CHAPTER III
TAMIL NADU STATE TRANSPORT CORPORATION
(KUMBAKONAM) LTD., - A PROFILE

After reviewing the related studies in the Chapter II, the researcher has made an attempt to collect and present the profile related to the study unit in the present section of the study. It is believed that the attempt will deepen the understanding of the picture of the study unit namely Tamil Nadu State Transport Corporation.

Tamil Nadu is in the forefront of the subcontinent in providing an efficient transport service to the people. Transport facilities are a basic ingredient in a modern society for bringing people together and for the improvement of the society. The Tamil Nadu Government, with its transport corporations, providing various types of services like metro, mofussil, express, ghat services etc., to bring the people together. Whether it rains or shines, efficient and safe transport operation is continued in all parts of Tamil Nadu by the State Transport Undertakings.

The Transport Department is having under its control 8 State Transport Undertakings in addition to Tamil Nadu Transport Development Finance Corporation, Pallavan Transport Consultancy Services Ltd., Institute of Road Transport, Chennai and Motor Vehicles Maintenance Department.

The Transport Department is also the Nodal Agency of the State Government in respect of project implemented by the Southern Railway, Postal and Telecommunication Department of Government of India within the State of Tamil Nadu.
History of Tamil Nadu State Transport Corporation

In 1944 after the Second World War, the British led Central Government in India appointed a committee to analyze and report the status of public transport in the country. The committee so appointed analyzed the transport system all over India and found that a majority of the private operators in the transport sector were aiming at profit maximization only, ignoring public interest. The committee forwarded its report to the Government in 1946 recommending the nationalization of the Transport Sector in the better interests of the nation. The Government of India then accepted the recommendations of the committee and passed an order to all states in India to nationalize the Transport Sector.

On the basis of the order issued by the Central Government, the then Chennai Rajathani Government passed an order on 24-03-1947 to nationalize 239 private buses which were operated in Chennai, the capital of the State. As per the order of the Government, all the buses operated in Chennai were nationalized gradually before July 1948 and named as “Government Bus Service”.

In independent India, the states were reorganized in 1956 on the basis of the languages spoken by the people in different regions of the nation. The Karnataka and Andhra regions were segregated from the Chennai Rajathani region on the basis of the language spoken by the people and the remaining part of the region was renamed as the State of Madras. Hence, the ‘Government Bus Service’ was changed into ‘State Transport Department’.
The policy on nationalization of Transport Service which came into force in 1946 was not widely accepted in principle. In 1967, the Government of Tamil Nadu nationalized 495 private buses without extending their permit for further operation.

The State Transport Department was divided into Chennai, Salem, Trichy and Kanyakumari for its effective functioning and four Joint Directors were appointed under the Director in Madras to look after the effective functioning of the departments in these four sub-regions. The State of Madras was renamed as ‘Tamil Nadu’ by the then Chief Minister of the State Mr. C.N.Annadurai and hence the ‘State Transport Department’ was renamed as ‘Tamil Nadu State Transport Department’.

In 1968, the Government of Tamil Nadu appointed a high level committee to analyze the efficiency of the Tamil Nadu State Transport Department and the committee recommended that transport service should not be directly under the control of the Government and that the department might take the shape of a limited corporation. Such an initiative, it was recommended, would enable the transport sector in Tamil Nadu to function efficiently with its economic and service objectives.

The Government of Tamil Nadu on the basis of the above recommendations issued an order dated 08.11.1971 (G.O No : 86) and the erstwhile Tamil Nadu State Transport Department (Vehicles and Administration) operated in Chennai and Chengalpattu were brought under the Companies Act, 1956 and named as Pallavan Transport Corporation Limited on 01.01.1972. The establishment of Pallavan Transport Corporation Limited paved the way for the inception of other Corporations.
Following the nationalisation policy all the routes exceeding 120 miles were nationalized and introduced with buses operated exclusively by the Government. In 1971, the **Tamil Nadu Fleet Operators Stage Carriages (Acquisition) Act** was enacted by which all the routes, buses, workshops and the staff of the five fleet operators owning 50 permits and above were acquired and transferred to three STUs namely, Pandian Roadways Corporation, Cheran Transport Corporation and Cholan Roadways Corporation. After that, the extent of nationalization of passenger bus service has increased by 15 per cent between the period 1978 and 1988.

The number of transport corporations in Tamil Nadu had gone up to 21 as on 31.01.2000 through the progressive nationalization and bifurcation of the large units and establishment of new corporations. Again during the year 2006 for administrative reasons, these 21 Corporations were amalgamated in to 8 and renamed.

**Functioning of TNSTC – An Overview**

At present there are 8 STUs functioning under the administrative control of the transport department. These undertakings with a fleet strength of 21,169 buses provide one of the largest network of bus services in the country. Operational schedules comprise 3,140 metropolitan services in Chennai city, 6,595 town buses in districts, 8,007 mofussil services, 521 ghat section services, and 904 services in express routes -545 routes inside the State and 359 routes both in and outside the State of Tamil Nadu. In addition, these STUs operate extra services as specials to meet the needs of public on various festival occasions. Daily the Corporation buses cover 87.59 lakh kilometers carrying 208.36 lakh passengers. Although about 70 per cent of the services operated by the STUs are uneconomical, not generating sufficient income to meet out the cost in full, they are still
maintained in order to cater to the increasing public demand, for bus facility. The total number of routes operated by STUs as on 31.01.2001 was 19,167.

In Tamil Nadu, private bus operators with profit motive are not willing to ply their services in substandard roads and sparsely populated rural areas due to economic unviability. Though ignored by private bus operators, most of the villages in Tamil Nadu enjoy the bus transport facilities offered by the STUs. All STUs in Tamil Nadu provide transport facilities to the villages with a population of 1,500 and above and at present they have started to render services to the villages even with a population of 1,000 and above. In addition to regular services, special services for fairs and festivals are also provided by these Undertakings. The STUs in Tamil Nadu provide 24 hours - round the clock service to almost all parts of the State.

Tamil Nadu State Transport Corporation (TNSTC) is the Government public transport bus operator of Tamil Nadu. It operates buses on intra and interstate bus routes. It operates on city routes also. TNSTC is the second largest transport corporation in India and is well known for its route coverage almost to every remote area in Tamil Nadu. In the 2010-2011 budget, it was announced that 5000 new buses would be added to the corporations within 5 years. TNSTC bus fare is the lowest in the country. TNSTC was the first in India to introduce excellent paintings in buses.
**Services Offered by TNSTC**

As on 30-06-2011, the services offered by the State Transport Undertakings to the travelling public are given in Table 3.1.

