



Capital Region
Urban Transport



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From the Minister's Desk



Public transport stands at the core of sustainable urban development, and our vision of 'Vikshit Odisha, Vikshit Bharat' is centred on creating modern, inclusive, and future-ready mobility systems. The Government of Odisha's strong focus on strengthening public transport has transformed daily travel across the state. Through innovative technologies, expanded service networks, and an emphasis on safety, comfort, and universal accessibility, to enhance the commuting experience for every citizen.

As we move forward, the future of mobility is electric and hydrogen buses being environmentally friendly. Odisha is rapidly advancing in this direction, ensuring cleaner, greener, and energy-efficient transport solutions. Today, more than three lakh citizens depend on the Ama Bus service every day reflecting the growing trust in a system built for the people.

To further improve convenience, Odisha Yatri app is bridging the crucial first and last-mile connectivity gap, offering real-time information, seamless trip planning, and easy access to multiple transport options. CRUT team remain committed to building a transport ecosystem that drives economic growth and improves quality of life. Together, we are shaping a brighter, more connected, and progressive future for Odisha.

A handwritten signature in blue ink, consisting of a stylized 'K' followed by a wavy line.

Dr. Krushna Chandra Mahapatra

Hon'ble Minister

Housing & Urban Development, Odisha

From the Chairperson's Desk



This is a defining moment for urban mobility in Odisha. With the State's rapid growth and rising expectations from citizens, CRUT's role has become more crucial than ever. From expanding electric fleets to enhancing real-time information systems and strengthening the digital platforms, CRUT is steadily building a transport network that is efficient, environmentally responsible and future ready. What truly inspires is the unwavering trust of the people who rely on Ama Bus every day.

Together, it is not just about improving daily commutes. It's shaping a mobility culture that reflects pride, confidence and the aspirations of a new Odisha. And in its own way, it strengthens the larger vision of a Viksit Odisha, that moves forward with modern infrastructure, cleaner mobility and opportunities that reach everyone.

A handwritten signature in blue ink, appearing to read 'Anu Garg', followed by a long horizontal line.

Smt Anu Garg ,IAS

Development Commissioner-cum-Additional Chief Secretary, Odisha &
Chairperson, CRUT

From the Vice-Chairperson's Desk



As Odisha grows into a leading economic and cultural centre, our mobility planning must place people not vehicles at the heart of every decision. Public transport is the true backbone of an efficient city and its strength is measured by the comfort, safety and reliability it offers to all, especially women, senior citizens, students and daily wage earners who depend on it the most.

By investing in robust bus networks, seamless multimodal connections, friendly infrastructure and smart digital solutions like NCMC and Odisha Yatri, we are doing more than improving transportation. We are enabling livelihoods, easing congestion, enhancing inclusivity and building a cleaner, greener future.

Because when a city moves its people with dignity and efficiency, it doesn't just function better, it flourishes.

Smt. Usha Padhee, IAS

Principal Secretary,

Housing & Urban Development Department, Odisha &

Vice-Chairperson, CRUT

From the Managing Director's Desk



At Capital Region Urban Transport (CRUT), we have always strived to make city mobility smart, inclusive and sustainable for the people of Odisha. In the last few months, we have been working to improve commuter experience whether it is by introducing electric buses, deepening digital initiatives or improving the last mile connectivity with introduction of Odisha Yatri.

Our top priority is to further enhance sustainable and technology-based mobility solutions for ease of access and induce more individuals to use public transport. Promising initiatives are already underway, such as the expansion of e-bus services in new cities with pioneering alliances that will revolutionize the way our city moves.

As we move forward in making public transport in the State better, I appeal to all citizens to keep up their support and faith in Ama Bus and other CRUT initiatives. Together, let us create a future where public transport is not merely an option, but the preferred mode of transportation.

