‘Shared Commute Bus’:

User guide for Parents

Sustainable Transport and Efficient Mobility Society

(STEMS)

Government of Meghalaya

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SUSTAINABLE TRANSPORT AND EFFICIENT MOBILITY SOCIETY

STEMS

Ride with a Smile

Document Version history

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1. Introduction

1.1 Background

The Government of Meghalaya has envisioned "Vision 2030" for transport, which aims to offer a well-connected, efficient, climate-resilient, and safe transport network to citizens, businesses, and industries to help Meghalaya implement its growth strategies. As an initial step to realize this vision, the government has launched "Shared Mobility Project", which will provide transportation services to students, government employees, and tourists in and around the Shillong area.

The twin objectives of this initiative are to:

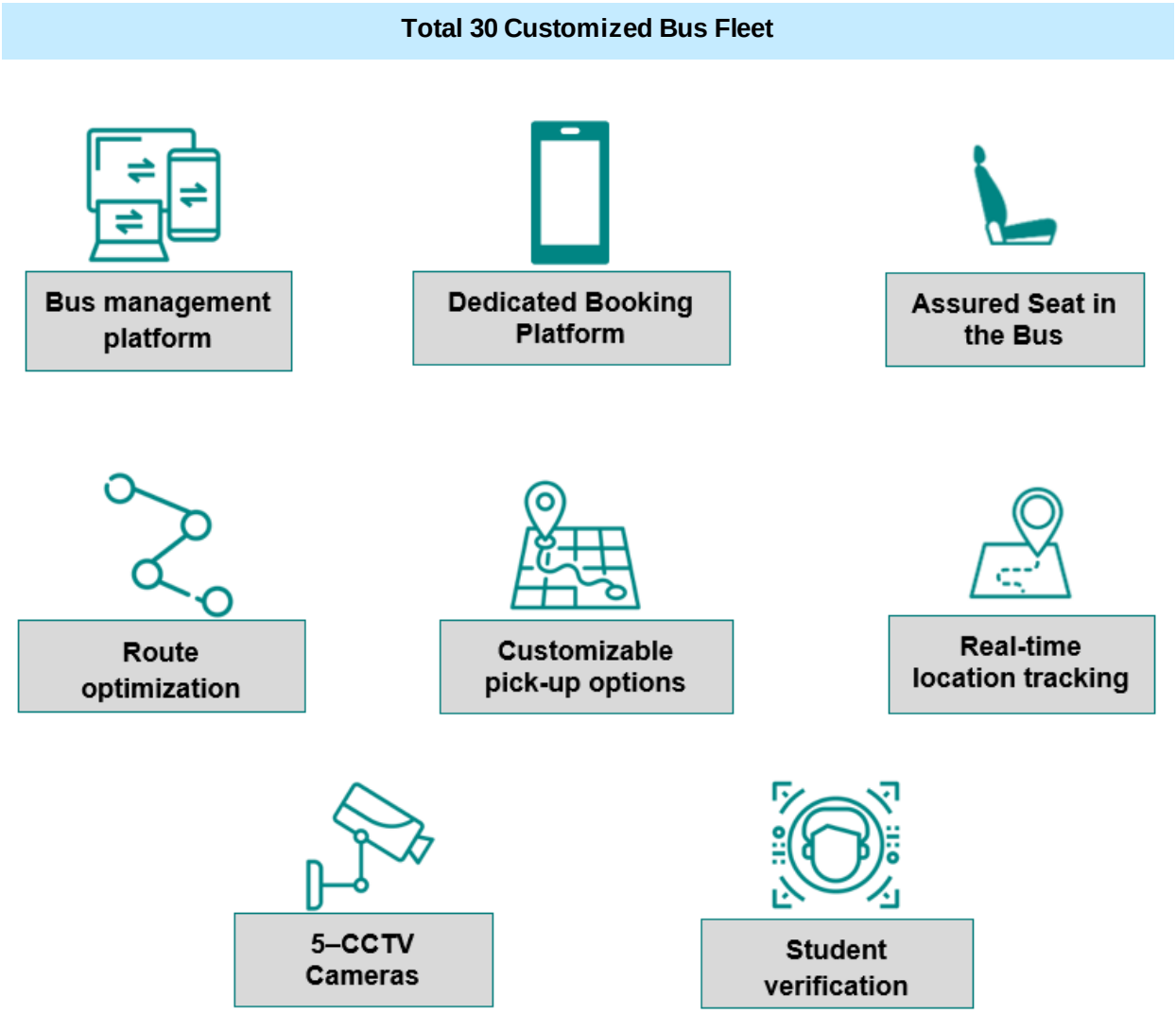
- provide efficient, reliable, safe, and citizen-friendly commute services and
- decongest the city roads by offering efficient services, thereby decreasing the load of private vehicles on the city roads.

To implement this project, it was important to create an institutional mechanism that can quickly adapt to changing trends and technologies to ensure that their solutions are up-to-date and relevant. In this regard, 'Sustainable Transport and Efficient Mobility Society' (STEMS) was incorporated by the Government of Meghalaya.

In the pilot phase, the bus services shall be provided to the students commuting in the Laitumkhrah and Dhankheti as during the survey, it was found out that approximately, 27000 students are commuting every day in these areas. As safety is of paramount importance, STEMS has procured 30 new, GPS-enabled buses and has also onboarded well-trained drivers and child-friendly staff called caretakers for the services.

1.2 Features of the Shared Commute Buses

STEMS has created a mobile application for booking seats and tracking the live bus location, ensuring a stress-free experience for the users. The following are the major features of the system, taking into account the safety of the students:

