COMPREHENSIVE REGION URBAN TRANSPORT (CRUT)

Under the Housing & Urban Development Department, Government of Odisha

Registered Office: Plot No. 548/1452, Patia, Kalarahanga, Bhubaneswar - 751024, Odisha

ADVERTISEMENT No. CRUT/HR/RECT/GM-OPS/2026/3027 Date: 04.11.2026

RECRUITMENT OF GENERAL MANAGER (OPERATIONS)

CRUT invites applications from high-calibre, experienced and result-oriented professionals for appointment to the position of General Manager (Operations). The position is intended for a senior public-transport professional capable of leading a large, technology-enabled, multi-operator urban bus system with strong emphasis on safety, reliability, operational discipline, passenger experience, financial accountability and continuous improvement.

1. Position Details

Name of Post	General Manager (Operations)
Number of Post	01 (One)
Place of Posting	Bhubaneswar, with operational responsibility across CRUT's present and future service areas in Odisha
Reporting to	Managing Director, CRUT
Mode of Engagement	Full-time Contract basis.
Initial Tenure	03 (three) years, extendable by up to 02 (two) years, subject to satisfactory performance, organisational requirement and approval of the Competent Authority
Maximum Age	55 years as on the date of publishing of Advertisement.
Remuneration	Negotiable

2. About CRUT

Comprehensive Region Urban Transport (CRUT), under the Housing & Urban Development Department, Government of Odisha, is responsible for planning, managing and improving urban passenger transport services in Odisha. Through the Ama Bus and other mobility services, CRUT is building a modern, safe, reliable, affordable and technology-enabled public transport system, including electric mobility and first- and last-mile connectivity.

CRUT's operating environment involves close coordination with Government departments and agencies, urban local bodies, traffic and transport authorities, private bus operators, depot and charging-infrastructure agencies, technology and fare-collection service providers and other stakeholders. The General Manager (Operations) will therefore be required to combine strong field-level operational command with strategic planning, commercial acumen, data-driven decision-making and public-service orientation.

3. Purpose of the Position

The General Manager (Operations) shall provide overall professional leadership to CRUT's operations function and shall be accountable for translating CRUT's strategic objectives into safe, reliable, efficient and passenger-centric daily service delivery. The incumbent will be expected to build a high-performance operations culture, strengthen systems and controls, improve network and fleet productivity, enforce contractual performance, institutionalise data-driven operations and continuously improve passenger experience.

4. Key Responsibilities

A. Operations Strategy & Leadership

- Develop and implement short, medium and long-term operational strategies, annual operating plans and service standards for CRUT.
- Plan route-wise and depot-wise fleet deployment, schedules, crew requirements, operating resources and contingency arrangements.
- Set measurable KPIs for routes, depots, control centres, operators and field teams and review performance through structured dashboards and operating reviews.
- Advise the Managing Director on network expansion, fleet induction, operating models, depot requirements, resource optimisation and operational risks.
- Provide operational specifications and inputs for procurement, contracting, testing and commissioning of buses, depots, charging systems, Intelligent Transport Systems and service contracts.

B. Service Delivery & Network Management

- Ensure timely deployment of buses, adherence to schedules and headways, completion of scheduled trips and effective management of service disruptions.
- Lead route rationalisation, timetable design, service planning, depot-route allocation and demand-responsive deployment using ridership, GPS, ticketing and passenger-feedback data.
- Reduce dead kilometres, unproductive deployment, avoidable cancellations and operational wastage while improving vehicle utilisation.
- Prepare special operating plans for festivals, major events, emergencies, severe weather and other periods of unusual demand.
- Promote operational integration with rail, intercity bus, airport, institutional and first- and last-mile services.

C. Operations Control, Technology & Data

- Institutionalise real-time monitoring through Operations Control Centre, AVLS and other Intelligent Transport Systems.
- Ensure effective integration and use of AVLS, AFC/ETMs, CCTV, passenger-information, depot-management and other operational systems.
- Establish a unified operational dashboard covering service delivery, fleet, routes, depots, safety, operators, revenue assurance and customer outcomes.

- Use data analytics and emerging technologies, including AI/automation where appropriate, to improve reliability, prediction, resource allocation and decision-making.
- Coordinate with technology providers to improve system uptime, data quality, interoperability and cybersecurity.

