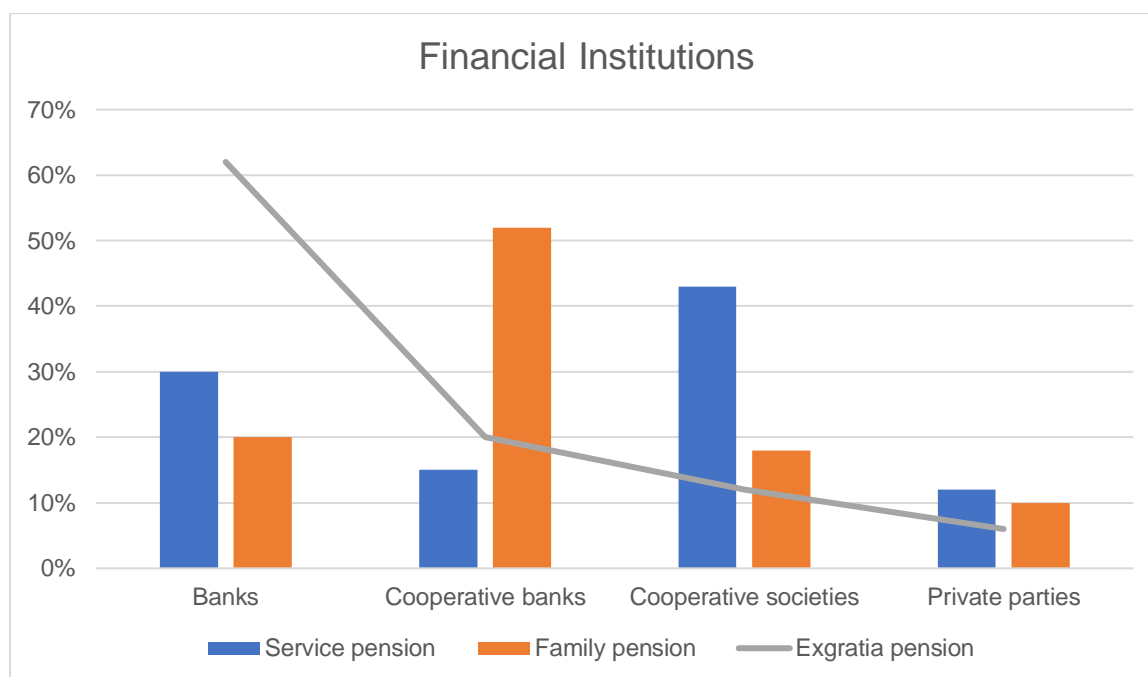
The financial institutions include the banks, cooperative banks, cooperative societies and post office. Among these which of the one the pensioner choose is the objective of the sample taken.

TABLE 3.4.1 Financial Institution from which loan is taken (in percentage)

FINANCIAL INSTITUTION	SERVICE PENSION	FAMILY PENSION	EXGRATIA PENSION
Banks	15	20	62
Cooperative banks	30	52	20
Cooperative societies	45	18	12
Private parties	12	10	6

Source: Primary data

FIGURE 3.4.1 Financial Institutions



Source: Primary data

From the data available it shows that the majority of the population takes loan from the banks.