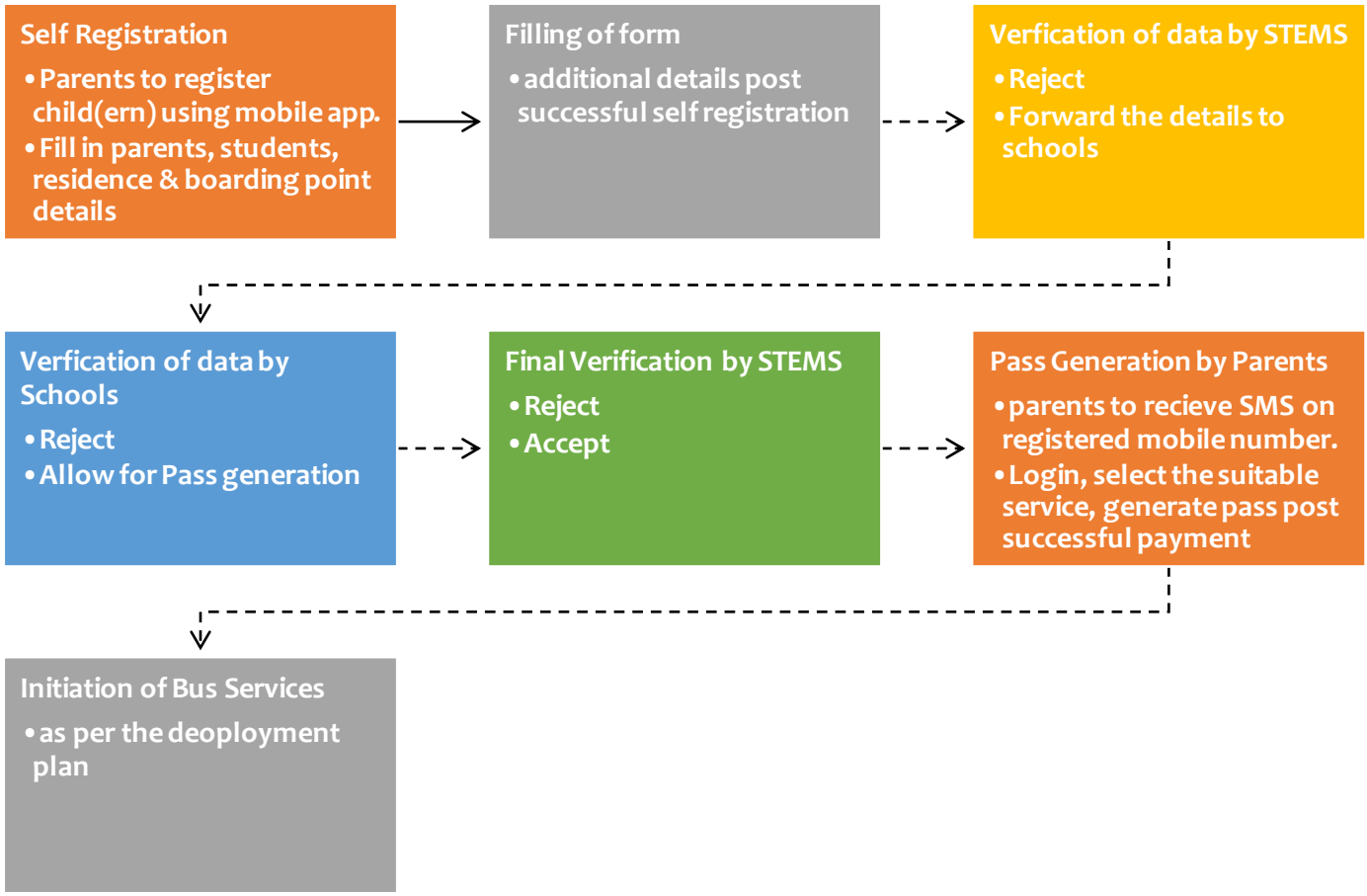


The system has been designed in a way that each user who avails the service will have to book a seat in suitable route and schedule.

1.3 Objective of this document

The process for availing the Shared Commute Service compiled in this document shall guide parents to enroll their child(ern) and become an integral part of this initiative, as well as highlights the responsibilities of parents in this regard to make this initiative a success with the combined efforts towards the above stated objectives.

2. Overall Process Flow



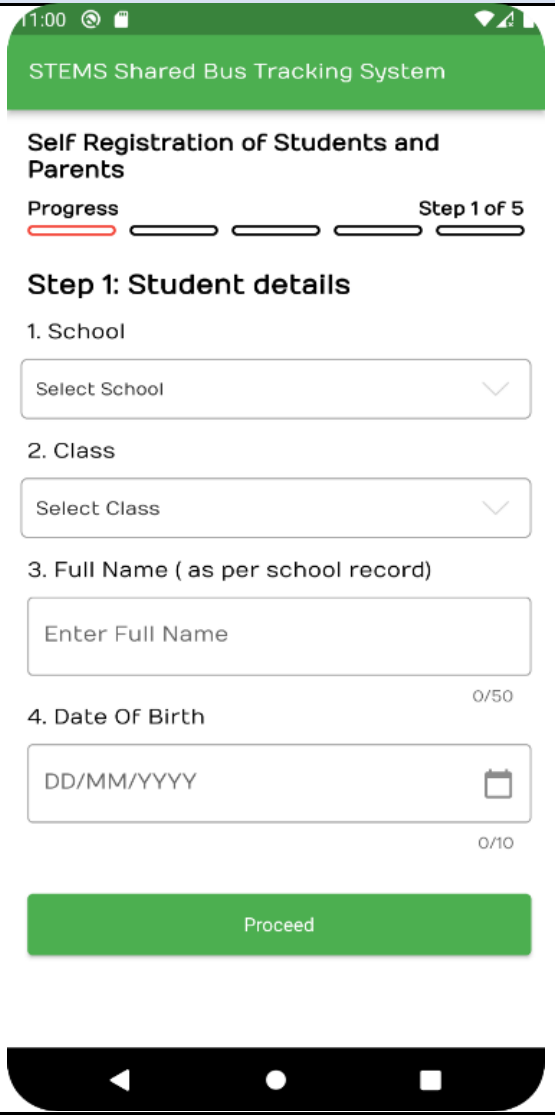
3. Step-by-Step Procedure to enroll for the Bus Services

