



TRANSPORT DEPARTMENT

**POLICY NOTE
2023 - 2024**

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Minister for Transport

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**Government of Tamil Nadu
2023**

INDEX

SL. NO.	SUBJECT	PAGE NO.
1	Introduction	1
2	Sustainable Development Goals	18
3	State Transport Undertakings	23
4	Tamil Nadu Motor Vehicles Maintenance Department	97
5	The Institute of Road Transport	103
6	Tamil Nadu Transport Development Finance Corporation Limited	111
7	Pallavan Transport Consultancy Services Limited	119
8	Inter-departmental Co-ordination	121
9	Road Safety Measures	128
10	Future Policies and Road Map	136
11	Conclusion	162

TRANSPORT DEPARTMENT

2023-2024

1. INTRODUCTION

Transportation is central to the Nation/State - building process. Its role in economic development is significant in terms of its multiplier effect on employment and growth in GDP. Mobility should be considered as an equal opportunity tool and by implication, a fundamental right. Access to low-cost and wide transport networks enhance the capability of individuals to move from one place to another. This opens up wider opportunities, expands their social and economic reach and delivers several other advantages that increase their 'function', resulting in productivity gains for the economy.

"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. When transport systems are deficient in terms of capacity or reliability, they can have an economic cost such as reduced or missed opportunities and lower quality of life."

Within the transportation sector, the road segment has been a major driver and its cost-effectiveness makes it "the most preferred mode of transport". In the road segment, bus transport is the most common mode of transportation aimed at facilitating the movement of people within a city, intercity, rural areas and inter-state and also provides first and last mile connectivity in plain and ghat regions.

Tamilnadu State owned eight Transport Corporations have played an important role in transporting passengers and cannot be delinked from the socio-economic growth of the State. First, it provides essential mobility services at a lower cost, thereby enhancing equitable access to health care, employment and education. Second, in doing so, it lowers pollution levels and related incidence of health hazards by reducing private vehicles thereby less congestion on the roads. Third, the strong association between transportation and economic activity can be seen by the fact that Tamilnadu is well ahead even today in terms of economic prosperity.

State Undertakings are operating affordable fare structure bus services in various types including city/town, intra-city, inter-city, inter-State and transporting about 1.70 crore people per day. The Government is providing concession travel in buses to certain sections of

the population at a reduced fare or without fare and half of the daily travellers are concession travellers. Major fare free travel stakeholders are women, students, transgender, persons with disabilities along with escort for persons with disability of 40% and above.

The intra city bus operations are managed by State Transport Undertakings in Chennai and along with private operators in other cities. While the Metropolitan Transport Corporation, Chennai is making all efforts to sustain and improve the public transportation systems, the city continues to remain under tremendous pressure, facing traffic jams, congestion, reduction in traffic flow speeds, loss of energy fuel and time in traffic. The metro rail expansion project is still under construction and is a capital intensive project and may take time to get fully functional and also may not be able to spread far and wide into the densely populated city. In this scenario, bus systems remain the most

popular and affordable mode of transportation for a large part of the commuters.

The Government is now concentrating on increasing the number of electric vehicles (buses, taxis, and three-wheelers) on the road to achieve zero emissions, decreased impact on the environment, and cost saving in the long run. Also, the advent of smart phone based technologies related to location based services, transit related apps, and direction finders is now an immensely useful tool being used by the large population in everyday life. There are few tools available for public transport including app based journey planner, ensuring safety of women and children travelling in buses by real time monitoring of CCTVs and panic buttons information technology, information technology enabled services and intelligent transport systems for bus tracking, passenger information system, cashless ticket system etc. There are

active steps being taken for refurbishment of old buses with good condition chassis.

The Road map and future Policies of the Transport Department is to achieve the objectives of 3Cs ie. Clean, Convenient and Congestion-free and to achieve the Sustainable Development Goals (SDG) for the year 2030.

The Transport Department is the Nodal Agency of the State Government in respect of projects implemented by the Southern Railway. Transport Departments coordinates 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 taking continuous efforts to attain No.1 position in the Country in bus transport among the State Road Transport Corporations in the aspect of total fleet of buses, kilometers covered, passenger ridership,

occupancy ratio, kilometre run per litre of diesel and reduction in accidents etc.,

1.1 Overview

Among the major States, Tamil Nadu continues to be the most urbanised State with 48.4% of the population living in urban areas. Tamilnadu has a well established transport system that connects all parts of the State. This is partly responsible for the investment in the State. The public transport system meets the transport requirements of around one-fourth of the workforce. The robust public transport covers almost the entire length and breadth of the state.

High quality public transport systems that are affordable, reliable, convenient, safe, and accessible by all regardless of age, income, gender, ability or social standing to facilitate 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 access to employment, education, medical care, markets, social and recreational activities, transportation of agriculture products for selling in towns/cities etc.

The vision of the Government is to shape a modern, efficient, economic, climate friendly and safe transportation that balances the needs of the economy, society and environment and to meet the mobility of all sectors of the people as envisaged below:

- 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 in the year 2030.

1.2 Bus Based Public Transport in Tamil Nadu

It is a well known fact that public transport occupies less road space and causes less pollution per passenger km. than personal vehicles. As such, public transport is a more sustainable form of transport.

Until 1971, State Transport operations were under the control of the Government. After 1971, this was entrusted to various Transport

Corporations incorporated under the Companies Act, 1956.

Even after construction of rail based mass transport system like heavy commuter rail, suburban rail, MRTS, metro rail, bus transport provides last mile connectivity in group transportation and is one of the most cost effective modes to reach their final destination. The bus transport system in Tamil Nadu is robust and operates routes covering urban core areas and rural areas in the State because of providing first and last mile connectivity in a walkable distance to and from home/work place/other places with affordable fare at convenient scheduled times in scheduled routes to the public, at the same time reducing intermediate public transport or personal transport, traffic congestion, greenhouse emissions and accidents.

In the State, Government owned State Transport Undertakings and Private operators have the stage carriage permits to operate stage carriage buses at the travel fare fixed by the Government. As on 01.01.2023, 28,027 stage carriage buses are in the State including 20,213 by State Transport Undertakings, 7,814 buses by private operators and 3,990 mini buses.

Government buses are a socially engineered investment. It facilitates movement of people from one place to other, thereby eliminating bottlenecks in accessing schools, colleges, and hospitals. It also improved employment opportunities.

The daily ridership patronage, which stood at 1.21 crore per day in the year 2021-22 due to Covid-19 Pandemic, increased to 1.70 crore in the year 2022-23 per day.

After the introduction of fare free travel to women in public buses under the guidance of Hon'ble Chief Minister, Tamil Nadu has joined

the league of several global cities that offer free public transport to a specific socially targeted group. The scheme has obvious benefits for women who were already using bus transport, notably those riding to educational institutions, workplaces and hospitals, besides those travelling for social purposes. Also, fare-free transport shifts at least some individuals who used personal transport including cycle as well as pedestrians to the public mode. The impact of the scheme was assessed by the State Planning Commission recently and concluded that on an average each woman passenger has saved Rs.888 per month in lieu of travel fare. In the State, 7,164 ordinary town buses are being operated across the State and about 45.51 lakhs women use the buses daily. So far, women have made more than 256.66 crore rides in buses under the scheme, which constitutes about 64.65% of the total passengers travelling in ordinary fare town buses, earlier it was 40%.

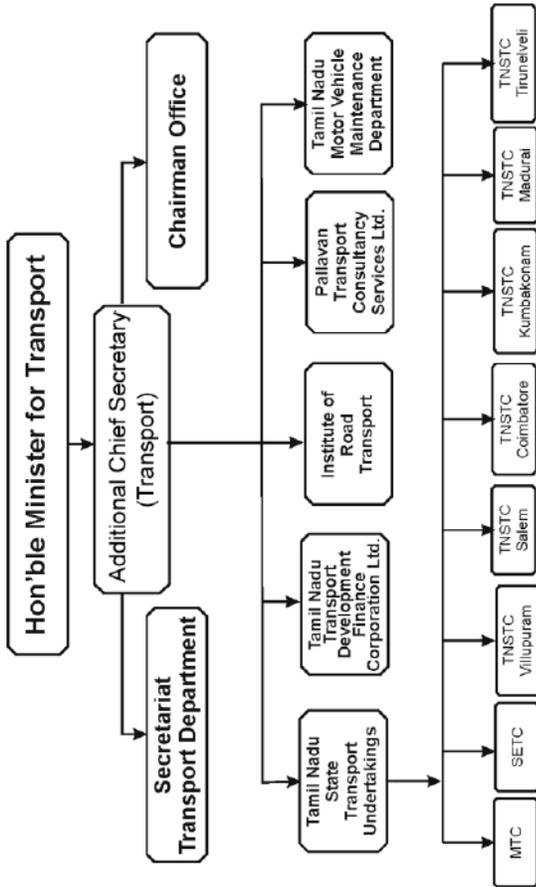
Transgenders have made 14.66 lakhs times and differently abled persons with 1.93 crore times and escorts of the differently abled persons with disability of 40% and above with 10.02 lakhs times use the fare free travel buses for their purpose.

The Government have implemented "Chennai Bus App" based real time passenger information for journey planning of passengers waiting at bus stops and CCTV and panic button based monitoring system to ensure safety of women and children travelling in buses. Passenger grievance redressal system has been implemented to resolve the passengers grievances then and there. The Government also initiated the process of modernisation, using funding from KfW German Development Bank and Government grants, to upgrade buses including BS-VI compliant diesel buses and electric buses, introduce better passenger information systems, cashless transaction

system, ERP etc. This transition provides the STUs an opportunity to move to intelligent transport systems to capture rider information for rationalisation and optimisation of routes.

