CHAPTER III
ORIGIN AND GROWTH OF TNSTC BUS SERVICES IN TIRUNELVELI DISTRICT AND PROFILE OF THE STUDY AREA

3.1 Introduction
3.2 Origin and Growth of Transport
3.3 Modes of Transport
3.4 Road Transport in India
3.5 Road Transport in Tamilnadu
3.6 Nationalisation of Road Transport
3.7 Transport before Industrialization
3.8 Transport after Industrialization
3.9 Growth of Vehicle Population
3.10 State Transport Undertakings
3.11 Passenger Bus Transport in Tamilnadu
3.12 History of Tamilnadu State Transport Corporation
3.13 Tamilnadu State Transport Corporation – An Overview
3.14 State Express Transport Corporation (SETC)
3.15 Tamilnadu State Transport Corporation (Mdu Div-II), Tirunelveli Division
3.16 Features of Transport Corporation
3.17 Profile of the Study Area
3.18 Origin of the District
3.19 Geographical Location
3.20 Administrative Setup of Tirunelveli District
3.21 Climatic Condition
3.22 Irrigation
3.23 Agriculture
3.24 Cropping Pattern
3.25 Training Centres for Drivers
3.26 Material Testing Laboratory, Chennai
3.27 Organisation and Management
3.28 Area of Operation
3.29 Organisational Structure
3.30 Other Vehicles
3.31 Employees
3.32 Operational Staff
3.33 Public Services
3.34 Summary
3.1 INTRODUCTION

Transport in the Republic of India is an important part of the nation's economy. Since the economic liberalization of the 1990s, development of infrastructure within the country has progressed at a rapid pace, and today there is a wide variety of modes of transport by land, water and air. However, India's relatively low GDP per capita has meant that access to these modes of transport has not been uniform.¹

The road transport encompasses the passenger and cargo segments and is, in fact, the best possible mode of linking the remote villages with the growing cities since more than 60.00 per cent of passengers and 50.00 per cent of freight are by roads. The Government (both the Government of India and State Government of Tamilnadu) which realised the need and importance of road transport have established a number of road transport corporations on their own.

As mahatma Gandhi has rightly said, the tome and vibration of the Indian life is felt only in the villages as most of the Indian population life in villages. Moreover, the agricultural produce, which is essential for the human consumption is mostly from villages. Hence, it is essential that a well-connected transport system is the need of the hour. Realising the need, the Government of India and the state Government as well are leaving no strong unturned in the development of road transport connecting even remote villages with nearby towns and cities. The Tamilnadu State Government has also taken steps to establish new routes for the people living in rural areas in the state.

After the Independence of India, transport became an important element for the country's economic development. Due to liberalization of economy, in the year
1990, the country’s internal infrastructural growth has developed in a quicker pace. The result of infrastructural development is the tremendous growth of different modes of transport by land, water and air. The automobile industries are also highly developed. The public transport is the primary mode of travel for the majority of the Indian population. Public transport systems in India is among the most frequently and widely used transport system in the world.

In spite of these developments in transportation sector, the public and private sector bus transport service industries are still facing many challenges with a lot of hurdles because of outdated infrastructural system, lack of supervision, and population explosion. The demand for public transport, its infrastructural development and services are increasing day-by-day. But the infrastructural facilities are not sufficient to meet the demands of the country’s population.

In this chapter an attempt has been made to analyse the operation of TNSTC bus services in TNSTC Tirunelveli District. It covers the history of TNSTC bus services in Tirunelveli District. An efficient and a responsible transport system, concentrating on punctuality and regularity has become a necessity for the civilized way of living. Hence it is imperative that the transport operators, whether nationalized or private, have to keep themselves abreast of the fast changing technology in the transport sector. In order to ensure an efficient and people friendly service in terms of transportation of both goods and passengers.

3.2 ORIGIN AND GROWTH OF TRANSPORT

Since time immemorial, the means of transport have also been changing according to the changed conditions and particular requirements. In the olden days, human beings themselves transported their commodities from one place to another.
This had rather become a custom that the males used to carry their weapons and the female carried commodities on their heads. “Perhaps it was woman who on seeing a branch lying broken from a tree, understood that a heavy load could be dragged with less difficulty when carried across human shoulders.

The importance of transport is increasing every day with the new developments in the fields of power, engineering, techniques organizations, legal enactments and social, economic and political factors.

In olden days, roads did not exist and people used to walk along the tracks. As a result of progress in trade and commerce, animals began to be used.

Even in the stage of economic development roads were not found but wide tracks were automatically made due to the movement of hundreds of animals. Animals like dogs, horses and camels were used as beasts of burden and even today, in some parts of world, their importance has not been diminished.

### 3.3 MODES OF TRANSPORT

Basically transport is possible through land, air or water, which are called the different modes of transport. On land one uses trucks, tractors, and the like to carry goods by train, bus, cars and so on. to carry passengers. Airplanes and helicopters are used to carry passengers as well as goods. Similarly in water transport, ships and steamers are used to carry goods and passengers. All these are known as various means of transport.

The modes of transport can be broadly divided into three categories: Land Transport, Water Transport and Air Transport.
a) Land Transport

Land transport refers to the activities of physical movement of goods and passengers on land.

This movement takes place on roads, rails, ropes or pipes. So land transport may further be divided into Road transport, Rail transport, Ropeway transport and Pipeline transport.

b) Road Transport

Roads are the means that connect one place to another on the surface of the land. Not all the roads look alike. Some of them are made of sand and some may be of chips and cement or coal tar. One may find different vehicles plying on roads such as bullock carts, cycles, motorcycles, cars, truck, buses and so on.

All these constitute different means of road transport. The means of road and utilization of online advertisement includes transport may be divided into three types: namely, 1) Man driven, 2) Animal driven and 3). Motor driven.

Individuals carrying goods on their head or back or in bicycles are on the move from one place to other. People also ride a bicycle or use rickshaw to travel short distances. Animal driven vehicles like carts (drawn by bullocks, camels, horses, donkeys and the like.) are used in rural areas to carry crops, straw, fodder and sometimes even people. Sometimes even animals are directly used to carry goods from one place to another. In areas, which are normally covered with snow throughout the year, sledges pulled by dogs are used to carry both passengers and goods.
Compared with man-driven and animal-driven means of road transport, motor-driven means of transport have become more important over the years. This is due to their speedy movement and larger carrying capacity. Extensions of roads to every corner of the country have also enhanced the use of motor-driven transport. The types of motor vehicles used to carry goods and passengers including auto-rickshaws, scooters, vans, buses, tempos and trucks.

c) Rail Transport

Transportation of goods and passengers on rail lines through trains is called rail transport. It occupies an important place in land transport system in India and is the most dependable mode of transport to carry goods and passengers over a long distance. Besides local transport of passengers is also provided by local trains or metro-rail in some metropolitan cities. Rail transport is available throughout the country except some hilly or mountainous regions. In India two types of trains are found. One is passenger train and the other is goods train. While passenger trains carry both human beings and a limited quantity of goods, the goods trains are exclusively used for carrying goods from one place to another. These trains are driven by rail engines and they use steam, diesel or electric power to move.

d) Pipeline Transport

In modern times, pipelines are used for various purposes. Water supply to residential and commercial areas is carried on with the help of pipelines. Petroleum and natural gas are also transported from one place to another through pipelines. This is the most convenient as well as economical mode of transport for petroleum as well as natural gas in comparison to road and rail transport which provided the large
volume to be transported. But the cost of installation and maintenance requires large capital investment.

