



# **TRANSPORT DEPARTMENT**

**POLICY NOTE  
2022 - 2023**

**DEMAND No. 48**

**S.S. SIVASANKAR**  
**Minister for Transport**

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**Government of Tamil Nadu  
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**TRANSPORT DEPARTMENT**  
**POLICY NOTE**  
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**1. INTRODUCTION**

The Policy Note of Transport Department for the Financial Year 2022-2023 gives an overview of the bus services for public transport in the State of Tamil Nadu and provides a glimpse on the activities of the State Transport Undertakings. The State Transport Undertakings by and large have accomplished its responsibilities by way of operating various types of bus services with affordable fare structure as town, intra-city, inter-city, inter-State and transporting about 1.55 crore people per day, even though the State Transport Undertakings were passing through a very difficult phase during COVID-19 period and sustaining its basic activities with the timely interventions and support of the Government. Also, concessionary fares are offered to certain

sections of the population to travel in buses at a reduced fare or without fare. To empower women through greater access to jobs and education and to promote public transport, a pioneering effort of providing **“Free Bus Service to Women in Town Buses across the State”** as announced in the election manifesto by the Hon’ble Chief Minister has been implemented and the same facility is extended to the transgenders and escorts of the person with disability of 40% and above.

The Government has initiated efforts to roll out BS VI compliant diesel buses and electric buses during this year along with introduction of Information Technology, Information Technology enabled services and Intelligent Transport Systems for bus tracking, passenger information system, ticket payment system etc. and also initiated efforts to ensure safety of women and children travelling in buses, through a series of measures.

The Road map and future Policies of the Transport Department will transform the State Transport Undertakings into a better position in the Country in all aspects and achieve the Sustainable Development Goals (SDG) for the year 2030.

The Transport Department fulfils the mandate of co-ordinating with the Railway Department for strengthening the existing railway lines, laying new lines, doubling of railway lines and gauge conversion in the State.

This Department is trying to achieve No.1 position in the Country in bus based public transport in all aspects viz., Total numbers of Buses, Kilometers covered, Passenger Ridership, Occupancy Ratio and Reduction in Accidents etc.,

### **1.1 Overview**

Tamil Nadu is one of the most urbanised and developed States in India in economy, education etc. and this is achieved by a well

connected road network and public transport system. Public Transport System is a system of transport which enables group travel of the general public. It could be Government or Privately owned and has the benefit of transporting many people in much less space than the personal automobiles and helps in reducing traffic congestion as well as air pollution from vehicles. It also relieves riders of the stress that comes from daily in congested areas and saves money.

The Public Transport system is the most accessible, affordable mode to commute and facilitates the movement of people locally, within a city, intercity, rural areas and inter-state and also provides first and last mile connectivity. Bus transport provides people with mobility and access to employment, education, medical care, markets, social and recreational activities,

transportation of agriculture products for selling in towns/cities etc.

Good mobility can become a major booster to economic growth and cause the quality of life to improve. A vision for the future bus transport system is as follows:

- i. To make bus transportation user friendly, affordable, efficient and to provide last mile connectivity to the general public at affordable fare;
- ii. To provide bus travel to general public with alternate fuel such as Electric buses, CNG, LNG etc;
- iii. Introduction of buses enabling easy access for the Differently Abled persons;
- iv. To deploy Information Technology, Information Technology Enabled Services, Intelligent Transport Systems for online monitoring of buses and deliver of passenger information on a real time basis;
- v. To make easy and safe door-to-door journeys, by offering innovative transport

solution and decreasing need of private vehicle journeys;

- vi. With excellent customer service and simple, convenient and easy to use payment options for ticketing;
- vii. To attain the sustainable development goals for the year 2030.

## **1.2 Bus Based Public Transport in Tamil Nadu**

Bus transport is the most used mass transit system available to the general public in Tamil Nadu with a minimal fare and run at scheduled times in scheduled routes, at the same time reducing dependency on light motor vehicles, traffic congestion and green house emissions.

The State of Tamil Nadu is a pioneer in providing efficient, safe, affordable, comfortable, reliable and sustainable access for the growing number of people to jobs, education, recreation and such other needs within the cities, and rural



people to reach cities/towns and also all parts of the State through a well connected reliable road transport connectivity.

The State Transport Undertakings transported about 0.7 Crore per day in the year 2020-2021 due to Covid-19 pandemic and had increased to 1.21 per day in the year 2021-2022, and after relaxation of all Covid-19 restrictions in March-2022, the passenger ridership has increased to 1.55 Crore per day.

To achieve the vision of the Government, the State Transport Undertakings have planned to introduce new technology buses (i.e., Bharat Stage – VI compliant diesel buses and electric buses) as well as Complimentary Information Technology and Intelligent Transport Systems with financial assistance from KfW Bank (German Development Bank) to make the public bus transport environment friendly in future.

The free travel scheme for women to travel free of charge in ordinary fare town buses (white board) in all State Transport Undertakings is to achieve social inclusion of women by facilitating greater mobility and financial sustainability. 7,321 ordinary town buses are being operated across the State of Tamil Nadu and about 36 lakhs women use the buses daily. This free travel scheme will improve women's access to work, education, health and recreation. 106.34 Crore women have travelled up to 30.04.2022, which constitutes about 61.78% of the total passengers travelling in ordinary fare town buses. This free travel facility is extended to transgenders and escorts of the differently abled persons with disability of 40% and above. To spread the verses of Thirukkural, boards containing a picture of great Tamil Poet Saint Thiruvalluvar, Thirukkural along with their meanings have been fixed in all 20,304 State Transport Undertaking Buses in the State. The

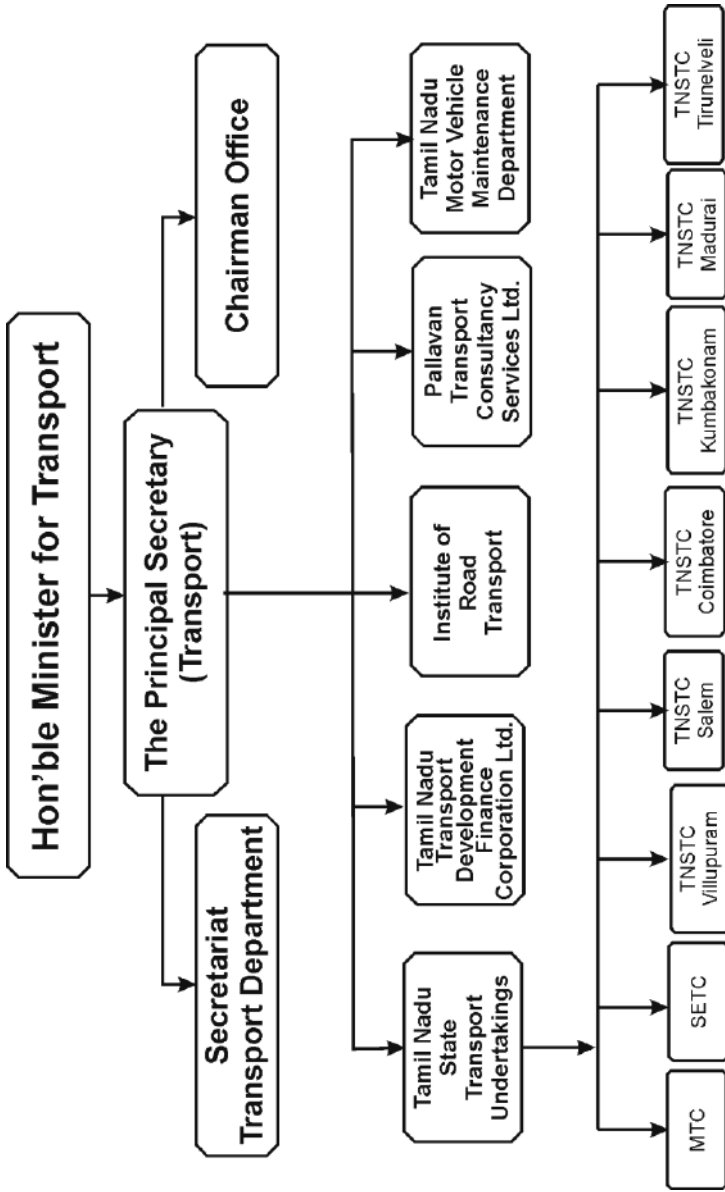
moving photo exhibition bus depicting the life of Kappalottiya Thamizhan V.O.Chidambaranar visited various parts of the State for the benefit school students to see the exhibitions.

Stage carriage permits are given to a bus operator to ply the bus in a particular route. The route consists of stages where passengers can be picked up and dropped. In the State, Government owned State Transport Undertakings and Private operators have the stage carriage permits to operate stage carriage buses. As on 01.01.2022, 32,876 stage carriage buses are in the State including 20,926 by State Transport Undertakings, 7,858 buses by private operators and 4,092 mini buses.

### **1.3 Organisation Set up of Transport Department**

The Transport Department has been entrusted with the responsibility for organising bus services for public transport in the State and

it has control over State Transport Undertakings established in the State. The Transport Department is headed by the Hon'ble Minister for Transport. The Principal Secretary to Government is the administrative head of the Transport Department who is assisted by Additional Secretary, Under Secretaries, Section Officers and other staff to deal with cases relating to the Transport Department.



Transport Department has been entrusted with control over the following organisations:

**1. State Transport Undertakings**

- i)** Metropolitan Transport Corporation  
(Chennai) Limited, Chennai
- ii)** State Express Transport Corporation  
Tamil Nadu Limited, Chennai
- iii)** Tamil Nadu State Transport Corporation  
(Villupuram) Limited, Villupuram
- iv)** Tamil Nadu State Transport Corporation  
(Salem) Limited, Salem
- v)** Tamil Nadu State Transport Corporation  
(Coimbatore) Limited, Coimbatore
- vi)** Tamil Nadu State Transport Corporation  
(Kumbakonam) Limited, Kumbakonam
- vii)** Tamil Nadu State Transport Corporation  
(Madurai) Limited, Madurai
- viii)** Tamil Nadu State Transport Corporation  
(Tirunelveli) Limited, Tirunelveli

- 2. Tamil Nadu Motor Vehicles Maintenance Department, Chennai (MVMD)**
- 3. Tamil Nadu Transport Development Finance Corporation Limited, Chennai (TDFC)**
- 4. The Institute of Road Transport, Chennai (IRT)**
- 5. Pallavan Transport Consultancy Services Limited, Chennai (PTCS)**

The Principal Secretary to Government, Transport Department is the Ex-Officio Chairman of all State Transport Undertakings and other organisations namely Pallavan Transport Consultancy Services Limited and Institute of Road Transport. The Chairman's Office assists the Chairman relating to the State Transport Undertakings subjects. Principal Secretary to Government is also the Chairman-cum-Managing Director of the Tamil Nadu Transport Development Finance Corporation Limited.

The Transport Department is also the Nodal Agency of the State Government in respect of Railway Projects to be implemented within the State of Tamil Nadu.



## **2. SUSTAINABLE DEVELOPMENT GOALS**

The Sustainable Development Goals (SDGs), also known as the Global Goals (17 Goals) were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity. The 17 SDGs are integrated—they recognize that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability.

A sustainable mobility system ensures that the benefits of public transport are concentrated around three crucial goals — Goal 3: Good Health and Well Being (road safety); Goal 11: Sustainable Cities and Communities; and Goal 13: Climate Action (Climate Change adoption and mitigation including reduction of emission). Efficient public transport also enables countries to achieve Goal 8: Decent Work and Economic Growth; Goal 9: Industry, Innovation and

Infrastructure; Goal 10: Reduced Inequalities; and Goal 12: Responsible Consumption and Production. The State Transport Undertakings are taking all the possible measures to achieve these goals in a sustained manner.

The SDGs recognise that access to adequate, reliable and safe public transport is a basic urban need. SDG 11.2 aims that all citizens will have access to safe, affordable, accessible and sustainable transport systems by 2030 by expanding public transport. In doing so, special attention must be given to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons. The pioneering scheme of “free travel for women in urban buses” and several other schemes or concessions given by the Government is helping to achieve these aims in the larger interest of people and overall development.

Public transport has to become an essential part of a green recovery. It is now time to rebuild trust in public transport and give it the attention in policy and investment decision that it deserves.

If we continue to nurture public transport, it will draw people into cities and create a better, more sustainable environment and economy.

Sustainable Development Goals are set for the year 2030. Public Transport comes under SDG.11, Sustainable Cities and Communities and the target for the year 2030: Tamil Nadu's composite score in the Target 11 is 79 in the year 2019-20 and the State Rank is 10.

Target 11.2.1a, 11.2.1b and 11.2.1C are applicable to State Transport Undertakings and Tamil Nadu's score from 2015-16 to 2019-20 is given below:

<b>Indicator</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
11.2.1a Proportion of buses enabled for differently enabled persons to the total fleet strength ( in%)	11	11	11	12	13
11.2.1b Number of free bus passes issued to elderly person	213021	283575	306941	329554	351617
11.2.1c Proportion of ladies special to total fleet strength	200	250	250	250	210

To achieve the goals, the following activities are being carried out by State Transport Undertakings in Tamil Nadu:-

- Activity-1 : Woman are permitted to travel free in ordinary town buses across Tamil Nadu and 36 lakh women passengers are benefitted every day
- Activity-2 : Certain seats are reserved for only women passengers in SETC buses

- Activity-3 : CCTV surveillance system with panic buttons being provided in 2500 buses and 66 bus terminals/depots of MTC to ensure safety of women
- Activity-4 : Procurement of differently abled friendly buses for Chennai
- Activity-5 : Proposed procurement of 500 electric buses for Chennai, Madurai and Coimbatore in a phased manner (Due to zero emission, these buses will not contribute to pollution to the environment)
- Activity-6 : Procurement of 2213 Diesel BS-VI Compliant buses for all State Transport Undertakings (Less pollution compared to earlier BS-IV compliant buses)
- Activity-7 : Rolling out the creation of Rooftop Solar Panels at State Transport Undertakings premises on phased manner (This is to use renewable energy to generate electricity to run the State Transport Undertakings premises. Moreover, the surplus electricity will be supplied to the Grid)
- Activity-8 : Replacement of conventional/CFL bulbs with LED bulbs (to Save energy)

### **3. STATE TRANSPORT UNDERTAKINGS**

#### **3.1 Role of State Transport Undertakings**

Mobility is one of the important determinants of development and growth is ensured by bus based public transport services provided in Tamil Nadu by eight State owned State Transport Undertakings (STUs) and private operators which are operated as stage carriage buses. State Transport Undertakings are important players in the public transport bus services and account for 64% of the total fleet being used for stage carriage buses in the State. The bus services delivery mechanism in the State is categorised into two areas: Areas exclusively serviced by State Transport Undertakings and other areas with private operators. The Transport Department is the administrative department for State Transport Undertakings and its operations.