**Table 3.1**
**Services offered by TNSTC**

<table>
<thead>
<tr>
<th>Types of Services</th>
<th>No. of Buses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chennai Metro – City Services</td>
<td>3140</td>
</tr>
<tr>
<td>Town Services (in Districts)</td>
<td>6595</td>
</tr>
<tr>
<td>Mofussil Services</td>
<td>8007</td>
</tr>
<tr>
<td><strong>Express Services</strong></td>
<td></td>
</tr>
<tr>
<td>Inside State</td>
<td>545</td>
</tr>
<tr>
<td>Outside State</td>
<td>359</td>
</tr>
<tr>
<td>Ghat Services</td>
<td>521</td>
</tr>
<tr>
<td><strong>Total Services</strong></td>
<td>19167</td>
</tr>
<tr>
<td><strong>Spare Buses</strong></td>
<td>2002</td>
</tr>
<tr>
<td><strong>Total Fleet Strength</strong></td>
<td>21,169</td>
</tr>
</tbody>
</table>

Source: Records of the TNSTC Ltd., Kumbakonam Region.

From 3.1 it can be perceived that city and town services constitute more than half (50.7 per cent) of the total services. The operating revenues from these services are comparatively less than that of other services yet the Corporation operate these services in large number in order to ensure transport for all sections of people.
Physical Performance

The Physical Performance indicators of the TNSTC Ltd. during the years 2010-2011 and 2011-2012 (up to June) are given in Table 3.2.

Table 3.2
Physical Performance of TNSTC Ltd.,

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Item</th>
<th>2010-2011</th>
<th>2011-2012 (April – June)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Fleet Strength</td>
<td>21,154</td>
<td>21,169</td>
</tr>
<tr>
<td>2.</td>
<td>Scheduled Services</td>
<td>19,110</td>
<td>19,167</td>
</tr>
<tr>
<td>3.</td>
<td>Fleet Utilization</td>
<td>94.39%</td>
<td>94.51%</td>
</tr>
<tr>
<td>4.</td>
<td>Total Kilometers operated per day (in lakhs kms)</td>
<td>87.59</td>
<td>89.10</td>
</tr>
<tr>
<td>5.</td>
<td>Kilometer Efficiency (Excluding specials)</td>
<td>99.07%</td>
<td>99.20%</td>
</tr>
<tr>
<td>6.</td>
<td>Kilometer Efficiency (Including specials)</td>
<td>104.04%</td>
<td>104.39%</td>
</tr>
<tr>
<td>7.</td>
<td>Total Passengers carried per day (in Lakh)</td>
<td>208.36</td>
<td>210.00</td>
</tr>
<tr>
<td>8.</td>
<td>Occupancy Ratio</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>City and Town</td>
<td>77.50%</td>
<td>68.81%</td>
</tr>
<tr>
<td></td>
<td>Mofussil</td>
<td>100.15%</td>
<td>106.18%</td>
</tr>
<tr>
<td></td>
<td>Express</td>
<td>87.84%</td>
<td>93.79%</td>
</tr>
<tr>
<td></td>
<td>Ghat</td>
<td>102.13%</td>
<td>102.25%</td>
</tr>
<tr>
<td></td>
<td>Overall</td>
<td>89.87%</td>
<td>89.69%</td>
</tr>
<tr>
<td>9.</td>
<td>Breakdown/10,000 Km</td>
<td>0.01</td>
<td>0.01</td>
</tr>
<tr>
<td>10.</td>
<td>Accidents/1,00,000 Km</td>
<td>0.25</td>
<td>0.25</td>
</tr>
<tr>
<td>11.</td>
<td>Total Accidents</td>
<td>8013</td>
<td>1837</td>
</tr>
<tr>
<td></td>
<td>Fatal Accidents</td>
<td>1472</td>
<td>327</td>
</tr>
<tr>
<td></td>
<td>No.of Persons dead</td>
<td>1656</td>
<td>361</td>
</tr>
<tr>
<td>12.</td>
<td>Fuel Performance (KMPL)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>City and Town</td>
<td>5.07</td>
<td>5.05</td>
</tr>
<tr>
<td></td>
<td>Mofussil</td>
<td>5.47</td>
<td>5.37</td>
</tr>
<tr>
<td></td>
<td>Express</td>
<td>5.03</td>
<td>5.03</td>
</tr>
<tr>
<td></td>
<td>Ghat</td>
<td>4.15</td>
<td>4.16</td>
</tr>
<tr>
<td></td>
<td>Average</td>
<td>5.25</td>
<td>5.20</td>
</tr>
<tr>
<td>13.</td>
<td>Engine oil consumption per 10,000 Kms (in litres)</td>
<td>3.81</td>
<td>3.96</td>
</tr>
<tr>
<td>14.</td>
<td>Km run per condemned tyre (in lakh kms)</td>
<td>1.64</td>
<td>1.64</td>
</tr>
<tr>
<td>15.</td>
<td>Retreading Factor</td>
<td>3.38</td>
<td>3.30</td>
</tr>
<tr>
<td>16.</td>
<td>Men per bus including work shop (for scheduled services)</td>
<td>6.69</td>
<td>6.68</td>
</tr>
</tbody>
</table>

Source: Records of the TNSTC Ltd., Kumbakonam Region.
Table 3.2 envisages that all the physical performance indicators of the TNSTC show an improvement over the previous year. It shows that the performance of the Corporation is on the better side. Even though there are improvements in the overall physical performance of the Corporation yet, the profit earning capacity has not been improved. Being a public utility service sector, it cannot be expected to operate on profit motive. However, the performance of the Corporation should aim at eradication of operative losses.

The main reason for operative losses of the Corporation is low rate of bus fare. The fare in Tamil Nadu has not been revised since December 2001 in the interest of the travelling public, though Diesel and Establishment costs have increased several times.
Fare Structure – Comparison with other Southern States.

The bus fare per Kilometre in Tamil Nadu is the lowest in the Country. The existing fare structure for Mofussil services in Tamil Nadu with comparative figures of neighbouring States is given in Table 3.3.

Table 3.3

<table>
<thead>
<tr>
<th>State</th>
<th>Fare Effective From</th>
<th>Mofussil (Ordinary)</th>
<th>Semi Deluxe</th>
<th>Super Deluxe</th>
<th>Ultra Deluxe</th>
<th>Air Conditioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tamil Nadu</td>
<td>06.12.2001</td>
<td>28</td>
<td>32</td>
<td>38</td>
<td>52</td>
<td>85</td>
</tr>
<tr>
<td>Andhra Pradesh</td>
<td>16.07.2011</td>
<td>50</td>
<td>62</td>
<td>70</td>
<td>82</td>
<td>105</td>
</tr>
<tr>
<td>Kerala</td>
<td>08.08.2011</td>
<td>55</td>
<td>60</td>
<td>65</td>
<td>75</td>
<td>90</td>
</tr>
<tr>
<td>Karnataka</td>
<td>26.06.2011</td>
<td>43</td>
<td>65.70</td>
<td>80</td>
<td>102</td>
<td>134.50</td>
</tr>
</tbody>
</table>

Source: Policy Note of the Transport Department, Government of Tamil Nadu, 2011.