3.4.2 OTHER SOURCE OF INCOME

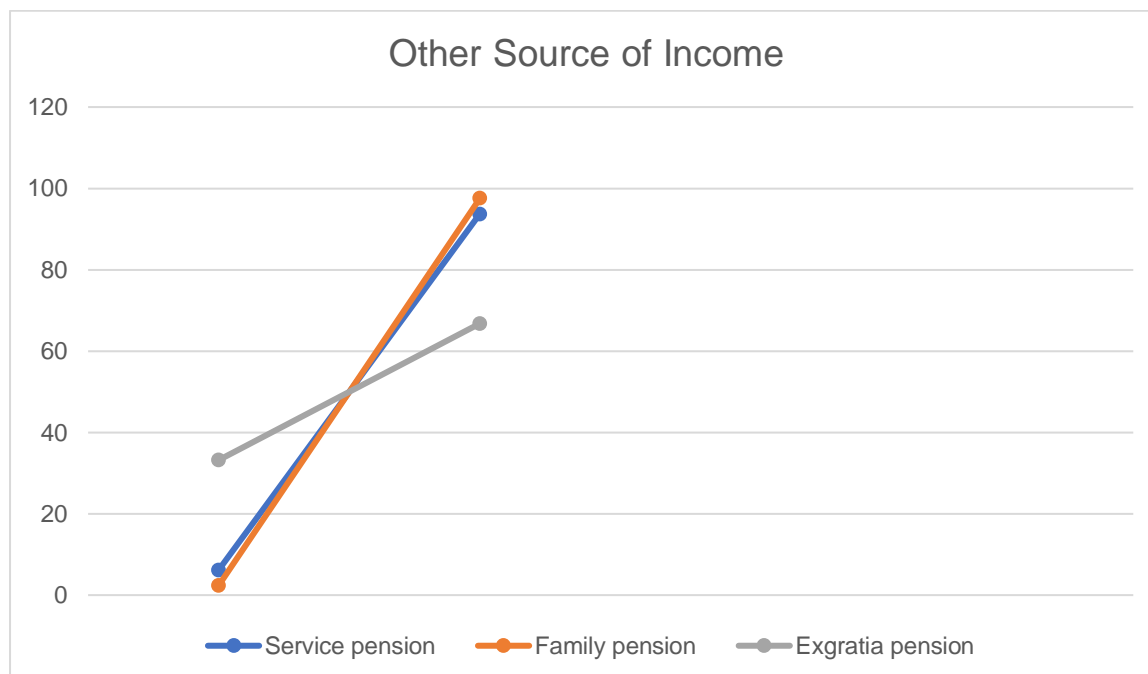
Other source of income of the pensioners include whether the pensioner have any other source of income. If he have any other source of income family will not face much challenges if that is not the situation full family is dependent only on the pension.

TABLE 3.4.2 OTHER SOURCE OF INCOME (in percentage)

SOURCE OF INCOME	SERVICE PENSION	FAMILY PENSION	EXGRATIA PENSION
Yes	6.2	2.4	33.2
No	93.8	97.6	66.8

Source: Primary data

FIGURE 3.4.2 Other Source of Income



Source: Primary data

3.5 CHALLENGES AND PROBLEMS OF KSRTC PENSIONERS

KSRTC Kerala State Road Transport Corporation pensioners face many problems this will include the pension coverage. This helps to study the problems faced by the KSRTC pensioners. The

Pension provided is the only way to meet the expenses of the family dependent on them. If it is not provided accordingly they lack to meet both ends of their needs

3.5.1 Extend of Pension Coverage

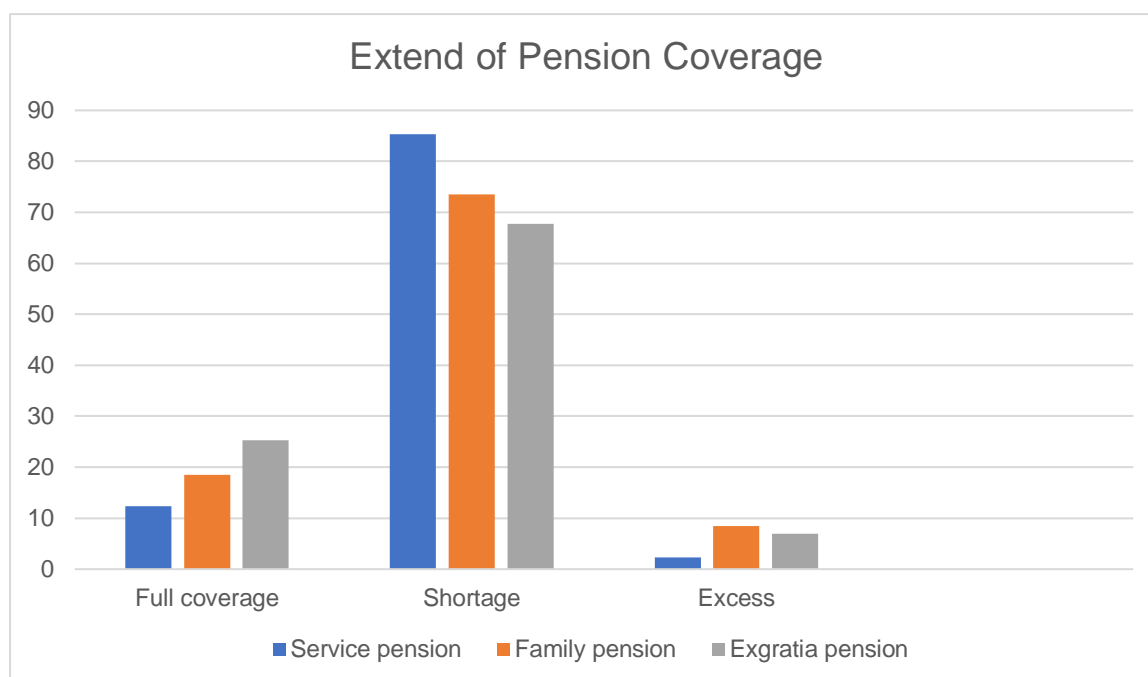
this includes the study about to which the pension coverage in a month. The amount of which pension covers.

