



STAREX UNIVERSITY, GURUGRAM

(Established by Haryana Private Universities (Second Amendment) Act No.20 of 2016)

(Recognized by UGC U/sec. 2(f) of the UGC Act, 1956)

(Empowered to Award degrees U/sec. 22 of the UGC Act, 1956)

TRANSPORT POLICY



STAREX UNIVERSITY

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PREAMBLE

Starex University, Gurugram, is committed to providing a safe, reliable, and efficient transport system for its students, faculty, and staff. Recognizing that transportation plays a vital role in ensuring punctuality, accessibility, and convenience, the University strives to facilitate a seamless commuting experience for all its stakeholders. The Starex University, Gurugram, has been conceptualized under the provisions of the Haryana Private Universities (Amendment) Act 2016.

With a steadily growing student population and diverse catchment areas across Gurugram, Delhi NCR, and adjoining regions, the need for a well-organized, secure, and environmentally responsible transport system has become paramount. The University acknowledges its duty to not only provide transport facilities but also to ensure that these services meet high standards of safety, comfort, and accountability.

This Transport Policy has therefore been framed to clearly define the scope, objectives, and operational guidelines of the University's transport services. It outlines the rights and responsibilities of users, establishes procedures for registration and fee payment, and prescribes norms for safety, discipline, and grievance redressal.

The policy also reflects the University's commitment to sustainability by promoting efficient route planning, vehicle maintenance, and responsible use of



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resources. By implementing this policy in letter and spirit, Starex University seeks to support the educational journey of its students and staff, reduce commuting stress, and foster a culture of discipline, punctuality, and respect within the transport ecosystem.

VISION

The vision of the Transport Policy is to establish a comprehensive and seamlessly integrated transportation system that prioritizes accessibility, safety, efficiency, sustainability, and stakeholder engagement, providing a positive and convenient transportation experience within Starex University, Gurugram.

MISSION

The mission of the Transport Policy is to provide accessible, safe, efficient, and sustainable transportation services while actively engaging stakeholders and continuously improving the overall transportation experience within Starex University, Gurugram.

COMMITMENT

Our commitment under the Transport Policy is to prioritize the well-being and satisfaction of staff and students, by providing reliable, safe, and environmentally conscious transportation services that continually evolve to meet their needs.



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OBJECTIVE

The objectives of the Transport Policy of Starex University, Gurugram are as follows: -

1. Provide safe, reliable, and efficient transport services for students, faculty, and staff.
2. Ensure timely and convenient commuting by maintaining well-planned routes and schedules.
3. Maintain high standards of safety and comfort through GPS-enabled buses, trained drivers, and regular vehicle maintenance.
4. Facilitate accessibility to and from key areas of Gurugram, Delhi NCR, and adjoining regions.
5. Promote discipline and punctuality among users of the transport services.
6. Establish transparent procedures for registration, fee payment, seat allocation, and grievance redressal.
7. Encourage environmentally responsible practices by optimizing routes and maintaining vehicles efficiently.
8. Ensure continuous improvement by reviewing and updating transport services based on feedback and operational requirements.

By adhering to these objectives, the Transport Policy of Starex University, Gurugram will strive to create a transportation system that enhances the overall experience of staff and students fostering a safe, convenient, and sustainable environment within the university campus.



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COMPOSITION OF THE TRANSPORT COMMITTEE

The transport committee consists of –

1. Chairperson – Senior Administrative Officer (Registrar or Dean)
2. Transport Manager/Officer In-Charge of Transport
3. One or two Faculty representatives
4. One Staff representative (non-academic)
5. One representative of drivers/conductors
6. One external member (if desired) with experience in transport/public safety
7. Member Secretary of Committee – Nominee of Transport Office

The Committee is responsible for looking into any complaints filed by students and staff about Transportation.



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DUTIES OF THE TRANSPORT IN-CHARGE

- a) **Fleet Management**: The Transport In-charge is responsible for managing the fleet/group of vehicles used for transportation services within Starex University, Gurugram. This includes overseeing vehicle maintenance, repairs, and ensuring that all vehicles are in proper working condition. They must also keep track of vehicle documentation, permits, and insurance, ensuring compliance with legal and regulatory requirements.
- b) **Route Planning**: The Transport In-charge is responsible for planning and optimizing transportation routes within the university campus and surrounding areas. They must consider factors such as efficiency, convenience, and safety while determining the best routes to cater to the needs of staff & students. Regular reviews of routes should be conducted to identify potential improvements and address any issues.
- c) **Schedule Management**: The Transport In-charge is responsible for creating and managing transportation schedules to ensure timely and reliable services. They must coordinate with drivers and other transportation staff to establish schedules that align with the university's operational requirements, taking into account peak hours, class timings, and other relevant factors.



