

'Shared Commute Bus': User guide for Parents

**Sustainable Transport and Efficient
Mobility Society**

(STEMS)

Government of Meghalaya

Version 1.0

April 2023

SUSTAINABLE TRANSPORT AND EFFICIENT MOBILITY SOCIETY

STEMS *Ride with a Smile*



Document Version history

Version No.	Date	Creator	Approver	Remarks
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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.

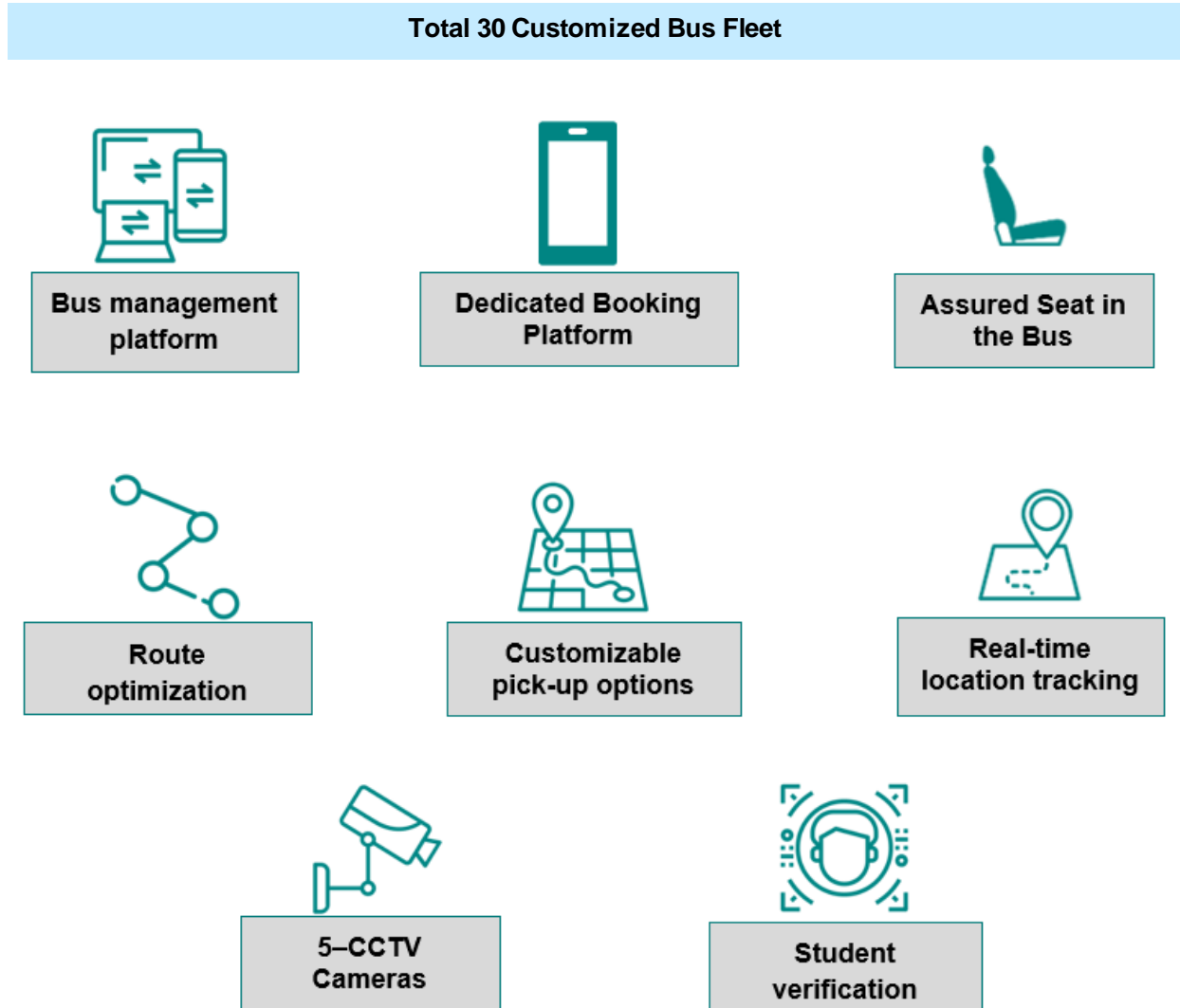
To implement this project, it was important to create an institutional mechanism that can quickly adapt to changing trends and technologies to ensure that their solutions are up-to-date and relevant. In this regard, 'Sustainable Transport and Efficient Mobility Society' (STEMS) was incorporated by the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

In the pilot phase, the bus services shall be provided to the students commuting in the Laitumkhrach 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:

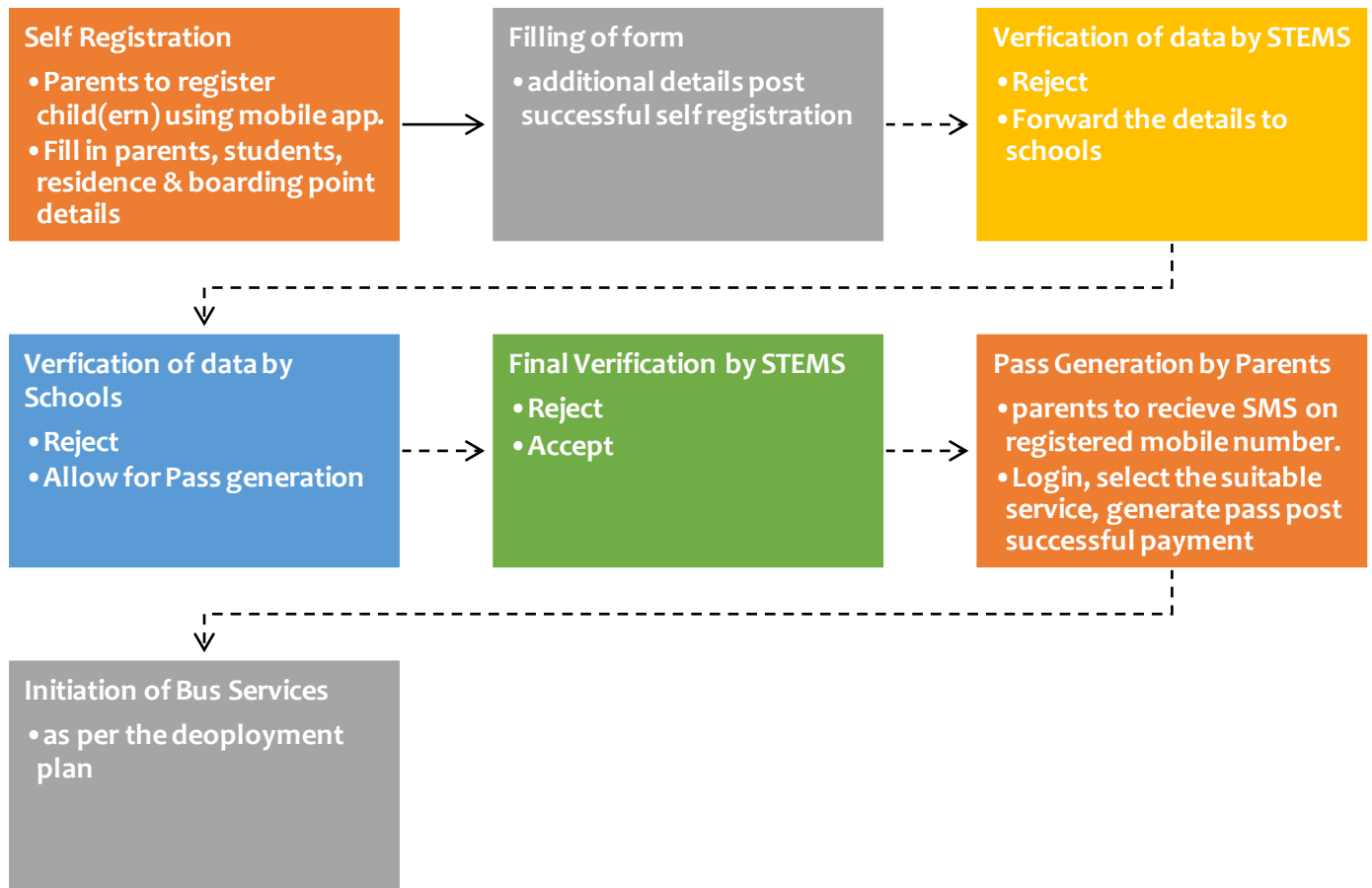


The system has been designed in a way that each user who avails the service will have to book a seat in suitable route and schedule.