TABLE 3.5.1 Extend of Pension Coverage (in percentage)

PENSION COVERAGE	Service pension	Family pension	Ex-gratia pension
Full coverage	12.4	18.5	25.3
Shortage	85.3	73.5	67.8
Excess	2.3	8.4	6.9

Source: Primary data

FIGURE 3.5.1 Extend of Pension Coverage



Source: Primary data

If the Pensioners are not able to cover their monthly expenditure from the pension then they will face financial crisis.

3.5.2 MONTHLY EXPENDITURE

Monthly expenditure shows the money needed for different types of pensioners to meet their different type of expenditure needs. Monthly expenditure of different pensioners such as service pension, family pension and ex-gratia pension. Monthly expenditure is the amount of money an individual spend on the various expenditures that need to be covered in a month.

This study includes the expenditure to be spend on the medicine, food and other services(debt payments, utilities, entertainment etc...)

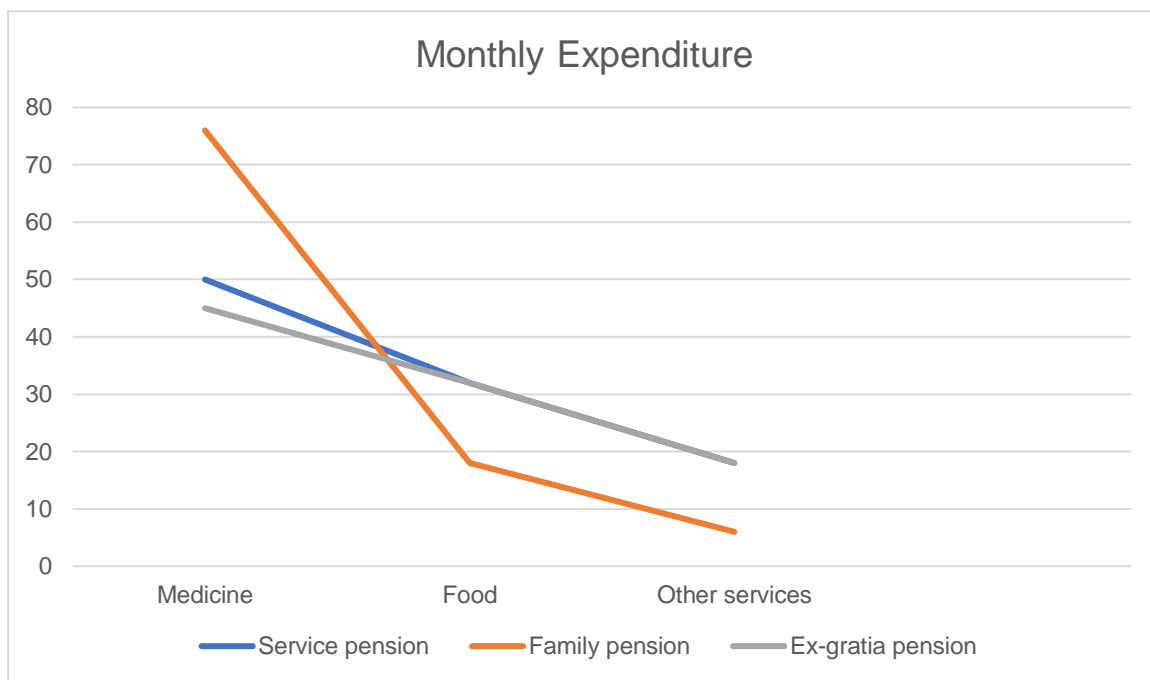
FIGURE 3.5.2 MONTHLY EXPENDITURE (in percentage)