State Transport Undertakings operational jurisdiction is listed below:-

<b>S. No.</b>	<b>State Transport Undertakings</b>	<b>Region</b>	<b>Districts covered</b>
1.	Metropolitan Transport Corporation (Chennai) Limited.	Chennai	Chennai Metropolitan Area
2.	State Express Transport Corporation Tamil Nadu Limited.	-	Entire Tamil Nadu State, Kerala, Karnataka, Andhra Pradesh & Puducherry
3.	Tamil Nadu State Transport Corporation (Villupuram) Limited.	Villupuram	Villupuram & Kallakurichi
		Vellore	Vellore, Ranipet & Tirupathur
		Kancheepuram	Kancheepuram & Chengalpattu
		Tiruvannamalai	Tiruvannamalai
		Tiruvallur	Tiruvallur
		Cuddalore	Cuddalore
4.	Tamil Nadu State Transport Corporation (Salem) Limited.	Salem	Salem & Namakkal
		Dharmapuri	Dharmapuri & Krishnagiri
5.	Tamil Nadu State Transport Corporation (Coimbatore) Limited.	Coimbatore	Coimbatore
		Ooty	Nilgiris
		Erode	Erode
		Tiruppur	Tiruppur

<b>S. No.</b>	<b>State Transport Undertakings</b>	<b>Region</b>	<b>Districts covered</b>
6.	Tamil Nadu State Transport Corporation (Kumbakonam) Limited.	Kumbakonam	Thanjavur
		Nagapattinam	Nagapattinam, Thiruvarur & Mayiladuthurai
		Trichy	Trichy, Perambalur & Ariyalur
		Karur	Karur
		Karaikudi	Sivagangai & Ramanathapuram
		Pudukkottai	Pudukkottai
7.	Tamil Nadu State Transport Corporation (Madurai) Limited.	Madurai	Madurai
		Dindigul	Dindigul & Theni
		Virudhunagar	Virudhunagar
8.	Tamil Nadu State Transport Corporation (Tirunelveli) Limited.	Tirunelveli	Tirunelveli & Tenkasi
		Thoothukudi	Thoothukudi
		Nagercoil	Kanniyakumari

Areas served by eight State owned Transport Undertakings is indicated in the figure below:





### 3.2 Infrastructure of State Transport Undertakings

State Transport Undertaking wise infrastructure, rolling stocks and employees strength as on 31.03.2022 is as follows:-

S.No	STUS	Regions	Depots	Workshops	Driver Training Schools	Buses	No of Employees	No of Ridership (in Lakhs)
1	MTC	1	31	2	1	3454	20936	6953.47
2	SETC	1	22	2	1	1110	4869	156.03
3	VPM	6	60	3	6	3299	20754	4770.74
4	SLM	2	32	2	4	2059	12109	3794.76
5	CBE	4	44	2	2	2866	16704	5272.91
6	KUM	6	60	4	7	3441	20613	8155.92
7	MDU	3	40	3	3	2302	14232	4271.41
8	TNV	3	30	2	2	1773	10587	3926.89
Total		26	319	20	26	20304	120804	37302.13

### 3.3 Bus Operations

Total number of buses of State Transport Undertaking in the State is 20,304, out of which 19,290 Scheduled buses covering 10,417 routes

are operated as scheduled services. These bus services are operated regularly based on the permitted routes at required bus stops according to a published time table. Based on the class of service and stopping at specified stops with different fare, the services are classified as:-

<b>Town</b>	<b>Mofussil</b>	<b>Ghat</b>
ordinary, express, Limited Stop Service, deluxe and air-conditioned	ordinary, semi-deluxe / express, super-deluxe, ultra deluxe, air-conditioned (seater), non air-conditioned sleeper, air-conditioned sleeper, non air-conditioned seater cum sleeper, air-condition seater cum sleeper and classic buses with toilet facilities	ordinary and semi-deluxe /express

The details of bus services as on 31.03.2022 are given in the following Table:-

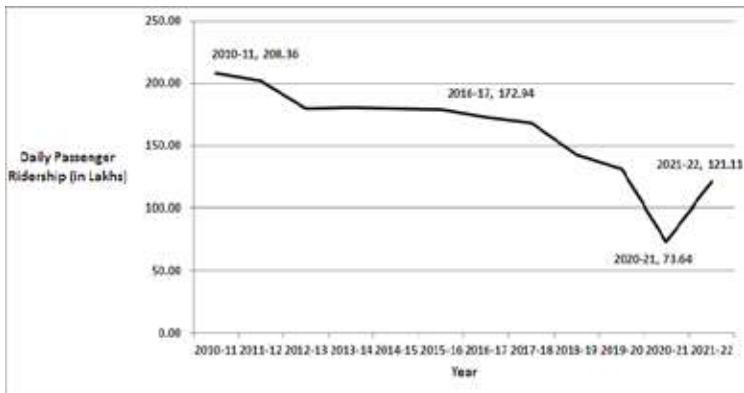
State Transport Undertakings	Town		Mofussil/ Express	Ghat	Scheduled Services	Spare buses	Total
	Ordinary / Ladies Free travel	LSS/ Express/ Deluxe					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(F+G)
MTC	1,559	1,674	0	0	3,233	221	3,454
SETC	0	0	1,082	0	1,082	28	1,110
VPM	1,074	0	2,063	29	3,166	133	3,299
SLM	813	24	1,038	25	1,900	159	2,059
CBE	1,141	182	1,037	387	2,747	119	2,866
KUM	1,257	28	2,050	0	3,335	106	3,441
MDU	890	380	832	64	2,166	136	2,302
TNV	587	229	845	0	1,661	112	1,773
<b>TOTAL</b>	<b>7,321</b>	<b>2,517</b>	<b>8,947</b>	<b>505</b>	<b>19,290</b>	<b>1,014</b>	<b>20,304</b>

### 3.4 Performance of State Transport Undertakings

The State Transport Undertaking provide bus connectivity to the villages which have a minimum population of 1000 in the State. Almost all areas in urban habitations, inter-district and inter-state to the neighbouring states are connected on a wider scale and transported about

1.7 Crore passengers per day during normal period of the year which had dropped temporarily to about 0.7 Crore per day in the year 2020-2021 due to impact of COVID-19. The public transport ridership increased to 1.21 Crore per day in the year 2021-2022 after relaxation of all Covid-19 restrictions and, passenger ridership has increased further to 1.55 crore per day in March-2022.

Passenger ridership in State Transport Undertakings buses came down from the year 2011 to 2021 and has increased in the year 2021-2022 as shown in chart below:-



The State Transport Undertakings in Tamil Nadu have the lowest fares with the highest fleet utilisation and good network coverage in India. Fare structure which is in force from 29.01.2018 is presented below:-

<b>Types of Service</b>	<b>Class of Service</b>	<b>Fare (excluding cess)</b>
Town (minimum fare)	Ordinary	Rs.4
	Limited Stop Service	Rs.5
	Express	Rs.6
	Deluxe	Rs.10
	Night Service	Rs.10
Mofussil	Ordinary	58 paise per km
	Semi Deluxe	75 paise per km
	Express/Super Deluxe	85 paise per km
	Ultra Deluxe	100 paise per km
	AC Seater	130 paise per km
	Non AC Sleeper	155 paise per km
	AC Sleeper	200 paise per km

Comparison of bus fares with neighbouring States is furnished below:-

State	Date of last Fare Revision	Mofussil (paise per km)									
		Ordinary	Semi Deluxe	Exp/Sup. Deluxe	Ultra Deluxe	AC Seater		Non AC Sleeper		AC Sleeper	
						Peak	Lean	Peak	Lean	Peak	Lean
Tamil Nadu	29.01.18	58	75	85	100	130	110	155	135	200	180
Andhra Pradesh	13.04.22	83	118	-	136	166	166	-	-	230	230
Karnataka	26.02.20	66	123	-	145	214	-	163	-	240	-

Fare of city bus travel for 10 km in Tamil Nadu is lower than other neighbouring States:-

(in Rupees)

State	Ordinary Fare	Express Fare
Tamil Nadu	8.00	12.00
Andhra Pradesh	15.00	25.00
Karnataka	15.00	16.00

Also, a 100 km mofussil bus travel in Tamil Nadu weighed in the order of types of services operated in neighbouring States, it is seen that fares are lower in Tamil Nadu:-

(in Rupees)

State	Ordinary Fare	Express Fare	Ultra Deluxe	AC Bus Fare	
				Seater	Sleeper
<b>Tamil Nadu</b>	58.00	75.00	100.00	130.00	200.00
<b>Andhra Pradesh</b>	83.00	118.00	136.00	166.00	230.00
<b>Karnataka</b>	66.00	123.00	145.00	216.00	240.00

### 3.5 Physical Performance Indicators

Major physical performance indicators of the State Transport Undertakings in Tamil Nadu are given below:-

Item	2019-2020 (Pre-Covid)	2020-2021 (During Covid)	2021-2022 (During Covid)
Fleet Strength	21,513	20,670	20,304
Scheduled Services	19,290	19,290	19,290
Total Kilometres operated per day (in lakhs Kms)	83.68	60.25	73.65
Fuel Performance (KMPL) Average	5.33	5.39	5.37
Km run per condemned tyre (in lakh kms)	2.54	2.77	2.98
Men per bus	6.45	6.35	6.26



### **3.6 Position at National Level**

To encourage and motivate State Transport Undertakings for Fuel Conservation by achieving higher Kilometre per litre (KMPL), Petroleum Conservation Research Association (PCRA) under Ministry of Petroleum & Natural Gas, Government of India given away the Awards to State Transport Undertakings during SAKSHAM. Best State Transport Undertakings at National level and Best Depots in each STU at State level were awarded an Annual trophy/cash award in various categories. PCRA has been monitoring the fuel consumption of all State Transport Corporations at National Level and ranking the most fuel-efficient Corporations in the Country. Three Tamil Nadu State Transport Undertakings won Best STU Awards out of six Awards announced in the Country for achieving maximum Kilometre Per Litre (KMPL) and also Best STU awards at National Level for maximum KMPL improvement under Rural category for 2020-21:

<b>S. No</b>	<b>Category of Award</b>	<b>Sub-Category</b>	<b>Award Winner</b>	<b>Rank</b>
1	Best STU Award on achieving maximum kilo metre per litre	Minimum Qualifying Criteria 5.0 KMPL	Tamil Nadu State Transport Corporation (Kumbakonam) Limited	1 <sup>st</sup>
2	Best STU Award on achieving maximum kilo metre per litre	Minimum Qualifying Criteria 5.0 KMPL	Tamil Nadu State Transport Corporation (Salem) Limited	2 <sup>nd</sup>
3	Best STU Award at National Level for maximum kilo metre per litre improvement-Rural category	State Transport Undertakings having upto 3000 buses in operation on average basis per month	Tamil Nadu State Transport Corporation (Coimbatore) Limited	2 <sup>nd</sup>

### **3.7 Financial Performance of State Transport Undertakings**

Most significant challenges for State Transport Undertakings are frequent hike of diesel price, increase in the cost of spare parts, wage related issues, hike in dearness allowance to the employees, interest cost for loans etc., which are causing additional expenditure on State Transport Undertakings every year. The complete shutdown of operations due to Covid-19 from March 23, 2020 onwards and subsequent extension of lockdown fully/partially across the State have resulted in significant financial losses for the State Transport Undertakings in the year 2019-2020, 2020-2021 and 2021-2022. Buses were not operated for a period of 8 days in the year 2019-2020, 141 days in the year 2020-2021 and 57 days in the year 2021-2022. Financial Performance for the period of 2019-2020, 2020-2021 and 2021-2022 is presented below:-

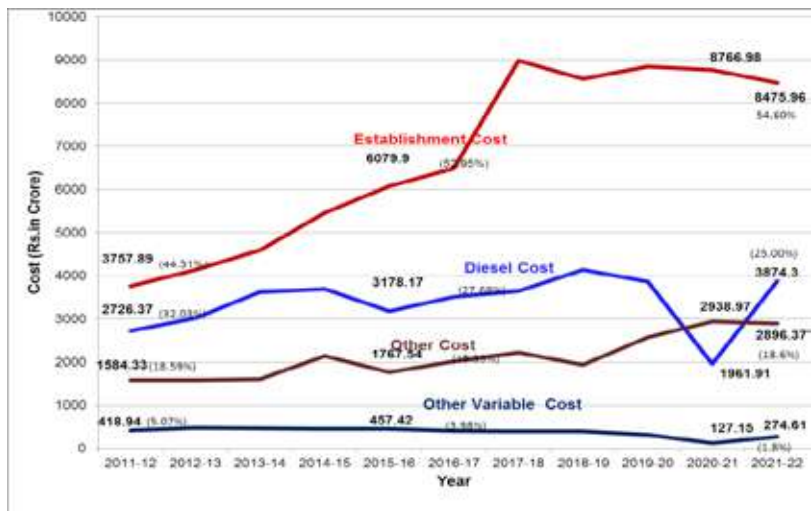
		Rs. in Crore		
Sl No.	Particulars	2019-20 (Pre-Covid)	2020-21 (During Covid)	2021-22 (During Covid) Pre Audit
<b>Income</b>				
1	Operational Revenue	8827.39	3529.92	5175.54
	Contract Carriage	6.08	58.16	17.35
	Profit on Sale of Buses	24.04	16.73	6.54
	Non-Operational Revenue	1694.91	1842.31	3810.90
	Sale of Scrap	20.09	19.36	22.16
	<b>Total</b>	<b>10572.52</b>	<b>5466.48</b>	<b>9032.49</b>
<b>Expenditure</b>				
<b>Variable cost</b>				
2	HSD Oil	3860.32	1961.91	3874.30
	Others(Lubricants,Tyre,Tube, Spring,Spare,Etc..)	312.15	127.15	274.60
	<b>Total</b>	<b>4172.47</b>	<b>2089.06</b>	<b>4148.90</b>
<b>Fixed cost</b>				
3	Salary&Wages (including PF,Gratuity and Others)	8849.63	8766.98	8475.96
	M.V Tax	196.45	105.01	170.26
	Depreciation	540.65	635.99	393.69
	Interest	1177.65	1581.40	1884.21
	Others (PF trust loss, Toll fee, MCOP, cps interest)	866.23	616.57	448.21
	<b>Total</b>	<b>11630.61</b>	<b>11705.95</b>	<b>11372.33</b>
<b>Total Expenditure</b>		<b>15803.08</b>	<b>13795.01</b>	<b>15521.23</b>
<b>Short Fall</b>		<b>-5230.56</b>	<b>-8328.53</b>	<b>-6488.74</b>

### 3.8 Operational cost

Establishment cost and cost of High Speed Diesel are the major expenditure components. The expenditure on establishment cost and high speed diesel price increases the operational cost of the State Transport Undertakings every year. The percentage of cost components during the year 2021-2022 are as follows:-

<b>S.No</b>	<b>Components</b>	<b>Percentage</b>
1	Salaries and Wages, PF & Pension, Gratuity etc.,	54.61
2	High Speed Diesel Cost	24.96
3	Other variable cost including Tyre, Tube, Flaps, R.T. Material, Springs, Spares etc.,	1.77
4	Motor Vehicle Tax	1.10
5	Interest Cost for Loans	12.14
6	Other Cost	5.42
<b>Total</b>		<b>100.00</b>

The percentage of cost components over the years from 2011 to 2022 is depicted in the following chart. -



Establishment costs like salary, Provident Fund, gratuity etc., have increased over a period. Similarly interest cost has gone up which comes under other expenditure. Diesel cost and maintenance costs are related to market based prices and quantum of usage, and both parameters have increased in the year 2021-2022

over 2020-2021 because of relaxations of restrictions that were imposed during Covid period.