D. Contract & Operator Performance Management

- Lead operational monitoring of private bus operators and other contracted service providers.
- Translate Gross Cost Contracts and other agreements into measurable SOPs, inspection protocols, KPIs and performance dashboards.
- Verify scheduled kilometres, GPS kilometres, trips, fleet availability, manpower deployment and other performance parameters before certification of operator claims, in coordination with Finance and other concerned divisions.
- Recommend and monitor incentives, penalties, liquidated damages, recoveries and corrective-action plans based on verified performance.
- Conduct periodic performance reviews and ensure time-bound closure of recurring deficiencies.
- Utilize Intelligent Transport Management System (ITMS) for day to day monitoring of Key Performance Indicators.

E. Fleet, Depot & Electric-Bus Operations

- Ensure availability of safe, clean, roadworthy and operationally fit buses for scheduled deployment.
- Coordinate with maintenance, engineering and operator teams for preventive maintenance, breakdown reduction, spare availability and workshop turnaround.
- Ensure operational readiness of depots, terminals, control rooms, bus stops/shelters and passenger facilities.
- Lead operational integration of electric buses, including charging schedules, charger availability, energy management, range planning, emergency protocols and coordination of charging with schedules.
- Support scaling of electric mobility and adoption of appropriate digital, automation and modern fleet-management practices.

F. Safety, Security & Emergency Management

- Establish and enforce a robust operational safety-management system covering drivers, buses, depots, routes and passengers.
- Ensure compliance with applicable transport, motor vehicle, labour, occupational-safety and other statutory/regulatory requirements.
- Review accidents and serious incidents, undertake root-cause analysis and ensure corrective and preventive actions are closed within defined timelines.
- Monitor speeding, harsh braking, fatigue, unsafe driving and other high-risk behaviour through technology and field supervision.
- Maintain incident-command and business-continuity procedures for accidents, fire, flooding, cyclone, civil disturbance, system outage, any other natural calamities and emergencies.
- Ensure safe, accessible and dignified travel for women, children, senior citizens and persons with disabilities.

G. Passenger Experience & Service Quality

- Establish and continuously improve standards for punctuality, cleanliness, staff conduct, passenger information, accessibility and grievance redressal.
- Use passenger feedback, complaints and service-quality audits to identify systemic deficiencies and implement corrective action in coordination with respective cells/divison/section.
- Promote a culture of courtesy, discipline, accountability and passenger service among frontline personnel and contracted operators.

H. People, Coordination & Performance Culture

- Lead operations, depot, route-planning, control-centre and field-monitoring teams with clear accountability, roles, shifts and performance targets.
- Strengthen training, certification, refresher training and performance management of frontline and supervisory personnel.
- Build effective coordination with H&UD Department, municipal corporations, development authorities, Works Department, STA/RTOs, traffic police, power utilities, district administrations and other stakeholders.
- Promote professional ethics, integrity, teamwork, innovation and a high-performance culture.

I. Financial Discipline & Operational Reporting

- Prepare and monitor operational budgets and improve value for money, cost per kilometre, fleet productivity and resource utilization.
- Ensure robust reconciliation of scheduled kilometers, GPS data, ticketing data, depot records and operator claims.
- Submit accurate daily exception reports and periodic operational-performance reports to the Managing Director.
- Identify opportunities for cost optimization without compromising safety, service quality or passenger experience.
- To ensure timely clearance of all the bills related to operations as per the contract agreements.

J. Any other tasks as deemed appropriate by the Authority in the interest of the Organization.

5. Essential Eligibility Criteria

5.1 Educational Qualification

A full-time Bachelor's Degree in Automobile or Mechanical Engineering(B.Tech./B.E.) from a University/Institution recognized by Government along with experience in Transport Planning/Operations Management/Logistics & Supply Chain Management. A relevant full-time Degree in Master of Planning (Transport Planning/Urban Transport System/Logistic Management), M. Tech. in (Transportation Engineering/Transportation System Engineering/Transportation System Management/ Intelligent Transport System), MBA in (Logistics and Supply Chain management/Port and Shipping Logistics/Metro Rail Management/Multi-modal Transportation) shall be desirable.

