



## **SCHOOL BUS SERVICE FOR HFS (ICSE / INTERNATIONAL), POWAI: Frequently Asked Questions (FAQ)**

The Transport Team (Bus Committee) at HFS Powai (ICSE / International) understands, that 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?**

The school buses shall start operations from June every year

### **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 possible. 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 center 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 of Rs.1500/- + Half / Full Yearly School Bus fees for your stop) via NEFT / IMPS / QR Code. 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 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 of Rs.1500/- + Half / Full Yearly School Bus fees for your School Bus Stop is dependent on the bus-stop you may choose. Please contact the bus operator for 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 / QR Code. **Credit cards are not accepted.** NEFT and other details are provided at the end of this document.

#### **12. Will I get a receipt? How will I get a receipt if I pay online?**

Yes, you will get a receipt immediately, when you pay at School or there Mulund office. While paying online please provide your phone number. Your receipt will be given to your child in the school Bus, if you pay online.

#### **13. How many buses will ply per route?**

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

#### **14. 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.

#### **15. 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.

#### **16. 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 have to pay the FULL amount of one-time registration fees and Half / Full Yearly School Bus fees at the time of registration, irrespective of how they use the school Bus service.

**17. Can I pay in installments?**

No, you can pay only Half / Full Yearly.

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

No. Discounts do not apply.

**19. Is the School Bus fees refundable due to any reasons?**

No. Fees is not refundable due to any reasons.

**20. What are the security measures taken by the bus operator?**

There are CCTVs already installed in the bus and Vendor will be sharing the weekly CCTV Maintenance report.

**21. What is Trakme App?**

Bus children can be monitored through Trakme App by swiping their ID cards. For Trakme App related problems, please contact Ms. Barkha at +91 99204 93730 from 9 am to 6.30 pm during school working days (This is WhatsApp Number, so please call or send messages by WhatsApp only).

Please mention HFS ICSE / International POWAI HIRANANDANI GARDEN

Bus No.

Society Name

Address

Parents Name

Students Name, Standard, Division & School Bus Stop

Ph. No.

Problem

in all your communications for an early resolution of the issue raised.

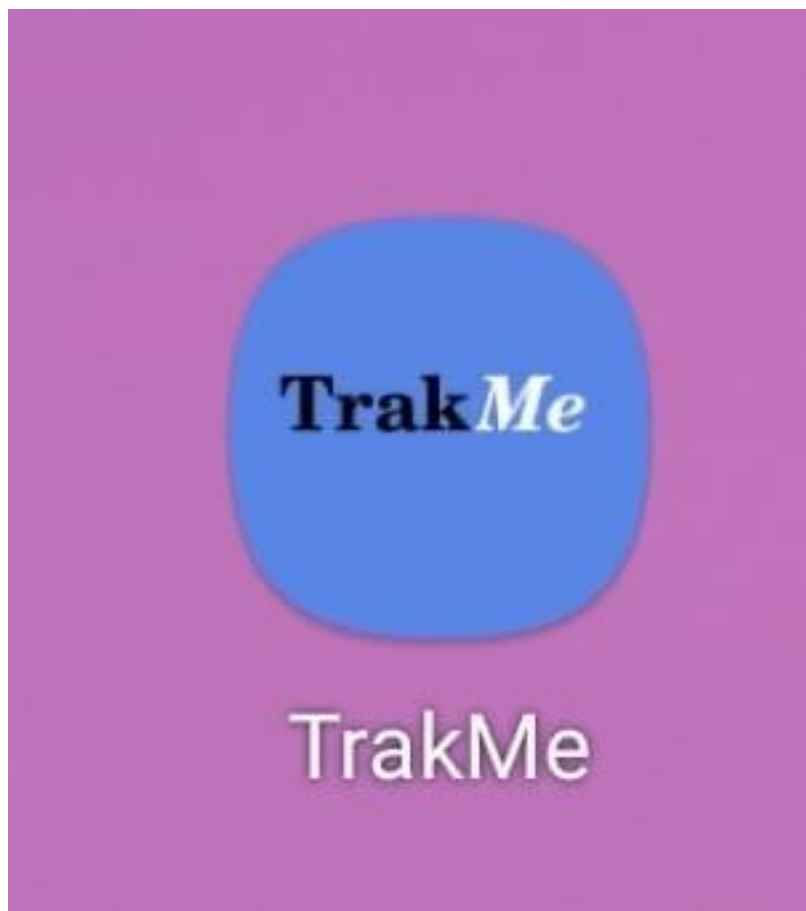
**22. How can Parents help in the smooth functioning of the bus?**

If there is space in your building, please tell your Society Chairman or Secretary to provide for School Bus stop. Educate the kids to keep the belongings at the designated places only in the school Bus (Please use Hatrack above & below the seats & also please use hooks for keep water bottles etc.). Also, to respect and listen to the instructions of the school Bus staff.

