

## **SUMMER INTERNSHIP PROJECT**

# **“ANALYSIS OF FUNCTIONAL COMPONENTS OF TIRUPATI BALAJI ROADLINES (INDIA)”**

Submitted To:

**DMSR**

**G. S. College of Commerce & Economics, Nagpur.**

**(An Autonomous Institution)**

Affiliated To:

**Rashtrasant Tukdoji Maharaj Nagpur University, Nagpur**

Submitted By:

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**G.S. College of Commerce & Economics, Nagpur**

**NAAC Accredited “A” Grade Institution**



**Academic Year 2021-2022**



## CERTIFICATE

This is to certify that the investigation described in this report titled “**Analysis of Functional components of Tirupati Balaji Roadlines (India)**” has been carried out by Ms. **Ishani Kiran Damle**. During the summer internship project, the study was done in the organization **Tirupati Balaji Roadlines (India)**, in partial fulfillment of the requirement of the degree of Master of Business Administration of **G. S. College of Commerce and Economics, Nagpur (An Autonomous Institute) Affiliated to R. T. M. Nagpur University, Nagpur**.

This work is the own work of the candidate, complete in all respects and is of sufficient high standard to warrant its submission to the said degree. The assistance and resources used for this work are duly acknowledged.

**Dr. Archana Dadhe**  
(Faculty Guide)

**Dr. Sonali Gadekar**  
(MBA Co-Ordinator)



AN ISO 9001 : 2000 COMPANY

## ***Tirupati Balaji Roadlines (India)***

***88, "Jaidev" Near S.B.I. Chhapru Nagar Sq., Central Avenue, NAGPUR-440 008.***

***Phone : (0712) 2763808, 2769916***

***E-mail : nagpur@tbrgroup.co.in***

Date:01/01/2022

### **TO WHOM SO EVER IT MAY CONCERN**

This is to certify that Miss. Ishani Kiran Damle, a student of MBA Sem-II, Department of Management Sciences & Research, G. S. College of Commerce & Economics, Nagpur has successfully completed her Internship Program from 15/11/2021 to 31/12/2021 under our guidance. During the period of her internship, she was found punctual, hard working and inquisitive.

We wish her every success in life.

For,  
Tirupati Balaji Roadlines (India)

Authorised Signatory

***Bombay Office : (O) : 022-28724052, 28724053***

## **ACKNOWLEDGEMENT**

It is a matter of pride and privilege for me to perform a summer internship project in “**TIRUPATI BALAJI ROADLINES (INDIA)**” and I am sincerely thankful to them for providing this opportunity to me.

I am thankful to **Mr. Anil Modi** for guiding me through this project and continuously encouraging me. It would not have been possible to complete this project without her support.

I am also thankful to all the faculty member of Department of Management Sciences and Research, G. S. College of Commerce and Economics, Nagpur and particularly my mentor “**Dr. Archana Dadhe**” for helping me during the project.

I am thankful to the principle of G S College of Commerce and Economics, Nagpur “**Dr. N Y Khandait**” and the Dean of DMSR “**Mr. Anand Kale**”.

Finally, I am grateful to my family and friends for their unending support.

**(Ms. Ishani Damle)**

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## **INTRODUCTION**

**Finance** is a term broadly describing the study and system of money, investment, and other financial instruments. Finance is a field that is concerned with the allocation of assets and liabilities over space and time, often under conditions of risk or uncertainty.

Finance can also be defined as the **art of money management**.

An organisation needs finance for its various activities, operations and projects. It needs to ensure that there is enough finance at every stage of development i.e., right from incorporation to its maturity.

In the incorporation stage, the organisation needs finance to develop its basic infrastructures, such as establishing plants and machinery.

In the development stage, it requires finance to expand its business operations by entering into joint ventures and mergers and acquisitions and funding its working capital requirements.

Thereafter, in the maturity stage, the organisation needs finance to stay competitive in the business through effective advertisement and constant improvement in its products. The process of managing the funds of an organisation is called financial management.

**Finance** is defined as -

“The management of money and includes activities like investing, borrowing, lending, budgeting, saving and forecasting.”

**Corporate Finance** deals with the sources of funding and the capital structure of corporations, actions that managers take to increase the value of the firm to the shareholders, and the tools and analysis used to allocate financial resources.

Corporate finance involves financial decisions that an organization makes in its daily business operations. It aims to utilize the capital, which the organization has, to make more money while simultaneously reducing the risks of certain decisions.

**Corporate finance** is defined as -

“**Corporate finance** is concerned with the planning and controlling of the firm’s financial resources. It is also referred to as financial management and includes planning, organizing, directing and controlling the financial activities.”

Thus, business decisions that involve the decision pertaining to the identification of sources of capital for funding corporations are corporate financial decisions.

## **FINANCE IN TRANSPORT SECTOR**

The performance of companies in the transportation industry is highly sensitive to fluctuations in company earnings and the price of transportation services. Main factors affecting company earnings include fuel costs, labor costs, demand for services, geopolitical events, and government regulation.

Financial management in an organization in transport sector is to manage money and risk in a way that helps to achieve the financial goals of the organization. When a transporter's organization has strong and organized financial management plans, they're able to provide efficient transport facilities to their clients.

The activities involved in financial management in transport-oriented organization includes:

- Evaluation and Planning
- Long Term Investment Decisions
- Working Capital Management
- Financing Decision
- Contract Management
- Financial Risk Management.



## **TRANSPORT INDUSTRY**

Transportation industry contributed roughly 6.3% of GDP and is majorly dominated by road sector. More than 50% of freight and 90% of passenger traffic are handled by road. Government as well private investments, rising exports, increasing interstate movement of goods and passengers, growing FMCG sector and rising disposable income are the major drivers of transportation industry in India. In order to boost the connectivity across country, 100% FDI has been allowed in roads and Highway sector via automatic route.

The relationship between economic growth and infrastructure investment is very evident. The faster the economy grows, more the need for faster and reliable mode for transport for movement of goods and people. High growth of Indian economy is driving the demand for transportation industry. The transportation industry is classified into majorly three segments i.e. aviation, roads and railways.

For over 5000 years, then, the most efficient means of road transport, wagons and carriages, were pulled by oxen or horses. A first revolution in transport systems only came around 1780, when James Watt built the first steam engines, that were later adopted also for the movement of vehicles, of which took advantage the first railway, which used the rails to move vehicles, locomotive-hauled.

Since then, technology has made great strides and modern trucks are equipped with clean engines, and provide a great active and passive safety, but remain driven by engines that use fuels derived from oil refining, guilty of CO<sub>2</sub> production as well as emissions of harmful gases that pollute the environment and contribute to global warming.

## **LITERATURE REVIEW**

- **LITERATURE 1**

ISSN: 2459-1718

Link - [journal of transportation and logistics \(iujtl.com\)](http://iujtl.com)

Title- Journal of Transportation and logistics

By [Abdullah Okumus](#)

(Prof., Istanbul University, *Istanbul, Turkey*)

### **REVIEW-**

Journal of Transportation and Logistics (JTL) is a new multidisciplinary and semi-annual published official journal of Istanbul University, The School of Transportation and Logistics.

The aim of the journal is to disseminate the new ideas on the issues and problems faced by transportation and logistics industry which becomes irrevocable for the global economy. JTL provides academicians and practitioners with a dynamic platform to discuss and analyze the new issues for transportation and logistics.