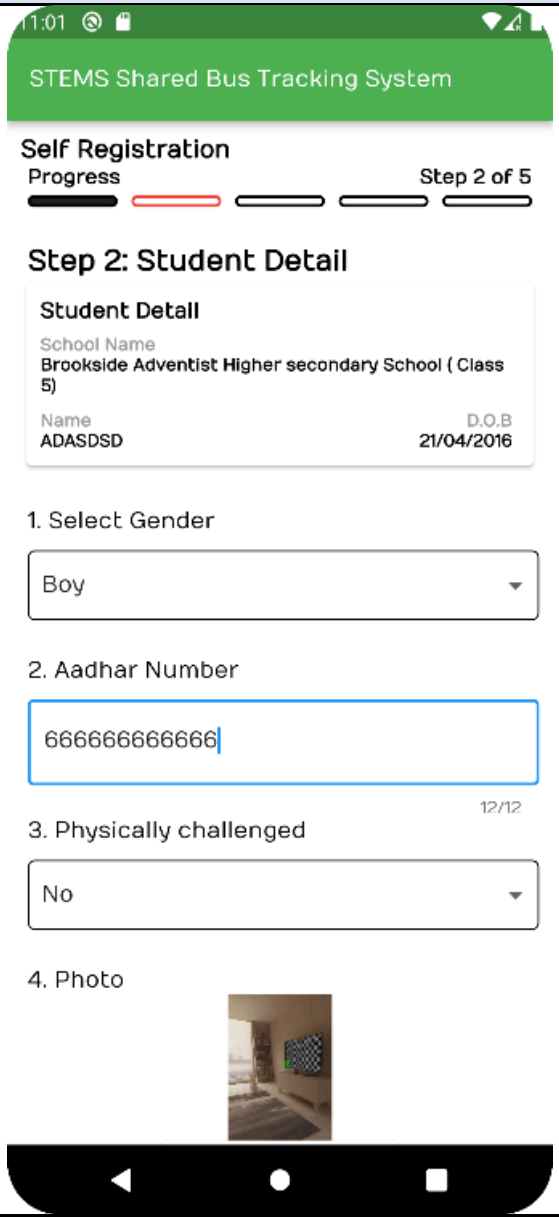
3.1 Registration Process

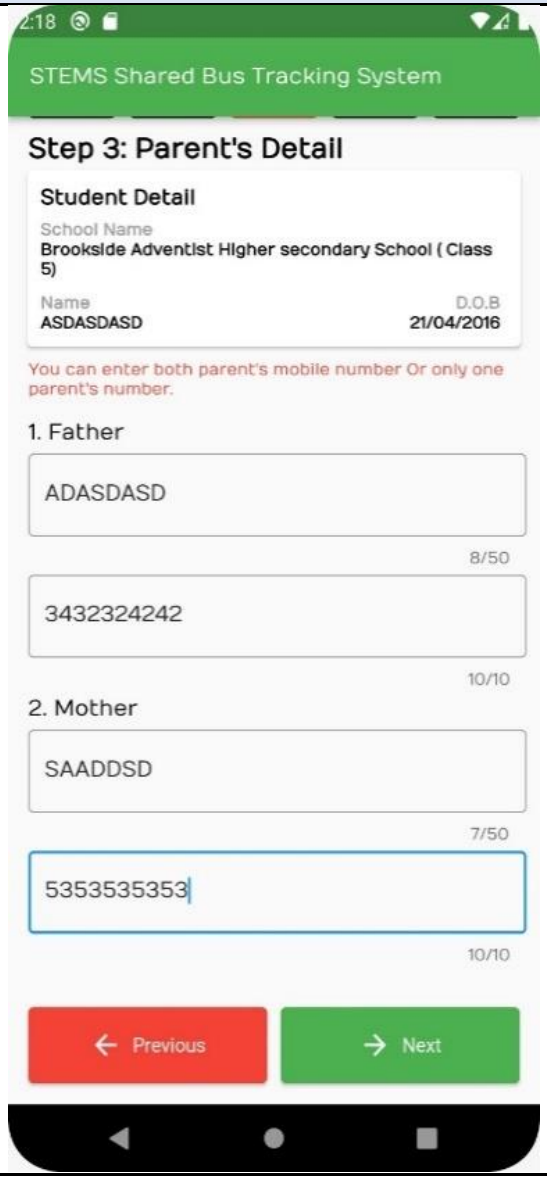
Registration Process is divided into below three major steps:

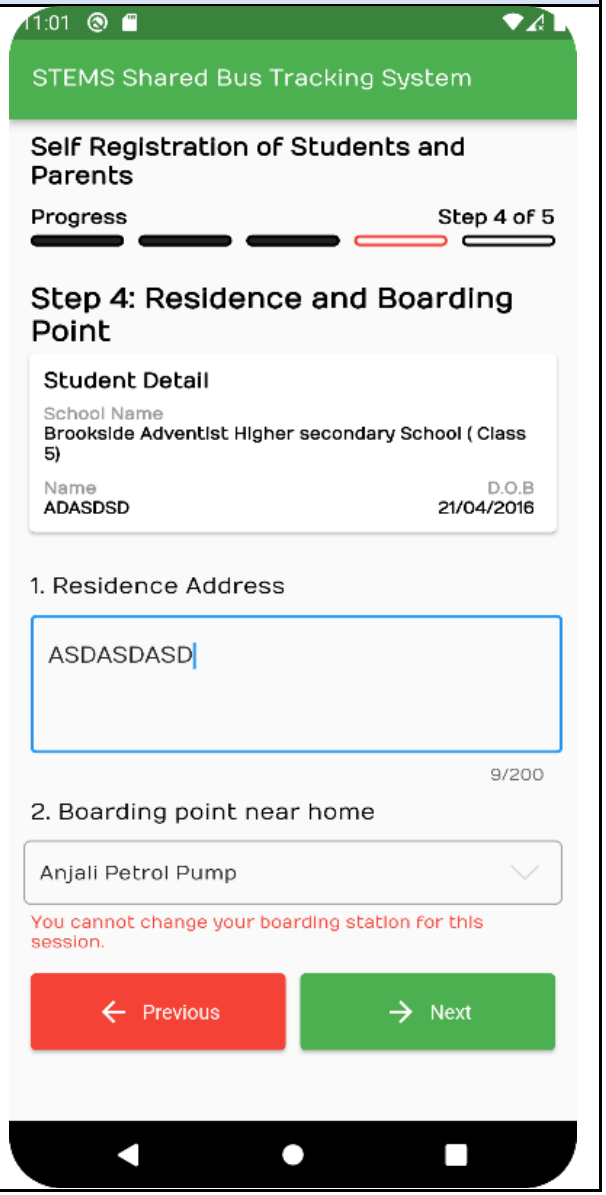
Steps	Activity	Detailed Procedure
A	Download & Installation of mobile application	• Download the mobile application 'STEMS Meghalaya' from playstore and IOS store • Install the application • Tap on the "Self-Registration" button
B	Self Registration	Refer **Table 1**
C	Filling of Form	Refer **Table 2**

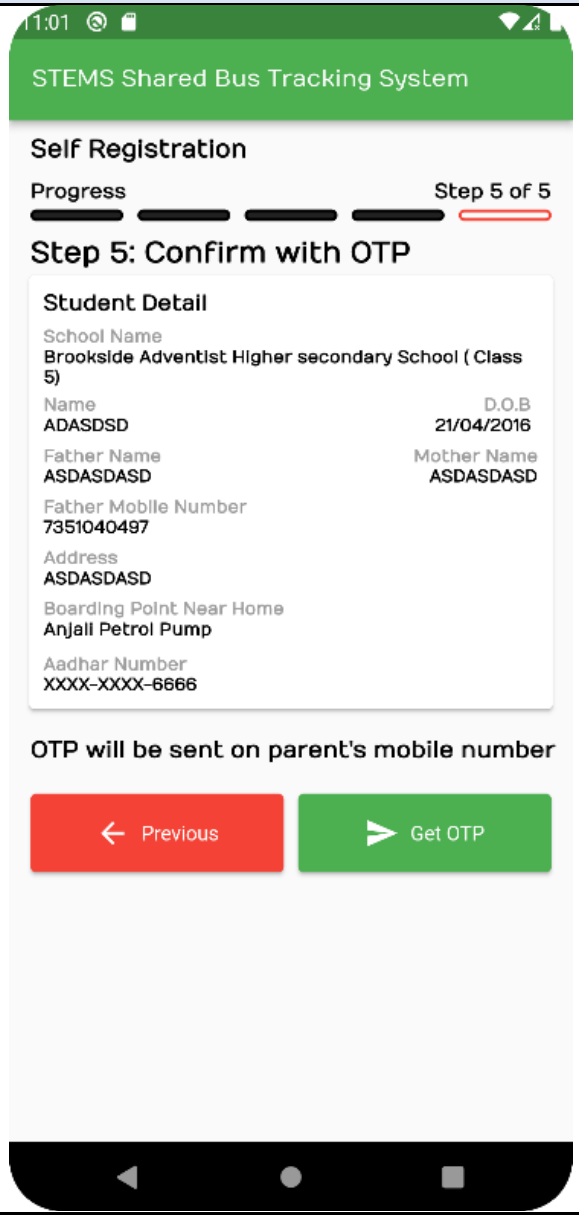
Table 1- Self Registration Step-By-Step Procedure