### **23. What is the link for the TRAKME app?**

Android: <https://play.google.com/store/apps/details?id=in.trakme>

iOS: <https://itunes.apple.com/us/app/trakme-services/id1090961798>



There's a USER Manual for the parents to easily understand this App too.

### **24. Whom to contact in the school related to Bus issues?**

For 2023 - 2024, These are the officials of Bus committee:

Pre-Primary Swati Modani

Grade 1 + 2 Tina Joban Putra

Grade 3 + 4 Vaishali Shukla

Grade 5 + 6 Nandita Chakrabarty

Grade 7 + 8 Rupa

Grade 9 +10 Maneesha Garg

Parents can contact them directly or through their respective Class PTA

## **REGISTRATION INFORMATION**

**A registration counter shall be set up by Goel And Sons, our official busoperator.**

**Registration Venue: Old School (Junior school / ICSE School) premises**

**Dates: June / November every year for one-week**

**When / Time: 8 am to 12: Noon (Monday to Friday)**

**Fees:** One-time registration fee for all (old and new students) of Rs. 1,500/- (Non-Refundable) Half / Full Yearly fees (variable as per route and bus-stop) - please ask the operator Payment Methods Accepted:

**NEFT / IMPS / QR Code Cash Cheque [NOTE: Credit cards are not accepted.]**  
**Contact:**

**Goel & Sons: Bus Coordinators**

**Mr. Ashok: 9322802171 / Mr. Kumar: 9702128221 / Mr.Suhas: 9594670547**

### **NAME AND ADDRESS OF THE SCHOOL BUS OPERATOR:**

**GOEL AND SONS**

**2, GARDEN VIEW, DEVIDAYAL ROAD,  
MULUND WEST, MUMBAI – 400 080.**

**Ph. No.: 022 2561 3421 / 022 2567 2870 / 022 3505 0348**

**WhatsApp No. 9004122987 (Profile Picture is QR Code)**

**Website: [www.goelandsons.in](http://www.goelandsons.in)**

**Office Timings are 10 am to 7pm  
(Closed on Sundays & Holidays)**

## **ROUTE INFORMATION**

**ANDHERI (JVLR) TO SCHOOL (COVERING STOPS ENROUTE) TAKSHILA / POONAM NAGAR / VRINDAVAN / ONGC / GREENFIELDS / KALAPATARU Est. / KALPATARU GATE.5 / SHAM TALAO / OBEROI SPLENDOR / HIRANANDANI COMPLEX (STOPS ENROUTE)**

**MAROL TO SCHOOL** (COVERING STOPS ENROUTE) MAROL [ASHOK NAGAR] / CHANDIVALI PETROL PUMP / RAHEJA VIHAR / NAHUR AMRIT SHAKTI / L & T [EMERALD ISLE] / POWAI VIHAR / RAHEJA NEST / RAMBAUG / LAKE HOMES MHADA NO 13 / 17 / PANCHASHRISTI - SHETTY SCHOOL / HIRANANDANI COMPLEX (SOME STOPS & BUILDINGS IN HIRANANDANI - POWAI)

**GHATKOPAR EAST & WEST TO SCHOOL** (COVERING STOPS ENROUTE) GODREJ TREES / GODREJ PLATINUM / KANNAMWAR NAGAR / GHATKOPER {LBS MARG} KALPATARU / R CITY MALL / WADHWA / LOK GAURAV / VIKROLI SURYA NR / RAJ LEGACY / RAJ SPLENDOR / KAILASH COMPLEX / PARK SITE / IIT MARKET / IIT MAIN GATE / HIRANANDANI COMPLEX (STOPS & BUILDINGS IN HIRANANDANI - POWAI, WHICH MIGHT COME ENROUTE)

