



THE WORLD BANK

Leaders Program in Urban Transport Planning & Management-7



CEPT
UNIVERSITY

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LUTP-7 FINAL REVIEW

Project Title: Minimizing the pilferage and maximizing the revenue in Bus Operations

- 01 General Overview of CRUT
- 02 Details about Mo Bus Operations
- 03 Challenges for minimizing pilferage and maximizing revenue
- 04 Analysis of Occupancy Ratio and EPK
- 05 Review of Online Pass
- 06 Conclusion

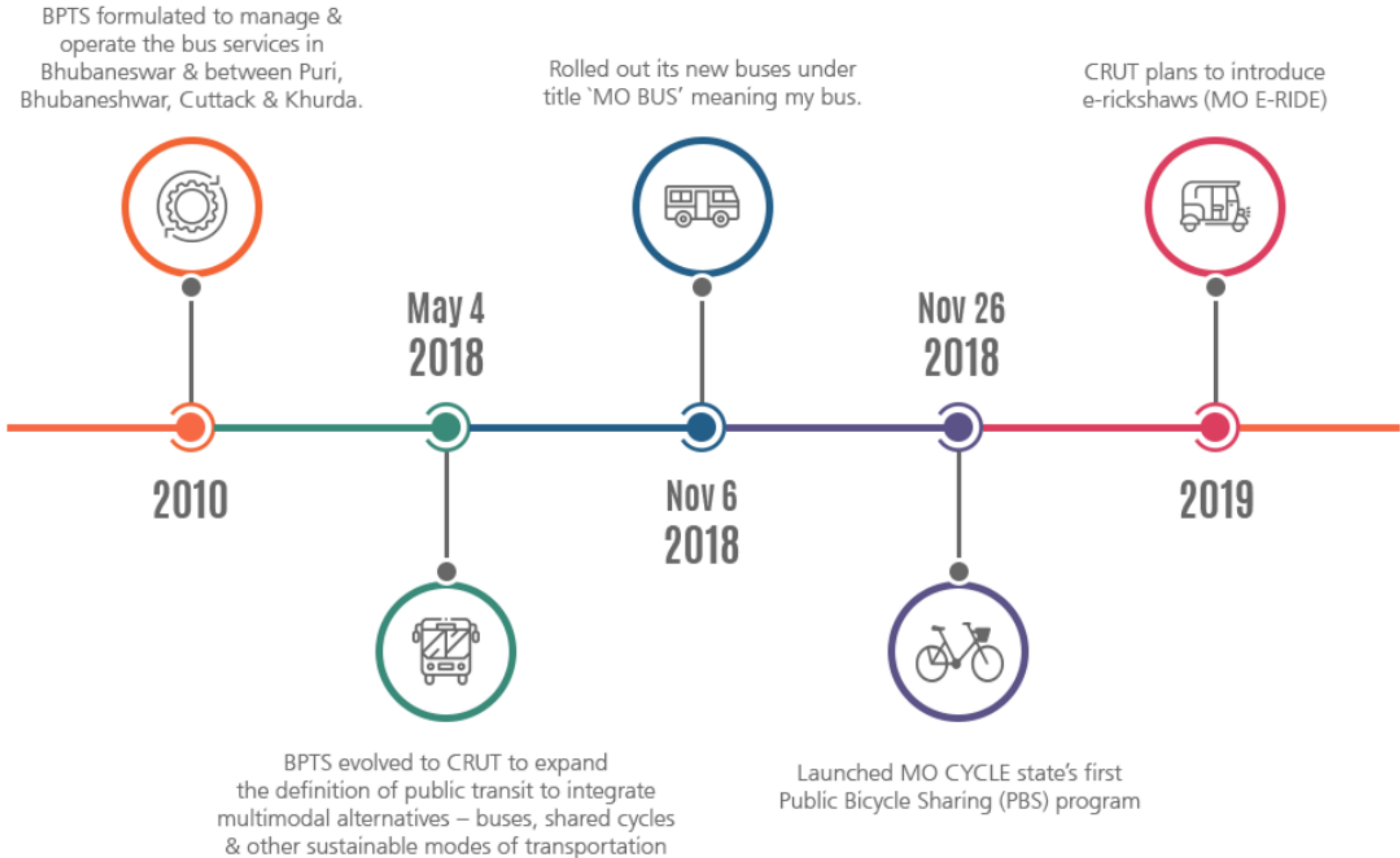
CAPITAL REGION URBAN TRANSPORT (CRUT)

2010: Bhubaneswar Puri Transport Services Limited was created to manage and operate the bus services on intra city as well as intercity routes in and between Bhubaneswar connecting it to Puri, Cuttack and Khurda.