### **3.9 Financial Assistance by the Government**

With the timely financial support of the Government, the State Transport Undertakings are sustained now during this odd period of Covid-19 Pandemic situation. To support the State Transport Undertakings, the Government regularly sanctions funds in the form of Share Capital Assistance, Loans, Ways & Means Advances and Grants to the State Transport Undertakings for purchasing new buses, settlement of statutory dues for the retired employees of State Transport Undertakings and settling the Motor Accident Claims awards. The Government has been regularly reimbursing the State Transport Undertakings towards the issue of concessions to various categories of passes such as Students, Senior Citizens and other passes.

The Government have also permitted State Transport Undertakings to seek reimbursement for increasing cost for High Speed Diesel. In the Budget Allocation for the financial year 2022-2023, the Government have provided following funds as below:-

**(Rs. in Crore)**

<b>Sl. No.</b>	<b>Items</b>	<b>BE 2022-2023</b>
1.	Share Capital Assistance to State Transport Undertakings (KfW)	386.89
2.	Reimbursement of Social Cost on Student Concession in bus fares	928.00
3.	Reimbursement of loss due to issue of free bus passes to Women	1520.00
4.	Loans to State Transport Undertakings with German Development Bank (KfW) Assistance	1073.89
5.	Reimbursement of loss due to issue of concessional bus passes to Senior Citizens	52.00
6.	Reimbursement of difference in cost due to price increase/levy of surcharge on High Speed Diesel Oil	1300.00
<b>Total</b>		<b>5260.78</b>



### **3.10 Government Guarantee for Loans**

The State Transport Undertakings have been instructed to stop operation of all regular buses except those required for essential services due to Covid-19 pandemic situation and subsequent complete lockdown in the State and neighbouring States. Consequently, the State Transport Undertakings are facing a severe financial crisis. Relaxations have been made slowly and accordingly buses operated on need basis. Revenue generated has been used only to meet the diesel cost and maintenance related essential expenditure only. To help the State Transport Undertakings to meet their working capital requirements, the Government have issued Government Guarantee in order to avail loans from Nationalised Banks to a total of Rs.2955.891 Crore in the Financial Year 2021-22 to meet the working capital. The Government issued orders in G.O. (Ms) No.80, Transport (T1) Department,

dated 03.08.2021 for Government Guarantee to the tune of Rs.1,500.81 Crore to all State Transport Undertakings to meet their Working Capital requirement for the period from June 2021 to August 2021 and in G.O (Ms) No.15, Transport (T1) Department, dated 04.02.2022 for Government Guarantee for a sum of Rs.1455 Crore to meet the working capital for the period from October 2021 to December 2021.

### **3.11 Measures to Improve Public Services**

#### **i) Introduction of Extension of bus routes and Resuming operations of stopped bus routes**

Augmenting new routes is a continuous process for the benefits of travelling public and connectivity to the new area is based on demand. The Government have introduced 122 routes extension with 152 bus services from 7<sup>th</sup> May 2021 to 31<sup>st</sup> March 2022. Similarly, some of the routes stopped previously were reintroduced covering 328 routes with 394 bus services.

State Transport Undertakings	Routes Extension Introduced (in Numbers)		Resumed the withdrawn routes (in Numbers)	
	Routes	Bus Services	Routes	Bus Services
MTC Ltd.,	25	36	53	105
SETC TN Ltd.,	13	28	8	16
TNSTC (VPM) Ltd.,	50	52	59	59
TNSTC (SLM) Ltd.,	0	0	4	6
TNSTC (CBE) Ltd.,	8	10	13	13
TNSTC (KUM) Ltd.,	14	13	79	74
TNSTC (MDU) Ltd.,	0	0	51	55
TNSTC (TNV) Ltd.,	12	13	61	66
<b>TOTAL</b>	<b>122</b>	<b>152</b>	<b>328</b>	<b>394</b>

## ii) Small buses Operations in Chennai

Small buses connect the areas to the bus stands, railway stations and metro rail stations in Chennai as last mile connectivity since normal buses are not to be operated due to constricted road width. Metropolitan Transport Corporation (Chennai) Limited has 207 small buses, out of this, 146 buses are operating now including

44 buses connecting the interior localities with Metro Rail Stations. Out of the 44 buses, 14 are exclusively from the Metro Rail Stations as a feeder service. To utilise the small buses in a better way, MTC and Chennai Metro Rail are working to plan new routes as feeder services to Metro Rail Stations which will increase the ridership of Metro Rail and will ensure additional revenue to MTC.

### **iii) E-ticketing System**

State Transport Undertakings introduced the e-ticketing which allows the passengers to book bus ticket online for them any time 24 hours a day from any place. e-ticketing gives a freedom to the traveller to plan trips, design the route according to preferences, selecting more convenient time of departure and arrival. Online e-ticket booking for long distance routes by using State Transport Undertakings website: <https://www.tnsrc.in> was introduced for the benefit of the travelling public in State Transport

Undertaking buses. Tickets can be booked through the TNSTC app. About 76.06% of the total tickets were booked through e-ticketing during the year 2021-2022.

#### **iv) E-auctioning System**

E-Auctioning process for the disposal of condemned buses and scraps was introduced through M/s. MSTC, a Government of India Undertaking. This arrangement helps to obtain the best price for the condemned buses and scrap. Due to Covid-19 Pandemic, e-auctioning was discontinued. After relaxation of Covid-19 restrictions, e-auctioning system and e-tender was recommenced through National Information Centre (NIC), a Government of India Agency during 2021 in MTC and SETC as a Pilot Project. Accordingly, the condemned buses have been sold out through e-auctioning process by NIC.

### **3.12 Measures initiated to modernise and improve the bus fleet**

#### **i) Climate Friendly Modernisation of Bus Services in Cities of Tamil Nadu including Procurement of Diesel BS-VI Compliant Buses and Electric Buses, Information Technology, Information Communication Technology and Intelligent Transport Systems**

Public transport is witnessing transformational changes across the World, India and Tamil Nadu is no exception. High level of investments in roads without commensurate enhancement of quality public transport leads to more personal modes being adopted. This has resulted a several negative externalities in the form of fatalities, air pollution, congestion etc. Changing trends in consumer preferences, increasing awareness and sensitivity towards environment, innovations and improvements in technology, payment system, alternate energy for the movement of vehicle push the Government to

take the public transport to the next level, in this approach to replace the aged buses by way of putting new buses, the Government have entered into agreement with KfW (German Development Bank) to procure 12,000 BS-VI buses and 2,000 Electric buses commencing from the year 2021 in a span of 5 years with costs sharing ratio of 80% (KfW) as interest free loan and 20% share by Government of Tamil Nadu. Diesel buses are to be deployed in 7 State Transport Undertakings except SETC and electric buses to be deployed in Chennai, Madurai and Coimbatore cities as replacement of old buses.

2,213 diesel buses and 500 electric buses (100 e-buses initially and 400 e-buses subsequently) are to be purchased in the first and second phase at an estimated cost of Rs.2,032 Crore. Other major investment components are IT software and Hardware up-gradation in State Transport Undertakings, Passenger Information System, cashless transaction system etc.,

## **ii) Smarter Mobility & Development of Intelligent Transport System**

JICA funded project focussing on Integrated Transport Management System (ITMS) solutions for MTC buses including Automatic Vehicle Location finding system, Passenger Information System at bus terminals, bus stops and also delivers through mobile apps & websites. Depot Management system is an operation related solution application for vehicle planning and scheduling, vehicle despatch, crew rostering, attendance management and exclusive app for all MTC staffs. Total Project cost is Rs.136 Crore for transport related components for MTC. The funding pattern is 51% by JICA and 49% by the State Government. Request for Proposal for a selection of system integrator for implementation and operating the project has been floated by Chennai Smart City Limited which is the implementing agency.



**iii) Result Oriented Service Transformation of Metropolitan Transport Corporation Limited, Chennai**

The Project is part of Chennai City Partnership Program supported by World Bank. The PforR components involves a Public Transport Service Contract (PTSC) between Government of Tamil Nadu and Metropolitan Transport Corporation (Chennai) Limited to sustain the existing fleet through efficiency improvements and transparent funding. The fund disbursement shall be linked to MTC achieving the Deliverable Linked Indicators (DLI), to augment new fleet of buses through innovative method of operation. Total project cost is about Rs.855.4 Crore, of which 70% by World Bank and 30% by Government of Tamil Nadu. Business plan is being prepared.

**(iv) Women Safe City Project**

The safe city project supported under Nirbhaya Project, a Centrally sponsored scheme

aims to create a safe, secure and empowering environment for women in public spaces especially public transport systems like buses, bus terminals, bus depots to enable them to pursue all opportunities without the threat of gender based violence and harassment. Under this project, women safety is to be ensured by monitoring the buses through surveillance cameras proposed in 2500 buses, 66 bus terminals/depots/units and panic buttons for emergency purposes to connect to the Metropolitan Transport Corporation (Chennai) Limited, Command Control Centre and Police Control Centre for quick action. Creation of a new Command Control Centre at MTC premises is part of the project. The Project is being implemented at a cost of Rs.72.71 crore with the Government of India and State Government share of 60:40. System integrator selected for implementing and operating the Project is fixing the project components. Pilot run is live for 500 buses and 30 bus terminals /depots.

### **(v) Passenger Information System**

A live passenger information mobile app for bus commuters planning their travel through bus mode in Chennai without loss of time. The app will show the origin, destination and a selected route on a map. Also, the live map shows the present location of the buses running on the route, estimated time of arrival of next 5 buses at a bus stop along with route numbers, list of nearest bus stop etc., of the person's present location. By selecting any one of the buses, passengers may get to know when it would reach the nearest bus stop. The app is in trial run. Once commercial run is launched, rest of the buses in Tamil Nadu will be brought under the App. It can be accessed on the website also.

### **(vi) GPS based Automatic Bus Stop Announcement System**

The bus stop announcement system would help the passengers travelling on the crowded buses during peak hours, as they need not depend on others to know their bus stops.

Tamil Nadu State Transport Corporation (Madurai) Limited, Madurai had introduced the announcement system in 75 buses as a pilot in Madurai city. The system got a good response from the passengers. The system was also introduced in Chennai and Tirunelveli. The system would announce the next stop 100 metres ahead.

In between the stop announcements, advertisements would be broadcast. It is a revenue model. There will be additional revenue to the State Transport Undertakings without making any investment on it. The operator will have to install the GPS device along with six speakers and an audio amplifier on each bus.

### **(vii) Side Under Run Protection Units for Buses**

The side under run protection unit enables the road users viz. get down/boarding passengers, pedestrians, two wheelers to stop under the bus where they might be run over by the rear wheels. This greatly reduces fatalities, major injuries to the road users and saves lives. MTC has installed the system in 71 buses to improve safety.

### **(viii) Commercial Development of Bus Depots/Bus Terminals in MTC**

Asset monetisation is the need of the hour for generating non farebox revenue since farebox revenue is inadequate to meet the expenses even though the operational revenue has reached the pre-Covid level. To give thrust to the other revenues, a major source is the assets i.e., bus depots in Chennai and other cities, towns are located in Central Business Districts (CBD) and commercial places that are to be monetised. In

this concept, 16 bus depots/terminals in MTC have been taken up for modernization and commercial development through the Tamil Nadu Infrastructure Development Board (TNIDB). Detailed Feasibility Reports are being prepared.

### **3.13 Fare concessions**

Concessionary fares offer certain sections of the population, the opportunity to travel on public transport bus at a reduced fare or without fare. The main objective is to extend to help overcome one of the key causes of social exclusion namely low income, need for improving education, need for frequent visits to extend to the hospitals for certain diseases, elderly people etc. Prevailing concession schemes are:

#### **i) Travel Concessions are provided for the following categories of persons**

1. Present and ex-Members of Parliament / Legislative Assembly and ex-Members of Legislative Council;

2. Women Passengers, Transgender, Differently Abled Persons with Disability of 40% and above along with escorts;
3. Accredited journalists / Media persons;
4. Freedom Fighters drawing Central / State Pension, Widows and Legal-heirs of Freedom Fighters drawing Central / State Pension / Aged Tamil Scholars / Participants in Language stirs and their Legal-heirs;
5. Cancer Patients;
6. Drama Artists along with their instruments;
7. H.I.V. / AIDS patients;
8. Senior Citizen Bus Travel Pass (age 60 above) – In all Metropolitan Transport Corporation Buses in Chennai other than Air-conditioned buses;

## **ii) Special Concession to Students**

To increase the literacy rate further in the State and educate the youth to upgrade their level and to pave the way for getting better employment and financial status, the Government have granted following free travel concessions to the students to travel in all State Transport Undertaking buses (except State Express Transport Corporation Tamil Nadu Limited):

1. All Schools including Private Schools recognised by the Government (1<sup>st</sup> Standard – 12<sup>th</sup> Standard)
2. National Child Labour Project;
3. Government Polytechnics;
4. Government Industrial Training Institutes;
5. Government Arts and Science Colleges;
6. Community Colleges;
7. Government aided Private ITIs;
8. Music Colleges;
9. All Government ITI;



### **iii) 50% Travel Concession**

1. Private colleges recognised by the Government;
2. Private Polytechnics recognised by the Government;
3. Private engineering colleges recognised by the Government;

### **iv) Travel as you please tickets on monthly basis**

In cities, certain employees make multiple trips in a day for their work trips. To benefit such type of commuters using the city/ town buses of State Transport Undertakings in Chennai and other Municipal Corporation areas such as Madurai, Coimbatore, Salem, Tiruchirapalli, Tirunelveli, Vellore, Tiruppur, Erode and Thoothukudi, Travel as you please tickets on monthly basis are being issued at Rs.1000/- per ticket under certain conditions to assist passengers.

