



**IDEAL INDIAN SCHOOL,**

**DOHA – QATAR.**

**ACADEMIC YEAR 2023-24.**

**SCHOOL TRANSPORT / BUS POLICY**

## SCHOOL TRANSPORT / BUS POLICY

**Introduction:** The school transport/bus policy at Ideal Indian School in Doha, Qatar, is designed to ensure the safe and efficient transportation of students and Staff. This policy governs the proper conduct and responsibilities of students while using school buses, outlines the procedure for availing the bus service, emphasizes safety and supervision during commute, and underscores the school's commitment to providing a secure and reliable transport service for its students.

**Aim:** The aim of the school transport or bus policy of Ideal Indian School (IIS), is to ensure the safe and efficient transportation of students and staff to and from the school premises. This policy aims to provide a reliable and comfortable transportation service that adheres to all safety regulations and guidelines. The school aims to minimize travel time, maintain discipline and orderliness among students during transportation, and ensure the well-being of students while commuting.

### Objectives:

The objectives of the school transport or bus policy of Ideal Indian School are as follows:

1. To ensure the safety and well-being of students and staff, during their commute to and from school.
2. To provide a convenient and reliable transportation service for students and staff.
3. To emphasize the importance of discipline and good behavior among students while using the school bus service.
4. To seek feedback from parents regarding bus services, addressing their concerns or suggestions.

Overall, the school transport policy of Ideal Indian School aims to provide a safe, convenient, and accessible transportation service for students, while promoting discipline and parental involvement in the process.

### Roles and Responsibility:

The stakeholders involved in the school transport or bus policy of Ideal Indian School include:

1. **School transport office:** The school transport office is responsible for developing and implementing the school transport policy. They ensure that the policy is in compliance with the safety regulations and guidelines set by the Ministry of education and other authority. Under the guidance of school principal, they need to plan the bus routes, check the bus requirement and others things related to it at the start of the academic year.
2. **Parents:** Parents play a crucial role in the school transport policy as they entrust their children's safety to the school. They need to be aware of the policy and follow the guidelines set by the school to ensure the safety of their children. They need to cooperate with the school for effective implementation of the transport policy. They need to provide accurate information about their child's transportation needs and follow the school's guidelines for pick-up and drop-off. They need to update the school office and transport office for any change in residence and check for the availability of transport to that location. All



communication to the school should be done in writing preferably via Email. Parents need to follow the school transport rules that will be shared with them from time to time.

3. **Bus drivers and conductor / attendants:** Bus drivers and attendants are responsible for the safety of the all during transportation. They are trained and qualified to handle emergency situations and ensure that the students and staff are transported safely. For every trip, they need to take the attendance of the students. The Driver should stop the bus at the designated stop only. The conductor should assist the student in boarding and de boarding the school bus. They are responsible for the safety and discipline of students in the school bus. They need to ensure that the students are seated in the designated place.
4. **Students:** Students need to follow the rules and regulations set by the school and behave responsibly during transportation. They need to be aware of the safety measures and cooperate with the bus drivers and attendants. They need to be punctual, well-behaved, and respectful towards the bus driver and attendants
5. **Transport operation officer (TOO):** The transport operation officer is responsible for managing the overall operation of the school transport system. He has the responsibility to coordinate bus routes, schedules, and ensure that buses are maintained in good condition. He need to handle communication with parents regarding bus timings, changes in routes, and any other transportation-related matters.
6. **Transport Coordinator:** The TO would supervise a team of drivers and transport support staff. He should conduct regular performance evaluations, and provide ongoing support to the team. He should promote safe driving practices and adherence to transportation policies. He should collaborate with Transport operation officer for efficient working of transport department.

#### **Grievance Redressal Mechanism to be followed by all stake holder:**

**Step 1: Identification of the grievance** - The first step is to identify the specific grievance related to the school transport or bus policy. This could include issues such as late arrivals, overcrowding, safety concerns, or any other problem faced by the students or parents.

**Step 2: Documentation of the grievance** - The grievance should be documented in writing, providing details such as the date, time, location, and nature of the problem. It is important to gather any supporting evidence, such as photographs or witness statements, to strengthen the case.

**Step 3: Informing the school authorities (HOS) or Transport in charge** – Depending on the severity of the grievance, it should be immediately brought to the attention of the school authorities (Principal/HOS/Transport in charge). This can be done by submitting a written complaint to any of the above mentioned authority.

**Step 4: Investigation** - Once the complaint is received, the school authorities will initiate an investigation into the grievance. This may involve gathering additional information, interviewing relevant parties, and examining any relevant records or documents.

**Step 5: Resolution** - Based on the findings of the investigation, the school authorities will take appropriate actions to address the grievance. This could include implementing corrective measures, making changes to the school transport policy, or taking disciplinary action against any staff members found responsible for the problem.

**Step 6: Communication** - The school authorities may communicate the resolution of the grievance to the concerned parties. This can be done through oral or written communication, such as an email, or through a meeting with the affected students or parents.

**Step 7: Follow-up** - It is important to follow up on the resolution of the grievance to ensure that the problem has been effectively addressed. This can involve monitoring the situation, seeking feedback from the affected parties, and taking any necessary further actions to prevent similar issues from arising in the future.

**Step 8: Review and improvement** - The school authorities should periodically review the school transport or bus policy to identify any areas for improvement. This can be done through feedback from students, parents, and staff, as well as through regular inspections and evaluations of the transport system. Any necessary changes or updates should be made to ensure a smooth and efficient school transport service.

In conclusion, the school transport or bus policy of Ideal Indian School aims to provide safe and convenient transportation for students. The policy ensures that all buses are well-maintained and equipped with necessary safety features. It also emphasizes the importance of discipline and proper behavior while using the school transport services. By implementing this policy, Ideal Indian School strives to create a secure and comfortable environment for students and staff during their daily commute to and from school.

Next Review in April 2023.