May 4, 2018: BPTS evolved into the **Capital Region Urban Transport** with a vision to redefining “**The Way We Move**”, by providing mobility options to the residents that will support a more sustainable future for all.



CAPITAL REGION URBAN TRANSPORT



MO BUS OPERATIONS



Plans to introduce 250 buses in three phases with induction of 200 new buses and refurbishment of 50 old buses.

Out of 250, currently 200 buses are operational

The buses are available in 2 sizes:

100 Standard (50 AC & 50 Non-AC) size with a seating capacity of 43 and 100 Midi (Non-AC) with 23 seats.

MO BUSes are designed to integrate smart technologies:

- Free on-board Wi-Fi service
- Digital announcements
- Surveillance cameras, and
- Electronic ticketing

INTEGRATES SMART TECHNOLOGIES TO ENSURE SAFETY FOR ALL CITIZENS

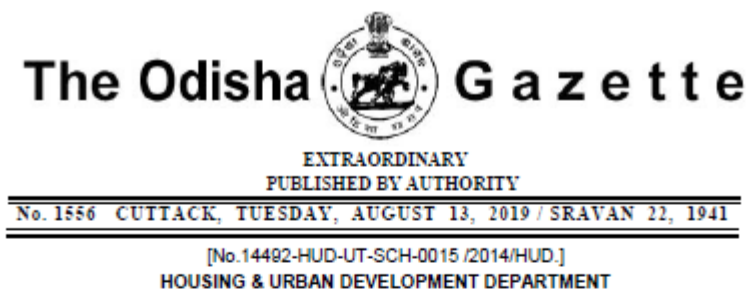


Challenges for maximization of Revenue

- **Implementation of Passenger Penalty system**
- **Revenue Leakage by Bus Guides (Conductors)**
- **Implementation of different operational measures**
- **Introduction of night out schedules**
- **Encouraging the public to use Mo Bus Pass (Online/ Physical)**

PASSENGER PENALTY SYSTEM

- Government of Odisha has approved the proposal of CRUT and the Passenger Penalty system implemented from 1st September, 2019.



RESOLUTION

The 13th August, 2019

Subject: Empowering Capital Region Urban Transport (CRUT), Bhubaneswar to compound offences and collect penalty under sections 178, 179 (1), 179 (2) of Motor Vehicles Act, 1988.

Government of Odisha Rules of Business empowered the Housing & Urban Development Department vide its Amendment No. 24940-GAD-SER2-RB-0003/2013/Gen., dated the 4th September, 2013 to look after the business of "Urban Mobility & Transport". Accordingly, Housing & Urban Development Department is looking after the Urban Road Transport & Mobility by way of providing City Bus Service and developing infrastructures in different areas. Hence, with the objectives of providing affordable, convenient, efficient and safe public transport to the citizens in the Bhubaneswar, Cuttack and Puri-Konark Master Plan areas, State Government constituted a Special Purpose Vehicle (SPV) i.e. Capital Region Urban Transport (CRUT) vide Notification No. 1919, dated the 19th January, 2018 and subsequent Corrigendum No. 7387, dated the 19th March, 2018. Keeping in view the mandate, CRUT is operating the City Bus Services in the name of "MO BUS" under Gross Cost Contract (GCC) model in Bhubaneswar Urban Transport Area, Cuttack Urban Transport Area and Puri Urban Transport Area notified by the Government in Commerce & Transport (Transport) Department. However, it is observed that, many people are travelling without passes or tickets in "MO BUS" causing irreparable revenue loss to the SPV i.e. Capital Region Urban Transport.

2. Hence, in exercise of the powers conferred under Section 200 of Motor Vehicles Act, 1988 (Central Act, 59 of 1988) read with Section 124, State Government in Housing & Urban Development Department hereby Authorises the Capital Region Urban Transport (CRUT) to compound offences and collect penalty through empowered officers/ Agencies/ Personnels under sections 178, 179 (1), 179 (2) of Motor Vehicles Act, 1988 as mentioned below. With issue of this Resolution, Capital Region Urban Transport shall be empowered to levy and collect such penalties within its operational area.

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Sl. No.	Penal Section as per Motor Vehicle Act	Description of the Offence	Maximum Penalty to be imposed on the ticketless/pass less travellers/ passengers
(1)	(2)	(3)	(4)
1	178	Passenger travelling without a pass or a valid ticket is liable to be punished with a fine which may extend to five hundred rupees	10 times the legal fare payable by such person or Rs. 500/- whichever is less
2	179 (1)	Disobedience of orders, obstruction to the checking officer in discharge of duties and refusal of information	Up to Rs. 500/-
3	179 (2)	Refusal to give information	Up to Rs. 500/-

NOTE: Legal fare will be fare from originating point of the trip to the destination point of the traveller.