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- d) **Driver Management**: The Transport In-charge is responsible for recruiting, training, and managing a team of drivers. This includes conducting background checks, verifying licenses, and ensuring that drivers adhere to traffic rules and regulations. The Transport In-charge must provide necessary training and guidance to drivers, ensuring that they are equipped with the skills and knowledge required for safe and efficient transportation operations.
- e) **Safety and Security**: The Transport In-charge must prioritize the safety and security of all individuals using the transportation services. They should implement and enforce safety protocols, such as regular vehicle inspections, driver fatigue management, and emergency response procedures. They must also coordinate with relevant authorities to address any security concerns and ensure a secure transportation environment.
- f) **Stakeholder Communication**: The Transport In-charge serves as a point of contact for staff and students regarding transportation-related matters. They should establish effective communication channels to address queries, provide information, and collect feedback from stakeholders. Regular communication with key stakeholders, such as university administration and transport committee members, is crucial to ensure smooth operations and address any concerns or suggestions.



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- g) **Budget Management**: The Transport In-charge is responsible for managing the budget allocated for transportation services. They must ensure that expenses related to fuel, maintenance, repairs, and other operational costs are properly monitored and controlled. They should explore cost-effective measures, such as optimizing vehicle utilization, implementing fuel-saving strategies, and exploring partnerships with external transport providers, to maximize the efficient use of resources.
- h) **Continuous Improvement**: The Transport In-charge must continuously evaluate and improve transportation services. They should analyze transportation data, gather feedback from users, and conduct regular reviews to identify areas for enhancement. They should proactively seek innovative solutions, such as adopting new technologies or implementing sustainable practices, to improve the overall transportation experience for the university community.

SAFETY NORMS OF TRANSPORT

Safety norms for University buses are crucial to ensure the well-being and security of students, staff, and other passengers. Here are some important safety norms that should be followed for University buses:

1. **Regular Vehicle Maintenance**: University buses should undergo regular maintenance checks to ensure that they are in good working condition. This includes routine inspections of brakes, tires, lights, signals, engine, and other essential parts of the vehicle. Maintenance records should be properly maintained.



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2. **Trained and Licensed Drivers:** University bus drivers should be well-trained, experienced, and possess a valid driver's license with the appropriate endorsements for operating commercial vehicles. They should have a clean driving record and be aware of traffic rules, regulations, and safety practices.
3. **Seat Belts:** All University buses should be equipped with functioning seat belts, and passengers should be encouraged to use them at all times. Seat belts significantly reduce the risk of injury during sudden stops, collisions, or accidents.
4. **Capacity Limit:** The bus should not be overloaded beyond its seating capacity. The number of passengers should be within the bus manufacturer's specified limits, ensuring that each passenger has a designated seat. Standing passengers should not be allowed.
5. **Emergency Exits and Equipment:** University buses should be equipped with easily accessible emergency exits, such as emergency doors, windows, and roof hatches. The emergency exits should be regularly checked to ensure they are in proper working condition. Additionally, the bus should be equipped with essential safety equipment, including fire extinguishers, first aid kits, and emergency contact numbers prominently displayed.
6. **Regular Safety Inspections:** University buses should undergo periodic safety inspections conducted by authorized agencies or experts. These inspections should cover all aspects of the bus, including mechanical systems, safety equipment, and structural integrity.



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7. **Safe Loading and Unloading:** Procedures should be established to ensure safe boarding and alighting from the bus. Students should be instructed to wait for the bus to come to a complete stop before approaching or leaving the vehicle. Designated loading and unloading zones should be clearly marked, and students should be guided to use these areas.
8. **Route Planning and Driver Communication:** Bus routes should be planned carefully, considering factors like traffic conditions, distance, and safety. Drivers should be provided with clear instructions regarding routes and any specific hazards they may encounter. Effective communication channels should be established between drivers, transportation staff, and relevant authorities for quick response to emergencies or route deviations.
9. **Student Supervision:** University buses should have designated staff members or supervisors responsible for maintaining discipline and ensuring the safety of students during the bus journey. They should monitor student behavior, discourage unsafe practices, and intervene if necessary.
10. **Communication with Parents/Guardians:** Regular communication with parents/guardians regarding bus safety, route changes, and any incidents is essential. Parents should be provided with contact information for the transportation department in case of emergencies or concerns.