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



Transport Department has control over the following organisations:

1. State Transport Undertakings

- i)** Metropolitan Transport Corporation (Chennai) Limited, Chennai
- ii)** State Express Transport Corporation Tamilnadu 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 Additional Chief 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. The Additional Chief 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 holistic development of all people without compromising the needs of present and future generations is the main objective of the Sustainable Development Goal (SDG). 17 Targets have been fixed under SDG to achieve it by 2030.

Transport Department has the responsibility to achieve the SDG through 8 State Transport Undertakings. 3 main goals of public transport are 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). The public transport supports the other stakeholders 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 demand of the public transport is an urban need. The supply of the public transport by STUs to the citizens of the State should be adequate, reliable and safe public transport. 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 section, women, children, persons with disabilities and older persons. Fare free travel to 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.

To reduce the pollution level in the state, the Government has already taken action to replace 3313 diesel buses into less pollution

BSVI diesel buses and 500 zero pollution electric buses.

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

While reviewing the National Indicators of SDG, Tamil Nadu retained the 10th rank among the States and composite score in the Target 11 is 79 in the year 2020-21. Public Transport comes under SDG.11, Sustainable Cities and Communities and the target for the year 2030.

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 2021-22 is given below:-

Indicator	2015 -2016	2016 -2017	2017 -2018	2018 -2019	2019 -2020	2020 - 2021	2021- 2022
11.2.1a Proportion of buses enabled for differently enabled persons to the total fleet strength	11	11	11	12	13	13	13
11.2.1b Number of free bus passes issued to elderly person	213021	283575	306941	329554	351617	382758	388392
11.2.1c Proportion of ladies special to total fleet strength	200	250	250	250	210	210	210

The activities listed below are being carried out by STUs on a continuous basis:-

- Women and Differently Abled Persons are permitted to travel free in ordinary town buses across Tamil Nadu
- Senior Citizens can avail the fare free facility in city buses plying in Chennai
- In buses, certain seats are reserved for women passengers, senior citizens, Differently Abled Persons
- To ensure safety of women and children, CCTV surveillance system along with panic

buttons being provided in 2500 buses and 66 bus terminals/depots of MTC

- New buses are access friendly for differently abled persons
- 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)
- Procurement of 3213 Diesel BS-VI Compliant buses for all State Transport Undertakings (Less pollution compared to BS-IV compliant buses)
- Creation of Rooftop Solar Panels at State Transport Undertakings premises (Save energy cost)
- Replacement of conventional/CFL bulbs with LED bulbs (Save energy)

Transport Department is committed and taking every action to achieve Sustainable Development Goals.

3. STATE TRANSPORT UNDERTAKINGS

3.1 Role of State Transport Undertakings

State Transport Undertakings have a special responsibility to provide road based passenger mobility in the State and their size is 72% of the total fleet being used for stage carriage buses in the State and rest 28% is by private operators. In the State, the districts of Chennai, Nilgiris and Kanniyakumari are exclusively serviced by State Transport Undertakings and other districts are serviced along with private operators. State Transport Undertakings and its operations are controlled by the Transport Department.

There are 8 State Transport Undertakings in the State and each STU's operational jurisdiction and districts covered in each jurisdiction is listed below:-

S. No.	State Transport Undertakings	Region	Districts covered
1.	Metropolitan Transport Corporation (Chennai) Limited.	Chennai	Chennai Metropolitan Area
2.	State Express Transport Corporation Tamilnadu 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

S. No.	State Transport Undertakings	Region	Districts covered
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

The above operational jurisdictions are indicated in the figure below:



3.2 Infrastructure of State Transport Undertakings

State Transport Undertaking wise infrastructure, rolling stocks and employees strength as on 28.02.2023 is as follows:-

S. No	STUs	Regions	Depots	Workshops	Driver Training Schools	Buses	No. of Employees	No. of Ridership (In Lakhs) 2022-23 (Upto Feb - 2023)
1	MTC	1	31	2	1	3436	20245	10016.68
2	SETC	1	22	2	1	1078	4626	194.97
3	VPM	6	57	3	6	3285	20014	8787.53
4	SLM	2	32	2	4	2044	11633	5837.49
5	CBE	4	43	2	2	2774	16039	8570.20
6	KUM	6	60	4	7	3438	19799	10670.23
7	MDU	3	40	3	3	2299	13734	7079.46
8	TNV	3	30	2	2	1773	10169	5328.86
Total		26	315	20	26	20127	116259	56485.42

3.3 Bus Operations

The fleet strength of State Transport Undertaking in the State is 20,127 including 18,723 scheduled buses and 1404 spare buses. These scheduled bus services are operated

regularly based on the 10,152 permitted routes according to a published time table. The buses run on plain and hilly ghat regions. Based on the kms coverage, it is classified as city/town and mofussil. The bus services are further classified based on comfort and stopping at specified stops with differential fare, they are:-

Town	Mofussil	Ghat
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-conditioned seater cum sleeper and classic buses with toilet facilities	ordinary and semi-deluxe /express

The details of bus services as on 28.02.2023 are given in the following Table:-

S. No	STUs	Town		Mofussil/ Express	Ghat	Scheduled service	Spare Buses	Total
		Ordinary/ Women Free Travel	LSS/ Express /Deluxe					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
1	MTC	1559	1674	0	0	3233	203	3436
2	SETC	0	0	1000	0	1000	78	1078
3	VPM	1036	0	1955	29	3020	265	3285
4	SLM	813	24	1038	25	1900	144	2044
5	CBE	991	180	1031	357	2559	215	2774
6	KUM	1229	28	1927	0	3184	254	3438
7	MDU	890	380	832	64	2166	133	2299
8	TNV	646	170	845	0	1661	112	1773
TOTAL		7164	2456	8628	475	18723	1404	20127

3.4 Performance of State Transport Undertakings

Bus connectivity to the villages which have a minimum population of 1000 in the State is the goal of the State Transport Undertakings. Almost all villages/areas in urban local bodies, inter-district and inter-state to the neighboring states are connected on a wider scale and transported about 1.70 Crore passengers per day (in 2022-2023 upto February 2023) which is considered as normal traffic after two years drop due to impact of COVID-19. The number of passengers carried by STUs were declining due to reduced operations of STUs during Pandemic and Post pandemic and shifting of passengers to other modes of transport, particularly to private mode. The upward trend started now in passenger ridership is depicted in figure below:-



Further, STUs have planned to increase the number of passengers through proactive actions.

The stage carriage bus fare in Tamil Nadu is the lowest among the States in India. Fare structure which is in force from 29.01.2018 is presented below:-

Types of Service	Class of Service	Fare (excluding cess)
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 Tamil Nadu bus fares with Andhra Pradesh and Karnataka is tabulated 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	1.7.2022	102	125	-	162	196	196	221	221	260	260
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	20.00	30.00
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
Tamil Nadu	58.00	75.00	100.00	130.00	200.00
Andhra Pradesh	102.00	125.00	162.00	196.00	260.00
Karnataka	66.00	123.00	145.00	214.00	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)	2022-2023 Upto Feb'23
Fleet Strength	21,513	20,670	20,304	20,127
Scheduled Services	19,290	19,290	19,290	18,723
Total Kilometres operated per day (in lakhs Kms)	83.68	60.25	73.65	77.81
Fuel Performance (KMPL) Average	5.33	5.39	5.37	5.29
Km run per condemned tyre (in lakh kms)	2.54	2.77	2.98	3.03
Men per bus	6.45	6.35	6.26	6.21

3.6 Position at National Level

Metropolitan Transport Corporation (Chennai) Limited has received the "City with Best Intelligent Transport System (ITS)" Award for Chennai Bus App under the category of "Award for Urban Excellence" presented by the Ministry of Housing and Urban Affairs, Union Government on 06.11.2022 at Kochi.

An award and certificate of appreciation for the year 2022 was presented to State Express Transport Corporation Tamil Nadu Limited on behalf of Business Urban Infra Group at a ceremony held in New Delhi on 07.11.2022 for solving the grievances of the passengers travelling in the buses of the State Express Transport Corporation raised through Whatsapp and Website. This scheme gained considerable popularity among the passengers utilizing services of SETC.

3.7 Financial Performance of State Transport Undertakings

STUs have been consistently performing to their optimal level in spite of heavy financial stress in its day-to-day functioning. Despite soaring diesel prices, wage hike due to 14th wage settlement, hike in dearness allowance to the employees, increase in interest cost for availing additional loans for working capital including salaries and statutory payments during and post Covid-19 period and now also, and the State Transport Undertakings have been collectively incurring a loss of more than Rs.452 crore per month in 2022-23 (Upto February 2023) this loss is almost equal to pre-covid level i.e 2019-20 ie.Rs.436 crore, however, salary hike was given to the employees due to 14th wage settlement and DA increased in 2022-23 and also adopting cost control measures have brought down the losses to Rs.452 crore. It is to

be noted that despite the financial crunch, the bus fares are maintained at January 2018 level because of bus transport being a service sector, transport corporations provide affordable service to people in rural and urban areas. Also, salaries were being paid to the employees regularly during Covid period and Post Covid Period.