3. Provided further that, the compounding fee for an offence shall not exceed the maximum fine prescribed in the relevant penal sections of Motor Vehicles Act, 1988.

4. Government shall have the Authority in issuing clarifications, providing guidelines, framing the Rules and making changes to the power delegated herewith as and when required. Disputes, if any, arises out of the above Authority given to CRUT shall be brought before the Secretary, Housing & Urban Development Department for redressal & resolve the issue (s).

5. ORDER:

(i) The Resolution shall come into force from the date of publication in the Odisha Gazette.

(ii) Ordered that the Resolution be published in the Extraordinary issue of Odisha Gazette and Copies thereof be forwarded to all Departments of Government, all Heads of the Department and Accountant General, Odisha & 50 copies to this Department.

By Order of the Governor

G. MATHI VATHANAN
Principal Secretary to Government

➤ **Reasons for pilferage and revenue leakage:**

- **Less salary**
- **Non-payment of salary in time**
- **No recruitment process**

➤ **Technical Problems with Electronic Ticketing Machine (ETM)**

- **No control with technical team of ETM**
- **ETM is provided by Smart City SPV**

PILFERAGE & CHECKS

REVENUE PILFERAGE

- First stage revenue leakage.
- Giving tickets of less denomination-
misguiding the passengers.
- Asking back tickets from passengers for re-
Issue of tickets.
- Purposely holding the issue of tickets.
- Keeping track on the location of the checkers-
misuse of mobiles.
- Targeting illiterate and new passengers.

14 TYPE OF CHECKS

Zone-wise checking | Cross-zone Checking | Two -
zone checking | Extra Hour Checking | Checking in
Isolation | Alighting checking | All Route checking |
Checking in Mufti(without uniform) | 1st stage checking
| Incognito checking | Jackpot checking | Surprise cash
checking | Combing operations | All out checking

OPERATIONAL MEASURES

➤ Implemented **“Issue and Start”**

- The Bus Guide (Conductor) must issue the tickets to all the passengers on board at all O-D Terminal
- To ensure this we have recently deployed the Traffic Controllers at major points.

➤ Implemented **“Halt and Go”**

- The Bus Captain (Driver) must halt at every BQS and minimum 2-3 minutes halt at major traffic generating points and proceed after passengers boarded the bus
- To ensure this we have recently deployed the Traffic Controllers at major points.

➤ Implemented **“Shout and Load”**

- The Bus Guide should do the hawker’s job also to attract the passengers.

