



University Bus Transportation Policy

1. Purpose and Scope

The objective of this Policy is to ensure the safety of students, drivers, bus staff and other road users, and to maintain the safe, disciplined and efficient operation of University transportation services.

This Policy applies to all students availing University transportation, to all drivers, attendants and Bus Coordinators deployed on University buses, and to all vehicles owned, hired or operated by or on behalf of the University. It applies to regular route operations and, so far as relevant, to field visits, examination-day transport and other special trips.

2. Student Safety – Highest Priority

The following safety requirements shall apply at all times:

- The safety of students shall be the foremost responsibility of the Bus Coordinator and all bus staff.
- Drivers must strictly follow traffic rules, speed limits and all applicable transport regulations.
- Rash driving, over speeding, unnecessary overtaking, use of mobile phones while driving, driving under the influence of alcohol or any other unsafe practice shall be strictly prohibited.
- Students must remain seated while the bus is moving and shall not stand near the doors or windows.
- Students shall not put their hands, heads or other body parts outside the windows.
- Boarding and alighting shall be permitted only when the bus has come to a complete stop.
- The driver and attendant must ensure that no student is left behind in the bus after the route is completed.

3. Routes, Stops and Drop-Off Discipline

3.1 Approved Bus Stops and Routes

- Every student who has paid the transportation fee shall be assigned an approved bus route and a designated bus stop.
- Students shall normally be picked up and dropped off only at their designated stops.
- Students must not demand to be dropped at locations other than their approved stop.
- Drivers and attendants shall not make unauthorized stops merely on the request of individual students.
- Any request for a change in bus stop must be made formally through the prescribed university procedure and, wherever applicable, with confirmation from the parent/guardian.
- The Transport Officer shall maintain the master list of students, their routes, designated stops and parent/guardian contact details, and shall provide each Bus Coordinator with the list for the bus concerned.

3.2 No Unauthorized Drop-Offs

Students shall not be permitted to create pressure on drivers or bus staff to drop them:

- at the residence of a friend, relative or another student;
- at markets, shops or restaurants;
- at railway stations, bus terminals or taxi stands;
- at private coaching centres;
- at any isolated, unmanned or poorly lit location;
- at any point chosen for the student's convenience, whether on or off the approved route; or
- at any other place that is not the student's designated bus stop.

Such practices can create serious safety, accountability and liability issues for the University.

If a student insists on being dropped at an unauthorized location, the driver/attendant must politely refuse and immediately report the matter to the Bus Coordinator.

3.3 Route Changes and Special Requests

Any request for:

- change of bus;
- change of route;
- change of pickup/drop-off point;
- temporary transportation arrangement; or
- special transportation requirement

should be forwarded by the Bus Coordinator to the Transport Officer, who shall place it before the competent University authority (Dean Student Welfare) for further necessary action.

Drivers and attendants shall not have the authority to independently approve such requests.

4. Responsibilities

4.1 Bus Coordinator Responsibilities

The Bus Coordinator shall:

- supervise boarding and alighting and ensure that students board and leave the bus only at their designated stops;
- ensure that students remain seated while the bus is in motion and do not stand near the doors or lean out of the windows;
- take a headcount at the beginning and end of each trip and confirm that no student is left behind in the bus;
- maintain discipline inside the bus and address indiscipline immediately, firmly and courteously;
- decline requests for unauthorized drop-offs and report them to the Transport Officer;
- attend to any student who is unwell or injured, support the driver and attendant in an emergency and inform the Transport Officer without delay;
- keep a copy of the route-wise student list and parent/guardian contact details for the assigned bus, as provided by the Transport Officer;

- The parent/guardian shall be contacted whenever a student is involved in an incident or repeatedly engages in indiscipline;
- receive concerns raised by students or parents/guardians, record them and forward them to the Transport Officer;
- forward requests for change of bus, route or stop to the Transport Officer and not decide such requests independently;
- report to the Transport Officer any unsafe driving, deviation from the approved route, unauthorized person travelling in the bus, breakdown or unusual delay; and
- refrain from issuing operational instructions to the driver, except where the immediate safety of students requires it.
- Fleet administration, driver and attendant management, vehicle documents, route approval and statutory compliance remain the responsibility of the Transport Officer.