Shri Sanjay Kumar Biswal, IAS
Managing Director, CRUT

Overview

During the past few months, CRUT has made major advances in enhancing the public transport system with a focus on commuter safety, convenience and sustainability. Currently serving more than three lakhs people, CRUT has created a highly accessible public transit ecosystem with its fleet of 670 Ama Buses including 290 e-Buses with a network of 1399 km, having nearly 2099 bus stops, across 114 routes.

One of the key achievements was the introduction of **100 new electric buses** to increase the green fleet and support Odisha's shift towards clean and green mobility. To enhance connectivity further, **10 new routes** were added under the Ama Bus to reach more neighbourhoods and destinations.

On the digital side, CRUT launched the **National Common Mobility Card (NCMC), WhatsApp ticketing, 10% off on all digital tickets** and **15% Off for Women travelers** on digital ticketing, the digital pass is also launched to other operational cities of Ama Bus, making it easy to transact, cashless and commuter-friendly. These are revolutionizing the way passengers are interacting with public transport.

Safety has been at the core of CRUT's operations. Observance of **"Zero Accident Day"** in all the depots highlighted this promise, complemented by wide-ranging awareness drives and workshops for employees. Counselling sessions on a daily basis and safety pledge exercises for Captains and Guides have been made a part of regular practice, while **breathalyzer tests** on compulsory attendance before duty now guarantee a greater degree of alertness. Overseeing safety measures too have been intensified, on Ama Buses as well as in the depots, to ensure a safer atmosphere for commuters.

Infrastructure development is being done, with the process of tendering for adequate bus stops and poles already initiated to implement standardized, safe waiting areas. CRUT has also filed its compliance report before the High Court on safety features, showing accountability and compliance with regulatory requirements.

Besides, drives and sensitization workshops have also been conducted to instill a culture of safety among employees and an **innovative policy** mandates CRUT officials to commute by bus, minimum of two days a week. This move facilitates close observation of services and gaining important on-ground feedback for improvement on an ongoing basis.

Together, these initiatives represent a bold step in ensuring that technology, **safety and sustainability** come together, guaranteeing that Ama Bus continues to be the most trusted option for city commuters.



The Green Shift –100 New E-Buses

Bhubaneswar and Cuttack's roads are also experiencing revolution in public transportation. CRUT has made a bold move towards sustainable transportation with the addition of 100 new electric buses. The buses are not only lowering carbon footprints but are also changing the daily commute experience for thousands of commuters.

The e-bus fleet also boasts up-to-date amenities like air conditioning, comfortable seating and quiet engines that eliminate noise pollution in the city streets, a testament to the company's pledge to counter climate change and support green infrastructure.

New depot at Naraj has been built and old depots have been upgraded with charging facilities to facilitate smooth operations. Captains are being trained professionally to operate the vehicles in an efficient manner. With the integration of innovation and sustainability, CRUT is becoming a role model for other states by standing 5th in green mobility adaptation.

For CRUT, it is just the start. Projects are already in the pipeline to upscale operations with improving the **Ev Fleet under PM e-Bus Sewa Scheme**, so that green transport becomes the new norm in **Odisha's mobility ecosystem**.

Safety First

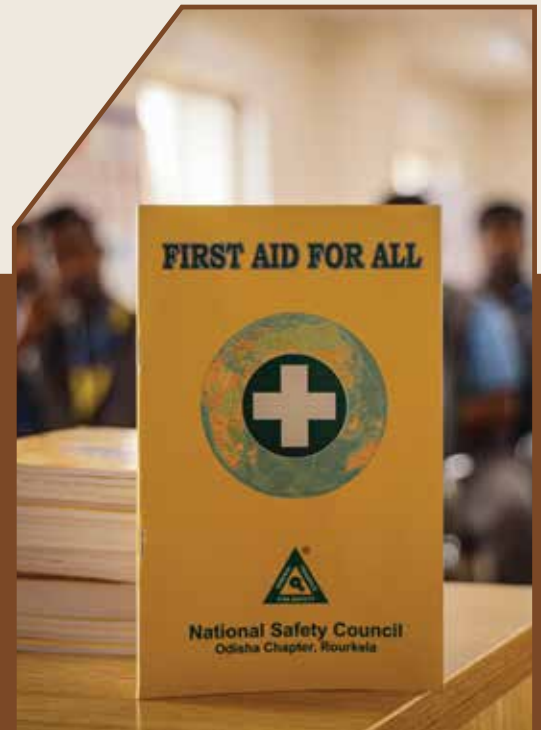
Safety is not an option, it is a promise. Over the past quarter, CRUT has intensified efforts to build a strong culture of safety across operations.

