

# Standard Operational Procedure (SOP) of DIU Transport Pool (draft)

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# **Chapter - 1: Introduction**

## **1.1 Preamble**

Daffodil Family Transport is established to serve the DIU and also the family concerns of Daffodil Family. The transport pool is running through the whole Dhaka city for providing the service to students, teachers and employees continuously.

## **1.2 DIU Transport at a Glance:**

Name of the Company : Global Travels  
 Concern of : Daffodil Family  
 Year of Establishment : 2023  
 Represented by : Dr. Md. Sabur Khan  
 Company Type :  
 Certified By :  
 Registered Office Address :  
 Telephone Number :  
 Fax Number :  
 E-mail :  
 Website :  
  
 Social Media Link :

**Number of Bus : 50**

### **1.3 Vision:**

To develop DIU Transport fully automated and increase more vehicle for ensuring the best facility.

### **1.4 Mission (To achieve the vision)**

To provide quality transportation service in terms of Time and Resource Management.

### **1.5 Objectives**

The DIU Transport is established considering below the objectives -

- To provide the hassle free transportation service to the students, teachers and employees of Daffodil Family.
- Making the designated Transportation Pool in the system to earn from both in-house and third parties through utilizing existing resource.
- The concern will be stand to run simultaneously automated through utilizing full potential of technology that already exist in the system.