It presents an independent, original and elaborated analysis to facilitate the interchange of information about logistics and supply chain management among business planners and researchers on a world-wide basis as well as a platform for new thinking on the problems and techniques of logistics and supply chain management. Academicians and practitioners are invited to submit articles, research papers, case studies and review articles that progress the science and practice of transportation, logistics and supply chain management.

While articles in any area of transportation, logistics or supply chain management are welcomed, the editors are especially interested in those dealing with managerial applications of theory and technique. Articles which provide guidelines for framing, interpreting or implementing the transport and logistics process in the supply chain are of particular interest.

Thus, subjects covered in this journal includes -

- business;
- entrepreneurship;
- management and accounting;
- corporate governance;
- customer relationship management (CRM);
- marketing; human resources management;
- economics,
- finance,
- business & industry;

- industry & industrial studies;
- logistics;
- inbound and outbound logistics;
- supply chain management;
- transport industries;
- green logistics;
- reverse logistics;
- humanitarian logistics;
- sustainability;
- city logistics.

All articles are anonymously reviewed for publication by referees who look for original ideas that are clearly presented.

- **LITERATURE 2**

PMCID: PMC7813510

Link - [www.ncbi.nlm.nih.gov/pmc/articles/PMC7813510/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC7813510/)

**Title- Impacts of COVID-19 on transportation**

By [Karl Kim](#),

(Editor-in-chief)

([Elsevier Public Health Emergency Collection](#))

**REVIEW-**

Last spring, TRIP (Transportation Research: Interdisciplinary Perspectives) issued a call for papers for a special issue on the COVID-19 pandemic.

As an international journal, TRIP also heard from researchers in Africa, Asia, South America and other emerging economies. The impacts of the disease and responses to it have been uneven. [Mogaji \(2020\)](#) describes how government lockdown orders and movement restrictions in emerging economies with high population densities, poor transportation infrastructure and large informal economies may be largely ineffective; and reports on the impacts of the pandemic on social, economic and religious activities in Lagos, Nigeria.

Social distancing, mask wearing and compliance with protective actions are also more limited in countries like Ghana ([Dzisi and Dei, 2020](#)).

Socioeconomic and household factors including motor vehicle or motorcycle ownership as well as the presence of virtual services such as e-commerce, home delivery,

ridesharing and other technological factors affect behavior in Jakarta as in wealthier countries ([Irawan et al., 2020](#)).

In countries such as India, government-imposed lockdowns created urgent need to transport stranded migrant workers back to hometown locations ([Maji et al., 2020](#)).

Accounting for the surge in cases using a modified susceptible-exposed-infected-removed (SEIR) model, they estimate the train and bus fleet requirements to repatriate migrant workers.

The pandemic and the response to it have led to more integration between public health and transportation models and databases.

The pandemic did not slow the occurrence of wildfires and hurricanes, nor other natural and human caused hazards and threats.

The “new normal” includes managing multiple hazards, compound, cascading, and complex hazards, as well as confronting the ongoing disparities between rich and poor nations and within communities across the world.

Social conflicts, equity, fairness and justice with coronavirus testing, vaccines, or treatment are significant concerns that require more attention during a global pandemic. Also, we must not forget the tragic human losses and heightened risks for first responders, health care workers, and others on the front lines.

## **COMPANY PROFILE**

**TIRUPATI BALAJI ROADLINES (INDIA)** is a private company incorporated on 01 September 2006. It is classified as Non-government Company and is registered under Registrar of Companies, Mumbai.

It is involved in Supporting and auxiliary transport activities, activities of travel agencies. As the name clearly states that the company is involved in **Transport Service Providing**.

**TIRUPATI BALAJI ROADLINES (INDIA)** conducts annual general meeting every year after the day of its incorporation as compliance to Companies Act, 2013. It's been regularly complying all the formalities as prescribed by the various acts.

It has approximately self-owned 15 trailers of passing capacity ranging from 7.5 MT to 40 MT (Where 1 MT = 1000 KG). It also provides facility of godown storage. Along with Nagpur, it also has functioning units in Wardha, Deoli and Bhandara.

It also fills the tenders released by INDIAN RAILWAYS for transportation of sleepers, rails and fittings. It has a broad client base of steel companies located in MIDC Nagpur. (Diffusion, AIA engineering, etc.)

The Office also has the following facilities:

- Warehousing facility,
- Out sourcing for allaying vehicles,
- Transshipment (if mentioned),
- Damage certificate for insurance claim,
- Consolidation and deconsolidation of material.

It was founded Mr. Babulal Poddar and now handled by Mr. Ratan Poddar. Mr. Rohit Poddar and Mr. Anand Poddar are now equally contributing and driving the future of business. It has a huge client base of listed and non-listed Pvt. Ltd. Company working in steel sectors. It has a good exposure of working with Indian Railways.

It is a Private Limited form of Company, with the main purpose of providing all the best transport facilities at affordable price under one roof.



The company has specialized professionals for handling various other departments which play a very vital role in properly running of an organization. These departments can be categorized as:

- Finance Department
- Human Resource Department
- Customer Handling Department
- IT Department
- Client Records Department
- Data Entry Department
- Supervision Department

Today the organization's futuristic vision is to ensure that it becomes able to be in a position of strength at every point of the transport service delivery chain.

### **OTHER DETAILS**

CIN	U63090mh2006ptc305637
Registration number	305637
Company category	Company Limited by Shares
Class of company	Private
Date of incorporation	01/09/2006
Age of company	15 Years,7 Months,0 Days
Activity	<ul style="list-style-type: none"><li>▪ Supporting And Auxiliary Transport Activities,</li><li>▪ Activities Of Travel Agencies,</li><li>▪ Trucks and trailers provider,</li><li>▪ Freight transport by road,</li><li>▪ Management consultancy activities,</li><li>▪ Transportation logistics,</li><li>▪ Warehousing facilities, etc.</li></ul>
Authorized capital	Rs. 500,000/-

## **About the Software**

### **TBR INDIA**

The software of TBR is developed by **Softflow systems pvt. Ltd.** located in Nagpur, Maharashtra. It is headed by **Haider Dhun**.

Softflow Systems Private Limited was established in the year 2006. It is the leading Service Provider of Software's like Computer Software, ERP Based Software etc. Its customers prefer to purchase its Software's due to their best quality and reasonable price.

It ensures to satisfy the entire requirements of patrons in all possible manners. The professionals here have maintained a trustworthy relationship with their valuable clients.

It offers services like –

- IT Consulting
- Android Development
- Application Development
- Business Analytics
- Cloud Application Development

- Custom Software Development
- Database Development
- Mobile Application Development
- Web Development
- iOS Development

Being a client-centric organization, it is involved in providing utmost quality Softwares to customers which will satisfy their entire requirements and needs.

To render complete satisfaction, is its main objective. Providing quality Softwares to clients is the main aim of the company.

This is the window which shows exactly what appears when the software is opened on desktop. Separate records are maintained for long lists of customer and truck number records.

All the details of consignee and consignor are entered here along with the location of transport.