### **v) One Third Concession Bus Pass**

For the benefit of the regular bus travellers, one third concession bus pass scheme was implemented in City / Town and mofussil buses. The scheme is very well received by the regular travelling public.

All the concession amount is being reimbursed to the State Transport Undertakings by the Government.

### **vi) Group Ticket Concession**

10% discount is given for reservation of tickets for 10 or more persons in the State Express Transport Corporation Limited under certain conditions.

## **3.14 Employees Related Welfare Measures Wage Settlement**

Under section 12(3) of Industrial Disputes Act, 1947, the Wage Settlement talks for certain categories of employees of State Transport Undertakings is held once in three years. From 1977, 13 wage settlements have been done with the employees of State Transport Undertakings.

The 14<sup>th</sup> Wage Settlement talks between Management and Trade Unions are in process to fix the salaries and other benefits to the eligible employees of the State Transport Undertakings.

### **Other Welfare Measures**

The State Transport Undertakings are implementing various welfare measures for the benefit of the staff and their families:-

1. Service Weightage / Review benefits;
2. Collection batta to the driver and conductor;
3. Incentive to the Technical and Administrative staff who are covered under 12(3) wage settlement;
4. Bonus and Pongal incentive;
5. Leave benefits;
6. Steering Allowance;
7. Subsidised canteen facilities and sweets for Deepavali Festival;
8. Free uniform and Washing allowances;
9. Marriage Advance to the dependents;
10. Reimbursement of legal fees;
11. Reimbursement of licence renewal charges;

12. Funeral expenses of Rs.3,000/- to the Family of Deceased Employee;
13. Free Travel passes to the children for attending Colleges/Schools;
14. Family Benefit Fund of Rs.3,00,000/- to the Family of the Deceased Employee;
15. Holiday Home facility at Kodaikanal, Courtallam and Kanniyakumari;
16. Regular Medical Checkup;
17. Free eye testing for Drivers;
18. New Health Insurance Scheme for serving employees;
19. Free Family Travel Pass provided to an Employee and his Family for traveling up to 5,500 kms for one year;
20. Festival Advance of Rs.10,000 per year;
21. Pension Scheme 1998 has been continuously implemented for those recruited prior to 31.03.2003 and the total strength of pensioners as on 31.03.2022 is 84,250;
22. Crew rest rooms at depots and at Major bus stands like Chennai Mofussil Bus Terminal, Chennai;

23. Yoga and special training programme to overcome depression and related health problems;
24. Pickup and drop facility for crew in buses during late night and early morning;
25. Seats reserved for wards of employees of State Transport Undertakings in Government Engineering College and Government Erode Medical College;

### **TNSTC Employees Pension Fund Trust**

Prior to the introduction of the Pension Scheme in 1998, the employees of State Transport Undertakings were covered under the Employees Provident Fund and Miscellaneous Provision Act, 1952. Accordingly, a separate pension scheme and TNSTC Employees Pension Fund Trust was created with effect from 01.09.1998 to give a effect to the pension scheme to the employees of all State Transport Undertakings. The main functional activity of TNSTC Employees Pension Fund Trust is to verify and sanction the pension proposal and

disbursement of monthly pension to the eligible Retired / VRS / Expired employees covered under this scheme. Apart from the sanction of monthly pension, verification and issuance of Pension Payment Order is also undertaken and the pensioner grievances are redressed by furnishing suitable replies. The employees who were on the roll as on 01.09.1998 and employees recruited on or before 31.03.2003 are covered under this 1998 pension scheme. A total of 1.28 lakh employees are covered under this scheme. During the year 2021-2022, the pensionary benefits were extended to 84,250 beneficiaries with the yearly pension payment of Rs.1,293.15 crores. The average monthly pension works out to Rs.108 crores.

### **Settlement of Statutory Retirement Dues**

Since State Transport Undertakings don't have financial capacity to settle the statutory retirement dues such as Provident Fund, Gratuity, Surrender leave, Commutation and Compensatory

Pension Scheme on their own. Therefore, the Government regularly sanctioned funds in the form of Share Capital Assistance, Short Term Loans and Ways and Means Advances to State Transport Undertakings in order to settle the statutory retirement dues such as Provident Fund, Gratuity, Surrender leave, Commutation and Compensatory Pension Scheme.

### **3.15 Accident Claim Settlement Fund**

Tamil Nadu State Transport Undertakings buses are not covered under the Vehicle Insurance Scheme as like personal vehicles, commercial vehicles. The victim has to claim it through Hon'ble Courts and it takes some period for disposal. To give compensation to the injured and the legal heirs of the deceased persons in accidents involving State Transport Undertaking buses early, the Government have formed a separate Corpus Fund in the year 2010-2011 with yearly contribution of Rs.40 Crore. i.e,

contribution of Rs.20 Crore by the Government and Rs.20 Crore by the State Transport Undertakings. Yearly contribution was increased to Rs.60 Crore with Rs.30 Crore by the Government and Rs.30 Crore by the State Transport Undertakings. The above Fund is administered by Tamil Nadu Transport Development Finance Corporation Limited, Chennai.

A cess is being collected from all passengers with effect from 20.01.2018 towards compensation, funding of accident prevention measures and Toll Fees. Tamil Nadu State Transport Corporation Accident Compensation and Toll Fee Fund Trust was formed to administer the cess collected and settle the claims.

The cess collected from the passengers is furnished below:-



(In Rupees)

Sl. No.	Ticket Rate	Town	Mofussil
		Cess on Passenger (Rs.)	Cess on Passenger (Rs.)
1.	Upto Rs.25	1	1
2.	Rs.26 to Rs.50	-	2
3.	Rs.51 to Rs.75	-	3
4.	Rs.76 to Rs.100	-	4
5.	Rs.101 to Rs.200	-	5
6.	Rs.201 to Rs.300	-	6
7.	Rs.301 to Rs.400	-	7
8.	Rs.401 to Rs.500	-	8
9.	Rs.501 and above	-	10

The cess fund collected from 20.01.2018 to 31.03.2022 is Rs.1655.11 Crore, out of this, Rs.593.90 Crore was spent towards toll fee and Rs.667.11 Crore was spent to settle 12,377 accident claims. 8125 cases with

Rs.426.20 Crore were settled through Hon'ble Courts and 4252 cases with a compensation of Rs.240.91 Crore settled before the Lok-Adalat.

## **“STATE TRANSPORT UNDERTAKINGS” (STUs)**

### **3.16 Metropolitan Transport Corporation (Chennai) Limited, Chennai**

The Corporation’s headquarters is in Chennai and headed by a Managing Director. Metropolitan Transport Corporation Limited is a public passenger transport bus operator in Chennai City and operates solely in this city and further extends to parts of adjoining areas in Kancheepuram, Thiruvallur and Chengalpattu districts.

Metropolitan Transport Corporation’s infrastructure, rolling stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	1
2	Depots	31
3	Workshops	2
4	Driver Training Schools	1
5	Buses	3454
6	Number of Employees	20936

- The Corporation has 31 depots with 3,454 buses as its fleet strength, out of which 3,233 scheduled services are operated in 604 routes. Employees strength is 20,936. Ordinary, Express, Deluxe and Air-Conditioned buses are among the services offered.
- This Corporation has taken efforts to generate non farebox revenue through advertisements on rear side and inside of the buses. Action is being action to setup of retail outlets for dispensing petrol/diesel to the general public at its own land.
- 16 Depots cum Bus Terminus were selected for Commercial development. The preparation of the Detailed Feasibility Report is under progress with the support from Tamil Nadu Infrastructure Development Board (TNIDB) in co-ordination with Tamil Nadu Infrastructure Fund Management Corporation Limited (TNIFMC).
- The Nirbhaya Fund sanctioned for the safe City Project of Women's Safety in Public Places in

Chennai with the goal of eliminating violence against women and children in urban areas and providing women in metro regions a feelings of safety. The project's goal is also to improve passenger safety and security, particularly for women and children, by installing IP-based CCTV surveillance cameras in MTC buses, depots and bus terminals, resulting in a secure atmosphere for women and children in mobility. The security cameras in the buses will record and save the footage locally, and the live feeds can be watched at any time from the Command & Control Centre. When touched the SOS Panic Button, it connects to the MTC Command Control centre and Police Control Centre for emergency action. At a cost of Rs.72.71 Crore, CCTV cameras are being installed on 2,500 buses and at 66 locations of depots, terminals and units.

- All bus stops have been identified clearly by a Geo-codification. "Locate and Access My Bus" is a Mobile App developed for locating the

buses on real time basis on a map in a mobile phone. It delivers the information of location of moving buses on the route, estimated time of arrival of bus for a particular bus stop, nearest bus stop to the person etc. Passenger can plan their trip through this app. Pilot run is in process.

- Business Plan is being prepared for service transformation of MTC into World Class Public Transport which includes entering into Public Transport Service Contract between Government of Tamil Nadu and MTC to sustain existing fleet through long term funding by achieving the DLIs fixed in the plan and also augmenting new buses.
- Intelligent Transport Management System (ITMS) is to be implemented as part of the Chennai Smart City initiative with cutting-edge and well-proven information and communication technology (ICT) to improve bus operations, schedule adherence, vehicle dispatch, depot management and incident handling, providing commuters with real-time

fleet information. It has the following components:-

1. Automatic Vehicle Location
  2. The Passenger Information System (PIS)
  3. Management System for Depots
- The MTC has installed "Under Run Protection Units" in 71 buses to improve road safety
  - MTC has planned to introduce CNG (Compressed Natural Gas) or LNG (Liquified Natural Gas) buses to reduce emissions and running expenses.

### **3.17 State Express Transport Corporation Tamil Nadu Limited, Chennai**

The Corporation was established for exclusive operation of long distance bus services provided with pushback seats and sleepers for comfortable journey. It's headquarter is at Chennai and headed by a Managing Director.

State Express Transport Corporation  
Tamil Nadu Limited, infrastructure, rolling stocks  
and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	1
2	Depots	22
3	Workshops	2
4	Driver Training Schools	1
5	Buses	1,110
6	Number of Employees	4,869

- The Corporation operates longer routes having more than 300 kms for the operation of intra state service between districts, historical, religious and commercial places etc., and also interstate operations with neighbouring State viz. Andhra Pradesh, Karnataka, Kerala and union territory of Puducherry.
- There are 22 depots with a fleet strength of 1,110 buses as on 31.03.2022
- The Corporation's operational area encompasses Tamil Nadu and neighbouring States with a total of 251 routes including 112



inter-state routes and 139 intra-state routes. Based on the inter-state agreement, inter-state bus services are shared by the State Road Transport Corporations

- The Corporation's Staff strength is 4,869
- Types of bus services offered are Ultra Deluxe, Air-conditioned Buses, Air-conditioned Sleeper Buses, Air-conditioned Sleeper cum Seater Buses, Non Air-condition Sleeper Buses, Non Air-conditioned Sleeper cum Seater Buses and Classic Buses
- E-ticketing system called online Ticket Reservation System (OTRS) started during 2006 for booking of long distance buses for all State Transport Undertakings except MTC and has been upgraded periodically like Railways and Airways systems, now the bookings of tickets can be made one month in advance from the date of journey through internet and mobile app as per passenger's convenience.

- Online Ticket Booking System (OTRS) centres are located in 60 Centres with 64 counters in Tamil Nadu and the neighbouring states of Andhra Pradesh, Karnataka, Kerala, and union territory of Puducherry.
- “Other End return Ticket” can be reserved online and has the facility to ticket bookings for single routes where counters are not available.
- Passengers who have reserved tickets will get prior information 30 minutes before departure time about the vehicle registration number, conductor’s name and his mobile phone number by SMS. Passengers can call the conductor and know the location of a bus and also conductor can call the passenger and inform the status.
- SETC recently introduced “WhatsApp Mobile number” for passengers’ complaints and redressal system. It is welcomed by the passengers.

- SETC introduced a service called "CLASSIC" vehicles, which are provided with toilet facilities from Chennai to various places of the State.
- The Corporation has introduced "PREMIUM SERVICES" with a specific Brand Name on various potential routes with lesser stops and speedy services for the convenience of direct passengers. The Corporation offers pick up services at prefixed "pick-up points" in the urban areas of the major cities like Coimbatore, Tirunelveli and Nagercoil for passengers convenience.
- During major festival such as Deepavali and Pongal, buses are operated from five bus stands around the Chennai Metropolitan Areas to make travel easier for the general public.
- Training centres with modern training facilities are located at major depots of Chennai, Madurai, and Tiruchirappalli. With the support of experienced trainers and experts from

industries, drivers and conductors are educated on accident free driving techniques, improvement in fuel efficiency maintenance practices, technical development and stress management.

- CCTV monitoring systems has been implemented at Headquarters and important bus stands to keep a watch on bus stops, passenger movements and traffic demand. Effort is being made to provide CCTV and to introduce Biometric attendance systems in depots in a phased manner.

### **3.18 Tamil Nadu State Transport Corporation (Villupuram) Limited, Villupuram**

The Corporation's headquarters is in Villupuram and it is headed by a Managing Director. This Corporation has Regional Offices at Villupuram, Cuddalore, Thiruvannamalai, Vellore, Kancheepuram and Thiruvallur for overseeing bus operations of Town / City, Mofussil and Ghat services.

Tamil Nadu State Transport Corporation (Villupuram) Limited, Villupuram's infrastructure, rolling stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	6
2	Depots	60
3	Workshops	3
4	Driver Training Schools	6
5	Buses	3299
6	Number of Employees	20754

The Corporation has a fleet of 3,299 vehicles and performs 3,166 scheduled services and operates it from 60 depots. The total number of employees is 20,754.

- Ordinary, Express, Deluxe, Point to Point and 3 x 2 seat Air-Conditioned buses are among the various types of mofussil services. 92 Air-Conditioned buses are operated to attract a larger number of passengers.