Financial Performance for the period of 2019-2020, 2020-2021, 2021-2022 and 2022-2023 (upto Feb'23) is presented below:-

Financial Performance 2019-20 to 2022-23					
(Rs. in Crore)					
Sl No.	Particulars	2019-20 (Pre- Covid)	2020-21 (During Covid)	2021-22 (During Covid)	2022-23 upto Feb'23 [Pre Audit]
Income					
1	Operational Revenue	8827.39	3529.92	5534.90	6705.69
	Contract Carriage	6.08	58.16	18.09	5.15
	Profit on Sale of Buses	24.04	16.73	33.37	8.65
	Non-Operational Revenue	1694.91	1842.31	4088.06	5256.89
	Sale of Scrap	20.09	19.36	22.81	31.12
	Total	10572.52	5466.48	9697.23	12007.50
Expenditure					
Variable cost					
2	HSD Oil	3860.32	1961.91	3865.14	4815.94
	Others(Lubricants,Tyre,Tube, Spring,Spare,Etc..)	312.15	127.15	277.02	378.74
	Total	4172.47	2089.06	4142.16	5194.68
Fixed cost					
3	Salary&Wages (including PF,Gratuity and Others)	8849.63	8766.98	8987.92	9015.29
	M.V Tax	196.45	105.01	162.42	172.05
	Depreciation	540.65	635.99	384.09	245.91
	Interest	1177.65	1581.40	1818.14	1926.85
	Others (PF trust loss, Toll fee, MCOP, cps interest)	866.23	616.57	824.71	431.10
	Total	11630.61	11705.95	12177.28	11791.20
Total Expenditure		15803.08	13795.01	16319.44	16985.88
Short Fall		-5230.56	-8328.53	-6622.21	-4978.38
Short Fall/Month		-435.88	-694.04	-551.85	-452.58

3.8 Operational cost

Out of the expenditure incurred by STUs, the establishment cost and cost of High Speed

Diesel are the major 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 2022-23 are as follows:-

S.No	Components	Percentage
1	Salaries and Wages, PF & Pension, Gratuity etc.,	53.08
2	High Speed DieselCost	28.35
3	Other variable cost including Tyre, Tube, Flaps, R.T. Material, Springs, Spares etc.,	2.23
4	Motor Vehicle Tax	1.01
5	Interest Cost for Loans	11.34
6	Other Cost	3.99
Total		100.00

The cost and percentage of cost components over the years from 2011 to 2023

(upto Feb'2023) 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. The increased scenario has been observed in 2022-2023 (upto February'2023).

3.9 Financial Assistance by the Government

The State Transport Undertakings have sustained during the Covid-19 Pandemic crisis with timely financial support of the Government and its supports. Government supports the STUs by sanctioning 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 Women, 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 2023-2024, the Government have provided following funds as below:-

(Rs. in Crore)		
Sl. No.	Items	BE 2023-2024
1.	Share Capital Assistance to State Transport Undertakings.	900
2.	Reimbursement of Social Cost on Student Concession in bus fares	1500
3.	Reimbursement of loss due to issue of free bus passes to Women	2800
4.	Loans to State Transport Undertakings with German Development Bank (KfW) Assistance	700
5.	Reimbursement of loss due to issue of concessional bus passes to Senior Citizens	22
6.	Reimbursement of difference in cost due to price increase/levy of surcharge on High Speed Diesel Oil	2000
7.	Others	48
Total		7970

3.10 Government Guarantee for Loans

The State Transport Undertakings stopped all regular buses due to Covid-19 pandemic

situation and subsequent complete lockdown in the State and neighbouring States. This led to the State Transport Undertakings facing a severe financial crisis. After lifting of restrictions gradually, buses were operated on a need basis. Revenue generated has been used only to meet the diesel cost and maintenance related essential expenditures. In order to help the State Transport Undertakings meet their working capital requirements, the Government have issued Government Guarantee in order to avail loans from Nationalised Banks to a tune of Rs.2955 Crore to meet the working capital.

3.11 Measures to Improve Public Services

i) Introduction of Extension of bus routes and resuming operations of stopped bus routes

Based on the demand from public who are living in hitherto uncovered areas that were newly developed , new bus connectivity is provided by introducing new bus route or

extending the existing bus routes served nearer to the area. The Government have introduced 206 routes extension with 260 bus services from 7th May 2021 to 28th February 2023. Similarly, some of the routes stopped previously were reintroduced covering 409 routes with 510 bus services.

State Transport Undertakings	Routes Extension Introduced (in Numbers)		Resumed the withdrawn routes (in Numbers)	
	Routes	Bus Services	Routes	Bus Services
MTC Ltd.,	55	88	64	120
SETC TN Ltd.,	14	30	12	24
TNSTC (VPM) Ltd.,	73	75	70	70
TNSTC (SLM) Ltd.,	2	2	4	6
TNSTC (CBE) Ltd.,	36	39	13	13
TNSTC (KUM) Ltd.,	14	13	88	83
TNSTC (MDU) Ltd.,	0	0	51	55
TNSTC (TNV) Ltd.,	12	13	107	139
TOTAL	206	260	409	510

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 56 buses connecting the interior localities with Metro Rail Stations. Out of the 56 buses, 22 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 has implemented the e-ticketing facility which allows the passengers to book bus ticket online for them, any time 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 Ticket Reservation System (OTRS) facility

is provided in 62 Centers with 66 counters in Tamil Nadu and the neighboring states of Andhra Pradesh, Kerala, Puducherry and Karnataka.

Online e-ticket booking for long distance routes by using State Transport Undertakings website: <https://www.tnsrc.in> was implemented for the benefit of the travelling public in State Transport Undertaking buses. Tickets can be booked through the TNSTC app. 77.40% the total online tickets were booked through e-ticketing during the year 2022-23 (Upto February 2023). Passengers are also offered 10% fare concession on booking of two-way tickets on all types of buses through all types of bookings. This offer is not applicable on Festival and important days.

iv) E-auctioning System

E-Auctioning process for the disposal of condemned buses and scraps was implemented

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 and it has been extended to all State Transport Undertakings.

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 in 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 and alternate energy for the movement of vehicle has been catalyst seeking the support of Government to take the public transport to the next level. Government has taken earnest steps to replace the aged buses by way of deploying 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 over 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. Electric buses are 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.2,380 Crore. Other major investment components are IT Software and Hardware up-gradation in State Transport Undertakings, Passenger Information System, Cashless Transaction System and Integrated Software Solution for Operations Management (ERP) etc. Procurement of project components are in various stages of tenders.

ii) Chennai 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 app for crew & 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 staff. 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. The system integrator is expected to be on board very soon.

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% will be contributed by World Bank and 30% by Government of Tamil Nadu. Business plan has been prepared. A Public Transport Service Agreement (PTSC) between the Government of Tamil Nadu and Metropolitan Transport Corporation (Chennai) is to be executed.

(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 Integrated Command Control Centre at Metropolitan Transport Corporation (Chennai) Limited, Chennai and Police Control Centre for quick action. 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. The project came into full operation on 10.01.2023.

(v) Passenger Information System (Chennai Bus App)

A live passenger information mobile app named "Chennai App" was launched 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. It can be accessed on the website also. State Express Transport Corporation Buses were brought under the Chennai App, now, passengers of SETC are utilising the App for their travel. It is proposed to bring all the rest of the Tamil Nadu STUs buses in Tamil Nadu under the App.

(vi) Website for all State Transport Undertakings

www.arasubus.tn.gov.in is a bilingual (Tamil and English) website for all 8 State Transport Undertakings which was launched on

9.3.2023. The public and passengers can navigate the website and access information of passenger related services including information of bus routes and timings to the passengers, about State Transport Undertakings services, contact details, escalation of complaints about the bus operations and crew. Link facility is available to access Chennai Bus App and Online Ticket Reservation System (OTRS) for booking tickets of long distance buses. Passengers can easily access transport related organizations websites namely Institute of Road Transport, Tamil Nadu Transport Development Finance Corporation Limited and Chennai Metro Rail Corporation Limited.

(vii) Passenger Grievances and Complaints Redressal HelpLine

To seek information about the bus related aspects and lodge complaints and grievances by the public and passengers of all eight State Transport Undertakings, an integrated

Passenger Grievances and Complaints Redressal HelpLine was launched on 9.3.2023. A Toll free number "1800 599 1500" was provided to contact the Help Desk and it can be contacted through phone calls on a 24X7 basis. Help Desk is functioning at Metropolitan Transport Corporation (Limited) Headquarters at Chennai.

Complaints and grievances received through phone calls by the operators will be assigned with Unique ID and registered and then acknowledgement SMS will be texted to the Passengers. The received complaints and grievances are monitored by the respective Transport Corporations and initiate steps for speedy redressal. After resolving the complaints and grievances by the respective State Transport Corporations, again SMS will be sent to the Passengers.

The passengers and public can lodge their complaints and grievances related with STUs bus cleanliness, late run, bus break down, no bus

available at Bus stands to reach their destinations, long waiting at bus stops in peak hours, skipping of bus stops by drivers, luggage lost, crew ill behaviour in buses, harassment by co-passengers, rash driving, ill maintenance of buses, accidents, flood, riots and also can seek information on bus operation related enquiry, special bus operation for festive season etc. The bus crew can make calls to inform any alert messages on untoward incidents. Differently abled persons can also make their complaints and grievances to the Help line from their phone using "Google Voice Assistant."

The Functional Managers of State Transport Corporations are closely monitoring and focusing on the passenger complaints / grievances and initiate suitable measures for improving the level of service in line with public expectations and also identify the areas of improvements, so that passenger satisfaction on bus operation by the

State Transport Corporations could be further enhanced.

(viii) GPS based Automatic Bus Stop Announcement System

New bus passenger of a city/town/village need not depend on others to know their bus stops since the bus stop announcement system helps the passengers travelling on the buses easily alight from the bus at their destination bus stop. 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.

The system has been implemented in Chennai, Salem, Coimbatore, Kumbakonam,

Madurai, Tirunelveli with 710 buses and being implemented in other cities.

(ix) 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 315 buses to improve safety.

(x) Commercial Development of Bus Depots/Bus Terminals

State Transport Undertakings have now initiated action to generate non farebox through Asset monetisation which is the need of the hour 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, 12 bus depots/terminals in MTC have been taken up for modernization and commercial development through the Tamil Nadu Infrastructure Development Board (TNIDB). Request for Qualification (RFQ) has been floated for three bus depots/bus terminals of MTC. Apart from the above, 11 depots of other STUs were identified for Asset monetisation.