From Table 3.3, it can be conformed that the bus fare per passenger per kilometer in Tamil Nadu is the lowest among the southern states of the country. All the other states have revised their fare structure during 2011, whereas Tamil Nadu has still been following the same rates since 2001.
Financial Position of the State Transport Undertakings at a Glance

Due to increase in the operational costs mainly on account of wage revisions, diesel price increase and the non-revision of fare for the last ten years which is the lowest in the country, the State Transport Undertakings have been suffering huge financial losses every year. The loss for the year 2010-2011 is Rs. 1453.43 crore (pre audit).

Wage Revision

As per the settlement, employees of State Transport Undertakings are eligible for increase of wages. The wage increase ranges from a minimum of Rs.2,000 per month to a maximum of Rs. 4543 per month per employee. The State Transport Undertakings are incurring 58.36 per cent of the total revenue towards establishment costs.

Diesel Cost

The Oil Companies periodically revise the price of the Petroleum Products depending upon global market prices. The Diesel price has been increased 138 per cent since last revision of bus fare in the year 2001. The State Transport Undertakings are incurring about 44 per cent of the revenue towards Diesel Cost. The expenditure on consumption of diesel for the State Transport Undertakings was Rs. 2467.81 crore in the year 2010-2011.
Transport Corporations In Tamil Nadu

Initially the Government of Tamil Nadu organize the road passenger transport service under the norm of ‘One District One Corporation’ till 1995-96. Until which time, there were 21 Corporations in the State. In order to reduce the administrative overheads and to avoid wasteful competition in the operation of services among the Corporations, it was decided to amalgamate the existing 21 Corporations. So, in 1996-97 the separate entity of those 21 Corporations was given up and they were all amalgamated into a single unit called Tamil Nadu State Transport Corporation. At present the Tamil Nadu Government runs bus service under different divisions of TNSTC. The following are the eight divisions of transport corporations functioning in Tamil Nadu with the objective to serve the people.

Metropolitan Transport Corporation (Chennai) Limited

Metropolitan Transport Corporation (Chennai) Ltd. is the monopoly bus operator in Chennai Metropolitan Area with a fleet strength of 3421 buses plying on 696 routes. Metropolitan Transport Corporation (Chennai) Ltd. operates 42,354 trips per day. In Chennai Metropolitan Area (CMA) alone, over 55 lakh passengers travel in Metropolitan Transport Corporation Ltd., buses every day. It has ordinary, LSS Deluxe, Volvo A/C and Vestibule buses in its operations.

Metropolitan Transport Corporation (Chennai) Ltd., offers concessional tickets to passengers under various plans like ‘Monthly Season Ticket’ and “Travel as You Please” ticket which have been well appreciated by the public. About 61,000 ‘Travel as You Please’ daily tickets are being purchased by the General Public per day.
Metropolitan Transport Corporation (Chennai) Ltd., has taken action to provide bus links to suburban and MRTS railway stations for the convenience of the public.

Monitoring of bus movement by ‘Global Positioning System (GPS)’ is being implemented in 550 vehicles. Further, Digital Display Boards have been installed in 51 bus stops.

State Express Transport Corporation Tamil Nadu Limited, Chennai

The State Express Transport Corporation Tamil Nadu Ltd., with a fleet strength of 985 buses operates 543 long distance services in Tamil Nadu, 52 services to Andhra Pradesh, 137 services to Karnataka, 94 services to Kerala and 78 Services to Puducherry. It also operates 81 spare buses.

The Corporation carries an average of 75,000 passengers per day. State Express Transport Corporation Ltd has introduced Vehicle Tracking System using Global Positioning System Technology in 50 vehicle plying between Trichy and Chennai. The GPS based Passenger Information Display Boards informing the expected arrival time of the buses have been installed at important destination like, Chennai, Villupuram, Trichy etc.,
Tamil Nadu State Transport Corporation (Villupuram) Limited

Tamil Nadu State Transport Corporation (Villupuram) Ltd., operates buses in Villupuram, Vellore and Kancheepuram Districts. This Corporation operates 3139 services including 30 Air conditioned Volvo buses, covering 16.25 lakh Km and provides transport facilities to 27.51 lakh passengers every day.

Tamil Nadu State Transport Corporation (Salem) Limited

Tamil Nadu State Transport Corporation (Salem) Ltd., operates buses in the Districts of Salem, Namakkal, Dharmapuri and Krishnagiri. The Corporation operates 831 Town Services, 1054 Mofussil Services and 20 Ghat Services. This Corporation operates about 9.76 lakh kms, carrying 19.63 lakh passengers every day. The Corporation is providing bus facilities to the tourist places like Yercuad, Kolli Hills, Hogennekkal, Tharamangalam, Thiruchengode (Arthanarishwarar Temple), Namakkal (Anjaneyar Temple), and Mettur.

Tamil Nadu State Transport Corporation (Coimbatore) Limited

Tamil Nadu State Transport Corporation (Coimbatore) Ltd., provides bus transport services in Coimbatore, Tirupur, Nilgiris and Erode Districts. The operation consisting of 1234 Town services 1076 Mofussil services and 399 Ghat services, covers 12.55 lakhs kms and carries 29.61 lakh passengers every day.

The Corporation is operating buses to important pilgrim and tourist centres like Bannari, Karamadai, Poondi, Valparai, Mettupayalam Coonoor and Ooty.
Tamil Nadu State Transport Corporation (Madurai) Limited

Tamil Nadu State Transport Corporation (Madurai) Limited, operates buses in Madurai Dindigul, Theni, and Virdhungar Districts. Their Operation consists of 2250 services which include 1331 Town services, 855 Mofussil and 64 Ghat services. The Corporation covers 10.62 lakh kms and provides transport services to 23.95 lakh passengers per day. Special services are being operated during festivals like, Veerapandi, Mariamman Festival, Irukkankudi Mariamman Festival, Palani Thaipoosam Festival etc.

Tamil Nadu State Transport Corporation (Tirunelveli ) Limited

This Corporation is operating buses in Tirunelveli, Thoothukudi, Kanyakumari Districts and to the State of Kerala. The Corporation operates 1780 services daily, which include 931 Mofussil Services and 849 Town Services, covering 8.25 lakh kms and providing transport services to about 18.89 lakh passengers per day. This Corporation is operating buses to important pilgrim and tourist centres like Tiruchendur, Sankarankoil, Suseendram, Tiruvandrum, Uvari, Kanniyakumari and Courtallam.

Tamil Nadu State Transport Corporation (Kumbakonam) Ltd.,

This corporation was established in the year 1972, in the name of ‘Cholan Roadways Corporation Ltd.,’ Kumbakonam with its headquarters at Kumbakonam. The passengers transport vehicles owned by the private firms like Raman & Raman and SRVS were nationalised by the Government, along with employees with effect from 1st March 1972.
Tamil Nadu State Transport Corporation (Kumbakonam) Ltd., operates buses in Thanjavur Thiruvarur, Nagapattinam, Trichy, Karur, Perambalur, Ariyalur, Pudhukottai, Sivagangai and Ramanathapuram Districts.

The operation consisting of 1189 Town Services and 2061 Mofussil Services covers 16.45 lakh kms per day and carries 35.67 lakh passengers every day. This Corporation is operating its buses to important pilgrim and tourist centres like Nagore, Vellankanni, Thirunallar, Swamimalai, Kumbakonam, Thanjavur, Srirangam, and Rameshwaram.