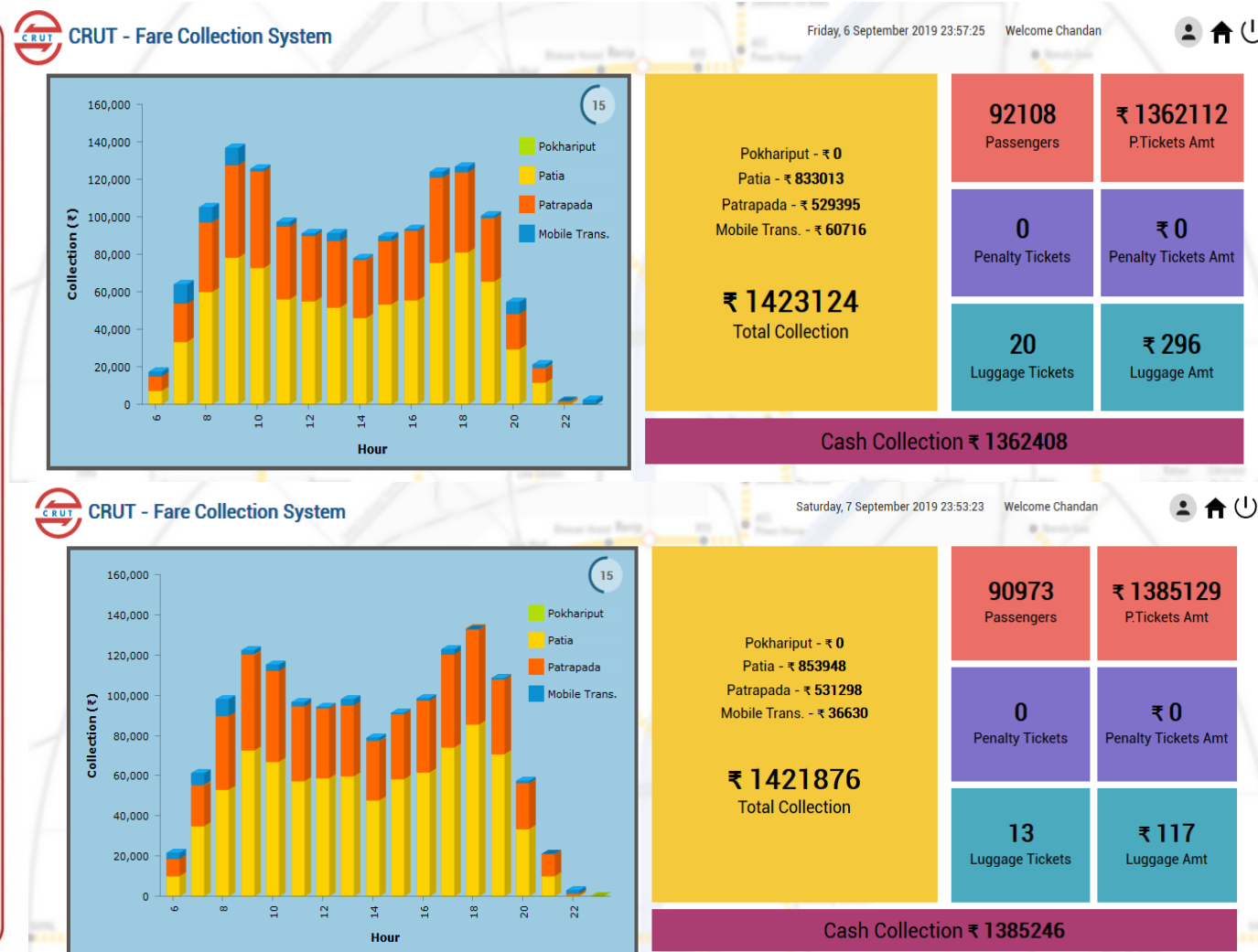
OPERATIONAL TARGET

- We have set a Target to reach 1 lakh ridership by 15th October, 2019
- On 14th October, 2019 we have crossed 1 Lakh ridership per day.