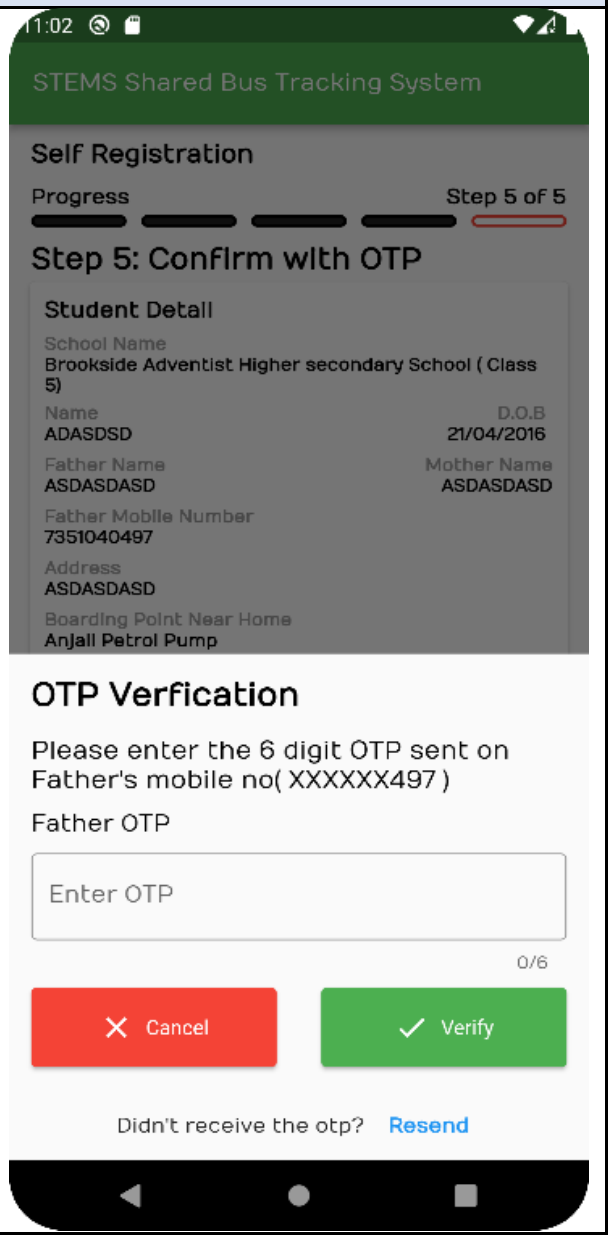
Main Head	Process	Screen Shot
Student Details	**Step 1** • Select the School & class from the given list. • Enter Name (as per school records) • Enter date of birth • Tap on proceed	

Main Head	Process	Screen Shot
	Step 2 • Select gender • Enter valid an Aadhaar number • Physical status • Select an image of student from the phone gallery. • Tap on proceed	

Main Head	Process	Screen Shot
Parent's Details	• Enter parent's details (Name & a valid mobile number of either one or both) • Proceed next with "Next" button	

Main Head	Process	Screen Shot
Residence & Boarding Details	• Enter Residential address • Select boarding point near to your residence. • Proceed next with "Next" button	

Main Head	Process	Screen Shot
Confirmation	• Check all details before confirmation. • Tap on the **"Get OTP'** button, OTP will be sent to parent's mobile number.	

Main Head	Process	Screen Shot
	• Enter the received OTP. • Tap on the **"Verify"** button	

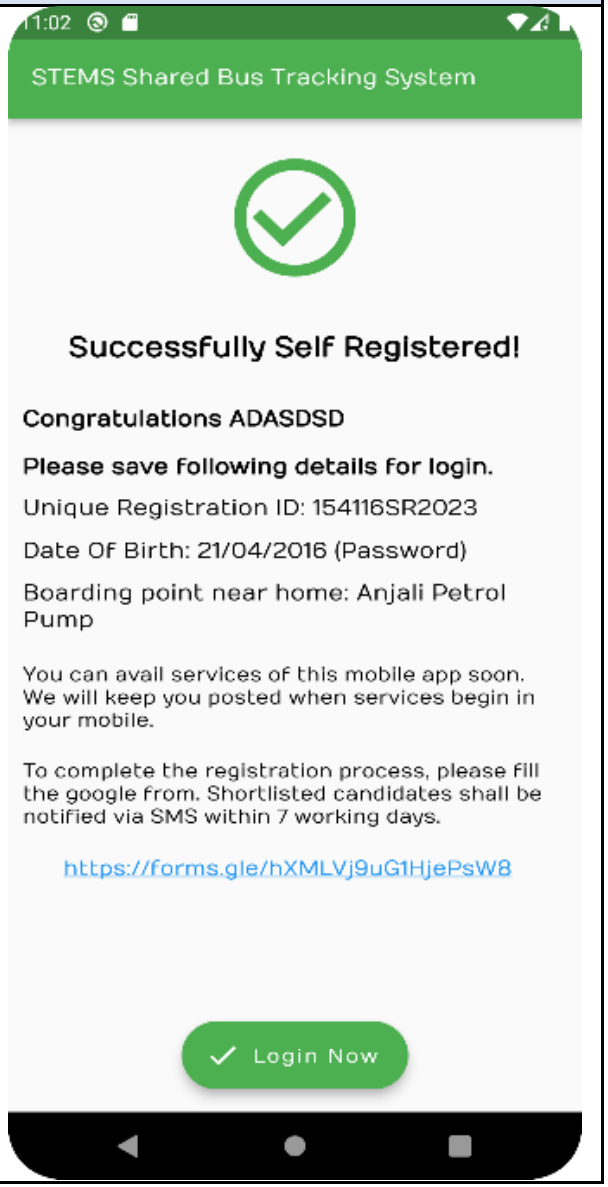
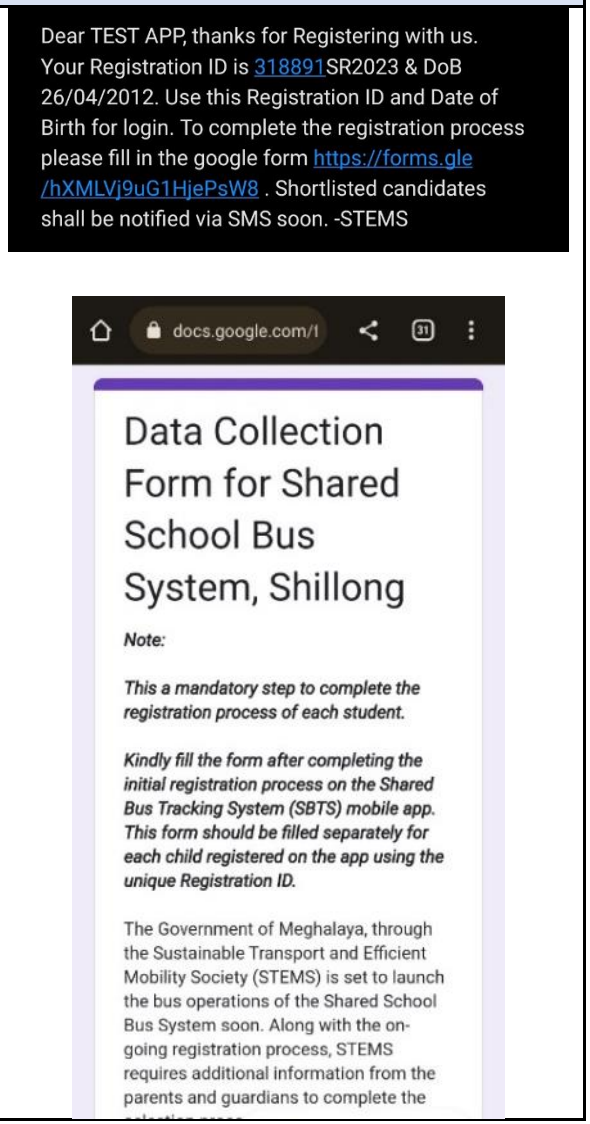
Main Head	Process	Screen Shot
Successful Self Registration	• After verification, Registration has been done successful, Registration SMS will be sent to the registered mobile number	