e) Ropeway Transport

Ropeway refers to a mode of transport, which connects two places on the hills, or across a valley or river. In the hilly areas, trolleys that can move on wheels are connected to a rope and are used for carrying passengers or goods, especially building materials, food and the like. The famous “Uran Khatola Jagdamba” in Gujarat that carries pilgrims to the temple is an example of ropeway transport, which carries more than 100 passengers at a time.

f) Water Transport

Water transport refers to movement of goods and passengers on waterways by using various means like boats, steamers, launches, ships and so on. With the help of these means, goods and passengers are carried to different places, both within as well as outside the country. Within the country, rivers and canals facilitate the movement of boats, launches and the like. Since the goods and passengers move inside the country, this type of transport is called inland water transport. When the different means of transport are used to carry goods and passengers on the sea route, it is termed as ocean transport.

g) Air Transport

This is the fastest mode of transport. It carries goods and passengers through airways by using different aircrafts like passenger aircraft, cargo aircraft, helicopters and so on. Besides passengers, it generally carries goods that are less bulky or of high value. In hilly and mountainous areas where other mode of transport is not accessible, air transport is an important as well as convenient mode. It is mostly used for
transporting goods and passengers during natural calamities like earthquake, floods and the like. During war, air transport plays an important role in carrying soldiers as well as supplies to the required areas. Air transport may be classified as domestic and international air transport. While domestic air transport mainly facilitates movement within the country, international air transport is used for carrying goods and passengers between different countries. Air transport is carried out in fixed air routes, which connect almost all the countries.  

3.3.1 Bus Transportation in India

Bus Transportation in India is a large and varied sector of the economy. Modes of conveyance for transport of goods in India range from people’s heads (on which loads are balanced) and bicycle rickshaws to trucks and railroad cars. The national railroad was the major freight hauler at the time of independence. But road transport in India grew rapidly after 1947. Both rail and road transports remain important.

The share of India’s transportation investments in total public investment declined during the period from the early 1950s to the early 1980s. Real public transportation investment also declined during much of that period because of the need for funds in the rest of the economy. As a consequence, by the early 1980s the transportation system in India barely met the needs of the nation or preparing for future economic growth. The means of road transport available in India from inception to date are bullock carts, horse carriages, camel carriages, bi-cycle, cycle rickshaws, auto rickshaws, motor taxi, passenger buses and the like.
3.3.2 Bullock Carts

India consists of 5,67,338 villages. Most of the villages are self-sufficient units with the old economic system. The bullock carts remain the most suitable and the cheapest means of transport when compared to others. These carts have been employed for transporting cash crops from villages to commercial centres. Such carts are operated on the Kutchha metalled village roads. Bullock carts are not suitable for the current economic world, because of its slow movement.

3.3.3 Horse Carriage

It is a means of conveyance for carrying passengers in rural areas to the towns and cities. After the introduction of buses and auto rickshaws, the use of horse carriages shows a declining trend. In Tamilnadu, such means of transports are being in operation in the cities alone.

3.3.4 Camel Carriage

Such mode of transport is available in the States of Punjab, Rajasthan and Uttar Pradesh. Camel carts are used to transport commodities like textile goods, leather, vegetables and so on. This transport is somewhat faster than bullock carts.

3.3.5 Motor Taxis

Motor taxis are hired by rich people to fulfill their domestic needs and also to visit the places of historical and geographical importance. They are not very common in use by poor people, because of the heavy charges.

3.3.6 Auto Rickshaws

Auto rickshaws provide another means of quick transport in Indian cities. In Delhi, Kolkatta, Mumbai, Chennai, Bangalore, Coimbatore, Trichy, Hyderabad and
Madurai they are used by middle income groups of people. Though it is also a mode of transport for common people because of the poor condition of the roads, travel by an auto-rickshaw is not a pleasant experience.

### 3.4 ROAD TRANSPORT IN INDIA

The number of trucks and minor vehicles on the roads have multiplied many times since 1950-51. From a little more than 0.3 million in 1950-51, all registered vehicles on roads rose to over 30 million in 1994-95. During the same period, the number of buses went up from 34,000 to 5,00,000 and the number of trucks increased from 82,000 to nearly 1.8 million. The expansion of road transport, however, has been restricted by high rate of taxation and the huge hike in oil prices. According to an unofficial estimate, the burden of taxation on vehicles plying in India is perhaps the highest in the world today. Both the center and the states have vied with each other to impose fresh taxes on motor vehicles but have failed miserably to provide necessary facilities for the construction and maintenance of roads.3

### 3.5 ROAD TRANSPORT IN TAMILNADU

Tamilnadu, a state in South India has a highly developed, dense and modern transportation infrastructure, encompassing both public and private transport.

Tamil Nadu has an extensive road network. A separate Highways Department (HD) was established in April 1946 and the same has been renamed as Highways and Minor Ports Department (HMPD) on 30 October 2008. HMPD of Tamilnadu is primarily responsible for the construction and maintenance of roads including national highways, state highways and major district roads in Tamilnadu. It operates through 7 wings namely National Highways Wing, Construction and Maintenance Wing, NABARD and Rural Roads Wing, Projects Wing, Metro Wing, Tamilnadu Road
Sector Project Wing, Investigation and Designs Wing geographically spread across the state in 31 districts with about 120 divisions and 450 subdivisions.\textsuperscript{4}

3.5.1 Roads of Tamilnadu

As on 30 March 2010, Tamilnadu has a total road length of 1,99,040 km. The various types of roads and their lengths are given in Table 3.1.

**TABLE 3.1**

<table>
<thead>
<tr>
<th>Class</th>
<th>Length (km)</th>
</tr>
</thead>
<tbody>
<tr>
<td>National highways/expressways</td>
<td>4,873</td>
</tr>
<tr>
<td>State highways</td>
<td>9,384</td>
</tr>
<tr>
<td>Major district roads</td>
<td>11,288</td>
</tr>
<tr>
<td>Other district roads and sugarcane</td>
<td>36,096</td>
</tr>
<tr>
<td>Panchayat roads and other departments roads</td>
<td>1,37,399</td>
</tr>
<tr>
<td><strong>Total (approx)</strong></td>
<td><strong>1,99,040</strong></td>
</tr>
</tbody>
</table>

Source: Tamilnadu Road Policy Manual.\textsuperscript{5}

**TABLE 3.2**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Category-wise</th>
<th>Single Lane</th>
<th>Intermediate Lane</th>
<th>Double Lane</th>
<th>Multi Land</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>National Highways</td>
<td>18</td>
<td>42</td>
<td>2685</td>
<td>2128</td>
<td>4873</td>
</tr>
<tr>
<td>2.</td>
<td>State Highways</td>
<td>32</td>
<td>1414</td>
<td>7261</td>
<td>677</td>
<td>9384</td>
</tr>
<tr>
<td>3.</td>
<td>Major District Roads</td>
<td>4170</td>
<td>3894</td>
<td>3109</td>
<td>115</td>
<td>11288</td>
</tr>
<tr>
<td>4.</td>
<td>Other District Roads and Sugarcane Roads</td>
<td>32825</td>
<td>2292</td>
<td>948</td>
<td>31</td>
<td>36096</td>
</tr>
<tr>
<td>5.</td>
<td>Total (approx)</td>
<td>38071</td>
<td>6998</td>
<td>14535</td>
<td>2037</td>
<td>61641</td>
</tr>
<tr>
<td>6.</td>
<td>Percentage</td>
<td>60</td>
<td>12</td>
<td>23</td>
<td>5</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Tamilnadu Road Policy Manual
3.6 NATIONALISATION OF ROAD TRANSPORT

Road Transport is now undertaken by the State Governments, Private operators and co-operative agencies. Since independence, most State Governments have nationalized the bus transport system either completely or partially. Taking all the states together, nationalized bus services now account for about 40 per cent. The State Governments have been constantly attempting to nationalize more and more road routes.