Monthly Expenditure	Service pension	Family pension	Ex-gratia pension
Medicine	50	76	45
Food	32	18	32
Other services	18	6	23

Source: Primary data

From the table it shows that the expenditure for medicine is needed for the pensioners because most of them are elderly ones and they need more money in a month to consume medicine. the total family expenditure has been spending more on medicine. Medical expenditure is the cost of healthcare services and treatments, including medications, doctor visit, routine check-ups etc. the expenditure spend for medicine increases because of the increasing cost of the medications and highly equipped lab facilities.

FIGURE 3.5.2 Monthly Expenditure



Source: Primary data

The pensioners will face challenges because they need more money for buying medicines if the pension is not provided they are not able to buy medicine.

3.6 REASONS FOR FINANCIAL CRISIS OF KSRTC ACCORDING TO THE PENSIONERS POINT OF VIEW

Financial crisis is known as the problems faced by an individual or a company in its economic conditions. The economic conditions of a firm include the inadequate funding for a firm to operate smoothly. The topic under study is KSRTC Kerala State Road Transport Corporation is facing severe crisis due to the lack of funding to run the corporation and it has been affecting the

payment of the salary of the employees and the pensioners. The firm is under debt, and it makes the difficulty in the functioning of the corporation.

There are many families depending on this pension amount if the pension is not provided regularly to them many will be facing problems in their monthly expenditure. To meet this expenditure, they may be pressurized to take loan or borrow money from private financiers.

3.6.1 Reasons for Financial Crisis

There are many reasons for financial crisis of the KSRTC and this affects the functioning of the corporation. This includes the improper service timing, bad service provided, poor condition of the buses and service charges.

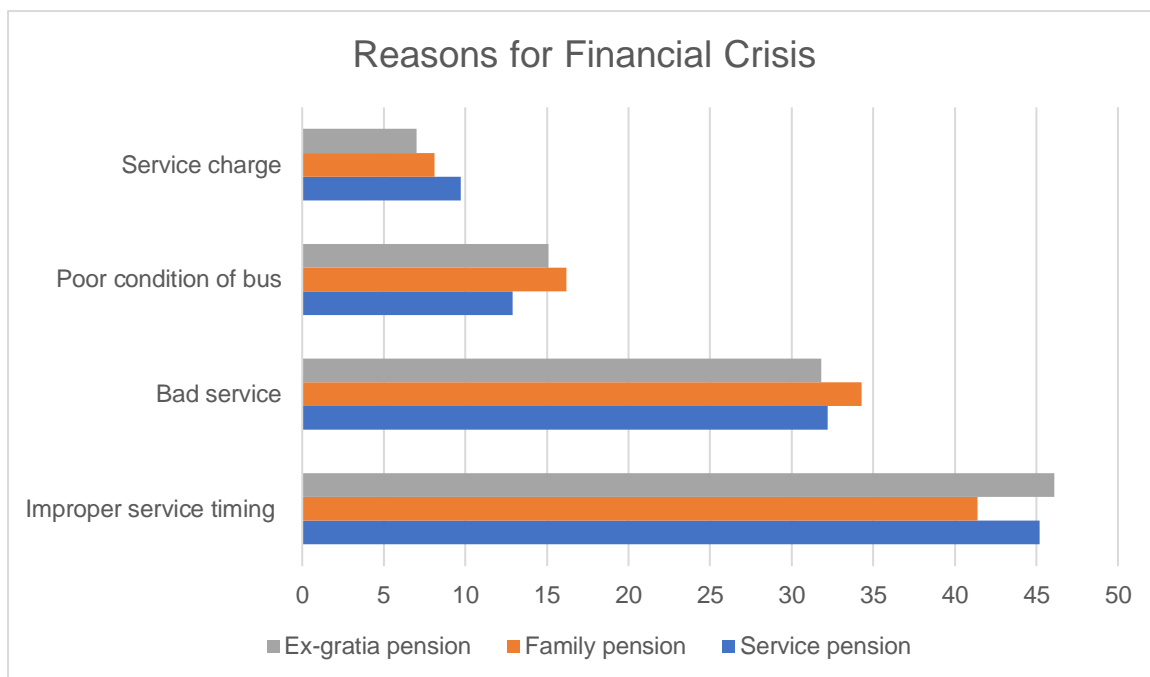
TABLE 3.6.1 Reasons for Financial Crisis (in percentage)

