



TRANSPORT DEPARTMENT

**POLICY NOTE
2024 – 2025**

DEMAND No. 48

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Minister for Transport

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Government of Tamil Nadu
2024

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1. INTRODUCTION

1.1 Overview

Transportation plays a vital role in connecting people to goods, services, social and economic opportunities and in promoting development. In the State of Tamil Nadu, with a population of approximately 8.30 Crore, millions of people rely on public transportation every day. Public transportation is a shared system that enables multiple individuals to travel together using various modes such as buses, trains, taxis, autorickshaws and even air and sea services. The objective of public transport is to provide a high-quality service that caters to the needs of the population while considering environmental and social factors.

Buses are expected to remain the primary mode of mass transit for land transportation both now and in the foreseeable future. Bus-based public transport systems play a crucial role in meeting the demand for passenger transport in the State. Buses serve as a cost-effective mobility option for millions of Indians to access employment, education and healthcare. They also contribute to reducing carbon emissions, traffic congestion and fossil fuel consumption, while providing a safe means of transportation. Despite these advantages, the growth of buses has been slower compared to the increasing demand for transportation. Currently, buses account for less than 1% of the total vehicle population in the state. They alleviate traffic congestion and offer secure and comfortable travel choices. The effective functioning of public (bus) transport promotes the development of the State's economy and social sector. The Government-owned State Transport Corporations form the backbone of bus-based mobility in the State.

In most transportation scenarios, buses have a positive impact on air quality compared to personal motorized vehicles. Buses pollute less per person km and create less congestion due to their smaller road-use footprint. This reduces journey time, solves the problem of parking spaces in city centers and saves on fuel bills, ultimately benefiting the State's economy.

Tamil Nadu, one of the most urbanized States in India, had a population of 48.4% residing in cities in 2011. Projections estimate that by 2031, about 67% of the population will live in cities/towns. As of May 1, 2024, there are 3.59 crore registered vehicles in the State, including 0.14 crore transport vehicles and 3.45 crore non-transport vehicles. Transport vehicles constitute 3.91% of the total vehicles, while non-transport vehicles make up 96.09%. Two-wheelers account for 3.02 crore vehicles, which is 84.09% of the total vehicles in Tamil Nadu. 95.94% of the total vehicles are passenger vehicles, with 10.95% being 4 wheelers, 0.9% being 3 wheelers and 84.09% being two wheelers:

| Transport | | |
|-----------------------------------|------------------------------|----------------|
| Category | Type | Nos. |
| Stage Carriages | State Transport Undertakings | 20260 |
| | Private | 7764 |
| | Mini bus | 2857 |
| | Total | 30881 |
| Contract Carriages | Autorickshaw | 323653 |
| | Ordinary Taxi | 2630 |
| | Motor Cab | 116240 |
| | Maxi Cab | 87824 |
| | Omni Bus | 1826 |
| | Total | 532173 |
| Others | Private Service Vehicles | 15579 |
| | Educational Institution Bus | 37583 |
| | Ambulance | 14402 |
| | Fire Fighter | 1799 |
| | Total | 69363 |
| Goods Carriages | Lorries | 466489 |
| | Tractor & Trailor | 78331 |
| | Light Commercial Vehicle | 192740 |
| | Articulated Vehicles | 33372 |
| | Total | 770932 |
| Transport Vehicles – Total | | 1403349 |

| Non Transport | | |
|------------------------------|---------------|-----------------|
| Category | Type | Nos. |
| Personal vehicles | Two wheeler | 30212698 |
| | Car & Jeep | 3659212 |
| Other Vehicles | Tractor | 457922 |
| | Three wheeler | 68167 |
| | Road Roller | 2545 |
| | Others | 126516 |
| Non Transport – Total | | 34527060 |
| STATE TOTAL | | 35930409 |

The public transport system in the State is supported by 30,881 stage carriage buses, including 28,024 buses and 2,857 mini buses. Among the stage carriages, the Government-owned 8 State Transport Undertakings operate a fleet of 20,260 buses, transporting approximately 1.76 Crore people daily.

1.2 Vision of the Government

The vision of the Government is to shape a modern, efficient, economic, climate friendly and safe bus transportation that balances the needs of the economy, society and environment and to meet the different mobility needs of the people such as locally, within a city, intercity, rural areas and inter-State and also provides first and last mile connectivity and also provides access to employment, education, medical care, markets, social and recreational activities, transportation of agriculture products for selling in towns/cities etc. The core vision is as follows:

- i. To promote public transport and improve last mile connectivity through bus mode;
- ii. To make bus transportation user friendly, safe, reliable, efficient to the general public at affordable fare;
- iii. To provide environment friendly alternate fuel buses such as Electric, CNG, LNG etc;
- iv. Introduction of buses enabling easy access for the Differently Abled persons;

- v. To deploy Information Technology, Information Technology Enabled Services, Intelligent Transport Systems for online monitoring of buses and deliver passenger information on a real time basis;
- vi. To provide excellent customer service and simple, convenient and easy to use payment options for ticketing;
- vii. To strive towards financial self-reliance;
- viii. To attain the sustainable development goals for the year 2030;

1.3 Evolution of Public Transport in Tamil Nadu

In 1944, the British Government established a Committee to examine the state of public transportation in India. The Committee put forth a recommendation to nationalize the transport sector. Subsequently, in 1947, the Government took over the private buses operating in the Madras presidency and initiated the 'Government Bus Service.' Over a period of time, this service evolved into the 'State Transport Department' and eventually transformed into a 'Public Sector Undertaking' to enhance operational efficiency through increased autonomy.

Realising that mobility is the kingpin in economic and industrial development, the Government of Tamil Nadu embarked upon massive direct investment in public transport sector in 1972 and thereon and by an organized "Public Transport System" like State owned State Transport Corporation started.

On 01.01.1972, Pallavan Transport Corporation was established under companies act 1956 and buses operated in Chennai and Chengalpattu were brought under it and paved the way for inception of other State Transport Undertakings. 21 State Transport Undertakings were created by bifurcation from 1972 to 1996. Thereafter, the same were merged into 8 entities.

As of today, in Chennai and peripheral areas, bus services are operated by Metropolitan Transport Corporation (Chennai) Limited and rest of Tamil Nadu town services and inter-city bus operations are

provided by six Tamil Nadu State Transport Corporations headquartered at Villupuram, Salem, Coimbatore, Kumbakonam, Madurai and Tirunelveli. The long-distance express bus services and inter-state bus services are operated by State Express Transport Corporation Tamil Nadu Limited.

State Transport Undertakings are responsible for providing efficient, adequate, economical and well-coordinated road transport services to the public. In addition to the STUs, private operators are also permitted to operate on specific routes authorized by the State. The State Government regulates and approves the fare structure, ensuring that it remains same for both the STUs and private operators.

Tamil Nadu STUs are the second largest Government bus transport corporations in the country in terms of bus fleet, well known for its route coverage of almost all villages having population of minimum 1,000 within Tamil Nadu. They cover 17,322 of total 17,662 villages in Tamil Nadu. The coverage is 98.07%.

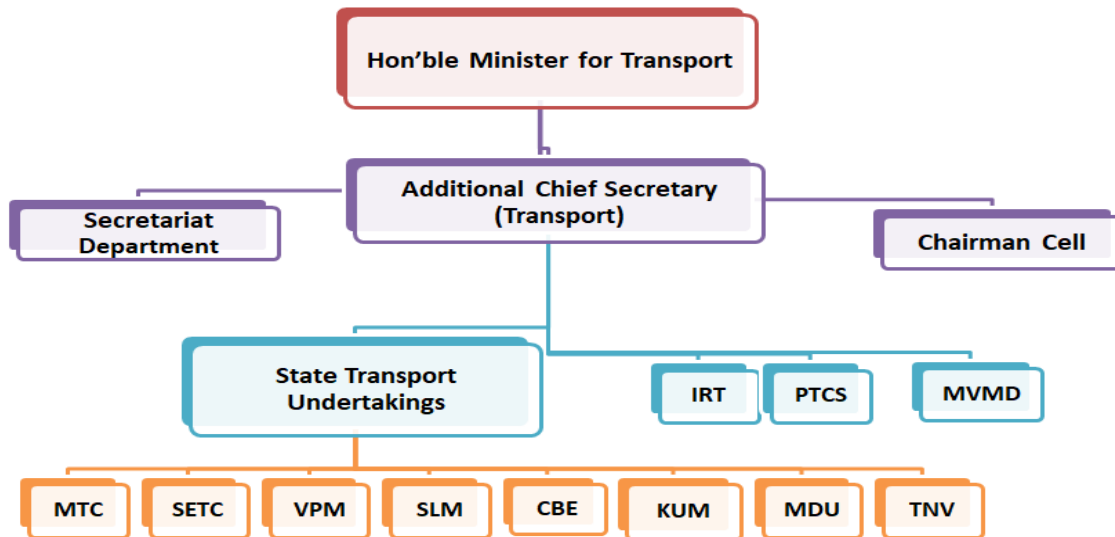
As on 31.03.2024, there are 20,260 STU-buses in the State. The buses are operated from 317 bus depots, 10,132 bus routes covering 79 lakh kms utilizing the workforce of 1.11 lakh employees and transporting about 1.76 crore people every day. All the buses use diesel as fuel. The average age of buses is 9.08 years. The fleet utilization rate is 90.52%. The occupancy ratio is 79.43%. The ratio of concession passengers to fare paying passengers is 60:40. Daily revenue is Rs.37.11 crore whereas expenditure is Rs.54.37 crore and the shortfall per day is Rs.17.26 crore. The fare charges in Tamil Nadu are lowest in the country amidst increasing expenditures year on year. The fare was last revised on 29.01.2018.

1.4 Organisation Set up of Transport Department

The Transport Department oversees the coordination of bus services for public transportation in the State, managing 8 State Transport Undertakings. The Department is led by the Hon'ble Minister for

Transport, with the Additional Chief Secretary to Government serving as the administrative head. Assisting them are Deputy Secretary, Under Secretaries, Section Officers and other staff members who handle cases related to the Transport Department.

The Transport Department oversees the following transportation-related entities:



1. State Transport Undertakings

- (i) Metropolitan Transport Corporation (Chennai) Limited, Chennai
- (ii) State Express Transport Corporation Tamil Nadu Limited, Chennai
- (iii) Tamil Nadu State Transport Corporation (Villupuram) Limited, Villupuram
- (iv) Tamil Nadu State Transport Corporation (Salem) Limited, Salem
- (v) Tamil Nadu State Transport Corporation (Coimbatore) Limited, Coimbatore
- (vi) Tamil Nadu State Transport Corporation (Kumbakonam) Limited, Kumbakonam
- (vii) Tamil Nadu State Transport Corporation (Madurai) Limited, Madurai
- (viii) Tamil Nadu State Transport Corporation (Tirunelveli) Limited, Tirunelveli

2. Tamil Nadu Motor Vehicles Maintenance Department, Chennai (MVMD)

3. The Institute of Road Transport, Chennai (IRT)

4. Pallavan Transport Consultancy Services Limited, Chennai (PTCS)

The Additional Chief Secretary to Government, Transport Department is the Ex-Officio Chairman of all State Transport Undertakings and other organizations such as the Institute of Road Transport.

The Board of Directors, including the Chairman, Managing Director, and Directors appointed by the State Government, oversee the management of STUs. The day-to-day activities are led by the Managing Director, who serves as the Chief Executive, along with support from officers in different wings such as General Managers, Deputy Managers, Assistant Managers, Branch Managers and their staff.

The Chairman's Office provides support to the Chairman in matters concerning the State Transport Undertakings.

The Transport Department acts as the Nodal organization of the State Government that assists projects undertaken by the Southern Railway. It works closely with the Railway Department to improve the existing railway infrastructure, build new lines, extend current lines and upgrade gauges within the State.

2. ORGANISATION OF STATE TRANSPORT UNDERTAKINGS

2.1 Operational Jurisdiction

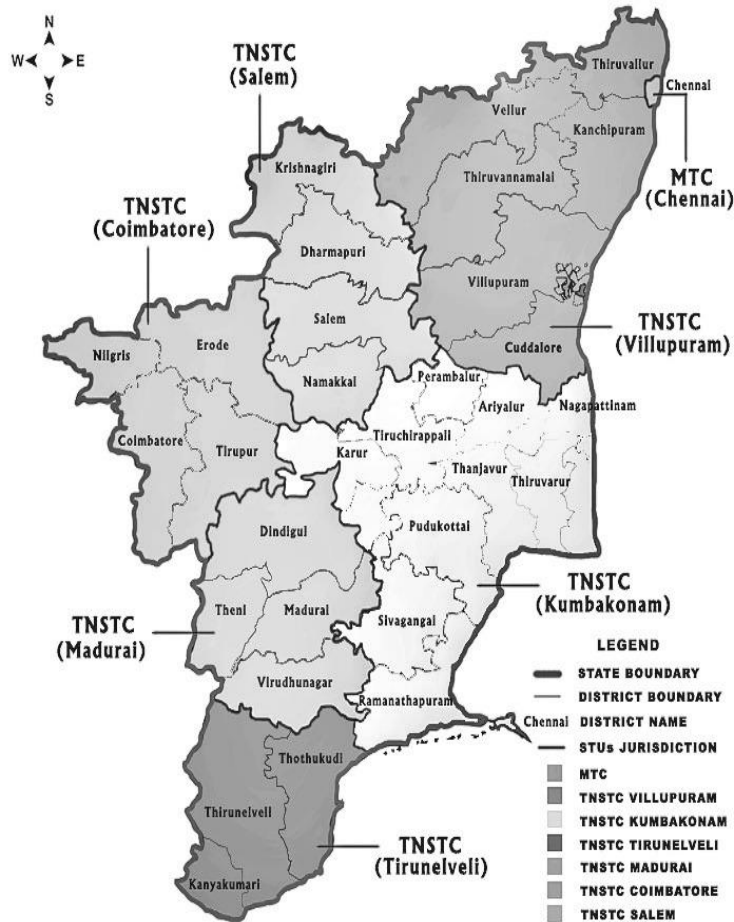
State Transport Undertakings are primarily responsible for offering road-based passenger mobility within the State and to the neighboring States with Puducherry, Kerala, Karnataka and Andhra Pradesh. The fleet of the STUs is 20,260 comprising of 18,728 scheduled services and 1,532 spare buses. State Transport Undertakings exclusively serve districts like Chennai, Nilgiris and Kanniyakumari. Other districts are served in combination with private operators.