**MULUND TO SCHOOL** (COVERING STOPS ENROUTE) VEENA NAGAR / DEVIDAYAL ROAD / MULUND STATION ROAD / J N / N S / W L / V P ROAD / SARVODAYA NAGAR / RUNWAL GREENS / OPP. JALARAM PARK / ASIAN PAINTS / MINILAND / LODHA / JUNGLE MANGAL ROAD / BHANDUP POLICE STATION / DREAMS / MAHAVIR UNIVERSE / ISHWAR NAGAR / BHANDUP STN RD / KAKA / MANGATRAM P. PUMP / NEPTUNE / MAHINDRA SPLENDOR / KANJUR MARG GESCO / GUNDECHA HEIGHTS / KANJUR {E} LODHA / HUMA TALKIES / KANJUR GREAT EASTERN / HIRANANDANI COMPLEX (STOPS & BUILDINGS IN HIRANANDANI GARDENS, WHICH MIGHT COME ENROUTE)

## **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.**



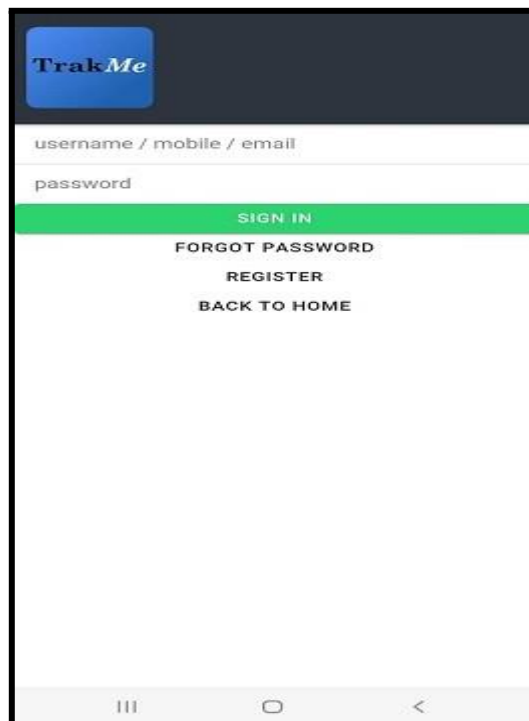
**Download the App:**

1. Click on the following link <http://www.trakme.in/z/install> OR
2. Go to App Store / Play Store and Download the TrakMe App

**Login:**

User ids have already been created for those parents whose numbers have been shared by the transportoperator, Goel and Sons.

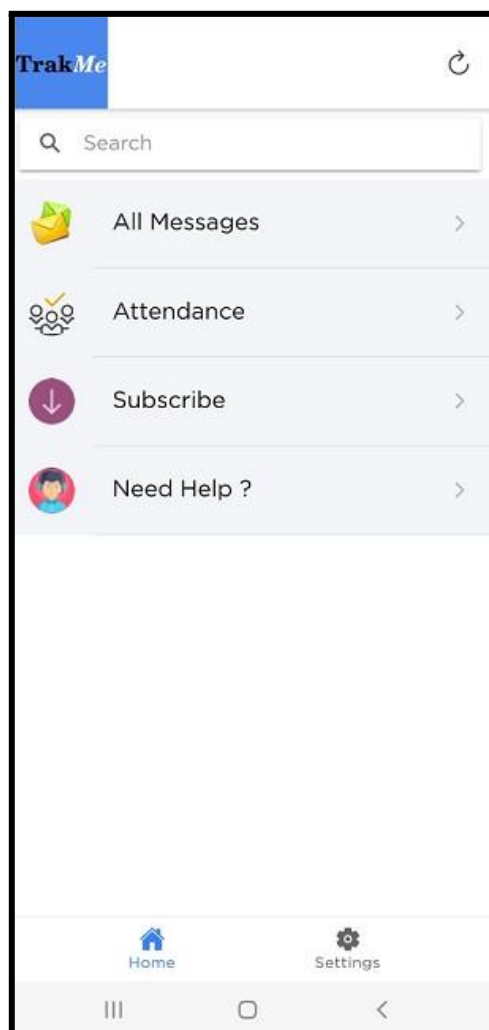
- In the user's name / mobile / email id field please enter the registered mobile number
- Password is last four digits of mobile number entered
- Click on SIGN IN. (Do NOT Register)

A screenshot of the TrakMe app's login interface. At the top left is the TrakMe logo. Below it are two input fields: the first is labeled 'username / mobile / email' and the second is labeled 'password'. A green button labeled 'SIGN IN' is positioned below the password field. Underneath the 'SIGN IN' button are three links: 'FORGOT PASSWORD', 'REGISTER', and 'BACK TO HOME'. The bottom of the screen shows a standard Android navigation bar with three icons: a square, a circle, and a triangle.