4.2 Student Responsibilities

Every student using university transportation shall be required to:

- carry a valid University ID card;
- board and leave the bus only at the designated stop;
- follow instructions of the driver, attendant and Bus Coordinator;
- maintain proper discipline;
- remain seated while the bus is moving;
- avoid loud, abusive or threatening behaviour;
- not damage bus property;
- not disturb the driver while the vehicle is moving;
- not create arguments or pressure regarding unauthorized stops;
- unauthorized travel by a student on a University bus shall attract a penalty equivalent to **twice the transportation fee applicable to the respective route**;
- not invite unauthorized persons to travel in the university bus; and
- immediately report any genuine safety concern to the Bus Coordinator.

4.3 Driver and Attendant Responsibilities

Drivers and attendants shall:

- maintain professional behaviour;
- follow the approved route;
- stop only at authorized locations;
- never argue unnecessarily with students;
- never use abusive or threatening language;
- immediately report misconduct or safety concerns;
- avoid making personal arrangements with students;
- not accept instructions to change routes from individual students;
- maintain confidentiality regarding student information; and
- immediately report accidents, breakdowns or emergencies.

4.4 Parent and Guardian Cooperation

Parents/guardians shall cooperate with the University by:

- ensuring that students reach the pickup point on time;
- ensuring that students follow bus discipline;
- instructing students not to demand unauthorized drop-offs;
- informing the University in advance when the student will not use the bus;
- responding promptly when contacted regarding a transportation issue; and

Parents/guardians shall note that permitting a student to decide independently where he or she is to be dropped creates serious safety and accountability risk, and shall not support any such request.

5. Discipline and Consequences

5.1 Discipline Inside the Bus

The bus shall be treated as an extension of the University campus. The following shall be strictly prohibited:

- abusive or offensive language;
- fighting or physical altercations;
- harassment or bullying;
- inappropriate behaviour;
- damaging seats, windows or other bus property;
- throwing objects inside or outside the bus;
- disturbing the driver;
- creating unnecessary arguments with the driver/attendant;
- recording or circulating videos intended to provoke or harass other students or staff; and
- any behaviour that compromises the safety of passengers.
- Loud music is not allowed

Serious or repeated misconduct may result in withdrawal of transportation facility and disciplinary action under University rules.

No student should be allowed to threaten, pressure or verbally abuse the driver or attendant over a transportation-related disagreement. Similarly, bus staff must remain polite, professional and respectful towards students at all times.

5.2 Procedure for Repeated Misconduct

For repeated violations, the following graduated approach shall ordinarily be followed:

1. **First occurrence:** Verbal counselling and warning.
2. **Second occurrence:** Written warning and information to parent/guardian.
3. **Third occurrence:** Written undertaking from the student and parent/guardian.
4. **Repeated/serious misconduct:** Referral to the competent University disciplinary authority and possible suspension/withdrawal of transportation facility including financial penalty and transport fee already paid shall be forfeited.
5. Severe misconduct or conduct involving safety, violence, harassment, bus damage or other serious violations: Immediate escalation to the Competent Authority and action under applicable University rules and law. In such cases, formal legal action shall be initiated, and the cost of damage to the University vehicle shall be recovered at **twice the prevailing market value of the damaged item.**

6. No transportation facility shall be withdrawn without giving the student an opportunity of being heard and without written intimation to the parent/guardian. A student aggrieved by such an order may appeal to the Competent Authority within seven days.

6. Emergency Situations

The Transport Officer shall prepare and maintain an emergency protocol, which every Bus Coordinator, driver and attendant shall follow, covering:

- road accidents;
- vehicle breakdown;
- medical emergencies;
- student injury;
- severe weather;
- traffic diversions;
- security-related incidents; and
- any situation requiring an immediate change in route.

Emergency contact number of the University: 97812 97862 (Transport Officer).

In case of an accident or serious incident, the Bus Coordinator shall attend to the students first and immediately inform the Transport Officer, who shall inform the University authority (Vice-Chancellor/Pro-Vice Chancellor/Registrar/Dean Student Welfare). The parents/guardians of affected students shall be informed without delay, and the Bus Coordinator shall remain with the students until relief arrives.

