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INTEGRATED SUSTAINABLE URBAN TRANSPORT
SYSTEMS FOR SMART CITIES (SMART-SUT)

INSTITUTIONAL STRENGTHENING AND CAPACITY DEVELOPMENT FOR PUBLIC TRANSPORT IN BHUBANESWAR



CONTEXT

In 2010, the Bhubaneswar Puri Transport Services was created with a mandate to manage and operate bus services on intra and inter-city routes in and around Bhubaneswar. It evolved into Capital Region Urban Transport, more commonly known as CRUT, in May 2018, with the vision to reorganise the public transit services in the city and serve the region covering Bhubaneswar, Puri, Cuttack and Khurda. In its new avatar,

CRUT rolled out bus system under the name of "Mo Bus", which translates to "my bus" in Odiya, and also the state's first public bike sharing system (Mo Cycle). The young organisation has been overcoming its challenges and improving its services through building transit infrastructure, adoption of the gross-cost contract (GCC) model of operations, and installation of Intelligent Public Transportation Systems.

OBJECTIVE

The objective is to help CRUT set up mechanisms and processes to strengthen its human and operational capacities for planning and delivery of transit services. Key areas of support:

- Organisational structure and processes
- Planning, scheduling and monitoring of transit operations
- Training and capacity building



APPROACH

Through a combination of on-the-job technical support, regular training sessions, study tours and remote support, the following activities were taken up:

- Formulation of key job descriptions and recommendations on organisational structure
- Setting up of Standard Operating Procedures and documentation formats
- Establishment of Key Performance Indicators
- Review of IT system reports and resolving allied issues
- Setting up training modules and curricula
- Peer to peer learning sessions with other national and international transit operating agencies to study aspects of bus operations
- Training of various teams like Revenue Assurance Team, Depot management etc.



Integrated Sustainable Urban Transport Systems for Smart Cities (SMART-SUT) Project

Technical cooperation project commissioned by German Ministry for Economic Cooperation and Development (BMZ) under the German Climate Technology Initiative

Project duration: 4 years. August 2017- July 2021

The project is jointly implemented by the Ministry of Housing and Urban Affairs (MoHUA) and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

The project works with the three Smart Cities of Bhubaneswar, Coimbatore, and Kochi, and their respective state governments, to promote low-carbon mobility, and to plan and implement sustainable urban transport projects in the fields of public transport, non-motorised transport and modal integration. It also supports urban transport agencies to set up the required institutional structures and processes, and enhance their capacities for efficient delivery of services. A consortium comprising GFA, WRI India and the Wuppertal Institute is supporting GIZ in the implementation of this project.

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AVERAGE DAILY RIDERSHIP

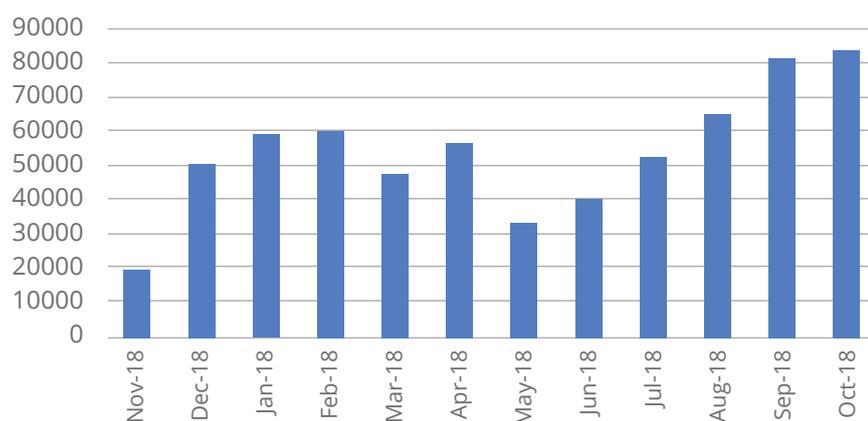


Figure 1. Average daily ridership (Source: CRUT)

OUTCOMES

- Close to 200 employees were sensitised on aspects of bus operations
- Establishment of a Revenue Assurance Team to reduce pilferage in revenue and formulation of passenger penalty
- Developed a guidebook for city bus operations on tools and approaches adopted by CRUT to streamline its organisational development, planning, scheduling and training activities, for other cities interested in operating a GCC based bus system based on GCC model
- Supported CRUT reach its target of 1 Lakh (100,000) ridership per day by the end of 2019, which it achieved on 14th October 2019

NEXT STEPS

Charting out a long-term strategic plan for CRUT towards its desired goal of an integrated mobility service provider