**General Administrative Hierarchy**

The Chief Executive of each Corporation is called as the Managing Director and he is the one of the Directors of the Board. The Secretary of the Government Transport Department is the Chairman of the entire Corporation and also the Board of the concerned Corporation. The Board governs and approves the action and ratification of the Chief Executive of the concerned corporation. The Board delegates the power of both administrating and finance to the Chief Executive. The administrative hierarchy is depicted in the form of a flow chart in figure 3.1.
Figure 3.1

General Administrative Hierarchy
TNSTC Kumbakonam Region

The present study relates to Tamil Nadu State Transport Corporation, Kumbakonam Region. This Corporation came into existence on 1st March, 1972 with its head quarters at Kumbakonam. The objective of the Corporation is to provide efficient, economical and coordinated transport facility to the public in the jurisdiction of Thanjavur, Nagapattinam and Thiruvarur Districts.

The Kumbakonam Region has been divided into 21 branches which are grouped under five units namely, Kumbakonam, Thanjavur, Tiruvarur, Mayiladuthurai and Nagapattinam. The details of the branches are given in the form of the chart in figure 3.2.
Figure 3.2
Branches of Kumbakonam Region

KUMBAKONAM REGION

UNIT I (Kumbakonam)
1. Kumbakonam Mofussil
2. Kumbakonam Town I
3. Kumbakonam Town II
4. Nannilam

UNIT II (Thanjavur)
1. Thanjavur Mofussil
2. Thanjavur Town I
3. Thanjavur Town II
4. Trichy

UNIT III (Tiruvarur)
1. Tiruvarur
2. Pattukottai
3. Mannargudi
4. Peravoorani

UNIT IV (Mayiladuthurai)
1. Mayiladuthurai Mofussil
2. Mayiladuthurai Town
3. Sirkali
4. Poraiyar
5. Chidambaram

UNIT V (Nagapattinam)
1. Nagapattinam
2. Karaikal
3. Thiruthuraipoondi
4. Vetharaniyam
According to 1991 Census Report, 71 per cent of the people in the district covered under Kumbakonam Region is living in rural areas. They are mainly engaged in agriculture and other allied activities and others living in urban and semi-urban areas are engaged in industries like sugar, textiles, cement, handicrafts, dairy, flour etc., in addition to agriculture and weaving. Usually, the people living in the rural areas travel to towns for employment, education, medical treatment, pilgrimage and shopping purposes.

The large magnitude of transport needs of rural people in Kumbakonam Region are met by the Tamil Nadu State Transport Corporation (TNSTC). About five lakh rural passengers per day are benefited in Kumbakonam Region by this transportation. In Tamil Nadu, the TNSTC is the only bus operator, which is operating about 60 per cent of town buses to cater to the needs of the rural public even though it is uneconomical. Presently it is operating with a fleet strength of 1,246 buses.
Fleet Strength

The TNSTC Kumbakonam Region operates three types of bus services. They are: town bus services, mofussil services and express services. The total fleet strength of the Corporation in all these three types of services are given in Table 3.4.

Table 3.4
Fleet Strength

<table>
<thead>
<tr>
<th>Year</th>
<th>Town</th>
<th>Mofussil</th>
<th>Express &amp; Spare</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001 – 02</td>
<td>328</td>
<td>336</td>
<td>62</td>
<td>726</td>
</tr>
<tr>
<td>2002 – 03</td>
<td>333</td>
<td>347</td>
<td>62</td>
<td>742</td>
</tr>
<tr>
<td>2003 – 04</td>
<td>335</td>
<td>363</td>
<td>67</td>
<td>765</td>
</tr>
<tr>
<td>2004 – 05</td>
<td>335</td>
<td>369</td>
<td>67</td>
<td>771</td>
</tr>
<tr>
<td>2005 – 06</td>
<td>335</td>
<td>446</td>
<td>72</td>
<td>853</td>
</tr>
<tr>
<td>2006 – 07</td>
<td>328</td>
<td>439</td>
<td>77</td>
<td>844</td>
</tr>
<tr>
<td>2007 – 08</td>
<td>338</td>
<td>447</td>
<td>77</td>
<td>862</td>
</tr>
<tr>
<td>2008 – 09</td>
<td>454</td>
<td>612</td>
<td>78</td>
<td>1144</td>
</tr>
<tr>
<td>2009 – 10</td>
<td>507</td>
<td>661</td>
<td>78</td>
<td>1246</td>
</tr>
<tr>
<td>2010 – 11</td>
<td>507</td>
<td>661</td>
<td>78</td>
<td>1246</td>
</tr>
</tbody>
</table>

% to Total | 41   | 53       | 06             | 100   |

Source: Records of the TNSTC Ltd. Kumbakonam Region.

Table 3.4 presents the fleet strength of TNSTC, Kumbakonam Region. It can be understood from the Table 3.4 that the number of mofussil services has almost been doubled during the 10 years of the review period. The number of mofussil buses has increased from 336 in 2001 – 02 to 661 in 2010 – 11 which works out to an increase of 97 per cent. Mofussil buses constitute the maximum of 53 per cent to the total number of
buses during the study period. The increase in the mofussil buses may be due to the addition and expansion of routes in the operational area of the Corporation.

The strength of town buses has increased from 328 to 507 during the same period representing an increase of 65 per cent. The increase in Town bus services enriches the rural services. The overall increase in the fleet strength during the last decade is around 72 per cent. The fleet strength of the express services has been increased from 62 to 78 representing only 26 per cent during the same period. To conclude, it can be understood that the TNSTC Kumbakonam Region is keen on increasing its services quantitatively to the rural areas even in economically unviable routes.
Fleet Utilisation

All the fleets are not utilized in all the times. Strike, absenteeism and bus accidents affect the effective utilisation of fleets. The details regarding fleet utilization during the last 10 years is given in Table 3.5.

Table 3.5
Fleet Utilisation

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage of Fleet Utilisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001 – 02</td>
<td>94</td>
</tr>
<tr>
<td>2002 – 03</td>
<td>92</td>
</tr>
<tr>
<td>2003 – 04</td>
<td>93</td>
</tr>
<tr>
<td>2004 – 05</td>
<td>94</td>
</tr>
<tr>
<td>2005 – 06</td>
<td>94</td>
</tr>
<tr>
<td>2006 – 07</td>
<td>95</td>
</tr>
<tr>
<td>2007 – 08</td>
<td>94</td>
</tr>
<tr>
<td>2008 – 09</td>
<td>95</td>
</tr>
<tr>
<td>2009 – 10</td>
<td>94</td>
</tr>
<tr>
<td>2010 – 11</td>
<td>96</td>
</tr>
</tbody>
</table>

Source: Records of the TNSTC Ltd. Kumbakonam Region.