**Capital Region Urban Transport**
Bhubaneswar • Cuttack • Puri

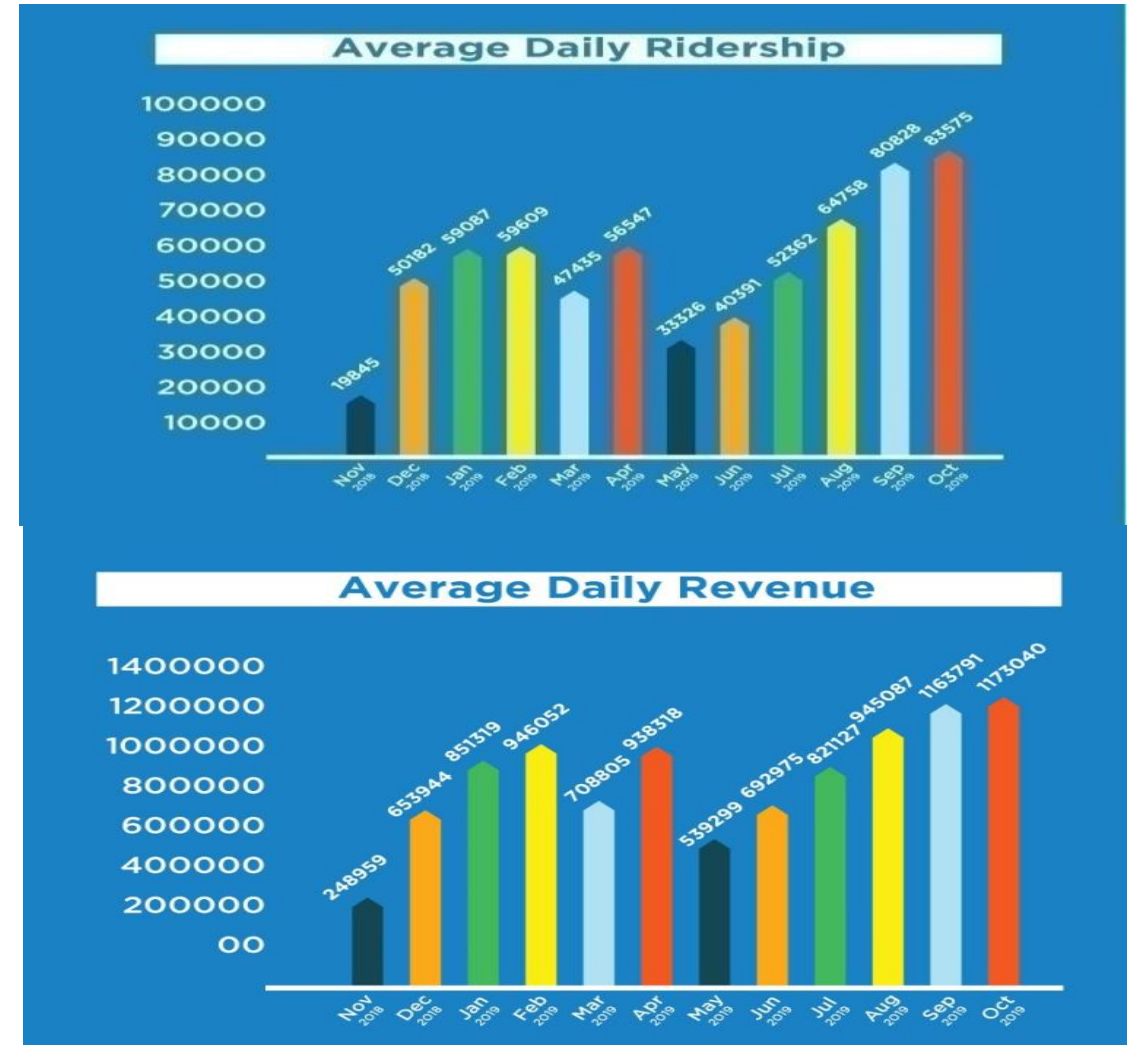
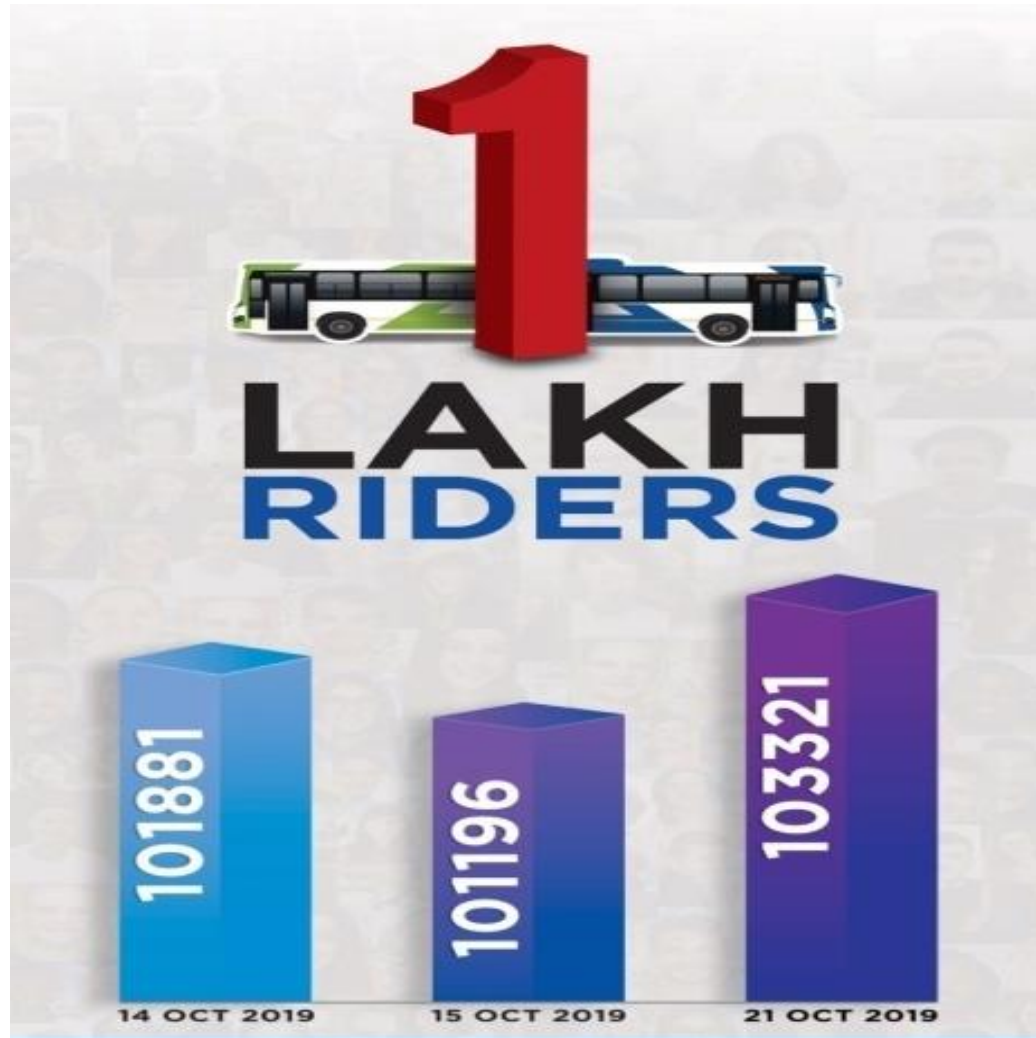