There are 8 State Transport Undertakings (STUs) in the State, each with its own specific operational jurisdiction. The districts covered by each STU are as follows:

| S. No. | State Transport Undertakings | Region | Districts covered |
|--------|--|----------------|---|
| 1. | Metropolitan Transport Corporation (Chennai) Limited. | Chennai | Chennai Metropolitan Area |
| 2. | State Express Transport Corporation Tamil Nadu Limited. | - | Entire Tamil Nadu State, Kerala, Karnataka, Andhra Pradesh & Puducherry |
| 3. | Tamil Nadu State Transport Corporation (Villupuram) Limited. | Villupuram | Villupuram & Kallakurichi |
| | | Vellore | Vellore, Ranipet & Tirupathur |
| | | Kancheepuram | Kancheepuram & Chengalpattu |
| | | Tiruvannamalai | Tiruvannamalai |
| | | Tiruvallur | Tiruvallur |
| | | Cuddalore | Cuddalore |
| 4. | Tamil Nadu State Transport Corporation (Salem) Limited. | Salem | Salem & Namakkal |
| | | Dharmapuri | Dharmapuri & Krishnagiri |
| 5. | Tamil Nadu State Transport Corporation (Coimbatore) Limited. | Coimbatore | Coimbatore |
| | | Ooty | Nilgiris |
| | | Erode | Erode |
| | | Tiruppur | Tiruppur |

| S. No. | State Transport Undertakings | Region | Districts covered |
|--------|---|--------------|---|
| 6. | Tamil Nadu State Transport Corporation (Kumbakonam) Limited. | Kumbakonam | Thanjavur |
| | | Nagapattinam | Nagapattinam, Thiruvarur & Mayiladuthurai |
| | | Trichy | Trichy, Perambalur & Ariyalur |
| | | Karur | Karur |
| | | Karaikudi | Sivagangai & Ramanathapuram |
| | | Pudukkottai | Pudukkottai |
| 7. | Tamil Nadu State Transport Corporation (Madurai) Limited. | Madurai | Madurai |
| | | Dindigul | Dindigul & Theni |
| | | Virudhunagar | Virudhunagar |
| 8. | Tamil Nadu State Transport Corporation (Tirunelveli) Limited. | Tirunelveli | Tirunelveli & Tenkasi |
| | | Thoothukudi | Thoothukudi |
| | | Nagercoil | Kanniyakumari |

The diagram below illustrates the operational jurisdictions.



2.2 Infrastructure of State Transport Undertakings

The infrastructure, buses and number of employees of State Transport Undertakings as of March 31, 2024, are detailed as follows:

| S. No | STUs | Regions | Depots | Workshops | Driver Training Schools | Buses | No. of Employees | No. of Ridership (In Lakhs) 2023-24 |
|--------------|------|-----------|------------|-----------|-------------------------|--------------|------------------|-------------------------------------|
| 1 | MTC | 1 | 32 | 2 | 1 | 3347 | 19415 | 11445.51 |
| 2 | SETC | 1 | 22 | 2 | 1 | 1073 | 4661 | 223.05 |
| 3 | VPM | 6 | 57 | 3 | 6 | 3337 | 19061 | 9775.84 |
| 4 | SLM | 2 | 32 | 2 | 4 | 2054 | 11124 | 6962.17 |
| 5 | CBE | 4 | 43 | 2 | 2 | 2843 | 15254 | 9887.90 |
| 6 | KUM | 6 | 61 | 4 | 7 | 3496 | 18790 | 11385.00 |
| 7 | MDU | 3 | 40 | 3 | 3 | 2390 | 13184 | 7746.52 |
| 8 | TNV | 3 | 30 | 2 | 2 | 1720 | 9530 | 7112.86 |
| Total | | 26 | 317 | 20 | 26 | 20260 | 111019 | 64538.85 |

2.3 Bus Operations

The State Transport Undertakings in the State have an impressive fleet of 20,260 buses, comprising of 18,728 scheduled buses and 1,532 spare buses. These buses efficiently operate on 10,132 authorized routes, following a well-defined timetable that covers both plain and hilly ghat regions. Depending on the distance covered, these buses are classified into city/town, mofussil and ghat services. Moreover, the bus services are further distinguished by their comfort level and designated stops, each having its unique fare structure.

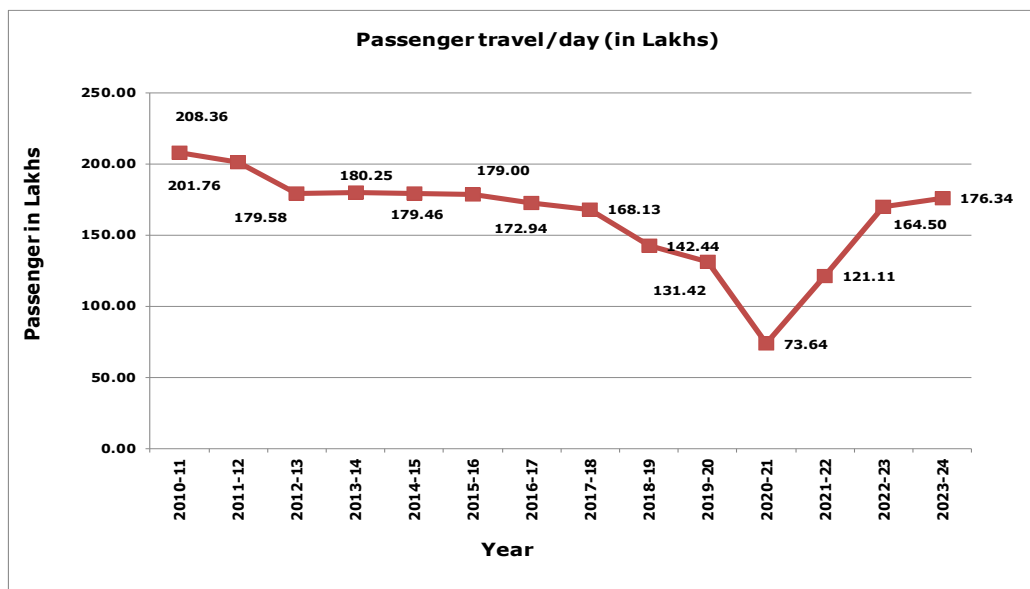
| Town | Mofussil | Ghat |
|---|---|----------------------------------|
| Ordinary, express, Limited Stop Service, deluxe and air-conditioned | Ordinary, express-semi deluxe, express-super deluxe, ultra deluxe, air-conditioned (seater), non air-conditioned sleeper, air-conditioned sleeper, non air-conditioned seater cum sleeper, air-condition seater cum sleeper | Ordinary and express-semi deluxe |

The table below provides details of the categories of bus service as on March 31, 2024.

| S. No | STUs | Town | | Mofussil | Ghat | Scheduled service | Spare Buses | Total |
|--------------|------|----------------------------|------------------------|-------------|------------|-------------------|-------------|--------------|
| | | Ordinary (Vidiyal Payanam) | LSS / Express / Deluxe | | | | | |
| (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) |
| 1 | MTC | 1559 | 1674 | 0 | 0 | 3233 | 114 | 3347 |
| 2 | SETC | 0 | 0 | 1000 | 0 | 1000 | 73 | 1073 |
| 3 | VPM | 1036 | 0 | 1955 | 29 | 3020 | 317 | 3337 |
| 4 | SLM | 814 | 23 | 1038 | 25 | 1900 | 154 | 2054 |
| 5 | CBE | 991 | 180 | 1030 | 358 | 2559 | 284 | 2843 |
| 6 | KUM | 1229 | 28 | 1927 | 0 | 3184 | 312 | 3496 |
| 7 | MDU | 890 | 380 | 837 | 64 | 2171 | 219 | 2390 |
| 8 | TNV | 660 | 156 | 845 | 0 | 1661 | 59 | 1720 |
| TOTAL | | 7179 | 2441 | 8632 | 476 | 18728 | 1532 | 20260 |

2.4 Performance of State Transport Undertakings

In the Financial Year 2023-24, STUs effectively transported around 1.76 crore passengers daily. The number of riders is at an all-time high, surpassing the levels seen before COVID in the 2018-19 Fiscal Year. Despite encountering crew shortages, STUs have implemented various strategies successfully to boost passenger numbers, leading to a significant increase in revenue generation. The diagram below provides a visual representation of this growth.



Tamil Nadu provides the most economical stage carriage bus fare in comparison to other States in India.

The table below illustrates the differences in bus ticket prices among Tamil Nadu, Andhra Pradesh and Karnataka.

| State | Date of last Fare Revision | Mofussil (paise per km) | | | | | | | | | |
|----------------|----------------------------|-------------------------|-------------|-----------------|--------------|-----------|------|----------------|------|------------|------|
| | | Ordinary | Semi Deluxe | Exp/Sup. Deluxe | Ultra Deluxe | AC Seater | | Non AC Sleeper | | AC Sleeper | |
| | | | | | | Peak | Lean | Peak | Lean | Peak | Lean |
| Tamil Nadu | 29.01.2018 | 58 | 75 | 85 | 100 | 130 | 110 | 155 | 135 | 200 | 180 |
| Andhra Pradesh | 01.07.2022 | 102 | 125 | - | 162 | 196 | 196 | 221 | 221 | 260 | 260 |
| Karnataka | 26.02.2020 | 66 | 123 | - | 145 | 214 | - | 163 | - | 240 | - |

The city bus fare for a 10 km journey in Tamil Nadu is more cost-effective when compared to the neighboring States.

| State | Ordinary Fare (Rs.) | Express Fare (Rs.) |
|----------------|---------------------|--------------------|
| Tamil Nadu | 8.00 | 12.00 |
| Andhra Pradesh | 20.00 | 30.00 |
| Karnataka | 15.00 | 16.00 |

Additionally, a 100 km long bus trip in Tamil Nadu is distinguished from the services provided in neighboring States by its lower fares in the area

(in Rupees)

| State | Ordinary Fare | Express Fare | Ultra Deluxe | AC Bus Fare | |
|----------------|---------------|--------------|--------------|-------------|---------|
| | | | | Seater | Sleeper |
| Tamil Nadu | 58.00 | 75.00 | 100.00 | 130.00 | 200.00 |
| Andhra Pradesh | 102.00 | 125.00 | 162.00 | 196.00 | 260.00 |
| Karnataka | 66.00 | 123.00 | 145.00 | 214.00 | 240.00 |

2.5 Physical Performance Indicators

The major physical performance indicators presented by the State Transport Undertakings in Tamil Nadu are as follows:

| Item | 2023-24 |
|--|---------|
| Fleet Strength | 20,260 |
| Scheduled Services | 18,728 |
| Total Kilometres operated per day (in lakhs Kms) | 78.70 |
| Fuel Performance (Average KMPL) | 5.25 |
| Km run per condemned tyre (in lakh kms) | 3.13 |
| Personnel per bus | 5.93 |

2.6 Financial Performance of State Transport Undertakings

STUs have excelled in providing top-notch services and have emerged as strong competitors to private bus operators. They offer services to even the most remote areas in the State, including rural and hilly regions, as well as unprofitable routes and challenging geographical conditions. STUs are renowned for their dependable, cost-effective and safe services. Tamil Nadu STUs have set impressive benchmarks in India compared to other State Road Transport Corporations. However, with increasing costs of fuel, employee salaries and interest on loan, STUs are now facing a struggle for survival. Despite operating at a loss, they continue to provide essential services. It is important to recognize that public transportation not only facilitates mobility but also plays a significant role in reducing pollution, alleviating road congestion and cutting down on fuel expenses.

Despite facing significant financial stress, the State Transport Undertakings (STUs) have consistently performed at their optimal level. In the financial year 2023-2024, these undertakings collectively incurred a monthly loss of over Rs.526 crore, which represents a 20.64% increase from the pre-COVID level of Rs.436 crore in 2019-2020. However, despite these challenges, the employees received a salary hike due to the implementation of the 14th wage settlement and the Dearness Allowance

(DA) also increased in 2023-2024. Additionally, cost control measures have been implemented to reduce the losses to Rs.526 crore. It is worth noting that despite the financial crunch, the bus fares have been maintained at same level as January 2018. This is because the bus transport sector is a service-oriented industry and the transport corporations aim to provide affordable services to both rural and urban areas.

Financial Performance for the Financial year 2019-2020 to 2023-2024 is presented below:-

(Rs.in Crore)

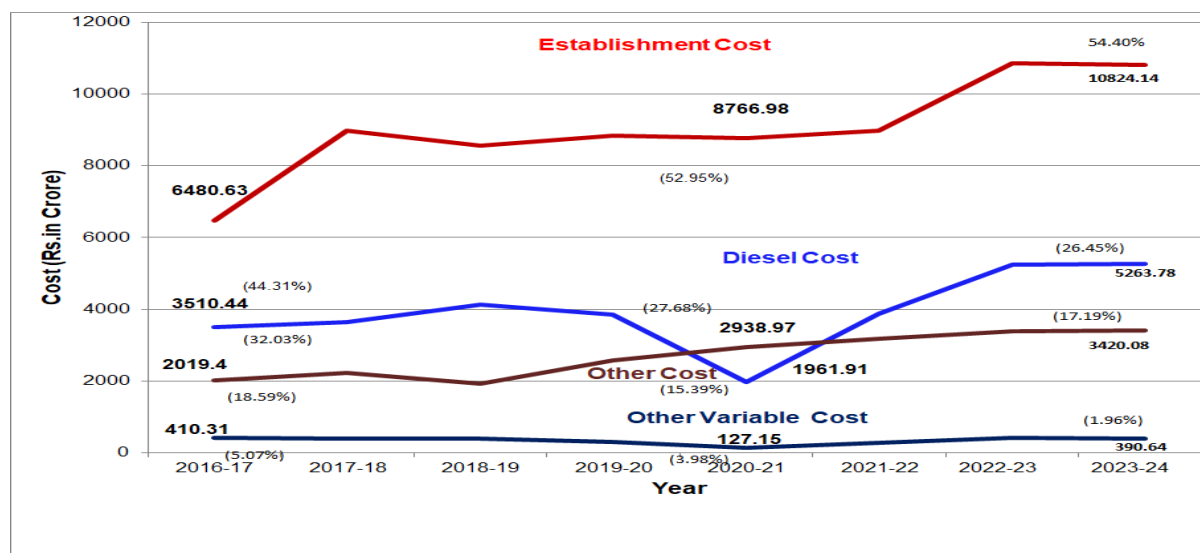
| Particulars | 2019-20 (Pre COVID) | 2020-21 (COVID) | 2021-22 (COVID) | 2022-23 (Normal) | 2023-24 (Unaudited) (Normal) |
|---------------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|---|
| Operational Revenue | 8,827.39 | 3,529.92 | 5,534.90 | 7,386.04 | 7457.21 |
| Women Reimbursement | - | - | 1216.83 | 2512.38 | 2802.75 |
| HSD Subsidy | 237.55 | 268.16 | 1014.63 | 1783.85 | 1721.06 |
| Student Reimbursement | 1,274.85 | 1,261.04 | 1,289.07 | 1429.88 | 1411.35 |
| Non-Operational Revenue | 206.14 | 313.11 | 567.53 | 654.62 | 147.74 |
| Other Rev. scrap, bus etc. | 26.59 | 94.25 | 74.27 | 68.51 | 41.04 |
| Total Income | 10,572.52 | 5,466.48 | 9,697.23 | 13,835.28 | 13,581.15 |
| HSD Oil | 3860.32 | 1961.91 | 3865.14 | 5252.11 | 5263.78 |
| Others (Lub,Tyre, Spare,) | 312.15 | 127.15 | 277.02 | 416.45 | 390.64 |
| Salary (PF, Gratuity etc.,) | 8,849.63 | 8,766.98 | 8,987.92 | 10,858.23 | 10,824.14 |
| M.V Tax | 196.45 | 105.01 | 162.42 | 185.44 | 197.74 |
| Depreciation | 540.65 | 635.99 | 384.09 | 229.36 | 216.46 |
| Interest | 1177.65 | 1581.4 | 1818.14 | 2255.49 | 2477.73 |
| Others (PF loss,Toll fee, MCOP) | 866.23 | 616.57 | 824.71 | 716.09 | 528.15 |
| Total Expenditure | 15,803.08 | 13,795.01 | 16,319.44 | 19,913.17 | 19898.64 |
| Loss for the year | 5230.56 | 8328.53 | 6622.21 | 6077.89 | 6317.49 |
| Average Loss per month | 435.88 | 694.04 | 551.85 | 506.49 | 526.45 |