From Table 3.5, it is found out that the utilization rate has increased marginally from 94 per cent to 96 per cent. There has been some under utilization. Except for 3 years, in all other years the utilization rate is less than 95 per cent. This may be due to absenteeism of employees or break down of buses. Since spare bus services are available, it is easily possible for the TNSTC Kumbakonam Region to improve its fleet utilization in the future.
Bus Operation

The average kilometers operated by a bus per day is calculated and given in Table 3.6 to know whether there is any increase in the kilometer coverage.

<table>
<thead>
<tr>
<th>Year</th>
<th>Town</th>
<th>Trend %</th>
<th>Mofussil</th>
<th>Trend %</th>
<th>Overall</th>
<th>Trend %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001 – 02</td>
<td>353</td>
<td>100</td>
<td>444</td>
<td>100</td>
<td>399</td>
<td>100</td>
</tr>
<tr>
<td>2002 – 03</td>
<td>363</td>
<td>102.8</td>
<td>454</td>
<td>102.2</td>
<td>409</td>
<td>102.57</td>
</tr>
<tr>
<td>2003 – 04</td>
<td>368</td>
<td>104.2</td>
<td>469</td>
<td>105.6</td>
<td>421</td>
<td>105.51</td>
</tr>
<tr>
<td>2004 – 05</td>
<td>345</td>
<td>97.7</td>
<td>466</td>
<td>105</td>
<td>409</td>
<td>102.51</td>
</tr>
<tr>
<td>2005 – 06</td>
<td>352</td>
<td>99.7</td>
<td>460</td>
<td>103.6</td>
<td>413</td>
<td>103.51</td>
</tr>
<tr>
<td>2006 – 07</td>
<td>361</td>
<td>99.7</td>
<td>481</td>
<td>108.3</td>
<td>433</td>
<td>108.77</td>
</tr>
<tr>
<td>2007 – 08</td>
<td>360</td>
<td>102</td>
<td>485</td>
<td>109.2</td>
<td>434</td>
<td>108.77</td>
</tr>
<tr>
<td>2008 – 09</td>
<td>357</td>
<td>101.1</td>
<td>480</td>
<td>108.1</td>
<td>430</td>
<td>107.77</td>
</tr>
<tr>
<td>2009 – 10</td>
<td>353</td>
<td>100</td>
<td>481</td>
<td>108.3</td>
<td>429</td>
<td>107.52</td>
</tr>
<tr>
<td>2010 – 11</td>
<td>356</td>
<td>100.8</td>
<td>477</td>
<td>107.4</td>
<td>428</td>
<td>107.27</td>
</tr>
</tbody>
</table>

Source: Records of the TNSTC Ltd. Kumbakonam Region.

Table 3.6 explains the operation of buses in terms of kilometer per bus per day. Though the physical efficiency of the buses has increased considerably, the increase in the operation of kilometers per bus per day is only marginal in the case of town bus services. In the case of mofussil services there has been some remarkable improvement in the kilometer coverage till 2007 – 08 afterwards it has been declining. The overall increase in the kilometer operated is only 7 per cent during the study period of ten years.
Fleet and Staff – Growth Rate

A comparison between the increase in the number of fleets operated by the TNSCT Kumbakonam Region and the increase in the number of staff are given in Table 3.7.

Table 3.7
Fleet and Staff – Growth Rate

<table>
<thead>
<tr>
<th>Year</th>
<th>Fleet</th>
<th>Annual Growth Index</th>
<th>No. of Staff</th>
<th>Annual Growth Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001 –02</td>
<td>726</td>
<td>100</td>
<td>5718</td>
<td>100</td>
</tr>
<tr>
<td>2002 –03</td>
<td>742</td>
<td>102</td>
<td>5884</td>
<td>103</td>
</tr>
<tr>
<td>2003 –04</td>
<td>765</td>
<td>105</td>
<td>6180</td>
<td>108</td>
</tr>
<tr>
<td>2004 –05</td>
<td>771</td>
<td>106</td>
<td>6210</td>
<td>109</td>
</tr>
<tr>
<td>2005 –06</td>
<td>853</td>
<td>117</td>
<td>6280</td>
<td>110</td>
</tr>
<tr>
<td>2006 –07</td>
<td>844</td>
<td>116</td>
<td>6320</td>
<td>111</td>
</tr>
<tr>
<td>2007 –08</td>
<td>862</td>
<td>119</td>
<td>6371</td>
<td>111</td>
</tr>
<tr>
<td>2008 –09</td>
<td>1144</td>
<td>158</td>
<td>6410</td>
<td>112</td>
</tr>
<tr>
<td>2009 –10</td>
<td>1246</td>
<td>172</td>
<td>6440</td>
<td>113</td>
</tr>
<tr>
<td>2010 –11</td>
<td>1246</td>
<td>172</td>
<td>6456</td>
<td>113</td>
</tr>
</tbody>
</table>

Source: Records of the TNSTC Ltd. Kumbakonam Region.

Table 3.7 shows that the fleet strength has increased by 72 per cent during the study period where as the staff strength has increased by 13 per cent. Due to computerization in the office and mechanization in the workshop, the requirements have reduced considerably. It shows effective utilization of manpower in the organization.
Passengers Travelling Per Day

The number of passengers benefited from the transport services offered by the TNSTC Kumbakonam Region is given in Table 3.8.

Table 3.8
Passengers Travelling Per Day

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of persons Travelling per day (in lakhs)</th>
<th>Annual Growth Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001 – 02</td>
<td>10.29</td>
<td>100.00</td>
</tr>
<tr>
<td>2002 – 03</td>
<td>10.34</td>
<td>100.49</td>
</tr>
<tr>
<td>2003 – 04</td>
<td>10.73</td>
<td>104.27</td>
</tr>
<tr>
<td>2004 – 05</td>
<td>10.97</td>
<td>106.61</td>
</tr>
<tr>
<td>2005 – 06</td>
<td>11.40</td>
<td>110.79</td>
</tr>
<tr>
<td>2006 – 07</td>
<td>11.65</td>
<td>113.22</td>
</tr>
<tr>
<td>2007 – 08</td>
<td>12.24</td>
<td>118.95</td>
</tr>
<tr>
<td>2008 – 09</td>
<td>12.34</td>
<td>119.92</td>
</tr>
<tr>
<td>2009 – 10</td>
<td>12.50</td>
<td>122.48</td>
</tr>
<tr>
<td>2010 – 11</td>
<td>13.06</td>
<td>121.92</td>
</tr>
</tbody>
</table>

Source : Records of the TNSTC Ltd. Kumbakonam Region.

From Table 3.8 it can be understood that the average number of passengers travelled in a day in the buses operated by the TNSTC Kumbakonam Region have increased by around 22 per cent during the study period. To conclude, the Corporation has fulfilled its objective of increasing the number of fleets and thereby extending the services to more number of people in the operational area.
Overall Performance of the TNSTC Kumbakonam Region

The overall physical performance of the Corporation in operating bus services during the period between 2008-09 and 2010-2011 is reviewed through various indicators in table 3.9.