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



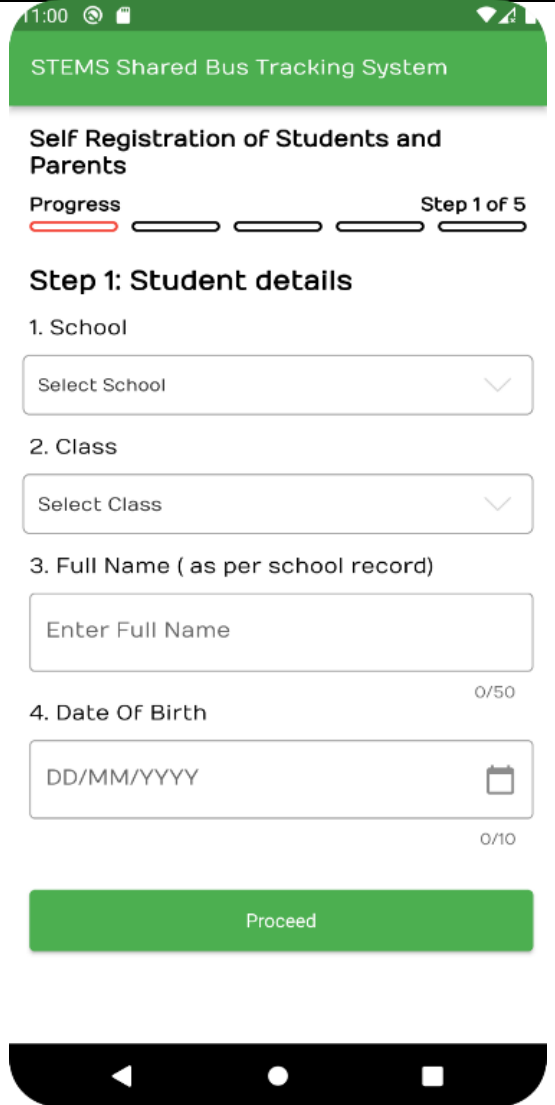
3. Step-by-Step Procedure to enroll for the Bus Services

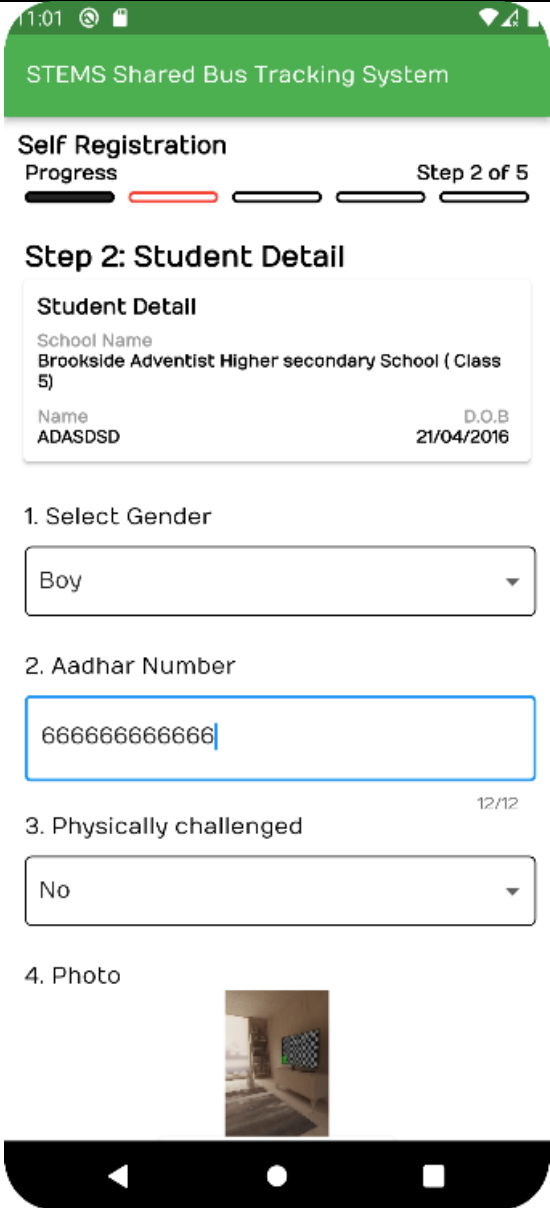
3.1 Registration Process

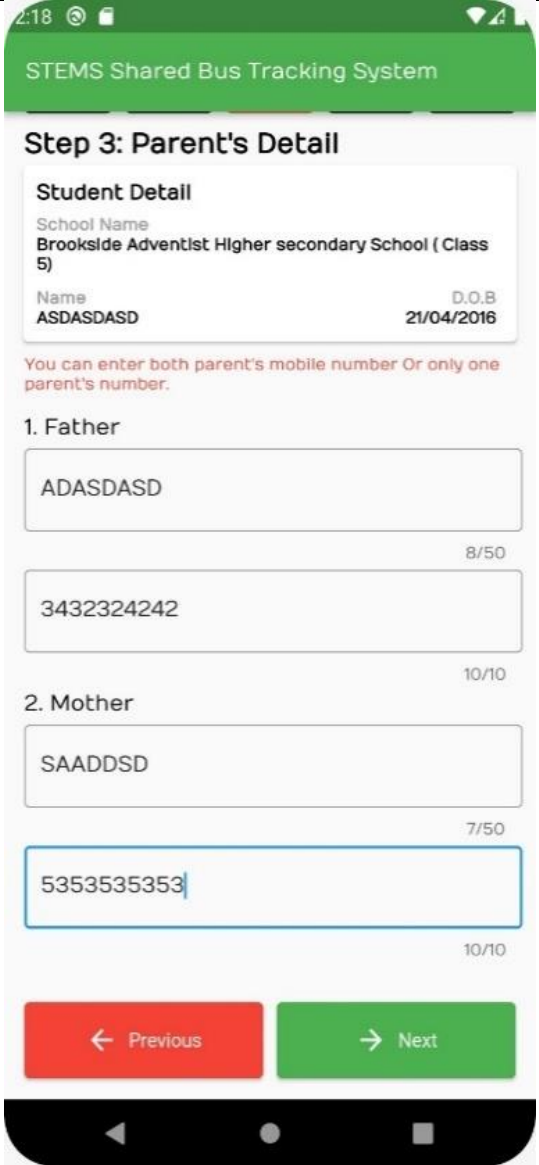
Registration Process is divided into below three major steps:

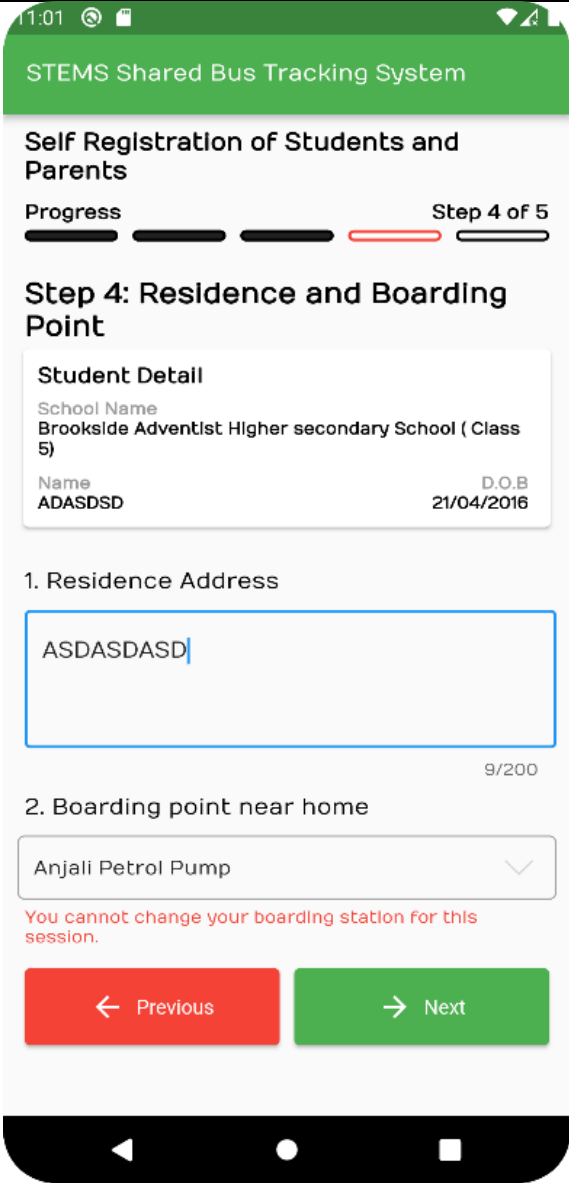
Steps	Activity	Detailed Procedure
A	Download & Installation of mobile application	<ul style="list-style-type: none">• Download the mobile application ‘STEMS Meghalaya’ from playstore and IOS store• Install the application• Tap on the “Self-Registration” button
B	Self Registration	Refer Table 1
C	Filling of Form	Refer Table 2