Table 2- Filling of Form detailed Process

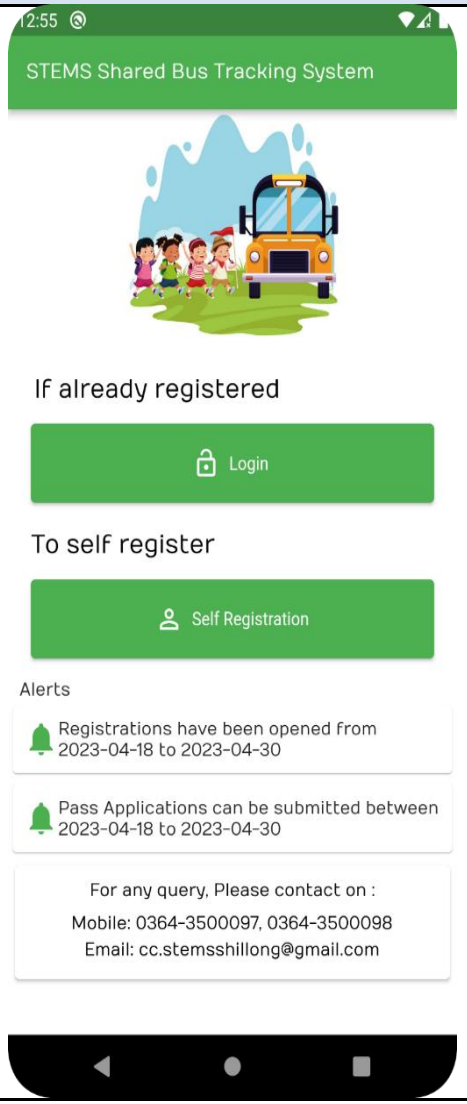
Main Head	Process	Screen Shot
Mandatory step for completing registartion process	• Post successful self-registration, parents shall receive an SMS. • A link shall be shared along the SMS as well on the registration successful screen of the mobile application for filling the form • Parents to click on the link and fill in the remaining required details using the Unique Registration ID • Click on submit	

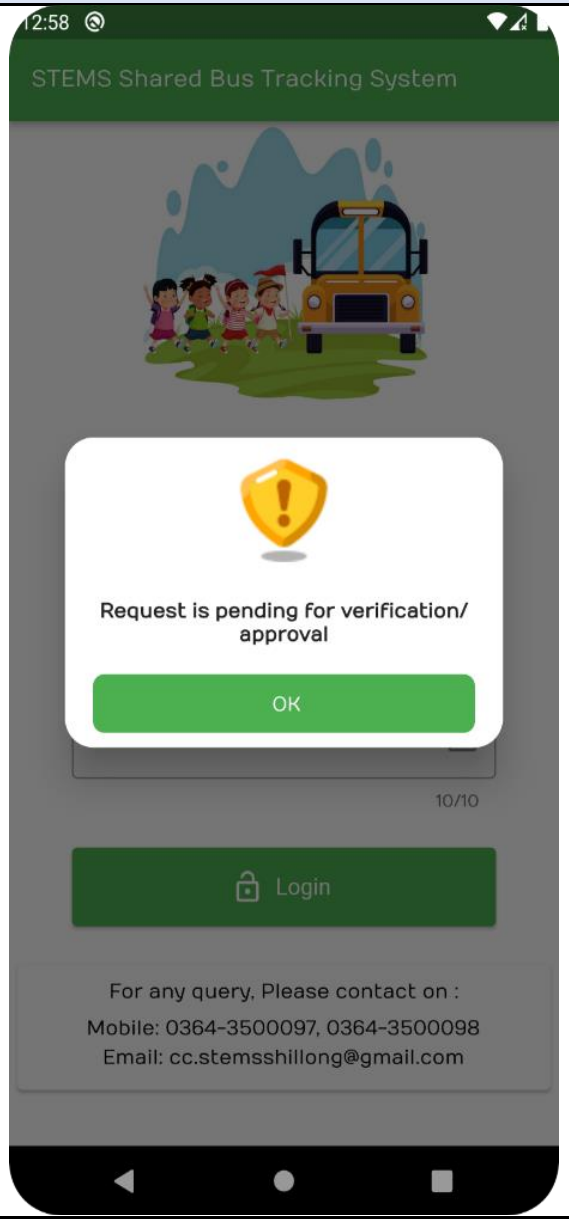
3.2 Pass Generation & Payment Confirmation

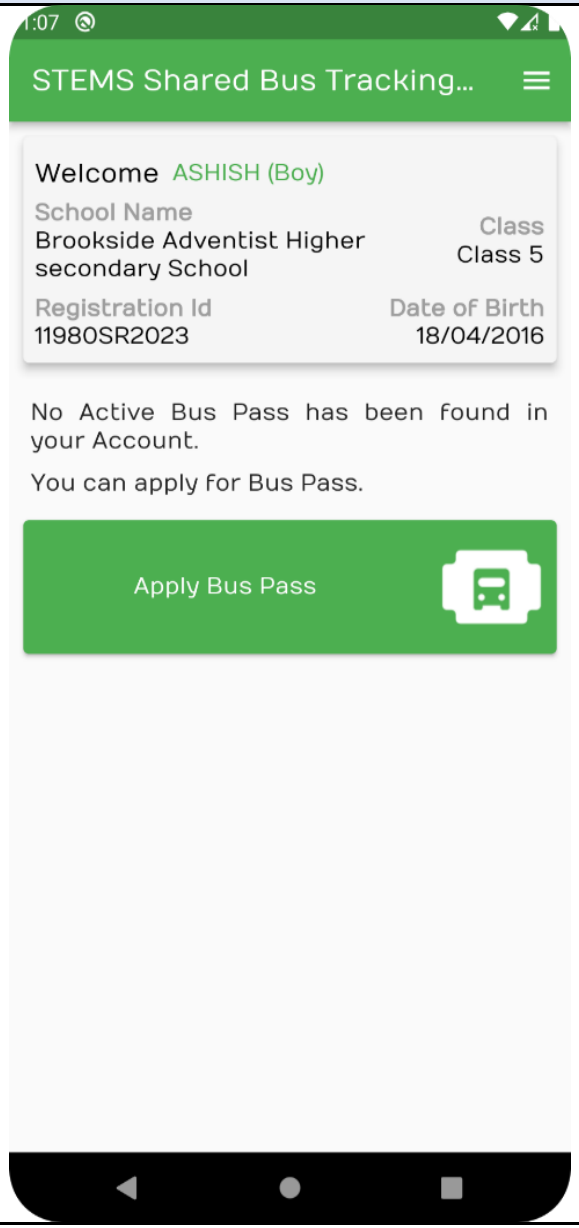
Pass generation Process is divided into below major steps:

