

Press Note

Sub: One Karnataka Mobility App to Integrate State Transport Services; WhatsApp Ticket Booking Facility for KSRTC, NWKRTC and KKRTC.

The Karnataka State Road Transport Corporation (KSRTC) has been providing an online advance reservation booking facility to make passenger journeys more comfortable and convenient. As part of this initiative, the One Karnataka Mobility App has been developed to bring together the services of the four State Road Transport Undertakings KSRTC, NWKRTC, KKRTC and BMTC on a single digital platform.

With a modern and user-friendly interface, the platform is aimed at providing passengers with a simple, seamless and integrated travel experience. The upgraded Mobile App KSRTC AWATAR 2.0 and WhatsApp ticketing facility was launched by the Hon'ble Chief Minister of Karnataka on 10-09-2026, during the 100-day programme held at Vidhana Soudha, Bengaluru.

Key Features of the One Karnataka Mobility App:

A secure user login facility will enable passengers to authenticate their identity, access details of previous bookings and conveniently manage their transactions. Passengers will be able to register grievances related to all four transport undertakings on a single platform. The system will facilitate tracking of grievance status, escalation wherever required and monitoring of the resolution process. A digital monthly pass facility will be introduced in a phased manner, enabling passengers to book, receive and manage bus passes online. The facility will also provide for QR code-based digital verification.

Ticket Booking through WhatsApp:

For the convenience of passengers, Ticket booking through WhatsApp is now available for bus services operated by KSRTC, NWKRTC and KKRTC. Passengers can initiate the booking process by sending message by WhatsApp to number +91 6364940880

The interactive WhatsApp booking system will guide passengers through the complete ticket reservation process, similar to the existing KSRTC online booking system.

Booking Process:

1. Passenger shall select the origin, destination and journey date to search for available bus services.
2. Passenger shall select a suitable bus service based on their travel preference.
3. Passenger shall enter the required passenger details.
4. Passenger shall verify the ticket details and complete the payment using any of the available payment options.

Payment can be made through UPI, credit cards, debit cards and wallets, among other available options. Upon successful payment, the booking confirmation and e-ticket will be shared with the passenger through WhatsApp and e-mail.

Ticket Cancellation through WhatsApp: Tickets booked through WhatsApp can also be cancelled through the same WhatsApp number. To cancel a ticket, passengers need to send message on WhatsApp and select the “Ticket Cancellation” option. They will then be required to enter their: PNR Number, Mobile Number & Transaction Password received at the time of booking. The cancellation process can then be completed through WhatsApp.

Towards an Integrated Mobility Ecosystem the One Karnataka Mobility App is intended to provide the foundation for integrating additional public transport and mobility services in the future. The initiative will further strengthen the Government of Karnataka’s vision of an integrated, accessible and technology-driven public transport system across the State.

Passengers are encouraged to make use of this facility for advance ticket reservations. For any assistance or reservation-related queries, passengers may contact the KSRTC Call Centre at 080-26252625 (available 24x7) or the AWATAR Cell at 7760990034 / 7760990035 (7:00 AM to 10:00 PM).