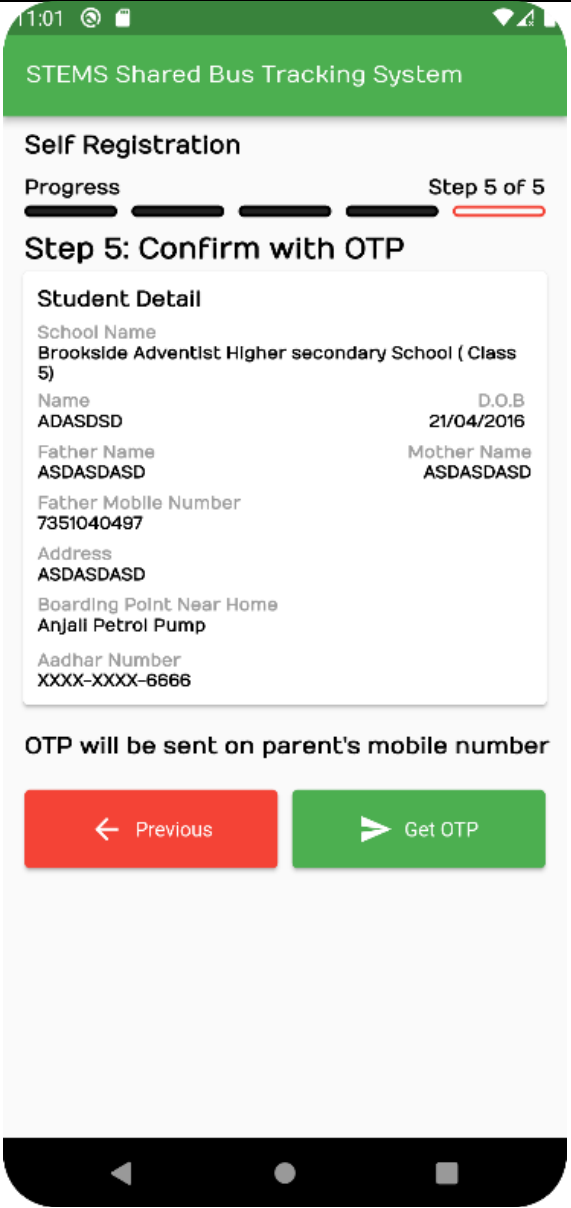
Table 1- Self Registration Step-By-Step Procedure

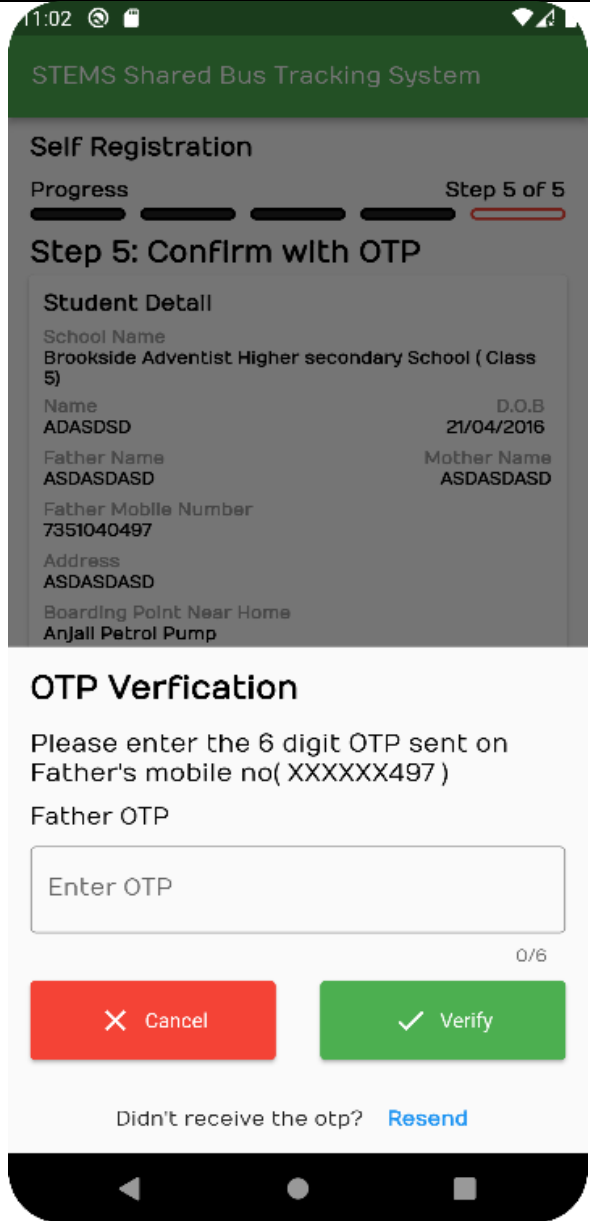
Main Head	Process	Screen Shot
<p>Student Details</p>	<p>Step 1</p> <ul style="list-style-type: none"> • Select the School & class from the given list. • Enter Name (as per school records) • Enter date of birth • Tap on proceed 	

Main Head	Process	Screen Shot
	<p>Step 2</p> <ul style="list-style-type: none"> • Select gender • Enter valid an Aadhaar number • Physical status • Select an image of student from the phone gallery. • Tap on proceed 	 <p>The screenshot shows the 'STEMS Shared Bus Tracking System' app interface. At the top, there's a green header with the system name. Below it, a 'Self Registration' section shows a progress indicator for 'Step 2 of 5'. The 'Step 2: Student Detail' section contains a form with the following fields: School Name (Brookside Adventist Higher secondary School (Class 5)), Name (ADASDSD), D.O.B (21/04/2016), 1. Select Gender (Boy), 2. Aadhar Number (666666666666), 3. Physically challenged (No), and 4. Photo (with a small image thumbnail).</p>

Main Head	Process	Screen Shot
<p>Parent's Details</p>	<ul style="list-style-type: none"> • Enter parent's details (Name & a valid mobile number of either one or both) • Proceed next with "Next" button 	 <p>The screenshot shows the 'Step 3: Parent's Detail' screen of the 'STEMS Shared Bus Tracking System'. It includes a 'Student Detail' section with the school name 'Brookside Adventist Higher secondary School (Class 5)'. Below this, there are fields for 'Name' (ASDASDASD) and 'D.O.B' (21/04/2016). A red note states: 'You can enter both parent's mobile number Or only one parent's number.' The form is divided into two sections: '1. Father' with a name field containing 'ADASDASD' (8/50) and a mobile number field containing '3432324242' (10/10); and '2. Mother' with a name field containing 'SAADDSD' (7/50) and a mobile number field containing '5353535353' (10/10). At the bottom, there are red 'Previous' and green 'Next' buttons.</p>

Main Head	Process	Screen Shot
<p>Residence & Boarding Details</p>	<ul style="list-style-type: none"> • Enter Residential address • Select boarding point near to your residence. • Proceed next with “Next” button 	 <p>The screenshot shows the 'Self Registration of Students and Parents' interface. It is currently on 'Step 4 of 5: Residence and Boarding Point'. The 'Student Detail' section shows the school as 'Brookside Adventist Higher secondary School (Class 5)' and the student name as 'ADASDSD' with a date of birth of '21/04/2016'. The '1. Residence Address' field contains 'ASDASDASD'. The '2. Boarding point near home' dropdown is set to 'Anjali Petrol Pump'. A red message states 'You cannot change your boarding station for this session.' Navigation buttons for 'Previous' and 'Next' are visible at the bottom.</p>

Main Head	Process	Screen Shot
<p>Confirmation</p>	<ul style="list-style-type: none"> • Check all details before confirmation. • Tap on the “Get OTP’ button, OTP will be sent to parent’s mobile number. 	 <p>The screenshot shows the 'Self Registration' process at 'Step 5 of 5: Confirm with OTP'. It displays a 'Student Detail' form with the following information:</p> <ul style="list-style-type: none"> School Name: Brookside Adventlist Higher secondary School (Class 5) Name: ADASDSD D.O.B: 21/04/2016 Father Name: ASDASDASD Mother Name: ASDASDASD Father Mobile Number: 7351040497 Address: ASDASDASD Boarding Point Near Home: Anjall Petrol Pump Aadhar Number: XXXX-XXXX-6666 <p>Below the details, it states 'OTP will be sent on parent's mobile number'. At the bottom, there are two buttons: a red 'Previous' button and a green 'Get OTP' button.</p>