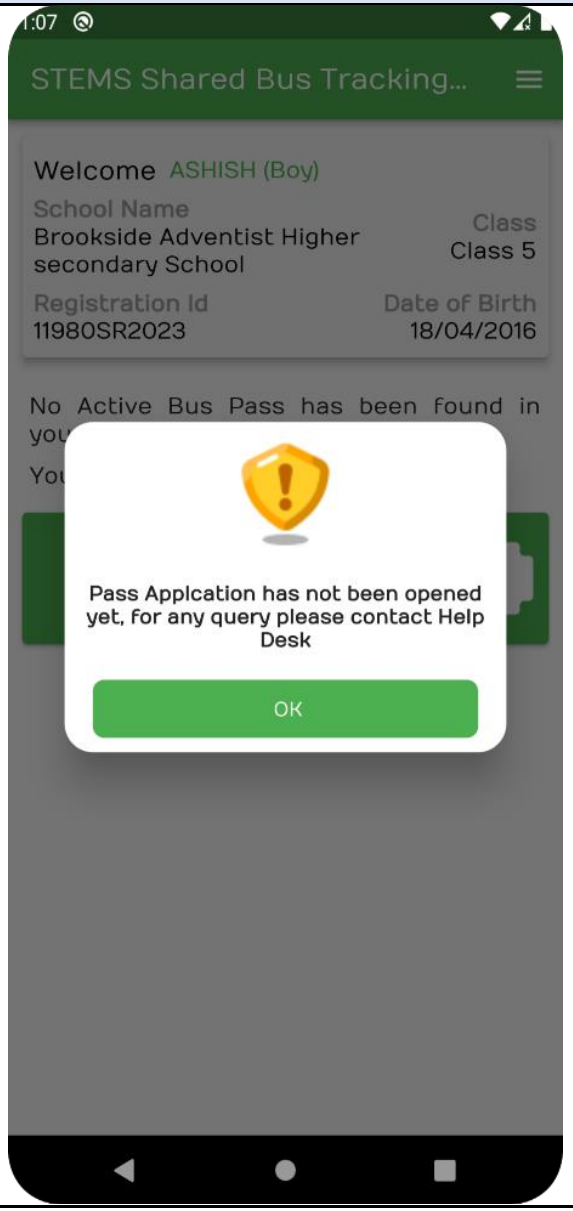
Steps	Activity	Detailed Procedure
A	Student login post successful registration	Refer **Table 3**
B	Selection of Bus Services, Terms & Conditions	Refer **Table 4**
C	Payment & Seat Booking	Refer **Table 5**

Table 3- Scenarios of Student Login Post Successful Registration

Main Head	Process	Screen Shot
When a student cannot login	• Student can login to the app using their Student Registration Number & Date of Birth.	

Main Head	Process	Screen Shot
	• This alert message will come when student verification is pending at school and yet not approved by the STEMS to buy/get a bus pass	

Main Head	Process	Screen Shot