5.2 Professional Experience

- Minimum 15 (Fifteen) years of post-qualification professional experience.
- Minimum 10 (Ten) years of substantive experience in Public Transport Planning/Bus Operations/Fleet Management/Logistics & Supply Chain Operation/Depot, hub, terminal Operations/ Intelligent Transport System/ Urban mobility/Multi-modal Transportation/ electric-bus operations/Metro Rail operations/Port & Shipping Logistics or another large public-transport system.
- Atleast 7 years in a senior Operations leadership position in a large-scale transport, mobility, logistics, supply-chain, automotive or other public/passenger transport intensive service organization, with demonstrated experience in managing geographically dispersed Operations, large fleets and technology enabled operations.
- The candidate should have demonstrable experience of directly managing Operations involving atleast 1000 vehicles and a workforce of 3000+ personnel.
- Experience of managing operations in metropolitan city (es) or across 5 or more geographically dispersed locations in tier-II/III cities.
- Demonstrable experience in fleet deployment, utilization, scheduling, route/network optimization, preventive maintenance and break down management, operational safety, manpower management, operator/contract management, performance monitoring, operating budgets and data-led service improvement.

Relevant experience shall be assessed with reference to the responsibilities actually performed, scale and complexity of operations managed, and measurable outcomes achieved, and not merely on the basis of designation or length of service.

5.3 Position / Responsibility Equivalence

- Government/PSU/Public Sector candidates should be serving in a position equivalent to GM or in an immediate lower level with adequate experience in a senior operational role.
- Private-sector candidates should be serving or have served in a position such as Head of Operations, Regional/Business Unit Head, Operations Director, Chief Operating Officer or two positions below to the director in their organizational hierarchy, with demonstrable responsibility for an operation of comparable scale and complexity.
- Candidates shall submit an organisational chart clearly indicating their position and reporting level.

6. Desirable Experience & Knowledge

- Experience in a city-bus SPV, State Transport Undertaking, large private passenger-transport operator, electric-bus GCC operator, metro/rail corporation or comparable public-transport organisation.
- Experience in performance-based/Gross Cost Contract bus operations, operator monitoring and certification/verification of operator payments.
- Experience in commissioning, stabilising and scaling electric-bus operations and charging infrastructure.
- Experience in network restructuring, route rationalisation, service-quality improvement, major operational transformation or rapid fleet expansion.

- Strong working knowledge of AVLS, AFC/ETMs, CCTV, depot-management systems, passenger-information systems and transport data analytics.
- Exposure to intelligent transport systems, digital operations, AI/automation, predictive maintenance or other technology-led mobility solutions.
- Knowledge of contemporary urban mobility programmes and Government-supported public transport/e-mobility initiatives.
- Working knowledge of Odia shall be desirable.

7. Core Competencies

- Strong command over high-frequency, field-intensive passenger-transport operations.
- Strategic thinking combined with hands-on operational discipline and rapid execution.
- Ability to take timely, evidence-based decisions during disruptions, accidents and emergencies.
- Strong commercial understanding of contracts, KPIs, performance-linked payments, penalties and recoveries.
- Excellent analytical capability and comfort with real-time operational data and dashboards.
- Ability to lead large internal, outsourced and frontline workforces and build a performance-oriented culture.
- High integrity, accountability, sound judgement and public-service orientation.
- Strong communication, stakeholder-management and conflict-resolution skills.
- Readiness for field inspections and work beyond conventional office hours as operational requirements demand.

8. Indicative Performance Framework

The selected candidate shall work against an annual performance agreement approved by the Managing Director. Indicative performance areas may include:

Performance Area	Illustrative Measures
Service Delivery	Scheduled kilometres/trips operated; punctuality; headway adherence; missed trips; service cancellations
Fleet & Depots	Daily fleet availability; utilisation; breakdowns; preventive-maintenance compliance; turnaround time
Electric Mobility	Charger uptime; charging-related cancellations; energy efficiency; range adherence
Safety	Accidents/incidents per lakh km; preventable incidents; safety compliance; closure of corrective actions
Passenger Outcomes	Ridership; complaints per lakh journeys; grievance-resolution time; cleanliness; accessibility

Performance Area	Illustrative Measures
Contract & Finance	Verified operator payments; recoveries/penalties; operating cost per km; revenue protection; value for money
Technology & People	System uptime; data completeness; training/certification completion; staff availability