Main Head	Process	Screen Shot
	<ul style="list-style-type: none"> • Enter the received OTP. • Tap on the “Verify” button 	

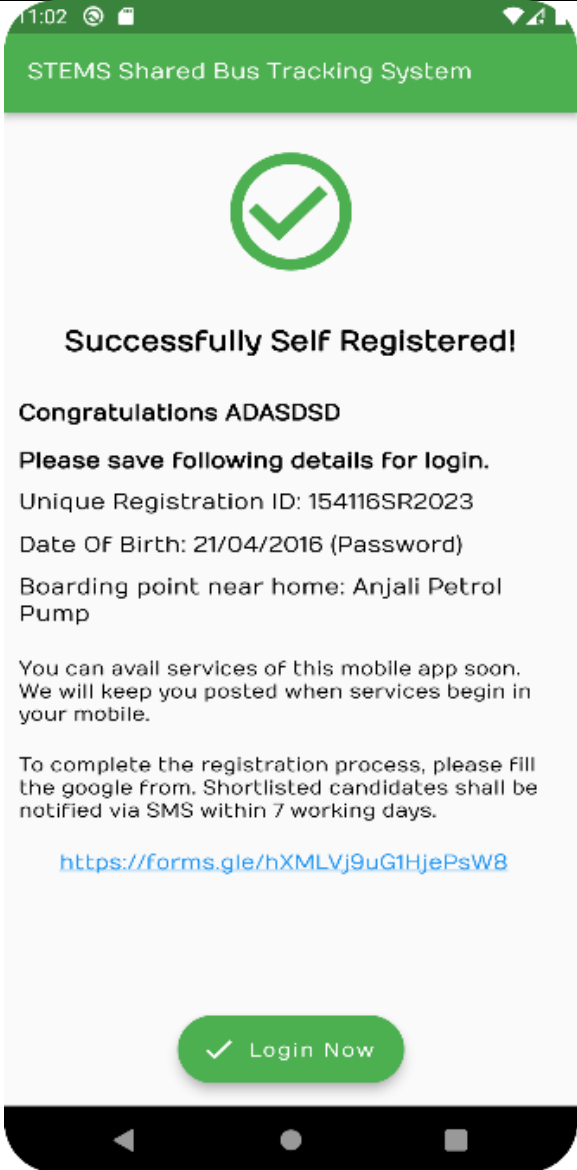



Main Head	Process	Screen Shot
<p>Successful Self Registration</p>	<ul style="list-style-type: none"> • After verification, Registration has been done successful, Registration SMS will be sent to the registered mobile number 	 <p>11:02</p> <p>STEMS Shared Bus Tracking System</p> <p></p> <p>Successfully Self Registered!</p> <p>Congratulations ADASDSD</p> <p>Please save following details for login.</p> <p>Unique Registration ID: 154116SR2023</p> <p>Date Of Birth: 21/04/2016 (Password)</p> <p>Boarding point near home: Anjali Petrol Pump</p> <p>You can avall services of this mobile app soon. We will keep you posted when services begin in your mobile.</p> <p>To complete the registration process, please fill the google from. Shortlisted candidates shall be notified via SMS within 7 working days.</p> <p>https://forms.gle/hXMLVj9uG1HjePsW8</p> <p></p>

Table 2- Filling of Form detailed Process

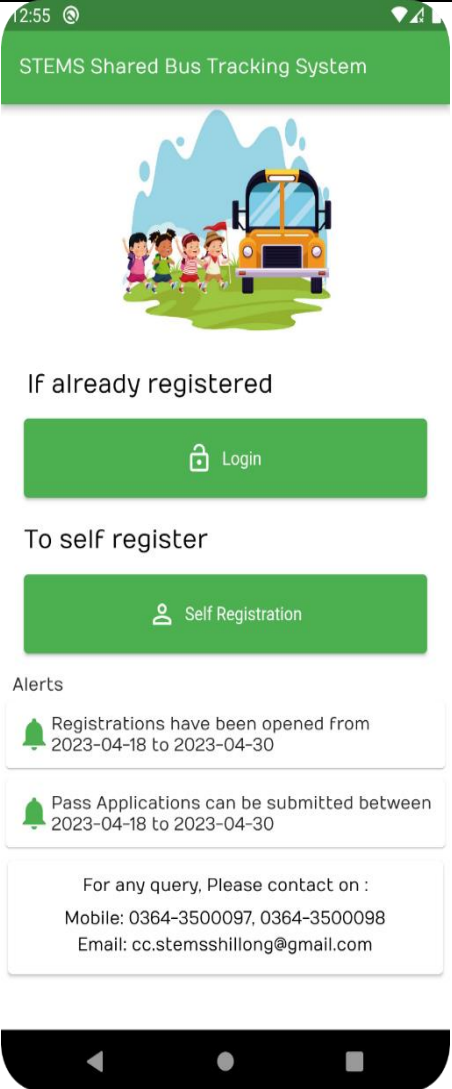
Main Head	Process	Screen Shot
<p>Mandatory step for completing registartion process</p>	<ul style="list-style-type: none"> • Post successful self-registration, parents shall receive an SMS. • A link shall be shared along the SMS as well on the registration successful screen of the mobile application 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 	<div data-bbox="1352 308 1908 548" style="background-color: black; color: white; padding: 5px;"> <p>Dear TEST APP, thanks for Registering with us. Your Registration ID is 318891SR2023 & DoB 26/04/2012. Use this Registration ID and Date of Birth for login. To complete the registration process please fill in the google form https://forms.gle/hXMLVj9uG1HjePsW8 . Shortlisted candidates shall be notified via SMS soon. -STEMS</p> </div> 

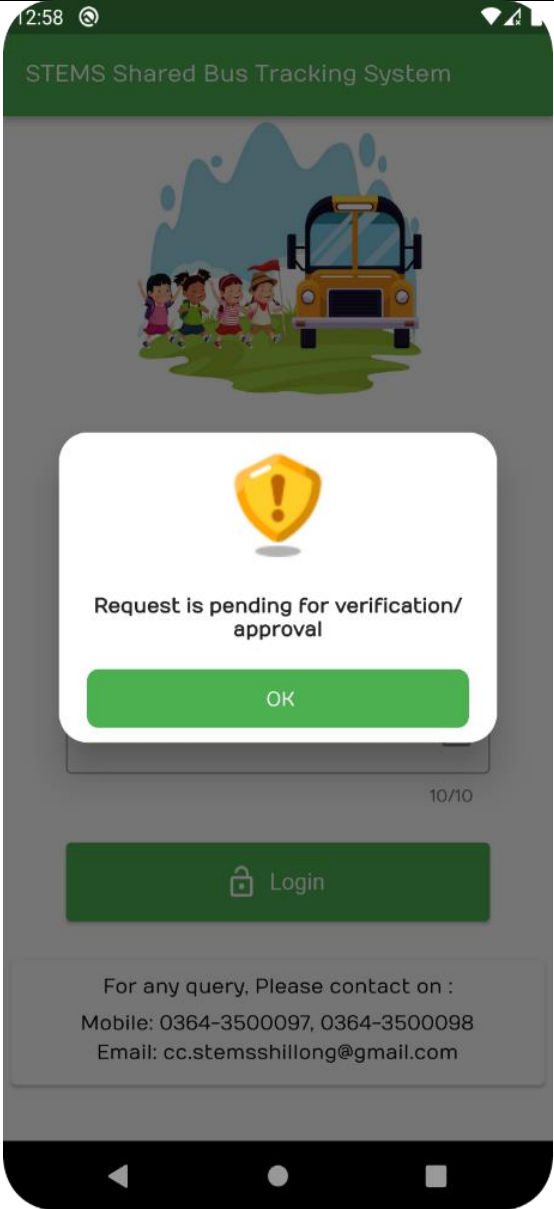
3.2 Pass Generation & Payment Confirmation