It is important to develop and enforce a comprehensive transportation policy that includes these safety norms and procedures to create a secure and comfortable environment for students and staff while using University buses.



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RESPONSIBILITIES OF BUS DRIVERS

1. **Safe Operation:** The primary responsibility of bus drivers is to operate the vehicle safely, adhering to traffic laws, regulations, and established safety protocols.
2. **Passenger Safety:** Bus drivers are responsible for ensuring the safety and well-being of passengers during the journey. They must enforce seat belt usage, maintain a calm and controlled environment, and address any potential safety concerns or emergencies promptly.
3. **Route Familiarity:** Bus drivers should have a thorough knowledge of designated routes, stops, and any specific instructions or hazards along the way. They must follow established routes and schedules, while also adapting to traffic conditions and unexpected situations.
4. **Vehicle Maintenance:** Bus drivers are responsible for conducting pre-trip inspections of the vehicle, checking for any mechanical issues, ensuring proper functioning of lights, signals, brakes, and other safety features. They should promptly report any maintenance or repair needs to the appropriate authorities.
5. **Communication and Reporting:** Drivers must effectively communicate with passengers, providing necessary information and responding to inquiries or concerns professionally. They should also report any incidents, accidents, or passenger issues to the transportation department or relevant authorities as required.



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6. **Emergency Preparedness:** Bus drivers should be prepared to handle emergencies such as accidents, breakdowns, or medical situations. They must be familiar with emergency procedures, including evacuation protocols and contacting emergency services when necessary.
7. **Discipline and Behavior Management:** Bus drivers play a role in maintaining discipline and order among passengers. They should enforce rules and regulations, discourage unsafe or disruptive behavior, and report any recurring disciplinary issues to the transportation department or appropriate authorities.
8. **Professionalism and Customer Service:** Bus drivers should exhibit professionalism, courtesy, and excellent customer service skills when interacting with passengers, colleagues, and other stakeholders. They should create a positive and respectful environment onboard the bus.
9. **Punctuality:** Bus drivers must adhere to schedules and ensure that passengers are picked up and dropped off in a timely manner, considering the convenience of all passengers while maintaining road safety.
10. **Documentation and Record Keeping:** Bus drivers should maintain accurate records of daily operations, including passenger counts, mileage, fuel consumption, and any incidents or accidents that occur during their shifts.

By fulfilling these responsibilities, bus drivers contribute to the safe, efficient, and comfortable transportation experience for all passengers.



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RESPONSIBILITIES OF STUDENTS & STAFF

1. **Compliance with Rules and Regulations:** Students and staff are responsible for familiarizing themselves with and adhering to the rules and regulations set forth by the transportation policy of Starex University, Gurugram.
2. **Respectful Behaviour:** Students and staff should exhibit respectful and considerate behaviour towards the bus drivers, fellow passengers, and other individuals involved in the transportation system.
3. **Punctuality:** Students and staff should be punctual and arrive at the designated bus stops on time to ensure smooth operations and minimize delays for themselves and other passengers.
4. **Safety Consciousness:** Students and staff should prioritize their own safety and the safety of others. This includes following the instructions of the bus driver, using seat belts when available, and avoiding any actions that may jeopardize the well-being of themselves or others.
5. **Proper Use of Facilities:** Students and staff should use transportation facilities responsibly and treat them with care. This includes not damaging or vandalizing the buses, maintaining cleanliness, and disposing of waste appropriately.
6. **Queue Management:** Students and staff should form orderly queues while waiting for the bus, ensuring a smooth boarding process and avoiding unnecessary crowding or pushing.



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7. **Reporting Issues:** Students and staff should promptly report any issues, concerns, or incidents related to the transportation system to the designated authorities or transportation department. This includes reporting any malfunctioning safety equipment, disruptive behaviour, or other relevant matters.
8. **Compliance with Guidelines:** Students and staff should comply with any additional guidelines or protocols communicated by the bus driver or transportation staff for the efficient and safe functioning of the transportation system.
9. **Cooperation with Bus Drivers:** Students and staff should cooperate with the bus drivers, follow their instructions, and show patience and understanding during unforeseen circumstances or delays.
10. **Environmental Responsibility:** Students and staff should be mindful of environmental sustainability and contribute to reducing the environmental impact of transportation. This includes minimizing waste generation, opting for sustainable transportation options when feasible, and promoting eco-friendly practices.

