

Driving Equitable and Clean Mobility

Evidence from E-Bus Operations in India





TERI conducted end-to-end assessment of impacts from GreenCell Mobility's operations.

Covering **6** cities and **3** intercity hubs

The study examines commuter profiles and experiences, offering insights to improve:



Service Quality



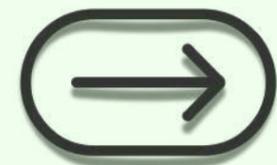
Ridership



Route Efficiency

The findings will help shape strategies that drive sustainable mobility, support climate goals, deliver stronger social and economic benefits.

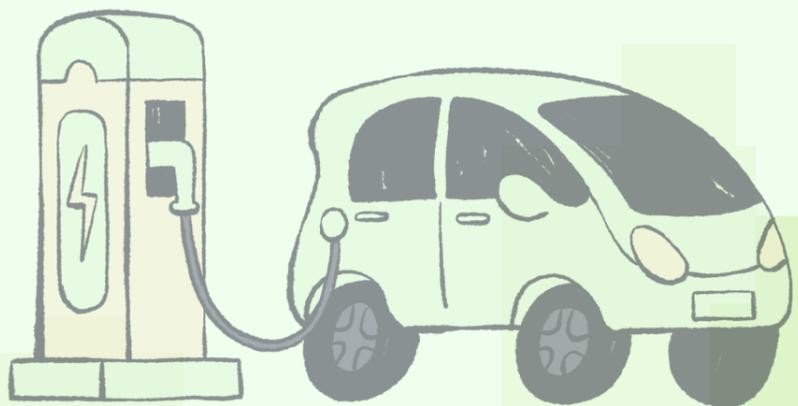
Here's What the Study Revealed



Key Discussion Points

10

Environmental Awareness of Commuters and Modal Shift



The survey attribute
“We can reduce climate change by changing our lifestyle”

was scored



4.6/5

Intracity operations

6 Cities
Highest modal shift was observed from



Modal shift to e-buses delivers clear environmental benefits through reduced tailpipe emissions, improved energy efficiency, and lower per-passenger carbon intensity.

Intercity operations

3 Hubs
Highest modal shift was observed from



Rail supply constraints drive shifts to e-buses—positioning e-buses as a cleaner alternative to conventional road transport when rail services are unavailable to passengers.

**Respondents had the option to choose more than one mode choice*

Key Discussion Points

2

Equity & Access

Cleaner, equitable transit: e-buses linking people to opportunity and healthier cities



Elderly and specially abled



Students



Working Professionals

In intercity operations, commuters rated special assistance for elderly and differently abled persons at **4.2/5** against an importance score of **4.5/5**.

In intracity operations, specially abled respondents benefited most through better access to public infrastructure like educational institutions, hospitals, etc. (**71%**), followed by reduced travel time (**41%**).

**Respondents had the option to choose more than one community impact alternatives, hence, the percentages do not sum up to 100%.*

Key Discussion Points

3

Safety, Comfort and Crisis Provisions

NueGo e-buses are redefining comfort and safety in intercity travel. Across most cities, **women perceive these buses as safer** compared to other modes of transport.



In intercity travel, safety features such as CCTV, panic buttons, and helpline displays received average rating of **4.6/5**. Comfort is a strong driver with **61%** of commuters choosing NueGo for a superior ride experience and **56%** for air conditioning.

**Respondents had the option to choose more than one alternative, hence, the percentages do not sum up to 100%.*

Key Improvement Areas



First-Stop & Congestion Issues

In certain areas of Aligarh, buses begin far from main bus stand, causing roadside waiting & local congestion



Affordability for Daily Commuters

In intracity travel, commuters find AC e-bus fares higher than options like shared autos.



Route Connectivity

In cities like Gorakhpur, long routes and higher transfers reduce daily e-bus use; improved route planning is needed



Overcrowding at Peak Hours

In Lucknow, peak-hour overcrowding persists on major corridors as buses on some routes return before 8:00 PM; extending service hours is recommended

“This study reflects the collective effort of TERI, Eversource Capital & GreenCell Mobility in advancing conversations on e-mobility & accelerating India’s transition towards sustainable transport.”

Scan the QR code to learn more about TERI’s work in sustainable mobility



<https://www.teriin.org/transport>