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MO BUS MO LAKSHYA


**LAKH
RIDERS**
BY 15TH OCT 2019



THE END RESULT

- We had set a Target to reach 1 Lakh ridership by 15th October, 2019



Ridership: 33k(May)to 85k(Oct) **Revenue:** 5Lacs(May) to 12 Lacs(Oct)

Analysis of Occupancy Ratio and Earning Per KM

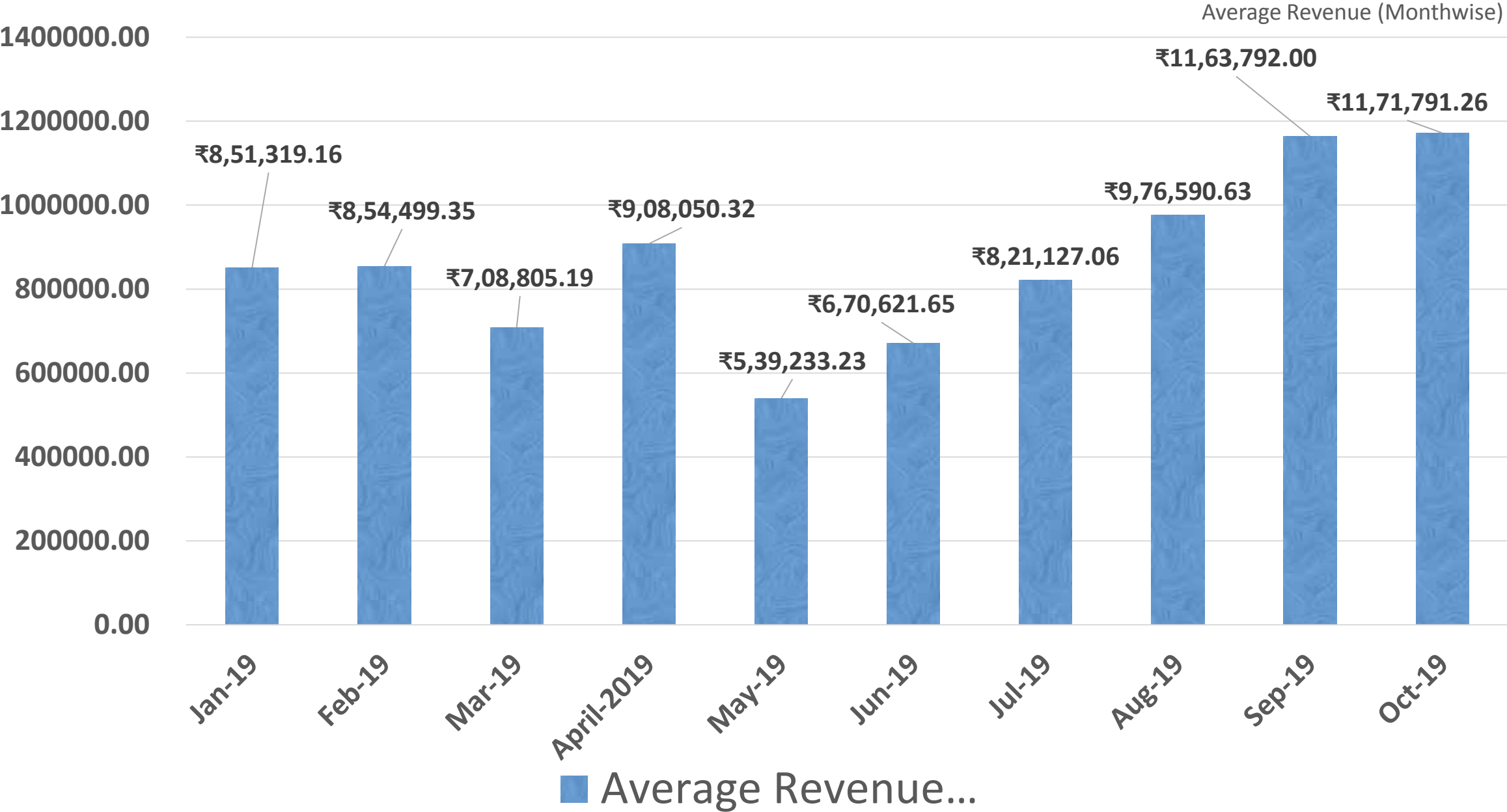
- The Occupancy Ratio (OR) of AC Buses is less as compared to Non-AC Buses
 - The Occupancy Ratio of Standard AC Buses is 20%
 - The Occupancy Ratio of Standard Non-AC Buses is 31%
 - The Occupancy Ratio of Midi Buses is 37%