(xi) A New Bus Depot cum Bus Stand at Kumuli, Kudalur Municipality (Theni District)

The Government have accorded administrative sanction for construction of a Bus Stand with Bus Depot on 1.07 acre of Kumuli Bus Depot owned by Tamil Nadu State Transport Corporation (Madurai) Limited at Melakudalur South Village, S.No.3041 in Uttampalayam Taluk

of Theni District at a sum of Rs. 4.50 Crore from the Infrastructure and Amenities Fund of Housing and Urban Development Department.

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 100% 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 (1st Standard – 12th 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.

vii) Children upto 5 years are permitted to travel without bus fare

3.14 Employees Related Welfare Measures

3.14.1 Wage Settlement

Under section 12(3) of Industrial Disputes Act, 1947, the Wage Settlement talks for certain categories of employees of State Transport Undertakings were held once in three years upto 2019, from the year 2019, it will be held once in 4 years between Management and Trade Union. From 1977, 14th wage settlements have been done with the employees of State Transport

Undertakings. 14th wage settlement is now in force which was effected from 1.9.2019.

3.14.2 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.5,00,000/- 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 28.02.2023 is 87,395;
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;

3.14.3 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. 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 2022-2023, the pensionary benefits were extended to 87,809 beneficiaries with the yearly pension payment of Rs.1,360.90 crores. The average monthly pension works out to Rs.113.41 crores.

3.14.4 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 Contributory 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:-

Sl. No.	Ticket Rate	Cess on Passengers (in. Rupees)	
		Town	Mofussil
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 28.02.2023 is Rs.2206.58 Crore, out of this, Rs.796.01 Crore was spent towards toll fee and Rs.927.22 Crore was spent to settle 17,196 accident claims including 12101 cases with Rs.625.14 Crore were settled through Hon'ble Courts and 5095 cases with a compensation of Rs.302.08 Crore settled before the Lok-Adalat.

STATE TRANSPORT UNDERTAKINGS

3.16 Metropolitan Transport Corporation (Chennai) Limited, Chennai

The Metropolitan Transport Corporation (Chennai) Ltd., Chennai is functioning under the control of Managing Director. The head office is located at Pallavan Salai, Chennai. MTC is the largest Monopoly Public Transport Service provider in Chennai city and operates city services in the Chennai Metropolitan area and in the adjoining areas of Chengalpattu, Kanchipuram and Thiruvallur Districts.

- As on 28.02.2023 the Metropolitan Transport Corporation (Chennai) Ltd., Chennai is functioning with 31 depots with a fleet strength of 3436. It operates 3233 scheduled services in 629 routes. The total staff strength is 20245. The Various types of services operated are Ordinary, Express, Deluxe and Air Conditioned buses. This

corporation is having two body building units at Chrompet.

- The implementation of CCTV surveillance and Vehicle Tracking System with panic buttons (emergency calling button) in 2500 buses in Chennai City has been completed under the Nirbhaya Fund for Women and Child Safety. As per G.O (2D) No.86, Municipal Administration and Water Supply (M.C.1) Department, dated 20.11.2018, a sum Rs.72.71 Crores has been approved, with Central Government share (60%) and State Government share (40%) for this project.
- Information of Bus Arrival App through Smart Phone (Chennai Bus App.) project is to provide specific information of the estimated time of arrival of route buses at any given bus stop, through Mobile APP & Website. Also to Locate and access the bus arrival place to plan the easy travel for the

benefit of waiting passengers in bus stops. This Project has been implemented in all MTC Buses.

- Business Plan has been prepared for service transformation of MTC into World Class Public Transport which includes entering into Public Transport Service Contract between GoTN and MTC to sustain existing fleet through long term funding by achieving the DLIs fixed in the business plan and also augmenting 1000 buses under GCC model. A Tender has been floated for appointing Transaction Advisor to assist MTC in this regard.
- Chennai Smart City is the Implementation Agency for deployment of ITS components for MTC such as Passenger information system, Automatic Vehicle Location System, Depot Management System including vehicle scheduling and despatch, crew rostering, attendance management system

and staff mobile app. System Integrator will be on board very soon.

- In Metropolitan Transport Corporation 12 Depots cum Bus Terminus were selected for Modernization with Commercial Development to carry out the works in 3 phases. The Tamil Nadu Infrastructure Development Board (TNIDB) engaged 3 Consultants to prepare the Detailed Feasibility Report (DFR) and provision of Transaction Advisory. Accordingly, the Consultants had submitted Detailed Feasibility Report (DFR) and Request For Qualification (RFQ) for Three Sites (Thiruvanmiyur, Vadapalani & Vyasarpadi) in Phase I. Request For Qualification (RFQ) for selection of Concessionaire for Modernization of Bus Depot Cum Terminus for Metropolitan Transport Corporation (Chennai) Limited in Thiruvanmiyur, Vadapalani & Vyasarpadi on Public Private

Partnership (PPP) Mode (DBFOT basis) for a period of 30 Years has been floated. Request for Qualification (RFQ) for three more Sites in Phase II (i.e.) Tambaram, Thiruvottiyur and Saidapet is under process.

3.17 State Express Transport Corporation Tamil Nadu Limited, Chennai

- The Corporation was set up to operate longer routes having route length of more than 300 kms. The routes are intra-state between all districts, historical, religious and commercial places etc., and inter-state to the neighbouring States viz Andhra Pradesh, Karnataka, Kerala and Puducherry.
- SETC headquarters is in Chennai. It is headed by a Managing Director.
- There are 22 depots and a total fleet of 1,078 buses as on 28.02.2023.
- 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.

- As on 28.02.2023, the Corporation's total personnel strength is 4,626.
- The type of buses such as Ultra Deluxe, Air-condition Buses, Air-condition sleeper Buses, Air-condition Sleeper cum Seater Buses, Non-Air condition Sleeper Buses, Non-Air-condition Sleeper cum Seater Buses and Classic Buses are among the services provided.
- Through E-ticketing system, the booking of tickets in advance up to one month is possible with internet and mobile phone app for passengers convenience.
- Online Ticket Reservation System (OTRS) is functioning in 62 Centers with 66 counters in Tamil Nadu and the neighbouring states of Andhra Pradesh, Kerala, Puducherry and Karnataka.

- "Other End Return Ticket" can be reserved online for reserved passenger and is also accessible for single routes when counters are not available.
- 10% fare concession to passengers who are booking of two-way tickets on all types of buses through all types of bookings. This offer is not applicable on Festival and important days.
- SETC have introduced services in the name of "CLASSIC" vehicles provided with toilet facilities from Chennai to various places of the State.
- All Depots are connected to Headquarters through CCTV cameras to keep a close eye on Depot activities. All Depots are provided with biometric instrument for attendance monitoring.
- The Corporation has introduced "PREMIUM SERVICES" with a specific Brand Name on various potential routes with lesser stop and

speedy services for the convenience of direct passengers. The Corporation offers pick up services at pre-fixed “pick-up points” and was increased to many major passengers boarding places in the urban area of the major cities like Coimbatore, Tirunelveli and Nagercoil for passengers convenience.

- During major festivals such as Deepavali and Pongal, buses are operated from five bus stands in and around the Chennai Metropolitan Areas to make travel easier for the general public and prevent traffic congestion in the city.
- Passengers who have reserved tickets will get the vehicle registration number, conductor name and mobile phone number by SMS to the passenger mobile number provided during the reservation process 30 minutes before to the departure time. All buses are provided with GPS instrument,

now the reserved passengers are shared about the location of buses.

- Smart Phone Application (App) named Chennai Bus has been implemented to know the arrival time of a specific bus, at a specific bus stop through GPS technology.
- SETC recently introduced separate “Whats App Mobile number” for passengers complaints and this redressal attracts good welcome from passengers.
- In major depots of Chennai, Madurai, Tiruchirapalli and Nagercoil four training centres with modern training facilities have been built. With the support of experienced, educated trainers and faculties from many industries, Driver and Conductors are educated on accident free driving, fuel efficiency improvement, maintenance practices, technical development and stress management.

- Feedback provision is provided in ORTS to redress passenger grievances.

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

- The Corporation has its head quarters at Villupuram, functioning under the control of Managing Director. Regional Offices of this Corporation are functioning at Villupuram, Cuddalore, Tiruvannamalai, Vellore, Kanchipuram and Thiruvallur for monitoring the operation of services and it operates Town / City, Mofussil and Ghat services.
- The total number of depots are 57.
- The fleet strength of the Corporation is 3285 and it operates 3020 scheduled services.
- The various types of mofussil services operated are Ordinary, Express, Deluxe, Point to Point and 3X2 seat A/C buses.
- The total staff strength is 20014

- This Corporation is functioning with RC Unit – 3, Tyre RT Plant – 3, BB Unit-3, FC Unit-9, Driving Schools-6, ITI-1, Auction Centre-3 and Training Centre-6.
- Special buses are operated during Amavasai (to Melmalayanur), Pournami (to Thiruvannamalai), Adikirthigai (to Thiruthani), Thai Poosam (to Vadalur), Kuvagam, Chithirai Pournami, Deepam, Pongal and Deepavali Occasions according to the traffic need of travelling public.
- Ghat Services in the following routes for the convenience of people living in the Ghat Area
 - 10 buses to Kalvarayan hills, Serapattu hills and Vellimalai hills area.
 - 3 buses to Jamunamarathur Hills area.
 - 16 buses to Puthurnadu, Elagiri, Velathikamanibenda, Arvatla, Jamunamarathur, Balamathi, Senganatham Hills area

- Point to Point (conductor-less) service is operated for the benefit of straight passengers in 8 Route courses from Villupuram, Puducherry, Kallakuruchi, Cuddalore, Virudhachalam, Thiruvanamalai, Vellore, Kancheepuram to Chennai. Initially it was started with 30 buses, due to good response from the public now it has been increased from 30 to 129 buses.
- 92 Air conditioned vehicles are being operated
- Up-gradation of 6 Driver Training Centres and 2 Heavy Vehicle Driver Training range (HVDT) were completed at the cost of Rs. 6 crores.
- In addition to STUs Drivers, training to private drivers, one day refresher training course for HVDT license renewal and 2 refresher training course to fatal accident involved drivers are being carried out regularly.