Table 3.9

Parameters of Physical Performance (2008-09 to 2010-11)

<table>
<thead>
<tr>
<th>S.No</th>
<th>Particulars</th>
<th>Unit</th>
<th>2008 - 09</th>
<th>2009 - 10</th>
<th>2010 - 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Operational fleet</td>
<td>Nos</td>
<td>1144</td>
<td>1246</td>
<td>1246</td>
</tr>
<tr>
<td>2.</td>
<td>Fleet utilization</td>
<td>%</td>
<td>95</td>
<td>94</td>
<td>96</td>
</tr>
<tr>
<td>3.</td>
<td>Branches/Depots</td>
<td>Nos</td>
<td>21</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>4.</td>
<td>Divisional officers</td>
<td>Nos</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>5.</td>
<td>Area of coverage / per city</td>
<td>Km in lakhs</td>
<td>9.80</td>
<td>9.74</td>
<td>10.11</td>
</tr>
<tr>
<td>6.</td>
<td>100% students concession passes</td>
<td>Students</td>
<td>3,17,431</td>
<td>3,21,103</td>
<td>3,24,578</td>
</tr>
<tr>
<td>7.</td>
<td>50% students concession passes</td>
<td>Students</td>
<td>37,233</td>
<td>38,572</td>
<td>39,245</td>
</tr>
<tr>
<td>8.</td>
<td>Total no. of employees</td>
<td>Nos</td>
<td>6410</td>
<td>6440</td>
<td>6456</td>
</tr>
<tr>
<td>9.</td>
<td>Operational revenue/Day</td>
<td>Rs. in lakhs</td>
<td>136.03</td>
<td>156.93</td>
<td>166.80</td>
</tr>
<tr>
<td>10.</td>
<td>Collection per bus per day</td>
<td>Rs.</td>
<td>5794</td>
<td>6537</td>
<td>6751</td>
</tr>
<tr>
<td>11.</td>
<td>Earning per Km</td>
<td>Rs.</td>
<td>14.29</td>
<td>16.10</td>
<td>16.51</td>
</tr>
<tr>
<td>12.</td>
<td>Overall Km efficiency</td>
<td>%</td>
<td>105.00</td>
<td>106.59</td>
<td>106.79</td>
</tr>
<tr>
<td>13.</td>
<td>High speed diesel</td>
<td>Litre</td>
<td>4.58</td>
<td>4.72</td>
<td>4.78</td>
</tr>
<tr>
<td>14.</td>
<td>Absenteeism</td>
<td>%</td>
<td>5.46</td>
<td>2.36</td>
<td>3.00</td>
</tr>
<tr>
<td>15.</td>
<td>Total Km run</td>
<td>Km in crores</td>
<td>236.97</td>
<td>366.15</td>
<td>378.79</td>
</tr>
<tr>
<td>16.</td>
<td>Km run/bus/day</td>
<td>Km</td>
<td>430</td>
<td>429</td>
<td>428</td>
</tr>
<tr>
<td>17.</td>
<td>Km efficiency</td>
<td>%</td>
<td>102.58</td>
<td>106.59</td>
<td>106.79</td>
</tr>
<tr>
<td>18.</td>
<td>Breakdown /10000 km</td>
<td>Ratio</td>
<td>0.15</td>
<td>0.04</td>
<td>0.02</td>
</tr>
<tr>
<td>19.</td>
<td>Accident/10000Km</td>
<td>Ratio</td>
<td>0.31</td>
<td>0.33</td>
<td>0.31</td>
</tr>
<tr>
<td>20.</td>
<td>Passenger/day</td>
<td>Nos in Lakhs</td>
<td>12.34</td>
<td>12.50</td>
<td>13.06</td>
</tr>
<tr>
<td>21.</td>
<td>Diesel KMPL</td>
<td>Litre</td>
<td>4.99</td>
<td>5.13</td>
<td>5.15</td>
</tr>
<tr>
<td>22.</td>
<td>Engine oil /10000 Km</td>
<td>Liter</td>
<td>1,461</td>
<td>1,477</td>
<td>1,671</td>
</tr>
</tbody>
</table>

Source: Record of the TNSTC Ltd., Kumbakonam Region.
From table 3.9 it can be understood that all the parameters used to scale the physical performance of the Corporation show only positive results which indicate that the performance of the Corporation is not marching towards profitability but efforting to achieve its objectives of providing efficient, economical and coordinated transport facility to the general public in its operational area.

Various Classes of Buses operated by the TNSTC Kumbakonam Region

The Corporation operates buses of various classes to cater to the needs of different sections of the public.

1. **General Buses**, the largest in its capacity, ply on inter district, inter village routes and cater to a majority of the passengers.

2. **Video Coaches (Super Deluxe)** are operated between district headquarters and to places of tourist and pilgrim’s importance.

3. **Ultra Deluxe Coaches** are operated from various important commercial centers of Tamil Nadu to Chennai, Bangalore, Thiruvananthapuram and also amongst the centers. These are Non-AC luxury coaches, which have recliner seats with larger leg-room, personal fans and light.

4. **AC Video Coaches** are operated from Chennai to commercial centers like Madurai, Trichy, Bangalore etc, These have recliner cushion seats with personal AC vents and lights. Mineral water is available at free of cost during the journey.
Travel Concessions offered by the TNSTC Kumbakonam Region

Like other Corporations, the TNSTC Kumbakonam Region also offer travel concessions to the following privileged categories of passengers.

2. Accredited Journalists
5. Drama Artists
6. HIV / AIDS Patients.

Concession to Students

The following concessions are given by the Government to the Students.

1. Free Travel Concession is given to the students studying from 1st Standard to 12th standard in all schools including Private Recognized Schools, Government polytechnics and Government Arts and Science Colleges.
2. Students studying in all other colleges including Private Colleges, Private polytechnics, Industrial Training Institutes and Engineering Colleges are given 50 per cent concessional travel bus passes to travel from residence to college and back on all days including holidays.
3. Exchange tokens upto 60 in number are being given to the College students
travelling in Metropolitan Transport Corporation buses to travel to the Library
and back their residence.

4. 50 per cent concession is extended to the students of the all recognized
polytechnic institutions and students studying from Srilankan Refugee Camps.

TNSTC Kumbakonam Region has issued 3.25 lakh Travel Concession passes to
the students studying in schools and colleges during the year 2010-2011.

The entire face value of the ticket is reimbursed by the Government in respect of
Metropolitan Transport Corporation, Chennai. While in respect of TNSTC Kumbakonam
Region, the ticket cost is shared between the Government and the Corporation in the ratio
of 56 : 44.

**Labour Welfare Measures in TNSTC Kumbakonam Region**

The TNSTC Kumbakonam Region is extending the following welfare measures for
the benefit of the workers and their families.

1. Service Weightage / review benefits
2. Leave benefits
3. Steering Allowance
4. Educational Assistance
5. Subsidized canteen facilities
6. Uniform
7. Marriage Loan

8. Reimbursement of legal fees.


10. Family Benefit Fund

11. Voluntary Retirement Scheme.

12. Holiday Home facility

13. Tamil Nadu Government Employees New Health Insurance Scheme.

14. Preferential Admission to Medical College, Engineering College and Polytechnics run by the Institute of Road Transport for the children of employees.