7. Records and Documentation

7.1 Attendance and Boarding Records

The Transport Officer shall maintain the following records, with each Bus Coordinator providing the inputs for the bus concerned:

- route-wise student lists;
- changes in transportation arrangements;
- identification of regular and temporary users;
- a record of any unauthorized person found travelling in a bus;
- unusual incidents; and
- complaints received and the action taken on them.

Documentation will help prevent misunderstandings and establish facts if any dispute arises later.

7.2 Incident Reporting

Every significant transportation incident shall be reported in writing by the Bus Coordinator to the Transport Officer on the same day, in the format prescribed by the Transport Officer, stating:

- date, time and place of the incident, and the date and time of this report;
- bus registration number and route number, and whether the morning or evening trip;
- name of the Bus Coordinator, driver and attendant on duty;
- number of students on board and the names and courses of the students involved;

- names of any witnesses;
- nature and brief account of the incident;
- any injury caused, first aid given and hospital attended, if any;
- any damage to the vehicle or other property, with an estimate of the cost;
- whether the police or traffic authorities were involved, with the FIR or report number, if any;
- statement of the driver and attendant, signed and dated;
- statement of the student concerned, signed and dated;
- intimation given to the parent/guardian, stating the person contacted, the time and the mode of communication;
- action taken, by whom and on what date; and
- further action, if any, initiated as per requirement, the officer responsible and the date by which it is to be completed.

The Transport Officer shall record the closure of every incident and the date of closure, and shall reflect it in the record of complaints and action taken.

Incident records contain personal information of students. They shall be kept confidentially by the Transport Officer, shall be accessible only to the Competent Authority and officers dealing with the matter, and shall be retained for three years from the date of closure unless required longer for legal proceedings.

A complete record protects both the student and the University in the event of a subsequent dispute or allegation.

8. Communication with Parents and Grievance Redressal

8.1 Parent/Guardian to Remain in the Loop

Parents/guardians should be treated as important stakeholders in university transportation. The Transport Officer shall ensure that parents/guardians are informed of routine transport arrangements, and the Bus Coordinator shall inform them of matters arising during the journey, including:

- the student's assigned bus and route;
- designated pickup and drop-off point;
- expected transportation timings;
- changes in routes or timings in case of emergency;
- repeated indiscipline by the student;
- unauthorized requests for drop-off;
- leaving the designated route/stop without permission;
- repeated absence from the bus without prior information; and
- any incident that may have a bearing on the student's safety.

Where a student repeatedly creates problems, the matter should not be handled informally only between the student and bus staff. The parent/guardian should be informed so that the University and family can jointly resolve the issue.

8.2 Official Communication Channels

The University may establish a formal communication mechanism such as an official transport WhatsApp group/SMS system/ERP notification or other approved platform. However, such communication should be used only for official transportation-related information.

8.3 Complaint and Grievance Procedure

Students and parents/guardians shall report transport-related concerns through the channel prescribed in this Policy and shall not confront drivers or bus staff. Every complaint shall be:

1. recorded by the Bus Coordinator/Transport Officer;
2. verified objectively;
3. discussed with the concerned student where necessary;
4. communicated to the parent/guardian in serious or repeated cases;
5. escalated to the competent University authority wherever required; and
6. closed only after appropriate action has been taken.

9. Core Principle

The Bus Coordinator, drivers, attendants, students and parents must work together with one objective:

“Safety first, discipline always, and transparent communication with parents.”

The University transportation system should operate through clearly defined routes, designated stops, documented permissions and proper communication, rather than individual requests or informal arrangements.

No student shall be permitted to compromise safety or create an avoidable dispute by insisting on being dropped at an unauthorized location. At the same time, every genuine student concern shall be heard respectfully and addressed through the channel prescribed in this Policy.

Implementation and Policy Review

The Transport Officer shall be responsible for the implementation of this Policy and shall place an annual report on transport safety, incidents and complaints before the Competent Authority.

This Policy shall be reviewed once every two years, or earlier where a change in law, an incident or operational experience so requires. Any amendment shall take effect only on approval by the University Authority.

Sd/
Registrar