



Standard Operating Procedure (SOP) Transport Services at Rai University Campus

OBJECTIVE:

Bus facility to Students & Staff from various parts of the Ahmedabad city to the Saroda, Dholka campus. The buses are safe and comfortable for transportation.

SCOPE:

The transport procedure ensures smooth functioning of college timings by getting the buses to campus on time. The transport department is headed by transport in charge who takes care of the drivers and ensures proper functioning of the transport system.

RESPONSIBILITY:

Transport facility is completely managed by Rai University without the involvement of any Third party or vendor. Pick and drop facility is arranged as per University timings. Every bus has a bus co-ordinator travelling with the students. The bus co-ordinator sees to that discipline is maintained in the bus and ensures a proper seat to everyone.

There are three main components of the transportation service.

1. For Students
2. For Staff
3. General Policies

Transportation Policy For Students Usage

Policy Statement: Rai University is committed to providing safe and reliable transportation services to its students. This policy outlines the guidelines and expectations regarding the use of university transportation facilities.

1. General Guidelines

1.1 Transport Facility Availability:

- 1.1.1 Transport services are available along specified routes and designated stops determined solely by Rai University management.
- 1.1.2 Routes are subject to change based on student needs and at the discretion of the university management.
- 1.1.3 For obtain University bus facility below mentioned procedure follows:
 - 1.1.3.1 Kindly Pay the require transportation fees for the one term in Account department/Online/ERP.
 - 1.1.3.2 Your Transport ID card will auto generated in ERP account. (Soft Copy)
 - 1.1.3.3 No hard copy of ID card require those who have smartphone.
 - 1.1.3.4 Note: Forms for transportation are available on the university website. (<https://www.raiversity.edu/transportation/>) (Annexures-I)
 - 1.1.3.5 All the active routes details are also available on the university's website in Transportation menu. (<https://www.raiversity.edu/transportation/>) (Annexures-II)

1.2 Request for Route Changes:



1.7 Disciplinary Norms in University Bus:

- 1.7.1** Be present at their designated bus stops at least five minutes prior the scheduled arrival time.
- 1.7.2** Remain seated while the bus is in motion.
- 1.7.3** Obey instructions from the bus driver/in-charge.
- 1.7.4** Refrain from throwing objects in or out of the bus.
- 1.7.5** Avoid using indecent language with fellow passengers or bus staff.
- 1.7.6** Refrain from damaging bus property, including seats, curtains, etc.
- 1.7.7** Avoid fighting or threatening other students.
- 1.7.8** Abstain from any unruly behaviour, including playing loud music/songs or using speakers.

1.8 Consequences for Violations:

If any student be found in violation of the guidelines, we will promptly notify the disciplinary committee of the University.

- 1.8.1** First Offense: Warning and report to parents.
- 1.8.2** Second Offense: Parental notification and one-week suspension from bus travel.
- 1.8.3** Third Offense: Withdrawal of bus facility with a fine.



1.2.1 Parents may request additions or changes to transportation routes by submitting a written request to the Principal. Approval will be based on feasibility and availability.

1.3 Optional Facility Status:

1.3.1 Transportation is an optional facility and is not a guaranteed right for any student or parent.

1.3.2 Rai University reserves the right to withdraw transportation services without providing a reason.

1.4 Continuity of Service:

1.4.1 Transportation is provided for the entire academic session and cannot be withdrawn during the session.

1.5 Withdrawal Procedure:

1.5.1 Parents wishing to withdraw from transportation services for the next academic session must inform the University in writing in advance. Failure to do so will result in a charge equivalent to one month's transport fee.

1.6 Safety and Security:

1.6.1 First aid boxes are provided in each bus.

1.6.2 GPS service is employed for tracking the buses.

1.6.3 Disciplinary notices and emergency number stickers are displayed both inside and outside of the bus.

1.6.4 All safety measures are adhered to in accordance with the regulations set forth by the Regional Transport Office (RTO) of Gujarat.

If students have any concern and issue then they can fill a form in Transport grievances form, which is available on University's website.

