

## FAQs for Transport Services

**Q-1 Is there any bus facility from user's location?**

**Ans.** Yes, please refer the Route Chart list at the University website.

**Q-2 What type of transport facility is provided to the students for their location?**

**Ans.** Deluxe Air-Conditioned Buses/Tempos.

**Q-3 What are the safety devices installed in the buses of SRM University Delhi-NCR Sonapat?**

**Ans.** Every bus is equipped with GPS, Speed Governor, First Aid Kit and Fire Extinguisher.

**Q-4 What are the transport charges for the said location?**

**Ans.** Transport charges for the session 2019-20 are as follows:

1. Delhi Rs. 45,000/-
2. Uttar Pradesh Rs. 45000/-
3. Rohtak Rs. 45000/-
4. Karnal Rs. 45000/-
5. Panipat Rs. 40000/-
6. Sonapat Rs. 30000/-

**Q-5 What will be the route for their location?**

**Ans.** Based on the user's strength at each location, routes will be finalized only after the closure of admission procedure of SRMUH. For existing route chart the kindly refer to University website.

**Q-6 What will be the arrival and departure timings to and from the Campus?**

**Ans.** Arrival at Campus 08:55

Departure from Campus 17:10

**Q-7 How can the transport facility be availed?**

**Ans.** Immediately after the admission card is issued to the student, student is to approach the transport counter for details.

**Q-8 Can the transport fee, be deposited in installments?**

**Ans.** No, part payment will not be accepted under any circumstances. it must be paid in full for the whole session in advance at the time of availing transport facility.

**Q-9 What will be the mode of payment of Transport Fee?**

**Ans.** Transport Fee is accepted only by Demand Draft/NEFT/Credit or Debit Card(through Student Portal available at [www.srmuniversity.ac.in](http://www.srmuniversity.ac.in))

**Q-10 What document will be issued to the transport user after depositing transport charges?**

**Ans.** Initially, a transport fee receipt is issued by the Accounts Dept. immediately after depositing applicable transport fee and after showing the receipt to the Transport Dept. a Transport ID Card will be issued to the student which must be carried by him/her daily at the time of using transport facility.

**Q-11 Can the transport facility be withdrawn?**

**Ans.** No, transport facility can't be withdrawn except under the following conditions:

- a) Withdrawal of Admission,
- b) Availing SRM University Hostel Facility.

**Q-12 What amount will be refunded, in case of the transport facility is withdrawn?**

**Ans.** Refund will be as per the Transport Refund Policy, as approved by the competent authority of University, by making the deductions, calculated on the total transport charges for the whole academic session which is as follows:

If the withdrawal is applied, Deduction Applicable of the commencement of the session;

- Before Commencement of the classes 10%
- Up to 30 days from the date of commencement of classes 50%
- After 30th day from the date of commencement of classes 100%

**Q-13 Is there any Fine and Penalty clause?**

**Ans.** Yes, it is decided and imposed as per the approval of the competent authority of SRMUH.

- a) In case of default in fee payment, there is a Late Fee Fine, which is charged as per the rate approved by the competent authority of SRMUH.
- b) In case of any indiscipline in or around bus or transport system or campus, disciplinary action along with the penalty as approved by the competent authority of SRMUH may be levied.
- c) In case, the user is found travelling in bus without carrying the valid transport ID Card, he/she may be fined.
- d) In case, the Transport ID Card / Fee Receipt is misplaced, Rs. 500/- is charged towards Duplicate Transport ID Card charges and a FIR/ Affidavit on stamp paper duly attested by the Notary Public is required to submit by the transport users with the Transport department.

**Q-14 From where the buses can be boarded in the Campus?**

**Ans.** The buses are parked near Main Gate and can be boarded only from there at the scheduled time. To avoid any inconvenience, users are advised to reach there at least 10 minutes before the scheduled departure of buses. After leaving the campus, buses will not stop midway.

**Q-15 In case of bus breakdown on the route, what will be the alternative arrangement?**

**Ans.** Firstly, the transport department makes the efforts in providing an alternative transport facility, if failed, in rare circumstances, hiring of the public vehicle, at group (pool) at user's level, may also be the alternative solution at that time on reimbursement basis but with the prior intimation or permission with competent authorities.

**Q-16 Do the bus wait at the stop for the student?**

**Ans.** No, the students are to reach at stop at least 10 minutes before the scheduled stop time.

**Q-17 In case of Emergencies, who can be contacted?**

**Ans.** For transport related emergencies, the Manager Transport of SRMUH i.e. 8569991556 may be called. In case of extreme emergency, Police at 100 may also be called. For Route related emergencies, Bus Coordinator may be contacted.

**Q-18 What will be the validity of Transport ID Card?**

**Ans.** Transport fee is always charged once in full for the whole academic session and it is valid upto the end of the Academic session for which the transport fee is deposited.

**Q-19 What is the procedure of registering the transport related complaint / feedback?**

**Ans.** Students can register their complaint / feedback through email ID of the Transport Manager  
i.e. [transport@srmuniversity.ac.in](mailto:transport@srmuniversity.ac.in)