There are currently 60 State Road Transport Undertakings (SRTUs) with a total fleet of over 100000 buses (at the end of March 1994) with a total investment of over ₹5,000 crores and a direct employment of over 1.5 million and they carry 45 million passengers every day.6

The physical and operating efficiency of State Road Transport Undertakings as a whole is low. Many of the State Road Transport Undertakings, buses and the services provided to the general public are a disgrace. The overall financial results of State Road Transport Undertakings are disappointing and the total accumulated losses are over ₹2,500 crores. The major causes of these losses are total inefficiency, extensive pilferage of stores, poor maintenance of buses, absence of a cost-based fare structure and lack of timely adjustment of fares in response to change in input prices, operation of non-viable routes for social reasons and the like.

While private operators are flourishing, most of the State Road Transport Undertakings are administered badly and are accumulating huge losses year after year making the general tax payers to bear. Then there is a strong public feeling that State Governments by and large, are unfit to run bus services efficiently and so they should be handed over to private operators.
India’s transport sector, since Independence, has been organised along a mixed pattern of public and private sector ownership, with constitutional responsibilities for the provision of transport services resting on both central and the State Governments. While the Central Government is responsible for the development of the Railways, National Highways, Civil Aviation, International shipping, as well as major ports, the domain of the states include provision of all roads except National Highways, all Minor ports, Coastal Shipping, inland water transport and urban transport.

3.7 TRANSPORT BEFORE INDUSTRIALIZATION

The transition from the subsistence to the commercial farming and the growth of manufacturing activities in panchayats before the industrial revolution took place, widened the scope for the development of the means of transport. Wheeled traffic could be accommodated on the roads after the later were technically much improved. Even in the 18th century, the condition of English roads was very much unsatisfactory. Mr. Arthur Young wrote in 1760s about the roads in Oxford shire as being “in a condition formidable to all who travelled on wheels”. It was very difficult for coaches to move smoothly on roads.

The number of passengers who traveled by coach in 1763 between London and Edinburg was estimated by Mr. Lardner at not more than 25 per month. Even when roads in England were much developed, the number did not exceed 140 per day in 1835.

3.8 TRANSPORT AFTER INDUSTRIALIZATION

When the industrial revolution took place in the European Continent, workers had to travel daily to and from the factories which increased the local passenger movements by rail. At the same time the development of industry and trade required
speedy movement of goods. Even though the four forms of transport (rail, road, water and air) have developed for the services of the society, it must not be forgotten that new forms do not make the earlier forms obsolete.

The old forms of transport are still required to serve the purpose though on a smaller scale. In the 20th century, the outstanding feature of transport is the development of mechanical transport which, on account of its fast speed, has facilitated the movement of men and material over long distances.

3.9 GROWTH OF VEHICLES POPULATION

Naturally, transport helps human beings in removing the unwarranted barriers of physical separation and enables a given flow of resources to produce good results. It is the pressing and motivating factor for the final invention and introduction of motor vehicles. Tamilnadu ranks second in India, next to Maharashtra, in vehicle population. But in respect of two wheelers, Tamilnadu tops the list. Table 3.3 displays the details about the growth of vehicle population.
Table 3.3 exhibits the transport and non-transport vehicles. During 2006-07, the number of transport vehicles was 4,21,365 which was increased to 8,33,948 in 2015-16. The two wheelers in 2005-06 were 41,63,002 and in 2015-16 this was increased to 99,69,598. The total number of vehicles was 51,62,082 in 2005-06, whereas in 2015-16 this was raised to 1,21,56,961. From that it is clear that people purchase vehicles when the need arises.
3.10 STATE TRANSPORT UNDERTAKINGS

Before independence, passenger road transport operation was in the hands of private operators. State participation in road transport dates back to the 1930s. As a result, Motor Vehicles Act was enacted in 1939 to regulate the operations of motor vehicles. Shortly after independence, the nation embarked on a policy of nationalizing the passenger transport. The objective was to provide efficient, economic and properly coordinated road transport, with a view to accelerating the development in rural areas where 80 per cent of the people are using. The Road Transport Corporation Act was passed in 1950 to empower State Governments to start State Transport Corporations. The Government decided in June 1967, that the following types of bus routes should be nationalized as and when the permits of the private operator expired. 1. All routes of 75 miles and above, both ordinary and express services, 2. All routes radiating from or terminating in Madras city irrespective of length and 3. All routes in Kanniyakumari District which are radiating from or terminating in that district. A public limited company by name Pallavan Transport Corporation Limited was established, and it took over the transportation system in Madras and Chengalpattu District with effect from 1st January 1972. Having regard to the Directive Principles of State Policy embodied in clause (b) and (c) of the Constitution of India. in order to promote a socialistic order, the State Government decided to nationalize the commanding heights of economy.

3.11 PASSENGER BUS TRANSPORT IN TAMILNADU

Tamilnadu is in the forefront of the Indian 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 Tamilnadu Government, with its transport corporations, provides various types of services like metro, mofussil, express, ghat services and so on to bring the people together. Whether it rains or shines, efficient and safe transport operation is continued in all parts of Tamilnadu by the State Transport Undertakings. The Transport Department has under its control 18 State Transport Undertakings including Tamilnadu 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 in the State Government in respect of projects implemented by the Southern Railway, Postal and Telecommunication Department and the Civil Aviation Department of the Government of India, within the State of Tamilnadu.

3.12 HISTORY OF TAMILNADU STATE TRANSPORT CORPORATION

In 1944 after the second world war, the British led Central Government in India appointed a committee to analyse 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 only at profit maximization, 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 the 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 Nationalise 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 Nationalised 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 name “Government Bus Service was changed into “State Transport Department. The Kanyakumari District, which was under the regime of the Tiruvithankoor state was merged with the state of Madras on 01.11.1956. The buses operated by the Tiruvithankoor state in Kanyakumari District were also merged with the State Transport Department of Chennai. The administration of Kanyakumari Transport Division was headed by a District Transport Superintendent appointed for that purpose and he was acting under the Directorate in Madras.

The State Transport Department which was functioning in Madras and Kanyakumari entered into an agreement with the State of Karnataka and the first express transport service between Madras and Karnataka was started in August 1959. Since the operation of transport service between Madras and Karnataka was a grand success in the history of the two regions, there were enough demands from the people of the state of Madras to operate such express services locally and as a result of such popular demand, Express Transport Service was started for locations exceeding 120 kms from Madras, connecting all the district headquarters of the state. Extension of the transport service to the entire region was enabled by this initiative of the Government.

The policy on Nationalization of Transport Service which came into force in 1946 was not widely accepted in principle and it is the “Dravida Munnetra Kalagam(DMK) which came to power in 1967 nationalised 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 “Tamilnadu” by the then Chief Minister of the State Mr. Annadurai and hence the “State Transport Department was renamed as “Tamilnadu State Transport Department.

In 1968, the Government of Tamilnadu appointed a high level committee to analyse the efficiency of the Tamilnadu 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 as was recommended, would enable the transport sector in Tamilnadu to function efficiently with its economic and service objectives.

The Government of Tamilnadu on the basis of the above recommendations issued an order dated 08.11.1971 (G.O. No:86) and the erstwhile Tamilnadu State Transport 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 and there are 18 transport corporations being operated at present in Tamilnadu.

