Abstract: The research has done a pilot studies of above mentioned subject and found that totally there are 26 CFS operator located in and around Thoothukudi. Further researcher found that 60% of the import volume of the containers moved to the import volume of that rest 40% has taken direct out from the port. The researcher came to know that being only 60% of port volume is distributed among the CFS there is, heavy competition running around them, to maintain the market share and the brand value. The researcher further found that consignee is a major player in the trade then CHA and liner for CFS nomination, this induced the researcher to study the above mentioned subject pertaining to the import and export point of view. The methods of research study used by the researcher to observe in customer point of view are survey method, observation method and questionnaire method.

Keywords: CFS operator, questionnaire

I. INTRODUCTION
Compartment Freight Station (CFS) is a transitory travel office for fare/import (EXIM) payload. They are available appropriate at the overhauling port. CFS is where holders are stifled, de-stuffed and collection/isolation of fare/import freight happens. With the developing volume of worldwide exchange, the requirement for quick freedom of products at the port inside the base conceivable time has been picking up significance. [1], [3], [5]

This is all the more so when the ports are confronting clog at their premises. Further, for ideal usage of existing foundation, space, gear, merchandise that are arrived at ports should be cleared straight away with no loss of time. Appropriately the idea of CFS has developed in significance alongside the advancement and development of ports.

CFSs possess a critical spot in the coordinations worth chain. They work as outsider distribution centers, giving productive freight putting away and recovering offices, in this manner diminishing the stock holding cost. Right now stock conveying cost speak to around 8-10% of the absolute creation cost. They are likewise called inland holder Depots (ICDs) when they are available in the hinterland, away from the serving port. Around the world, CFSs are picking up noticeable quality with expanding payload traffic among real ports. Examination of the effectiveness parameters of various sorts of CFSs in THOOTHUKUDI arranged dependent on their proprietorship design. CFS is where holders are full, de-stuffed and collection/isolation of fare/import load occur[7], [9], [11].

II. OBJECTIVES OF THE STUDY:
a. Primary Objective
To study on competitive position of the CFS operating in voc port trust Thoothukudi. [8], [10], [12]

b. Secondary Objectives
• To analysis various customer’s facilities in CFS.
• To study about procedure faced in the CFS trade.
• To study about various parameters of requirements of the importers exporters from the CFS operation.
• To study about the strategy of CFS to find better place among others.
• To give suggestion and recommendation for future study.

III. RESEARCH DESIGN
A. Research area:
VOC PORT TRUST, THOOTHUKUDI
B. Research design
Descriptive research design
C. Research approach:
Research design selected for this project is Descriptive
D. Research period:
Three months.

IV. METHOD OF DATA COLLECTION
A. Data source:
  ✔ Primary data
  Secondary data
B. Research instrument:
Questionnaire consists of open ended, dichotomous, and closed ended. [2],[4],[6]
C. SAMPLING METHOD
Sample population:
The population for this research study consists of the residence of Thoothukudi.
Sample size:
The sample size is taken as 200.
Sampling Technique:
The sampling technique used is simple random sampling.
D. STATISTICAL TOOLS USED
Statistical tools

1. Percentage Analysis.

V. LIMITATIONS OF THE STUDY
• The researcher has considered only physically and operational parameter to describe and analyses the objectives of the above mentioned study.
• The researcher tries find out the competitive CFS operator by considering above slated objectives.
• In this project research the major limitation could be the data is depended on the secondary source that is Available.
• This study should be read if the analyze is then keeping other parameter/variable has constant.
• The research is limited to the CFS located in Thoothukudi and is based upon information from consignee and CFS operator.
• The researcher has considered only Thoothukudi port volume distributor to the CFS operators.

VI. SIGNIFICANCE OF THE STUDY
The research has done a pilot studies of above mentioned subject and found that totally there are 26 CFS operator located in and around Thoothukudi. Further researcher found that 60% of the import volume of the containers moved to the import volume of that rest 40% has taken direct out from the port. The researcher came to know that being only 60% of port volume is distributed among the CFS there is, heavy competition running around them, to maintain the market share and the brand value. The researcher further found that consignee is a major player in the trade then CHA and liner for CFS nomination, this induced the researcher to study the above mentioned subject pertaining to the import and export point of view. The methods of research study used by the researcher to observe in customer point of view are survey method, observation method and questionnaire method. [13], [15],[17]

VII. RESULTS & DISCUSSION

All the clearing and sending offices studied are taking care of containerized load and 94% of them are utilizing the holder cargo station for their shipments. [14],[16],[18]

• 99% of the respondents are taking care of dry holders, different compartments are exceptionally uncommon. 17.5% are taking care of open top and 15.5% are utilizing reefer holders. Just 8.5% of the organizations reviewed handle level rack holders.
• 90.5% of the offices reviewed utilize the CFS for custom freedom of their load, while 74.5% use it for stuffing and 71% use it for de stuffing. 48.5% use it for holding containerized load and 26% use it to store loaded compartments.
• Among the different CFS's in the city A.S Shipping and Greenway delivery is the most liked. 47.5% reacted they incline toward the abovementioned while 42.55% favor utilizing Thoothukudi port trust.
• The principle elements considered while choosing a compartment cargo station are positioned by their inclinations as offices accessible, security courses of action made, custom official posting, motivating forces gave and CFS notoriety.
• The extra offices anticipated while utilizing a compartment cargo station are EDI offices, Round the clock administration, Pick up van offices, flask offices and rail siding office in a specific order. [19],[21],[23]
• The significance level related with the different traits of a compartment cargo station are Quality and quickness of administration conveyance, Tariff paces of CFS, Equipment and labor accessible at CFS, area of CFS and zone accessible at CFS in a specific order.
• It is discovered that 92.55% of the clients change their holder cargo station as indicated by their need and the principle explanations behind changing a CFS are given as awful administration of present CFS, different CFS citing a lesser cost, change in custom official posting at CFS, change in sort of products took care of and increment in their compartment volume in a specific order.
• The mindfulness level of Thoothukudi port trust is 100% and the 82.98% offices have used the administrations of Thoothukudi port trust. [20],[22],[24]
• It has been discovered that 34.5% organizations anticipate that an expansion of 21 should 30 TEU's in their containerized volume soon.
• The factors that will incite more developments to the CFS are quicker custom leeway, decreased vehicle charges, giving more impetuses, giving all the more free days and quicker PNR conveyance in a specific order.
• It is discovered that 34% of the organizations are expecting and increment of 21 to 30 TEU’s in their containerized volume soon. [25],[27],[29]
• There is no connection between the Number of years in business and the Number of holders dealt with by the C and F Agencies.
• There is no connection between the Number of years in business and the quantity of compartments moved to the holder cargo station by the C and F Agencies.
• The appropriation of Number of holders dealt with is decidedly slanted while the dispersion of Number of compartments moved to the holder cargo station for taking care of is contrarily slanted. [31],[33]
VIII. CONCLUSION

From this exploration the analyst sees that there is a positive potential for beginning new holder cargo stations in Thoothukudi city. With endeavors being made to change over Thoothukudi into a center point port, it will undoubtedly pull in more compartment traffic later on. Consequently we can say that there is positively enough extension for more holder cargo stations in Thoothukudi. Steady extension is imperative to keep in pace with the creating market.

[26],[28],[30] The analyst has proposed a few proposals and suggestions to the organization to address the future difficulties in this market.

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