One of the most significant initiatives has been celebrating **Zero Accident Day** at all depots. The day was a reminder of CRUT's commitment to road safety without compromise, with special workshops, interactive sessions and awareness drives for employees.

In order to instill daily discipline, counselling sessions and safety vows have been included as part of the routine for Captains and Guides. They not only instil safe driving practices but also foster a sense of responsibility. Furthermore, compulsory breathalyser tests before going on duty have been instituted so that every Captain begins the day with a clear mind and undivided attention.

Surveillance has also been enhanced throughout buses and depots. CCTV monitoring and on-site inspections now offer another level of watchfulness, making journeys more secure for commuters. Employees are regularly trained in road safety practices, emergency handling and commuter attention.

By merging policies, technology and training, CRUT guarantees that every Ama Bus trip is a secure ride to one's destination.





Technology & Innovation



CRUT remains at the forefront of adopting digital solutions to transform public transport into intelligent, high-speed and easy-to-use solution. The introduction of **National Common Mobility Card (NCMC)** in the current quarter has been a milestone. With this card, commuters can travel effortlessly between various modes of transport, representing the integrated mobility of the future of India. **One Card, One Nation!** Parallel to this, WhatsApp ticketing has become popular among commuters. With a mere message, commuters are now able to buy tickets at any time, anywhere, lowering reliance on cash and lines at boarding stations. It has facilitated travel for young commuters and professionals.

QR-based payments and UPI ticketing systems have also been enhanced, enabling passengers to just scan and pay for travel. These developments are building the way for a fully digital ticketing infrastructure.

For making commuters comfortable with these new developments, awareness campaigns were conducted on Social media portals. Guides and Captains have also been trained to guide passengers on how to use digital resources.

Technology isn't ticketing alone. CRUT is investing in **Advanced Driver Assistance System (ADAS)** and route planning based on data. These initiatives add efficiency without compromising safety and commuter happiness. These innovations give a new direction to the vision of CRUT to make public transport a preferred mode.

Regular Counselling of Crew

At CRUT, we believe that our captains and guides are the true ambassadors of Ama Bus. To strengthen this bond, **Shri Sanjay Kumar Biswal, Managing Director, CRUT** holds regular one to one counselling and interaction sessions with captains and guides creating a platform for open discussion, guidance and motivation.

During these sessions, the crew share the challenges they face in their daily task, ranging from route-related issues to managing commuter interactions. MD CRUT, not only addresses these concerns but also provides practical solutions and guidance on handling behavioural situations with empathy and professionalism.



Key Performance Indicator

CRUT has introduced a **Key Performance Indicator (KPI)** system for the Guides and Captains to recognize their hard work and inspire excellence. This new framework evaluates performance on parameters such as punctuality, passenger assistance, safety compliance and customer feedback, ensuring that every crew member's contribution is acknowledged. By linking appreciation and rewards to measurable goals, the KPI system not only motivates Guides and Captains to consistently deliver high-quality service but also strengthens CRUT's commitment towards commuter friendly urban transport. This initiative reflects CRUT's belief that empowered staff drive better commuter experiences.