REASONS FOR FINANCIAL CRISIS	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Improper service timing	45.2	41.4	46.1
Bad service	32.2	34.3	31.8
Poor condition of buses	12.9	16.2	15.1
Service charge	9.7	8.1	7

. Source: Primary data

The table can be plotted into a figure.

FIGURE 3.6.1 Reasons for Financial Crisis



Source: Primary data

The main reason for the financial crisis is the improper service timing of the corporation.

3.6.2 TYPE OF BUS NEEDED

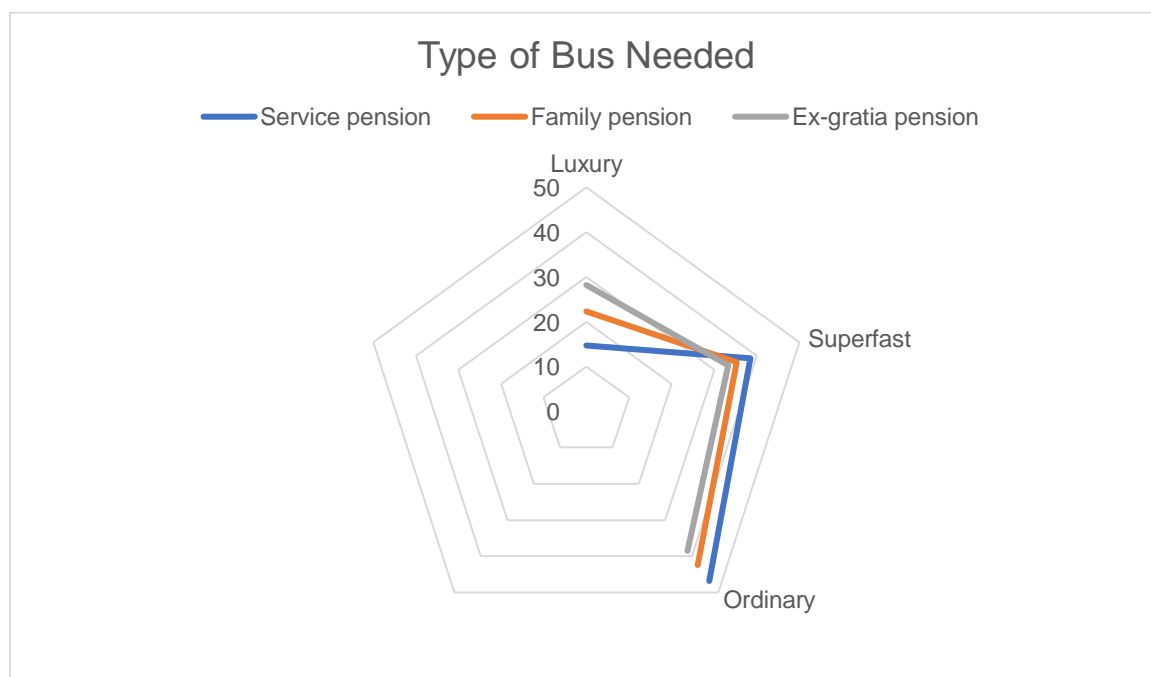
The study is done used the primary data it includes service pension, family pension and the ex-gratia pension. Under the study it constitutes the type of bus needed for the public to travel they are luxury, super fast and ordinary. Type of bus needed shows that the which kind of bus is used by more people.

TABLE 3.6.2 Type of Bus Needed (in percentage)

TYPE OF BUS NEEDED	SERVICE PENSION	FAMILY PENSION	EX-GRATIA PENSION
Luxury	14.7	22.3	28.2
Super fast	38.5	35.3	33.3
ordinary	46.8	42.4	38.5

Source: Primary data

FIGURE 3.6.2 Type of Bus Needed



Source: Primary data

The table3.6.2 and the figure3.6.2 show the response of data collected through the primary data. Ordinary buses are more needed in the corporation because if there are more super fast and luxury type of buses common people will not use them. For the common people ordinary buses and its fare is more comfortable.