## Appearance

**Sales Orders Data Management Center**

2 of 12

Drag a column header here to group

Contact ID	Contact Name
1027	Green, P
1124	LOPEZ II
1001	Anderson, Stephen (Sidco Construction Company)
1050	Heldt, B
1059	Lochrie, J
1027	Green, P
1020	Carter, A
1021	Swift, J
1019	Jackson, M
1018	Cunningham, J
1022	Stevens, J

**Sales Orders**

Contact: 1001 Anderson, Stephen (Sidco Construction Company)  
22 West Butterfield Street; Building 12; Fairfax, VA

Convert to Invoice(s)

Bill To: Attention: Accounting Department  
Sidco Construction Company  
4562 Harrison Road  
Fairfax, VA 20151

Ship To: Mr. Tim McDonald, Jr.  
Receptionist  
Sidco Construction Company  
123 Main Street  
London, SW5 6K8  
U.K.

Order #: 12 Date: 06/27/2018 Printed: / /

P.O. #: F.O.B.: Default Tax: 5.000%

Term: Net 10 Total Weight: 0.0 Default Disc.: 10.00%

Sales Rep.: Kathy Ship Via: Ship: / /

Project: Tracking #: Taxable Total: \$382.50

Remarks: Class: Tax Amount: \$19.13

Converted From Quote # 29

Order Total: \$464.63

Open Sales Order (Not All Items Invoiced)

Product	Description	Qty Ord.	Qty Inv.	Unit Price	Tax Amt	Total
Fountain	Rock Fountain	1.00	0.00	247.5000	12.3750	\$247.50
Pump	Fountain pump	2.00	0.00	67.5000	6.7500	\$135.00
Concrete	Concrete for fountain in...	1.00	0.00	0.0000	0.0000	\$0.00
Installation	Installation of landscape	2.00	0.00	21.5000	0.0000	\$43.00

Rapid Add Product Groups Add Open Delete

Detail Status VIEW

The Rate and weights are also entered here. As a result of which amount calculation is done by the software only. There is a provision where we can add extra expenses if needed. There are different windows for each step in its functioning process. One needs to enter data carefully to avoid future problems.

### **TRUCK DETAILS**

The passing capacity of the truck is the capacity up to which the truck can carry the consignment weight. Higher the axels, higher is the loading capacity. If the truck is overloaded, RTO has powers to charge fine.

<b><u>Truck</u></b>	<b><u>Passing Capacity</u></b>
6 tyres	9 MT
10 tyres	35 MT
18 tyres	40 MT

### **BRANCH DETAILS**

The company operates full-fledged in the given locations with a total of 25 employees excluding the top level.

<b><u>Sr. No.</u></b>	<b><u>Location</u></b>	<b><u>No. of Employees</u></b>
1	Nagpur	17
2	Wardha	3
3	Deoli	3
4	Bhandara	2

**Map representing**  
**Transport Services**  
**provided by the company across the India**



As show in the map, this is the list of places which are majorly covered by TBR in road transport.

TBR has a wide network of customers and is still trying to improved and explore new market by providing valuable and quality services.

• Hyderabad, Telangana	• Jaipur, Rajasthan
• Pune, Maharashtra	• Coimbatore, Tamil Nadu
• Mumbai, Maharashtra	• Ahmedabad, Gujrat
• Bangalore, Karnataka	• Punjab
• Surat, Gujrat	• Chennai, Tamil Nadu
• Bhopal, MP	• Vishakhapatnam, AP
• Raipur, Chhattisgarh	• Coimbatore, Tamil Nadu
• Indore, MP	• Goa
• Kolkata, West Bengal	• Orissa
• Jaipur, Rajasthan	• Ahmedabad, Gujrat



## **MARKET COMPETITORS OF TBR**

Transportation and shipping industry includes the automotive, aviation, aerospace, logistics, freight, shipping and logistics, road transport, etc.

Day by day, there are advancements in technology. The only company which can survive the dynamics can achieve stability and penetrate deep in the market.

Here is the list of competitors of TBR.

The marketing department is playing hard to work for surviving this complex market competition. They are adopting all possible market strategies and advance technologies to reach up to its target audience.

<b><u>Sr. No.</u></b>	<b><u>Name Of Company</u></b>	<b><u>Address</u></b>
1	Maruti Air Courier & Cargo Pvt. Ltd.	Rameshwari, Nagpur.
2	Jai Orient Mail Speed Transport Carrier	Wadi, Nagpur
3	Premium Courier and Cargo	Subhash Nagar, Nagpur
4	Upshot Global	Wadi, Nagpur
5	Mattewal Raodlines	Bhandara Road, Nagpur
6	Lucky Roadlines	Dixit Nagar, Nagpur
7	TCI Freight	Gandhibaug , Nagpur

## **COVID 19 EFFECTS ON**

### **Tirupati Balaji Transport (India)**

In the year of 2020, pandemic hit hardly to the transport industry. It was most affected on the global level. The travel restrictions that were put in place to minimize the spread of the virus hindered the capability of companies to transport consignments from different places around the world as the freedom of movement.

As a result, transportation revenues dropped and transport companies were closed due to bankruptcy.

Major Government sectors were performing even during covid pandemic. TBR performance was affected at lower scale as it has mainly client base of Indian Railways and MIDC areas.

Though the state borders were sealed, the company was facing loss for consecutive 3-4 months.

During the tough times, TBR helped its employees as much as possible by arranging vaccination drive and Insurance facility to its employees and made a provision of alternate days working system. The 60% parts of salary was paid to the employees and all covid norms were followed to overcome the crisis.

## **TERMINOLOGIES**

**The terminologies used in overall report are as under:**

- CNN: Consignment Note Number
- LR: Lorry Number
- NHAI: National Highway Authority of India
- RTO: Regional Transport Office
- CH NO. : Challan Number
- TDS: Tax Deducted at Source
- PAN: Permanent Account Number
- TAN : Tax Deduction And Collection Account Number
- BRS: Bank Reconciliation Statement

## **OBJECTIVE OF STUDY**

The main objective of the study during my internship in the organization is to know about various aspects of functioning in the company, the origin, growth and development of the industry and the company, the present status of the transport industry as well as the future prospects of industry and organization simultaneously.

The study of the organization also helps to identify the specific management, problems and how to come out of them with the possible solutions and recommendations.

### **The overall objectives of the study:**

- To study the overall Company structure.
- To know about its services and their management.
- To study about the different Functioning Components.
- To analyze the organization using the SWOT Analysis.
- To understand the market covered by company.
- To understand the areas where establishing market is difficult.
- To understand the challenges and finding possible solution to overcome them.

## **SCOPE OF STUDY**

This study is specifically for the company “TIRUPATI BALAJI ROADLINES (INDIA)” which falls under the transport industry and is done for the financial year 2021-2022.

In TBR, in order to work efficiently the organization is divided into various departments. The division of work assures the effective management of the particular department by the specialists and trained people of their fields.

Also, to study how other departments contribution is required for timely and punctual functioning of finance department.

The transport industry is competitively crowded and to fit in a position with safe base, how a company should place its roots deep into the market soil, and how to tackle the upcoming challenges with available resources can be a matter to pay attention.

Being a company of employees with rich experience can be a blessing and having a broad loyal client base are the other factors standing firmly in growth of company. In order to study the company, studying these aspects are also equally important.

## **NEED OF STUDY**

This study helps to provide an introduction to transport service providing company, its practices and policy, presenting an overview of facilities that emphasizes the interplay between services, society, and industry.

It aims to develop understanding of how transport providers shape the practices of professionals while working within them.