- Bio metric attendance system has been installed at 67 locations viz. Corporate Office, Regional Offices, Workshops and Depots.

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

- Tamil Nadu State Transport Corporation (Salem) Limited is providing bus services in the operational jurisdiction covering the four Districts viz., Salem, Namakkal, Dharmapuri, Krishnagiri and part of Thirupathur Districts.
- Corporate Office is in Salem headed by a Managing Director and functioning as two Regions namely Salem Region and Dharmapuri Region.

Region	Depot	No of Services	Staff Strength	Average daily operating Km.
Salem	18	1047	6,171	4,73,012
Dharmapuri	14	853	5,462	4,22,043
Total	32	1900	11,633	8,95,055

- The Operational jurisdiction covers 640 villages in Salem District, 322 villages in Namakkal District, 251 villages in Dharmapuri District, 485 villages in Krishnagiri Districts and 113 villages in Thirupathur District.
- Average 17.48 Lakhs people every day avail transport facility
- Two drivers were selected for Road safety award of "Heroes on the road" for Accident free recorded service by Government of India
- This Corporation had earned additional revenue through permitting of commercial advertisement boards in buses and parcel services
- This Corporation had operated new bus services to provide transport services to 50 villages in 2022-23, by extending the routes

with the existing services and thus benefiting 45,913 passengers in 2022-23.

- This Corporation has provided sufficient special bus transport facilities for the benefit of the traveling passengers to the following tourist places as well as pilgrim spots,
 - (i) During weekends as well as important auspicious days, special bus facilities have been provided to the tourist places viz. Yercaud hills, Kollihills, Hogenakkal Waterfalls and Mettur Dam situated across the river Cauvery.
 - (ii) During festival seasons, special bus facilities have been provided to the pilgrim places viz. Malai Madheswara Temple, Lord Easwaran Temples at Tharamangalam, Tiruchengode, Belur and Aragalur, etc., Lord Murugan Temples at Kalipatty, Kabilar Malai, Puthiragoundampalayam (146 Feet Height Muthumalai Murugan

Statue) Lord Anjaneyar Temple at Namakkal etc.,

- This Corporation is operating 25 Ghat services to provide transport services to hill area people viz. Yercaud Hills, Kolli Hills, Kalrayan Hills (Vellimalai), Nallamathi Hills (Pachamalai), Dhoddamanchi, and Vatthalmalai for the convenience of people living in the Ghat area, and thus benefiting tribal peoples and school going tribal children.
- As per "Being with Passengers" scheme once in a month, all the officers travel in buses along with Checking Inspectors. They meet the passengers directly and hear the complaints patiently about services. The complaints are resolved immediately by taking appropriate action. In order to improve the bus appearance, they are noticing the defects inside and outside of

the buses and action have been taken and resolved the lapses immediately.

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, infrastructure, rolling stocks and employees strength as on 28.02.2023:-

S. No.	Description	Total
1	Regions	4
2	Depots	43
3	Workshops	2
4	Driver Training Schools	2
5	Buses	2774
6	Number of Employees	16039

- 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.
- 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.

- The Tamil Nadu State Transport Corporation (Kumbakonam) Limited, Kumbakonam is headed by the Managing Director functioning with headquarters at Kumbakonam. The Regional offices of this Corporation are functioning at Kumbakonam, Tiruchirappalli, Karaikudi, Pudukottai, Nagapattinam and Karur.
- As on 28.02.2023, the Corporation has 60 depots, the fleet strength is 3,438 and its operating 3184 schedule services. The total staff strength is 19,799.
- Various types of services operated are Ordinary, Express, Super deluxe buses and 3 x 2 Seater Air Conditioned buses. This Corporation has body buliding Units at Poraiyar, Karur (Manmangalam), Karaikudi and Pudukottai with reconditioning Units,

Retreading Plants at Kumbakonam, Tiruchirappalli, Devakottai and Pudukottai.

- The Operational jurisdiction of the Corporation is spread over in 11 Revenue Districts and Inter-State bus operation to Puducherry, Karaikkal. Since, the World famous Velankanni Shrine, World heritage monument Thanjai Brahadeeshwarar Temple, SriRangam Temple, Navagraha Temples, Samayapuram Temple are located in the operational area, it operates special services to these Pilgrim centres on auspicious days. During festival seasons special bus facilities are provided to the other pilgrim places viz. Palani, Thayamangalam, Nagoor and Erwadi Dargahs etc.,
- This Corporation earns additional revenue through permitting commercial advertisement boards in buses and advertising on the depots compound walls

and Bus parking charges from road side Motels.

- 10 Kilowatt Solar Top Roof Panel was installed at Kumbakonam Head Office by which savings were realised upto 20 % of electricity charges.

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

- The Corporation is headed by the Managing Director with head quarter 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.
- This Corporation has 40 depots. The fleet strength of this Corporation is 2299 and 2166 fleets are being operated as scheduled services.

- The total staff strength is 13734. The various types of services operated are Ordinary, Express and A/c buses.
- Daily this Corporation operates 9.74 Lakhs Kms and the monthly operated kms. is 292.20 Lakhs as Schedule Kms.
- Every day this Corporation carries 15.07 Lakhs passengers
- Body building units are located at Madurai, Batlagundu and Virudhunagar.
- This Corporation is providing training with highly modernized Simulator for its drivers who have caused fatal accident. Through this a total of 219 drivers have been trained in Madurai, Dindigul and Virudhunagar Region from April 2022 to Feb 2023.
- Roof top Solar power plant are to be provided in the depots / offices of this Corporation. In the first phase, necessary steps are being taken to install solar plant

under CAPEX model in one depot other locations taken up in a phased manner.

- This Corporation is operating 30 night city services.
- Passenger Audio Announcement System (PAAS) was implemented in 75 Nos. of City buses plying in Madurai City.
- Special Buses are being operated during Festivals for the following places:-
(1) Veerapandi (2) Irukkankudi
(3) Velankanni (4) Pazhani (5) Sri Sabarimalai Ayyapan Kovil (Up to Kumuli)
(6) Alagar Kovil (7) Thiruchendur Kovil
(8) Masaniamman Kovil (9) Thiruvannamalai Girivalam and Thirupparankundram Kovil.
- This Corporation is operating four special vehicles to Madurai Meenakshi Amman Temple for pilgrims from other states, since their vehicles are not allowed to reach the temple due to heavy traffic jam.

- Since, Madurai is an ancient city attracting a large number of tourists, this Corporation operates Tourist Buses based on the needs of the public to Arulmiku Subramaniya Swamy Koil at Thiruparankundram, which is located at 10 Kms., away from Madurai and Kallazhagar Thiru kovil 23 Kms away from Madurai.

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

The Corporation is headed by a Managing Director. It has its headquarters in Tirunelveli. Regional Offices of this Corporation are functioning at Tirunelveli, Nagercoil and Thoothukudi for monitoring the operation of services and the Corporation also operates Town and Mofussil Services.

- As on 28.02.2023, the total numbers of depots are 30. The fleet strength of the Corporation is 1,773 and it operates 1,661 scheduled services. The total staff strength

is 10,169. The various types of services operated by this Corporation are Ordinary, Express, Super Deluxe and Air-condition buses.

- This Corporation is operating buses to important pilgrim and tourist centres such as Tiruchendur, Sankarankoil, Papanasam Srivilliputhur, Uvari, Kanniyakumari and Courtallam.
- Buses are being operated to Navakailayam, Navatirupathy and Panchabootham sathalam for the benefit of pilgrimages.
- 60 additional trips for women and children are being operated in 29 routes in Tirunelveli, Thoothukudi and Nagercoil Regions.
- This corporation earns additional revenue by permitting commercial advertisements on 30 air-conditioned buses for full-body advertisements, 52 town red buses for left

and right side body advertisements on a monthly rental basis, and also by allowing advertisements on the depot's compound walls.

- Passenger's next stop Audio Announcement System was implemented in 250 city buses plying in Tirunelveli Corporation.
- 10 Kilowatt Solar roof Top panel was installed at Tirunelveli Region Head Office by which saving was realized 11.12% of electricity charges.
- A Driving Range for special training to drivers has been constructed at Ranithottam in Kanniyakumari District.

4. TAMIL NADU MOTOR VEHICLES MAINTENANCE DEPARTMENT

4.1 Introduction

The Motor Vehicles Maintenance Department, comprising of 20 Government Automobile Workshops situated in Chennai and various District Head Quarters all over the State including three Regional Deputy Directorates, is functioning for the maintenance of Government Department Vehicles, under the control of the Director, as the Head of Department.

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. New generation Hi-tech vehicles are being purchased by the State Government Departments to avail the advantages of modern technology, fuel

economy, safety and comfort aspects. The maintenance needs of these new generation Hi-tech vehicles are being carried out at Government Central Automobile Workshop, Chennai.

Three Government Automobile Workshops at Tiruchirappalli, Madurai and Salem are functioning under the control of Regional Deputy Directors. Other Unit Offices are at Coimbatore, Vellore, Dharmapuri, Nagercoll, Cuddalore, Erode, Thanjavur, Ramanathapuram, Kanchipuram, Thirunelveli, Dindigul Thoothukudi, Villupuram, Udagamandalam, Virudhunagar and Sivagangai.