3.7 INITIATIVES TAKEN BY THE GOVERNMENT

To restore the financial crisis faced by the corporation, they introduced new projects such as logistics, shop one wheel, stay on KSRTC bus in Munnar, KSRTC Lube Shop retail fuel filling stations in association with Indian Oil Corporation and Hindustan Petroleum Corporation called 'Yatra Fuel'. to revive the reeling sector and to provide the services in rural areas KSRTC implemented a project called 'Gama Vandi' another initiative by the corporation is the 'City Circular Service' (CC) which intends to provide a convenient and solution to the general public, who visit offices, markets, shops etc...

3.8 CONCLUSION

The chapter deals with the overall analysis of the primary data collected from the different types of pensioners of KSRTC this chapter shows that the population taken under study is Ernakulam unit of pensioners of different types that include the service pension, family pension and the ex-gratia pension. this shows that the result of study done, and the different types of problems faced by the KSRTC (Kerala State Road Transport Corporation). that includes the financial crisis faced by the corporation improper funding includes the payment of salary of the employees and the pensioners.the study also include the initiatives taken by the government.

CHAPTER 4
FINDINGS,
SUGGESTIONS AND
CONCLUSION

4.1 INTRODUCTION

From the chapter 3 it is clear that the pensioners of KSRTC faces financial problems and this is due to the irregular payment of pension. To cover their financial problems pensioners take loans from various financial institutions . The irregular payment of pension is due to the challenges faced by the KSRTC and it is due to the improper service timing and the lack of ordinary buses in service. To help the corporation from the crisis government took many initiatives.

4.2 MAJOR FINDINGS

The major findings of the study can be summarized as follows

4.2.1 Financial condition of the pensioners

The objective shows the financial condition of the pensioners, their crisis during the latening of pension amount and challenges they face to meet the monthly expenditure.

- ◆ Employment type is the post that is last served by the employee before his or her retirement. Employment type under the study can be divided into five and they are, inspector, driver, conductor, upholster and sweeper. From the response collected it is clear that the highest population of the pensioners come under the employment type of conductors (44 percentage) and the lowest is the upholster (3 percentage).
- ◆ Type of pension received show the categorisation made among the pensioners according to the type of pension they receive. There are three types of pensioners and they are, service pension, family pension and ex-gratia pension. From the study it is clear that the ex-gratia pensioners are the lowest because these pensioners are having only the service of nine years.
- ◆ Pension amount received show the income of the pensioners from their pension. This vary according to their service, salary and type of pension. This can be categorised into four they are below 10,000, 10,000 - 20,000, 20,000 - 30,000, and 30,000 above. From the response collected 52.8 percentage of pensioners come under the category of 10,000 - 20,000 and only 1 percentage of pensioners is under the category of below 10,000.
- ◆ Financial institution from which loan is taken. Pensioners need to take loan to meet the various needs of their family which is depending on them. From the response collected 62 percentage of pensioners take loan from banks and 6 percentage pensioners bought money from the private parties such as money lenders.

◆ Other source of income from the response taken it is clear that 97.6 percentage of the pensioners are not having any other source of income and only a small 2.4 percentage of pensioners having other source of income to meet their expenditure.

◆ Extend of pension coverage

This includes the extend to which the pension amount covers the monthly family expenditure. From the response it is clear that the 85.3 percentage of pensioners face shortage in the coverage of the monthly expenditure and only small 2.3 percentage of pensioners are having excess of coverage.

◆ Monthly expenditure

Monthly expenditure shows the money needed to meet the various needs in a month which includes medicine, food and other services. The finding is that 76 percentage of the pensioners need to spend more money for the medicine because most of them are suffering from life style diseases. Only a small proportion 6 percentage spend money for the other services like entertainment.

4.2.2 Reasons for the financial crisis of KSRTC

This objective study about the different reasons for the financial crisis faced by the KSRTC according to the pensioners point of view.

◆ KSRTC faces financial crisis there are many reasons for this crisis bus timing, remote area services, hike in fuel price, engine works of buses etc... according to the opinion of the response taken the main reason for the financial crisis is improper service timing.