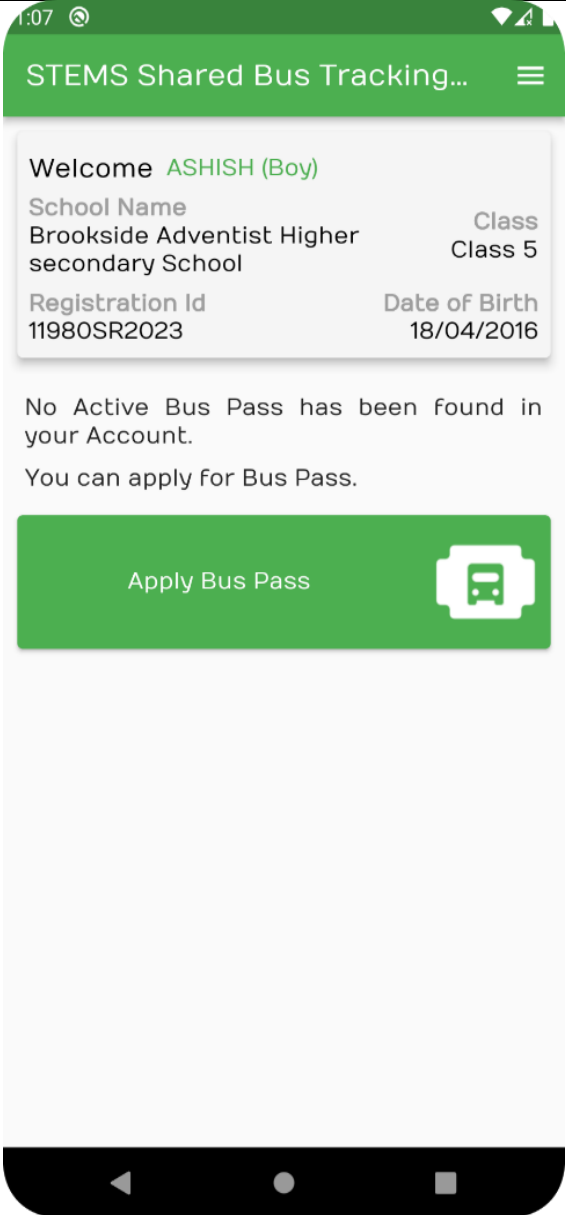
Pass generation Process is divided into below major steps:

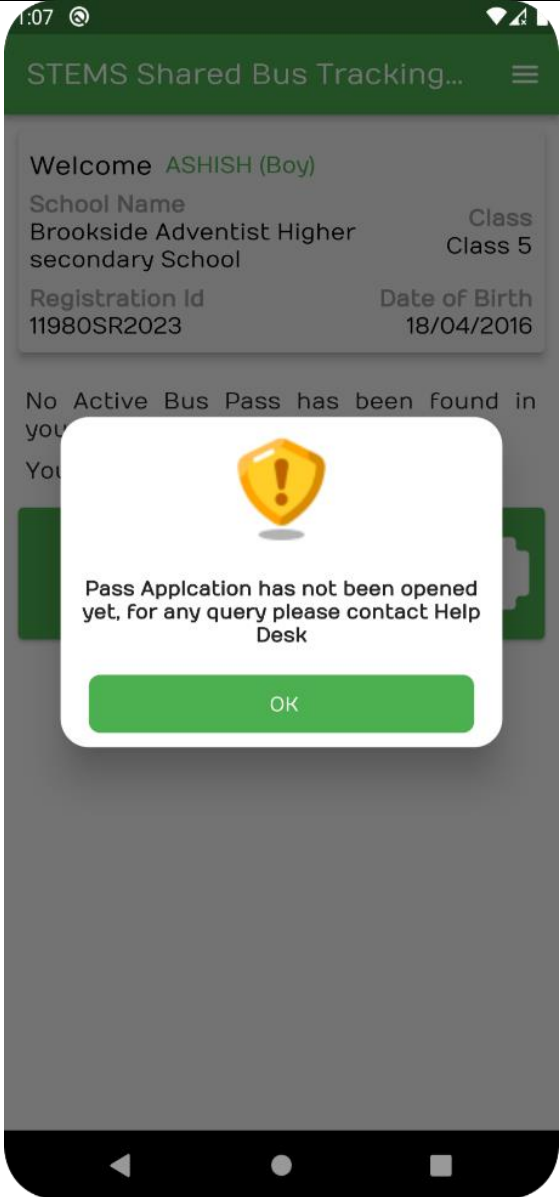
Steps	Activity	Detailed Procedure
A	Student login post successful registration	Refer Table 3
B	Selection of Bus Services, Terms & Conditions	Refer Table 4
C	Payment & Seat Booking	Refer Table 5

Table 3- Scenarios of Student Login Post Successful Registration

Main Head	Process	Screen Shot
<p>When a student cannot login</p>	<ul style="list-style-type: none"> Student can login to the app using their Student Registration Number & Date of Birth. 	 <p>The screenshot shows the home screen of the 'STEMS Shared Bus Tracking System' app. At the top, there is a green header with the app name. Below it is an illustration of a yellow school bus with children. There are two main buttons: a green 'Login' button with a lock icon and a green 'Self Registration' button with a person icon. Below these are two alert boxes with bell icons, both stating that registrations and pass applications are open from 2023-04-18 to 2023-04-30. At the bottom, there is contact information for queries: Mobile: 0364-3500097, 0364-3500098 and Email: cc.stemsshilong@gmail.com. The Android navigation bar is visible at the very bottom.</p>

Main Head	Process	Screen Shot
	<ul style="list-style-type: none"> 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 	 <p>The screenshot shows the 'STEMS Shared Bus Tracking System' app interface. At the top, the title bar is green with the text 'STEMS Shared Bus Tracking System'. Below the title bar is an illustration of a yellow school bus with four children standing in front of it. A white alert dialog box is centered on the screen, featuring a yellow shield icon with a white exclamation mark. The text inside the dialog reads: 'Request is pending for verification/ approval'. Below the text is a green button labeled 'OK'. At the bottom right of the dialog, the text '10/10' is visible. Below the dialog is a green button with a white lock icon and the text 'Login'. At the bottom of the screen, there is contact information: 'For any query, Please contact on : Mobile: 0364-3500097, 0364-3500098 Email: cc.stemsshilong@gmail.com'. The Android navigation bar is visible at the very bottom.</p>

Main Head	Process	Screen Shot
<p>When a student can login</p>	<ul style="list-style-type: none"> Once Student application gets approved by STEMS, Apply Bus Pass link will be enabled on the student dashboard. 	

Main Head	Process	Screen Shot
<p>When a student can login but cannot apply for the bus pass</p>	<ul style="list-style-type: none"> This alert message will come when apply BUS PASS date yet not opened by STEMS. 	 <p>The screenshot shows the 'STEMS Shared Bus Tracking...' app interface. At the top, it displays the time '1:07' and signal strength. Below the title bar, the user is welcomed as 'ASHISH (Boy)'. The profile information includes: School Name 'Brookside Adventist Higher secondary School', Class 'Class 5', Registration Id '11980SR2023', and Date of Birth '18/04/2016'. A message below the profile states: 'No Active Bus Pass has been found in you... You...'. A prominent white alert box with a yellow shield icon containing an exclamation mark is overlaid on the screen. The text in the alert box reads: 'Pass Application has not been opened yet, for any query please contact Help Desk'. At the bottom of the alert box is a green button labeled 'OK'.</p>