2.7 Key Constituents of Operational Expenditure

During the fiscal year 2023-24, the primary cost components for STUs include establishment expenses, High Speed Diesel costs and interest on loans. These factors account for the majority of the expenditure incurred by STUs.

| S.No | Components | Percentage |
|--------------|---|---------------|
| 1 | Salaries and Wages, PF & Pension, Gratuity etc., | 54.40 |
| 2 | High Speed Diesel Cost | 26.45 |
| 3 | Other variable cost including Tyre, Tube, Flaps, R.T. Material, Springs, Spares etc., | 1.96 |
| 4 | Motor Vehicle Tax | 0.99 |
| 5 | Interest Cost for Loans | 12.45 |
| 6 | Other Cost | 3.75 |
| Total | | 100.00 |

The chart illustrates the cost and proportion of cost elements from 2016 to 2024.



The costs associated with establishment cost including salaries, provident fund, gratuity, etc., as well as diesel expenses, have remained unchanged in the fiscal year 2023-24 when compared to 2022-23.

However, there has been a slight increase in interest expenses during the same period due to the loans acquired to address the financial impact of the COVID-19 pandemic, specifically to cover salaries and pensions.

2.8 Financial Assistance by Tamil Nadu Transport Development Finance Corporation Limited (TNTDFC)

The Tamil Nadu Transport Development Finance Corporation (TNTDFC) is a Government of Tamil Nadu Undertaking. Its main objective is to mobilise deposits from the public, Government institutions and private companies. These deposits are then lent to State Transport Undertakings (STUs) in order to generate interest for the depositors and sustain the operations of the corporation. STUs also have the advantage of availing loans for their working capital at reasonable rates and with ease. Up to 2023, the Corporation operated under the supervision of the Transport Department. However, in 2023, it was transferred to the Finance Department to enhance the management of Tamil Nadu Power Finance Corporation Limited and TDFC. Despite this change, the lending of loans to STUs continues without any disruption.

2.8.1 As of March 31, 2024, the State Transport Undertakings have accumulated a total of Rs. 18178.81 crore in outstanding loans owed to the Transport Development Finance Corporation (TDFC). The detailed breakdown is outlined as follows:-

| Description | Amount (Rs.in Crore) |
|------------------------------------|-------------------------------------|
| 1.Hire Purchase Loan | 589.76 |
| 2.Short term loan | 5981.82 |
| 3.Term Loan for Working Capital | 11607.23 |
| Total | 18178.81 |

2.8.2 The loans provided by TDFC to the State Transport Undertakings in the past ten years are presented below:-

| Year | Financial Assistance (Rs.in Crore) |
|-------------|---|
| 2014-2015 | 2151.24 |
| 2015-2016 | 2776.33 |
| 2016-2017 | 3574.32 |
| 2017-2018 | 3757.58 |
| 2018-2019 | 3445.75 |
| 2019-2020 | 6190.11 |
| 2020-2021 | 7725.25 |
| 2021-2022 | 10786.33 |
| 2022-2023 | 12573.33 |
| 2023-2024 | 14237.14 |

The increase in loan volume throughout the 2021-22 timeframe was predominantly motivated by the necessity to tackle the difficulties presented by the Covid-19 pandemic.

2.8.3 TDFC aims to support STUs by offering loans at a lower interest rate.

| Description | Interest Rate | With effect from |
|--------------------|----------------------|-------------------------|
| Hire Purchase Loan | 6.90% | 01.04.2021 |
| Long Term Loan | 6.70% | 01.04.2023 |

Bank Loans are extended to STUs at the same rate without any additional charges.

2.9 Financial Assistance by the Government

The Government provides financial support to State Transport Undertakings (STUs) through Share Capital Assistance, Loans, Ways & Means Advances and Grants. This assistance is utilized for the procurement of new buses, settlement of statutory dues for retired employees and payment of Motor Accident Claims awards. Additionally,

the Government regularly reimburses STUs for revenue losses incurred due to providing fare-free travel concessions to specific pass holders, such as women, students and senior citizens. Furthermore, the Government has approved additional funding to cover the increased cost of High-Speed Diesel. The COVID-19 pandemic significantly impacted public transport, leading to decreased revenue and reduced commuter confidence. STUs faced financial challenges during and after the pandemic, but Government support has been crucial in helping them navigate through these difficult times. In the Budget Allocation for the financial year 2024-25, the Government has allocated funds as outlined below:

| Sl. No. | Items | BE 2024-25 (Rs.in Crore) |
|----------------|--|---|
| 1 | Share Capital Assistance to State Transport Undertakings. | 500.00 |
| 2 | Reimbursement of Social Cost on Student Concession in bus fares | 1521.00 |
| 3 | Reimbursement of loss due to issue of zero value tickets to Women | 3050.00 |
| 4 | Share capital assistance (KfW) | 665.00 |
| 5 | Loans to State Transport Undertakings with German Development Bank (KfW) Assistance | 1235.00 |
| 6 | Reimbursement of loss due to issue of concessional bus passes to Senior Citizens | 22.00 |
| 7 | Reimbursement of difference in cost due to price increase/levy of surcharge on High-Speed Diesel Oil | 1800.00 |
| 8 | Implementation of performance-based contract for the bus service delivery under the Chennai City Partnership Programme assisted by WB/AIIB | 368.25 |
| 9 | Improvement in urban mobility under the Chennai City Partnership Programme assisted by WB/AIIB | 500.00 |
| 10 | Accident claim fund | 30.00 |
| 11 | Other Assistances | 10.83 |
| Total | | 9702.08 |

2.10 Measures to Improve Public Services

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

New bus connectivity has been established in response to the demand from residents in recently developed areas that were previously underserved. This has been achieved by introducing new bus routes or extending existing ones to reach these areas. The Government has taken initiative to introduce 380 route extensions, resulting in 711 additional bus services from May 7th, 2021, to March 31st, 2024. Furthermore, to cater to the needs of the public, 499 previously discontinued routes have been reintroduced, providing 607 bus services.

| State Transport Undertakings | Routes Extension Introduced (in Numbers) | | Resumption of the withdrawn routes (in Numbers) | |
|------------------------------|--|--------------|---|--------------|
| | Routes | Bus Services | Routes | Bus Services |
| MTC Ltd., | 106 | 409 | 74 | 123 |
| SETC TN Ltd., | 18 | 35 | 27 | 44 |
| TNSTC (VPM) Ltd., | 133 | 138 | 76 | 77 |
| TNSTC (SLM) Ltd., | 12 | 12 | 4 | 6 |
| TNSTC (CBE) Ltd., | 79 | 85 | 16 | 16 |
| TNSTC (KUM) Ltd., | 19 | 18 | 95 | 90 |
| TNSTC (MDU) Ltd., | - | - | 52 | 56 |
| TNSTC (TNV) Ltd., | 13 | 14 | 155 | 195 |
| TOTAL | 380 | 711 | 499 | 607 |

ii) Last Mile Connectivity in Chennai

Small buses are utilized to connect various areas to bus stands, railway stations and metro rail stations in Chennai for first and last mile connectivity. This is due to the inability to operate normal buses because of the narrow road width. The Metropolitan Transport Corporation (Chennai) Limited currently operates 146 small buses. Among these, 56 buses are dedicated to connecting interior localities with Metro Rail Stations, with 22 of them exclusively serving as feeder services from the

Metro Rail Stations. To enhance the utilization of small buses, MTC and Chennai Metro Rail are collaborating to design new routes as feeder services to Metro Rail Stations. This initiative aims to boost the ridership of Metro Rail and generate additional revenue for MTC.

2.11 Fare concessions

Certain sections of the population are provided with concessionary fares, which allow them to travel on public transport buses at a reduced fare or even without paying any fare at all. The primary aim of these schemes is to address one of the main factors contributing to social exclusion, which is low income. Additionally, these schemes also cater to the needs of individuals who require better access to education, frequent visits to hospitals for specific medical conditions and elderly people.

Prevailing concession schemes include:

i) Travel benefits are available for the individuals falling under the following categories.

1. Present and ex-Members of Parliament / Legislative Assembly and ex-Members of Legislative Council.
2. Women Passengers, Transgender, Differently Abled Persons with Disability of 40% and above along with escorts.
3. Accredited journalists / Media persons.
4. Freedom Fighters drawing Central / State Pension, Widows and Legal-heirs of Freedom Fighters drawing Central / State Pension / Aged Tamil Scholars / Participants in Language stirs and their Legal-heirs.
5. Cancer Patients.
6. Drama Artists along with their instruments.
7. H.I.V. / AIDS patients.
8. Senior Citizen Bus Travel Pass (age 60 above) – In all Metropolitan Transport Corporation Buses in Chennai other than Air-conditioned buses.

ii) Special Concession to Students

In order to boost the literacy rate in the State and provide educational opportunities for the youth to enhance their skills and improve their chances of securing better jobs and financial stability, the Government has provided free travel concessions for students on all State Transport Undertaking buses (except State Express Transport Corporation Tamil Nadu Limited):

1. All Schools including Private Schools recognised by the Government (1st Standard – 12th Standard)
2. National Child Labour Project;
3. Government Polytechnics;
4. Government Industrial Training Institutes;
5. Government Arts and Science Colleges;
6. Community Colleges;
7. Government aided Private ITIs;
8. Government Music Colleges;
9. All Government ITI;

iii) 50% Travel Concession

1. Private colleges recognised by the Government
2. Private Polytechnics recognised by the Government
3. Private engineering colleges recognised by the Government

The Government ensures that all concession amounts stated in i, ii and iii are reimbursed to the State Transport Undertakings.

iv) Travel as you please tickets on monthly basis

Certain workers in urban areas take numerous daily trips for work using public buses in Chennai and other cities like Madurai, Coimbatore, Salem, Tiruchirapalli, Tirunelveli, Vellore, Tiruppur, Erode and Thoothukudi. To support these commuters, monthly "Travel as you please" tickets are available for Rs.1000 each, subject to specific terms and conditions.

v) One Third Concession Bus Pass

The implementation of the one third concession bus pass scheme in City/Town and mofussil buses has greatly benefited regular bus travellers. The scheme has been highly appreciated by the traveling public.

vi) Group Ticket Concession

A discount of 10% is offered for booking tickets for a group of 10 or more individuals in the State Express Transport Corporation Limited, subject to specific terms and conditions.

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

2.12 Employees Related Welfare Measures

2.12.1 Wage Settlement

According to section 12(3) of the Industrial Disputes Act, 1947, negotiations for Wage Settlements are conducted periodically between the Management and Trade Union for specific employee categories of State Transport Undertakings. Since 1977, a total of 14 wage settlements have been successfully completed with the employees of State Transport Undertakings. The 14th wage settlement, which came into effect on 1st September 2019, is currently in place. Efforts are underway to initiate discussions for the 15th wage settlement.

2.12.2 Other Welfare Measures

The State Transport Undertakings are actively implementing a range of welfare measures to ensure the well-being of their staff and their families.

1. Service Weightage / Review benefits;
2. Collection batta to the driver and conductor;
3. Incentive to the Technical and Administrative staff who are covered under 12(3) wage settlement;
4. Bonus and Pongal incentive;
5. Leave benefits;
6. Steering Allowance;
7. Subsidised canteen facilities and sweets for Deepavali Festival;
8. Free uniform and Washing allowances;

9. Marriage Advance to the dependents;
10. Reimbursement of legal fees;
11. Reimbursement of licence renewal charges;
12. Funeral expenses of Rs.3,000/- to the Family of Deceased Employee;
13. Free Travel passes to the children for attending Colleges/Schools;
14. Family Benefit Fund of Rs.5,00,000/- to the Family of the Deceased Employee;
15. Holiday Home facility at Kodaikanal, Courtallam and Kanniyakumari;
16. Regular Medical Checkup;
17. Free eye testing for Drivers;
18. New Health Insurance Scheme for serving employees;
19. Free Family Travel Pass provided to an Employee and his Family for traveling up to 5,500 kms for one year;
20. Festival Advance of Rs.10,000 per year;
21. Pension Scheme 1998 has been continuously implemented for those recruited prior to 31.03.2003 and the total strength of pensioners as on 31.05.2024 is 92,274;
22. Crew rest rooms at each depot and at major bus stands;
23. Yoga and special training programme to overcome depression and related health problems;
24. Pickup and drop facility for crew in buses during late night and early morning;
25. Seats reserved for wards of employees of State Transport Undertakings in Government Engineering College, Government Erode Medical College and Government Polytechnics;
26. Employees' children who come in the top 3 at each depot in 10th and 12th standard will receive cash prizes of Rs.1500, Rs.1000, and Rs.500.