DETAILS OF THE VEHICLE

1. Buses (MPV & LPV) – 07 in No.
2. Force Traveler – 03 in No.
3. Cars (LMV) – 05 in No.
4. 02 Wheelers – 02 in No.
5. 03 Wheelers – 01 in No.



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SPECIFIC INSTRUCTIONS TO STUDENTS

1. Students desirous of availing University transport facility may apply for the transport facility of the University and pay the prescribed Transport Fee. The transport fee is paid as an annual/semester fee for the concerned Academic Year. A student, who has not paid the transport fee in full (annual/semester), shall not be permitted to use the University transport facility.
2. Transport fees are neither transferrable nor adjustable under any circumstances
3. The student has to opt for the available pick-up/drop point on the available prefixed route at the time of applying for the transport facility.
4. The transport route and pick/drop points are planned considering the best benefit for the entire community using the University transport system. However, the final route and schedule are entirely at the discretion of the University.
5. The transport timings pick up and departure from university campus are fixed and announced at the beginning of each Academic Term
6. Transportation routes and timings may be altered keeping in view its requirements during examination and other special activities of the University
7. Students will be issued Transport ID cards at the time of allocation of transport facility and must carry the Transport ID card with them to prove identity, whenever required including the validity. Only authorized students are permitted to travel with ID cards



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8. Any student misusing the ID card shall be subject to disciplinary action, which may include withdrawal of the transport facility for the errant student
9. Intoxicants, Liquor, Tobacco, Explosive and/or weapons (knife, etc.) cannot be kept/used by the student. Any violation will result in disciplinary action including expulsion from the University.
10. Rules for Students using the University Transport/Bus:
 - a) All students using the University transport must be respectful to other commuters – faculty and students, the bus driver and conductor/manager.
 - b) Only students with valid transport ID cards are permitted to use the University transport. No student shall invite friends and others to board the University Bus
 - c) The students must be ready at the assigned bus stop at least 5 minutes before the bus is scheduled to depart. The bus will not wait for students who are not present at the bus stop at the assigned time
 - d) A student must occupy the allotted / available seat only
 - e) A student is not permitted to get down from the bus other than at the opted bus stops
 - f) A student must follow the instructions of the bus driver, conductor and manager, if the manager is inspecting the bus



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- g) Students must not drop litter in the bus, or play loud music, or shout in the bus, or cause any damage to any part of the bus.
11. A student indulging in any act of misbehaviour with fellow passengers, faculty, staff or any transport staff, and/or causing damage to the University bus, shall be subject to stringent disciplinary action, including forfeiture of the University Transport facility for the rest of the Academic year.

INSURANCE/LIABILITY CLAUSE

All vehicles have comprehensive insurance as per the Motor Vehicles Act, and that the university will take all reasonable measures for safety but is not liable for events beyond its control.

AMENDMENTS

This Policy can be amended from time to time, to assess its effectiveness and identify areas for improvement. Feedback from users and regular reviews will inform necessary modifications, ensuring that the transportation services meet evolving needs and expectations.



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APPLICATION FORM FOR TRANSPORT FACILITY **(STUDENT / STAFF)**

APPLICANT DETAILS

Category: Staff Student

Name : _____

Enrollment / Employee ID : _____

Course / Department : _____

Semester / Designation : _____

Contact Number : _____

Email ID : _____

Residential Address : _____

TRANSPORT FACILITY DETAILS

Preferred Pick-Up Point : _____

Preferred Drop-Off Point : _____

Distance from University (Approx.) : _____

Preferred Route (if any) : _____

Transport ID Card Required (Yes/No) : _____

FEE / PAYMENT DETAILS (FOR STUDENTS ONLY)

Annual / Semester Transport Fee Paid (Rs.) : _____

Mode of Payment (Cash / Online / DD) : _____

Transaction / Receipt No. : _____

Date of Payment : _____

(For Staff – mention if eligible for concession/subsidy)

TRANSPORT POLICY

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DECLARATION / UNDERTAKING

I hereby declare that:

- I have read and understood the Transport Policy of Starex University, Gurugram.
- I agree to abide by all rules and regulations regarding the use of University transport services.
- I understand that the Transport Fee once paid is non-transferable and non-refundable.
- I will carry my Transport ID card at all times while using the University transport facility.
- Any violation of the rules may lead to withdrawal of the transport facility.

Signature of Applicant : _____

Date : _____

OFFICE USE ONLY

Application Received On: _____

Transport ID Card Number Issued: _____

Bus / Vehicle Allocation: Bus No. _____ Route No. _____

Validity (From-To): _____

Approved By Transport In-Charge (Signature & Seal): _____