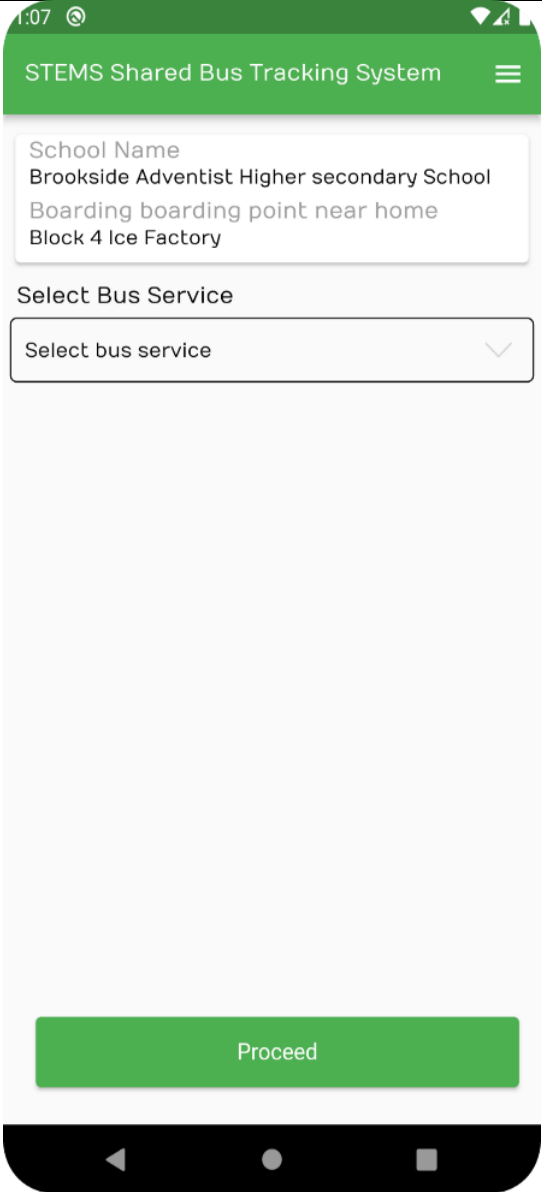
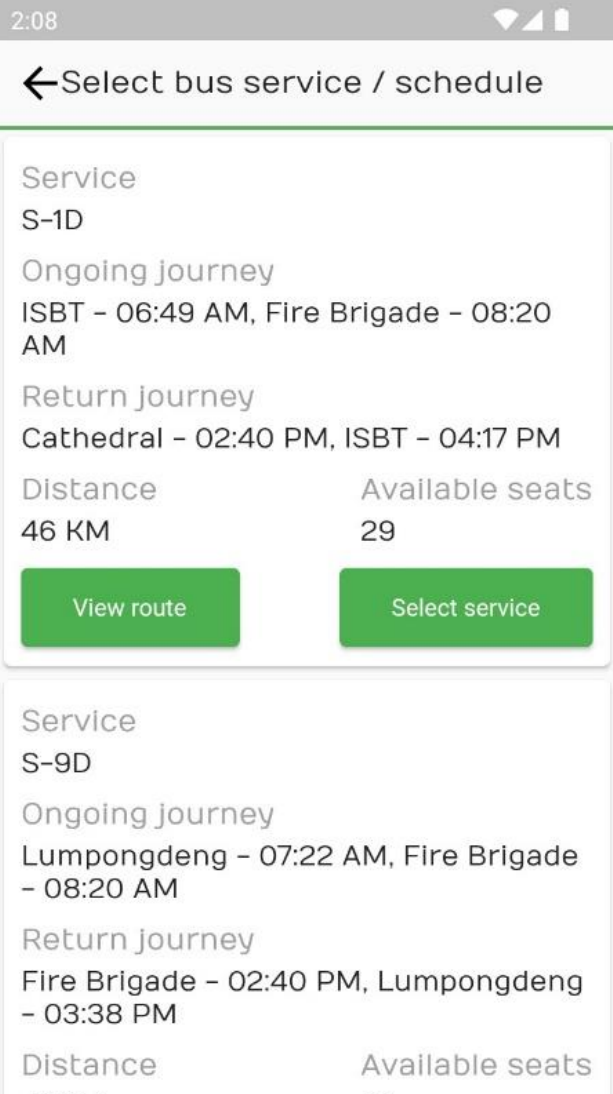

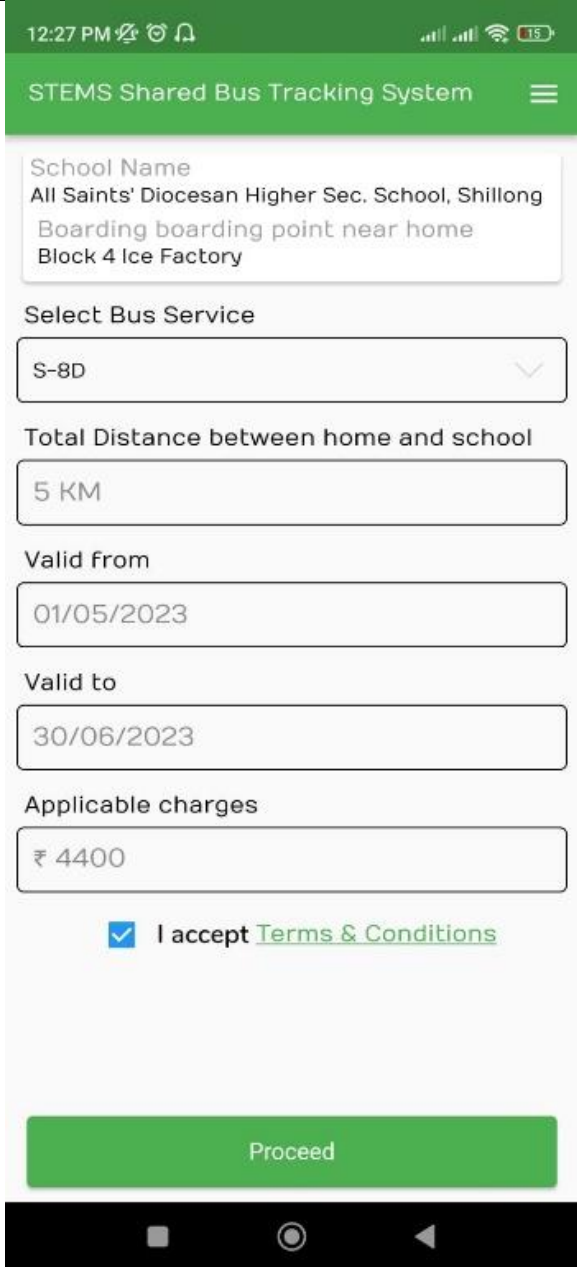
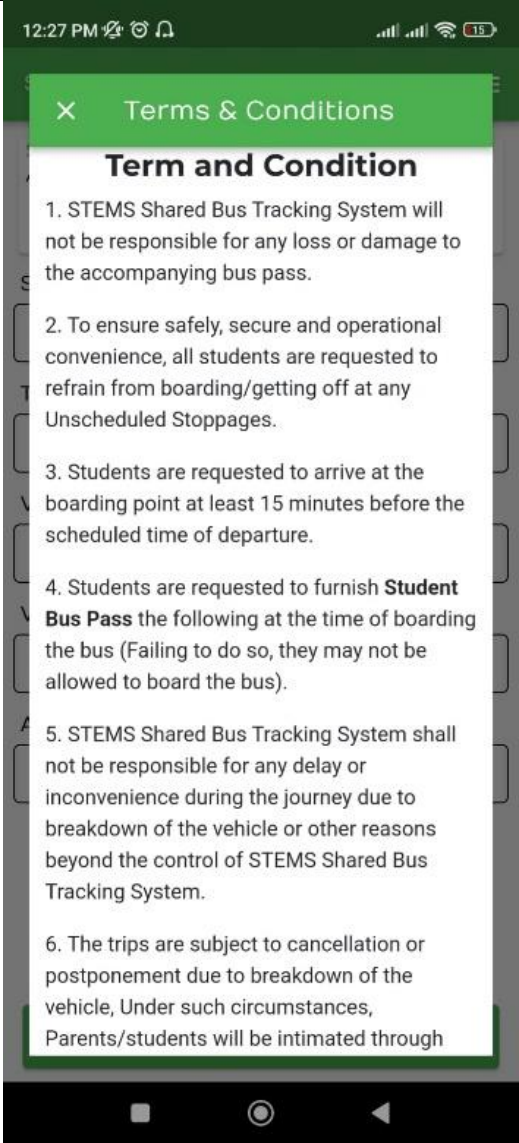
Main Head	Process	Screen Shot
<p>When a student can login and can apply for the bus pass</p>	<ul style="list-style-type: none"> • Open dates are open, permitted Students can apply for bus pass. • Select a Bus Service from the list which is best suitable for student. • Click on Proceed 	

Table 4- Selection of Bus Services, Terms & Conditions

Main Head	Process	Screen Shot
<p>Selection of Bus Service/Schedule</p>	<ul style="list-style-type: none"> A list of bus services, applicable to your needs, shall be displayed. 	