2.12.3 TNSTC Employees Pension Fund Trust

The Pension Scheme was introduced in 1998 to replace the coverage of State Transport Undertakings employees under the Employees Provident Fund and Miscellaneous Provision Act, 1952. The TNSTC Employees Pension Fund Trust was established on 01.09.1998 to

administer the pension scheme for all State Transport Undertakings employees. The Trust's primary role is to review and approve pension proposals, distribute monthly pensions to eligible retired, voluntary retirement scheme (VRS), or deceased employees under the scheme. In addition to pension approval, the Trust also verifies and issues Pension Payment Orders, as well as addresses pensioner grievances by providing appropriate responses. Employees on the payroll as of 01.09.1998 and those recruited on or before 31.03.2003 are covered by this 1998 pension scheme, totalling 1.28 lakh employees. In the fiscal year 2023-24, pension benefits were extended to 91,590 beneficiaries, with an annual pension payment of Rs.1457.32 crore. The average monthly pension amount is Rs.121.44 crore.

2.12.4 Settlement of Statutory Retirement Dues

State Transport Undertakings lack the financial resources to independently fulfill their obligations regarding statutory retirement benefits, including Provident Fund, Gratuity, Surrender leave, Commutation and Compensatory Pension Scheme. Consequently, the Government consistently allocates funds in the form of Share Capital Assistance, Short Term Loans and Ways and Means Advances to State Transport Undertakings to ensure the settlement of these statutory retirement dues. The sum of Rs.1615.27 crore was disbursed as terminal benefits to the 6718 retirees during the period from May 2020 to November 2022 including 210 persons expired upto March 2023.

2.13 Accident Claim Settlement Fund

Tamil Nadu State Transport Undertakings buses are not included in the Vehicle Insurance Scheme, unlike personal and commercial vehicles. In the event of an accident involving these buses, the victim must file a claim through the Hon'ble Courts, which can take some time to resolve. However, to provide timely compensation to the injured and the legal heirs of deceased individuals in such accidents, the Government established a separate Corpus Fund in 2010-2011. This fund receives an

annual contribution of Rs.40 Crore, with Rs.20 Crore contributed by the Government and Rs.20 Crore contributed by the State Transport Undertakings. The yearly contribution has now been increased to Rs.60 Crore, with Rs.30 Crore from the Government and Rs.30 Crore from the State Transport Undertakings. The administration of this fund is entrusted to the Tamil Nadu Transport Development Finance Corporation Limited, located in Chennai.

To support accident prevention measures, provide compensation and cover toll fees, a cess has been implemented for all passengers since 20.01.2018. The Tamil Nadu State Transport Corporation Accident Compensation and Toll Fee Fund Trust was established to manage the collection of this cess and settle any related claims.

The details of the cess collected from passengers are as follows:

| Sl. No. | Ticket Rate | Town | Mofussil |
|----------------|--------------------|--------------------------------|--------------------------------|
| | | Cess on Passenger (Rs.) | Cess on Passenger (Rs.) |
| 1. | Upto Rs.25 | 1 | 1 |
| 2. | Rs.26 to Rs.50 | 1 | 2 |
| 3. | Rs.51 to Rs.75 | 1 | 3 |
| 4. | Rs.76 to Rs.100 | 1 | 4 |
| 5. | Rs.101 to Rs.200 | - | 5 |
| 6. | Rs.201 to Rs.300 | - | 6 |
| 7. | Rs.301 to Rs.400 | - | 7 |
| 8. | Rs.401 to Rs.500 | - | 8 |
| 9. | Rs.501 and above | - | 10 |

From 20.01.2018 to 15.05.2024, a total of Rs.2911.10 Crore was collected in the cess fund. Out of this amount, Rs.1087.29 Crore was utilized for toll fees, while Rs.1294.59 Crore was allocated to settle 23,194 accident claims, including 16,964 cases with a value of Rs.893.23 Crore were resolved through Hon'ble Courts and 6230 cases with a compensation amounting to Rs.401.36 Crore were settled before the Lok-Adalat.

2.14 Awards at National Level

During the National Road Safety Festival held in New Delhi on April 18, 2023, the Union Government recognized and commended 42 drivers from State Road Transport Corporations for their outstanding driving records in India. Among these commendable individuals, 14 drivers from Tamil Nadu State Transport undertakings were specifically honored as "Heroes on the Road" accounting for 33.33% of the total awardees.

The Tamil Nadu State Transport Corporations have garnered well-deserved recognition for their remarkable achievements in fuel efficiency, road safety and overall performance. In fact, out of the 69 National Public Bus Transport Excellence Awards for the year 2022-23, they have been bestowed with an impressive 17 awards. These prestigious accolades were presented by the Association of State Road Transport Undertakings (ASRTU), on March 15, 2024, in New Delhi. Notably, the recipients of these awards include State Express Transport Corporation (Tamil Nadu) Limited, Tamil Nadu State Transport Corporation (Villupuram) Limited, Tamil Nadu State Transport Corporation (Salem) Limited, Tamil Nadu State Transport Corporation (Kumbakonam) Limited and Tamil Nadu State Transport Corporation (Madurai) Limited. It is worth highlighting that the Tamil Nadu Government Transport Corporations secured an impressive 24% of the first prizes, 26% of the second prizes and a total of 25% of all the prizes.

2.15 Prominent Aspects of State Transport Undertakings

2.15.1 Metropolitan Transport Corporation (Chennai) Limited, Chennai

The Metropolitan Transport Corporation (Chennai) Ltd., Chennai stands as the primary monopoly Public Transport Service provider in Chennai, offering city services within the Chennai Metropolitan area as well as in the surrounding regions of Chengalpattu, Kanchipuram and Thiruvallur Districts.

- As of 31.03.2024, Metropolitan Transport Corporation (Chennai) Ltd., Chennai, operates with 32 depots, a fleet of 3347 buses and runs 3233 scheduled services across 672 routes. The corporation employs a total of 19415 staff members and provides a range of services including Ordinary, Express, Deluxe and Air-Conditioned buses.
- Additionally, the Corporation boasts one body building unit located at Chromepet.
- The STU owns 2 RC units, 8 FC units, a driving school and 4 training centres, 2 tyre plants and an auction centre.

2.15.2 State Express Transport Corporation Tamil Nadu Limited, Chennai

- The Corporation was established to operate longer routes with a distance of more than 300 kms. These routes include intra-state routes connecting all districts, as well as routes to historical, religious, and commercial places. Additionally, there are inter-state routes to neighboring states such as Andhra Pradesh, Karnataka, Kerala and Puducherry. The headquarters of SETC is located in Chennai.
- Currently, there are 22 depots and a total fleet of 1,073 buses as of March 31, 2024.

- The operational area of the Corporation covers Tamil Nadu and neighboring states, with a total of 188 routes including 95 interstate routes and 93 intrastate routes.
- As of March 31, 2024, the Corporation has a total personnel strength of 4,661.
- The services provided by the Corporation include various types of buses such as Ultra Deluxe, Air-conditioned Buses, Air-conditioned Sleeper Buses, Air-conditioned Sleeper cum Seater Buses, Non-Air-conditioned Sleeper Buses and Non-Air-conditioned Sleeper cum Seater Buses.
- SETC possess two RC units, a tyre plant, five FC units, a driving school, four training centres and an auction centre.
- The Corporation offers an e-ticketing system similar to Railways and Airways, allowing passengers to book tickets in advance up to 60 days through internet and mobile phone apps for their convenience.
- The Corporation has an Online Ticket Booking System (OTRS) available in 61 Centers with 64 counters in Tamil Nadu and neighboring states including Andhra Pradesh, Kerala, Puducherry and Karnataka.
- Passengers can reserve "Other End Return Tickets" online for reserved travel, even when counters are not available for single routes.
- Passengers booking two-way tickets on all types of buses through any type of booking are eligible for a 10% fare concession. However, this offer is not applicable during Festival, muhurth, weekend and other important days.
- For the safety of women passengers travelling alone, four seats have been allocated separately in the Online Reservation system and these seats can be reserved by women passengers until 24 hours before the actual departure time.
- In order to support unemployed youth in achieving self-employment, the Government is offering a rental luggage box service on SETC buses. This service is available at a monthly rate of Rs.6000/- and can

be utilized at both ends of the bus route. By utilizing this scheme, individuals can improve their self-employment opportunities and enhance their business by sending agricultural crops or industrial products to different districts. It is important to note that this scheme is applicable for a duration of one year only.

- As a special incentive for regular passengers, those who book and travel more than five times in a calendar month will receive a 50% fare concession for subsequent journeys on the same route within the same month. This offer is applicable to all buses and aims to provide additional benefits to frequent travelers.
- The Corporation has branded specific services on select routes, offering direct and speedy transportation with fewer stops. These services are designed to cater to the convenience of passengers who prefer a more efficient travel experience. Additionally, pick-up services are available at designated points in major cities such as Coimbatore, Tirunelveli, and Nagercoil, further enhancing passenger convenience.
- During major festivals like Deepavali and Pongal, buses are operated from five bus stands in and around the Chennai Metropolitan Areas. This initiative aims to facilitate easier travel for the general public and alleviate traffic congestion in the city during festive periods.
- Passengers who have reserved tickets will receive important information such as the vehicle registration number, conductor name, and mobile phone number via SMS 30 minutes prior to the departure time. Additionally, all buses are equipped with GPS instruments, allowing reserved passengers to track the location of their bus in real-time. This ensures a seamless and informed travel experience for passengers.
- SETC has introduced a dedicated WhatsApp number for passengers to address their complaints and this initiative has been warmly welcomed by the passengers.

- State-of-the-art training centers equipped with modern facilities have been established in major depots like Chennai, Madurai, Tiruchirappalli, and Nagercoil. These centers, staffed by experienced trainers and industry experts, educate drivers and conductors on accident-free driving, fuel efficiency, maintenance practices, technical advancements and stress management.
- Passengers' feedback received through the hyperlink provided on reserved tickets is promptly addressed and a response is sent back to the passengers.

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

- The Regional Offices are operational in Villupuram, Cuddalore, Tiruvannamalai, Vellore, Kanchipuram and Thiruvallur to supervise service operations including Town/City, Mofussil and Ghat services.
- The Corporation currently has a total of 57 depots, with a fleet strength of 3337 vehicles operating 3020 scheduled services. The Mofussil services offered include Ordinary, Express, Deluxe, Ultra Deluxe, Point to Point and 3X2 seat A/C buses.
- As of March 31, 2024, the Corporation employs a total of 19061 staff members
- The Corporation functions with various units such as RC Unit-3, Tyre RT Plant-3, BB Unit-3, FC Unit-9, Driving Schools-6, ITI-1, Auction Centre-3 and Training Centres-6.
- Special bus services are operated during various occasions such as new moon (to Melmalayanur), full moon (to Thiruvannamalai), Adikirthigai (to Thiruthani), Thai Poosam (to Vadalur), Kuvagam, Chithirai Pournami, Deepam, Pongal and Deepavali to cater to the transportation needs of the public.
- The Point to Point (conductorless) service is specifically designed to cater to the needs of direct passengers traveling along the 8 Route courses from Villupuram, Puducherry, Kallakuruchi, Cuddalore, Virudhachalam, Thiruvannamalai, Vellore, Kancheepuram to Chennai.

Initially, the service began with 30 buses, but due to the overwhelming response from the public, it has now been expanded to 102 buses.

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

- Tamil Nadu State Transport Corporation (Salem) Ltd. operates bus services in the designated area encompassing four Districts, namely Salem, Namakkal, Dharmapuri, Krishnagiri and a portion of Thirupathur Districts. The corporation operates through two distinct regions, namely Salem Region and Dharmapuri Region.

| Region | Depot | No. of Services | Staff Strength | Average daily operating KM. |
|---------------|--------------|------------------------|-----------------------|------------------------------------|
| Salem | 18 | 1047 | 5,868 | 4,85,143 |
| Dharmapuri | 14 | 853 | 5,256 | 4,29,354 |
| Total | 32 | 1900 | 11,124 | 9,14,497 |

- The Salem District has operational jurisdiction over 629 villages, while the Namakkal District covers 449 villages. Additionally, the Dharmapuri District covers 475 villages, the Krishnagiri District covers 658 villages, and the Thirupathur District covers 113 villages.
- The STU has 2 body building units, 2 RC units, a tyre plant, 3 FC units, 4 driving schools, 4 training centres and 2 auction centers.
- This Corporation has ensured ample special bus transportation services for the convenience of travellers visiting various tourist destinations and pilgrimage sites.
- On weekends and important auspicious days, tourists can avail special bus services to visit popular destinations such as Yercaud hills, Kollihills, Hogenakkal Cauvery river waterfalls and Mettur Dam located along the river Cauvery.
- During festive seasons, pilgrims have access to special bus services to reach sacred sites like Malai Madheswara Temple, Lord Easwaran Temples in Tharamangalam, Tiruchengode, Belur, Aragalur, as well as Lord Murugan Temples in Kalipatty, Kabilar Malai, Puthiragoundampalayam (featuring a 146 Feet Height Muthumalai Murugan Statue) and Lord Anjaneyar Temple in Namakkal.

2.15.5 Tamil Nadu State Transport Corporation (Coimbatore) Limited, Coimbatore

The operational area of this corporation includes Coimbatore, Nilgiris, Tiruppur and Erode Districts. It also extends to the adjacent States of Kerala and Karnataka. The fleet is divided into Town Operation, Mofussil Operation (Intercity) and Hill Operation (Ghat).

As of March 31, 2024, the infrastructure, buses and employee strength of Tamil Nadu State Transport Corporation (Coimbatore) Limited in Coimbatore are as follows:

| S. No. | Description | Total |
|---------------|-------------------------|--------------|
| 1 | Regions | 4 |
| 2 | Depots | 43 |
| 3 | Workshops | 2 |
| 4 | Driver Training Schools | 2 |
| 5 | Buses | 2843 |
| 6 | Number of Employees | 15254 |

- Furthermore, the STU operates with two tyre plants, three body building units, five FC units, four training centers and two auction centers.
- The STU engages in various other activities, including the construction and upkeep of bus stands in Valparai, Ooty and Gudalur.
- Additionally, the corporation ensures the maintenance of motels in Barliyar and Hasanoor, catering to the needs of bus passengers.

2.15.6 Tamil Nadu State Transport Corporation (Kumbakonam) Limited, Kumbakonam.

- The Corporation operates Regional offices in Kumbakonam, Tiruchirappalli, Karaikudi, Pudukottai, Nagapattinam and Karur.
- As of March 31, 2024, the Corporation has 61 depots, a fleet of 3,496 vehicles and operates 3,184 scheduled services. The total number of staff members is 18,790.
- The Corporation offers various types of services, including Ordinary, Express, Super deluxe buses and 3 x 2 seater Air Conditioned buses.