3.13 TAMILNADU STATE TRANSPORT CORPORATION – AN OVERVIEW

Tamilnadu State Transport Corporation is the Government public transport bus operator of Tamilnadu in India. It operates buses on intra and interstate bus routes. It also operates on city routes. In 2007-2008 budget it was announced that 5000 new buses would be added to the corporations within 5 years. TNSTC is the
second largest transport corporation in India and is well known for its route coverage almost to every remote area in Tamilnadu. TNSTC bus fare is the lowest in the country. Tamilnadu State Transport Corporation was the first in India to introduce excellent paintings in buses. The school students get a pass to travel in the corporation’s buses at free of cost from their school to their homes. These passes are issued by the Government of Tamilnadu. Tamilnadu State Transport Corporation operates buses of various classes to cater to 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 the places of tourist and pilgrimage importance.
3. Ultra Deluxe coaches are operated from various important commercial centres of Tamilnadu to Chennai, Bangalore, Thiruvananthapuram and also amongst the centres. These are the Non-AC luxury coaches of Tamilnadu State Transport Corporation.
4. AC video coaches are operated from Chennai to commercial centres like Madurai, Trichy, Thanjavur, Bangalore and so on. These have recliner cushion seats with personal AC vents and lights. Mineral water is available at free of cost during the journey. The last two types of coaches are also operated by State Express Transport Corporation (SETC).

### 3.14 STATE EXPRESS TRANSPORT CORPORATION (SETC)

The formation of a separate corporation exclusively for operating long distance express services connecting all the district headquarters in the State of Tamilnadu with Chennai was the brain child of the Government of Tamilnadu during
the year 1975. Hence the long distance express services that were operated by previous Tamilnadu State Transport Department were transferred to the Express wing of Pallavan Transport Corporation with effect from 15th September 1975. The Express wing of Pallavan Transport Corporation was registered on 14th January 1980 and was named as Thiruvalluvar Transport Corporation (TTC). Thiruvalluvar Transport Corporation was started with 276 buses at the beginning and now it is renamed as State Express Transport Corporation Limited.

SETC’s objective is to achieve efficiency in its day-to-day activities and fulfill the needs of the long distance passengers. At present SETC provides one of the most affordable public transport services to 2 lakh passengers per day. For more Comfort and Luxury to the traveling public, SETC introduced 310 Ultra Deluxe Buses with 36 seating capacity with air suspension and pollution free system to Inter and Intra State routes. SETC operates long distance buses exceeding 250 Kms and above throughout the State of Tamilnadu linking all important capital cities, historical places, religious places and commercial places etc., and adjoining states like Andhra Pradesh, Kerala, Karnataka and Union Territory of Pondicherry. It has a tradition of being a pioneer in several measures like introduction of online booking, payment by credit cards and the like. There are 21 Computerized Reservation Centres and 27 Manual Reservation Centres functioning in this corporation. It is the only corporation to win the appreciation and great compliment of the traveling public in Southern India because of the efficiency, punctuality, safety and reliability of its services.

3.15 TAMILNADU STATE TRANSPORT CORPORATION (MDU DIV-II), TIRUNELVELI DIVISION

The Kattabomman Transport Corporation Limited was incorporated on 12.12.73 and it commenced business from 01.01.74 by taking over the assets and liabilities of the
erstwhile Tamilnadu State Transport Department in Tirunelveli and Kanniyakumari Districts and also from the Pandiyan Roadways Corporation Limited. Its headquarters was Nagercoil and it covered Tirunelveli and Kanniyakumari Districts. The Corporation was bifurcated due to its huge size and a new Corporation, namely, Nesamony Transport Corporation Limited was started with 352 buses with headquarters at Nagercoil and the headquarters of Kattabomman Transport Corporation Limited was shifted from Nagercoil to Tirunelveli with 418 buses with effect from 01.04.1983. Kattabomman Transport Corporation Limited is operating its services in Tirunelveli and Thoothukudi Districts. Kattabomman Transport Corporation Limited was renamed as Tamilnadu State Transport Corporation, (Madurai Division-II) Ltd, Tirunelveli on 01.07.97 and its fleet strength as on 31.03.2003 was 838.

About Us

The formation of a separate corporation exclusively for operating long distance express services connecting all the district Headquarters in the State (Tamilnadu) with Chennai as Headquarters was thought of by the Government during the year 1975. Hence the long distance express services operated by the erstwhile Tamilnadu State Transport Department were transferred as the Express wing of Pallavan Transport Corporation with effect from 15th sep'1975. The express wing of Pallavan Transport Corporation was registered on 14th January 1980 and named as Thiruvalluvar Transport Corporation. Thiruvalluvar Transport Corporation operates long distance buses exceeding 250 Kms and above throughout the state of Tamilnadu linking all important capital cities, historical places, religious places and commercial places etc, and adjoining state like Andhra Pradesh, Kerla, Karnataka and Union Territory of Puducherry. This corporation is operating Semi-Deluxe, Super-Deluxe, Video coach buses, Air-Bus and Ultra-Deluxe. Thiruvalluvar Transport Corporation
started with 276 buses at the beginning and now renamed as State Express Transport Corporation Ltd., having 1950 buses as on 01-05-2018. State Express Transport Corporation Ltd. is taking several effective steps to improve its service to cater to the needs of the travelling public and to provide better comfort, safe, quick and reliable service. The services operated by this Corporation are very popular among the public. In India’s passenger road transport sector, State Express Transport Corporation Tamilnadu Limited is setting benchmarks in a large number of operational areas. Its superior service deliverables and all round performance have helped it bag a number of awards at the national level in several categories like vehicle Productivity, Tyre performance and minimum operational cost and the like. State Express Transport Corporation Tamilnadu Limited has become the most preferred transport service provider by the people of Tamilnadu and its neighboring state. State Express Transport Corporation Tamilnadu Limited large objective is to adopt efficiency in its day-to-day activities and bring the best to long distance passengers needs.

3.16 FEATURES OF TRANSPORT CORPORATION

Type of Buses

- Semi Deluxe Buses
- Super Deluxe Buses
- Video Coach Buses
- Ultra Deluxe Buses
- Air Suspension Buses
- Air-conditioned Buses

Reservation

SETC provides advance booking and reservation on all of its routes. Currently online (internet) reservation facility is not available but it is planned to introduce it
oon. Reservations can be made at bus stations in Tamilnadu, including the CMBT Bus Terminus in Chennai.

**Reservation / Cancellation and Refund Information**

**Reservation Rules**
- Reservation is done 30 days in advance.
- Reservation time from 7.00 hrs to 21.00 hrs at all reservation centers.
- Half ticket for children of three years above but below 12 years, children above 130cms Height will be charged full fare.

**Cancellation and Refund rules**
- About 10 per cent deduction of fare for journey tickets surrendered to the counter before 48 hours of the schedule time of departure of the bus.
- About 20 per cent deduction of fare for journey tickets surrendered to the counter between 24 Hrs and 48 Hrs of the schedule time of departure of the bus.
- Nearly 25 per cent deduction of fare for journey tickets surrendered to the counter between 30 minutes and 24 Hrs of the schedule time of departure of the bus.
- About 50 per cent deduction of fare for journey tickets surrendered to the counter between 30 minutes before and after the schedule time of departure of the bus.

**Special Bus Operation**

State Express Tamilnadu Corporation operates special buses during all festival like Depavalli, Pongal and other festivals season for the convenience of passengers and tourists. Special bus routes are operated between Chennai and Velankani during the month August and September. Chennai to Palani, Guruvayur, Rameshwaram,
Tirupathi all year with frequency of buses on daily basis. Special bus services are also available during the month of December and January for Chennai to Sabarimalai.

SETC operates vivid type of buses namely Semi deluxe buses, Super deluxe buses, Video coach buses, Ultra deluxe buses and Air suspension buses within Tamilnadu and to adjacent states through interstate highways. SETC bus routes are designed specially to tackle the long distance between origin and destination locations.

Terms and Conditions

The concessions provided and the rules to be followed by various categories of people using the TNSTC transport are given below:

Students

Students free bus passes are being issued to the students studying from 1st standard to XII Standard in the Government recognized schools to travel between their residence and school.