Employees of the Quarter

(July, August & September 2025 Quarterly Depot Wise Best Captains & Guides)

PATIA

BEST CAPTAIN



SWARAJYA KUMAR SWAIN

BEST GUIDE



SABITA JADAB

CHANDRASEKHARPUR

BEST CAPTAIN



ALOK BARIK

BEST GUIDE



ASISH KUMAR DIGAL

POKHARIPUT

BEST CAPTAIN



MUNINDRA KUMAR SAHOO

BEST GUIDE



SANTOSHI BARIK

GADAKANA

BEST CAPTAIN



VIBEKANANDA PADHAN

BEST GUIDE



SABAN MURMU

NARAJ

BEST CAPTAIN



PRADEEP DAS

BEST GUIDE



TUSAR GHADEI

PURI

BEST CAPTAIN



PABITRA KUMAR MATHA

BEST GUIDE



SATYABAN MUDULI

PATRAPADA

BEST CAPTAIN



BHIMA PRADHAN

BEST GUIDE



SANTOSH KUMAR NAYAK

BERHAMPUR

BEST CAPTAIN



BADAKALA BISWANATHA PATRO

BEST GUIDE



R SUNILA

SAMBALPUR

BEST CAPTAIN



BINIT KIJUR

BEST GUIDE



DIPIKA KISPOTTA

ROURKELA

BEST CAPTAIN



DASARATH MINZ

BEST GUIDE



ANUPAMA HASDA



Odisha Yatri – Your Travel Companion

In January 2025, the Hon'ble Chief Minister of Odisha had unveiled the **Odisha Yatri App**, a giant step in the progress of CRUT towards being first ride hailing service in the State. The launch underlined the state's efforts in creating smarter, commuter-centric transport solutions, improving last mile connectivity.

The Odisha Yatri App is crafted as a one stop solution, the travel buddy for commuters, aggregating information, ticketing and travel planning into an integrated experience. In mere taps, commuters can:

- **Plan their trip by viewing routes, schedules and closest bus.**
- **Book cabs & autos immediately at reasonable fare**
- **Ticket booking facility for boating at Satapada**

Ever since its launch, Odisha Yatri has been well-received by the people of Odisha. It is not merely an app, it's a travel partner that is an embodiment of Odisha's vision for the future of mobility.

Ama Saathi, Odisha Yatri

Completed Trips
3,69,922

Enabled Drivers
13,361

Registered Users
2,73,631



3,14,000
Average Daily Ridership



Lost & Found



From umbrellas to mobiles phones and wallets. **111 items** were left behind in **Ama Bus** in the month of **October**, 2025 & **70 items** were safely handed over to their respective owners.

Crew Diaries

• A New Chapter with Ama Bus

I had to leave my job at Flipkart to take care of my ailing mother. After her passing, I was left with debt and uncertainty about the future. That's when I found an opportunity with CRUT as an Ama Bus Guide and it has changed my life for the better.

With fixed timings and steady work, I can now spend quality time with my father and wife while proudly serving people every day. Guiding passengers has given me dignity and a sense of purpose. Looking ahead, my dream is to become a Captain with Ama Bus and take people to places, continuing this journey of service and growth.



Kishore
Guide

• Growing with Ama Bus

I used to work as a data entry operator, but long hours and unfair pay made me feel undervalued. In 2022, a friend introduced me to the role of Ama Bus Guide and since then, my journey with CRUT has been one of learning and growth. The beginning was not easy, but with time I gained confidence and found pride in my work.

As the only breadwinner for my mother and me, I feel grateful that this job has allowed me to build a small home for her, a dream fulfilled. Alongside my work, I am preparing to become a government officer and I hope to achieve that dream while growing with CRUT.

Ama Bus has given me stability, respect and purpose. I am proud and happy to be a part of this family.



Sumitra
Guide

• 15 Years Behind the Wheels

I have been driving buses for the past 15 years and since the beginning of Ama Bus, I have proudly been a part of this journey. In all these years, I am grateful to say that I have had zero accidents, a record that gives me immense satisfaction and happiness in the work I do every day.

Ama Bus has not only given me dignity in my profession but also peace of mind through benefits like EPF and ESI, which ensure security for the future. I wish to continue serving here for as long as I can, because being part of Ama Bus truly makes me proud.