15. The pension Scheme for Transport employees.

16. Employees’ Post-retirement Benefit Fund Scheme.

17. Funeral expenses.

Road Safety Measures in TNSTC Kumbakonam Region

Road accidents are the major cause for death and disability. Due to rapid urbanization and exponential growth of vehicles, there has been a steep rise in the number of road accidents, which is a cause of concern to the Government. The accident compensation commitment for the State Transport Undertakings has gone up drastically from Rs. 16.03 crore in the year 1991-92 to Rs. 123.14 crore in the year 2010-2011.
Steps taken by the TNSTC Kumbakonam Region

The steps taken by the Corporation to reduce the number of accidents and to ensure safety are

1. Drivers are being sent for regular refresher training courses to upgrade their driving skills.
2. Yoga and meditation camps are being organized to reduce the stress level among drivers.
3. State –of the –art Stimulators are being used for giving training to drivers.
4. Use of Cell phones during driving and consumption of alcohol during duty is being viewed seriously.
5. Periodical police checks and surprise breath analysis tests by the squads of Transport Department are being conducted to detect the cases of intoxication.
6. Crew rest rooms are being upgraded so that crew members can take proper rest.
7. Through the help of Highways and Police Department, action is being taken to prevent accidents by improving roads, signage and traffic movement in accident prone areas.
8. Special incentive and rewards are given to drivers with accident free record for more than 10 years.
9. The State Transport Undertakings are uniformly adopting tough stand to dismiss the erring drivers causing fatal accidents.
Modernization of State Transport Undertakings

The Government has proposed to purchase 3000 buses to replace over ages buses. This will help maintain a young fleet of buses in the State. It is proposed to implement E-Ticketing facility through Online Ticketing Reservation System (OTRS) to all express buses. It has also been proposed to provide Electronic Ticketing Machines (ETMs) to all Mofussil State Transport Undertakings for issue of tickets in moving buses.

Institute of Road Transport

The Institute of Road Transport (IRT) was started with an objective of promoting applied research on issues pertaining to Traffic, Transportation, Road Safety and Bus System Management. It also does quality monitoring by conducting tests on random samples of spare parts produced by the State Transport Undertakings. Besides, the Institute conducts skill upgradation training for the officers and employees of Transport Corporations both at Institute and at State Transport Undertakings.

The Institute of Road Transport also act as the nodal agency for procuring major items like chassis, Fully Built Buses, Tyres, Retreading Materials, Lubricants, etc., to cater to the needs of State Transport Undertakings in Tamil Nadu. The Institute of Road Transport is running a Medical College at Perundurai since 1986. The Institute of Road Transport is also managing three polytechnic Colleges at Chromepet (Chennai), Bargur and Tirunelveli. At present, Diploma Courses are offered in three branches with a total annual intake of 520 Students. The institute is also running an Engineering College at Erode. All these educational institutions are functioning mainly for the benefit of the wards of employees of State Transport Undertakings.
The Institute of Road Transport is running a Heavy Vehicle Driver Training Centre at Gummidipoondi and also running Three Light Motor Vehicle Driver Training Centers at Taramani, Chennai and Trichy for the benefits of the drivers.

**Personnel Management**

The total staff actually working in various units of TNSTC Namely Depot, Division, Region and Head office as on past 6 day of a specified period will represent the total staff employed.

The staff employed is grouped into:

a) Traffic Staff (Drivers, Conductors, Checkers, Bus Station Staff and Traffic Supervisory Staff).

b) Repairs and Maintenance Staff (Preventive maintenance, Various Overheads and Dockings, Reconditioning of Buses and Assemblies)

c) Administration and others (Personnel, Account, Audit, Stores, MIS/Planning, Computer, Security, Public Relations and Labour Welfare etc).

**SERVICE RULES OF TNSTC**

**Employee**

"Employee" means a person employed by the Corporation but does not include.

i) An apprentice or a trainee or a person employed on casual basis

ii) A person on deputation with the Corporation or on contract appointment.

**Management**

"Management" means the Managing Director or any other office exercising power either delegated by the Board or by the Managing Director.
Pay

"Pay" means the basic pay drawn monthly by an employee in a time scale of pay fixed in relation to the post held by him., personal pay, special pay and any other remuneration which may be specially classified by the Management.

Trainee

"Trainee" means a person who is under-going pre-employment training as per the provision.

Appointments

Appointment to any of the posts in any category shall be made-

i) by direct recruitment

ii) by promotion or

iii) by transfer.

Direct Recruitment

All appointments by direct recruitment to any categories of posts included in the managerial cadre, Supervisory Groups, working groups and miscellaneous groups, shall be made through the employment exchange, unless such recruitment otherwise than through employment exchange is permissible under any specific orders of government or such requirement has been waived by government in the case or cases of any individual or individuals.
Authority competent to fix pay

The appointing authority shall be the authority competent to fix the pay of an employee.

i) In a working group/ miscellaneous group on his advancement to a higher scale on the basis of review.

ii) On his promotion to a post in a supervisory group

iii) On his promotion to a post in a managerial cadre.

Departments, Groups and Grades / levels under Longevity Pay Scheme

a) The service in the corporation shall be in any one of the three departments, namely

* Technical Department

* Traffic Department

* Administration Department

b) Technical, Traffic and Administrative department shall each consists of

* Managerial cadre

* Supervisory cadre

* Working group / miscellaneous groups.

Grant of increment

An increment in the respective time scale of pay shall ordinarily be granted from the normal due date i.e. the date on which an employee completes one year of service counting for increment.
**Transfer at Request / Natural Transfer**

An officer or an employee who has been transferred from one place to another on his own request is not eligible for transfer allowance or for reimbursement of any expenses such as bus or train fare for himself or his family members or freight charges for transport of household articles, incidental expenses, etc. or for lump-sum grant or for other payment under these rules.

When two employees are transferred on mutual basis at their own requests, the transferred employees or their family members shall not be entitled to any traveling allowance or for any other charges or payment under these rules.

**Grievance and Redressal Procedure**

In order to provide the employee with easy and readily accessible machinery for the ventilation and prompt redressal of their day to day individual grievances, the grievances procedure as may be amended by the Board from time to time shall be followed.

**Compulsory Retirement**

Not withstanding anything contained in these rules, the management may, if it is of the opinion that it is in the public interest so and do, retire compulsorily any employee who has attained the age of fifty eight (58) yrs or has completed twenty five (25) years of qualifying services, without assigning any reason, after giving him notice of not less than three (3) months in writing or pay and allowances for three (3) months in lieu thereof.
Throughout the year under review, the Corporation was able to maintain cordial relationship between the employees and the management, thereby ensuring smooth functioning of the Corporation. External training programme to all categories of employees/officers, were continued to be provided, to keep them in line with the latest technological advancement.