When a student can login	• Once Student application gets approved by STEMS, Apply Bus Pass link will be enabled on the student dashboard.	

Main Head	Process	Screen Shot
When a student can login but cannot apply for the bus pass	• This alert message will come when apply BUS PASS date yet not opened by STEMS.	

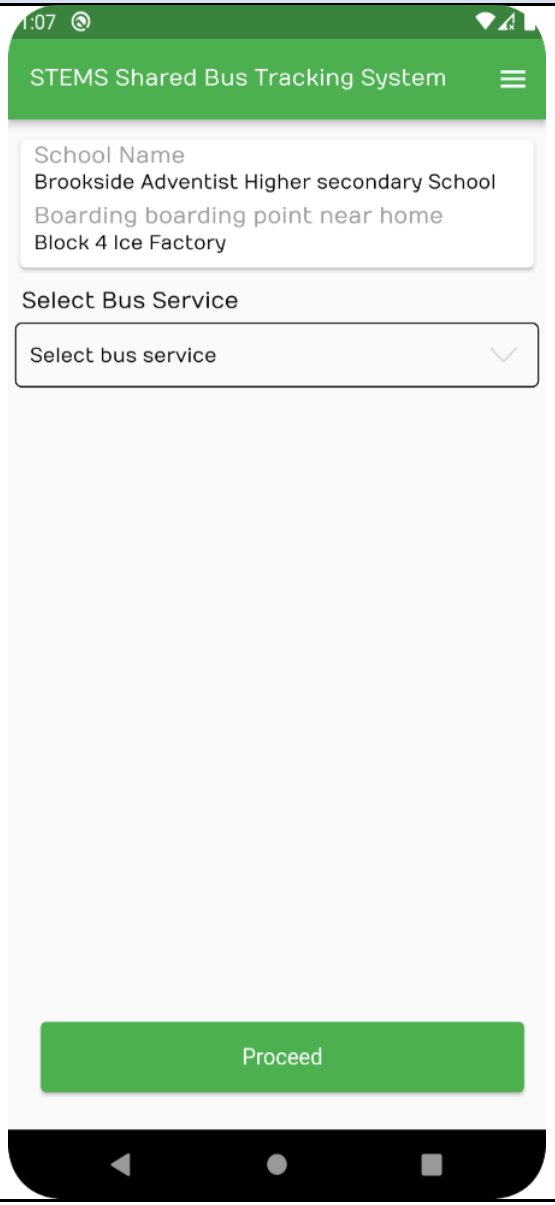
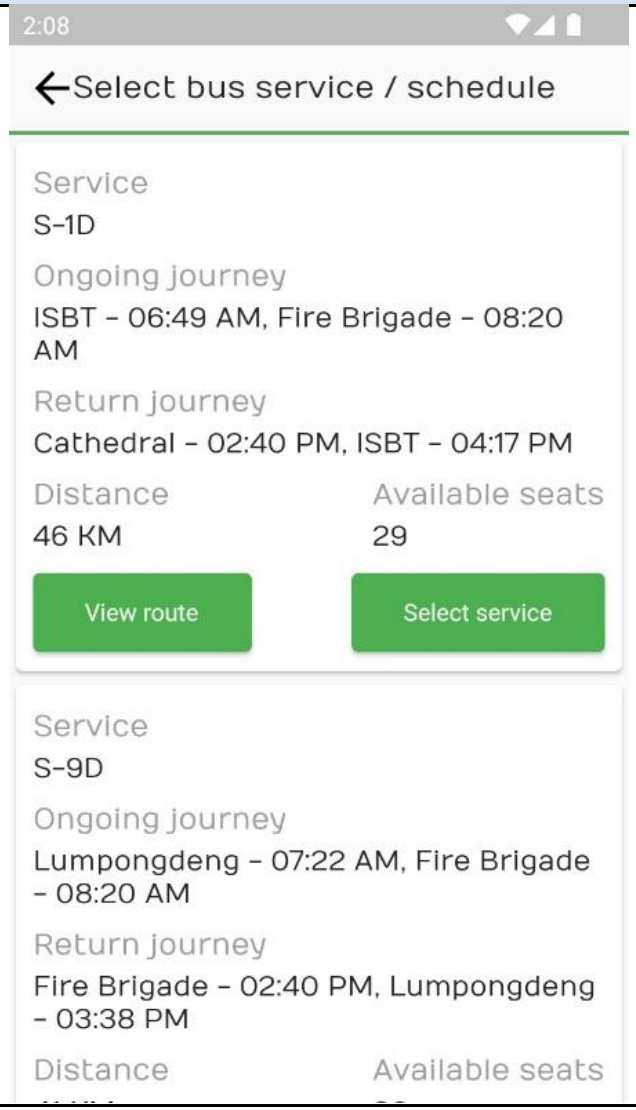
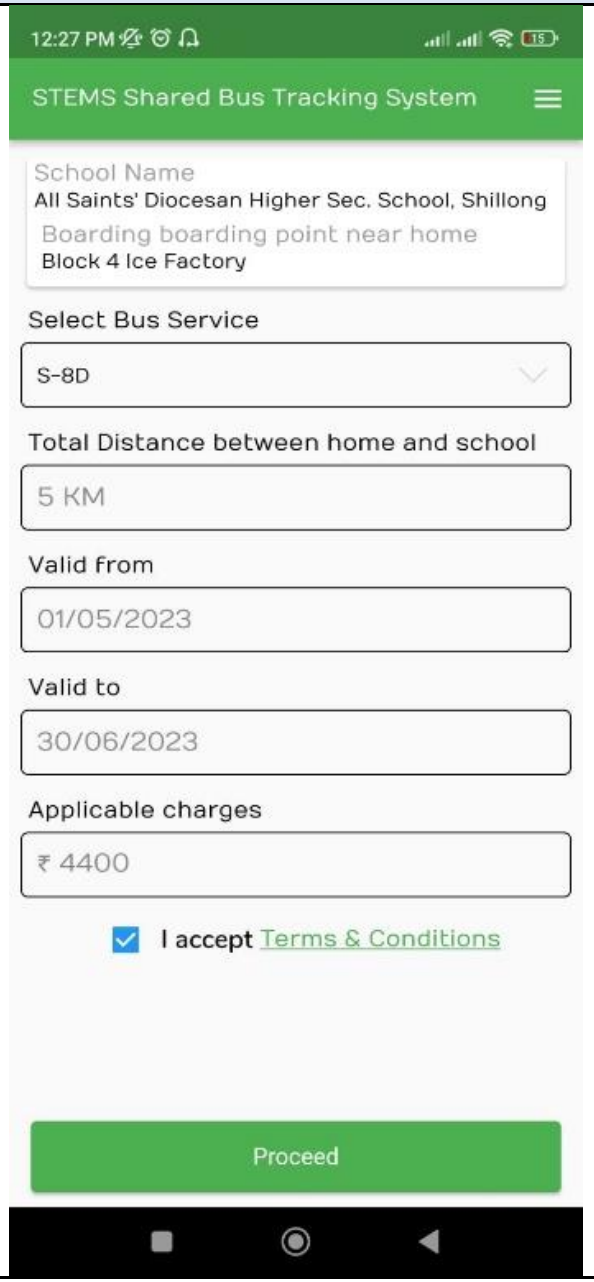
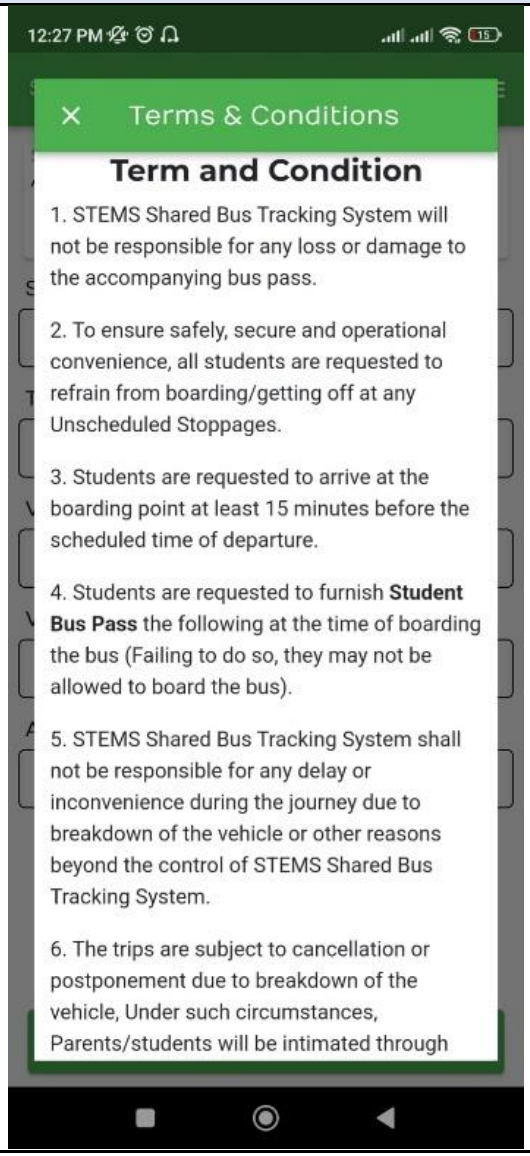
Main Head	Process	Screen Shot
When a student can login and can apply for the bus pass	• Open dates are open, permitted Students can apply for bus pass. • Select a Bus Service from the list which is bets suitable for student. • Click on Proceed	