- The EPK of both Standard AC and Non-AC buses are almost same
 - The EPK of Standard AC Buses is 30.19
 - The EPK of Standard Non-AC Buses is 28.67
 - The EPK of Midi Buses is 24.58

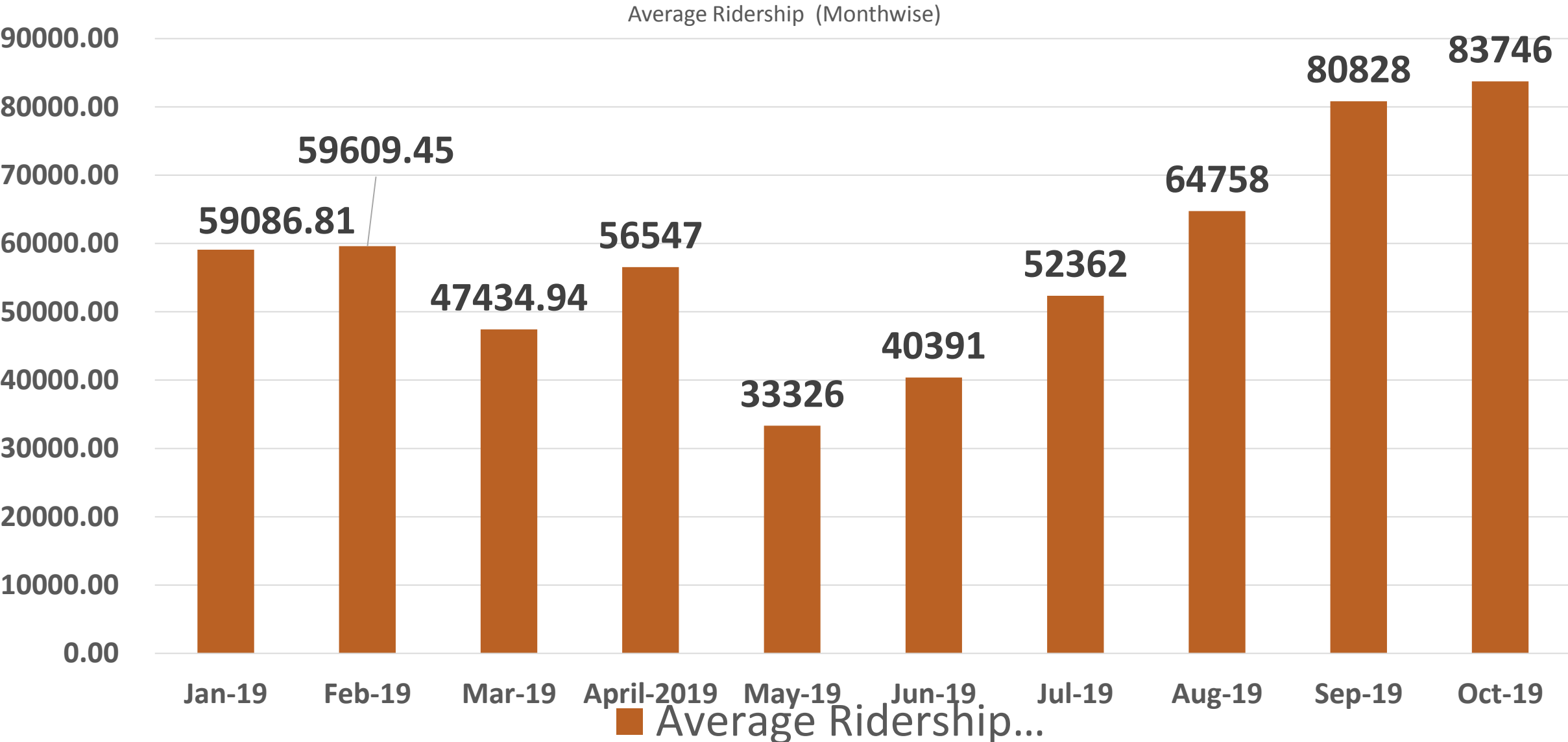
- It is proposed to reduce the fare of AC Bus at par with Non-AC buses

- [Comparative Statement AC.NAC.EPK.xls](#)