(<https://www.raiversity.edu/transportation/>) (Annexures-III)



Rai University Transportation Policy For Employee Usage

1. Transportation Requisitions Form:

1.1 For Guest pick up:-

Any Department want to use transportation service for them or their guest, they should apply from ERP system with below mentioned information:

- Guest Name: [Full Name]
- Address: [Complete Address]
- Pick-up Time: [Scheduled Time]
- Leaving Time: [Scheduled Time]
- Phone No.: [Contact Number]
- Category: [Vehicle Category: L1 (Ertiga, Etios), L2 (Etios), L3 (Ecco)]

1.2 Industrial Students visit for Students:-

- Place: [Complete Address]
- Pick up Time: [Scheduled Time]
- Drop Time: [Scheduled Time]
- Total Students: [Students Count]
- Faculty Coordinators:[Name of Staff]
- Same need to approve from Hon. Provost Sir by mail.

General Policies

1. Repair and Maintenance Guidelines:

- 1.1 All vehicles used for transportation services at Rai University must undergo regular maintenance as per the manufacturer's recommendations.
- 1.2 Maintenance schedules must be followed diligently, and any issues or concerns with vehicle performance or safety must be reported to the transportation department immediately.
- 1.3 Repairs and servicing of vehicles must be carried out by authorized service centres or technicians to ensure quality and reliability.
- 1.4 The transportation department is responsible for maintaining accurate records of all maintenance activities, including dates, services performed, and costs incurred.

2. Drivers Recruitment Policy:

- 2.1 Rai University follows a rigorous recruitment process for hiring drivers, ensuring they possess valid licenses, clean driving records, and undergo thorough background checks by HR Dept.

3. Drivers Code of Conduct:

- 3.1 Drivers are expected to conduct themselves professionally, adhere to traffic laws, maintain cleanliness and safety standards in vehicles, and treat passengers with respect and courtesy.
- 3.2 If any drivers break traffic rules, they should be responsible for any fines or challans issued by the traffic police, and the same will be deducted from their salary.

4. Staff Reimbursement Policy:

- 4.1 Staff may be reimbursed for transportation expenses incurred while carrying out university-related duties, subject to submission of valid receipts and approval from appropriate authorities.



5. Conflict Resolution:

5.1 Any conflicts or grievances related to transportation services should be reported to the designated authority for resolution in a fair and timely manner.

6. Accident Resolution Procedures:

6.1 After accident procedures:

6.1.1 In case of accidents, the driver must immediately report the incident to the transportation department and relevant authorities.

6.1.2 The transportation department will initiate an investigation to determine the cause of the accident and take appropriate action.

6.1.2.1 If the incident occurred involving the university's driver, appropriate measures such as the recovery of damages from their salary or similar actions will be undertaken in accordance with the findings of the investigation and subsequent observations.

6.1.3 Students, staff, or other parties involved in the accident will be provided with necessary assistance and medical attention.

6.1.4 Insurance claims will be processed promptly to cover any damages or injuries

6.2 Driver's Life Insurance:

6.2.1 Rai University provides life insurance coverage for drivers to ensure their financial security and that of their families in the event of an unfortunate incident.

6.3 Passengers' Life Insurance:

6.3.1 Passengers utilizing university cab transportation services are covered by life insurance to provide financial support to their families in case of any unfortunate incident resulting in loss of life.

6.4 Police Station Procedures:



6.4.1 In case of accidents, the driver must also report the incident to the nearest police station as per legal requirements.

6.4.2 The transportation department will cooperate fully with the police investigation and provide any necessary documentation or assistance.

6.5 Legal Procedures:

6.5.1 Rai University will comply with all legal procedures and requirements related to transportation accidents, including providing necessary information, cooperating with authorities, and facilitating insurance claims.

Policy Review: This policy will be reviewed annually to ensure its effectiveness and compliance with relevant regulations.

This comprehensive transportation policy ensures the smooth operation of transportation services while maintaining standards for safety, discipline, and efficiency.

Transport Manager

Rai University, A'bad.