

FAQ-Transport

1. Who is overall owner of ensuring security of children, the school or vendor?

TSA Response: TSA will ensure overall safety and security of children.

2. Who is final decision maker on the transport fees, school or vendor?

TSA Response: The fee will be decided by the vendor.

3. Who is final decision maker on route and drop locations, school or vendor?

TSA Response: Vendor will decide on the pickup and drop points and the school will monitor.

4. Does this mean the type, quality of buses used might change?

TSA Response: No, the quality of the buses will be maintained as it is also monitored by the school.

5. Would the current setup of one driver, one lady assistant per bus be changed?

TSA Response: No, the current set up of one driver and one lady assistant per bus will continue.

6. Many incidents (related to bus drivers, rash driving, etc.) that we are hearing in the past few months.

TSA Response: TSA will monitor and address issues related bus drivers and rash driving.

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7. Different Bus Driver coming for pickup and drop every day - in the changed scenario, we may not have control on the Driver that they are sending every day?

TSA Response: The vendor will try to provide the same driver and amma every day, but there are cases of leave where there will be a change.

8. Maintenance of the Bus?

TSA Response: The quality of the buses will be maintained & monitored by the school.

9. Is there a Services Agreement that the school is entering into with the Transport vendor so that they provide the services that is expected by the school? This would help in ensuring the current level of services are maintained and would instill confidence with the parents.

TSA Response: Yes, there is a service agreement with terms and conditions and the school will closely monitor the entire execution.

10. Will the bus have the regular School Ayamma accompanying the school children every day?

TSA Response: Yes, the current set up of one lady assistant per bus will continue.

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11. Will there be a School Teacher in the Bus accompanying the children? – this query is because since it is an independent service, teachers may opt for their own transport facilities and not avail of this vendor?

TSA Response: Yes, there will be a teacher present in the bus accompanying the children as far as possible unless a particular route cannot be used by any of the teachers(if it is out of their route)

12. RFID swiping – Will these services continue?

TSA Response: Yes, the current set up of RFID swiping will continue.

13. Who should I contact for routing information?

TSA Response: You can send out an email to pro@thesamhitacademy.com & tsa@nvszones.com.

14. If I have changed my address who should i contact?

TSA Response: Kindly send out an email to the following email ID for address change pro@thesamhitacademy.com , tsa@nvszones.com .

15. Who should I contact for complaints?

TSA Response: Kindly send out an email to the following email ID for complaints pro@thesamhitacademy.com , tsa@nvszones.com.

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16. Who should I contact for billing or payment issues with respect to transport fees?

TSA Response: Kindly send an email to the following email ID:pro@thesamhitacademy.com , tsa@nvszones.com

17. Where do I pay the transport fee?

TSA Response: During the fee collection dates, the vendor will set up a desk at the school premises for collection of transport fee.

18. What is the mode of payment?

TSA Response: You can pay the transport fee payment through the following modes,

- a) Cheque
- b) DD
- c) Online payment via tsa.nvszones.com

19. How do I find out how much is the transport fee?

TSA Response: The vendor will share the link transport portal shortly, once you log in you will be able to find the fee details for your ward. You can also write an email to the following email ID pro@thesamhitacademy.com , tsa@nvszones.com.

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20. Will alcohol checks be done on the drivers?

TSA Response: Yes, alcohol check for drivers will be done

21. Will they pick up unauthorized persons enroute. How do we know that there are only authorized persons on the bus?

TSA Response: No, unauthorized person will not be picked enroute, following are the mechanism to ensure only authorized personnel travel in the bus,

- a) RFID
- b) CCTV
- c) Teacher in bus

Also encourage your ward to inform the class teacher in case they notice such incidents so that appropriate action can be taken.

22. Will there be background check for drivers?

TSA Response: Yes, background check of both drivers and ammas will continue to be done.

23. Will GPS/Falcon monitoring continue?

TSA Response: Yes, GPS/Falcon monitoring will continue.

24. Who do I call in case of any emergencies?

TSA Response: You can call Manjunath our transport supervisor on 9741351984.