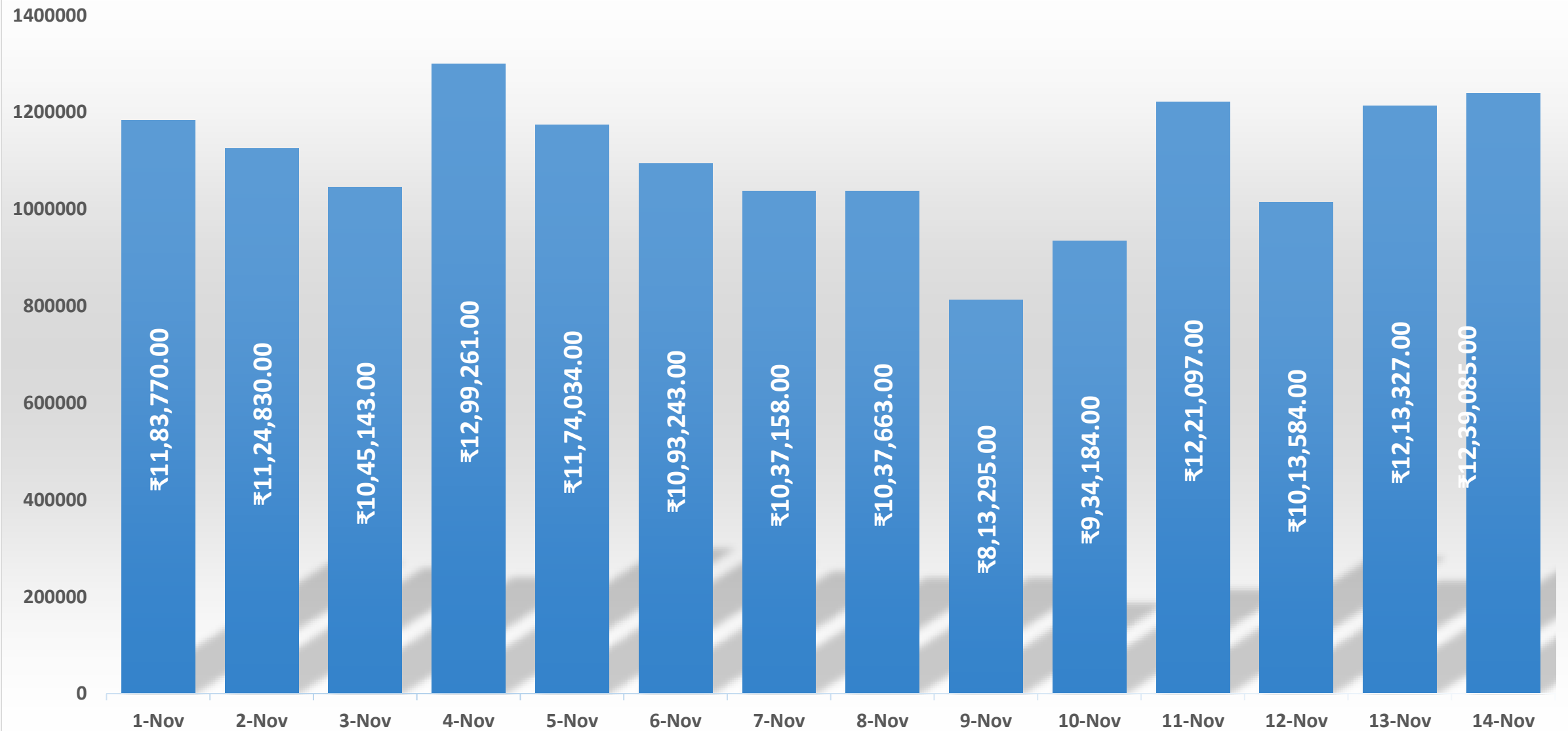
Revenue & Ridership Details



Revenue & Ridership Details



Daily Revenue from 1st Nov. – 14th Nov.



MO BUS PASS

The MoPass Online are special passes that can be purchased only through the MO BUS mobile app

They are available in three formats:

- **Bhubaneswar Pass:** Unlimited rides on all MO BUS routes within the Bhubaneswar Municipal Corporation (BMC) area.
- **Magic Pass:** Pass that allows unlimited rides on all the MO BUS operational routes within the MO BUS service area.
- **Route Pass:** Unlimited trips along preferred routes.

On 15th August, 2019, CRUT has also introduced physical pass called as “**FREEDOM PASS**”

- **It is observed that the discount given in all the Passes are very High and it needs to reviewed and the percentage of discount may be reduced.**

Save upto 50%
through MO PASS Online



Conclusion

- **Rationalization of Routes based on analysis of occupancy ratio and Capacity**

Utilization Factor

- **Review of technical specifications of ETM**
- **Review of online Bus Pass**
- **Seasonal fare reduction**



Thank You



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the way we **MO**ve