Main Head	Process	Screen Shot																								
<p>View Route and proceed</p>	<ul style="list-style-type: none"> • Click on ‘View Route’, to check the stops in between. • Parents to select the service based upon the suitability. 	 <p>The screenshot shows the following route details:</p> <table border="1"> <thead> <tr> <th>Ongoing route</th> <th>Return route</th> </tr> </thead> <tbody> <tr> <td>● Pynthor Shylap ETA: 06:12 AM</td> <td>● Laltumkhrah Circle ETA: 02:30 PM</td> </tr> <tr> <td>● Lum Shylap ETA: 06:14 AM</td> <td>● St Edmunds ETA: 02:36 PM</td> </tr> <tr> <td>● Langkyrding Mihngl Block 2 ETA: 06:23 AM</td> <td>● Malki Point ETA: 02:43 PM</td> </tr> <tr> <td>● Mawpat Mot Circle ETA: 06:28 AM</td> <td>● Barik Point ETA: 02:45 PM</td> </tr> <tr> <td>● Mawpat Shaw Shaw ETA: 06:31 AM</td> <td>● 4th Furlong ETA: 03:02 PM</td> </tr> <tr> <td>● Itshyrwat Junction ETA: 06:35 AM</td> <td>● B K Bajorla Junction ETA: 03:04 PM</td> </tr> <tr> <td>● Nongmynsong Umkdait ETA: 06:42 AM</td> <td>● DAD Point ETA: 03:11 PM</td> </tr> <tr> <td>● Nongmynsong Bazaar ETA: 06:48 AM</td> <td>● Lal Lad Junction ETA: 03:13 PM</td> </tr> <tr> <td>● Lal Lad Junction ETA: 06:51 AM</td> <td>● Nongmynsong Bazaar ETA: 03:16 PM</td> </tr> <tr> <td>● DAD Point ETA: 06:53 AM</td> <td>● Nongmynsong Umkdait ETA: 03:22 PM</td> </tr> <tr> <td>● B K Bajorla Junction ETA: 06:58 AM</td> <td>● Itshyrwat Junction ETA: 03:28 PM</td> </tr> </tbody> </table>	Ongoing route	Return route	● Pynthor Shylap ETA: 06:12 AM	● Laltumkhrah Circle ETA: 02:30 PM	● Lum Shylap ETA: 06:14 AM	● St Edmunds ETA: 02:36 PM	● Langkyrding Mihngl Block 2 ETA: 06:23 AM	● Malki Point ETA: 02:43 PM	● Mawpat Mot Circle ETA: 06:28 AM	● Barik Point ETA: 02:45 PM	● Mawpat Shaw Shaw ETA: 06:31 AM	● 4th Furlong ETA: 03:02 PM	● Itshyrwat Junction ETA: 06:35 AM	● B K Bajorla Junction ETA: 03:04 PM	● Nongmynsong Umkdait ETA: 06:42 AM	● DAD Point ETA: 03:11 PM	● Nongmynsong Bazaar ETA: 06:48 AM	● Lal Lad Junction ETA: 03:13 PM	● Lal Lad Junction ETA: 06:51 AM	● Nongmynsong Bazaar ETA: 03:16 PM	● DAD Point ETA: 06:53 AM	● Nongmynsong Umkdait ETA: 03:22 PM	● B K Bajorla Junction ETA: 06:58 AM	● Itshyrwat Junction ETA: 03:28 PM
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Main Head	Process	Screen Shot
	<ul style="list-style-type: none"> 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. 	 <p>The screenshot shows the 'STEMS Shared Bus Tracking System' interface. It features a green header with the system name and a menu icon. Below the header, there are several input fields: 'School Name' (All Saints' Diocesan Higher Sec. School, Shillong), 'Boarding boarding point near home' (Block 4 Ice Factory), 'Select Bus Service' (S-8D), 'Total Distance between home and school' (5 KM), 'Valid from' (01/05/2023), 'Valid to' (30/06/2023), and 'Applicable charges' (₹ 4400). A checkbox labeled 'I accept Terms & Conditions' is checked. At the bottom, there is a green 'Proceed' button.</p>

Main Head	Process	Screen Shot
<p>Terms & Conditions</p>	<ul style="list-style-type: none"> • Check terms & condition before proceeding. • To submit the request, tap on the proceed button. 	 <p>The screenshot shows a mobile application interface with a green header bar containing a close button (X) and the text 'Terms & Conditions'. Below the header, the title 'Term and Condition' is displayed. The main content area contains a numbered list of six terms and conditions:</p> <ol style="list-style-type: none"> 1. STEMS Shared Bus Tracking System will not be responsible for any loss or damage to the accompanying bus pass. 2. To ensure safely, secure and operational convenience, all students are requested to refrain from boarding/getting off at any Unscheduled Stoppages. 3. Students are requested to arrive at the boarding point at least 15 minutes before the scheduled time of departure. 4. Students are requested to furnish Student Bus Pass the following at the time of boarding the bus (Failing to do so, they may not be allowed to board the bus). 5. STEMS Shared Bus Tracking System shall not be responsible for any delay or inconvenience during the journey due to breakdown of the vehicle or other reasons beyond the control of STEMS Shared Bus Tracking System. 6. The trips are subject to cancellation or postponement due to breakdown of the vehicle, Under such circumstances, Parents/students will be intimated through