Kunjabihari
Captain



Abhishek Raj Agarwal
@AbhiRaj

Follow Back

Travelled @CRUT_BBSR today 1st time for just 4kms. Delighted by the experience at my Hometown which is already proving to be lifeline for the general public. Reminded me of my intern days back at Bangalore a decade ago. Perks of Traveling in public transport : Keeps you Grounded!

5:04 pm · 05 Sept 25 · 359 Views



Odia Gatha · 1h
Replying to @CRUT_BBSR @CMO_Odisha and 4 others

Kudos to the entire #AmaBus team and @CRUT_BBSR for their unwavering dedication!

Despite the challenges, ensuring seamless bus services and running 559 buses across 113 routes, truly a lifeline for thousands of commuters.

#Odisha #PublicTransport



Suudilipp
@chemicalcit

Follow Back

Replying to @CRUT_BBSR

Today I'm first time availing the @AMABUS service...feel really great & the journey is really great. The price is reasonable & one great thing is women's empowerment in bus services & online payment after boarding the bus. Thanks to @CMO_Odisha @STAOdisha @MohanMOdisha

2:40 pm · 07 Sept 25 · 8 Views



Debi Mishra
@DebiMishra_

Follow Back

Replying to @CRUT_BBSR and @HUDDepartmentOdisha

Whenever I got the opportunity to travel by Mo Bus I found the journey comfortable, buses were never over crowded, staff behaviour was really good. Also, CRUT mobile app is mind blowing. Track the bus and go to the bus stop, no need to wait at the stops for long time. keep it up 👍

Commuter's Appreciation

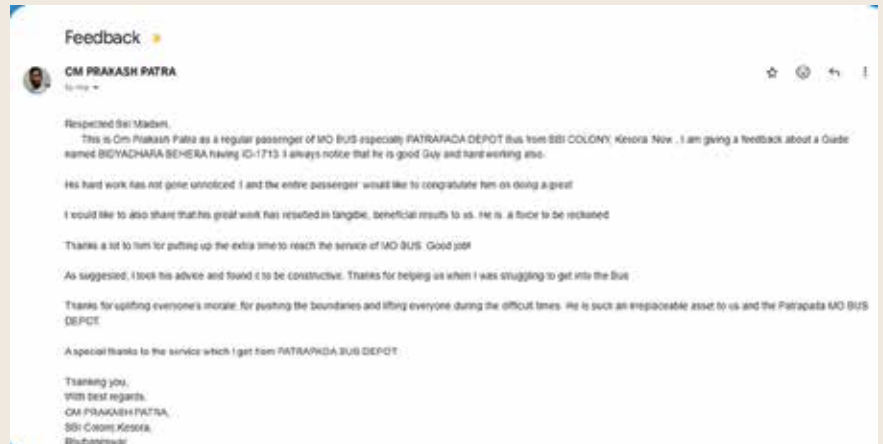
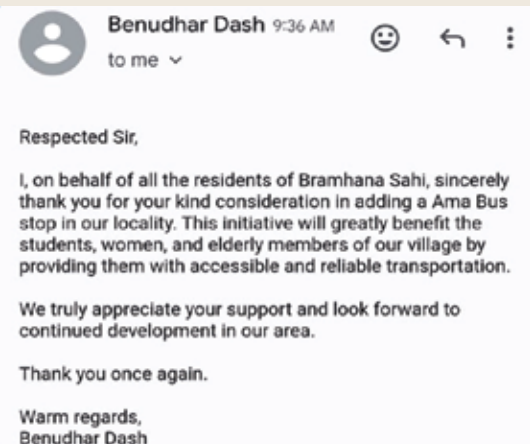