Table 4- Selection of Bus Services, Terms & Conditions

Main Head	Process	Screen Shot
Selection of Bus Service/Schedule	• A list of bus services, applicable to your needs, shall be displayed.	

Main Head	Process	Screen Shot
View Route and proceed	• Click on 'View Route', to check the stops in between. • Parents to select the service based upon the suitability.	

Main Head	Process	Screen Shot
	• After selecting the service, student get auto filled columns for pass validity period, applicable charges, and total travel distance between boarding point to his/her school.	

Main Head	Process	Screen Shot
Terms & Conditions	• Check terms & condition before proceeding. • To submit the request, tap on the proceed button.	

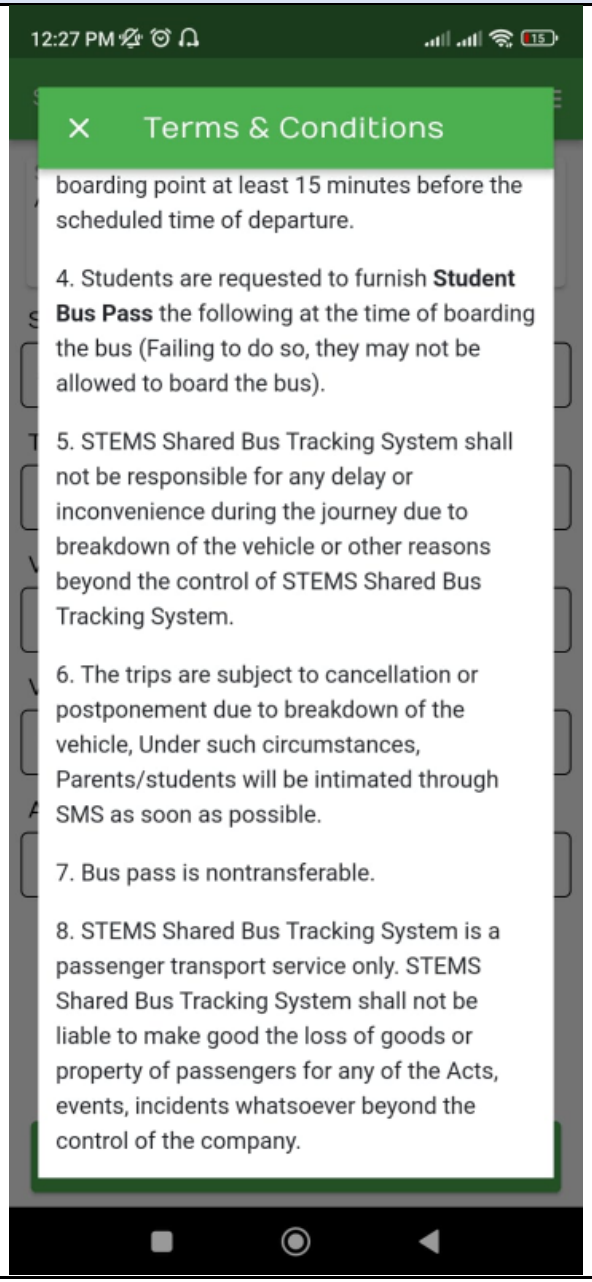
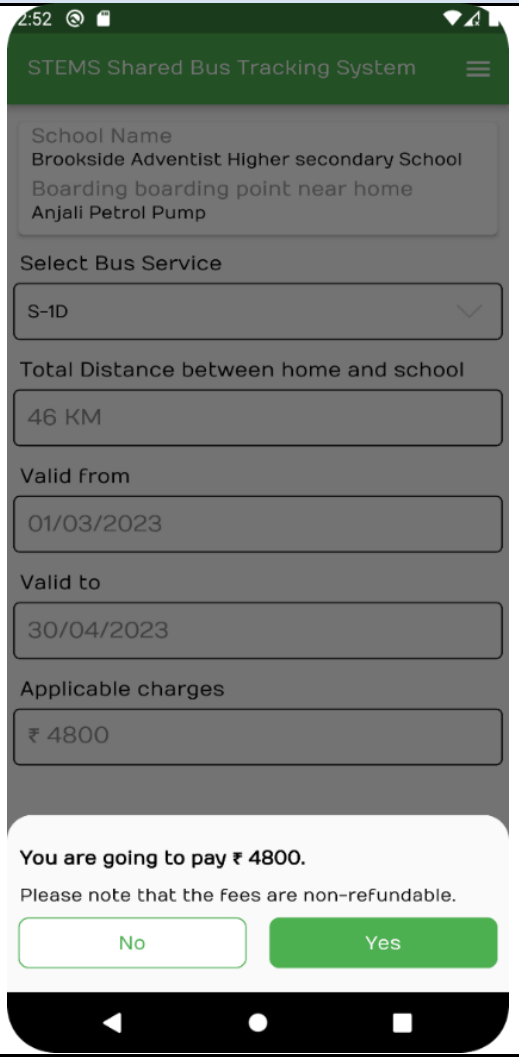
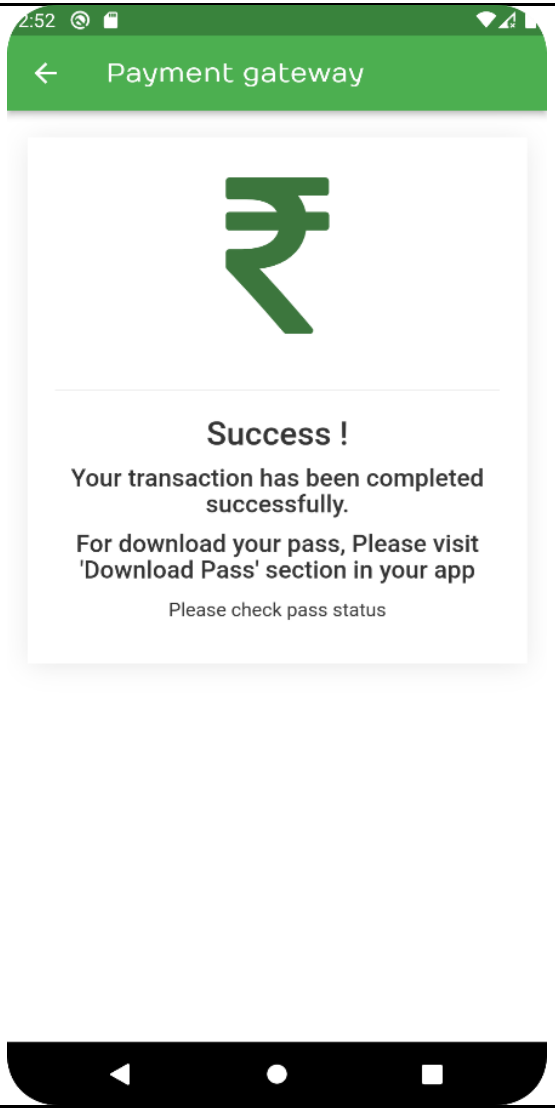
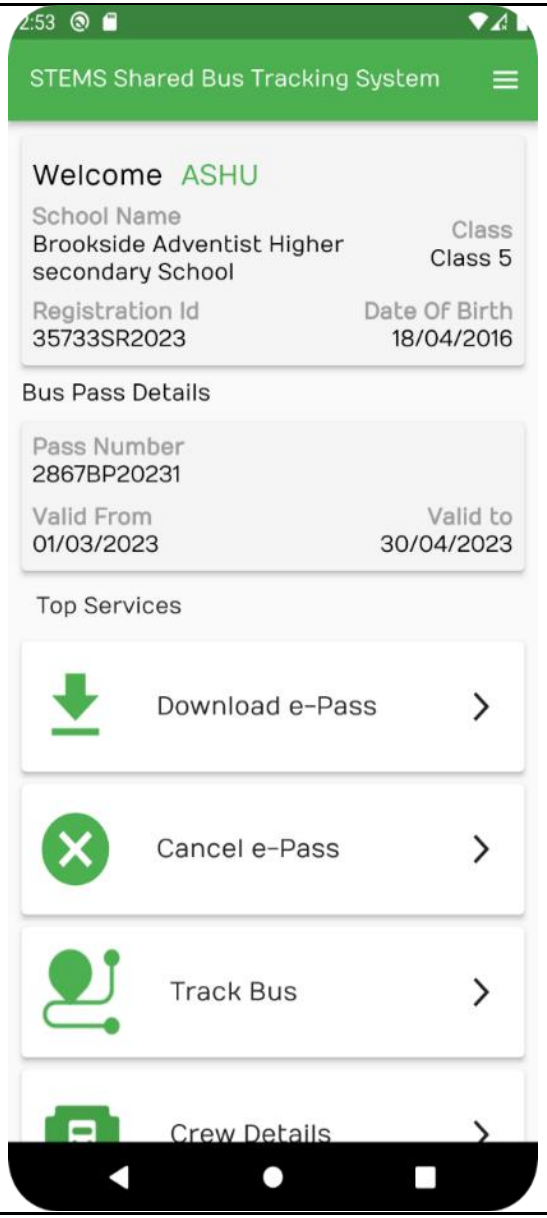
Main Head	Process	Screen Shot
		

Table 5- Payment & Seat Booking

Main Head	Process	Screen Shot
Payment & Seat Booking	• You will be redirected to the Payment Gateway page for payment	

	• Parents, may pay using the available options such as UPI, card payment and Net Banking	

	• Post the successful payment, the user shall be able to download the e-bus pass from the mobile application	

Seat Confirmation	• Tab on the “Download e-Pass” from given link on dashboard • If student want to cancel the Bus Pass, tab on the Cancel Pass button. • Give reason for can cancellation and submit. Pass will be cancelled for the current session. • After cancel the pass student will not be able to apply bus pass for the current session • Student/Parents can view the crew details of the bus service from which student is commuting.	

4. Responsibilities of the Parents

1. The parents must ensure the timely drop-off and pick-up of the children from the specified and selected embarkation and disembarkation points. If the parents are unavailable due to unforeseen events, they may send a guardian for the same.
2. Please Note
    - It is mandatory for the guardian to have a printout of the bus pass that will be generated post-payment confirmation.
    - The bus shall not wait for more than 1 minute to avoid delaying other students' departure for school.