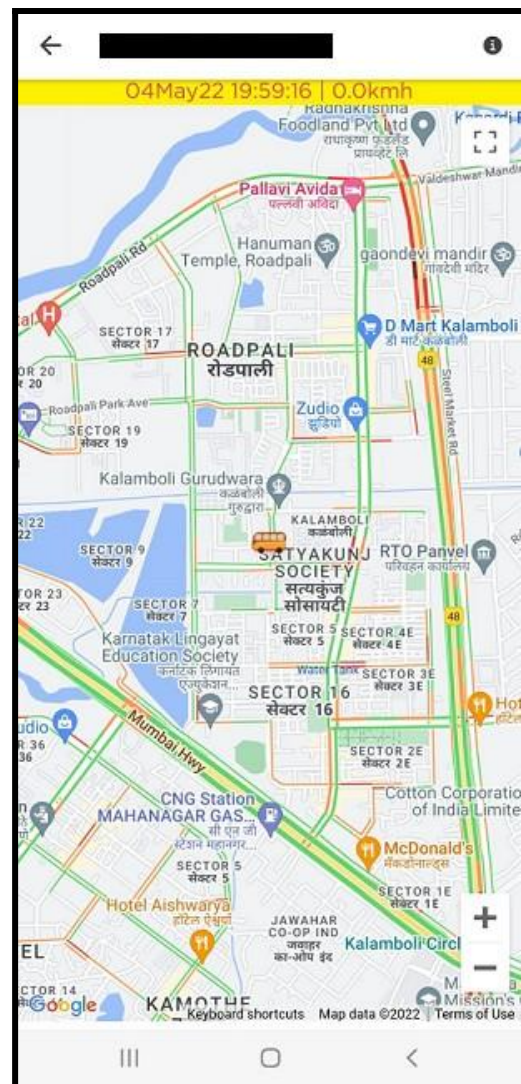
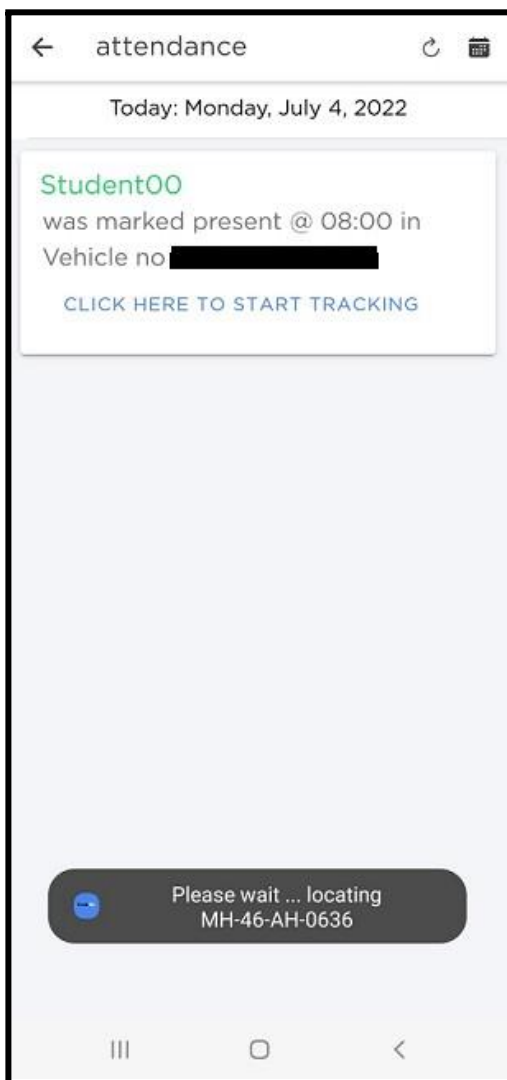
## How to use the App?

Post login the home screen is visible as is given below.

The first tab is 'All Messages'. All communication regarding delays, holidays, reminders etc will be available here. The user manual will also be posted here for future reference.



The second tab shows the '**Attendance**' of the child in the vehicle. Click on the link below the attendance to check the live tracking of the vehicle. The yellow bar on top shows the date and timestamp of the vehicle update. Please ensure that it is the latest timestamp while tracking.