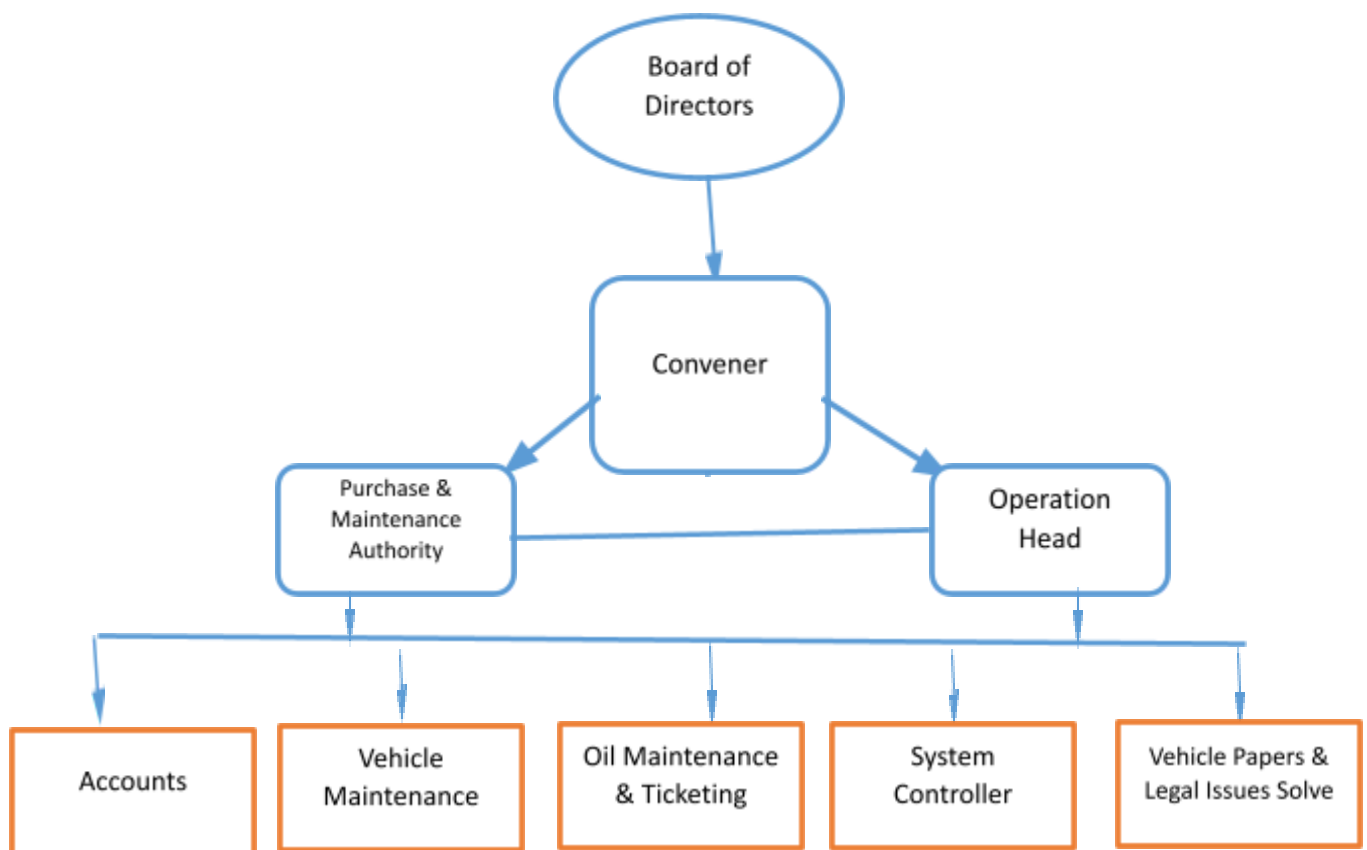
### **1.6 Our Strengths**

- Experience in Transportation management
- Proper Resources
- Manpower
- Technology
- Own Residence/Dipo for keeping the Vehicles

### **1.7 Target clients**

- Students of Educational Concerns of Daffodil Family
- Employees Daffodil Family Concerns
- Alumnus of Daffodil Family
- 3rd Party

## 1.7 Organogram



## 1.9 Working Team

SL	Particulars	Responsible Person	Approval
1	Vehicle Parts Purchase, Repair & Maintenance	Mr. Shawket Bin Hayet, Mr. Anis, Mr. Emran	Sabbir Sir, Najim Sir & Kabir Sir
2	Ambulance, Micro Bus, Cars, Golf Car etc. Schedule Management	Mr. Anis	Mr. Kazi Md. Diljeb Kabir
3	Driver & Helper Management	Mr. Anis & Mr. Emran	Mr. Kazi Md. Diljeb Kabir
4	Cleaning & Hygiene Management	Mr. Emran	Mr. Kazi Md. Diljeb Kabir
5	Regular Schedule Management	Mr. Emran	Mr. Kazi Md. Diljeb Kabir
6	BRTA Paper Maintenance & Update	Mr. Anis	Mr. Kazi Md. Diljeb Kabir
7	Accident, Police & Traffic Case Management	Mr. Anis	Mr. Kazi Md. Diljeb Kabir
8	Lab Schedule & Fee Management	Mr. Anis	Mr. Kazi Md. Diljeb Kabir
9	DIU, DIU & External Event Schedule & Fee Management	Mr. Anis	Mr. Kazi Md. Diljeb Kabir
10	Fuel Management	Mr. Monir Mr. Emran	Mr. Kazi Md. Diljeb Kabir
11	Student Ticket Management & Collection	Mr. Monir	Mr. Kazi Md. Diljeb Kabir

12	Employee Registration & Fee Management	Mr. Monir	Mr. Kazi Md. Diljeb Kabir
13	Ambulance Support Management for Hall & Emergency Case	Mr. Anis	Mr. Ishaque Mijee Mr. Kazi Md. Diljeb Kabir
14	Branding Management	BoT Office & PR	Mr. Kazi Md. Diljeb Kabir
15	System Operation & Module Maintain	Mr. Anis Mr. Monir Student Ambassador	Mr. Kazi Md. Diljeb Kabir
16	Transport Driving Log Book Monitoring	Mr. Anis	Mr. Kazi Md. Diljeb Kabir

## **Chapter - 2: Policy & Procedure**

### **2.1: Driver and User Policies**

#### **2.1(a): General**

- Only University drivers and other authorized University Transport Management Staff may drive a University vehicle. All drivers must meet minimum standards for employment as University drivers
- Use of University vehicles must be for University business only. Incidental use associated with official business is strictly limited and must have prior approval.
- Non-University Employees may ride in a University vehicle only if authorized and on official University business.
- Drivers and passengers must comply with all Bangladesh Traffic Laws and Government Vehicle Check Unit regulations.



- Employees should use a University vehicle whenever a vehicle is required and available to conduct University business. University vehicles are categorized as personally assigned, work shared and motor pool.
- Drivers are responsible for immediately reporting of all accidents or any damage of University vehicles to the Transport Manager.
- Drivers are responsible for basic checks like oil, coolant, tyre pressure before and after use of vehicle and report to the Maintenance Officer.
- Drivers should ensure all journeys commence as scheduled.