◆ Type of bus needed show the financial crisis, to increase the revenue KSRTC had bought well equipped luxury buses. But these buses are only used by a small proportion of people most of them are common people and they are opting for the ordinary buses because the service rate is also less as compared to the luxury and super fast buses. The fund spend to buy luxury buses became waste.

4.2.3 Initiatives taken by the government

◆ To rise the corporation from financial crisis government introduced new projects such as logistics, shop one wheel, stay on KSRTC bus in Munnar, KSRTC Lube Shop retail fuel filling stations in association with Indian Oil corporation and Hindustan Petroleum Corporation called 'Yatra Fuel'. To revive the reeling sector and to provide the services in rural areas KSRTC implemented a project called 'Grama Vandii' another initiative taken is the 'City Circular Service' (CC) which intends to provide a convenient solution to the general public, who visit offices, markets, shops etc....

4.3 RECOMMENDATIONS

The recommendations for the findings have been taken from the response of the samples.

- Properly timed scheduled services and good conditioned vehicles are needed to make the corporation successful.
- Quality of services provided to the customers should be invigilated by the higher authorities.
- Ticket checking should be done more strictly in many areas by the checkers.
- Need to change the old buses and provide more good conditioned ordinary buses because most of the common people use ordinary buses for travelling.
- Fund managers should be provided for the better performance of the corporation.
- Action plan for improving the non operating income to make regular pension payments and salaries to the employees.
- Provide minimum basic amenities in the bus stands.

4.4 CONCLUSION

The chapter is about the major findings and recommendations of the topic under study 'The Economics Of Pension Payment System Of KSRTC: Problems And Challenges'. The study includes three objectives and for each objective findings have wrote in this chapter and recommendations are give to solve the problems and challenges. If proper decisions are made according to the recommendations the corporation can run smoothly without facing any problems and challenges.

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QUESTIONNAIRE

1. Name:
2. Gender:
 - Male
 - Female
3. Age:
 - 56-66
 - 66-76
 - 76-86
 - 86 above
4. Type of family:
 - Nuclear
 - Joint
5. Number of family members:
6. Family annual income:
 - 10,000 – 50,000
 - 50,000 – 1,00,000
 - 1,00,000 above
7. Last post served at KSRTC:
 - Sweeper
 - Upholster
 - Conductor
 - Driver
 - Inspector
8. Year of retirement:
9. Type of pension receive :
 - Service pension
 - Family pension
 - Ex-gratia pension
10. How frequently do you receive pension:
 - Irregular
 - Regular
11. Pension amount receives:
 - Below 10,000
 - 10,000 - 20,000
 - 20,000 - 30,000

- 30,000 above
12. Do you have any other source of income:
- Yes
 - No
13. To what extent does pension cover your monthly expenditure:
- Full coverage
 - Shortage
 - Excess
14. If it does not cover what are the challenges that you face:
15. From the following which of these you have to spend more money in a month:
- Medicine
 - Food
 - Other services
16. What is your rating about the services provided by KSRTC:
- Excellent
 - Very good
 - Good
 - Fair
 - Poor
17. How often do you use KSRTC services for travelling:
- Daily
 - Weekly
 - Occasionally
18. Are you satisfied with the service rate of KSRTC:
- Fully satisfied
 - Partially satisfied
 - Not at all satisfied
19. From which financial institution you taken loan:
- Banks
 - Cooperative banks
 - Cooperative societies
20. Do you have savings in any of the saving channels:
- Yes
 - No
21. What type of buses do you think that KSRTC needs:
- Luxury
 - Super fast

- Ordinary

22. Do you agree that KSRTC is providing their best service in remote areas:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

23. Does KSRTC facing any financial problem:

- Yes
- No
- Maybe

24. What according to your opinion the reason for the financial crisis faced by KSRTC:

- Improper service timing
- Bad service
- Poor condition of buses
- Service charge

25. Which road transport you prefer for long distance travelling:

- KSRTC
- Other private transport

26. Your opinion about the basic amenities provided by KSRTC bus stands hygiene:

- Satisfied
- Not satisfied

27. Suggest your opinion for which KSRTC can come out from increased financial crisis: