



SCHOOL BUS SERVICE FOR HFS (ICSE), POWAI: Frequently Asked Questions (FAQ)

The transport team at HFS Powai (ICSE) understands that although everyone has been waiting eagerly for school bus services to start, parents may be anxious and have various questions. We have tried to anticipate your questions and reassure you with straightforward answers.

Please go through this list of FAQs before you reach out to anyone for information.

1. When will school buses start plying?

We are happy to announce that **school buses shall resume operations from Monday, 7th of February.**

2. Who is the bus operator?

Our regular bus operator, Goel & Sons shall continue to offer this service.

3. Will my area get the school bus service?

We are happy to inform you that **all our routes from previous years are being offered** right from day one. The areas covered are listed in the route map mentioned below.

4. Are the stops and routes final?

A tentative route map has been provided; it will be finalized once the registrations are over.

5. When do I register my child?

You may register your child as early as Saturday 5th of February! Please see the table below for the venue, dates, and timings for physical registration of your child for availing of the bus service.

6. How/Where do I register my child?

For your convenience, we are providing **two modes** of registration.

PHYSICAL REGISTRATION: We have brought a physical registration centre right in the school premises. Here, bus operators will be available to guide you on choosing the right stop and inform you of the fees for your stop.

ONLINE REGISTRATION: You may also register online if you wish by making the full payment (one-time registration fees + quarterly bus fees for your stop) via NEFT/IMPS. **Please ensure you provide all the information mentioned below in your payment note. Definitely include your phone number!**

7. What information will I need to provide for registration?

Provide

- your ward's full name,
- class, division,
- bus stop
- TWO emergency contact phone numbers.

8. What documents do I need to carry for registering my child for bus services?

Just your payment mechanism – cheque leaves or cash for across-the-table payment.

9. How do I know which bus stop to choose?

Please go through the route map carefully and decide the best bus stop for you. **If in doubt, come by to the school at the timings given below. The bus coordinator will help you identify your ideal stop.**

10. What are the fees for my bus stop?

Everyone pays the one-time registration fees. Pro-rated quarterly fees are dependent on the bus-stop. Please contact the bus operator for this latter information.

11. How do I make a payment? What modes of payment will be accepted?

By cash/cheque at the registration counter in the school (see location and timings below). Or, by NEFT/IMPS. We are trying to get other modes like GPay soon – please stay tuned for announcements. Credit cards will **not be accepted.** NEFT and other details are provided at the end of this document.

12. What information should I add along with the payment?

This is important. Please add the following information to your payment.

Provide

- your ward's full name,
- class, division,
- bus stop and
- TWO emergency contact phone numbers.

13. Will I get a receipt? How will I get a receipt if I pay online?

Yes, you will get a receipt. While paying online please provide your phone number. Your receipt will be sent to your phone.

14. How many buses will ply per route?

We will start with ONE bus per route, and more capacity will be added, if required due to a large number of fully paid registrations.

15. If I have more than one child, will I have to pay registration fees for both? Will I get a discount?

Each of them will be charged full registration fees separately. No sibling or other discount applies.

16. Do I have to pay registration fees if we were availing the bus service prior to the pandemic?

All students – old or new users of the bus service – will need to pay the one-time registration fees, which is non-refundable.

17. We are not sure we will send the child to school every day. Can we only pay for the days we use the bus service?

No, all bus service applicants are to pay the FULL amount of one-time registration fees and pro-rated quarterly fees at the time of registration.

18. Can I pay in installments?

No. Please see the answer to the previous question (#14).

19. I only want one-way bus service. Will the fees be halved?

No. Discounts do not apply. Also, please see the answer to the previous question (#14).

20. If my child unfortunately falls ill or the house is locked down due to COVID, will we be refunded our fees for those days of absence?

No. Fees are not refundable. Also, please see the answer to the previous question (#14).

21. My child will be out of school as part of the first batch of students (e.g. 11:30am). When can I expect the bus to leave the school, since dispersal for other batches is later?

Please talk to the bus coordinator (Mr. Kumar) whose number has been given below.

22. My child is in Hiradale / Nursery / Pre-Primary. Will school bus service be available?

This is still a grey area as these classes are only just coming to school for a limited duration. The rules for these groups are changing and we will wait and watch till the situation stabilizes.

23. My child is in grade 10. Will school bus be available for his/her timings?

No, grade 10 timings will not be specially accommodated.

24. Exams are around the corner. Will school buses ply to cover exam timings?

This is still under discussion. When more details evolve, we will be able to take a decision.

25. Will buses maintain 50% occupancy?

This is not mandated at this time. However, we will ensure adequate seating capacity and as much social distancing as possible.

26. What COVID protocols will be followed for children?

ALL CHILDREN MUST FOLLOW THE FOLLOWING RULES:

- Wear a mask at all times. (Parents please give them additional masks in their bags.)
- Cooperate with temperature testing at the point of boarding the bus.
- Sanitize your hands while boarding the bus.