- It also has body building units in Poraiyar, Karur (Manmangalam), Karaikudi, and Pudukottai, along with reconditioning units and retreading plants in Kumbakonam, Tiruchirappalli, Devakottai and Pudukottai.
- In addition, the Corporation possesses 9 FC units, 7 driving schools, 6 training centres and 4 auction centers.
- The Corporation's operational jurisdiction covers 11 revenue districts, and it also operates inter-state bus services to Pondicherry and Karaikkal. Due to the presence of renowned pilgrimage centers such as the Velankanni Shrine, Thanjai Brahadeeswarar Temple, Sri Rangam Temple, Navagraha Temples and Samayapuram Temple in the operational area, the Corporation provides unique transportation services to these centres on auspicious days. Special bus facilities are also provided during festival seasons to other pilgrimage places like Palani, Thayamangalam, Nagoor and Erwadi Dargahs.

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

- The Corporation's Regional Offices are located in Madurai, Dindigul, and Virudhunagar to oversee Town, Mofussil and Ghat Services.
- This Corporation operates with 40 depots and a fleet of 2390 vehicles, with 2171 fleets running as scheduled services.
- The total staff strength is 13184 and providing services such as Ordinary, Express, and A/c buses.
- The Corporation has body building units in Madurai, Batlagundu and Virudhunagar.
- The STU comprises a total of 3 RC units, 5 FC units, 3 tyre plants, 3 driving schools, 4 training centres and 2 auction centres as its ancillary units.
- It offers training with a modernized simulator for both corporation and private drivers involved in fatal accidents.
- During festive seasons, specialized buses are being deployed to cater to the transportation needs of various destinations: (1) Veerapandi (2)

Irukkankudi (3) Velankanni (4) Pazhani (5) Sri Sabarimalai Ayyapan Kovil (Up to Kumuli) (6) Alagar Kovil (7) Thiruchendur Kovil (8) Masaniamman Kovil (9) Thiruvannamalai Girivalam and (10) Thirupparankundram Kovil.

- The Corporation is currently utilizing four specialized vehicles to transport pilgrims to Madurai Meenakshi Amman Temple from other states, as their own vehicles are unable to reach near the temple due to heavy traffic congestion.
- Furthermore, Special buses are operated for the convenience of the public who wish to explore Kodaikanal, a popular summer destination offering 12 natural sightseeing spots. Tickets can be booked in advance for visits during the months of April and May.

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

The Corporation has Regional Offices in Tirunelveli, Nagercoil and Thoothukudi to oversee the service operations.

- As of March 31, 2024, there are a total of 30 depots under the Corporation. The fleet consists of 1,720 buses, operating 1,661 scheduled services. The Corporation has a staff strength of 9,530.
- The Corporation provides both Town and Mofussil Services.
- Services offered include Ordinary, Express, Super Deluxe and Air-condition buses.
- The STU has been equipped with 2 body building units, 2 RC units, 2 FC units, 2 tyre plants, 2 driving schools, 2 training centers and 2 auction centers.
- A Driving Range for specialized driver training has been built at Ranithottam in Kanniyakumari District.
- The Corporation runs buses to key pilgrimage and tourist destinations such as Tiruchendur, Sankarankoil, Papanasam, Srivilliputhur, Uvari, Kanniyakumari and Courtallam.
- Special trips are organized to Navakailayam, Navatirupathy and Panja pootha sathalam for the convenience of pilgrims.

3. INITIATIVES FOR STRENGTHENING BUS TRANSPORT

Initiatives taken by the State Transport Undertakings for improving bus transport mainly focus on modernization of bus services, deploying information technology, information technology enabled services and intelligent transport services, implementing e-governance to enhance service delivery to the commuters, promoting bus services for raising revenue by introducing point to point services and exploring new opportunities for generating revenue beyond fares.

3.1 International Funding Support Projects

i) KfW Assisted Climate Friendly Modernisation of Bus Services in Cities of Tamil Nadu including Procurement of Diesel BS-VI Buses and Electric Buses, Information Technology, Information Communication Technology and Intelligent Transport Systems

In collaboration with the KfW (German Development Bank), the Government has entered into an agreement to procure around 12,000 buses including 10,000 BS-VI diesel buses and 2,000 electric buses over a span of five years, starting from 2021. The cost of this initiative will be shared between KfW (80% interest-free loan) and the Government of Tamil Nadu (20% share).

The diesel buses will be deployed in seven State Transport Undertakings, excluding SETC, while the electric buses will be deployed in Chennai, Madurai and Coimbatore as replacements for the old buses. The first phase of this initiative will involve the purchase of 2,166 diesel buses and 100 electric buses, with an estimated cost of Rs. 2,380 Crore. In the second phase, an additional 400 electric buses will be purchased. Other significant investments will be made in IT software and hardware upgrades for State Transport Undertakings, passenger information systems and an integrated software solution for operations management.

Currently, 552 low-floor buses are under construction, while the remaining buses are in the tender stage. These efforts aim to improve the

quality and efficiency of public transport in Tamil Nadu, addressing the negative externalities associated with personal modes of transportation and promoting a more sustainable and environmentally friendly transportation system.

ii) JICA Assisted Chennai Intelligent Transport System

The JICA-funded project focuses on ITMS solutions for MTC buses, which include Automatic Vehicle Location System, Passenger Information System and mobile app for staff and websites. The Depot Management system handles vehicle planning and scheduling, vehicle despatch, crew rostering, attendance management. The total project cost is Rs.136 Crore with 51% funded by JICA and 49% by the State Government. A system integrator has been appointed for project implementation and operation, with the pilot run already completed.

The pilot project commenced in April 2024 at three depots, with a fleet of 50 buses and passenger information display boards installed at eight key locations. Additionally, biometric devices were implemented in four of the depots. A staff mobile application is currently being utilized at six bus depots.

iii) World Bank Assisted Result Oriented Service Transformation of Metropolitan Transport Corporation Limited, Chennai

The Chennai City Partnership Program, supported by the World Bank, includes the Project as one of its components. This particular component, known as the Public Transport Service Contract (PTSC), involves an agreement between the Government of Tamil Nadu and the Metropolitan Transport Corporation (Chennai) Limited. The aim of this agreement is to improve the efficiency of the existing fleet and ensure transparent funding. The disbursement of funds will be linked to the achievement of specific indicators, which will enable the operation of new buses through innovative methods. The total cost of the project is approximately Rs. 959.4 Crore, with 70% being contributed by the World Bank and 30% by the Government of Tamil Nadu. A business plan has already been prepared and a Public Transport Service Agreement (PTSC)

has been executed between the Government of Tamil Nadu and the Metropolitan Transport Corporation (Chennai). According to the PTSC, the Government is providing viability gap funding to MTC.

Initially, 500 electric buses will be introduced through the GCC method. A tender has been issued for the procurement, supply, operation, and maintenance of 500 electric buses, as well as related electric and civil infrastructure on a GCC basis.

3.2 Government of India Assisted Projects

Women Safe City Project

The safe city project, which is part of the Nirbhaya Project, a centrally sponsored scheme, aims to establish a safe, secure and empowering environment for women in public spaces, particularly in public transport systems such as buses, bus terminals and bus depots. This initiative is designed to allow women to pursue various opportunities without the fear of gender-based violence and harassment. The project includes the installation of surveillance cameras in 2500 buses, 66 bus terminals/depots/units and panic buttons for emergency situations to connect with the Metropolitan Transport Corporation (Chennai) Limited, Chennai. Additionally, a command control centre has been established at MTC premises to ensure women's safety by monitoring the buses and responding promptly to panic button activations. The total cost of the project is Rs.72.71 crore, with the Government of India and State Government contributing in a ratio of 60:40. The project officially commenced operations on 10.01.2023.

3.3 e-governance

i) Advance Booking System for Tickets

STUs have introduced the online e-ticketing facility for advance booking of tickets starting from June 1, 2007. This allows passengers to conveniently book bus tickets online through various platforms such as the website <https://www.tnstc.in>, Mobile App, Franchisee Counters and Travel Aggregator (Bus India Portal). With e-ticketing, travellers have the freedom to plan their trips up to 60 days in advance. They can decide

their preferred route, select a more convenient time of departure and arrival. The Online Ticket Booking System (OTRS) is available in 61 centres with 64 counters in Tamil Nadu and neighbouring states like Andhra Pradesh, Kerala, Puducherry and Karnataka.

The main objective of OTRS is to encourage more passengers to opt for pre-planned travel, enabling STUs to operate demand-based bus services and reduce last-minute rush at bus stands. Currently, OTRS covers 2,903 bus departures with a total of 1,38,794 seats. On average, 17,586 seats are booked per day, with a maximum of 26,168 seats.

Passengers also enjoy a 10% fare concession when booking two-way tickets on all types of buses through any booking method. However, this offer is not applicable during festivals and important days.

For reserved passengers, the "Other End Return Ticket" can be conveniently reserved online, especially when counters are not available for single routes.

To gather feedback from passengers, a feedback link is provided for them to express their experiences from ticket booking to the completion of their journey. If any deficiencies are reported, the managers of STUs promptly contact the passengers and take immediate action to address the issues.

Currently, 4 seats are exclusively allotted for lady passengers who travel alone in the Online Reservation system. This measure ensures the safety of women passengers. These seats can be reserved online up to 24 hours before the actual departure time of the buses.

Regular passengers who book and travel more than five times in a calendar month will receive a special offer. For any further reservations made within the same month, they will be granted a 50% fare concession for consecutive journeys on the same Route booking. This offer is valid for all buses.

(ii) Automatic Fare Collection System (AFCS)

Bus fares are currently collected in cash using traditional manual pre-printed paper tickets, which presents challenges in revenue collection. This method leads to fare leakage, difficulties in tracking and reconciling balance amounts with customers, as well as a lengthy process of reconciliation and reporting at the end of each day.

To address these issues, the implementation of a National Common Mobility Card (NCCM) compliant Automatic Fare Collection System is necessary. This system will provide citizens with a seamless and multi-mode payment facility, allowing them to pay for various services. It will also offer other stakeholders a common platform with real-time access to revenue data. The State Bank of India has pledged to offer services (ETMs & Software) free of charge to all 8 State Transport Undertakings (STUs) for a period of 10 years, covering operation and maintenance. However, the STUs will be responsible for depot infrastructure components and ticket rolls.

The AFCS initiative has already achieved successful implementation in both the State Express Transport Corporation (SETC) and Metropolitan Transport Corporation (Chennai) Limited. UPI-enabled transactions in POS have been effectively deployed. POS has been supplied 100% in TNSTC (Villupuram) and TNSTC (Kumbakonam), 93% in TNSTC (Salem), 92% in TNSTC (Coimbatore) and 88% in TNSTC (Tirunelveli) with a pilot run set to commence shortly. The data generated from this system will be utilized for route rationalization and future route planning.

iii) E-auctioning System

All State Transport Undertakings (STUs) are conducting e-auctions for the disposal of condemned buses and scraps with the assistance of National Information Centre (NIC), an agency of the Government of India. This systematic approach ensures that the condemned buses and scrap are sold at the most favourable price. In the fiscal year 2023-24, a total of Rs.31.78 crore was generated through the e-auctioning of condemned buses, scraps and other items.

(iv) Travel Planning App

The Chennai App, a mobile application designed for journey planning on Android and iOS platforms, has significantly improved the convenience and user-friendliness for commuters utilizing bus transportation in Tamil Nadu. This application displays the origin, destination and a selected route on a map, providing commuters with updates on Expected Arrival and Departure Times of buses directly on their mobile devices. Additionally, the live map feature shows the real-time location of buses along the route, estimated arrival times of the next 5 buses at a specific bus stop, route numbers and a list of the nearest bus stops from the user's current location. By selecting a bus, passengers can easily determine when it will arrive at the nearest bus stop. The Chennai App is also accessible through the website. Recently, State Express Transport Corporation Buses have been integrated into the Chennai App, allowing SETC passengers to benefit from its features. There are plans to include all other Tamil Nadu State Transport Undertakings (STUs) buses in the app as well. The application was installed by 8,63,925 individuals.

(v) Passenger Grievance and Complaints Redressal Help Line

The MTC Headquarters has established an Integrated Passenger Grievance and Complaints Redressal Help Line "149" for all eight State Transport Corporations. This help line operates 24/7 and has sufficient operators to handle phone calls. Passengers who are travelling, waiting at bus stops, bus stands, or members of the general public can make phone calls through the toll-free number to lodge complaints, grievances, or seek information. Each complaint or grievance received will be assigned a unique ID, registered and an acknowledgement SMS will be sent to the passengers. The respective Transport Corporations monitor the received complaints and grievances using a User ID and take necessary steps for prompt resolution. Once the issues are resolved by the Transport Corporations, another SMS will be sent to the passengers.

The complaints and grievances can be related to various issues such as bus cleanliness, delays, breakdowns, unavailability of buses at bus stands, long waiting times during peak hours, drivers skipping bus stops, lost luggage, ill behavior of crew members, harassment by co-passengers, rash driving, poor maintenance of buses, accidents, floods, riots and other bus operation-related inquiries. Passengers can also seek information about special bus operations during festive seasons, etc. The bus crew can also make calls to inform about any untoward incidents. The resolution rate for complaints and grievances is 99%.

(vi) Common Website (Arasu Bus) for All Transport Corporations

The common website "Arasu Bus" (www.arasubus.tn.gov.in) has been established to benefit the approximately 1.76 crore daily commuters of all 8 State Transport Undertakings buses, as well as the general public. This website offers passengers and the public information on bus schedules, State Transport Undertakings and their services, management details, organizational structure, Board of Directors, operational jurisdiction, photo gallery, contact information for lodging complaints and grievances and GST numbers of respective STUs. Additionally, a link has been provided to access the Metropolitan Transport Corporation (MTC) website, "Chennai Bus App", Online Ticket Reservation System (OTRS), Government of Tamil Nadu, Institute of Road Transport (IRT), Tamil Nadu Transport Development Finance Corporation (TDFC) and Chennai Metro Rail Limited (CMRL).

(vii) Arasu Bus-Social Media – X Platform

@arasubus serves as the official social media platform on the "X" platform. It is where important news, special bus operations, announcements, Government Orders (GOs) and press releases from the Transport Department and State Transport Undertakings (STUs) are shared. Additionally, these updates are also tagged to @TNDIPRNEWS and news channels to ensure quick dissemination to the commuters.

