



Frequently Asked Questions (FAQ) – Transport Services

1. What are the transport timings?

Transport services operate as per the scheduled pickup and drop timings shared by the Transport Department. Students and staff are requested to be present at the pickup point at least 5 minutes before the scheduled time. [The arrival time at MAHE-BLR for all route buses is 08:30 AM, and the departure time from MAHE-BLR is 05:15 PM.]

2. How can I know my bus route and pickup point?

Bus routes, pickup locations, and timings are shared through official communication channels/email notices. You may also contact the Transport Office for assistance or kindly access the MAHE BLR Transport webpage.

3. What should I do if the bus is delayed?

In case of delays, kindly contact the Transport Coordinator for updates.

4. Who should I contact for transport-related issues?

For route changes, complaints, lost items, or general assistance, please contact the Transport Coordinator.

5. Can I request a new pickup point?

Requests for new pickup points may be considered based on route feasibility, student/staff strength, and operational approval.

6. Is changing the allocated bus permitted?

No, passengers are advised to travel only in their allotted bus unless prior approval is obtained from the Transport Department.

7. What happens if I miss the bus?

Passengers who miss the bus will need to arrange alternate transportation at their own cost.

8. Are transport services available on weekends and holidays?

Yes, Transport availability on weekends, public holidays, or special occasions will be communicated separately by the Transport Department upon request from the respective institute.

9. What are the rules to be followed inside the bus?

- Maintain discipline and proper behaviour.
- Do not damage bus property.
- Avoid loud music or disturbance.
- Follow instructions given by the transport staff.
- Keep the bus clean.



Frequently Asked Questions (FAQ) – Transport Services

10. Is eating allowed inside the bus?

Eating and littering inside the bus are discouraged to maintain cleanliness and hygiene.

11. What should I do if I lose any belongings in the bus?

Immediately inform the Transport Office with details of the lost item and bus route.

12. Can transport services be suspended due to weather or emergencies?

Yes, services may be temporarily suspended or modified due to adverse weather conditions, traffic restrictions, or emergencies. Official communication will be shared accordingly.

13. How are transport fees calculated?

Transport fees are generally calculated based on route distance, location, and service type as approved by the institution/management.

14. Is bus tracking available?

YES, GPS details or access instructions will be shared by the Transport Department.

15. What safety measures are followed in the buses?

- Regular vehicle inspections
- Verified and trained drivers
- Speed monitoring/GPS (where applicable)
- Emergency contact support
- Compliance with transport safety norms

16. Can transport services be temporarily paused or discontinued?

Transport services may be discontinued. However, the transport fee will not be refunded.

17. How can I provide feedback or raise complaints regarding transport services?

Feedback and complaints can be shared through email, helpdesk numbers, or directly with the Transport Department for necessary action.

18. Process required for transport registration & Payment?

Students can login to SLCM portal and make the payment.

19. Are female passengers provided with special safety support?

Necessary safety protocols and support measures are implemented to ensure safe travel for all passengers.



Frequently Asked Questions (FAQ) – Transport Services

20. What should be done during a vehicle breakdown?

Passengers are requested to remain calm and follow instructions from the driver or transport staff. Alternate arrangements will be coordinated if required.

21. Can transport fees be paid in instalments?

No, transport fees cannot be paid in instalments.

22. Is the transport fee refundable?

Transport fees once paid are non-refundable.

23. What happens if fees are not paid on time?

Transport services may be suspended until all pending dues are cleared.

24. Will buses wait for late passengers?

No. To maintain route schedules and ensure timely operations, buses cannot wait beyond the designated departure time.

For any assistance or information, contact
the Transport Shift Duty Number: +91 9036800409.

Timings [Monday to Friday 07:00 AM to 09:00 PM]
Saturday, Sunday & Public holidays 08:30 AM to 05:00 PM.

Note: Please visit the MAHE-BLR Transport portal
[https://www.manipal.edu/mu/campuses/mahe-bengaluru/
campus-life/transportation_facility.html](https://www.manipal.edu/mu/campuses/mahe-bengaluru/campus-life/transportation_facility.html)