4.2 Objectives

This Department is looking after the repairs and maintenance needs of nearly 21,000 Government Departmental vehicles except PWD, Highways and Health Departments plying throughout the state. 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. There are 10 Fuel disbursing bunks functioning under the control of this Department.

The Main objective of this Department is to provide quality and proper service to the maintenance needs of all the Government Departmental vehicles in an economical and efficient manner.

4.3 Other Activities

4.3.1. Condemnation of Government Vehicles

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 and disposal of the State Government Department Vehicles. This Department is also empowered to condemn all

the Quasi-Government / Board / Central Government Department vehicles, as per the existing norms for this purpose.

This Department also disposes off the vehicles based on the orders of the Hon'ble Courts.

4.3.2 Confiscated Vehicles

All vehicles confiscated by Prohibition & Excise Department, Judicial Department, Forest Department, Police Department, Revenue Department, Civil Supplies CID etc., are being inspected, valued and disposed as per the Government orders in force.

4.3.3 Driver Training Centers

Driver Training Centres have been functioning in Government Automobile Workshops at Salem, Tiruchirapalli and Madurai of this Department for developing skill of drivers and also to refresh the Government Department drivers working in various Government Departments.

4.3.4 Government Mobile Workshop

Since the Government Automobile Workshops are functioning only at 20 Districts Head Quarters, the Government Vehicles in other districts and places where the Government Automobile Workshops are not available have to be brought to the nearest Government Automobile Workshop, for the repair and maintenance works. For this purpose, the vehicle has to travel a long distance, which will also cause more fuel and time consumption. To avoid these difficulties the Government Automobile Mobile Workshops are functioning at two places on pilot basis at Tiruchirappalli and Thanjavur.

The Government Mobile Workshops for seven other places i.e., Kancheepuram, Dindigul, Tirunelveli, Dharmapuri, Salem, Madurai and Vellore were launched on 31.12.2022.

4.4 Performance of this Department

1) Total Number of vehicles for which repairs were carried out by this Department during the Financial year 2022-2023 (01.04.2022 to 15.03.2023), is 29,940.

2) Number of vehicles condemned in different categories during the Financial year 2022-2023 (01.04.2022 to 15.03.2023) is as follows:-

Year	H.M.V.	Car	Jeep	Van	M/C	TOTAL
2022-2023 (01.04.2022 to 15.3.2023)	74	167	457	129	749	1576

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 Undertaking's employees, traffic, transportation, road safety, bus system management and to ensure that spares purchased by State Transport Undertakings conform to the specifications prescribed, for which 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, Tamil Nadu Urban Life Mission and Tamil Nadu Urban Habitat Development Board are also conducted.

The number of candidates trained in Heavy Vehicle Driver Training (HVDT) Course and Refresher Training Course are given below.

Sl. No.	Description	Number of Candidates Trained		
		Upto 2021 - 2022	2022 - 2023	Total
1	Gummidipoondi	24,565	684	25,249
2	Trichy	2,600	138	2,738
3	Other TNSTC HVDT Centres	36,780	547	37,327
TOTAL		63,945	1,369	65,314
4	Refresher Training Programmes - Gummidipoondi Centre	66,807	1,480	68,287

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 2021-22	2022-23	Total
1.	Taramani, Chennai	3,155	301	3,456
2.	Trichy	1,110	120	1,230
TOTAL		4,265	421	4,686

The Institute is conducting a one day training course to transport vehicle drivers before renewal of their license 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 2021-22	2022-23	Total
1.	Taramani, Chennai	7,306	80	7,386
2.	Gummidipoondi	3,667	29	3,696
3.	Trichy	25,679	28	25,707
TOTAL		36,652	137	36,789

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 1861 such training programmes in which 43,625 employees have benefitted upto February 2023.

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 Publication of IRT

The Research Wing of IRT has published many Research Reports pertaining to transport. 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. Other tests are carried out through Accredited Laboratories. The Laboratory has tested 5,932 samples upto Feb 2023.

5.8 Educational Institutions

The Institute has the following educational institutions from the academic year noted against them, with quota for the wards of State Transport Undertaking's employees:-

1. Government Erode Medical College & Hospital, Perundurai (Formerly IRT Perundurai Medical College & Hospital, Perundurai) (1986-1987)
2. Government Engineering College, Erode (Formerly Institute of Road and Transport Technology, Erode) (1984-1985)

3. Government Polytechnic Colleges at Chromepet, Bargur & Tirunelveli (Formerly IRT Polytechnic Colleges at Chromepet, Bargur & Tirunelveli) (1992-1993)

The Perundurai Medical College & Hospital (PMCH) has since been taken over by the Health and Family Welfare Department, vide G.O (Ms.) No.308, Dated 24.10.2018 from the academic year 2019-20 with 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 Engineering College into a Government Engineering College from the academic year 2021-22 with seat protection and through G.O. (Ms.) No.25, 26 & 27 Dated: 09.02.2023 converting the three polytechnics from the academic year 2022-23 with seat protection for the wards of the State Transport Undertaking Employees.

So far the colleges have produced 1,821 Doctors, 10,756 Graduate Engineers and 13,616 Diploma Engineers.

6. TAMILNADU TRANSPORT DEVELOPMENT FINANCE CORPORATION LIMITED

The Tamil Nadu Transport Development Finance Corporation Limited (TDFC) which is wholly owned by the Government of Tamil Nadu, began operations on March 25, 1975. The objective of TDFC was to attract 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 (NBFC).

6.1. Financial Performance

- Since its establishment in 1975, TDFC has consistently been profitable.
- 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	4737.37	-	4737.37	2330.70	2406.67
2021-2022	5508.48	-	5508.48	2190.64	3317.84
2022-2023 (B.E.)	6000.00	-	6000.00	1510.08	4489.92

6.2 Deposits

- TDFC has earned the public's faith and trust as a viable investment option. As on 28.02.2023, TDFC had Rs.9440.88 Crore in 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 01.03.2023	
	Public	Senior Citizens
12 months	7.50%	7.75%
24 months	7.60%	7.85%
36 months	7.75%	8.00%
48 months	8.00%	8.25%
60 months	8.00%	8.25%

6.4 Deposit Schemes

- At present there are two schemes of deposits.

Description	Scheme I (PIPS)	Scheme II (MMS)
Schemes	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 Growth

The growth of deposits for the last 5 financial years are as follows:

(Rs. In crores)

Year	Deposit	Increase in Deposits
2018-19	5044.38	-
2019-20	5996.44	952.06
2020-21	6792.01	795.57
2021-22	8011.75	1219.74
2022-23 (upto 28.02.2023)	9440.88	1429.12

It is to be noted that the highest Deposit growth was achieved in 2022-23 since inception.

During the financial year 2021-22 the net growth of deposit increased by Rs.1219.74 crores. This is the best achievement of highest increase of deposit in one year since inception.

6.6 Deposit under Girls Child Protection Schemes

- This is the scheme sponsored by the Government of Tamil Nadu along with the Department of Social welfare. As on 28.02.2023 there are 77236 Depositors

under Girl Child Protection Scheme with a sum of Rs.11.70 Crore.

6.7 Funds of the Company

- The total resource base of TDFC as on 28.02.2023 is given below:

Description	(Rs. in Crore)	
	Amount	Amount
Share Capital –		
(a) Government	2032.10	
(b) State Transport Undertakings	18.71	
	-----	2050.81
Reserves & Surplus		207.20
Deposits		9440.88
Borrowings from SBI and Indian Overseas Bank		4719.00
Total		16417.89

6.8 Loans

- During the year 2022-23 financial assistance has been extended to the State Transport Undertakings as indicated below:

Description	(Rs. in crore)	
	Amount	
1.Hire Purchase Loan	-	
2.Short term loan	2735.60	
3.Term Loan for Working capital	7991.05	
Total	10726.65	

- The financial assistance extended by TDFC to the State Transport Undertakings for the last 8 years is as given below

(Rs. in crore)

Year	Financial Assistance
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
2022-2023 (upto Feb'23)	10726.65

6.9 Loan Outstanding as on 28.02.2023:

(Rs in Crore)

STU Name	Loan outstanding	
	2021-22	2022-23 (upto 28.02.2023)
TNSTC (Coimbatore) Ltd	2521.04	2810.43
TNSTC (Kumbakonam) Ltd	1715.94	1948.75
TNSTC (Madurai)Ltd	1578.81	1801.88
MTC (Chennai) Ltd	1716.90	2183.10
SETC (Tamilnadu)Ltd	1508.21	1626.98

STU Name	Loan outstanding	
	2021-22	2022-23 (upto 28.02.2023)
TNSTC (Salem) Ltd	1459.41	1615.99
TNSTC (Tirunelveli)Ltd	2126.96	2393.45
TNSTC (Villupuram) Ltd	1418.37	1765.65
Total	14045.64	16146.23

Increase in lending to support the State Transport Undertakings Working Capital needs.

6.10. Lending Rates on New Loans

- TDFC is lending to STUs at very low rate of interest without much margin in order to help STUs.

Description	Interest Rate	With effect from
Hire Purchase Loan	6.90%	01.04.2021
Long Term Loan	7.00%	01.04.2021

Bank Loans are re-lent at the same rate without any margin.

6.11.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 Cash Credit facility for Rs.900 Crore from SBI vide G.O. Ms.No.113 Transport (T1) Dept. dt.04.07.2019 and Rs.225 crore vide G.O.Ms.No.54 Transport (T1) Department dt.07.06.2022. Due to this State Transport Undertakings have benefitted in interest upto Rs.80 crore per year.