## **2.1(b): Fleet Driver and User Policy**

### **2.1.1 (b) Information**

- i. University policies and procedures governing the use of vehicles are in accordance with operation policies and apply to the use of all University vehicles, whether assigned to a department, an individual, or the motor pool.
- ii. The use of any University vehicle is restricted to the conduct of official University business.
- iii. Use of the University vehicle during any trip or segment thereof for personal business or pleasure is prohibited.
- iv. Drivers are to observe all traffic laws applying to the locality in which the vehicle is being driven. All drivers and passengers must wear seat belts while in a University vehicle.
- v. The University is not responsible for traffic violations by drivers of University vehicles. Fines or penalties for infractions of the law by a driver of a University vehicle are

the personal responsibility of the driver and the University assumes no obligation.

- vi. All University vehicles shall bear official license plates and shall have a University seal or logo displayed clearly on the front door of the right side of the vehicle.

#### **2.1.2 (b) Driver Requirements**

All University drivers are required to:

- i. Meet the licensing requirements for the motor vehicle to be operated.
- ii. Operate motor vehicles in a safe and prudent manner.
- iii. Use the motor vehicle complete occupant restraint system at all times.
- iv. Check vehicle for damage before accepting the motor vehicle for any journey.
- v. Report motor vehicles' operating condition at the end of every journey.
- vi. Report motor vehicle use and cost data as directed by the Transport manager.
- vii. Report all accidents involving University vehicles to the Transport Manager Immediately they occur.
- viii. Comply with all applicable Traffic Law, Government Vehicle Check Unit regulations and University regulations.
- ix. Pay all traffic violations fines levied against them.
- x. Ensure that motor vehicles and their contents are secure at all times.

- xi. Ensure that the motor vehicle is properly serviced during the course of operation or notify the Transport Manager of required servicing.
- xii. Protect and properly use fuel cards(a monthly hardcopy form for each vehicle for monitoring the fuel cost)
- xiii. Request each passenger to fasten their safety belts when operating any motor vehicle
- xiv. Notify the Transport Manager when any motor vehicle safety belt is not working.

**2.1.3 (b) Requisition of Vehicles from the Motor Pool**

- 1. The requisition of motor vehicle process shall follow the following guidelines:
  - i. Any employee of the University may reserve a motor pool vehicle to conduct official University business as long as his/her department has adequate funds for this journey. The Head of the Department must authorize the request.
  - ii. Reservations for academic trips should be done at the beginning of the semester and a minimum of 2 days in advance for non-academic trips.
  - iii. Reservations are to be submitted on a Transport Requisition Form available from Transport Office. Telephone reservations are NOT accepted.
- 2. The Requisition Officer must:
  - a) Determine the date and time desired to pick-up and return the vehicle, destination and specifying clearly the type of vehicle required.
  - b) Specify clearly whether the vehicle must be wheelchair accessible.

3. The motor pool Office will return back the reservation form with the vehicle number written on it which will confirm that a reservation has been made.
4. If there are no vehicles available, "No suitable vehicle available and recommendation for hire or use of personally owned vehicles" will be written on the reservation form.
5. The transport requisition form is then processed by the Transport Office, and a copy of the fully processed requisition form is sent to the user department. The vehicle will be released as per the requisition form details.

Staff members should not offer to use personal vehicles before confirming vehicle availability and seeking authority to use a personal vehicle from the transport manager. No claim will be honoured if this is not complied with.

#### **2.1.4 (b) Cancellation of Vehicle Reservations**

Cancellation of a reservation for a vehicle must be received within 24 hours prior to the University time of picking up the vehicle.

If a reservation is to be cancelled, the transport office should immediately be contacted. This courtesy is extremely important because of the large number of users waiting to reserve vehicles.

#### **2.1.5 (b) Checkout Procedures**

- i. Upon presenting the approved requisition form, all trip documents will be given to the driver.  
A vehicle cannot be checked out without the approved requisition form.
- ii. The original copy of the requisition form for vehicles reserved for Saturdays, Sundays, or holidays may be brought back between 8:00 a.m. and 4:00 p.m. on the last working day before the reservation.
- iii. All vehicles must be inspected by the transport dispatcher and security prior to departure.
- iv. If a vehicle is not picked up within two hours of the reserved time, the reservation will automatically be cancelled without any reference to the user.
- v. The number of passengers transported in any vehicle must comply with and not exceed the manufacturer's specification. Passengers

in University vehicles are limited to faculty, staff, students, and approved guests of the University, traveling on official University business.