In our degree course, we have gained knowledge about how a company functions, what are the individual functions of each and every operating department, and the effective management. Other motive of this study is to execute the same logics and study bases and to exercise the gained knowledge in a way which is beneficial for both the organization and one self.

## **SWOT ANALYSIS OF TBR**

In my duration of internship, I have observed the following internal and external features of TBR.

### **1. Strengths:**

- It is a company with experience of more than 16 years. Company but more than 30 years of experience is held by its staff.
- The values of the Company are followed from the Top Management to the Workers with same intensity.
- The Company will always look to improve and maintain its quality, as its vision includes providing efficient, affordable and fair rates of transport.
- Developing road network and truck industry helps in better development of company.
- Strong customer relationship due to its never giving attitude in cut throat competition.

### **2. Weakness:**

- Low IT penetration which results on slow development of systems for record tracking.
- Rising fuel prices which result in overall rate rising.
- Vague perception of customers about logistics and warehousing trends.
- Company needs to develop huge infrastructure for larger and modern trucks.
- The boundaries of transport are sealed up to a specific boundary. It can never reach on a global level.

### **3. Opportunities:**

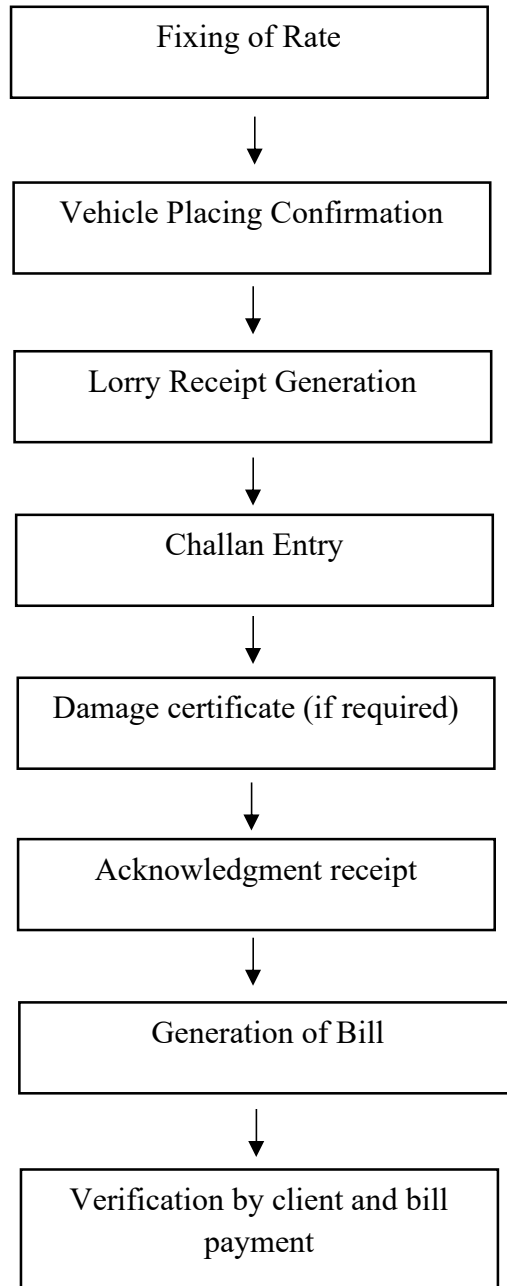
- Continuous growth and expansion by ministry of road transport and highways.
- Vertical integration.
- Horizontal integration.

### **4. Threats:**

- Increasing no. of players with advanced IT Systems. (etc. online booking and enquiries)
- Government interventions regarding changes in prices related to Transport Company.
- Limited R&D Activities.
- Delays in payment from strong clients.
- High influence of environmental factors like Humidity, high temperature, etc.



## **FUNCTIONING OF TBR**



## **CONTRIBUTION DURING INTERNSHIP**

During my working time I was given the following responsibilities by my company guide:

<b><u>Week</u></b>	<b><u>Dates</u></b>	<b><u>Topic wise contribution</u></b>
1	15/11/2021 – 21/11/2021	Understanding and observing the documents.
2	22/11/2021 – 28/11/2021	Understanding the client and truck lists and entering within Maharashtra entries on software.
3	29/11/2021 – 05/12/2021	Maintaining the excel data from the software data.
4	06/12/2021 – 12/12/2021	Entering challan entries in software and excel
5	13/12/2021 – 19/12/2021	Entering balance of payment in challan and bill generation
6	20/12/2021 – 26/12/2021	Bill generation
7	27/12/2021 – 31/12/2021	Overall practicing and Understanding working of BRS

## **WEEK 1**

### **UNDERSTANDING AND OBSERVING THE DOCUMENTS**

A transport company focuses on providing services to the clients to transfer their goods, consignments, products, material from one place to another, then may it be within the city or outside the country.

Tirupati Balaji Roadlines Transport is highly focused on transporting within India mainly in Thermal Power Station, Chennai, Durgapur (West Bengal), Padampur (Jharkhand), NTPC Dadri (UP), etc.

The transactions are recorded in the manner as shown in (Pg. no. 19). In my initial week, I was told to observe the details which are supposed to be filled in the receipts one the software and data files.

#### **Key Learning:**

- The transport has to maintain various receipts on every level of functioning. For eg. A rough receipt while Contacting client, LR while filling in software, Challan when payment is updated, etc.
- The transaction should be recorded in their respective sections of software once the transaction is carried. Punctuality, Concentration, and promptness is highly required skill here.
- This has to be done date wise which will be in records of the company. After entering the entry in software, the receipts printouts are filled in respective files.

## **WEEK 2:**

### **UNDERSTANDING THE CLIENT AND TRUCK LISTS AND ENTERING WITHIN MAHARASHTRA ENTRIES ON SOFTWARE**

**Quotation** is a formal statement of promise by potential supplier to supply the goods or services required by a buyer at specified prices, and within a specified period. A quotation may also contain terms of sale and payment, and warranties.

After understanding the quotations, the information is entered in software (TBR India). While entering, information like Consignor's address, Consignee's address, Truck number, Driver's name, Rate, Vehicle weight, Total amount, etc.

The list of truck numbers, consignor's names, consignee's names, and other common data is already entered in the software. One just has to pick up the correct option and proceed the filling. When the filling is complete, the receipt is saved, and this saved receipt generates the LRN/CRN.

This LRN is the most important number, as all future updates regarding that transaction is entered in software by entering that number only.

#### **Key Learning:**

- The rate on the quotation is decided on the basis of weight of consignment, availability of trucks, fuel rate, etc.
- The software is developed in such a way that if one inputs the LRN, all the further receipts' number, balance of payment, and all other details are displayed on screen.

A smallest mistake in noting the number can cause a huge confusion.

## **WEEK 3:**

### **MAINTAINING THE EXCEL DATA FROM THE SOFTWARE DATA**

Once I developed a sense of understanding towards all the terms and functions in the software, I started to learn about excel entries. The sheets were already prepared and filter was applied so that the data can be properly segregated.

The head columns were-

- LRN
- Date on LR
- Consignor's details
- Consignee's details
- Location ( To and From)
- Lorry number
- Party GST no.
- Party Contact No.
- Any other charges applied.
- Weight of consignment
- Rate
- Description (if any)

#### **Key Learning:**

- Every entry from software is compulsorily entered in excel because software doesn't allow to apply filters and take printout of specific truck no. or any other aspect.
- When the entry is undergone twice times, so, even if any mistake occurs, it can be corrected. The process of correction is complex and is permitted to higher authority only.
- By applying filters, required information is provided to the top level, CA , etc. this process is a bit time consuming but it is of great help.