7. PALLAVAN TRANSPORT CONSULTANCY SERVICES LIMITED

Pallavan Transport Consultancy Services Ltd (PTCS) was established in April 1984 as a wholly owned Company of Government of Tamil Nadu with an Authorized share Capital of Rs.50.00 lakhs with a paid up Share Capital of Rs.10.00 lakhs. The core objective of the Company is to provide Consultancy services in the area of Road Transport.

PTCS undertakes Consultancy assignments and the Company has so far completed about 67 Consultancy Projects in the domain areas of Traffic & Transportation Engineering, Intelligent Transportation System & Digitisation.

PTCS has engaged in the Projects of

- 1.Implementation and monitoring of Integrated Passenger Grievance and Complaints Redressal System for State Transport Undertakings
- 2.Common Website for State Transport Undertakings
- 3.Online Bus Pass Issuing System

for STUs through TNEGA 4. Monitoring the functioning and Technical co-ordination for Online Ticket Reservation System (OTRS) for STUs 5. Implementation of Online Ticket Reservation System (OTRS) and Electronic Ticket Machine (ETM) Project for Tamil Nadu State Express Transport Corporation.

PTCS has also presented technical Concepts for implementing new technology driven Projects under non ticketing revenue generation for STUs. PTCS is taking concerted efforts to increase its revenue source by undertaking new Projects.

8. INTER-DEPARTMENTAL CO-ORDINATION

8.1 RAILWAY PROJECTS

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

8.2 RAILWAY PROJECTS IN TAMIL NADU

8.2.1 Maniyachi – Nagercoil Doubling of Broad Gauge Railway Line:-

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. Land Acquisition works is under progress. The proposal for

alienation of Poramboke lands is under process at District Level.

8.2.2 Tindivanam – Nagari New Broad Gauge Railway 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 560.18 Hectare of Patta and 121.19 Hectare of Poramboke lands. The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition works is under progress.

8.2.3 Peralam – Karaikal New Broad Gauge Railway Line:-

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

8.2.4 Nagapattinam - Tiruthuraipoondi New Broad Gauge Railway 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 between Nagapattinam - Tiruthuraipoondi. Land Acquisition works are under progress.

8.2.5 Chinnasalem – Kallakurichi New Broad Gauge Railway 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. The proposal for alienation of

Poramboke lands is under process at District Level.

8.2.6 Villupuram – Dindigul Doubling of Broad Gauge Railway Line:-

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. The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition works is under progress.

8.2.7 Madurai – Thoothukudi Doubling of Broad Gauge Railway Line:-

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 works is under progress.

8.2.8Kanniyakumari – Thiruvananthapuram Doubling of Broad Gauge Railway Line:-

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. The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition works is under

progress. For another one unit namely Eraniel - Parasalai Administrative sanction proposal is under process.

8.2.9 Madurai – Thoothukudi via Aruppukottai New Broad Gauge Railway Line:-

This project covers Madurai, Virudhunagar, and Thoothukudi Districts for about 143.5 km. As part of the project, the section Milavittan – Melamaruthur connecting Madurai – Thoothukudi via Aruppukottai for about 18 km. The Government have accorded Administrative Sanction for acquisition of 14.99 Hectare of Patta and 1.91.90 Hectare of Poramboke lands in Thoothukudi for New Railway line between Madurai – Thoothukudi via Aruppukottai (Milavittan – Melamaruthur). The proposal for alienation of Poramboke lands is under process at District Level. Land Acquisition works is under progress. For Thoothukudi District,

Administrative Sanction proposal is under process.

8.2.10 Formation of 3rd and 4th New line between Chennai Beach and Korrukkupet:-

The alignment of this 3rd and 4th 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.

8.2.11 Formation of 4thNew line between Korukkupet and Ennore:-

Government have accorded Administrative Sanction for 6464 Sq.mt. in Chennai Distirct. Land Acquisition works are under process.

9. ROAD SAFETY MEASURES

9.1 Road Safety

As on 01.01.2023, a total of 3.35 crore vehicles comprising 0.13 crore transport vehicles and 3.22 crore non transport vehicles are plying in the State. The State of Tamil Nadu is one among the States having higher vehicle population in the Country. Buses are coming under transport category including 28,027 stage carriage buses and 3,990 mini buses. Stage carriage buses are divided as 20,213 Transport Undertaking buses and 7814 private buses. 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 80 lakhs kilometres per day and have taken various measures for road safety in the State.

9.2 Road Safety Initiatives of State Transport Undertakings

Road safety is the prevention and protection of road accidents by using all road safety measures implemented by vehicle manufacturers, Highways Department and road users. It is to secure people while travelling on roads.

Tamil Nadu Government is initiating various road safety measures in order to achieve the goal of "**Accident Free Tamil Nadu**" in coordination with other stakeholder Departments namely Police, Highways, Transport, Health and Education.

STUs are working closely with the Transport Commissionerate to implement road safety initiatives and few of those are

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
ix.	Under run protection unit

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

One of the financial burdens of State Transport Corporations is to settle the road accidents claim by the victims in which drivers of buses were the reasons for causing accidents. Therefore, STUs are concentrating to avoid accidents by drivers of the buses by imparting training to them on a continuous basis.

Various measures are being undertaken by STUs to minimise the road accidents in the State:-

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

- been totally 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, NHA I 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:-

Year	No. of Bus services	No. of Fatal accidents	No. of Fatalities
2019-2020 (Pre-COVID)	19,290	867	969
2020-2021 (During COVID)	19,290	343	381
2021-2022 (During COVID)	19,290	705	762
2022-23 (Upto January 2023)	18,723	767	839

9.4 Road Safety Fund

Every year Road Safety Fund is being allocated by the State Government through budgetary allocations. The Road Safety fund is being utilized exclusively for Road Safety related works / projects. STUs have been sanctioned a sum of Rs.2.37 crore each for the year 2021-2022.

Sl No.	STU	Amount Sanctioned (Rs.)
1	MTC	3675000
2	SETC	1275000
3	Villupuram	2650000
4	Salem	2500000
5	Coimbatore	3771000
6	Kumbakonam	2830100
7	Madurai	3000000
8	Tirunelveli	4065000
Total		23766100

9.5 Road Safety Week

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

9.6 Road Safety Awards

In order to sensitise, motivate and inspire the drivers of member of State Road Transport Undertakings (SRTUs), Association of State Road Transport Undertakings (ASRTU) has decided to felicitate the drivers of member of State Road Transport Undertakings with track record of having excellent performance, no complaints of rash driving, no punishment and accident free record during his entire service. The drivers who have made significant contributions in promoting road safety, enhancing the image of the corporation and inspiring the next generation of drivers were selected by ASRTU. 10 drivers of 5 STUs of Tamil Nadu (2 drivers from each STU viz. CBE, SLM, VPM, MDU and TNV) have been

selected for the award "Heros on the Road" and will be felicitated by the Hon'ble Union Minister of Road Transport and Highways.

10. FUTURE POLICIES AND ROAD MAP

The crown of the future policy of the bus transport is to achieve the following three objectives (3C):

- **Clean:** Pollution-free, leading to clean air, better health and living standards
- **Convenient:** Seamless, safe, affordable, accessible for all sections including the elderly & disabled and connected – both in terms of technology as well as connecting key rural and urban centers
- **Congestion-free:** Minimum congestion levels, and hence enhanced economic efficiency

10.1 Welfare of Labour

98% of the work force in the 8 Tamil Nadu State Transport Undertakings is covered under wage settlement which is executed between Management and Trade Unions in periodic intervals and now the settlement period

is once in 4 years. Welfare measures for the benefit of employees have been provided based on the settlement executed.

10.2 Alternate Fuels (Non Conventional Fuels)

Petroleum based fossil fuels are used to operate vehicles which caused pollution and degradation of environment and the sources of fuel are scarce. In recent years, eco-friendly, efficient and economical 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 to 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 emission free or less 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 emissions (e.g. air pollutants or CO_2) 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. To increase the share of green vehicles in the State, the Tamil Nadu State Government has recently announced the Tamil Nadu Electric Vehicle Policy-2023 and provides incentives for procurement of electric buses. The Government have also announced the Tamil Nadu City Gas Distribution (CGD) Policy-2023 for the Liquefied / Compressed Natural Gas (CNG) to vehicles.

10.3 Integrated Transport System

Seamless transportation is the main aim of the integrated transport system and to ensure this, integration of fare, passenger information of all public transport modes viz: bus, suburban train, metro rail, MRTS should be made. CUMTA is facilitating the integration of the modes.

S. No	Integration	Description
1.	Fare Integration	A unified travel card 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 Coordination with Southern Railway for expediting the Railway Projects

The Transport Department is the Nodal Agency of the State Government 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

Governments or multi-lateral funding agencies are fixing parameters to evaluate the results for disbursement of Viability Gap Fund (VGF) or subsidies. As in practice, 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. The 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 Indicators (KPIs) and norms for State Transport

Undertakings to assess the level of performance and interim report was submitted.

10.6 Diversification of the Services

Diversified bus services, as a new type of urban public transport mode to meet the various needs of passengers, have become more and more popular in many cities all over the world. It is an attempt to minimise the losses and uplift the bus commuting system by 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 passengers on time adherence, safety, affordability, comfort, cleanliness and reliable passenger Information Systems and to make sustainable public transport services.

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. STUs will work towards Hub and Spoke model in operation of buses.

10.8 Bus Services to Facilitate Economic Growth and Development

Bus transportation is essential for people to be able to go to work, education or different places to fulfill social obligations. The economic contribution of bus transportation is

unimaginable, it is a fundamental part of the economy. It also opens up remote villages as well as resources for production. It helps in bridging the gap between villages and cities. With a good bus transportation system, men can easily travel to and fro. People living in remote villages will be able to avail employment opportunities in cities and provide for their families. Thus, a good transportation system opens up various employment opportunities in different sectors contributing to the economic development of the country.