Procedure and Rules for Obtaining Free Passes

The schools recognized by the Government shall apply to the Managing Directors of Metropolitan Transport Corporation (Chennai and other State Transport Undertakings) to include their school name in the list of approved schools eligible for the issue of free passes, with a copy of the recognition order. As soon as the request is received from the school, action will be taken to include the name of the school in the list. The Schools will be attached to the depot which is situated nearer to the schools for issuing free passes and the same will be intimated to the schools. Then the school will have to approach the Branch Managers of the depot concerned for receiving the
free pass application forms based upon their requirements. Students should apply for the free passes with two photos of size 3.5 x 5 cms. One photo of the students should be pasted on the application and the same should be attested by the head of the institution and the other photo copy should be sent to the respective depot along with the application for being pasted on the free pass cards. The free pass applications duly filled up and signed by the head of the institution should be sent to the respective depot. These applications will be fed into the computers and free passes will be printed at Headquarters and sent to the respective depots within three days. The school authorities can collect the free passes from the depots concerned for issuing the same to the students.

Other details of the scheme can be obtained from the PRO of the State Transport Undertakings.

**Physically Handicapped Persons**

Physically handicapped persons with a disability of 40% and above and having monthly income not exceeding rupees 1000/- are eligible for getting free pass.

**Procedure Adopted for Issuing the Free Pass**

The disabled persons may contact the District Rehabilitation officer concerned with medical certificate indicating the percentage of disability and two passport size photos in order to receive the Identity card. He/She should meet the District Rehabilitation Officer concerned with two Xerox copied of ID card, Income Certificate, Xerox copy of ration card school/college, Bonafide certificate or employment certificate and receive his recommendation in the I.D.Card. The Public Relation Officer concerned of State Transport Undertakings may be contacted with
two passport size photos and I.D. card recommended by District Rehabilitation Officer concerned for obtaining bus passes.

**Mentally Retarded Persons**

This travel pass is issued to mentally retarded persons with escort. The disability percentage shall be 40 and above and monthly income should not exceed ₹1000/-.

**Procedure Adopted for Issuing Free Passes**

The procedure is similar to that for physically handicapped persons.

**Blind Persons**

All blind persons with a disability percentage of 40 and above can avail this pass without age limit. The procedure is similar to that for physically handicapped persons.

**Freedom Fighter**

Freedom Fighters and their legal heirs and participants in the language stir who are residents of the operational areas are eligible for free passes.

**Procedure Adopted for Issuing the Free Passes**

The Freedom Fighter/Participants of Language stir may approach the concerned PRO/Officer of the State Transport Undertakings with their original Pension order for receiving the application form. The applicant should submit the duly filled application form with the signature of a Gazetted Officer on the photo affixed on the form along with two photos and Xerox copy of the pension order. Free passes will be issued after scrutiny of the application form.
Luggage Fare

Passengers can carry hand bags, small box up to 20kg. free of charge. The luggage fare for items meant for sale is given below.

i) For vegetable baskets or gunny bags up to 20 kgs. Minimum fare ₹3/- or single journey fare for the distance involved whichever is higher.

ii) For luggage more than 20 kgs. Minimum fare ₹6/- or twice the journey fare whichever is higher.

iii) Fish baskets minimum fare ₹8/- or twice the journey fare whichever is higher

Breakdown Experience

If the operation of the bus is disturbed due to mechanical problem, the driver of the bus will park the breakdown bus close to the kerb of the road without hindrance to the traffic flows.

The conductor of the breakdown bus will sign on the rear side of the tickets and stop the on coming buses and arrange for the stranded passengers to travel further.

After transporting all the passengers, the conductor transmits the message regarding the break down either to the depot or to the wireless control room. On receipt of the message, the control room Supervisor will send the mobile squad to attend the repairs of the breakdown vehicles and ensure that the vehicle is repaired and sent on line without delay.

In case the repairs cannot be done at the breakdown spot, the breakdown bus will be taken to the depot on tow by using a lorry / wrecker. The depot concerned will carry out the necessary repairs and send the buses on line at the earliest.
Theft/Attack/Damage to Buses

(a) If any passenger reports that a theft has occurred in the bus, the driver and the conductor will take the bus immediately to the nearest Police Station without stopping enroute and will hand over the complaint given by the passenger to the Police Officer. In case the theft suspects are identified, the cooperation of the passengers will be requisitioned to hand over the suspects to the Police Station.

(b) If the duty driver, conductor or passengers are attacked, efforts are to be made to handover culprits to the nearest police station, if necessary with the help of the able-bodied passengers.

(c) In case of attack, the injured passengers or staffs are to be taken immediately to the nearest Government Hospital.

Accident involving State Transport Buses

(a) The crew of the bus should report to the Accident Branch and to the Nearest Police Station about the location, time, accident details, Route number, Fleet number, Registration Number, details of other vehicles and so on immediately.

(b) The injured persons should be taken immediately to the nearest Govt. Hospital and arrangements made for giving medical treatment.

(c) The vehicles involved in the accidents will be parked close to the kerb of the road without hindrance to the traffic flows after marking the wheel position of the accident vehicles.

(d) The driver and conductor should give statement about the accident to the Traffic Inspector, Accident Branch of the State Transport Undertakings and
also to the Police. Further they should also co operate with the investigating Traffic Inspector of Accident Branch and the Police in getting clues and necessary witness to investigate the accident.

(e) The injured persons are to be taken to the hospital immediately and in case no other vehicle is available for transportation, the injured could be taken by the same bus.

**Accident Compensation Claims**

Accident victims of the State Transport Undertakings Buses can file claim petitions before the Motor Accident Claims Tribunal for compensation for injuries sustained by them or for loss of life of relatives. In the event of awards being passed by the Tribunals, the award amounts will be deposited in the Courts. Motor Accident Claims Tribunal Original Petitions referred to Lok-Adalats (Courts) are also negotiated by the committee setup for the purpose and settlements are made by the mutual consent of victims and State Transport Undertakings.

**Hire Charges for Government Department and Private Department.**

For one day (24 hours or part thereof)

<table>
<thead>
<tr>
<th></th>
<th>Government</th>
<th>Private</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>For the first 350kms per day in plain</td>
<td>₹6,500</td>
</tr>
<tr>
<td>2</td>
<td>For the first 200kms per day in ghat</td>
<td>₹6,000</td>
</tr>
<tr>
<td>3</td>
<td>For every additional km in plain</td>
<td>₹15</td>
</tr>
<tr>
<td>4</td>
<td>For every additional km in ghat</td>
<td>₹15</td>
</tr>
</tbody>
</table>

Where the borrowing department does not hand over the vehicle within 24 hours, the following penal charges shall be paid by the borrowing department or party concerned.
i) For a delay of over one hour but not exceeding 4 hours (i.e., where the bus is returned after 1 A.M. but before 4 A.M.) one fourth of one day’s hire charges.

ii) For a delay of over one hour but not exceeding 4 hours (i.e. where the bus is returned after 1 A.M. but before 4 A.M.) one fourth of one day’s hire charges.

iii) For a delay of over four hours but not exceeding six hours (i.e. where the bus is returned after 4 A.M. but before 6 A.M.) one fourth of one day’s hire charges.

iv) For a delay exceeding 6 hours (i.e. where the bus is returned after 6 A.M.) one day’s hire charge.