## **WEEK 4:**

### **ENTERING CHALLAN ENTRIES**

#### **IN SOFTWARE AND EXCEL**

Challan is the advance version of LR. Once the rate, weight, truck is confirmed in LR, 70% advance is paid to the agency which provides truck.

If the transport is outsourced, then only advance is paid. If the company uses self-truck, the system eliminated the option of advance, and opens the option of total cost incurred.

Once the advance is paid, LR is updated to CHALLAN.

The design remains the same and a new number that is the challan number is generated. Now one can track the entry even by challan number.

The respective LRN is entered in the software, and the details in challan column are filled. The same is updated in excel sheet. Once this is done.

Only the remaining part is balance of payment. It is updated in the software in the entry of Balance payment. As soon as the entry is updated in software, the same is updated in excel.

**Key Learning:**

- As financial transaction is made here, proper attention is required while entering the amount.
- Because the rates and weights are already entered, a approx. amount is calculated by software only. The paid amount is entered manually, and the advance is thus, calculated by the system only.

- For eg.

Rate – 4000/- per MT

Weight – 5 MT (To Gujrat)

Total amount – Rs. 20,000 /-

Less: advance paid (70%) – Rs.14,000/-

Balance to be paid – Rs. 6,000/-

## **WEEK 5:**

### **ENTERING BALANCE OF PAYMENT IN CHALLAN**

### **AND BILL GENERATION**

This is the last and main part of software as well as excel entry. Here the presanction of payment is complete. Once this is done, the complete challan is printed and assembled in files for record maintenance.

When the consignment is sent, the company sends a detailed receipt of material description to the consignee. The consignor maintains a separate record of the arriving material.

This is cross verified and if they matched, the consignee sends an acknowledgment receipt to the company.

The remaining balance is paid after receiving acknowledgement receipt from the recipient.

#### **Key Learning:**

- Along with maintaining software record and excel records, maintenance of files and manual data is also equally important.
- For safety purpose and to avoid future conflicts, the proper communication between the consignor, consignee, agency and the company is most important. The company prefers written mode for communication for records maintaining.



## **WEEK 6:**

### **BILL GENERATION**

The bill generated from the software is sent to the consignor along with attached acknowledgement receipt. The following main details are given on bill -

- Name of consignor
- Date
- Details of consignee
- LRN
- Total amount
- Acknowledgement receipt

The company settles the bill after one-two months. The entry of outstanding and received amount is entered in the software and the transaction is completed.

#### **Key Learning:**

- The consignor again verifies the bill and the acknowledged receipt. Then only he makes the payment.
- The complete process of payment is interrelated. Right from LR filling to settling the bill, every step is connected.
- The pros and cons of this function is
  - PROs –The mistake can be identified at any level if the desired output is not obtained.
  - CONs – It is a bit time consuming and if the error is not corrected, whole process is disturbed and final amount is incorrect.

## WEEK 7:

### OVERALL PRACTICING AND

### UNDERSTANDING WORKING OF BRS

**Bank Reconciliation** is a process of matching the balances in an entity's accounting records for a cash account to the corresponding information on a bank statement. Its main goal is to ascertain the differences between the two.

Bank Reconciliation Statement is a statement that depositor (company) prepares to find, explain and understand any differences between the obtained bank statement and the balances in the company's accounting record.

BRS needs to be done in regular intervals so as to check the reason differences in both the balances.

BRS proves to be a useful tool in fixing irrelevant faults in bank statements. Bank statements are useful in huge transactions and in making Income Tax Return (ITR) statements. One can call it a basic medium of operation in banking. If basic is not justified, unidentified problems arise with further documents.

Reconciliation makes the bank statement error-free and clears additional charges. Therefore, before closing the accounting chapter in the banking book, reconciliation checks whether the closing page hits green light i.e., ending is correct and safe.

The main reasons for differences in balances can be summarized as follows:

- Outstanding Cheques
- Deposit in transit
- Credits for interest earned
- Service charges
- Not Sufficient Fund etc

**Key Learning:**

- The **BRS** for the month of December '2021 was done by me with guidance of company guide. And it was observed that the main difference in balance was because of the bank interest credited in the account, bank charges deducted for RTGS payments.
- It is very beneficial for a company to do the bank reconciliation every month as it gives perfect knowledge which transactions are not entered in company's accounts.

## **Descriptive Study**

### **Challenges faced by Transport Industry**

#### **Transport Industry in India**

Since ancient times, there was interdependence between shipping activity and the degree of economic development. Civilizations who managed to exploit natural advantages like waterways have managed to develop economically. Thus, in ancient times, countries such as Egypt, China, Greece and the Roman Empire grew economically by developing river and maritime transportation routes. Since the eighteenth century, the importance of transport was highlighted by Adam Smith.

The external dimension of transport leads to opportunities and benefits of economic and social influence throughout the economy. When transport system is lagging behind losses occur due to decreased international trade.

#### **In India...**

India's transport sector is large and diverse; it caters to the needs of 1.1 billion people. In 2007, the sector contributed about 5.5 percent to the nation's GDP, with road transportation contributing the lion's share. Good physical connectivity in the urban and rural areas is essential for economic growth. Since the early 1990s, India's growing economy has witnessed a rise in demand for transport infrastructure and services.

However, the sector has not been able to keep pace with rising demand and is proving to be a drag on the economy. Major improvements in the sector are therefore required to support the country's continued economic growth and to reduce poverty.

## **Major Types of Transport in India For**

### **Industrial Consignments**

#### **1. Rail Transport:**

In India, railway is the most important form of transport system. The first railway line was laid between Bombay and Thane in 1853. After that, rail services have developed a lot. At the time of independence, the total route length was 53,596 km with 8,209 engines, 19,536 passenger bogies and 2, 06,000 goods wagons.

The Britishers had built up an extensive network of railways to exercise and maintain a tight control over the vast Indian Territory and to open to the country as a source of food and raw materials for their industries.

Indian railway at present is the country's single largest undertaking with a total capital investment of around Rs. 20,000 crores. It is the largest in Asia and ranks fourth in the world. It provides direct employment to nearly 18 lakh persons.

#### **2. Road Transport:**

Next to railways, road transport plays a pivot role in the country's transport system. Besides the fact-that social and economic progress of the country depends on the development of road, there is also a significant link of bringing about the sentimental integration of the common masses.

In the words of Benthan **“roads are the veins and arteries of a country through whose channels every improvement takes circulation.”** In fact, roads reach the door steps.

### **Classification of Roads:**

Roads in India have been classified into following:

#### **1. National Highways:**

These refer to the main roads which connect the state, capitals, ports and big cities. Constructions and maintenance of these roads are the responsibility of Centre Govt.

#### **2. State Highways:**

These are the main roads of the state. These connect the capital and the cities of the state. State Govts., are responsible for their maintenance.

#### **3. District Roads:**

These roads connect district man-dies and production areas. These are maintained by District Boards.

#### **4. Village Roads:**

These roads connect the villages with district roads. Panchayats construct these roads.

#### **5. Border Roads:**

These roads are constructed with the help of Border Road Organisation. This organisation has constructed 18,500 kms long border roads.