**Pension Scheme**

The employees are covered under the pension scheme which is administered by TNSTC Employees Pension Fund Trust. This trust has not yet obtained the necessary recognition from Income Tax authorities.

**Loans & Advances**

Loans and advances have been given by the Corporation to its employees only and if they are regular in repaying the principal as well as interest amount.

**Bonus**

Provision for Bonus for every financial year ending is made at least at a minimum of 8.33 per cent to all the employees covered by wage settlement without the restriction of maximum salary for Bonus of Rs.3,500/- per month as stipulated by Payment of Bonus Act.
Welfare Activities

The Welfare activities Ltd., offered by the TNSTC are categorized as

a) Social welfare measures

b) Labour welfare measures

a) Social welfare measures

The corporation has provided welfare measures to the public in addition to passenger transportation. On social obligatory measure, the Corporation is continued to extend the following:

Students concession passes (100% free passes) are being issued every year.

In addition to this, passes are given to freedom fighters, physically handicapped and the people who participated in the language issue. Passes are also issued to press reporters for free travel. The government approved Drama troops are also allowed to travel on concessional fare.

Social responsibility

The TNSTC discharges its social responsibilities in the following dimensions.

Providing service to the public covering small villages:

Operating vehicles in time

Rationalization of routes

Minimizing breakdowns

Minimizing accidents

Providing information through displays

Operating special buses to clear crowd during festival operations.
b) Labour welfare measures

The Corporation is providing the following welfare measures.

1. Under “Tamilnadu State Transport Corporation Employee Family Health Fund Scheme”, employees of the Corporation are paid a lump sum amount on retirement/voluntary retirement/medically unfit/deceased, by way of contributing small amount by the employee every month. Under social security medical scheme an employee or his family members who undergo heart/kidney surgery and other certain prescribed diseases is paid a maximum of Rs.1,00,000/-

2. Free travel bus passes upto 4500 kms per annum are issued to the family members of the employee and free pass to the children of the employee to travel from residence to school/college and back.

3. Tamilnadu State Transport Corporation employee pension scheme has been implemented by which all the eligible employees are benefited.

4. Free medical treatment in given to the eligible employees and their family members at the authorized nursing homes in Kumbakonam Region. In addition to the Workmen Compensation Act, group insurance facilities covering accidents risk are also provided to the employees.

5. Through Cholan Co-operative Housing Society Limited, 2191 employees are benefited under ‘own your own house’ scheme at the cost of Rs.2182 lakhs.

6. Co-operative stores and co-operative credit societies are catering to the needs of the employees.

7. Canteen facility is available in all branches to provide meals and tea at subsidized rates to employees.
8. Rest room and recreation centers are also provided for the employees.

9. Cash awards of Rs.1500, Rs.1000 and Rs.500 to the children of the employees who have secured first, second and third position in SSLC and +2 Examinations, are awarded.

Under safety cash award scheme, accident free drivers are given a lump sum award every year.

10. Training institute is functioning at Pollachi for the benefit of employees.

11. All eligible employees are supplied with Two sets of Teri cotton Uniform cloth every year.

12. Each technical employee, Canteen employees and scavengers who have been provided with uniform are supplied with two cakes of soaps of 100 gms. every month.

13. Cloth is given to male employees and two polyester sarees or three cotton sarees and three blouse pieces are given to eligible female employees with stitching charges. One woolen sweater and muffler are also supplied to employees working in hill station. Rain coat also given to traffic inspectors, checking inspectors and security guards. Washing allowance is being given to the employees who have been provided with uniform.

14. All eligible employees are given four fair of shoes per year or 3 pair of chapels for every two years.

15. An annual scholarship being granted to the employees (upto supervisory group) whose son or daughter is studying higher studies i.e professional course (BE, MBBS, Law, B.Sc. Agriculture).
16. Educational advance of Rs.1000/- is being paid to eligible employees during each academic year which is recoverable in 10 equal installments which carries no interest.

17. Free medical eye test to drivers, periodical medical checkup to canteen employees are being conducted.

18. Marriage loan of Rs.7500/- for a male employee or for the son’s marriage and Rs.20000/- for female employee or his/her daughter marriage is being paid which is recoverable in 35 installments along with interest.

19. A token amount of Rs.750/- is being paid for funeral expenses to the employee for the death of family members. A sum of Rs.5000/- is being paid to the deceased employees’s family as an advance immediately from the fund amount of Rs.1, 00,000/-

20. From 1.9.92 a sum of Rs.50/- is being recovered from the permanent employees for STERB scheme every month. The management contributes Rs.1000/- for each employee for the schemes as per 1992 wage settlement, who are eligible to receive the prescribed retirement benefits. This Scheme has been extended to the legal heirs of deceased employees as per settlement in September 1995.

21. As per the Voluntary Retirement Scheme, at present the person who has attained the age of 50 years and completed 20 years of qualifying service can retire voluntarily. An amount of Rs 9000/- per year is being paid for the remaining service period subject to a maximum of Rs.72,000/-.
22. Each employee can nominate a member of his/her family to receive the Provident Fund and Group Gratuity in case of death of an employee. This nomination is being recorded in the service register. As per 1989 wage settlement, nomination is to be renewed once in five years and same is being adhered.

23. The treatment charges incurred by the employer for availing treatment at Government hospital is being re-impursed on production of the original bills through the concerned Branch Managers.

24. A contribution to Tamilnadu Labour Welfare Board is being made every year. An amount of Rs 5/- is recovered form each employee and Rs.10/- per employee is contributed. During 2004, Rs.1,50,000 has been remitted to Tamilnadu Labour Welfare Board, Chennai. The prescribed aids offered by the Labour Welfare Board can be enjoyed by the eligible employees.

25. The wards of eligible employees are allotted seats from the quota in the IRT colleges as mentioned below:

   (i) Engineering - 180 seats
   (ii) Medical - 24 seats
   (iii) Diploma - 90 seats
   (iv) MCA - 30 seats

26. The students are also given free coaching classes for professional courses.

27. Maternity Leave is granted to all Married Female employees upto 90 days for two times in their career.

28. Cooling glasses are provided to all drivers once in 5 years.
29. Daily incentive scheme is applicable to drivers and conductors as percentage of daily bus Collection.

30. Union-Management Approach in TNSTC: The management has been strongly convinced in the philosophy of negotiated settlement. Though multiple union setup is prevalent in the Corporation, no single incident of inter union clash in reported so far.

31. All the unions are satisfied with the approach of management in resolving issues of personal problems. Industrial relations are uniformly good and peaceful all these years without any interruption.

32. Even issues like bonus and other related maters are bilaterally discussed with unions and resolved amicably. Periodical discussions are held with all trade unions and issues are discussed in detail and resolved.

The profile of the study unit, Tamil Nadu State Transport Corporation is presented in this chapter. It reveals that the Corporation is taking enormous efforts to achieve its objectives of providing efficient, economical and coordinated transport facility to the general public despite financial loss in its operations. An analysis over Organisational Climate that exists in the Corporation and to identify the problems that are encountered by the employees in it are to be analysed in the chapter IV.