3.17 PROFILE OF THE STUDY AREA

Tirunelveli, the second largest Southern District of Tamilnadu, is described as a microcosm of the State, owing to its mosaic and diverse geographical and physical features such as lofty mountains and low plains, rivers and cascades, seacoast and thick inland forests, sandy soils and fertile alluvia, a variety of flora and fauna, and protected wild life. Thenpandiyanadu of the early Pandyas, Mudikonda Cholamandalam of the Imperial Cholas, Tirunelveli Seemai of the Nayaks, Tinnevelly District of the East India Company and the British Administration and Tirunelveli District of Independent India was bifurcated on 20th October 1986. The divided Districts are called Nellai-Kattabomman District and Chidambaranar (Tuticorin) Districts. Subsequently, the District was christened as Tirunelveli-Kattabomman District. As per the decision of the Government of Tamil Nadu. Tirunelveli-
Kattabomman District is now called Tirunelveli District and Chidambaranar District is now called Thoothukudi District.

3.18 ORIGIN OF THE DISTRICT

On achievement from the Nawab of Arcot in 1801, the British named it as Tinnevelly District. The headquarters was first located in Palayamkottai the adjacent town, where they had their military headquarters during their operations against the Palayakars. Two reasons may be attributed for naming it after Tirunelveli. One is because, it was and is the chief town of the District and the other is that it was already called Tirunelveli Seemai under the Nayaks and Nawabs. Both Tirunelveli and Palayamkottai are developed as the twin towns of the District.

3.19 GEOGRAPHICAL LOCATION

In the world map, the Tirunelveli District is located between 80°8’ and 9°23’ latitude and 77°09’ and 77°54’ longitude. The total geographical area of the District is 6,823 sq.km. The District is surrounded by the State of Kerala, Gulf of Mannar and the Districts of Virudhunagar, Thoothukudi and Kanyakumari.

3.20 ADMINISTRATIVE SETUP OF TIRUNELVELI DISTRICT

3.20.1 District Administration

The Tirunelveli District Administration is headed by the District Collector with his office at the District Collectorate. The responsibilities of the District Collector include maintenance of law and order, coordinating various development and welfare activities in the District. A detail of other administrative setup in Tirunelveli District is given in Table 3.4.
TABLE 3.4  
Administrative Setup of Tirunelveli District

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Divisions</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Firkas</td>
<td>60</td>
</tr>
<tr>
<td>2.</td>
<td>Villages</td>
<td>559</td>
</tr>
<tr>
<td>3.</td>
<td>Village Panchayats</td>
<td>425</td>
</tr>
<tr>
<td>4.</td>
<td>Town Panchayats</td>
<td>38</td>
</tr>
<tr>
<td>5.</td>
<td>Municipalities</td>
<td>7</td>
</tr>
<tr>
<td>6.</td>
<td>Municipal Corporation</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Office of the District Collectorate, Tirunelveli.

3.21 CLIMATIC CONDITION
3.21.1 Temperature
In the day time the coastal regions are cooler than the interior parts by about a degree. In summer and southwest monsoon seasons one to two degrees less during the rest of the year. From about the middle of February, temperature increases steadily. In May, which is usually the hottest month in the interior, the mean daily maximum temperature is 37.1 degree Celsius. The weather is quite hot in May and June and the maximum temperature sometimes reaches 45 degree Celsius. With the onset of the southwest monsoon by the end of May or beginning of June, there is some drop in temperature. By about the middle of October, both day and night temperatures, decrease appreciably. The period from November to January is the coolest period of the year with the mean daily maximum temperature of about 30 to 31 degree Celsius in the interior parts. The mean daily minimum in these months is about 22 to 23 degree Celsius in the District in general.

3.21.2 Rainfall
Main rainy season is from October to the middle of January. During these southwest monsoon seasons the rainfall is more in the western parts of the District. November is generally the rainiest month. The heaviest rainfall in 24 hours recorded
in the District was 371.5 mm at Sivagiri on 29.10.1929. The average rainfall in the District is 814.8 mm per annum.

### 3.22 IRRIGATION

The District is chiefly irrigated by rivers rising in the Western Ghats. The dams and anaicuts constructed on the Tamiraparani and Manimuthar rivers serve both the agriculture and power generation purposes. The total rainfall, though light, averaging about 814.8 mm per annum, is generally well distributed. The Tamiraparani river affords for perennial irrigation to a fairly large area on which two crops are normally raised. Several tanks and wells form part of the other source of irrigation. The sources of irrigation and major irrigation projects, are given in Table 3.5 and 3.6.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Sources of Irrigation</th>
<th>Net Irrigated Area (in Hectares)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Canals</td>
<td>15591</td>
</tr>
<tr>
<td>2.</td>
<td>Wells</td>
<td>34908</td>
</tr>
<tr>
<td>3.</td>
<td>Tanks</td>
<td>32467</td>
</tr>
<tr>
<td>4.</td>
<td>Other Sources</td>
<td>244</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>83210</strong></td>
</tr>
</tbody>
</table>

Source: Office of the District Collectorate, Tirunelveli.

Table 3.6 shows that the major irrigation projects of Tirunelveli District.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of Reservoir</th>
<th>Capacity (MFFT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Papansam</td>
<td>5500</td>
</tr>
<tr>
<td>2.</td>
<td>Manimutharau</td>
<td>511</td>
</tr>
<tr>
<td>3.</td>
<td>Gandana</td>
<td>352</td>
</tr>
<tr>
<td>4.</td>
<td>Ramanadhi</td>
<td>182</td>
</tr>
<tr>
<td>5.</td>
<td>Karupanadhi</td>
<td>152</td>
</tr>
<tr>
<td>6.</td>
<td>Gundaru</td>
<td>185</td>
</tr>
</tbody>
</table>

Source: Office of the District Collectorate, Tirunelveli.
3.23 AGRICULTURE

Tirunelveli District is, predominantly an agricultural District. The District has mainly two cropping seasons, viz., Kar, the first crop (June to September) and Pishanam, the second crop (October to February).

3.24 CROPPING PATTERN

Tirunelveli has fertile soil only in scattered regions. Less fertile red soils are found distributed over most of the regions. The network of the irrigation system marks full use of the water resources; the natural deficiency has been overcome to a greater extent. The cropping pattern of the District is essentially, of the type, characterizing dry regions. It normally varies from taluk to taluk. In dry regions, diversified cropping patterns exist and no single crop claims a large share of the gross cropped area. Dry cultivation which characterizes these regions, is also basically millet and cash crop cultivation. Even in dry regions, wherever water is available, it is the paddy crop that is sown by the farmers. Paddy occupies the largest area of cultivation, followed by cotton. Paddy is cultivated mainly in Tirunelveli, Palayamkottai, Tenkasi, Shenkottai, Ambasamudram and Nanguneri Taluks. Other crops grown in the District, are cumbu, ragi, pulses, groundnut, gingelly, coconut, chillies and indigo. Portions of Sankarankoil Taluk, have the rich, fertile black soil, which is highly suitable for cotton cultivation. Factors such as type of soil, climatic conditions, irrigation facilities and so on, determine the cropping pattern in is region. Most of the rain fed areas, are cultivated in both the seasons. Most of the crops are on the ground for three or four months, except chillies and cotton, which take more than five months. Details are given in Table 3.7.
TABLE 3.7
Major Crops and their Area in Tirunelveli District

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of the Crop</th>
<th>Area (in Ha.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Paddy</td>
<td>82,000.00</td>
</tr>
<tr>
<td>2.</td>
<td>Cotton</td>
<td>17,000.00</td>
</tr>
<tr>
<td>3.</td>
<td>Groundnut</td>
<td>12,000.00</td>
</tr>
<tr>
<td>4.</td>
<td>Pulses</td>
<td>33,000.00</td>
</tr>
<tr>
<td>5.</td>
<td>Milets</td>
<td>18,000.00</td>
</tr>
<tr>
<td>6.</td>
<td>Sugarcane</td>
<td>3,500.00</td>
</tr>
<tr>
<td>7.</td>
<td>Fruit Crops</td>
<td>13,605.00</td>
</tr>
<tr>
<td>8.</td>
<td>Vegetables</td>
<td>3,644.00</td>
</tr>
<tr>
<td>9.</td>
<td>Species</td>
<td>7,330.00</td>
</tr>
<tr>
<td>10.</td>
<td>Plantation</td>
<td>1,650.00</td>
</tr>
</tbody>
</table>

Source: Office of the District Collectorate, Tirunelveli.

