

**POLICY - IN THE EVENT PARENTS ARE NOT PRESENT /LATE TO COLLECT WARDS  
FROM THE DESIGNATED BUS STOPS.**

The Transport Department operates under specific guidelines and deadlines to ensure the safety of every child until handed over to their designated guardians. However, frequently challenges mentioned hereunder are encountered.

- Parents or guardians arriving late at the pick-up point on a regular basis.
- Expecting a call from the lady attendant 5 minutes before the bus arrives.
- Absence at the designated stop, coupled with unreachable phone numbers.

These issues cause delays, disrupt the timely drop-off of other children, and extend the working hours of drivers and attendants, often resulting in anxious calls of the affected parents to the staff.

To address these concerns and ensure the smooth functioning of our transport services, the following measures will take effect immediately:

1. **No Pre-arrival Calls:** Drivers and attendants will NOT call before the bus reaches your stop. Please use the provided tracking link for live updates.
2. **Waiting Time:** The bus will wait for a maximum of 30 seconds at each stop (if arriving on given time or late). If you are late, you will need to track the bus and meet it at the next stop.
3. **Guardian Responsibility:** Do not request the child to be handed over to someone other than the registered guardian or ask the lady attendant to leave the child unattended at the stop or cross the road to drop the student. However, if insisted upon then the entire responsibility of the child will be on the parents.
4. **Absence at Stop:** If parents/guardians are absent at the stop, the child will be returned to the school and handed over to school staff/ guard on duty. After 4.15 PM there is no school staff available at school.
5. **Collection from School:** Parents will need to pick up their child from the school in such cases.
6. **Penalty for Delays:** A fine of Rs. 2000 will be added to the next fee installment for any delays requiring extended time for the driver, attendant, or school staff, as well as additional bus operations.
7. **Suspension of Service:** Two incidences of arriving late or not arriving during a term will result in immediate suspension of bus services for a week. Repetition of the incidence further will be looked at accordingly.

We seek your understanding and cooperation in ensuring a safe and efficient transport environment for all learners.