9. Selection Process

1. Applications shall be screened against the notified eligibility criteria, relevance and depth of experience, scale and complexity of operations handled, leadership responsibility and demonstrated professional achievements.
2. After screening the shortlisted candidate(s) shall be provided with a practical Case-study where candidates shall demonstrate their ability to analyze the case study, identify root-causes and suggest Implementable solutions / improvement plan and submit the same to CRUT in which will be taken for assessment of the candidate's ability and suitability for the position **(Total marks- 50).**
3. The shortlisted candidate shall be also be called for Personal Interview to assess their proficiencies, capabilities, expertise and suitability for the position **(Total marks-50).**
4. Mere fulfilment of the minimum eligibility criteria shall not confer any right to be shortlisted or called for interview.
5. CRUT may constitute a Search-cum-Selection Committee/Selection Committee as approved by the Competent Authority.
6. Final selection shall be based on a structured assessment of technical and functional competence, leadership, strategic thinking, operational judgement, integrity, stakeholder-management capability and overall suitability for the position.
7. CRUT may adopt a higher shortlisting threshold depending upon the number and quality of applications received.

10. Application Requirements & Documents

Eligible candidates shall submit the application in the prescribed format at Annexure-I through [online application portal/email] along with physical submission of hard copy of the application and all relevant documents through registered post/courier on or before 21.11.2026,04.00 PM. Applications received through any other mode or after the deadline shall not be considered. The Authority shall not be responsible for any postal/courier delay.

The signed application form, curriculum vitae, Statement of Suitability and supporting documents shall be combined into one legible PDF and uploaded or emailed in the prescribed manner, unless the application portal specifies otherwise. If submitted by email, the subject line shall read: "Application for General Manager (Operations) - [Candidate Name]". All supporting documents shall be self-attested. One set of the Application with all relevant documents shall be submitted in hard copy through registered post/ courier within the stipulated date and time.

List of documents to be submitted along with the application form as mentioned below:

- Completed and signed application form.
- Detailed CV/resume.
- Statement of Suitability, not exceeding 1,000 words, explaining the candidate's relevant experience, major achievements and proposed contribution to CRUT.
- Proof of date of birth and identity.
- Educational Qualification certificates and supporting mark sheets.
- Experience certificates specifying designation, period and nature of responsibilities.
- Current appointment/engagement order and latest three months salary slips; private-sector candidates shall also provide the latest Form 16 or equivalent proof of remuneration.
- Organisational chart showing current position and reporting level.
- Documentary evidence of scale of operations managed, fleet size, depots, workforce, safety/service improvements and other quantified achievements certified by the competent authority/authorized person of the Organization.
- Government/PSU candidates: proper-channel forwarding or NOC and APAR/PAR gradings for the last five years, as applicable. An advance copy may be submitted directly, but the required NOC/proper-channel documents must be produced before the interview stage.
- For Government/PSU candidates Vigilance clearance before the interview stage is to be produced.
- Applications without adequate documentary support or received after the deadline may be rejected.
- Only shortlisted candidates will be contacted for the next stage of selection.
- Applicants shall use an active e-mail address and mobile number and regularly monitor www.comprehensiveregiontransport.in and their registered e-mail address for updates.

11. General Conditions

1. Only Indian nationals are eligible to apply.
2. Age, qualification and experience shall be reckoned as on the date of publishing the advertisement. Unless otherwise specified, experience shall be counted after acquisition of the essential educational qualification.
3. Applicants employed in Government, quasi-government organisations, PSUs or other public-sector organisations may submit an advance copy directly, but must produce proper-channel forwarding/NOC before the interview stage.
4. Appointment shall be subject to verification of qualifications, experience, character and antecedents, medical fitness and other applicable requirements.
5. Applicants shall disclose in the form of self-declaration, any pending criminal, disciplinary or civil proceedings and any material adverse order, as applicable.
6. The selected candidate shall comply with CRUT's applicable service, conduct, confidentiality, conflict-of-interest and performance-management requirements.
7. Canvassing or attempting to influence the selection process in any form shall result in disqualification.
8. No TA/DA shall ordinarily be payable for participation in the selection process.

9. The selected candidate may be posted/assigned duties anywhere within CRUT's present or future operational jurisdiction.
10. CRUT reserves the right to verify information furnished by candidates and to reject candidature/terminate appointment where information is false, misleading, incomplete or unsupported.
11. CRUT reserves the right to relax age/experience criteria for exceptionally qualified candidates, where considered necessary and permissible; adopt appropriate shortlisting criteria; offer a lower grade where considered appropriate; or maintain a panel/waitlist for future requirements.
12. CRUT reserves the right to increase or decrease the number of vacancies, amend, cancel or defer the recruitment process, or not fill up the post, without assigning any reason.
13. Any corrigendum/addendum/update relating to this advertisement shall be published only on www.comprehensiveregiontransport.in. Applicants are advised to check the website regularly.
14. Decision of the Competent Authority regarding eligibility, shortlisting and selection shall be final.