(viii) Online Bus Pass Issuing System

The online bus pass issuance system removes the need for passholders to physically visit pass issuing counters, saving time and avoiding long queues, manual processes and traditional paperwork. Currently, online bus passes are being issued to differently abled individuals, Tamil scholars, freedom fighters and others in MTC. Once the AFCS is implemented, the online bus pass issuance service will be available in all State Transport Undertakings.

(ix) Biometric Attendance System

Biometric attendance systems are implemented to effectively monitor employee attendance across all 8 STUs at different sites including Corporate, Regional Offices, Depots, Workshops, Training Units and more. These systems consist of biometric units installed at designated locations where employees can register their attendance by utilizing their biometrics. By utilizing biometric systems, precise attendance records are ensured, and the process is much quicker compared to manual methods. Additionally, data security features are in place to safeguard employee records and enable real-time attendance monitoring. Moreover, this data serves as input for generating accurate pay bills at the end of each month. It is worth noting that 99.26% of the employees are covered under this efficient system.

(x) CCTV Security System

All STUs have installed CCTV security systems to improve the safety and surveillance of physical infrastructures, including Corporate offices, Regional Offices, Depots, workshops and other units. The implementation rate stands at 66.59%.

(xi) Online submission of Life Certificate by Pensioners

Implementing an online submission system for life certificates by pensioners of State Transport Undertakings (STUs) in Tamil Nadu has the potential to streamline the process and enhance convenience for pensioners. To cater specifically to the needs of pensioners from STUs in

Tamil Nadu, a dedicated online portal has been developed with the support of TNeGA. This user-friendly portal is accessible on various devices including computers, tablets and smartphones. Moreover, stringent security measures such as encryption and multi-factor authentication have been implemented to ensure the protection of pensioner data. As a result, pensioners can now conveniently submit their life certificates through this secure online system. A total of 3360 pensioners utilized this online platform to submit their life certificates.

(xii) Implementation of e-office

The Government of Tamil Nadu has announced the implementation of the e-office application developed by the National Informatics Centre (NIC), New Delhi in all Government Departments. This initiative aims to replace manual file processing systems with electronic processing and utilize the IFHRMS application for all HR/Office Procedure related activities in electronic format.

The plan includes implementing e-office in 8 State Transport undertakings, the Institute of Road Transport, Pallavan Transport Consultancy Services Limited and the Motor Vehicle Maintenance Department. This will eliminate manual file movement in all offices of the Transport Department with the support of Tamil Nadu e-Governance Agency (TNeGA). Efforts are underway to implement e-office in these organizations.

3.4 Safety of Passengers

(i) Doors fitment in Buses

Doors on buses are essential for the safety and security of passengers. They act as a protective barrier, preventing accidents like passengers falling out or getting injured by external objects. Additionally, doors help in regulating access to the bus, ensuring only valid passengers' board. They also help maintain a comfortable environment inside the bus by keeping out dust, rain and noise. It's important for buses to comply with regulations that mandate the presence of doors for safety reasons.

The Government has taken steps to install doors on buses, with MTC already fitting doors on 468 buses. Soon, all buses in Tamil Nadu will have doors for passenger safety.

(ii) Side Under Run Protection Units for Buses

The under-run protection unit on the sides of the bus allows road users, such as passengers getting on or off, pedestrians and motorcyclists, preventing them from being hit by the rear wheels. This significantly decreases the number of fatalities and serious injuries to road users, ultimately saving lives. The Metropolitan Transport Corporation (MTC) has implemented this system in 1567 buses as part of their efforts to enhance safety.

3.5 Other Initiatives

- On 13.6.2024, a pilot program was initiated to introduce alternative fuels for the purpose of reducing emissions in the transportation sector. As part of this program, Metropolitan Transport Corporation (Chennai) Limited introduced 2 Liquefied Natural Gas (LNG) buses, Tamil Nadu State Transport Corporation (Villupuram) Limited introduced 2 LNG buses and Tamil Nadu State Transport Corporation (Kumbakonam) Limited introduced 2 Compressed Natural Gas (CNG) buses. These buses serve as a step towards a cleaner and more sustainable future for public transportation.
- In order to address seamless transport, passengers who reserve mofussil bus tickets are allowed to pay an extra Rs.40/- and continue to travel continuously between Kilambakkam Kalaingar Centenary Bus Terminal and other destinations within 4 hours using MTC buses.
- TNSTC, Kumbakonam has introduced special buses (both AC and Non-AC) for visiting all Navagraha Temples in and around Kumbakonam daily. To facilitate hassle-free travel on Navagraha special buses, a booking system has been set up on the "TNSTC Mobile App" or www.tnstc.in for reservations up to 90 days in advance.

- Travelers who book tickets in advance on TNSTC website for off-peak days through OTRS are entitled to enter a 'LUCKY DRAW' and have the chance to win a cash prize of Rs.10,000. 3 lucky winners is awarded Rs.10,000 each in cash every month.
- Madras High Court has recently mandated that visitors heading to Ooty and Kodaikanal in Tamil Nadu must obtain e-passes. This initiative is aimed at managing tourist numbers and alleviating traffic congestion in these popular hill stations. Local residents are exempt from this requirement, as they do not need an e-pass to access these destinations. The decision was made in response to the issue of traffic congestion. In order to join this effort to reduce traffic congestion and pollution in Ooty, TNSTC(Coimbatore) Limited has run 67 buses which has resulted in a reduction of 500 vehicles traveling to Ooty from May 2023 to May 2024 and has also contributed to a decrease in air pollution levels from 91 to 50.

| Month | LCV | VAN | Tourist Buses | STUs Buses | Total |
|-----------|------|-----|---------------|------------|-------|
| May 2024 | 2377 | 373 | 119 | 67 | 2936 |
| May 2023 | 2853 | 429 | 136 | 18 | 3436 |
| Reduction | -476 | -56 | -17 | 49 | -500 |

3.6 Non Fare-box Revenue

The main source of income for the STUs is obtained from the Fare box revenue. This includes the sale of travel tickets on buses, online ticket sales, concession passes, fare free travel passes, warrants and reimbursement for student and women's travel, among other things. Additionally, STUs generate revenue by selling old buses and scraps. Moreover, STUs have acknowledged the potential for generating income from non-movable assets and movable rolling stocks and have identified different sources for this objective. These sources are detailed below.

| Sl.No. | Description |
|---------------|--|
| 1 | Commercial development of bus depots and bus terminals |
| 2 | Full Bus Body Advertisement |
| 3 | Other Advertisement in Bus |
| 4 | Other Advertisement |
| 5 | Next Bus Stop Announcement |
| 6 | Parking of buses at Motels & Rent |
| 7 | Luggage / Parcel |
| 8 | Sale of Scrap |
| 9 | Land or Building Lease |
| 10 | Retail Outlets for selling petrol, diesel etc., |
| 11 | Driving School / Training School |
| 12 | Contract carriage |
| 13 | Shops Rent |
| 14 | Courier |

(i) Commercial Development of Bus Depots/Bus Terminals

State Transport Undertakings have recently begun efforts to generate non-farebox revenue through asset monetization, as the current farebox revenue is insufficient to cover expenses despite operational revenue returning to pre-Covid levels. One of the key sources of additional revenue is the assets, such as bus depots in Chennai and other urban areas, situated in Central Business Districts (CBD) and commercial hubs, which are set to be monetized. Under this initiative, 12 bus depots/terminals in MTC are slated for modernization and commercial development in collaboration with the Tamil Nadu Infrastructure Development Board (TNIDB). The first phase of this project will focus on three bus depots/bus terminals of MTC. Various Government agencies including TIDCO, ELCOT, Chennai Metro Rail Limited and Chennai

Metropolitan Development Authority are actively involved in implementing this project.

(ii) Setting Up of Retail Outlets for Selling Petrol, Diesel and other Lubricants in the Lands owned by STUs

The bus depots, Regional Offices and Corporate Offices of State Transport Undertakings (STUs) in Tamil Nadu have a significant amount of vacant land with immense potential. These strategic locations are conveniently situated in the central business districts and key areas of the cities and towns. Tamil Nadu State takes pride in having the highest vehicle population, ranking second in the country. Oil companies have proposed the establishment of retail outlets on the land owned by STUs. These companies will develop the necessary infrastructure and supply fuel according to the demand, while also paying rent for the land and providing a commission based on the quantity of fuel sold. STUs will be responsible for operating the petrol stations. Currently, one fuel station has already been commissioned and the progress of setting up stations in other locations can be observed from the table.

| S.No. | Description | Total |
|--------------|-----------------------------|--------------|
| 1 | Total Locations | 372 |
| 2 | Feasibility Report Prepared | 186 |
| 3 | Viable | 52 |
| 4 | Commissioned Locations | 1 |
| 5 | Construction in Progress | 4 |

3.7 Cost saving Initiatives

(i) Solar Power Project

The erection of solar panels on the rooftops of bus depots, regional offices and corporate offices will lead to a reduction in costs associated with purchasing electricity from TANGEDCO. An important aspect to take into account is the option to sell excess solar energy produced back to TANGEDCO via the grid. The initial funding needed for setting up these

solar panels will be sourced from TNTDFC. Among the 191 possible sites, 24 locations have already been approved and are now operational.

| S. No. | Description | Total |
|---------------|--------------------------------|----------------|
| 1 | Total Locations | 373 |
| 2 | Feasibility Report Prepared | 280 |
| 3 | Viable | 191 |
| 4 | Implemented Locations | 24 (214 KW) |
| 5 | Implementation to be commenced | 167 |

4. SOCIAL WELFARE SCHEMES - VIDIYAL PAYANAM SCHEME

In an effort to socially and economically empower women, the Government introduced the "Vidiyal Payanam" scheme on May 7, 2021, allowing women in Tamil Nadu to make fare free travel on Government-owned ordinary city/town buses. The scheme was expanded to include hilly areas on February 19, 2024. It is enabling women to travel on ordinary ghat and partial ghat buses within certain route length limits.

The main intention of this scheme is to increase the rate of women participation in all the sectors and to promote public transportation. It helps less affluent beneficiaries by linking directly to work, health care and social networks across the city /towns. It has enabled women to undertake self-employment. After this Government's announcement, most of the women passengers shifted from private buses to Government buses.

The trend of ridership increase was a result of the fare free travel for women on town buses throughout the state. In the State, 7,334 ordinary town and ghat buses are being operated and about 54 lakhs women use the buses daily. So far, women have made more than 490 crore rides in buses under the scheme, which constitutes about 65.26% of the total passengers travelling in ordinary fare town buses.

The State Planning Commission recently evaluated the effects of the scheme and determined that, on average, every female traveller has managed to save Rs.888/- per month on transportation expenses. These savings have allowed them to purchase necessary items and improve the overall nutrition of their families. As a result, women have experienced a greater sense of empowerment and have become more prominent, thereby fostering a more inclusive urban environment.

Similar benefits are extended to transgender individuals and those with disabilities above 40%, along with an escort-

Transgender individuals have completed 29 lakhs trips on buses, with a daily average of 3,105 trips.

Similar travel benefits have been expanded to cater to individuals with disabilities who take 48,636 trips daily, totalling 3.93 crore bus trips under the scheme. 3,237 escorts accompany with them on these trips, having travelled 22 lakhs times for their transportation needs.

5. NEW BUS PROCUREMENTS

5.1 State Bus Condemnation Policy

The State Government's bus replacement policy is an ongoing process that considers various factors such as vehicle age, mileage and overall condition. Norms are regularly updated to reflect changes in road conditions, advancements in vehicle technology, lifespan of buses, new scrapping policies, neighboring states' regulations, improvements in maintenance practices and the introduction of eco-friendly vehicles like electric and CNG-powered vehicles. Cost benefits are carefully analyzed, taking into account factors such as life expectancy, maintenance costs, and capital expenses.

As per the condemnation policy of the State Government vide G.O.(Ms) No.70, Transport (A) Department, dated 08.07.2021, SETC buses will be replaced after 7 years or completion of 12 lakh Kms run, whichever comes first. Similarly, buses from all other Tamil Nadu State Transport Undertakings will be replaced after 9 years or completion of 12 lakh Kms run, whichever comes first.

As per the policy mentioned earlier, the total number of buses that exceed the set limit are considered overaged as of May 31, 2024, is 10,001, making up 49.60% of the total.

5.2 New Buses

Introducing new buses offers a wide array of benefits, impacting various aspects such as comfort to the passengers, avoiding breakdown rates, reduce pollutions, attracting personal vehicle users etc.

The Government have planned 8,682 new buses and ordered to procure 8,182 new buses with funding support of KfW, World Bank, SADP and State as provided below:

| S.No. | Funding Support | Number of New Buses |
|--------------|--|----------------------------|
| 1 | State (2022-23) (Diesel buses) | 1000 |
| 2 | State (2023-24) (Diesel Buses) | 1000 |
| 3 | State (2024-25) (Diesel Buses) | 3000 |
| 4 | Special Area Development Programme (SADP) (Diesel buses) | 16 |
| 5 | KfW (Diesel Buses) | 2166 |
| 6 | KfW (Electric Buses) | 500 |
| 7 | World Bank (GCC based Buses for MTC) | 500 |
| | Total | 8182 |

Out of the 8182 buses, 1088 brand new buses have been added so far. MTC will incorporate 500 more e-buses subsequently into its fleet as a component of the World Bank Project.

Additionally, there will be the acquisition of new buses funded by KfW in the upcoming phases 3, 4 and 5. The total number of new buses will be 9,161, including 7,661 diesel buses and 1,500 electric buses, which will require the execution of an agreement.

| S.No. | Funding Support | Number of New Buses |
|--------------|------------------------------|----------------------------|
| 1 | KfW- Phase -3 (Diesel Bus) | 2369 |
| 2 | KfW- Phase -4 (Diesel Bus) | 2369 |
| 3 | KfW- Phase -5(Diesel Bus) | 2923 |
| 4 | KfW- Phase -3 (Electric Bus) | 750 |
| 5 | KfW- Phase -4 (Electric Bus) | 650 |
| 6 | KfW- Phase -5(Electric Bus) | 100 |
| | Total | 9161 |

5.3 Full Body Renovation of Old Buses

Passengers prioritize quality and comfort when it comes to their travel experience. To ensure that the buses remain in good condition halfway through their specified lifespan, major body repair works are necessary. These repairs will guarantee smooth operation for another 5 to 6 years, without any rattling issues. If the old bus chassis is in good condition, there is also the possibility of carrying out a full body renovation. After renovation, these buses can be operated for an additional 5 or 6 years without incurring any additional body costs. Now,

5 to 8 years age buses are considered for full body renovation. The Government has allocated funds for the complete refurbishment of 1500 buses over the course of two financial years: 1000 buses in 2022-23 and 500 buses in 2023-24. Currently, 883 buses have already undergone renovation and are now in operation on the roads.