**Table 4: Classification of Roads**

Type of Road	Length (km)	%
National Highways	93,051	2.19
State Highways	154,522	3.63
District, Rural and Other Roads	4,010,973	94.18
<b>Total Length</b>	<b>4,258,546</b>	<b>100.00</b>

(NHAI, 2014)

### 3. Water Transport:

Water transport is the cheapest mode of traffic for both long and short distance. It does not use the costliest resources as in the case of air transport. However, in ancient period, shipping was one of the big industries of India, perhaps known as the Queen of Eastern Seas.

Indians were much skilled in the building of ships and used to go to different distant countries like Persia, East Africa, Malaya and Eastern Island on their ships. In this context, Shri S.L. Haja has rightly stated that 'Indian Naval power was undoubtedly a great achievement of Indian civilization.

During 1860 to 1925, there were 102 Indian Shipping Industries but gradually all of them were destroyed by the British. Scindia Steam Navigation Company was established in 1919. The history of Indian Shipping Companies from 1925 to 1945 is in-fact the history of Scindia Shipping company.

### 4. Air Transport:

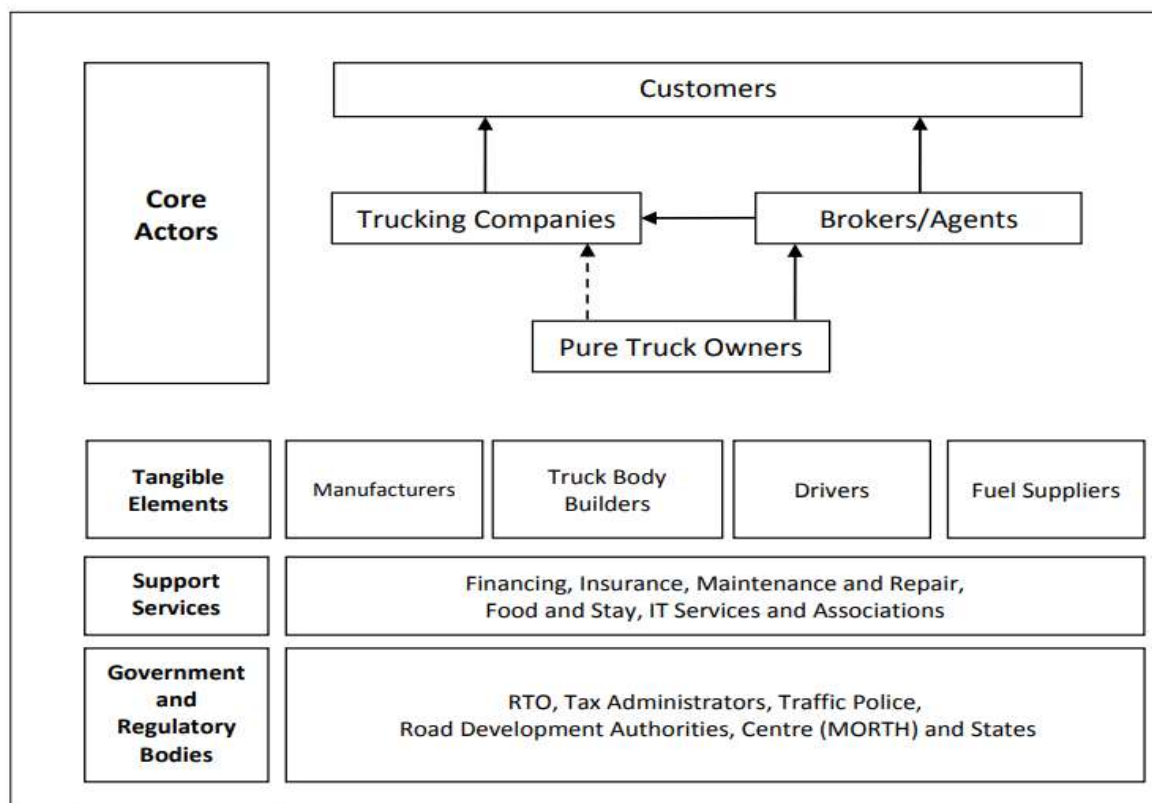
Fastest means of transport is Air Transport. There are several favourable circumstances for the development of Air Transport in India. Credit goes to India for inaugurating the first Air Service Asia in 1914 by Post and Telegraph Department by carrying mail from Allahabad to Naini across the Ganga River. But the real progress was made during World War II.

The number of aerodromes/airports increased to 91 by 1990-91. It includes 5 international airports at Mumbai, Kolkata, Chennai, Delhi and Trivandrum. International Airport Authority of India was established in 1972 in the public sector. National Airport Authority of India was formed in June 1986.

## Why is Truck transport important?

Customers move their goods almost entirely through third party players, rather than through their own fleet. This makes the trucking industry commercially very dynamic. The trucking industry has multiple actors. The core actors directly serving the customers are the trucking company and the brokers/agents.

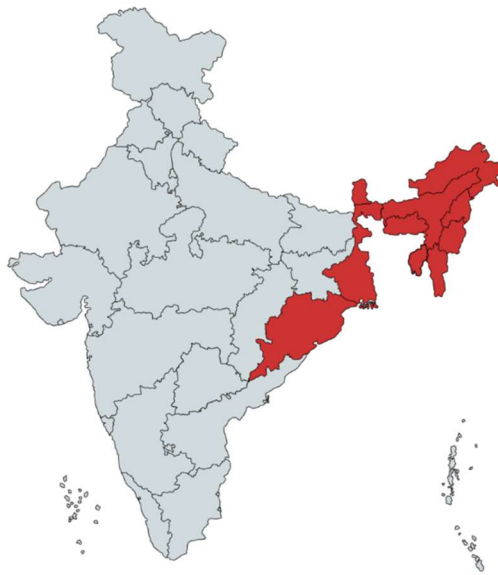
They are supported by the pure truck owners. This core set of actors is supported by four entities providing the tangible elements for trucking: manufacturers, truck body builders, drivers and fuel suppliers. The core set of actors has an ecosystem constituting support services, and government and regulatory bodies.



(Developed by the author)



## **Transport Industry in East India**



East India is an area consisting of Bihar, Jharkhand, Odisha, 7 Sisters, West Bengal and also the union territory of Andaman and Nicobar Islands. West Bengal's capital Kolkata is the largest city of this section. The Kolkata Metropolitan Area is the country's third largest one.

The states of Odisha and West Bengal share some intellectual and linguistic characteristics with Bangladesh. The region lies in the humid-subtropical zone, and experiences hot summers from March to June, the monsoon from July to October and mild winters from November to February.

The central states have a drier climate and vaguely more extreme climates, particularly during the winters and summers, but the whole region receives heavy, persistent rainfall during the monsoon months. Snowfall occurs in the extreme northern regions of West Bengal.

## **Challenges Faced by Transporters**

### **in North Eastern India**

The process of development has been rather slow in the North Eastern region for many reasons. The traditional system of self-governance and social customs of livelihood in the NE had remained virtually untouched during the British rule.

Creation of a rail network for tea-growing areas for commercial interests was perhaps, the only major economic activity in the region. This was coupled with extraction of oil and some coal in the Assam, Meghalaya and Nagaland belt.

This corridor carries the road and rail infrastructure to the region and is just about 20 km wide at its narrowest, making communication long and difficult.