12. Application Schedule

Advertisement No.	CRUT/HR/RECT/GM-OPS/2026/3027
Date of Advertisement	04.11.2026
Last Date & Time for Submission	21.11.2026,04.00 PM
Application Portal / E-mail	[CRUT to insert application portal / recruitment e-mail]
Contact for Clarification	crut.state@odisha.gov.in / 0674-3501580

Sd/-
General Manager(P&A)
Comprehensive Region Urban Transport (CRUT)

ANNEXURE-I

APPLICATION FORM

FOR THE POST OF GENERAL MANAGER (OPERATIONS)

Advertisement No.: CRUT/HR/RECT/GM-OPS/2026/3027 Date: 04.11.2026

1. Name of Applicant	
2. Recent Passport-size Photograph	Affix a self-attested photograph
3. Father's / Mother's / Spouse's Name	
4. Date of Birth	
5. Age as on Closing Date	
6. Nationality	
7. Correspondence Address	
8. Permanent Address, if different	
9. Mobile Number	
10. E-mail Address	
11. Present Organisation & Designation	
12. Present Pay Scale / Monthly CTC	
13. Notice Period / Earliest Joining Date	
14. Language Proficiency, including Odia	
15. Relevant Professional Certificates	
16. NOC / Proper-channel Status, if applicable	
17. Pending Criminal, Vigilance, Disciplinary or Civil Proceedings	Yes / No. If yes, attach details

A. Educational Qualifications

Qualification	Discipline	Institution	University/Board	Year	Class / %

B. Employment Record

List positions in reverse chronological order. Attach additional sheets if required.

Organisation	Designation	From	To	Pay/CTC	Key Responsibilities	Reason for Leaving

C. Relevant Operations Experience

Parameter	Applicant's Details	Documentary Evidence / Remarks
Total post-qualification experience (years/months)		
Experience in scheduled passenger transport (years/months)		
Experience in urban bus/road passenger operations (years/months)		
Experience in senior managerial operational roles (years/months)		
Largest fleet directly/overall managed (number of vehicles)		
Number of depots/operating units managed		
Approximate workforce/contracted workforce managed		
Electric-bus operations experience (years/months)		
GCC/performance-based operator management experience		
Largest annual scheduled kilometres / trips handled, if available		
Major operational transformation/network restructuring handled/Turn-around		

D. Major Quantified Achievements

Provide up to five achievements directly relevant to the position. Quantify the baseline, action taken and measurable outcome wherever possible.

Organisation / Assignment	Challenge & Action Taken	Scale / Responsibility	Measured Result / Achievement

E. Statement of Suitability

Attach a statement of not more than 1,000 words explaining why you are suitable for the position of General Manager (Operations), with specific reference to your experience in urban/public transport, scale of operations managed, leadership responsibilities, measurable achievements and the value you can bring to CRUT.

F. References

Name	Designation	Organisation	E-mail	Mobile

G. Declaration

I declare that the information furnished in this application and the documents/enclosures submitted by me are true, complete and correct to the best of my knowledge and belief. I understand that my candidature/appointment may be cancelled/terminated at any stage along with taking appropriate action by the authority, if any information is found to be false, misleading, incomplete or unsupported. I authorise CRUT to verify the information, employment history, qualifications, professional achievements and references furnished by me.

I further declare that I have disclosed all material criminal, vigilance, disciplinary or civil proceedings, if any, pending against me, and that I shall promptly disclose any material change in such status during the recruitment/appointment process.

Place: _____ Date: _____

Signature: _____ Name: _____

Checklist of Enclosures

- Application Form duly completed and signed, with self-attested photograph
- Detailed CV/Resume and Statement of Suitability
- Proof of Date of Birth and Identity
- Educational Certificates and Mark Sheets
- Experience Certificates / Employment Proof and Current Appointment / Engagement Order
- Latest three months salary slips and Form 16 or equivalent remuneration proof, whichever applicable.
- Organisational Chart and evidence of scale of operations and quantified achievements
- NOC / Proper-channel forwarding, APAR/PAR and Integrity/Vigilance/Disciplinary documents, where applicable
- All required self-declarations.