3.25 TRAINING CENTRES FOR DRIVERS

The Institute of Road Transport conducts a three month Heavy Vehicle Driver Training course at Gummidipoondi and at the 14 Transport Corporation Training Centres for those who have passed 10th standard and are having Light Vehicle Licence with one year experience. The course fee, is ₹16,200. The candidates are selected by open advertisement in newspapers.

3.26 MATERIAL TESTING LABORATORY, CHENNAI

A Material Testing Laboratory was started at the Institute of Road Transport campus to monitor the quality of the automobile components purchased by the State Transport Undertakings in Tamil Nadu. Even small scale Industries in and around Tamil Nadu manufacturing the automobile components utilize the testing facilities available at the Institute of Road Transport to improve the quality of their products.
The automobile components are tested against ISI Standards / Manufacturers’ Specifications on payment of the testing charges prescribed for each component.

3.27 ORGANISATION AND MANAGEMENT

Ministry of Transport authority in India is coming under the administrative control of the corporation of Tamilnadu Government. The Commissioner and Secretary to the Department of Transport is the ex-officio Chairman of the Corporation. The Management of the Corporation, is vested to the Board consisting of 12 Directors.

The Chief Executive of the Corporation, is the Managing Director who is assisted by a General Manager and a Chief Accounts Officer. Under the General Manager there are 3 Senior Deputy Managers, 9 Deputy Managers, 4 Divisional Managers, 13 Assistant Managers and 16 Branch Managers. Under the Chief account officer, there is 1 Secretary and there are 2 Deputy Managers and 2 Assistant Managers. The Tamil Nadu State Transport Corporation was divided into seven divisions with effect from 6th January 2004. Each divisional office was further divided into some Regional offices.

3.28 AREA OF OPERATION

The registered office of TNSTC (Tirunelveli) Ltd, is situated at Bye-pass road, Tirunelveli. The area of operation of TNSTC (Tirunelveli) Ltd covers all over the Tamil Nadu and other southern states of Kerala, Karnataka and Andhra Pradesh.

The TNSTC (Tirunelveli) Ltd operates city, town and mofussil bus services. It operates mofussil bus services to several places located in its own region and division and also to several places in other transport corporation’s divisions including interstate services. For, administrative convenience, the area of operation has been
divided into five regional offices, namely, Madurai, Tirunelveli, Nagarcoil, Dindigul and Virudhunagar. Tirunelveli region has 11 branches.

3.29 ORGANISATIONAL STRUCTURE

TNSTC (Tirunelveli) Ltd, has a three-tier structure comprising the corporate office at the top, regional office in the middle and branches at the lower tier. The corporate office undertakes route planning, selection of personnel, management of materials and financial planning. The regional office acts as a link, between the corporate office and the branches. The branches, are responsible, for the maintenance of buses, operation of the buses, routes allotment and to attend to the grievances of the workers. Top level, Middle level and Lower level are the levels of management of TNSTC (Tirunelveli) Ltd.

Fleet Strength

Vehicles which are used in operation are referred to as operative fleet. TNSTC (Tirunelveli) Ltd operates city, town and mofussil buses to several places. Table 3.8 indicates the fleet strength of TNSTC (Tirunelveli) Ltd during the study period.
TABLE 3.8
Fleet Strength of TNSTC Tirunelveli Division from 2003-04 to 2012-2014

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Operative Fleet</th>
<th>Percentage of Increase or Decrease Over the Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003-04</td>
<td>352</td>
<td>0.06</td>
</tr>
<tr>
<td>2004-05</td>
<td>348</td>
<td>-0.42</td>
</tr>
<tr>
<td>2005-06</td>
<td>350</td>
<td>-0.45</td>
</tr>
<tr>
<td>2006-07</td>
<td>348</td>
<td>-1.02</td>
</tr>
<tr>
<td>2007-08</td>
<td>353</td>
<td>0.57</td>
</tr>
<tr>
<td>2008-09</td>
<td>353</td>
<td>-0.63</td>
</tr>
<tr>
<td>2009-10</td>
<td>370</td>
<td>1.64</td>
</tr>
<tr>
<td>2010-11</td>
<td>395</td>
<td>-0.03</td>
</tr>
<tr>
<td>2011-12</td>
<td>420</td>
<td>4.80</td>
</tr>
<tr>
<td>2012-13</td>
<td>452</td>
<td>6.66</td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.

Table 3.8 shows the fleet strength of TNSTC Tirunelveli Division from 2003-04 to 2012-2013. There were 355 operative fleets at the beginning of the study period. And there is a gradual growth as well as a decline in the total operative fleet during the study period. For instance, there were 348 operative fleet in the year 2006-07 and it has been increased to 350 in the year 2007-08 and further it has been decreased to 348 in the year 2008-09. But, totally there is a greater growth in the total operative fleet between the beginning and at the end of the study period. The total number of operative fleet at the end of the study period is 395. The total operative fleet shows 0.06 per cent increase in the year 2003-04. From the details given in the table, it is clear that the total operative fleet shows a fluctuating trend during the study period. But, finally the percentage of the total operative fleet, has been increased to 6.6 during the study period over the previous year.
Category wise Fleet Strength

Category – wise fleet strength of TNSTC (Tirunelveli) Ltd as on 31-3-2013 is shown in Table 3.9

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Route Buses</th>
<th>No. of Buses</th>
<th>Percentage to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>City Buses</td>
<td>156</td>
<td>34.51</td>
</tr>
<tr>
<td>2.</td>
<td>Mofussil Buses</td>
<td>199</td>
<td>44.02</td>
</tr>
<tr>
<td>3.</td>
<td>Spare Buses</td>
<td>47</td>
<td>10.39</td>
</tr>
<tr>
<td>4.</td>
<td>Idle Buses</td>
<td>30</td>
<td>6.63</td>
</tr>
<tr>
<td>5.</td>
<td>Condemned Buses</td>
<td>20</td>
<td>4.45</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>452</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.

The following details have been observed from Table 3.9. It shows the category-wise fleet strength. There are totally 452 buses altogether in all the 11 branches. Among the 452 TNSTC buses, the total number of city, mofussil, spare, idle and condemned buses are 156, 199, 47, 30 and 20 respectively. From the analysis of the percentage of the total buses, it is clear that there are 34.51 percentage of city, 44.02 percentage of mofussil, 10.39 percentage of spare, 6.63 percentage of idle and 4.45 percentage of condemned buses available in TNSTC.

3.30 OTHER VEHICLES

TNSTC (Tirunelveli) Ltd has been provided with various types of other vehicles for traveling officers, staffs and for some other purposes relating to carrying the work continuously. The other vehicles are listed in Table 3.10.
<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Type of Vehicle</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Lorries</td>
<td>14</td>
</tr>
<tr>
<td>2.</td>
<td>Van</td>
<td>1</td>
</tr>
<tr>
<td>3.</td>
<td>Jeeps</td>
<td>11</td>
</tr>
<tr>
<td>4.</td>
<td>Treckers</td>
<td>6</td>
</tr>
<tr>
<td>5.</td>
<td>Cars</td>
<td>2</td>
</tr>
<tr>
<td>6.</td>
<td>Water Tankers</td>
<td>4</td>
</tr>
<tr>
<td>7.</td>
<td>Driver Training School Bus</td>
<td>4</td>
</tr>
<tr>
<td>8.</td>
<td>Bolero</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>44</strong></td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.