6. ROAD SAFETY MEASURES

6.1 Road Safety

The total number of vehicles in Tamil Nadu stands at 3.59 crores, with 0.14 crore being commercial transport vehicles such as buses, taxis, autorickshaws, lorries, tractors, trailers and articulated vehicles. The remaining 3.45 crores vehicles are non-transport vehicles used for personal purposes, including two-wheelers, cars, jeeps and three-wheelers. Tamil Nadu is one of the states with a high vehicle population in the country. The transport category includes stage carriage buses, with 28,024 buses and 2,857 mini buses. Among the stage carriage buses, 20,260 belong to the State Transport Undertakings, while 7,764 are privately owned. State Transport Undertakings play a crucial role in road safety, covering over 79 lakh kilometers per day and implementing various measures to ensure safety on the roads.

6.2 Road Safety Initiatives of State Transport Undertakings

The prevention and protection of road accidents is the primary objective of road safety. This is achieved through the implementation of various road safety measures by vehicle manufacturers, the Highways Department and road users. The ultimate aim is to ensure the safety of individuals while they are traveling on roads. In line with this, the Tamil Nadu Government is taking proactive steps to introduce a range of road safety initiatives. These initiatives are being carried out in collaboration with other key departments such as the Police, Highways, Transport, Health and Education. The collective effort is aimed at realizing the vision of an "Accident Free Tamil Nadu."

The Transport Commissionerate is closely collaborating with STUs to implement several road safety initiatives, some of which include

| | |
|------|---|
| i. | Automatic Door Closers |
| ii. | Driver Training on defensive techniques |
| iii. | Improved Resting Facilities for crew |
| iv. | On Board Passenger Announcements |
| v. | Blind Spot Mirrors to cover all areas |
| vi. | Identification of High Accident routes |
| vii. | Scientific Analysis of Accidents |

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

STUs are implementing a range of initiatives to reduce the number of road accidents in the State.

- i. The use of cell phones while driving and the consumption of alcohol during duty have been strictly prohibited and severe actions have been taken against those who violate these rules.
- ii. Prior to starting their duty, drivers are subjected to random breath analyzer tests to ensure their sobriety.
- iii. The Transport Department conducts periodic police check-ups and surprise breath analyzer tests to identify cases of intoxication, if any.
- iv. Identified blind spots have been thoroughly mapped and communicated to the relevant departments for necessary rectification.
- v. The State Transport Undertakings have unanimously adopted a strict stance against drivers who are responsible for continuous fatal accidents.
- vi. Regular training sessions for drivers and conductors have been initiated, along with coordination efforts with other departments and stakeholders.
- vii. Yoga and meditation training camps have been organized to help reduce stress levels among drivers. Now, before starting their duty, the crew members engage in yoga sessions.

viii. Crew rest rooms have been upgraded with modern facilities to ensure that the crew can have proper rest. Currently, 105 rest rooms have been upgraded with air conditioning.

ix. A total of 20 drivers who have maintained an accident-free record for 25 consecutive years have been honored with a 4-gram gold coin. Additionally, 1069 drivers who have achieved an accident-free record for 10 consecutive years have been recognized with a 100 gram silver coin.

The number of accidents with State Transport Undertakings buses has decreased in recent years. Here are the details of fatal accidents:

| Year | No. of Bus services | No. of Fatal accidents | Total No. of Fatalities |
|-----------------------------|----------------------------|-------------------------------|--------------------------------|
| 2019-2020 (Pre-COVID) | 19,290 | 867 | 969 |
| 2020-2021 (During COVID) | 19,290 | 343 | 381 |
| 2021-2022 (During COVID) | 19,290 | 705 | 762 |
| 2022-23 | 18,723 | 906 | 1000 |
| 2023-24 | 18,728 | 878 | 971 |

6.4 Road Safety Month and Week

Tamil Nadu observes Road Safety Month and Road Safety week every year in January to raise awareness about the importance of road safety and to promote responsible behavior on the roads. This initiative aims to reduce the number of road accidents and fatalities by educating the public about traffic rules, safe driving practices and the consequences of reckless behavior. During this month, various activities such as awareness campaigns, workshops, seminars and road safety exhibitions are organized across the country to engage people of all age groups and encourage them to prioritize road safety. The Road Safety Month in Tamil Nadu serves as a reminder for individuals to be cautious, follow traffic regulations and contribute to creating a safer road environment for everyone.

7. SUSTAINABLE DEVELOPMENT GOALS

The Government of Tamil Nadu has taken various measures to strategize, execute and oversee the Sustainable Development Goals (SDGs) in the State, aligning with the objectives and targets set by NITI Aayog. In order to facilitate access to SDG indicators, targets, and progress, a web-based data monitoring and analytics system has been developed on a dashboard accessible at tnsdg.tn.gov.in.

There are a total of 17 Goals, 169 Targets and 300 global Indicators. These Goals are further divided into 169 Targets, which are then sub-divided into 300 Indicators. The Transport Department is specifically associated with certain Goals, Targets and Indicators, which are outlined below.

Transportation plays a crucial role in several SDG targets, including SDG 3 (improving road safety and health), SDG 7 (ensuring access to clean energy), SDG 8 (promoting decent work and economic growth), SDG 9 (developing resilient infrastructure), SDG 11 (building sustainable cities), SDG 12 (encouraging sustainable consumption and production), and SDG 13 (taking climate action). Public transportation is widely recognized as a vital component in creating sustainable cities. However, it is important to address the social, economic and environmental impacts of transportation, as they can pose challenges to the sustainability of cities.

Economic sustainability necessitates the efficient and responsible use of resources by companies and countries, enabling them to operate in a sustainable manner and generate profits. Without sustainable profits, companies cannot sustain their operations (Sustainability and Sustainable Development).

The State of Tamil Nadu has made extensive efforts to ensure access to quality healthcare, education, employment opportunities, skills development and a conducive environment. The Government has also taken significant steps to enhance the standard of living for vulnerable

sections of society. The Transport Department, through its eight State Transport Undertakings, bears the responsibility of achieving the SDGs.

The urban population's demand for public transport is crucial. State Transport Undertakings (STUs) must ensure that the public transport they provide is sufficient, dependable and safe. SDG 11.2 aims to make sure that all individuals have access to secure, affordable, convenient and sustainable transportation systems by 2030 through the expansion of public transport. It is essential to prioritize the needs of vulnerable groups such as women, children, persons with disabilities and the elderly in this process. Initiatives like free bus rides for women in urban and rural areas, as well as various other government schemes and concessions, are contributing to the achievement of these objectives for the greater good of the people and overall development.

Public transport falls under SDG 11, Sustainable Cities and Communities, with a target set for 2030.

The following initiatives are being implemented by STUs on an ongoing basis:

- Children under 5 years old can travel for free on buses
- Women passengers can travel for free on ordinary town buses and ordinary mofussil ghat services in Tamil Nadu
- Transgenders and Differently Abled Persons with 40% disability or more, along with escorts, can travel for free on ordinary town buses in Tamil Nadu
- Senior Citizens are entitled to 10 free trips per month on buses in Chennai
- Reserved seats for women, senior citizens and Differently Abled Persons
- Installation of CCTV surveillance and panic buttons in 2500 buses and 66 bus terminals/depots of MTC for the safety of women and children

- New buses are designed to be accessible for differently abled individuals
- Acquisition of 500 electric buses for Chennai, Madurai and Coimbatore in phases to reduce pollution
- Procurement of 7182 Diesel BS-VI buses for all State Transport Undertakings to minimize pollution
- Adding 1000 e-buses to MTC under the Gross Cost Contract model to combat pollution.
- Implementation of an Electronic Ticketing System for all buses
- Installation of Rooftop Solar Panels at State Transport Undertakings premises to save energy costs
- Replacement of conventional/CFL bulbs with LED bulbs to save energy

The Transport Department is dedicated to achieving Sustainable Development Goals through these measures

8. TAMIL NADU MOTOR VEHICLES MAINTENANCE DEPARTMENT

8.1 Introduction

The Motor Vehicles Maintenance Department consists of 20 Government Automobile Workshops located in Chennai and various District Head Quarters throughout the State, including three Regional Deputy Directorates. These workshops are responsible for maintaining Government Department Vehicles under the supervision of the Director, who serves as the Head of Department.

The Government Central Automobile Workshop in Chennai, overseen by the General Manager, is responsible for servicing the vehicles of the Hon'ble Chief Minister's convoy, Hon'ble Ministers, VVIPs, Secretaries to Government and other Departmental Officials. State Government Departments are acquiring new generation Hi-tech vehicles to benefit from modern technology, fuel efficiency, safety and comfort. The maintenance of these new generation vehicles is carried out at the Government Central Automobile Workshop in Chennai.

Three Government Automobile Workshops in Tiruchirappalli, Madurai, and Salem operate under the supervision of Regional Deputy Directors. Unit Offices in Coimbatore, Vellore, Dharmapuri, Nagercoil, Cuddalore, Erode, Thanjavur, Ramanathapuram, Kanchipuram, Tirunelveli and Dindigul are managed by Automobile Engineers, while unit offices in Thoothukudi, Villupuram, Udagamandalam, Virudhunagar and Sivagangai are under the supervision of Technical Assistants/General Foremen.

8.2 Objectives

The repairs and maintenance needs of 20,688 Government Departmental vehicles, which are used throughout the state, are being taken care of by this Department. There is a Secretariat Service Station located near Secretariat, Chennai-9, which handles minor repairs for VIP vehicles and provides fuel for the vehicles of Secretaries to Government. Additionally, there are 10 Fuel disbursing bunks under the control of this Department.

The main objective of this Department is to ensure that all Government departmental vehicles receive quality and proper maintenance services in a cost-effective and efficient manner.

Furthermore, all vehicles confiscated by various departments such as Prohibition & Excise Department, Judicial department, Forest department, Police department (102 crpc), Revenue department, Civil supplies CID, etc., are inspected, valued and disposed of according to the Government orders in place.

To enhance the quality of repair works and minimize vehicle downtime, the Hon'ble Minister for Transport announced the "Modernisation and Upgradation of Government Automobile workshops at Chennai, Trichy and Villupuram" scheme in the floor of the State Legislative Assembly during the 2022-23. This scheme, costing Rs.70,73,206/-, was inaugurated by the Hon'ble Minister for Sports and Youth welfare in Chennai on 28.02.2024.

Activities performed by this Department:-

The Department conducted repairs for a total of 31,451 vehicles during the Financial year 2023-2024 (01.04.2023 to 30.04.2024).

The number of vehicles condemned in various categories during the Financial year 2023-2024 (01.04.2023 to 30.04.2024) is as stated below:

| H.M.V. | Car | Jeep | Van | M/C | TOTAL |
|---------------|------------|-------------|------------|------------|--------------|
| 119 | 115 | 611 | 149 | 546 | 1540 |

9. INTER-DEPARTMENTAL COORDINATION (Railway Projects in Tamil Nadu)

The Transport Department acts as Nodal department for acquiring lands for various projects of Southern Railways in Tamil Nadu, such as the establishment of new railway lines, doubling of existing railway lines and gauge conversion. This is done in coordination with District Collectors and the Commissioner of Land Administration.

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

This project involves laying down 102 km of double railway track from Maniyachi to Nagercoil, covering Thoothukudi, Tirunelveli and Kanniyakumari districts. The Government has accorded administrative sanction for the acquisition of 68.39.23 hectares of Patta land and 15.99.78 hectares of Poramboke land for this project. Land acquisition is currently ongoing and the proposal for alienation of Poramboke lands is in progress at the district level.

9.2 Tindivanam – Nagari Broad Gauge Railway Line:-

This new railway line, known as the Broad Gauge Railway line, connects Tindivanam to Nagari and spans approximately 184.45 km. The project encompasses Tiruvannamalai, Ranipet, Tiruvallur and Villupuram Districts. The Government has accorded administrative sanction for the acquisition of 562.71 hectares of Patta land and 122.04 hectares of Poramboke land. The process of alienating the Poramboke lands is currently underway at the district level. The work for land acquisition is currently in progress.

9.3 Chinnasalem – Kallakurichi New Broad Gauge Railway Line:

This is the new Broad Gauge Railway line linking Chinnasalem to Kallakurichi, spanning approximately 16 km. The Government have accorded Administrative Sanction for acquisition of 44.91 Hectare of Patta and 2.72.50 Hectare of Poramboke lands in Kallakurichi district for the construction of this new railway line. The land acquisition process is currently ongoing. The proposal for alienation of Poramboke lands is under process at District Level.

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

This is the main artery line connecting northern and southern part of Tamil Nadu with a significant flow of both passenger and goods traffic. The Government have accorded Administrative Sanction for acquisition of 141.00.97 Hectare of patta and 40.92.61 Hectare of poramboke lands in 6 districts namely Villupuram, Cuddalore, Perambalur, Ariyalur, Trichy and Dindigul for the purpose of doubling the railway line and implementing electrification. The proposal for alienation of Poramboke lands is currently underway at District Level. The land acquisition process is currently in progress.

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

This project encompasses Madurai, Virudhunagar and Thoothukudi Districts. The Government has granted Administrative Sanction for acquiring 95.70.17 Hectares of Patta and 21.23.30 Hectares of Poramboke lands to double the Railway line between Madurai and Thoothukudi. The alienation proposal for Poramboke lands is currently being processed at the District Level. The progress of Land Acquisition works is ongoing.

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

This project is divided into three units: Kanniyakumari - Nagercoil, Nagercoil – Eraniel and Eraniel - Parasalai. The Government has accorded administrative sanction for the acquisition of 46.59.14 hectares of Patta and 3.96.89 hectares of Poramboke lands in Kanniyakumari district for these three units as part of the Doubling of Railway line project between Kanniyakumari –Thiruvananthapuram. The process of alienating Poramboke lands is currently underway at the district level. The land acquisition works are in progress.

9.7 Madurai – Thoothukudi via Aruppukottai New Broad Gauge Railway Line

Phase-1: Milavittan – Melamaruthur

This project encompasses Madurai, Virudhunagar and Thoothukudi Districts, spanning approximately 143.5 km. As a part of this initiative, the Milavittan – Melamaruthur section connects Madurai to Thoothukudi via Aruppukottai, covering a distance of around 18 km. The Government has granted Administrative Sanction for the acquisition of 14.99 Hectare of Patta and 1.91.90 Hectare of Poramboke lands in Thoothukudi for the establishment of a new Broad Gauge Railway line between Madurai and Thoothukudi via Aruppukottai (Milavittan – Melamaruthur). The proposal for the alienation of Poramboke lands is currently underway at the District Level. The progress of the Land Acquisition works is ongoing.