Please note, a user cannot select more than 2 routes

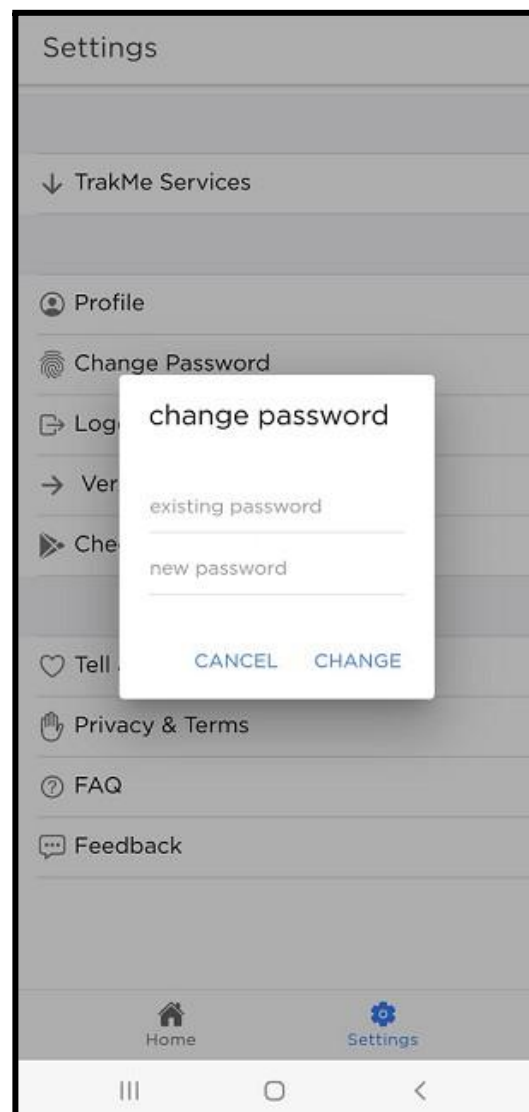
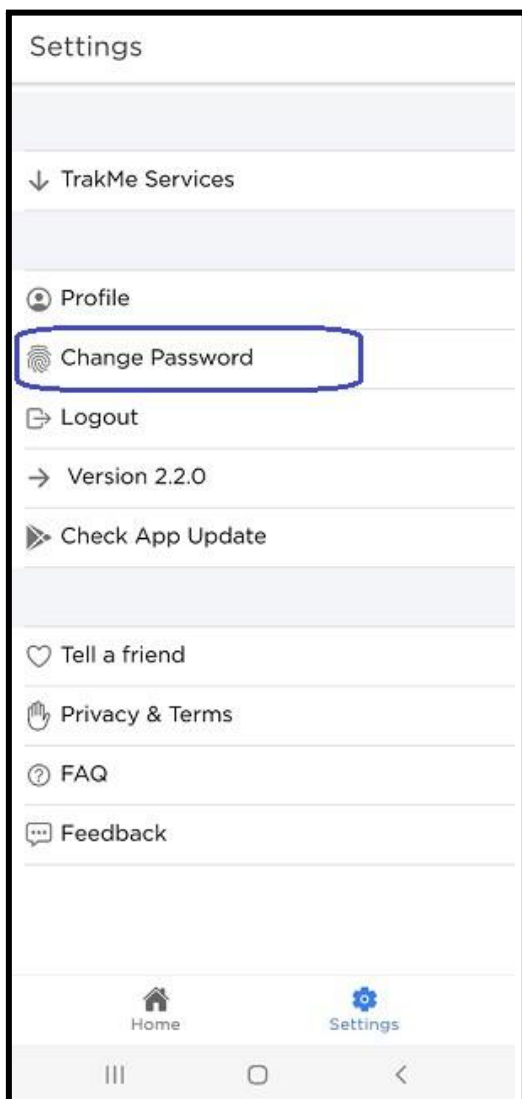
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The next tab is the **'Need Help?'** tab. In case there are any other queries that a parent needs help with, they will find the email id for support as well as WhatsApp id to contact TrakMe.



## Settings section:

It is recommended that the user change their password after their first login. Enter the old password, then the new one you want to set and click on Change. Login once again.



The next tab here is the '**Profile**'. Click on the Student(s) section and check that the student's name, student-id and tag id match with the card issued to the child. The tag-id is the number printed behind the card.