- During auspicious days such as Amavasai (to Melmalayanur), Pournami (to Thiruvannamalai), Adikirthigai (to Thiruthani), Thaiposam (to Vadalur), Kuvagam, Chithirai Pournami, Deepam, Pongal and Deepavali, the Corporation operates special buses from its operational jurisdiction according to the traffic needs of the travelling public.
- The Kalvarayan Hills, Serapattu Hills, Vellimalai Hills, Jamunamarathur Hills, Puthurnadu, Elagiri, Velathikamnibenda, Arvatla, Balamathi and Senganatham Hills are the areas where 29 Ghat services are provided by this Corporation.
- 95 "Point to Point" branded services are operated on five routes for direct passengers from Villupuram, Kancheepuram, Puducherry, Vellore and Tiruvannamalai to Chennai and vice versa.

- Face, finger and card reading as well as sensing for Biometric attendance systems are installed at 8 locations viz. Headquarters, workshop and Regional offices.
- This Corporation generates non farebox revenue through advertisement on buses and on the compound walls.
- Driver Training Centres are located in all Six Regions and also this Corporation has two Heavy Vehicle Driver Training ranges.

### **3.19 Tamil Nadu State Transport Corporation (Salem) Limited, Salem.**

The Corporation's operational jurisdiction includes the districts of Salem, Namakkal, Dharmapuri, Krishnagiri, and a portion of Tirupathur. The Corporation's headquarters is at Salem, and it is managed by a Managing Director. Salem and Dharmapuri are the two Regions.

Tamil Nadu State Transport Corporation (Salem) Limited, Salem's infrastructure, rolling

stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	2
2	Depots	32
3	Workshops	2
4	Driver Training Schools	4
5	Buses	2059
6	Number of Employees	12109

- Total number of depots is 32. It has a fleet of 2,059 vehicles and performs 1,900 scheduled services. The total number of employees is 12,109.
- This Corporation operates 25 Ghat services regularly for the people residing in the Ghat area thus benefiting tribal people and school going tribal children of Yercaud Hills, Kolli Hills, Kalrayan Hills (Vellimalai), Nallamathi Hills (Pachamalai) and Dhoddamanchi.



- This Corporation operates various services to the following tourist and pilgrim destinations for the benefit of travelling passengers:
  - On weekends and important auspicious days, special bus services are operated to tourist destinations such as the Yercaud Hills, Kollihills, Hogenakkal Cauvery River Falls and Mettur Dam, which is located across the Cauvery River.
  - Special bus services are also provided to pilgrim destinations such as Malai Madheswara Temples, Lord Easwaran Temples at Tharamangalam, Tiruchengode, Belur, Aragalur, and Lord Murugan Temples at Kalipatty, Kabilar Malai and Lord Anjaneyar Temple at Namakkal during festival seasons.

- This corporation creates additional revenue through Commercial advertisement boards on buses and compound walls of the depots.

### **3.20 Tamil Nadu State Transport Corporation (Coimbatore) Limited, Coimbatore**

This Corporation's operational jurisdiction spreads over Coimbatore District and adjoining districts like Nilgiris, Erode and Tiruppur. Its bus services are extended to the States of Kerala and Karnataka which are the neighbouring states. The Corporation's Headquarter is in Coimbatore, and the Managing Director is in charge of the Corporation.

Tamil Nadu State Transport Corporation (Coimbatore) Limited, Coimbatore's infrastructure, rolling stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	4
2	Depots	44
3	Workshops	2
4	Driver Training Schools	2
5	Buses	2866
6	Number of Employees	16704

- The total number of depots is 44. The Corporation has a fleet of 2,866 vehicles and performs 2,747 scheduled services. The total number of employees in the roll is 16,704.
- This Corporation generates additional revenue by allowing commercial advertisement boards on buses and advertising on the compound walls of the infrastructures.
- This Corporation operates a Training Institute in Pollachi for crew, Technical staff, line personnel and supervisory staff. At the Pollachi Training Institute, a bus driving simulator had been installed to provide

training to newly employed and serving drivers. One more such centre is located in Bhavanisagar, Erode District and a new simulator was acquired using the Road Safety Fund to train the drivers to improve their driving skills.

Other activities of the STU is

- This Corporation has built and maintains bus stands at Valparai, Ooty and Gudalur.
- This Corporation maintains motels in Barliyar and Hasanoor for the benefit of bus passengers.

### **3.21 Tamil Nadu State Transport Corporation (Kumbakonam) Limited, Kumbakonam.**

Tamil Nadu State Transport Corporation (Kumbakonam) Limited kumbakonam jurisdiction geographically covers 11 districts in the State.

The Managing Director is the Head of the Corporation, which has its headquarters in Kumbakonam. This Corporation has six Regions

viz. Kumbakonam, Tiruchirappalli, Karaikudi, Pudukottai, Nagapattinam and Karur. Each Region is headed by a General Manager.

Tamil Nadu State Transport Corporation (Kumbakonam) Limited, Kumbakonam's infrastructure, rolling stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	6
2	Depots	60
3	Workshops	4
4	Driver Training Schools	7
5	Buses	3441
6	Number of Employees	20613

- The Corporation has 60 depots, 3,441 vehicles, and 3,335 scheduled services. This Corporation functions with a staff strength of 20,613.

- Ordinary, Express, Super Deluxe and 3 x 2 Seater Air-Conditioned buses are among the various services provided. In Tiruchirappalli and Karur, a new type of air-conditioned vehicle with a 3 x 2 seating pattern was first introduced. 52 air-conditioned buses are being operated in all six regions to attract more passengers
- Since the Corporation's operational authority spans over 11 Revenue Districts, the corporation operates inter-state bus services to Puducherry and Karaikkal. Due to the presence of the world-famous Velankanni Shrine, the world-famous Thanjai pragatheeshwar Temple, Srirangam Temple, Navagraha Temples and Samayapuram Temple, in the operational region, this STU has a one-of-a-kind operation to these Pilgrim Centres on auspicious days. Special bus services are offered to other pilgrim destinations such as Palani, Thayamangalam,

Nagoor and Erwadi Dargah during festival seasons.

- This corporation generates additional revenue through commercial advertisement boards on buses and advertising on the compound walls of the structures
- Body building units are located in Poraiyar, Karur (Manmangalam), Karaikudi and Pudukottai. Further, tyre retreading plants are functioning in Kumbakonam, Tiruchirappalli, Devakottai and Pudukottai.
- At the Kumbakonam Head Office, a 10 kilowatt solar top roof panel was installed, resulting in electricity savings up to 20%
- Action is being taken to install retail outlets for fuel dispensing for the public at Trichy Regional Office and Ramanathapuram Mofussil Depot.

### **3.22 Tamil Nadu State Transport Corporation (Madurai) Limited, Madurai.**

The Corporation is headed by a Managing Director with headquarters at Madurai. The Regional Offices of this Corporation are functioning at Madurai, Dindigul and Virudhunagar for monitoring the operation of services viz., Town, Mofussil and Ghat Services.

Tamil Nadu State Transport Corporation (Madurai) Limited, Madurai's infrastructure, rolling stocks and employees strength as on 31.03.2022:-

<b>S.No.</b>	<b>Description</b>	<b>Total</b>
1	Regions	3
2	Depots	40
3	Workshops	3
4	Driver Training Schools	3
5	Buses	2,302
6	Number of Employees	14,232



- The Corporation has 40 depots with a fleet of 2,302 vehicles. It operates 2,166 schedule services.
- The total number of employees serving in this corporation is 14,232. The types of services operated are Ordinary, Express, and Air-condition buses. 890 ordinary city buses are provided which will also facilitate free travel for women, transgender & Disabled Persons with escorts and other general public.
- The Corporation operates four special city vehicles to Madurai Meenakshi Amman Temple for the convenience of visiting pilgrims from various States and Countries.
- Madurai is an ancient city with several tourist attractions. The Corporation offers tourist buses to the Arulmigu Subramaniya Swamy Temple in Thiruparankundram, which is 10 kilometres from Madurai, and Kallalagar Thirukoil, which is about 23 kilometres from Madurai, based on public demand.

- The Corporation runs special buses to Veerapandi, Irukkankudi, Velankanni, Palani, Sri Sabarimalai Ayyappan Temple, AlagarKovil, Thiruchendur Temple, Masaniamman Temple, Thiruvannamalai Temple and Thirupparankundram Temple during festivals.
- There are also 30 night city services operated by this Corporation.
- In Madurai, Passenger Audio Announcement System (PAAS) has been installed in 75 City buses which informs about arrival of each bus stop.
- Monthly season tickets both in City and Mofussil services are in vogue for the convenience of the passengers.
- This Corporation has bus body constructing units in Madurai, Batlagundu and Virudhunagar.
- This Corporation generates advertisement revenue from advertisement boards on buses

and advertising on the compound walls of the depot.

- In Madurai, Dindigul and Virudhunagar, 186 drivers have been benefited by providing training in a highly upgraded Simulator Driver Training System.
- Action is being taken to generate power by installing Grid connected Roof top Solar power plant in the 7 depots / office through Tamil Nadu Energy Development Agency. The installation work has started at Dindigul Regional office.

### **3.23 Tamil Nadu State Transport Corporation (Tirunelveli) Limited, Tirunelveli**

Managing Director is the head of the corporation and its headquarter is located at Tirunelveli. Four district bus services are provided by the Corporation and are Tirunelveli, Thoothukudi, Tenkasi and Kanniyakumari. The Corporation has three Regional offices in

Tirunelveli, Nagercoil, and Thoothukudi for monitoring service operations.

Tamil Nadu State Transport Corporation (Tirunelveli) Limited, Tirunelveli's infrastructure, rolling stocks and employees strength as on 31.03.2022:-

S.No.	Description	Total
1	Regions	3
2	Depots	30
3	Workshops	2
4	Driver Training Schools	2
5	Buses	1773
6	Number of Employees	10587

- The Corporation has a fleet of 1,773 vehicles and performs 1,661 scheduled services from 30 depots. The total number of employees is 10,587.
- Types of Bus services are Ordinary, Express, Super Deluxe and Air-conditioned.

- Night service buses are being operated at Tirunelveli City and Nagercoil Town.
- Tiruchendur, Sankarankoil, Srivilliputhur, Uvari, Kanniyakumari and Courtallam are among the prominent pilgrim and tourist destinations served by this corporation.
- In the regions of Tirunelveli, Thoothukudi and Nagercoil 60 additional trips for women and children are being operated on 29 routes.
- Passenger's Audio Announcement System (PAAS) was introduced in 100 city buses which informs about arrival of each bus stop.
- This Corporation earns additional revenue through permitting commercial advertisement boards in buses and advertising on the depots compound walls.
- A specific driver training facility was built in Ranithottam, Kanniyakumari District.

## **4. TAMIL NADU MOTOR VEHICLES MAINTENANCE DEPARTMENT**

### **4.1 Introduction**

All the State Government department vehicles are maintained by the Tamil Nadu Motor Vehicles Maintenance Department. The department is functioning under the control of the Director. There are 20 Government Automobile Workshops functioning at Chennai, Salem, Dharmapuri, Coimbatore, Ooty, Vellore, Erode, Trichy, Thanjavur, Dindigul, Cuddalore, Kancheepuram, Villupuram, Madurai, Sivagangai, Ramanathapuram, Tirunelveli, Virudhunagar, Thoothukudi and Nagercoil.

The Government Central Automobile Workshop at Chennai is functioning under the control of the General Manager. The department has three Regional Deputy Directorates at Trichy, Madurai and Salem under the control of the Regional Deputy Directors.

There are 10 Fuel disbursing bunks functioning under this department situated at Chennai (Secretariat and Nandanam), Salem, Trichy, Madurai, Coimbatore, Thanjavur, Cuddalore, Dharmapuri and Nagercoil.

#### **4.2 Objectives**

The main objective of this department is to provide the quality service to the 21,201 vehicles of about 100 State Government department vehicles including Agriculture, Police, Revenue, Education, Judicial, Animal Husbandry, Forest, HR&CE etc., other than Health, PWD and Highways Departments.

The quality of the vehicles maintenance has been ensured by using genuine original equipments spares and trouble free service in an economic manner.

### **4.3 Government Central Automobile Workshop and other unit workshops at District level**

The Government Central Automobile Workshop, at Chennai under the control of General Manager is looking after the maintenance needs of Hon'ble Chief Minister's convoy vehicles, Hon'ble Minister's, VVIP's, Secretaries to Government and other Departmental Officials vehicles. A Secretariat Service Station is functioning near Secretariat, Chennai-9, to carry out minor and petty repairs to VIP vehicles and the supply of fuel for the vehicles of Secretaries to Government.

All the 20 unit Government Automobile Workshops are looking after the maintenance needs of government department vehicles plying in their respective districts.

The computerization of all the activities of the Directorate and 20 Government Automobile



Workshops through the Tamil Nadu e-Governance agency is under progress.

#### **4.4 Other Activities**

- As per the guidelines issued in the G.O. (Ms) No.2275, Home (Transport-E) Department, dated 10.10.1990 Tamil Nadu Motor Vehicles Maintenance Department is looking after the condemnation of the State Government Department vehicles. This department is also issue condemnation certificates to all the Quasi-Government / Board / Central Government Department vehicle, as per the existing norms for this purpose.
- This department also disposes off the vehicles based on the orders of the Hon'ble Courts.
- All vehicles confiscated by Prohibition & Excise Department, Forest Department, Police department (102 Crpc), Revenue department, Civil Supplies CID, etc., are

inspected, valued and disposed as per the Government orders in force.

- "DRIVER TRAINING CENTERS" in Government Automobile Workshops at Salem, Trichy and Madurai of this department for developing skill among drivers and also to refresh the drivers working in various Government Departments.
- Government mobile workshops are functioning at two districts on pilot basis at Trichy and Thanjavur. These mobile workshops visit the nearby districts of Trichy and Thanjavur and satisfy the maintenance needs of the Government vehicles plying in the Districts of Pudukottai, Ariyalur, Perambalur, Nagapattinam, Tiruvarur and Mayiladudurai, where the Government Automobile Workshops are not available.

#### **4.5 Vision of the Department**

- To impart additional necessary training to the technical staffs of this department to meet out the latest challenges in the new generation hi-tech vehicles.
- To Modernize all the Government Automobile Workshops with latest tools and equipments with basic infrastructure.
- To provide mobile workshops to the districts which are not have government automobile workshops in their districts.

