

List of Figures

S.No	Figure	Page No.
2.1	TNSTC LTD.	38
2.2	Share Capital	43
2.3	Area of Operation	45
2.4	Levels of Management	50
2.5	Organisation Structure	53
2.6	Fleet Strength	58
2.7	Regional wise Fleet Strength	61
2.8	Category wise Fleet Strength	63
2.9	Number of Employees	66
2.10	Operational Staffs	69
2.11	Men Per Bus	71
3.1	Expenditure on Canteen Facility	109
3.2	Medical Expenditure	113
3.3	Uniform Expenditure	117
3.4	Overall levels of Satisfaction towards Human Resources Management	148
4.1	Breakdown per 10000 Km.	174
4.2	Accidents Per Lakhs Km	187
4.3	Fatal Accidents	190
4.4	Overall Commuter Satisfaction towards Quality of Service in Operation	206
5.1	Total Cost Per Day Per Bus on Road	212
5.2	Total Revenue Per Day Per Bus on Road	220
5.3	Variable Cost, Fixed Cost, Revenue Per Passenger Km.	225
5.4	Operating Ratio	237
5.5	Cost Vs Revenue	240