ABSTRACT

The working methodology of Chennai Metropolitan Transport Corporation, are detailed through this case study. The organizational structure of the different functions indulged in the process of Chennai City Transport Corporation and their performance evaluation helps to develop a wide knowledge in understanding its service rendered to the public which in turn helps the Government and development of the State.

A study of planning structure, an understanding in the study of routes helps to develop a wide knowledge in the developing country like India and will also prove helpful for a comparison with the developed countries. The various difficulties and challenges faced by the Chennai Metropolitan such as lack of Multi – level parking facility, uncontrollable trip loss, poor maintenance, improper timings due to multiple reasons and the remedial measures to these problems such as proper organization, provision for proposed facilities, off-street parking facility, better maintenance measures and relative costs are given as a detailed study which helps us to foresee the ways for development and betterment of life.