



SATYA/ADMN/CIR/2023-24/072

August 23, 2023

Dear Parents,

Greetings!

As you are aware, the school has provided students with school bus facility on designated bus routes. Recently we have replaced seven of our old buses with the new ones and we are committed to continuously improving the transport service.

The school has been issuing various guidelines from time to time for embarking and disembarking of students. However, a need has been felt for a common set of rules to be followed by parents and students using the bus facility and we seek the support of all stakeholders to ensure that the school bus facility is managed efficiently.

We would like to emphasize certain points for the safety of the students:

1. The students are expected to be at their bus stop five minutes prior to the bus arrival time. They must always be in possession of their identity cards. In case of any change in the assigned bus route, permission will be accorded by the Executive Principal for which a written request needs to be given by the parents at least 48 hours in advance.
2. Students will not be permitted to leave the school bus after boarding the bus for the home journey except at their regular stop. Parents and guardians or their authorized representative must be in possession of their **ward's escort cards** if they are collecting their ward at the bus stop.
3. There have been instances when the buses are waiting at the bus drop off points for the parents and guardians. This delays the subsequent movement of the bus on the scheduled route. The bus attendants, therefore, have been instructed to return the student to the school if there is no person to collect the student at the time of returning home or when no escort card is produced by the parents, guardians or their authorized representatives.
4. All attendants in the school buses have been provided with a dedicated mobile number. However, the bus staff will not call the parents unless there is an emergency enroute or change in bus schedule.
5. The parents and guardians have been provided with an OTP based bus tracking



application, which should be used for live tracking of the buses. The mobile app can be accessed from <https://goo.gl/R85L5B> for Android users or <https://goo.gl/D87J7K> for Apple IOS users. In case of any problems faced by the parents in accessing the application, it needs to be reported to the school transport manager, Mr. Naveen at 9813427708 or Neotrack helpline 8428622222. **(details for GPS Tracking App is being appended below).**

The above guidelines are in force and being implemented, incase of concerns please get in touch with Mr. Naveen. We look forward to your support and cooperation as always.

Warm regards,

Neeti Bhalla Saini
Executive Principal



NEOTRACK BUS GPS TRACKING APP

To use the service please click "login" from the website: <http://www.neotrackweb.com/>

Or

Directly click on or bookmark the link: <https://track.neotrackweb.com/login.php>

Login ID will be the registered mobile number (as per school records) and you can access the service by entering the OTP sent on that mobile number.

You can also install the **mobile app** as follows:

Android App: Please install from <https://goo.gl/R85L5B> or search in Playstore for NeoTrack" (Yellow Icon) from NeoSay Technologies & Solutions Pvt Ltd.

Apple IOS App: Please Install from <https://goo.gl/D87J7K> or search in Playstore for "NeoTrack" (Yellow Icon) from NeoSay Technologies & Solutions Pvt Ltd.

Once the app is downloaded you can login with the credentials shared by the NeoTrack via SMS on the registered mobile number(s) as per school records.

A single user can login to the app through multiple devices (desktop, laptop, multiple mobile phones etc.)

The following SMS alerts will be sent to the registered mobile number as per the school records:

1. NeoTrack will send proximity SMS alert when the bus enters your locality.
2. School will notify the Route specific information (like alternate bus information, change in timing etc.) by NeoTrack SMS to the parents.

For any support please contact Mr. Naveen at 9813427708 or NeoTrack Helpline at 8428622222.