ବିଶ୍ୱଜିତ / Jeet
@biswa4evr

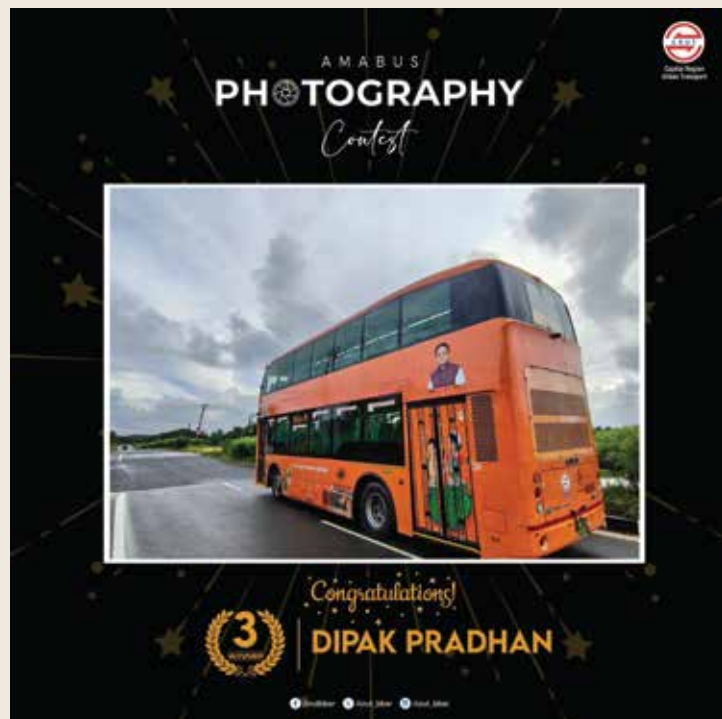
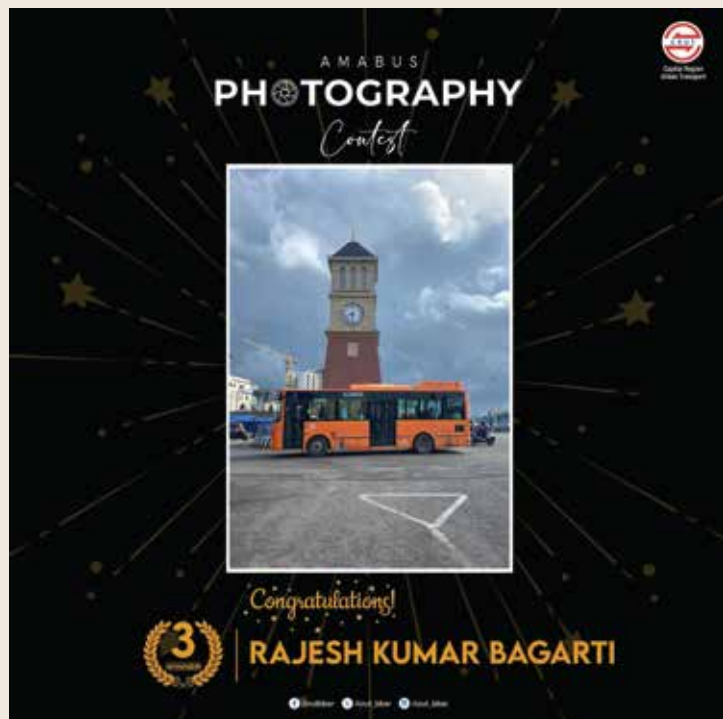
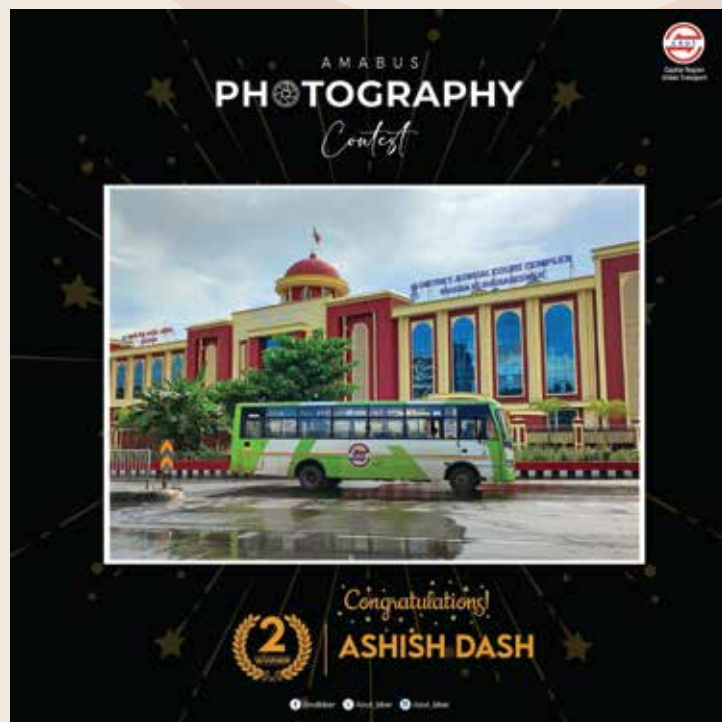
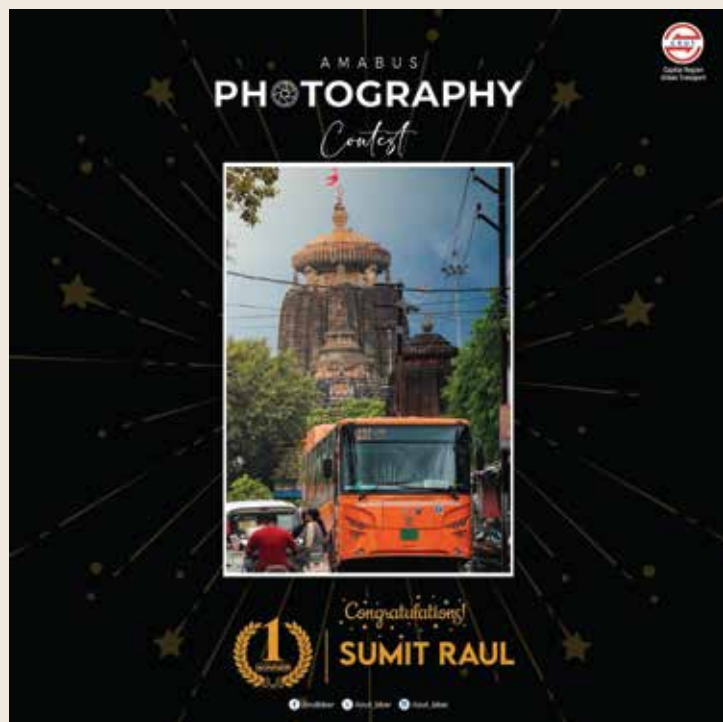
Follow