27. What COVID protocols will be followed for the bus?

- The buses will be sanitized before and after every trip. Special equipment for this has been procured.
- Staff will wear masks at all times.
- Students will be onboarded and deboarded in an orderly way (parents to please cooperate).

28. Are all bus staff vaccinated? How can I be sure?

- Yes, the certificate for this will be available with the school, along with other SOP guidelines.
- You may contact the school or the bus coordinator if you want to inspect these.

{SCROLL DOWN TO SEE DETAILED REGISTRATION AND ROUTE INFORMATION}

REGISTRATION INFORMATION

A registration counter shall be set up by Goel & Sons, our official bus operator.

Registration Venue: Old School (junior school) premises
Dates: 5th Feb – 13th Feb
Time:

- 8:30am to 11:30am on Sat/Sun
- 8:00am to 11:00 am on Weekdays

Fees:

- One-time registration fee (non-refundable) for all (old and new students) of Rs. 1,500
- Pro-rated quarterly fees (variable as per route and bus-stop) – please ask the operator

Payment Methods Accepted:

- NEFT / IMPS
- Cash
- Cheque

[NOTE: Credit cards payment will not available; we *may be able to get GPay as well in a few days.*]

Contact:

- **Goel & Sons:** Bus Coordinator Mr. Kumar: 97021 28221

ONLINE PAYMENT INFORMATION

School Bus Fees can also be paid online
Through Net Banking (IMPS / NEFT / RTGS)
The detail of which is as follows:-
Bank Details:-
1) Bank of Baroda
Branch: Veena Nagar in Mulund West – 400 080
Current Account Number: - 20070200000486
IFS Code – BARB0VEEBOM
In favour of Goel And Sons
2) Axis Bank Ltd
Branch: Hari Niwas in Thane West – 400 602
Current Account Number: - 061010200016232
IFS Code – UTIB0000061
In favour of Goel And Sons
3) Kotak Mahindra Bank Ltd
Branch: Vikas Paradise, LBS Marg in Mulund West – 400 080
Current Account Number: - 9811617407
IFS Code – KKBK0001352
In favour of Goel And Sons
Whenever Parents / Students pay online, please inform us on our office telephone numbers, so that we know against which Student this fees receipt is to be credited.

{SCROLL DOWN TO SEE DETAILED ROUTE INFORMATION}

ROUTE INFORMATION

FOUR routes will be operational from day 1:

ANDHERI (JVLJR) TO SCHOOL (COVERING STOPS ENROUTE) SHERE PUNJAB / TAKSHILA / POONAM NAGAR / VRINDAVAN / ONGC NAMASKAR / GREENFIELDS / KALPATARU Est. / KALPATARU GATE.5 / HIRANANDANI COMPLEX (STOPS ENROUTE)

MAROL TO SCHOOL (COVERING STOPS ENROUTE) MAROL [ASHOK NAGAR] / CHANDIVALI PETROL PUMPRA HEJA VIHAR / NAHUR AMRIT SHAKTI / L & T [EMERALD ISLE] POWAI VIHAR / RAHEJA NEST / RAMBAUG / LAKE HOMESMHADA NO 13 / 17 PANCHA SHRSHTI - SHETTY SCHOOL / HIRANANDANI COMPLEX (SOME STOPS & BUILDINGS IN HIRANANDANI - POWAI)

GHATKOPAR EAST & WEST TO SCHOOL (COVERING STOPS ENROUTE) GHATKOPER {LBS MARG} KALPATARU / R CITY MALL / WADHAWA LOK GAURAV / VIKROLI SURYA NR / RAJ LEGENCY / RAJ SPLENDOUR KAILASH COMPLEX / PARK SITE HIRANANDANI COMPLEX (STOPS & BUILDINGS IN HIRANANDANI - POWAI, WHICH MIGHT COME ENROUTE)

THANE / MULUND TO SCHOOL (COVERING STOPS ENROUTE) THANE (HIRANANDANI ESTATE/MEADOWS) VEENA NAGAR / DEVIDAYAL ROAD / MULUND STATION ROAD J N / N S / W L / V P ROADSARVODAYA NAGAR / RUNWAL GREENS / OPP. JALARAM PARKASIAN PAINTS / MINILAND / LODHA / JUNGLE MANGAL ROAD BHANDUP POLICE STATION / DREAMS / MAHAVIR UNIVERSEISHWAR NAGAR / BHANDUP STN RD KAKA / MANGATRAM P. PUMP / NEPTUNE / MAHINDRA SPLENDOUR KANJUR MARG (GESCO / GUNDECHA HEIGHTS / KANJUR{E} LODHA) KANJUR GREAT EASTERN / IIT MARKET / IIT MAIN GATE / HIRANANDANI COMPLEX (STOPS & BUILDINGS IN HIRANANDANI GDNS, WHICH MIGHT COME ENROUTE)