#### **4.6 Performance of this department**

- Total number of vehicles for which repairs were carried out by this Department during the Financial year 2021-2022 (01.04.2021 to 31.03.2022) is 26,542.
- Number of vehicles condemned in different categories during the Financial year 2021-2022 (01.04.2021 to 31.03.2022) is as follows:

Year	H.M.V.	Car	Jeep	Van	M/C	TOTAL
2021-2022 (01.04.2021 to 31.03.2022)	109	133	367	72	675	1356

## **5. THE INSTITUTE OF ROAD TRANSPORT**

### **5.1 Introduction**

The Institute of Road Transport (IRT) was started in Chennai in 1976 as a society registered under the Societies Registration Act, 1860. The main objective of IRT is applied research on issues pertaining to refresher training to all State Transport Undertakings employees, traffic, transportation, road safety, bus system management and to ensure that spares purchased by State Transport Undertakings conform to the specifications prescribed, for that testing of samples are carried out.

### **5.2 Heavy Vehicle Driver Training Schools**

The Institute of Road Transport is at present running Heavy Vehicle Driver Training (HVDT) Schools at Gummidipoondi and Tiruchirappalli and in 15 places in association with the State Transport Undertakings as given below:

- |               |                  |                 |
|---------------|------------------|-----------------|
| 1. Tiruvallur | 6. Madurai       | 11. Pollachi    |
| 2. Vellore    | 7. Dindigul      | 12. Erode       |
| 3. Villupuram | 8. Tirunelveli   | 13. Kumbakonam  |
| 4. Salem      | 9. Nagercoil     | 14. Karaikudi   |
| 5. Dharmapuri | 10. Virudhunagar | 15. Pudukkottai |

Sponsored programmes through Tamil Nadu Skill Development Corporation and Tamil Nadu Urban Life Mission are also conducted.

The number of candidates trained in Heavy Vehicle Driver Training (HVDT) Course and Refresher Training Course are given below. Training programmes were re-scheduled, based on the restrictions imposed by the Government due to Covid Pandemic.

Sl. No.	Description	Number of Candidates Trained		
		Upto 2020 - 21	2021 - 22	Total
1	Gummidipoondi	24,273	292	24,565
2	Trichy	2,567	33	2,600
3	Other TNSTC HVDT Centres	36,553	227	36,780
<b>TOTAL</b>		<b>63,393</b>	<b>552</b>	<b>63,945</b>

Refresher Training Programmes Gummidipoondi Centre	-	65,462	1,345	66,807
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### 5.3 Light Motor Vehicle (LMV) Driver Training Schools

Two Driver Training Schools were started during 1997, one at Chennai and another at Tiruchirappalli for imparting LMV Training. Apart from training for the general public and through sponsored schemes, refresher courses for drivers of other departments like Greater Chennai Corporation are also conducted. The details of number of candidates trained in LMV Driving are given below:

Sl. No.	Description	Number of Candidates Trained		
		Upto 2020-21	2021-22	Total
1.	Taramani, Chennai	2,990	165	3,155
2.	Trichy	1,099	11	1,110
<b>TOTAL</b>		<b>4,089</b>	<b>176</b>	<b>4,265</b>

The Institute is conducting a one day training course to transport vehicle drivers before renewal of their licence as per the orders of the

Government. The details of number of candidates trained are given below:-

Sl. No.	Description	Number of Candidates Trained		
		Upto 2020-21	2021-22	Total
1.	Taramani, Chennai	7,089	217	7,306
2.	Gummidipoondi	3,608	59	3,667
3.	Trichy	25,599	80	25,679
<b>TOTAL</b>		<b>36,296</b>	<b>356</b>	<b>36,652</b>

#### **5.4 Skill up-gradation Training Programme**

The Institute conducts skill up-gradation training programmes for the officers and other staff of State Transport Undertakings in IRT, Taramani by preparing an Annual Calendar. The Institute has so far conducted 1973 such training programmes in which 41,764 employees have benefitted upto March 2022.

The Institute also conducts Executive and Non Executive Departmental Examinations for employees of all the State Transport Undertakings

which is mandatory for further promotion to the next level.

### **5.5 Publications of IRT**

The Research Wing of IRT has published as many as 526 Research Reports and 30 Consultancy Reports. The Research Wing has also formulated an Accident Investigation Manual and formula for fixing upset prices of condemned vehicles.

A Journal titled, "Journal of Road Transport" is published by the IRT containing information on Road Transport, Road Safety, Accident analysis etc.

### **5.6 Procurement activities**

The Institute of Road Transport is also acting as a Nodal Agency for purchase of certain items like Chassis, Tyres, Retreading materials, Printing and supply of Tickets, Lubricants and chassis / buses to cater to the needs of State Transport Undertakings.



## 5.7 Material Testing and Quality Monitoring

The Material Testing Laboratory has facilities to test 54 different automobile components as per Association of State Road Transport Undertakings (ASRTU) and BIS Specifications. Certain tests are carried out at through Accredited Laboratories. The Laboratory has tested 5,926 samples upto March 2022.

## 5.8 Educational Institutions

The Institute started the following educational institutions from the academic year noted against them, with a quota for the wards of State Transport Undertakings employees.

S. No.	Description	Total No. of Seats	No. of Seats filled under	
			Government Quota	Management Quota
1	Bachelor Degree Courses	420	273(65%)	147 (35%)
2	Polytechnic Colleges – Diploma in Engineering	700	350 (50%)	350 (50%)
3	Government Erode Medical College (Formerly Perundurai Medical College)	100	15 (15%) (All India Quota)	55 (55%) (Government) (Excluding AIQ) 30 (35%) (Excluding AIQ)

The Perundurai Medical College & Hospital (PMCH) has since been taken over by the Health and Family Welfare Department from the year 2019 and maintaining the quota for wards of the transport employees.

The Higher Education Department has issued orders (G.O (Ms) No.165, Higher Education (J2) Department, Dated 27.08.2021) converting the Institute of Road Transport and Technology as Government College of Engineering, Erode from the academic year 2021-2022 with seat protection towards of Transport Employees.

The Institute of Road Transport also started three Polytechnics at Chromepet (Chennai), Bargur and Tirunelveli. At present, Diploma in Engineering Courses is offered in four branches with a total annual intake of 700 Students.

So far the colleges have produced 1,721 Doctors, 10,452 Graduate Engineers and 12,087 Diploma Engineers.

## **6. TAMILNADU TRANSPORT DEVELOPMENT FINANCE CORPORATION LIMITED**

The Tamil Nadu Transport Development Finance Corporation (TDFC) Ltd., which is wholly owned by the Tamil Nadu Government, began operations on March 25, 1975 with the purpose of mobilising funds from the general public for the State Transport Undertakings' capital and working capital needs through deposit mobilisation from public and others, rather than relying on Government budgetary support. The Reserve Bank of India has approved TDFC as a non-banking finance company.

### **6.1 Financial Performance**

- Since its establishment in 1975, TDFC has consistently been making profit.
- The income derived over the last eight years is shown below.

(Rs in lakhs)

Year	Profit before waiver of interest	Waiver of interest to State Transport Undertakings	Profit after waiver of interest but before tax	Income tax	Profit after tax
2014-2015	3294.25	2509.00	785.25	254.77	530.48
2015-2016	5283.29	4648.68	634.61	211.25	423.36
2016-2017	7322.42	6469.00	853.42	282.17	571.25
2017-2018	7996.71	6964.50	1032.21	357.23	674.98
2018-2019	9885.93	8684.16	1201.77	419.95	781.82
2019-2020	1874.64	-	1874.64	656.24	1220.74
2020-2021	6145.75	-	6145.75	1236.72	4909.03
2021-2022 (pre-audit)	7309.98	-	7309.98	2174.19	5135.79

## 6.2 Deposits

- TDFC has earned the public's faith and trust as a viable investment option. As on 31.03.2022, TDFC had Rs.8011.75 Crore as deposits.

## 6.3 Interest rates on deposits

- The interest offered on deposits are revised based on market conditions as well as depending upon demand and repayment position of the State Transport Undertakings.

- TDFC has fixed the interest rates on par with the rates of other Government financial institutions. The present rate of interest on deposits is as follows.

Period	Interest rate on deposits (Interest compounded quarterly) From 18.01.2021	
	Public	Senior citizen
12 months	7.00%	7.25%
24 months	7.25%	7.50%
36 to 48 months	7.75%	8.25%
60 months	8.00%	8.50%

#### 6.4 Deposit Schemes

- At present there are two schemes of deposits.

Description	Scheme I (PIPS)	Scheme II (MMS)
	Periodic Interest Payment Scheme	Money Multiplier Scheme
Minimum Deposit	Rs.50,000/-	Rs.50,000/-
Period (in months)	24, 36, 48 & 60	12, 24, 36, 48 & 60
Payment of interest	24 Months – Quarterly 36-60 Months – Monthly, Quarterly & Annually	On maturity (interest compounded on Quarterly basis)

## 6.5 Deposit under Girl child Protection Schemes

- This is the scheme sponsored by the Department of Social welfare, Government of Tamil Nadu.
- As on 31.03.2022, there are 78,975 Depositors under Girl Child Protection Scheme with a sum of Rs.11.96 Crore.

## 6.6 Funds of the Company

- The total resource base of TDFC as on 31.03.2022 is given below:

<b>(Rs. in Crore)</b>		
<b>Description</b>	<b>Amount</b>	<b>Amount</b>
Share Capital –		
a. Government	2032.10	
b. State Transport Undertakings	18.71 -----	2050.81
Reserves & Surplus		156.20
Deposits		8011.75
Borrowings from SBI and Bank of Baroda		3855.00
ST Loan from IOB		600.00
<b>Total</b>		<b>14673.76</b>

## 6.7 Loans

- During the year 2021-2022 financial assistance has been extended to the State Transport Undertakings as indicated below.

**(Rs. in Crore)**

<b>Description</b>	<b>Amount</b>
Hire Purchase Loan	-
Short term loan from Bank	2955.00
Term Loan for Working capital	7831.33
<b>Total</b>	<b>10786.33</b>

- TDFC has extended financial assistance to the State Transport Undertakings and the details for the last 8 years are given below

**(Rs. in Crore)**

<b>Year</b>	<b>Financial Assistance</b>
2014-2015	2151.24
2015-2016	2776.33
2016-2017	3574.32
2017-2018	3757.58
2018-2019	3445.75
2019-2020	6190.11
2020-2021	7725.25
2021-2022	10786.33

## 6.8 Loan Outstanding as on 31.03.2022

(Rs in Crore)

STU Name	Principal Outstanding			
	HP Loan	ST Loan	LT Loan	Total
TNSTC (Coimbatore) Ltd	109.15	473.00	1938.89	2521.04
TNSTC (Kumbakonam) Ltd	135.30	428.00	1152.64	1715.94
TNSTC (Madurai) Ltd	43.82	367.00	1167.99	1578.81
MTC (Chennai) Ltd	160.90	545.00	1011.00	1716.90
SETC (Tamilnadu) Ltd	181.03	148.00	1179.18	1508.21
TNSTC (Salem) Ltd	108.56	269.00	1081.85	1459.41
TNSTC (Tirunelveli) Ltd	50.65	295.00	1792.81	2138.46
TNSTC (Villupuram) Ltd	136.47	430.00	851.90	1418.37
<b>Total</b>	<b>925.88</b>	<b>2955.00</b>	<b>10176.26</b>	<b>14057.14</b>

## 6.9 Lending Rates on New Loans

- TDFC has revised the lending rates in respect of fresh loans to all State Transport



Undertakings to match the average lending rate with deposit rate, as follows:-

<b>Description</b>	<b>Interest Rate</b>	<b>With effect from</b>
Hire Purchase Loan	6.90%	01.04.2021
Long Term Loan	7.00%	01.04.2021
Short Term Loan From Bank - BOB Rs.639 Crore	6.25%	26.03.2021
Short Term Loan From Bank - SBI Rs.1500 Crore	6.25%	28.09.2021
Short Term Loan from SBI Rs.1455 crore	4.75%	18.02.2022

### **6.10 Loan Borrowed from Banks Streamlining of working capital arrangements to State Transport Undertakings**

- To Streamline existing working capital arrangements with Banks and bring down rate of interest, TDFC has availed Rs.900 Crore as Cash Credit facility from SBI vide G.O. (Ms) No.113 Transport (T1) Department, dated 04.07.2019. Due to this State Transport Undertakings are benefitted interest upto Rs.65 Crore per year.

- TDFC has availed Rs.2955 Crore from State bank of India with Government Guarantee due to COVID 19 Lock Down and non-generation of revenue by State Transport Undertakings and disbursed to State Transport Undertakings to meet out their working capital requirements in 2021-2022. However, there was no additional borrowings from banks compared to 2020-2021. The loan of Rs.3100 Crores borrowed from State Bank of India was repaid fully in 2021-2022.

## **7. PALLAVAN TRANSPORT CONSULTANCY SERVICES LIMITED**

Pallavan Transport Consultancy Services Limited, (PTCS) was established in 1984 as a wholly owned Company of Government of Tamil Nadu. Its core objective is to provide Consultancy services in the area of Road Transport.

PTCS offers Consultancy assignments in the areas of Information Technology, Traffic and Transportation, Intelligent Transport Systems (ITS) and document digitization. So far, the Company has successfully carried out 67 consultancy projects in the domain areas of traffic and transportation, traffic planning, digitization and intelligent transport systems. It is engaged in the Projects of (1) Preparation of Detailed Project Report (DPR) for Chennai Bus Rapid Transit Systems (BRTS) for TNIDB, (2) Monitoring the functioning and Technical co-ordination for Online Ticket Reservation System (OTRS) for State Transport Undertakings.

## **8. INTER-DEPARTMENTAL CO-ORDINATION**

The Transport Department's main function is to operate stage carriage buses for the mobility of the public in Tamil Nadu. In addition, this Department coordinates with various Central Government agencies namely, Southern Railway, Postal and Telecommunication Department to implement their projects relating to the Transportation Sector within the State of Tamil Nadu. The land requirement proposals of these departments are coordinated with the District Collectors / Commissioner of Land Administration, etc., and lands are acquired and handed over to them for implementation of the projects.

The Department also coordinates with various mass transport agencies in Chennai, such as Chennai Metro Rail and the city agencies like Greater Chennai Corporation and other Urban Local Bodies, Chennai Traffic Police and other areas Traffic Police, Chennai Metropolitan

Development Authority and Chennai Unified Metropolitan Transport Authority (CUMTA).