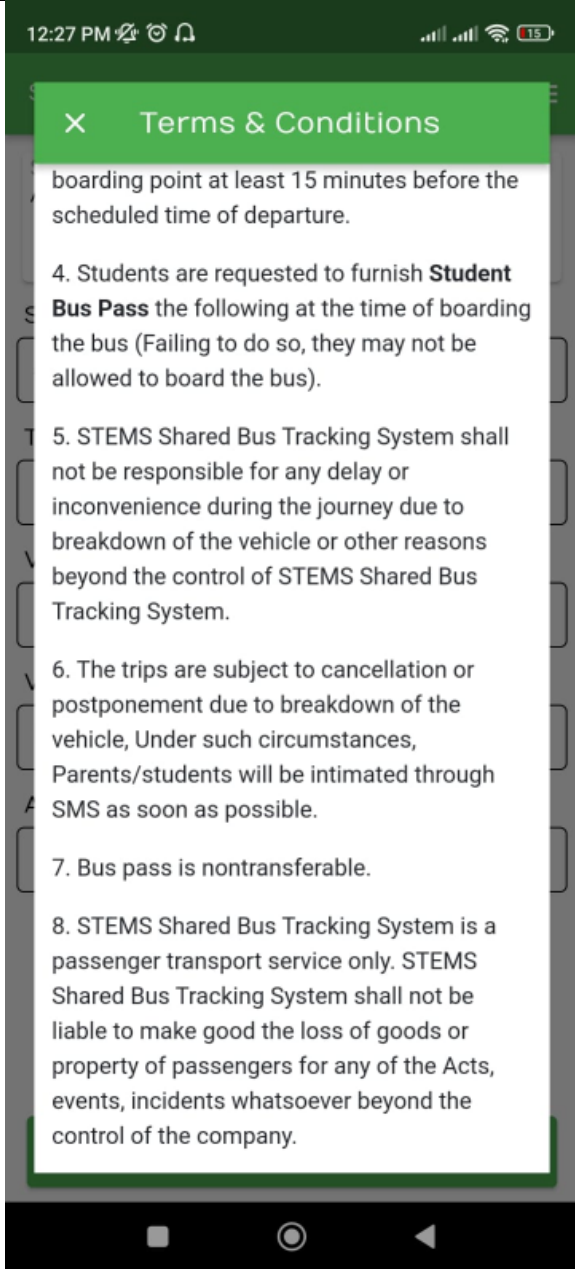
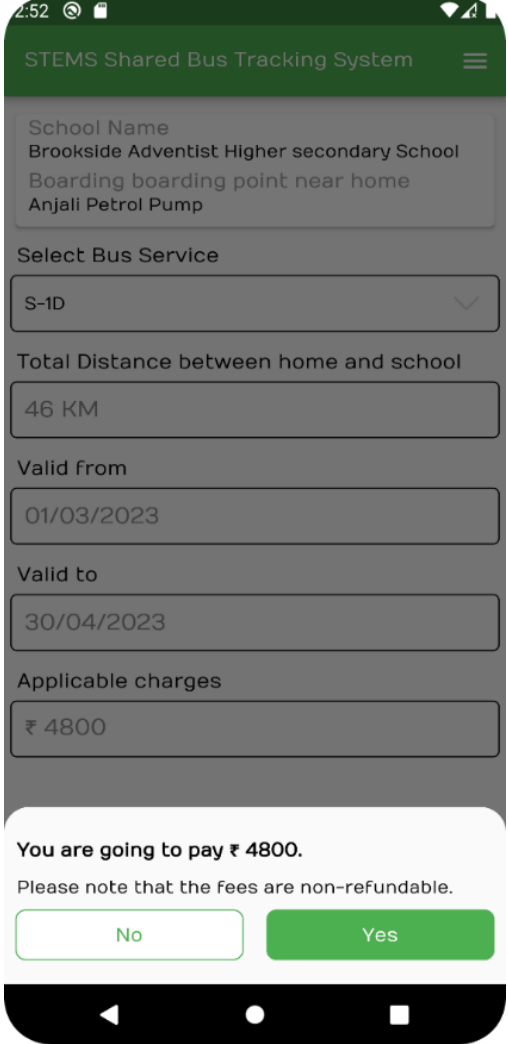
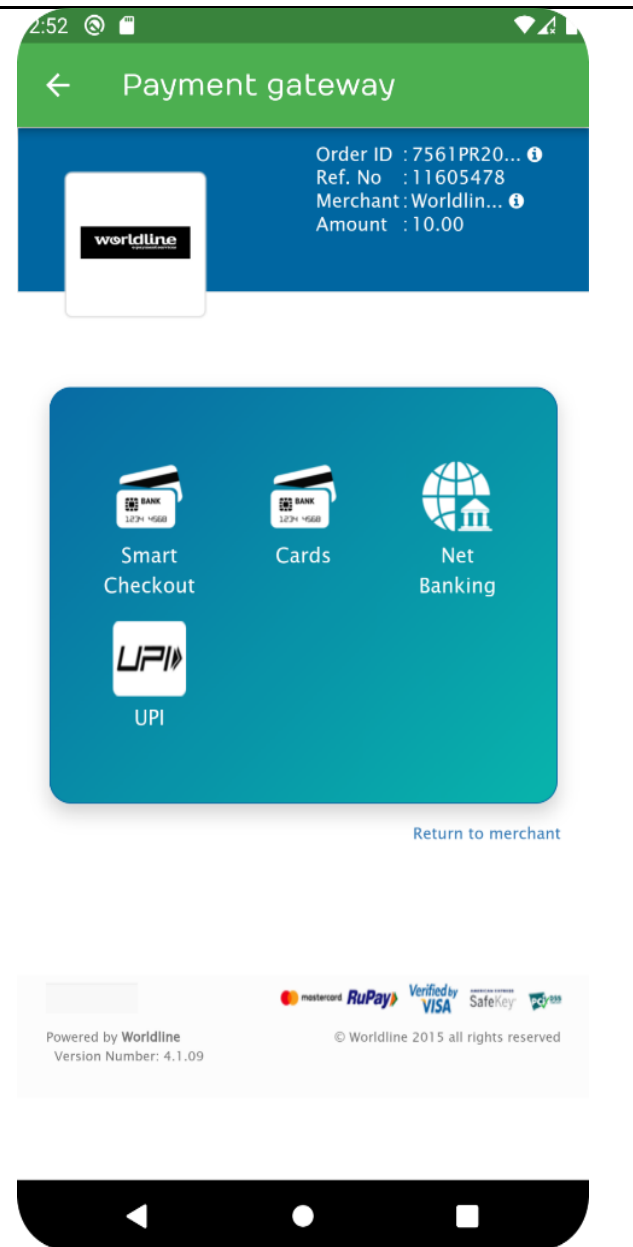
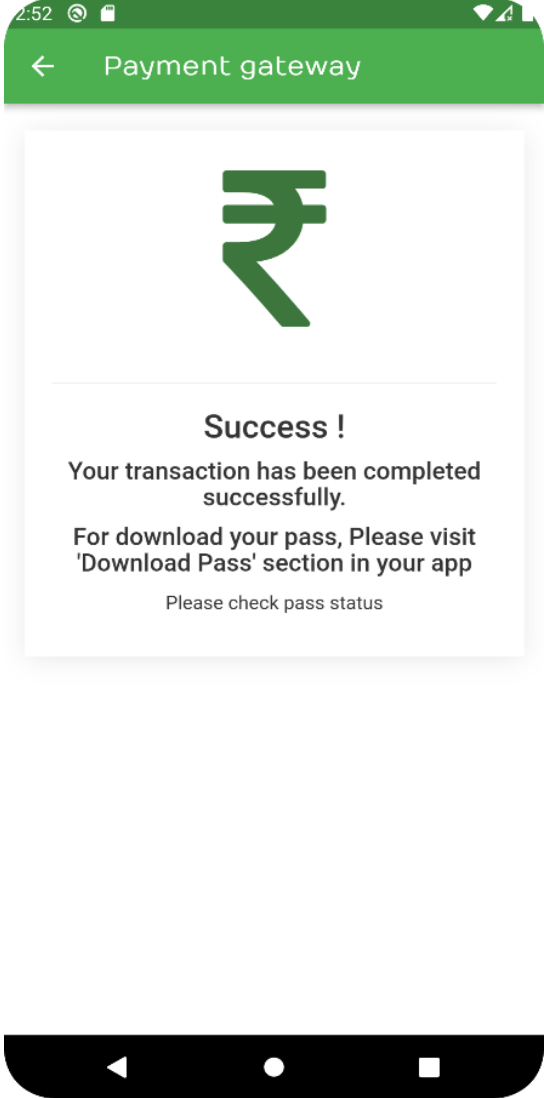
Main Head	Process	Screen Shot
		 <p>12:27 PM [signal icons] [battery 15%]</p> <p>× Terms & Conditions</p> <p>boarding point at least 15 minutes before the scheduled time of departure.</p> <p>4. Students are requested to furnish Student Bus Pass the following at the time of boarding the bus (Failing to do so, they may not be allowed to board the bus).</p> <p>5. STEMS Shared Bus Tracking System shall not be responsible for any delay or inconvenience during the journey due to breakdown of the vehicle or other reasons beyond the control of STEMS Shared Bus Tracking System.</p> <p>6. The trips are subject to cancellation or postponement due to breakdown of the vehicle, Under such circumstances, Parents/students will be intimated through SMS as soon as possible.</p> <p>7. Bus pass is nontransferable.</p> <p>8. STEMS Shared Bus Tracking System is a passenger transport service only. STEMS Shared Bus Tracking System shall not be liable to make good the loss of goods or property of passengers for any of the Acts, events, incidents whatsoever beyond the control of the company.</p>

Table 5- Payment & Seat Booking

Main Head	Process	Screen Shot
<p>Payment & Seat Booking</p>	<ul style="list-style-type: none"> You will be redirected to the Payment Gateway page for payment 	

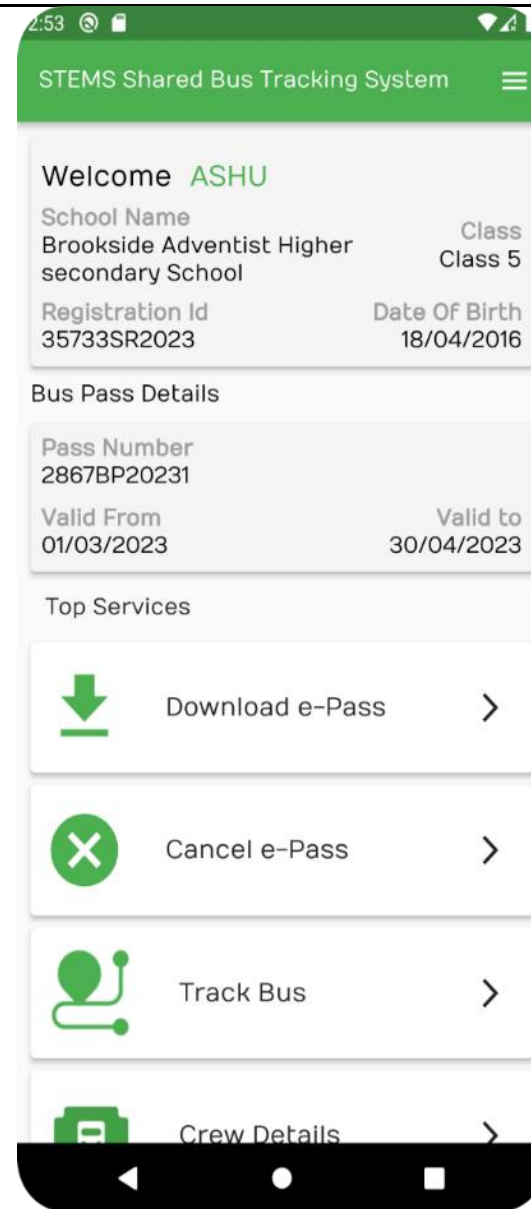
- Parents, may pay using the available options such as UPI, card payment and Net Banking



	<ul style="list-style-type: none">• Post the successful payment, the user shall be able to download the e-bus pass from the mobile application	
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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.