Phase-2: Madurai – Thoothukudi via Aruppukottai New Broad Gauge Railway Line

This initiative spans across Madurai, Virudhunagar and Thoothukudi Districts, covering a distance of approximately 143.5 km. Administrative Sanction has been accorded by the Government for the acquisition of 702.29.77 Hectare of Patta and 75.35.32 Hectare of Poramboke lands in Thoothukudi, Madurai and Virudhunagar Districts to establish a new Broad Gauge Railway line connecting Madurai to Thoothukudi via Aruppukottai. The process of alienating Poramboke lands is currently underway at the District Level, while the Land Acquisition works are in progress.

9.8 Formation of 3rd and 4th New line between Chennai Beach – Korrukupet:-

The 3rd and 4th lines alignment cuts across Chennai and Tiruvallur districts, enhancing the passenger capacity of the suburban rail between Chennai Beach and Gummidipoondi. The Government has accorded administrative sanction for the acquisition of 506 Sq.mt. of land and the acquisition process is currently underway.

9.9 Formation of 4thNew line between Korrukupet to Ennore:-

The Government have accorded Administrative Sanction for 6464 Sq.mt. in Chennai District. The work for land acquisition is currently in progress.

10. THE INSTITUTE OF ROAD TRANSPORT

10.1 Introduction

The Institute of Road Transport (IRT) was established in Chennai in 1976 as a society registered under the Societies Registration Act, 1860. IRT's primary focus is conducting applied research on topics related to providing refresher training for employees of State Transport Undertakings, traffic management, transportation, road safety, bus system administration and procurement.

10.2 Heavy Vehicle Driver Training Schools

Currently, the Institute of Road Transport operates Heavy Vehicle Driver Training (HVDT) Schools in Gummidipoondi and Tiruchirappalli, as well as in 15 other locations in collaboration with the State Transport Undertakings listed below:

- | | | |
|---------------|------------------|-----------------|
| 1. Tiruvallur | 6. Madurai | 11. Pollachi |
| 2. Vellore | 7. Dindigul | 12. Erode |
| 3. Villupuram | 8. Tirunelveli | 13. Kumbakonam |
| 4. Salem | 9. Nagercoil | 14. Karaikudi |
| 5. Dharmapuri | 10. Virudhunagar | 15. Pudukkottai |

Various programs sponsored by Tamil Nadu Skill Development Corporation, Tamil Nadu Urban Life Mission and Tamil Nadu Urban Habitat Development Board are also being carried out.

The figures for the individuals who have completed the Heavy Vehicle Driver Training (HVDT) Course and Refresher Training Course are provided below.

| Sl. No. | Description | Number of Candidates Trained | | |
|--------------|--|------------------------------|--------------|---------------|
| | | Upto 2022 - 23 | 2023 - 24 | Total |
| 1 | Gummidipoondi | 25,249 | 407 | 25,656 |
| 2 | Trichy | 2,738 | 136 | 2,874 |
| 3 | Other TNSTC HVDT Centres | 37,327 | 708 | 38,035 |
| TOTAL | | 65,314 | 1,251 | 66,565 |
| 4 | Refresher Training Programmes - Gummidipoondi Centre | 68,287 | 1,548 | 69,835 |

10.3 Light Motor Vehicle (LMV) Driver Training Schools

In 1997, two Driver Training Schools were established - one in Chennai and another in Tiruchirappalli - to provide LMV Training. In addition to offering training to the public and through sponsored programs, refresher courses are also organized for drivers from various departments such as the Greater Chennai Corporation. Below are the statistics regarding the number of candidates who have received LMV Driving training.

| Sl. No. | Description | Number of Candidates Trained | | |
|--------------|-------------------|------------------------------|------------|--------------|
| | | Upto 2022-23 | 2023-24 | Total |
| 1. | Taramani, Chennai | 3,456 | 179 | 3,635 |
| 2. | Trichy | 1,230 | 51 | 1,281 |
| TOTAL | | 4,686 | 230 | 4,916 |

The Government has mandated the Institute to organize a one-day training course for transport vehicle drivers prior to the renewal of their licenses. Below are the details of the number of candidates who have undergone the training.

| Sl. No. | Description | Number of Candidates Trained | | |
|--------------|-------------------|------------------------------|-----------|---------------|
| | | Upto 2022-23 | 2023-24 | Total |
| 1. | Taramani, Chennai | 7,386 | 33 | 7,419 |
| 2. | Gummidipoondi | 3,696 | 04 | 3,700 |
| 3. | Trichy | 25,707 | 23 | 25,730 |
| TOTAL | | 36,789 | 60 | 36,849 |

10.4 Skill up-gradation Training Programme

The Institute arranges skill development training courses for the officers and staff of State Transport Undertakings at IRT, Taramani using an Annual Calendar. As of March 2024, a total of 1908 training programs have been carried out, benefiting 44,612 employees.

Furthermore, the Institute administers Executive and Non-Executive Departmental Examinations for all State Transport Undertakings employees, which are compulsory for progression to higher levels.

10.5 Publication of IRT

The Research Wing of IRT has released numerous Research Reports related to transportation. Additionally, the Research Wing has developed an Accident Investigation Manual and a method for determining upset prices of condemned vehicles. The IRT publishes a journal called "Journal of Road Transport" which covers topics such as Road Transport, Road Safety and Accident analysis.

10.6 Procurement activities

The Institute of Road Transport serves as a Nodal Agency for procuring specific items such as Chassis, Tyres, Retreading materials, Printing and supplying Tickets, Lubricants and chassis/buses to meet the requirements of State Transport Undertakings. Orders have been placed for a total value of Rs.734.52 crore during the Financial Year 2023-24.

10.7 Material Testing and Quality Monitoring

The Material Testing Laboratory possesses the necessary resources to conduct tests on 54 distinct automobile components in accordance with the standards set by the Association of State Road Transport Undertakings (ASRTU) and BIS Specifications. Additional tests are conducted in collaboration with Accredited Laboratories. To date, the Laboratory has successfully tested a total of 5,932 samples until March 2024.

10.8 Educational Institutions

The Institute established the following educational establishments with a reserved quota for the children of employees working in the State Transport Undertakings

1. Government Erode Medical College & Hospital, Perundurai (Formerly IRT Perundurai Medical College & Hospital, Perundurai).

2. Government Engineering College, Erode (Formerly Institute of Road and Transport Technology, Erode)
3. Government Polytechnic Colleges at Chromepet, Bargur & Tirunelveli (Formerly IRT Polytechnic Colleges at Chromepet, Bargur&Tirunelveli)

The Perundurai Medical College & Hospital (PMCH) was officially taken over by the Health and Family Welfare Department through G.O (MS) No.308 dated 24.10.2018 starting from the academic year 2019-20, with a reserved quota for the children of State Transport Undertaking Employees.

The Engineering College has been transformed into a Government Engineering College by the Higher Education Department as per G.O (Ms) No.165, Higher Education (J2) Department, dated 27.08.2021, effective from the academic year 2021-22, ensuring seat protection for the children of State Transport Undertaking Employees.

Additionally, through G.O. (Ms) No.25, 26 & 27 dated 09.02.2023, the three polytechnics were converted into Government polytechnics starting from the academic year 2022-23, with seat protection specifically for the children of State Transport Undertaking Employees.

To date, these educational institutions have collectively graduated 1,921 Doctors, 11,099 Graduate Engineers and 13,899 Diploma Engineers.

11. PALLAVAN TRANSPORT CONSULTANCY SERVICES LIMITED

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

PTCS has successfully completed around 67 Consultancy Projects in various areas such as Traffic & Transportation Engineering, Intelligent Transportation System & Digitisation. These projects have contributed to the growth and development of the company.

Some of the notable projects undertaken by PTCS include 1. Monitoring the functioning, Reservation Analysis, coordination for Online Ticket Reservation System (OTRS) for STUs. 2.Implementation and monitoring of Integrated Passenger Grievance and Complaints Redressal System for State Transport Undertakings. 3.Common Website for State Transport Undertakings.

PTCS is currently involved in projects like implementing Automatic Fare Collection Systems, transitioning to new fuel buses and rollout of online bus pass system.

In order to enhance its revenue, PTCS is actively pursuing new projects such as Route Rationalisation study for STUs. These initiatives will further strengthen the company's position.

12. CONCLUSION

Public transportation continues to be the predominant means of travel within the State, boasting a total of 10,132 bus routes and 18,728 bus services managed by eight State-owned Transport Undertakings. On weekends and special occasions, the fleet size increases to 20,260 buses. These buses collectively cover a distance of 79 lakh kilometers and cater to 1.76 crore passengers on a daily basis. Despite escalating expenses and financial deficits, ticket prices have remained affordable since the year 2018.

The Government prioritizes public transport and sanctioned to introduce 8,182 new buses until FY 2024-25. This includes 7,182 new diesel buses, 500 electric buses and an additional 500 electric buses under Gross Cost Contract for Chennai. Furthermore, 1,500 fully renovated buses will enhance passenger comfort. This year, trials are being conducted on CNG and LNG buses.

In the Chief Minister's flagship scheme, Vidiyal Payanam, Women have taken 490 crore rides, transgenders 29 lakh rides and differently-abled individuals 3.93 crore rides. This initiative provides direct access to work, healthcare and social networks for economically disadvantaged beneficiaries, saving women an average of Rs.888 on transport costs for other expenses. Vidiyal Payanam scheme has been instrumental in supporting STUs financially. Furthermore, the Government and World Bank have allocated Viability Gap Fund (VGF) to MTC to ensure its sustainability. Moving forward, all STUs will receive regular VGF support to enhance their sustainability.

The rapid pace of technological advancements has led to the integration of various activities within the transportation system. This includes tracking, bus scheduling, crew management, staff mobile applications, real-time passenger information such as estimated time of

arrival at bus stops, live bus location tracking on mobile devices, passenger information display boards, CCTV monitoring, panic buttons, biometric attendance, CCTV security and instant updates through a social media platform called "X." Additionally, automatic fare collection, cashless transactions and online bus pass issuance are being introduced. Plans are also underway to provide National Common Mobility Card coverage to passengers with NCMC. The Tamil Nadu Geographical Information System (TNGIS) will be utilized for mapping bus stops, stages, bus stands, route planning, route optimization, State Transport Undertakings assets and decision-making processes.

There is a growing trend in non fare-box revenue generation. Efforts have been made to increase non fare-box revenue from bus depots and bus stands of State Transport Undertakings through modernization via public-private partnerships in the form of PPP mode or PSUs like Chennai Metro Rail Limited. Revenue generation initiatives also include advertising on buses, announcing upcoming bus stops, establishing retail outlets for petrol and diesel sales on commission, setting up e-charging stations and more.

The State has made significant progress in enhancing road safety through institutional commitment, coordination and effective measures, resulting in a decrease in fatal accidents in FY 2023-24 compared to FY 2022-23 by a reduction of 28, with further reductions expected in the upcoming year. To prevent accidents, steps have already been taken to convert all bus fleets into door buses, which will also help save MACT expenses for the State Transport Undertakings.

The Government is planning to extend its services beyond bus stops by offering first and last mile connectivity transportation options using small vehicles.

The Government has already taken steps to address the challenges faced by the bus transport sector. It is working towards making the sector stronger and more resilient, ensuring its sustainability. The aim is to create a transport system that is well-prepared for the future and accessible to everyone.

S.S.Sivasankar
Minister for Transport

ANNEXURE
DEMAND No. 48
TRANSPORT DEPARTMENT
BUDGET ESTIMATE 2024-2025

(Rupees in thousands)

| Sl. No. | Head of Department | Revenue | Capital | Loan | Total |
|----------------|--|--------------------|--------------------|--------------------|--------------------|
| 1 | Transport Department Secretariat | 7,309,72,37 | 1,165,00,02 | 1,235,80,09 | 9,710,52,48 |
| 2 | Motor Vehicles Maintenance Department | 76,36,94 | - | - | 76,36,94 |
| Total | | 7,386,09,31 | 1,165,00,02 | 1,235,80,09 | 9,786,89,42 |



மாண்புமிகு தமிழ்நாடு முதலமைச்சர் அவர்கள், தமிழ்நாடு அரசு போக்குவரத்துக் கழகங்களுக்கு, புதிதாக 1,666 பேருந்துகளை வாங்க உத்தரவிட்டதில் முதற்கட்டமாக 100 BS-VI பேருந்துகளை, 20.01.2024 அன்று, சென்னை, மாநகர போக்குவரத்து கழகத்தின் மத்திய பணிமனையில், பொதுமக்களின் பயன்பாட்டிற்காக கொடியசைத்து தொடங்கி வைத்தார்.



மாண்புமிகு இளைஞர் நலன் மற்றும் விளையாட்டு மேம்பாட்டுத்துறை அமைச்சர் திரு. உதயநிதி ஸ்டாலின் அவர்கள், போக்குவரத்துத் துறை சார்பில், 50 புதிய பேருந்துகள் இயக்கத்தை, 28.02.2024 அன்று, சென்னை, கிண்டி, போக்குவரத்து ஆணையரகத்தில், பொது மக்களின் பயன்பாட்டிற்காக கொடியசைத்து தொடங்கி வைத்தார்.



மாண்புமிகு இளைஞர் நலன் மற்றும் விளையாட்டு மேம்பாட்டுத் துறை அமைச்சர் திரு. உதயநிதி ஸ்டாலின் அவர்கள், மாநகர் போக்குவரத்துக் கழகப் பேருந்துகளில், மின்னணு பயணச்சீட்டு இயந்திரங்கள் (E.T.M.) மூலமாக பயணச்சீட்டு (e-Ticketing) வழங்கும் திட்டத்தினை, 28.02.2024 அன்று, சென்னையில் தொடங்கி வைத்து, பயணச்சீட்டு இயந்திரத்தை நடத்துணரிடம் வழங்கினார்.



மாண்புமிகு போக்குவரத்து துறை அமைச்சர் திரு.சா.சி.சிவசங்கர் அவர்கள், தமிழ்நாடு அரசு போக்குவரத்துக் கழகம் கும்பகோணம் கோட்டத்திற்கு உட்பட்ட குன்னத்தில் புதிய பணிமனையை, 14.03.2024 அன்று தொடங்கி வைத்தார். அதனைத் தொடர்ந்து, தமிழ்நாடு அரசு போக்குவரத்துக் கழகம் கும்பகோணத்தின் முதல் பெண் நடத்துனருக்கான வாரிசுதாரர் கருணை அடிப்படையிலான பணி நியமன ஆணையினை வழங்கினார்.