Travelled via cab & ama bus between bbsr-ctc. Early mornig cab cost me ₹450. Peak traffic timing Ama Bus cost me ₹45. The pick up & drop points were same in both cases. Yes, the difference is time & luxury... still, if i have time, i will prefer for Ama Bus 😊 @CRUT_BBSR

11:35 pm · 30 Jul 25 · 533 Views



World Photography Day - Winners



Looking Ahead

The next quarter has exciting things in store for CRUT and its passengers. Expansion of the electric bus fleet is on the way. This will take Odisha closer to its mission of being a model of sustainable urban transportation.

A number of new bus routes are being proposed to enhance connectivity to emerging residential and industrial areas. These will provide faster commute times, greater access to workplaces and enhanced last-mile connectivity.

On the digital side, CRUT will go on enhancing the implementation of the National Common Mobility Card and WhatsApp ticketing. Further awareness campaigns will be created to make passengers at ease with cashless systems.

Upgrades on the infrastructure side are in the pipeline. The construction of upgraded bus stops and depots is ongoing, providing commuters with better amenities and enhancing operational efficiency.

Safety will still be paramount, with increased surveillance provisions, Crew refresher trainings. CRUT also aims to increase staff welfare initiatives, ensuring Captains and Guides are motivated and well-trained.

Looking forward, CRUT's vision is evident, to create a commuter-centric transport ecosystem that blends sustainability, technology and inclusivity. Each project and policy is a step in this direction, makes Ama Bus a symbol of trust, reliability and progress.

AMA ବସ୍ ଆମ୍ଭ BHARASA