### **8.1 Railway Projects**

Transport Department acts as nodal department for acquiring lands for projects of Southern Railway viz; formation of New Railway lines, Doubling of Railway lines and Gauge conversion in the state of Tamil Nadu in liaison with District Collectors and Commissioner of Land Administration.

### **8.2 Doubling of Railway Lines**

#### **(i) Villupuram - Dindigul Doubling with Electrification**

This is the main artery line connecting North and South of Tamil Nadu and movement of passenger's traffic and goods are very high. Government have accorded Administrative sanction for acquisition of 141.00.97 hectare of patta and 40.92.61 hectare of poramboke lands in 6 districts namely Villupuram, Cuddalore, Perambalur, Ariyalur, Trichy and Dindigul for

doubling of Railway line with electrification. So far, 44.82.42 hectares of patta lands have been acquired remaining 96.18.55 hectare of patta lands acquisition are under process. The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition works are under progress.

**(ii) Omalur – Mettur Dam Doubling Project**

This project is for laying of 29.03 km doubling railways from Omalur – Mettur Dam. Government have accorded Administrative sanction for acquisition of 24.75 hectare of patta and 4.45 hectare of poramboke lands in 15 villages of Salem District. Land acquisition works are under process for an extent of 24.75 hectare. The proposal for alienation of Poramboke lands is under process at District Level.

**(iii) Madurai – Thoothukudi Doubling Project**

This project covers Madurai, Virudhunagar and Thoothukudi Districts. Government have accorded Administrative sanction for acquisition of

95.70.17 Hectare of Patta and 21.23.30 Hectare of Poramboke lands for doubling of Railway line between Madurai and Thoothukudi. The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition is under progress.

**(iv) Kanniyakumari - Thiruvananthapuram  
Doubling Project**

This project splits into 3 Units namely Kanniyakumari - Nagercoil, Nagercoil - Eraniel and Eraniel - Parasalai. Government have accorded Administrative sanction for acquisition of 14.03.73 Hectare of Patta and 0.96.54 Hectare of Poramboke lands in Kanniyakumari district for 2 Units namely Kanniyakumari - Nagercoil and Nagercoil - Eraniel for Doubling of Railway line between Kanniyakumari - Thiruvananthapuram. So far, 0.91.79 Hectare of patta lands have been acquired remaining 13.11.94 Hectare of patta lands acquisition is under progress. For another

one unit namely Eraniel - Parasalai proposal is under progress.

**(v) Maniyachi – Nagercoil Doubling Project**

This project is for laying of 102 km doubling from Maniyachi – Nagercoil. This project covers Thoothukudi, Tirunelveli and Kanniyakumari districts. Government have accorded Administrative sanction for acquisition of 68.39.23 Hectare of Patta and 15.99.78 Hectare of Poramboke lands for doubling of Railway line between Maniyachi – Nagercoil. So far, 3.13.33 Hectare of patta lands have been acquired remaining 65.25.90 Hectare of patta lands acquisition are under process. Land Acquisition processes are under progress.

**(vi) Salem Magnesite - Omalur Junction Doubling**

This project is for laying of 11 km doubling from Salem Magnesite - Omalur Junction. Government have accorded Administrative sanction for acquisition of 0.69.01 Hectare of



Patta and 0.02.66 Hectare of Poramboke lands in Salem district for doubling of Railway line between Salem Magnesite - Omalur Junction Doubling. Land Acquisition works is under progress.

### **8.3 New Railway Lines**

#### **(i) Milavittan – Melamaruthur (Madurai–Thoothukudi via Aruppukottai NewLine):**

This is the new Railway line connecting Madurai – Thoothukudi via Aruppukottai (Milavittan – Melamaruthur) for about 18 km. Government have accorded Administrative sanction for acquisition of 71.05 Hectare of Patta and 4.24 Hectare of Poramboke lands in Thoothukudi for New Railway line between Madurai – Thoothukudi via Aruppukottai (Milavittan – Melamaruthur). Land Acquisition is under progress.

**(ii) Chinnasalem – Kallakurichi New Broad Gauge line**

This is the new Broad Gauge Railway line connecting Chinnasalem to Kallakurichi for about 16 km. Government have accorded Administrative sanction for acquisition of 44.66 Hectare of Patta and 3.04 Hectare of Poramboke lands in Kallakurichi district for formation of new Broad Gauge Railway Line between Chinnasalem – Kallakurichi Land Acquisition works is under progress.

**(iii) Tindivanam – Nagari Broad Gauge line**

This is the new Broad Gauge Railway line connecting Tindivanam – Nagari for about 184.45 km. This project covers Tiruvannamalai, Ranipet, Tiruvallur and Villupuram districts. Government have accorded Administrative sanction for acquisition of 539.65.63 Hectare of Patta and 126.67.59 Hectare of Poramboke lands. Land Acquisition works is under progress.

**(iv) 3<sup>rd</sup> and 4<sup>th</sup> New line between Chennai Beach – Korrukupet**

The alignment of this 3<sup>rd</sup> and 4<sup>th</sup> lines traverses through districts of Chennai and Tiruvallur and it will help augmentation of passenger carrying capacity of sub-urban rail between Chennai Beach and Gummidipoondi section. Government have accorded Administrative Sanction for acquisition of 506 Sq.mt. Land Acquisition works is under progress.

**(v) Construction of 4<sup>th</sup> New line between Korukkupet to Ennore**

Government have accorded administrative sanction for 12516 Sq.mt. in Chennai district. Land Acquisition works is under progress.

**(vi) Formation of 3<sup>rd</sup> and 4<sup>th</sup> line between Korukkupet to Ennore**

Government have accorded Administrative sanction for acquisition of 2429 Sq.mt. Land Acquisition is under progress.

**(vii) Madurai – Thoothukudi via Aruppukottai New Line**

This project is formation of New Railway line between Madurai – Thoothukudi via Aruppukottai for about 143.5 km. Administrative Sanction proposal is under process.

**(viii) Peralam - Karaikkal New Line**

This is the new Railway line connecting Peralam - Karaikkal for about 23.5 km. Government have accorded Administrative sanction for acquisition of 2.03 Hectare. Land Acquisition works is under progress.

**(ix) Nagapattinam - Tiruthuraipoondi New Line**

This is the new Railway line connecting Nagapattinam – Tiruthuraipoondi for about 43 km. Government have accorded Administrative sanction for acquisition of 01.87.73 Hectare for the formation of New Railway Line Nagapattinam - Tiruthuraipoondi. Land Acquisition works is under progress.

**8.4.** The Transport Department was entrusted with the tasks of co-ordinating with civil aviation Department and its related organisations such as National Airport Authority of India etc. This subject has been transferred to Industries Department as per Business Rules issued recently.

## **9 ROAD SAFETY MEASURES**

### **9.1 Road Safety**

Number of registered motor vehicles in Tamil Nadu as on 31.03.2022 is around 3.24 Crores and the State of Tamil Nadu is one among the States having higher vehicle population in the Country. Around 20 lakhs vehicles are registered additionally every year in the State. Due to rapid urbanisation, the usage of vehicles has steeply increased in Tamil Nadu. State Transport Undertakings are the major stakeholders in Road Safety operating more than 73 lakhs kilometres per day and have taken various measures for road safety in the State.

### **9.2 Road Safety Initiatives of State Transport Undertakings**

This Department is committed to Zero Accidents involving State Transport Undertakings vehicles. To this effect, the STU are working to implement a range of activities. The Transport Department is closely working with the Transport

Commissionerate to further expand these initiatives. Following initiatives are being undertaken and implemented:

- i. Automatic Door Closers
- ii. Driver Training on defensive techniques
- iii. Up-gradation of Facilities for crew
- iv. On Board Passenger Announcements
- v. Blind Spot Mirrors to cover all areas
- vi. Proximity Buzzers to alert driver about nearby objects
- vii. Identification of High Accident routes
- viii. Scientific Analysis of Accidents

### **9.3 Measures taken by State Transport Undertakings to reduce the Road Accidents**

State Transport Undertakings have taken various measures to minimise the road accidents in the State:

- i. Use of cell phones during driving and consumption of alcohol during duty have

- been prohibited and stringent action initiated against such usage;
- ii. Random breath analyser tests are conducted for drivers before start of duty;
  - iii. Periodical Police check-up and surprise breath analysing tests by the squads of Transport Department are being conducted to detect the cases of intoxication, if any;
  - iv. Blind spots have been mapped and communicated to concerned departments for rectification;
  - v. With the help of Highways, NHAI and Police Department, actions have been taken to prevent accidents by improving roads, signage and traffic movements in accident prone areas in the identified hot spots;
  - vi. The State Transport Undertakings are uniformly adopting a tough stand towards the erring drivers causing continuous fatal accidents;



- vii. Periodical training of the drivers and conductors and coordination with other departments and stakeholders initiated;
- viii. Yoga and meditation training camps are being organised to reduce the stress level among the drivers;
- ix. Crew rest rooms have been upgraded with modern facilities, for crew to take proper rest;
- x. To encourage the Drivers of all the State Transport Undertakings, the Hon'ble Chief Minister's Awards are given to drivers to encourage accident free driving;
- xi. There has been a decrease in the number of accidents involving State Transport Undertakings buses in the last few years. The details of fatal accidents are as follows: -

<b>Year</b>	<b>No. of Bus services</b>	<b>No. of Fatal accidents</b>	<b>Total No. of Fatalities</b>
2019-2020 (Pre-COVID)	19,290	867	969
2020-2021 (During COVID)	19,290	343	381
2021-2022 (During COVID)	19,290	705	762

#### **9.4 Road Safety Week in Collaboration with various Stakeholders**

Road safety week is observed regularly in the month of January to bring road safety awareness among the road users.

The Government is actively working to enhance road safety measures and reduce the accidents involving State Transport Undertakings buses. Year on year reduction in fatalities is observed involving State Transport Undertaking buses.

The accidents are being analysed for their causes with respect to types of road, period of the day, frequencies of the particular months, categories of road users, gender, age group, driver's accident history etc. Vision tests are periodically done and constant training is being given to the drivers to reduce the accidents and ultimately eliminate the same.

The Institute of Road Transport has published an Accident Investigation Manual which serves as a guide to the State Transport Undertakings while investigating the accidents in which State Transport Undertakings buses are involved.

## **10. FUTURE POLICIES AND ROAD MAP**

### **10.1 Welfare of Labour**

Tamil Nadu State Transport Undertakings have been providing various welfare measures for the benefit of employees based on the wage settlement executed between Management and Trade Unions once in three years and the 14<sup>th</sup> Wage Settlement talks are in an advance stage.

### **10.2 Alternate Fuels**

In recent years, a range of clean vehicle technologies have gained momentum in various cities due to their multiple benefits derived from converting energy efficiently for vehicle movements, higher compatibility with renewable energy, and lower tailpipe and lifecycle emissions compared with conventional buses. These technologies could improve air quality and public health in cities overall, as well as benefiting climate change globally. They also bring an opportunity to rethink about how to make public transport more attractive to citizens. The

transition to clean buses will thus achieve substantial benefits not only by “improving” actual bus performance, but also by “shifting” people from private vehicles to public transport - essential for reducing carbon footprints in general, relieving traffic congestion and improving overall urban efficiency.

Alternate fuels are Compressed Natural Gas (CNG), Liquefied Natural Gas (LNG), Battery-Electric Buses (BEB), Hybrid Diesel-Electric (Hybrid or HBD), bio-fuel and hydrogen-2 powered buses.

The performance, emissions and costs of clean bus technologies can vary significantly depending on local conditions, including corridor characteristics, energy prices and the market availability of vehicles and parts. The optimal choice of clean bus technology for a particular city or corridor will depend on a variety of factors, including which emissions (example air pollutants

or Co<sub>2</sub>) are of greatest concern. Feasibility considerations such as upfront costs, availability of finance, ease of operation and maintenance, institutional capacities, and policy changes, also need to be considered

### **10.3 Integrated Transport System**

To ensure seamless transportation using all the public transport modes viz: bus, suburban train, metro rail, MRTS, hassle free travel, the following integration will be made:

<b>S.No</b>	<b>Integration</b>	<b>Description</b>
1.	Fare Integration	A unified travel card (National Common Mobility System) for multiple transit services will facilitate convenient transfer between available modes
2.	Information Integration	Real-time information to the passengers through Passenger Information System in buses, bus terminus and bus stops and also in mobile Apps., Static signages which display route/schedule related information will be installed at Metro stations

#### **10.4 Close Coordination with Railway Authorities for expediting the Railway Projects**

The Transport Department is the Nodal Agency for acquiring lands for doubling /formation of new Railway lines in the State in liaison with District Administration and Commissioner of Land Administration. The Department is making continuous follow up with Railway Authorities for expediting the Railway Projects.

#### **10.5 Performance Yardsticks**

Performance indicators help to assess how well the services are operated, identify areas of improvement and assess if their actions are leading to improvement in performance levels. Measures identified for operation optimization along with targets to achieve in a month are Percentage of Km efficiency, First and Last Bus Punctuality, Lesser Waiting Time, Customer Satisfaction, Travel Time Adherence, Accidents per 1,00,000 km, Passengers per Bus Per Day,

Occupancy Ratio, Fleet Utilisation (%), Average Kms per bus Per day and Gap between Earning vs Expenditure. A Committee has been formed to identify the key performance indicator and norms for State Transport Undertakings to assess the level of performance.

### **10.6 Diversification of the Services**

In an attempt to minimise the losses and uplift the bus commuting system, the State Transport Undertakings are taking strategic steps partnering with experienced service providers for utilizing their expertise. The goal is to reduce the administration and operational expenses, introduce new technologies and boost the revenue performance. This move is expected to provide a standardised, quality service for public passengers and to have sustainable public transport services

Commuters in public transport are very keen on timely availability of buses, safety, affordability, comfort, cleanliness and reliable passenger Information Systems. When all these



criteria in bus operation are met, it will greatly help in bringing back the confidence of the commuters for which Transport Department is Committed.

### **10.7 Providing Regional Bus Services**

Regional bus services are cross jurisdictional areas, but may operate within rural regions or connect to an urban area. Regional services are generally 30 to 100 kms in route length. Regional services are often geared around certain markets. Regional services may also be designed to serve people, who need to travel long distances to access Government services, medical trips or other tourist destinations. Some regional services operate only one to two trips each day while others have robust schedules. Wherever possible Hub and Spoke model shall be practiced in operation of buses.