10.9 Bus Construction based on Fully Built and Custom Built

During the last two decades, there has been an exponential growth in the number of automobiles in India. The rate of the growth is manifold in personalized vehicles as compared to public transport vehicles. Unfortunately, number of roads and road space has not increased in

tandem with the growth of vehicular population. This situation has posed a serious challenge to Road Safety and Environment. Enhancing the safety provisions in buses, bus body code was implemented in India and Bus body Code (AIS 052) is applicable to all buses registered after 1st 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

As per condemnation policy, 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. As on 28.02.2023, about 50.27% of the bus fleet of STUs is overage since new buses have not been procured from the year 2019-2020 due to Covid-19 impact and paucity of funds.

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 smooth ridership 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. The Government have sanctioned funds to renovate 1000 old buses and firms for the works have been selected.

10.11 Commercial Utilisation of State Transport Corporation Land Assets

State Transport Undertakings can no longer depend on fare box revenue alone through on board collection, passes revenue and reimbursement of travel cost for concession holders by the Government. They have to tap other sources of revenue. There is a revenue source other than traffic revenue which is known as the commercial revenue, it can certainly help STU's to minimise their recurring loss. In recent times, it has been realized by the STUs 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 through Advertising

Most of the State Road Transport Corporations in India are incurring losses and Tamil Nadu State Transport Undertakings are no exception in this aspect. Unprofitable STUs remain dependent on State support for

sustaining operations including working capital for salaries, pensions, statutory payment 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. 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 town vehicles and other areas.

10.13 Fleet Replacement

Replacement of overage vehicles 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. The 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. The other factors that determine replacement are 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) / Liquefied

Natural Gas (LNG) etc. and analysing the cost benefits duly considering the life expectancy, cost of maintenance and cost of capital.

G.O.(Ms)No.70, Transport (A) Department, dated 08.07.2021 spells out 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.

10.14 Gross Cost Contract (GCC) Model

Public Private Partnerships (PPPs) have emerged as a way for State Road Transport Corporations that lack financial resources to introduce or scale bus services. With a burgeoning demand for mobility, PPPs hold the potential to serve as a solution to cover the investment needs of the bus sector and ramp up quality of bus services.

Gross Cost Contract (GCC) Model is one of 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 and also technology expertise for new version vehicles. Further, cost towards salary of manpower for maintenance and other staff are 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 shall maintain a moderate number of owned buses with appropriate staff in case of emergencies.

10.15 Women Safety Measures

Transportation for women is a challenge, if the public transportation is not reliable. In order to ensure safety of women while travelling in buses, waiting at bus terminals and bus depots, CCTVs based surveillance systems has been established and an exclusive Command Control Centre was started to monitor CCTV based surveillance systems. The system is now in full-fledged operation covering 2500 buses and 66 bus terminals/depots/units of MTC. In addition, panic buttons are provided in the buses to communicate emergencies to the Control Centre and Police control Room while pressing it by a commuter It will be expanded to all the buses of 8 State Transport Undertakings in due course.

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 STUs are cost efficient and also meet certain norm based performance indicators which will lead to better passenger satisfaction. The Committee has submitted its interim report.

10.17 Fare Policy

The Government is the Authority for fixation of rates of fare for stage carriage buses in Tamil Nadu. Fare revision was effected in Tamil Nadu during the year 2001, 2011 and 2018

intermittently. During the same period neighbouring States of Karnataka, Andhra Pradesh and Kerala revised the fare 16 times, 10 times and 10 times respectively whereas in Tamil Nadu the bus fare was revised only twice after 2001.

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

10.18 Single Mobility Card (SMC)

To ensure a seamless travel across buses, metros and other transport systems in addition to retail shopping and purchase, a Single Mobility Card (SMC) can serve the purpose. It is a digital eco system of low value payments.

The Single 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 Single Mobility Card supported by RuPay platform, facilitates multi-modal transit and offline payment also. SMC is to be implemented in Metropolitan Transport Corporation Limited once cashless transaction is implemented under KfW Project.

10.19 GPS based Bus Stop Announcement System

GPS based automated next bus stop announcement system provides 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. 710 buses of 6 STUs are provided with bus stop announcement system for passenger convenience.

10.20 Dashboard for Monitoring the Physical and Financial Performance

Physical and financial performance indicators of 8 State Transport Undertakings are delivered daily on the mobile and it will be viewed by the Chairman and Managing Directors/Chief Financial Officers of STUs. The performance indicators are daily communicated

to the Office of the Hon'ble Chief Minister to provide it in the Hon'ble Chief Minister Dashboard. This Dashboard provides the Key Performance Indicator (KPI) on the screen. Monthly performances are also provided in the dashboard for comparison with the previous periods.

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

Bus mode is the only public transport mode, to provide first and last mile connectivity since it is flexible to operate to the nook and corners of the demand area. STUs have fulfilled the last mile connect through its 9620 city/town buses.

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%, 1/3rd, Free token etc.,) to the different categories of persons to travel in 8 State Transport Undertaking through online mode. Online pass issuing system is being developed.

10.23 Cashless Ticketing System

The Country is moving to the digital payment system after implementation of Unified Payment Interface (UPI) for very small denominations by the Government. Bus commuters are now familiar with UPI transactions and using it for their purchase of tickets. Online electronic ticketing system with an option of cashless transaction helps the passengers to pay for the ticket and also to the conductors for issuing tickets and accounting. This system improves operational efficiency of State Transport Undertakings without physical strain to the conductors and also ensures the proper accountability. Under KfW Project, cashless ticketing system, is in the process for procurement.

10.24 HSD Procurement System

High Speed Diesel (HSD) 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 at discount prices.

10.25 Bio Metric Attendance System

Biometric attendance system is a digital attendance system and 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. The system has been implemented in 88% of the locations including Corporate Offices, Regions, Depots and other

Units. All employees of 5 STUs were brought under bio-metric attendance system.

10.26 Enhancing Tyre Life with Nitrogen Inflation

Nitrogen is more stable than oxygen, reduces the running temperature of tyre, increases tyre life, improves ride quality, better grip on roads and there is no need to check air pressure every couple of days and more safer. In case of punctures, nitrogen escapes slowly from the tyre, giving one enough time to visit the nearby station. 34 bus depots are using Nitrogen for tyre inflation.

CONCLUSION

Under the aegis of the **Hon'ble Chief Minister of Tamil Nadu**, Eight Government owned State Transport Undertakings provide bus services to the people of Tamil Nadu through well connected bus route network during the post pandemic period at the same fare fixed in the year 2018 despite increase in input costs and incurring huge financial crunch. The social inclusion scheme for women has been effected by the Government by permitting them to make free travel in ordinary town buses and extended it to the persons with disability along with escorts and transgenders. The success of the scheme have been assessed by the State Planning Commission from the beneficiaries and concluded that every woman who travelled in the buses under the scheme saved an average of Rs.888 per month in lieu of travel cost and used the savings for some other purposes including food, clothing, education fees, health

care, improvement in their home etc. The success reflected in the quantity of travel by women in buses and the availed fare free facility. So far more than 256.66 crore bus trips were made by women under the scheme.

The Government has implemented features that are passenger friendly like real time information based in the mobile phones and websites, ensuring safety of the women and children travelling in buses by CCTV based monitoring along with the facility of panic buttons for raising alerts by women during travel. In addition, various measures are being undertaken to increase the bus ridership, thus achieving fare box revenue to cross the pre-Covid level (i.e.) FY 2019-20. Measures taken to introduce emission less vehicles (BS-VI compliant diesel buses and electric buses) and to implement the information and communication technology /intelligent transport systems such

as telematics, automatic vehicle location systems, integrated software solution for operational management (ERP), common mobility card, Depot Management System (Vehicle Planning and Scheduling Vehicle Dispatch and Crew Rostering, Attendance Management System, Staff Mobile Application) are in advanced stage of appointing system integrator.

To increase the modal share of the public transport system in the total trips, Chennai Unified Metropolitan Transport Authority (CUMTA) is coordinating with other stakeholders of the public transport system to increase ridership, revenue, common mobility cards for seamless mobility in MRTS, Sub-Urban Rail and Metro Rail etc.

Hitherto depot assets were being utilized for bus operations alone, now State Transport

Undertakings are taking concerted action to modernize the bus depots/bus terminals through commercial development on public private partnership basis and generate non-farebox revenue. Further, other revenue areas are being concentrated including advertising in buses, next bus stop announcement system inside buses, retail outlet for selling petrol and diesel on commission basis, e-charging stations etc. The State has shown remarkable progress in managing road safety through strong institutional commitment, coordination and result oriented actions, through this drive. The Transport Department is committed to reduce road accidents involving buses.

This Department has achieved and crossed pre-pandemic revenue in post pandemic period through a series of concerted efforts on bus operations without fare revision and sourced new avenues for generating non fare box

revenue. The Government is taking actions to plug the gaps in bus operations and increase the efficiency in all aspects. It is the endeavor of the Department to roll out 3713 new buses by replacing over age buses/ augmentation of 1000 new buses, which will result in the State to regain the No.1 position in the Country.

S.S. Sivasankar
Minister for Transport

ANNEXURE
DEMAND No. 48
TRANSPORT DEPARTMENT
BUDGET ESTIMATE 2023-2024

(Rupees in thousands)

Sl. No.	Head of Department	Revenue	Capital	Loan	Total
1	Transport, Secretariat	6,381,71,24	900,00,03	700,80,09	7,982,51,36
2	Motor Vehicles Maintenance Department	73,57,23	-	-	73,57,23
Total		6,455,28,47	900,00,03	700,80,09	8,056,08,59