Table 3.10 shows the number of other vehicles of TNSTC, besides the buses. There are 14 Lorries, 11 jeeps and 4 driver training school buses. From the details given in the Table 3.10, it can be seen that there are 44 other vehicles apart from the buses.

### 3.31 EMPLOYEES

The total number of employees working in TNSTC (Tirunelveli) Ltd as on 31-3-2013 is shown in Table 3.11.
Table 3.11 shows the number of employees. The employees are classified into seven categories such as drivers, conductors, technical, supervisory, administrative staff, and others. The numbers of employees in the above mentioned categories are 1761, 1815, 667, 97, 302, 68 and 147 respectively. From the details given in the table, it is evident that the conductors are larger in number than the drivers. In the analysis of the percentage of the total number of employees, it is clear that there are 37.37 percentage of the conductors, 36.26 percentage of the drivers, 13.73 of the employees, belong to the technical and 1.99 percentage of the employees, belong to the supervising section and there are 6.22 percentage of administrative staff. And the percentage of the total employees of other section is 1.40 and there are 3.03 percentage of the employees in the production units.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Category</th>
<th>No. of Employees</th>
<th>Percentage to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Drivers</td>
<td>1761</td>
<td>36.26</td>
</tr>
<tr>
<td>2.</td>
<td>Conductors</td>
<td>1815</td>
<td>37.37</td>
</tr>
<tr>
<td>3.</td>
<td>Technical</td>
<td>667</td>
<td>13.73</td>
</tr>
<tr>
<td>4.</td>
<td>Supervisory</td>
<td>97</td>
<td>1.99</td>
</tr>
<tr>
<td>5.</td>
<td>Administrative Staff</td>
<td>302</td>
<td>6.22</td>
</tr>
<tr>
<td>6.</td>
<td>Others</td>
<td>68</td>
<td>1.40</td>
</tr>
<tr>
<td>7.</td>
<td>Production Units</td>
<td>147</td>
<td>3.03</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>4857</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.
3.32 OPERATIONAL STAFF

The employees who are directly connected with the operation of buses are called operation staff. Table 3.12 shows the operational staff during the study period between 2003-04 to 2012-13.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Employees</th>
<th>Percentage of Increase or Decrease Over the Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003-04</td>
<td>5521</td>
<td>--</td>
</tr>
<tr>
<td>2004-05</td>
<td>5559</td>
<td>3.00</td>
</tr>
<tr>
<td>2005-06</td>
<td>5548</td>
<td>-2.02</td>
</tr>
<tr>
<td>2006-07</td>
<td>5534</td>
<td>-0.54</td>
</tr>
<tr>
<td>2007-08</td>
<td>5458</td>
<td>-3.10</td>
</tr>
<tr>
<td>2008-09</td>
<td>5382</td>
<td>-3.20</td>
</tr>
<tr>
<td>2009-10</td>
<td>5231</td>
<td>-279</td>
</tr>
<tr>
<td>2010-11</td>
<td>5184</td>
<td>-3.14</td>
</tr>
<tr>
<td>2011-12</td>
<td>4976</td>
<td>-3.14</td>
</tr>
<tr>
<td>2012-13</td>
<td>4857</td>
<td>-2.27</td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.

Table 3.12 shows the details of the operational staff. There are totally 5521 employees in the year 2003-04. And it has been increased to 5599 during the next year. And there is a gradual decline as well as a growth in the total number of employees during the study period. At the end of the study period there were 4857 employees, which are lesser than the number of employees, at the beginning of the study period. The retirement of the employees is the reason for decreasing the total number of employees, between the beginning of the study period and the end of the study period. The analysis of increase or decrease percentage of the employees
shows a 3 percentage increase in the year 2004-05 over the previous year 2003-04. And the percentage of the employees have been decreased to 2.02 in the year 2005-06. And there is a continuous decline in the percentage of the total employees until 2012-13.

**New Villages Connected Directly**

In order to fulfill the demand of the rural people, the Government as a policy adds some new villages every year to introduce buses newly to those villages. As a policy matter, every village has the population of exceeding 1000 people, will be given a bus route. Table 3.13 shows the new villages connected directly by TNSTC (Tirunelveli) ltd. during the study period.

**TABLE 3.13**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of villages connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003-04</td>
<td>31</td>
</tr>
<tr>
<td>2004-05</td>
<td>26</td>
</tr>
<tr>
<td>2005-06</td>
<td>18</td>
</tr>
<tr>
<td>2006-07</td>
<td>15</td>
</tr>
<tr>
<td>2007-08</td>
<td>12</td>
</tr>
<tr>
<td>2008-09</td>
<td>8</td>
</tr>
<tr>
<td>2009-10</td>
<td>7</td>
</tr>
<tr>
<td>2010-11</td>
<td>6</td>
</tr>
<tr>
<td>2011-12</td>
<td>17</td>
</tr>
<tr>
<td>2012-13</td>
<td>9</td>
</tr>
</tbody>
</table>

Source: Annual Reports of TNTSC, Tirunelveli Division.

Table 3.13 shows the average age of buses as on 31st March of every year. At the beginning of the study period the average age of TNSTC buses is 4.05 and it has been increased to 5.51 in the year 2006-07 and it has been further increased to 7.46 in
the year 2009-10. But, the average age of buses have been reduced to 7.15 in the year 2010-11.

3.33 PUBLIC SERVICES

TNSTC (Tirunelveli) Ltd. introduced 45 new vehicles during the year 2010-11. TNSTC (Tirunelveli) Ltd. introduced bus services to 9 un-served villages, covering a population of 12,000 people during the year. As in the previous year, TNSTC (Tirunelveli) Ltd. operated special services on various festive occasions, such as Sabarimalai Yatra, Thaipoosam, Panguni Uthiram, Chithirai Thiruvizha, Mandaikkadu Bhagavathamman, Adi Thapasu temple festivals and Velanganni Annai Matha festival in the corporation area for the benefit of the commuters.

3.34 SUMMARY

A good transport system is an important one for the development of an economy of any country. Transportation has become a very important instrument for the economic well being of the people. Global competition has made the existence of efficient transport and logistic systems in delivery chain an absolute imperative. Easy accessibility, flexibility of operations, door-to-door service and reliability have earned road transport an increasingly higher share of both passenger and freight traffic vis-à-vis other transport modes.

Taking cognizance of this factor that a good well connected and efficient transport system is much essential for the development of the state economy, Tamilnadu Government has nationalized in the transport services with the main intention of connecting even remote areas and thereby offering good scope for the development of business by selling heir agricultural products and other commodities in the nearby towns and cities. As result, the TNSTC bus services have been
established covering the entire length and breadth of the state. This has in fact helped the rural and semi-urban masses in a great way doing business and thus develop economic activities and other such profitable works.

This chapter summarises the profile of the study area such as origin of the district, geographical location, district administration, climatic condition, irrigation, cropping pattern and the like. The TNSTC bus service (Tirunelveli) is found to be highly impressive in terms of its growth and development, area of operation of buses, fleet strength and new villages connected with the TNSTC bus service directly to fulfill the social obligations of the people and eventually help and facilitate the upward mobility of the rural and semi-urban masses in terms of economic development, gaining knowledge of the new things and this achieve spread of civilization, even to remote unconnected rural areas.
REFERENCES


4. Transport Commissioner Report, Home (Transport V) Department, Tamil Nadu.

5. Tamilnadu Road Transport Policy Manual, 2011-12 Highways, Department, Chennai.

6. Ibid., P.75