## **10.8 Bus Services to facilitate Economic Growth and Development**

The bus transport sector is an important component of the economy and a common tool used for development. Economic opportunities have been increasingly related to the mobility of people and freight, including information and communication technologies. A relation between the quantity and quality of transport infrastructure and the level of economic development is apparent. High-density transport infrastructure and highly connected networks are commonly associated with high levels of development. When transport systems are efficient, they provide economic and social opportunities and benefits that result in positive multiplier effects such as better accessibility to markets, employment and additional investments. Efficient transportation reduces costs in many economic sectors. Bus transport carries an

important social and environmental load, which cannot be neglected.

### **10.9 Bus Construction based on Fully Built and Custom Built**

Bus body Code (AIS 052) is applicable to all buses registered after 1<sup>st</sup> August 2015. The Bus body Code requires the bus body builders to comply with all parameters of bus code to ensure stability and strength of the bus body structure, seat anchorages and a roll over analysis for the full body to minimise the impact, if the bus were to turn turtle.

Fully built bus is single contract based in which the manufacturer is responsible for aspects related to strength, durability and safety of the bus body and it is costlier at the time of procurement.

In a custom built model, buying chassis and body separately, it is a multiple vendor management.

### **10.10 Full Body Renovation of Over Age Buses**

State Transport Undertakings have not procured new buses from the year 2019-2020 due to Covid-19 impact and paucity of funds.

As per guidelines, express buses are to be replaced at the end of the 7 years (or) completion of 12 lakh Kms run whichever is earlier and the buses of all other Tamil Nadu State Transport Undertakings are to be replaced at the end of 9 years (or) on completion of 12 lakh KMs run whichever is earlier.

Passengers prefer quality and comfortable buses for their travel. In order to ensure good body condition of the buses on completion of half of the years of its specified life, there is a need to carry out major body repair works which will ensure rattling free operation for another 5 to 6 years. There are possibilities to carry out full body renovation provided chassis of the old bus is in good condition. After renovation, the buses will be

operated without any additional expenditure on body cost for subsequent 5 or 6 years.

### **10.11 Commercial utilisation of State Transport Corporation land Assets**

Normally, public transport corporations earn revenue from the sale of tickets and passenger passes which is known as traffic revenue. There is a revenue source other than traffic revenue which is known as the commercial revenue and Non Farebox revenue. Generation of this commercial revenue can certainly help STU's to minimise their recurring loss. In recent times it has been realized by the STU's that the civil infrastructure and land holding can be utilized in generating sustainable commercial revenue.

The State Transport Undertakings own valuable land at key locations, in the form of bus depots and bus stations. The 'air space' above this land could be used for commercial purposes, either using their own resources or in partnership

with the private sector. This could bring in substantial revenues in the form of lease/rents. However, great care must be exercised that the future public transport requirements are adequately taken care of and any such developments should not jeopardise plans for expansion.

#### **10.12. Generating Non- Fare Box Revenue resources to strengthen the financial position of STUs**

State Transport Undertakings in Tamil Nadu are unprofitable and remain dependent on State support for sustaining operations and meeting fleet replacement or augmentation and infrastructure development or upgradation requirements.

State Transport Undertakings across the states will have to look at their financial health from a different perspective i.e. sources for non-farebox revenue. Important source of other

revenue is from advertising. This could easily be tapped. The properties of the organisation could be used to display hoardings, the buses (both exterior and interior), the tickets and passes could be used to display advertisements, generating substantial revenue. Advertising rights could be auctioned annually to the highest bidder. Care must be taken to ensure that the advertisements are in line with any policy stipulated by the Authorities (Urban Local Bodies regulate advertising and levy taxes on it). Other areas for the revenue generation are motel, parcel, cargo & courier services, rent a Hall for marriages, meeting etc, pay & park facility at bus depots/bus stations, Driver Training to the Public and Rent the tow vehicles and other areas.

### **10.13 Fleet Replacement**

Old age buses replacement is a Policy of the Government and it is a continuous process based on certain conditions viz. age of the

vehicles, number of kilometres run, body condition etc. Norms are revised periodically taking into consideration road quality, emerging vehicle technologies, lifespan of bus bodies, new scrapping policies of Government of India, policies followed by neighbouring States, improvement in preventive maintenance carried out in State Transport Undertakings, introduction of greener vehicles like electric vehicles, alternative fuel vehicles using Compressed Natural Gas (CNG) etc. and analysing the cost benefits duly considering the life expectancy, cost of maintenance and cost of capital. The Government revised the norms for condemnation of express buses as at the end of 7 years (or) completion of 12 lakh kms whichever is earlier and for the buses of other State Transport Undertakings, as at the end of 9 years (or) completion of 12 lakh kms whichever is earlier vide. G.O.(Ms)No.70, Transport (A) Department, dated 08.07.2021.



## **10.14 Gross Cost Contract (GCC) Model**

GCC Model is a Public Private Partnership based model. The responsibility of managing the transport network, revenue collection is undertaken by the STU whereas the responsibility of procuring, operating and maintaining the buses is by the operator. The State Transport Undertakings are responsible for the level of service quality to the commuters. The STU usually specifies the number of daily kilometres to be covered by the operator. The operator will be paid per km basis.

The main advantage of the Gross Contract Model is the reduction of upfront large capital expenditure cost to the STU for procurement of bus. Additionally, the STU will incur reduced expenditure for maintaining inventory of spares and other consumables. Further, cost towards salary of manpower for maintenance and other staff is also reduced. The STU can observe

considerable savings and enhanced level of efficiency throughout the contract period on adoption of GCC mode. However, the STU should maintain a moderate number of owned buses with appropriate staff in case of emergencies.

### **10.15 Women Safety Measures**

To ensure safety of women while travelling in buses, waiting at bus terminals and bus depots, a Command Control Centre is being constructed to monitor CCTV based surveillance systems. The system is under implementation in 2500 buses of MTC and 66 bus terminals/depots/units. It will be expanded to all the buses of 8 State Transport Undertakings in due course. Recently, Greater Chennai Corporation inaugurated a Gender Lab and it will study the barriers in accessing public transport, lack of safety during travel and social norms restricting mobility etc and address specific needs of women in public spaces including buses.

### **10.16 Committee to Fix Key Parameters for Disbursement of Subsidies**

This Government is taking various measures to ensure that Transport Corporations are cost efficient and meet norm based performance indicators. A Committee has been constituted to fix Key Performance Indicators (KPI) for disbursement of subsidies based on normative cost parameters for free or subsidized ridership or operation of uneconomical routes vide. G.O (Ms) No.36, Transport (T1) Department, dated 01.04.2022. This will ensure that Transport Corporation are cost efficient and also meet certain norm based performance indicators which will lead to better passenger satisfaction.

### **10.17 Fare Policy**

Fare revision was effected in Tamil Nadu during the year 2001, 2011 and 2018 after a period of 10 years and 7 years. During the same period neighbouring States of Karnataka, Andhra Pradesh and Kerala revised the fare 16 times,

8 times and 9 times respectively whereas in Tamil Nadu the bus fare was revised only twice after 2001.

An Expert Committee as well as an Empowered Committee was constituted for the purpose of indexing methods of automatic fare revision in all State Transport Undertakings.

### **10.18 National Common Mobility Card (NCMC)**

The National Common Mobility Card enables customers to make use of their existing Debit/Credit card for payments across all segments including metro, bus, suburban railways, toll, parking, smart city and retail. The stored value on the card supports offline transactions across all travel needs with minimal financial risk for stakeholders. The feature of this card supports operator specific applications e.g. monthly passes, season tickets, etc. The National Common Mobility Card supported by RuPay platform, facilitates multi-modal transit and offline payment also.

## **10.19 GPS based Bus Stop Announcement System**

Automated stop announcement systems provide visual and audible announcements of the next bus location while the bus is en-route. These stop announcements will be displayed on an electronic sign board and announced over speakers through a public address system. An automated system helps to ensure that stop announcements are made consistently without the need for the conductor to make the announcement. These systems help not only new passengers who may be unfamiliar with the route, but also those with visual impairments to recognize their stop. These automated systems use the automatic vehicle location (AVL) to determine when to display the announcement.

## **10.20 Dashboard for Monitoring the Physical and Financial Performance**

State Transport Undertakings are an economical public transport service and provides easy mobility to a sizable population of this State. The performance review of these State Transport Undertakings is generally made by assessing their physical and financial parameters. Dashboard provides the Key Performance Indicator (KPI) on the screen. These KPIs identify trends and measure the efficiency and effectiveness of services offered and also compare it to previous periods.

## **10.21 Last Mile Connectivity with various other modes of Public Transport Systems**

Mobility is one of the many factors that are responsible for driving the economic growth in the country. The "last-mile" or "first and last-mile" connection describes the beginning or end of an individual trip made primarily by public transportation. Public transport users either walk,

or take an auto or a cab to reach the nearest public transport service such as a bus stand, metro rail station, suburban railway station and MRTS.

If the gap from public transit to origin/destination is filled by a bus mode, the ridership in public transport will go up and also the people using private transport will be willing to shift to public transport.

### **10.22 Electronic Delivery System**

Under the Rules of the Tamil Nadu Information Technology (Electronic Service Delivery) Rules, 2016, State Transport Undertakings of Tamil Nadu have to deliver 13 types of fare concessions (100% free, 75%, 50%, 1/3<sup>rd</sup>, Free token etc.,) to the different categories of persons to travel in 8 State Transport Undertaking through online mode under the Electronic Service Delivery System.

### **10.23 Cashless Ticketing System**

Online electronic ticketing system with an option of cashless transaction is very useful to the passengers and also to the conductors for issuing tickets and accounting. This system improves operational efficiency of State Transport Undertakings without fatigue to the conductors and also ensures the proper accountability. It will also help the STU to monitor the ridership and travel pattern in a route, on a real time basis.

### **10.24 HSD Procurement System**

High Speed Diesel (HSD) diesel is procured from the Public Sector Oil Companies viz. M/s. Indian Oil Corporation Limited, M/s. Bharat Petroleum Corporation Limited and M/s. Hindustan Petroleum Corporation Limited for State Transport Undertakings under the category of Bulk Consumer with a discount. Action is being taken to avail maximum discount for High Speed Diesel.



## **10.25 Website for State Transport Undertakings**

Over the years, a large number of websites belonging to Government bodies, Public Sector Undertakings have been hosted on the internet to facilitate access to Government information and services to the General Public, since web is the medium of mass information dissemination. With this objective, MTC, SETC and TNSTC (Madurai) have created their websites. Other commercial activities such as online services for booking of bus service, online bus pass issue/renewal can be enabled through websites.

## **10.26 Bio Metric Attendance System**

A Biometric device captures employees' daily attendance via fingerprints. It helps the organisation to track the attendance of its employees systematically. It makes use of biometrics of each employee in order to keep the record of their in and out time during the working hours. Biometric attendance system is operational

in a few offices in State Transport Undertakings. Action is to be taken to install biometric system in Head Quarters, Regional Offices & Depots and the attendance of all employees shall be generated only through the system.

### **10.27 Enhancing Tyre Life with Nitrogen Inflation**

In order to improve the tyre performance, nitrogen filled tyres perform better than the tyres that have normal compressed air. Nitrogen enhances fuel economy, durability, improves ride quality, better grip on roads and there is no need to check air pressure every couple of days and more safety. Nitrogen Gas plant has already been installed in a few depots in TNSTC (Villupuram) which has resulted in 60% of reduction of tyre punctures.

## **11 CONCLUSION**

With the guiding strength of the **Hon'ble Chief Minister of Tamil Nadu**, the Department is providing proper, well connected bus based public transport services to the general public at affordable fare. This Department has implemented the flagship scheme of the Government (i.e) permitting women free travel in ordinary town buses and extended it to the persons with disability along with escorts and transgenders. Around 106.34 crore women passengers travelled free in ordinary town buses after introducing women free travel scheme. This scheme encourages women to travel in buses for their basic needs like employment, education, entertainment, social activities etc., and around 62% of the passengers travelling in town buses are women.

State Transport Undertakings are taking various measures to increase the bus ridership,

resulting in an increase in fare box revenue to the pre-Covid level. State Transport Undertakings are adopting new technology in vehicles (BS-VI compliant diesel buses and electric buses), Information and Communication Technology, Intelligent Transport Systems for automated monitoring of vehicles, providing live information to the public and cashless payment system for the journey fare. The Government is determined to ensure safety and security of women passengers and children during travel.

Co-ordination with other stakeholders of the public transport system to increase ridership, revenue, common mobility cards for seamless mobility in MRTS, Sub-Urban Rail, Metro Rail etc., will create a win-win position for all modes and increase the modal share of the public transport system.

State Transport Undertakings are working to generate non-farebox revenue through asset

monetization, since existing assets are located in the Central Business District (CBD) Area and other business areas in the cities and towns. This Department is committed to reduce road accidents including buses.

This Department is striving hard towards regaining the No.1 position in the Country in bus based public transport in all aspects.

**S.S.Sivasankar**

**Minister for Transport**

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**ANNEXURE**  
**DEMAND No. 48**  
**TRANSPORT DEPARTMENT**  
**BUDGET ESTIMATE 2022-2023**

(Rupees in thousands)

Sl. No.	Head of Department	Revenue	Capital	Loan	Total
1	Secretariat	3,847,84,36	386,89,04	1,073,89,01	5,308,62,41
2	Motor Vehicles Maintenance Department	66,88,73	-	-	66,88,73
<b>Total</b>		<b>3,914,73,09</b>	<b>386,89,04</b>	<b>1,073,89,01</b>	<b>5,375,51,14</b>



The Hon'ble Chief Minister of Tamil Nadu interacted with the women passengers in the Metropolitan Transport Corporation bus and enquired about the free travel scheme for women.



On 30.11.2021, Hon'ble Chief Minister of Tamil Nadu inaugurated through video conferencing the operation of small buses of Metropolitan Transport Corporation (Chennai) Limited linking Chennai Metro Rail Stations with various locations for public use.





Hon'ble MLA of Chepauk - Thiruvallikeni Constituency has flagged - off operation of a new route of small bus (S21C) on 11.04.2022 from Chennai Central to Mylapore under the Charimanship of Hon'ble Minister for Transport. On this occasion, Hon'ble Member of Parliament, Chennai Central Constituency, Managing Director, Metropolitan Transport Corporation and Greater Chennai Corporation Zone-9, Zonal Committee Chairman were present.



Managing Directors of Tamil Nadu State Transport Corporations, Kumbakonam, Salem and Coimbatore who received Awards from Ministry of Petroleum & Natural Gas, Government of India was shown to Hon'ble Minister of Transport on 12.04.2022.



Tamil Nadu State Transport Corporation Buses