Even the air routes pass through this narrow passage and demand for accurate navigation, especially in bad weather, which is quite a common occurrence. It was much later, after 1971 that civil aircraft were permitted to overfly Bangladesh.

**Roads** are the nucleus of economic development, more so in the North East. Road transportation is an important mode of travel in the hilly areas as other modes are either too expensive or difficult to construct.

However, road infrastructure is relatively deficient in the area. The region, for geographic and sometimes strategic reasons, continued to have a very thin railway network too, and air services cannot be the sole channel to take care of the humungous transport needs of even one state.

**Railways** are considered the best mode of mass transportation in the country. However, in the hilly terrains of the NE region, it is difficult and expensive to build an exhaustive setup of rail networks.

This accounts for the total absence or a nominal presence of railway lines in areas of hilly states like Arunachal Pradesh, Manipur, Meghalaya, and Mizoram.

**Air connectivity** in the NE region is not a new requirement. It was in 1928 that an aircraft landed at the Gymkhana Club in Jorhat, heralding the arrival of aviation in the NE region. The importance of air connectivity was realised in World War (WW) II and Jorhat became the first airfield to be developed. The region then got an extensive network of airports and airfields, of which, unfortunately, many are in a state of disuse, while a few are being upgraded for reuse.

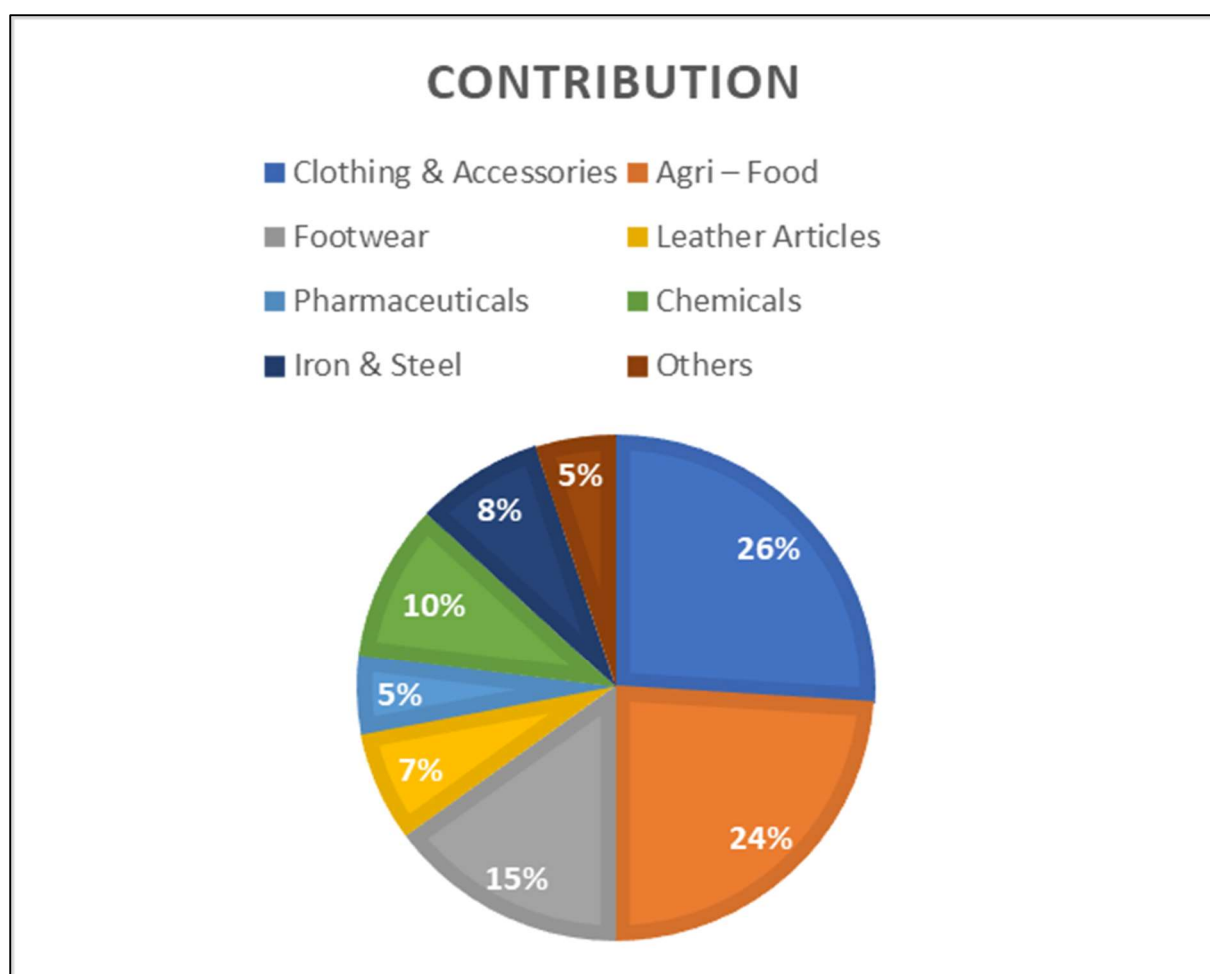
Northeast comes in Himalayan Hilly range, so, the major challenges are as follows -

- Transport is a major issue because of worst Roadways as it made up in hills. Constructing roads becomes challenging as hill blocks the way, so making tunnel makes high budget.
- Many tribes are unaware about modernization, education as they are staying in remote where there is no communication.
- Because of Border lines in most of the NE state boundaries, another problem to setup telecommunications and transportation.
- Very few private and government organizations active to help poor people.

- Most of the Indian roads are unsurfaced and are not suitable for use of vehicular traffic.
- Roads are not properly maintained. Poor road surfaces cause heavy loss in wear and tear of vehicles.
- There are multiple check-posts, toll-tax and octroi duties collection points on the roads which bring down the speed of the traffic, waste time and cause irritation to the commuters.
- Many roads have inadequate capacity, weak pavement, unbridged level crossings and lack of wayside amenities and safety measures.
- The roadways are highly congested in cities and most of the bridges and culverts are old and narrow.

### **Major Industries in North Eastern Region**

The major industries in the North Eastern area are as follows -



A major area is covered by pharmaceuticals and local product manufacturing. The industry which needs heavy product consignment transport are only occupying 8%. As a result, the demand is lesser in these areas. This is also one of the major reasons.

## **HOW TO OVERCOME**

The government is also on a motive to develop the transport system in North Eastern Region. Although it is a major investment, it requires huge time. But a company can surely overcome these issues in an effective way if this model is exercised.

### **‘Five S’ framework**

According to research “**An Overview of the Trucking Sector in India: Significance and Structure**” by **G. Raghuram**, this model can help in overcoming the problems. The paper highlights the structure of the trucking industry comprising its core actors, the providers of the tangible elements, support services, and government and regulatory bodies. The consequences are seen in the fragmented ownership pattern and poor service quality. The paper concludes by bringing out the priorities of any transport system through a ‘five S’ framework. The trucking sector should be driven by speed with sustainability, safety, security, and stress lessness.

A ‘five S’ framework focus on the key priorities of any transport system, including the trucking sector. The transport system should be driven by speed with sustainability, safety, security and stress lessness.

1 **Speed**: The primary need of the trucking sector is speed. While vehicle technologies are moving in this direction, infrastructural and regulatory bottlenecks remain. There was a push on infrastructure last decade which has slowed down. Attempts are being made to re-energize this. On the regulatory side, a lot needs to happen to enable streamlined movement of trucks

across the country. Apart from removing inter-state check posts, electronic tolling needs immediate attention. The average speed of trucks needs to move significantly upwards from the current 300 plus kilometers per day.

2 **Sustainability**: Rail and Coastal transport are threats to the trucking sector due to their better environmental impact. This can be combated by better technologies, maintenance and driving practices. There are efforts to limit the age of the vehicles and use improved fuel.

3 **Safety**: Indian roads kill the maximum number of people globally, on a country wise comparison. Road engineering, signages, driver training and licensing, driving practices and vehicle maintenance need significant attention. Post-accident support is also critical to minimize loss of life and limb. This would be addressed by better roadside support for emergency assistance. While the Government is trying to arm itself with a new Transport and Safety Bill, a lot can happen even without it by focused action at the grassroots.

4 **Security**: There are many situations where truck and cargo thefts happen. Vulnerable areas need to be identified for better security support. ICT, including truck-based video cameras, can be used more effectively to bring in visibility.

5 **Stress lessness**: Studies have estimated that the economic loss due to damages on the road, vehicle and cargo would amount to 2% of GDP. In addition, the driver is often stressed out, which also could be a cause of accidents. High quality road infrastructure, improved truck cab design for driver comfort and scientific cargo loading practices need emphasis.

Source - [12319057932015-12-02.pdf \(iima.ac.in\)](#)

## **REMEDIAL MEASURES**

India needs infrastructure. Progress in Indian infrastructure has been painstakingly slow in recent years. Here are the five elements which can help in development -

- Identify where government is needed and areas where the private sector is better positioned.
- Consider a distributed model for infrastructure projects.
- Go straight to the finish
- Focus on getting the project right, not on attracting investment.
- Make the investment now and reap the benefits in the decades ahead.

There is no easy fix for India's infrastructure situation. By some estimates, \$200 billion a year would be needed to tackle the problem. The nation's savings rate is high and could be mobilized to meet that goal. Also, international investors are eager to invest in the country.

Source - [5 ways India can overcome its infrastructure challenges | World Economic Forum \(weforum.org\)](https://www.weforum.org/articles/2015/05/5-ways-india-can-overcome-its-infrastructure-challenges/)

## **LIMITATIONS**

- The most important limitation in internship I faced is time constraint. The time given for completion of work is very less as compared to the time usually required.
- Being an intern, the organization is insecure and doesn't give us full details about their financial structure, so it becomes difficult for us to learn everything that we desire to know.
- The work given is initially a new concept to understand which needs time to thoroughly know it. And also, you are not able to do it as per their expectations.
- List of clients, truck owners, truck numbers, drivers list, etc. are long and complex. So, it becomes difficult to get through the whole list in such a short time span.
- The employees sometimes hesitate to give you work in dilemma whether you can do it or not.



## **RESEARCH METHODOLOGY**

**Research Methodology** is the specific procedure or technique used to identify, select, process and analyze information about a topic. It can also be defined as the process used to collect information and data for the purpose of making business decisions.

**Research** is defined as a careful consideration of study regarding a particular concern or a problem using scientific methods. It is a systematic inquiry to describe, explain, predict and control the observed phenomenon.

### **Sources of data:**

#### **1. Primary Data:**

It is the data collected from first hand resource, using methods like survey, interview, experiments, etc. It is collected from primary sources.

In this report I have collected or used primary data by asking questions directly to my company guide about the organization and its structure. It is primary data as it is first hand collected by me.

#### **2. Secondary Data:**

It is the data which is collected by someone, other than the user. It is the data already used by someone for other purpose.

For this report I have used information from various sources such as books, internet which comes under secondary form of data. As the used information is already used by some other person before me.

## **FINDINGS**

- Every company maintains a specific hierarchical structure. Every person is in a position which justifies his experience and knowledge. Proper delegation and co-ordination is the most important thing for soft and smooth functioning.
- The company provides Quality of transport many services and all possible measures are undertaken by the company to maintain by the team.
- Transport industry working is complex with lots of terminologies and components, but with attention and dedication, one can understand them easily. The company needs to follow a strict order of recording every transaction in the software. Each entry should be filled single time but a backup idea is always important.
- While working in the sector, many factors affect the company internally and externally. These factors are categorized in Strengths, weaknesses, opportunities, and threats. These factors are closely analyzed in SWOT analysis.
- The company covers a huge market all over India. Hence, to keep up with customers' expectations, the company tries to provide its best service to customers by maintaining personal contacts.
- A small study is done for learning why market is lesser in northern region. Due to the geographical, climatical and Demographic factors (which are explained in the report), market settlement is difficult.
- The market here is highly competitive. All employees can together ensure the survival of the company by ensuring professional contribution.
- One can definitely ensure development in this sector. So, the company has high chances of growth and can become a strong competitor for the rest players in the market.

## **SUGGESTIONS**

The transport and the logistic sector are undergoing a major and important transformation today. The political, social, economic, environmental, technological and legal changes are amazingly influencing this sector every day.

The transportation and logistics companies of today have to stay competitive and are made to add improved and advanced technologies in order to improve their warehouses, distribution centers, shipping and transport management.

- **Blockchain distributed ledger technology**

Blockchain distributed ledger technology will not just help in the improvement of service levels by giving visibility of the status of each and every shipment end to end, but this technology also allows the various stakeholders of the logistics industry such as suppliers, manufacturers, auditors, customers, warehouse managers etc. to form a very efficient and transparent system as far as tracking assets, recording the transactions, and handling the documents involved in the processes of logistics are concerned.

- **Visibility and Anti-Theft GPS**

Today, E-Commerce and logistic companies are getting focused on the increased visibility, thus, tracking technologies adoption and adjustment for increased traceability are among the major driving trends in the transportation industry this year.

Anti-Theft GPS, for instance, is a means to receive near real-time locations for entire fleets and separate items in transit.

- Driver's Training

A driver is one of the most influential persons in framing a positive opinion of the company and also ensures safety and security of vehicle and consignment. The company can help the illiterate one to raise its living standard by working with the company

- Modern Website Design

The current design of the website is quite outdated. I think the company can include the features of online enquiry, help desk, consignment tracker, unique customer ID, channel route, RTO updates, etc. this can give a real assistance to customer even by sitting at home and can really help to attract distant customers.

## **CONCLUSION**

- For smooth co-ordination, a proper structure of authority is important. They should have good communication and understanding within themselves.
- The company provides services like warehousing, RTO permits, etc. along with main transport providing. Quality is an important aspect here.
- The first step of understanding any job responsibility is to understand the basic terminologies acquainted with it.
- By performing proper environment analysis, the company can overcome its threats and weaknesses and accordingly polish its strengths and opportunities.
- As the size of company grows, the market covered increases. Being an industrial consignment transporter, it faces a lot of issues. But by practicing modern technologies, the company can exercise sustainability.
- The whole concept of finance in transport company revolves around the cost incurred for surviving the competition and grabbing and serving the customers and the revenue generated from either outsourcing the vehicle or serving by own trucks and its proper management.
- Though the functioning of any organization is computerized in today's scenario, the accounting is still maintained by book-keeping, books of accounts and registers. This company is strictly attached to the old patterns of accounting but also welcomes the new strategies with Zeal and passion.

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