Note: No guarantee exists that liability coverage will be afforded to any guest in a university vehicle in the event of an accident.

vi. The driver to whom a University vehicle has been released is fully responsible for the security and operation of the vehicle until it is returned to the Motor Pool.

#### **2.1.6 (b) Return of Vehicles**

i. A vehicle used on a scheduled trip should be returned to the Motor Pool immediately upon return from the trip for which it was requested. Due to the limited number of Motor Pool vehicles available for numerous requirements, vehicles must be returned by the time inDaffodil Transport ated on the reservation form.

ii. The vehicle must be inspected by the Motor Pool or the transport dispatcher and security upon return.

iii. Upon return to campus from a trip, the completed trip ticket inDaffodil Transport ating the beginning and ending odometer readings, vehicle inspection form duly completed, keys, fuel cards, and receipts, must be submitted to the Motor Pool.

#### **a) For Academic and Administration Use**

The University chargeback System for use of University vehicle will be approved by the University Management Board as per the prevailing economic conditions.

#### **b) For Student Societies/Organizations**

They may also requisition University vehicles and will pay at the prevailing rates as approved by the University Management Board.

i. If mechanical problems are experienced during the trip, the driver should describe the nature of the problem(s) on the trip ticket.

ii. A late charge of BDT. 3,000.00 per day will be assessed if a vehicle is not returned within the reserved time period. This is necessary to ensure that vehicles are available to others at the time requested.

- iii. Late charges will be waived if they occur as a result of vehicle breakdowns, bad weather etc. which are beyond the control of the driver.

**2.1.7 (b) Damage to Motor Pool Vehicles**

- i. When picking up a vehicle, users are encouraged to inspect the vehicle for body damage. Any damage should be noted on the trip ticket.
- ii. The department reserving a vehicle from the Motor Pool is responsible for any damage to the vehicle beyond normal wear particularly damages caused by the students.

**2.1.8 (b) Fuel/Repair Purchases**

- i. Fuelling shall be done at the University's fuel pump station.
- ii. In cases where fuel is not available at the pumps then purchases will be done with the fuel cards.
- iii. No purchases for personal items are to be made with University fuel cards.
- iv. Purchases by cash and/or personal credit card may be reimbursed by submitting a completed travel expense form with appropriate receipts to the Transport Office.

**2.1.9 (b) Incentive & Penalty for Drivers & Helpers**

**2.1(c): Maintenance and Repair of University Vehicles**

Maintenance for all University vehicles is performed in the University workshop. The following will be followed:

**a) On Journey Repairs**

- i. While every effort is made to maintain vehicles in the best possible condition, failures may occur occasionally. When a breakdown occurs, arrange for minimum necessary repairs if the breakdown is outside the Nairobi-Thika area. If major repairs are necessary, call the Motor Pool during normal business hours. The driver is responsible for remaining with the vehicle. Any expenses incurred, other than vehicular repairs, are the requisition department's responsibility.

ii. If a vehicle suffers a mechanical failure which might cause further mechanical damage or unsafe operation, the driver should return the vehicle to the Motor Pool, if being operated locally, or call the Motor Pool, if the vehicle is inoperable.

**b) Preventive Maintenance**

Preventive maintenance services (i.e., oil change, oil filter change, chassis lube, fluid check, tire pressure check, belt inspection and interior cleaning) will be done based on the maintenance schedule.

**c) Repairs**

Repairs (e.g., tune-ups, battery testing/replacement, alternator testing/replacement, wheel bearing packing, brake pad/shoe inspection/replacement, automobile inspections, engine, transmission, etc.) will be performed in the University workshop and major repairs will be done by prequalified garages.

**d) Tires**

Tire repair/replacement will be performed in the workshop

**e) Exterior/Interior Cleaning**

Exterior vehicle washing and interior cleaning is provided by the University. All cleaning is done at the University Motor Pool.

## **2.1(d): Vehicle Assignment Regulations**

Employees should use University vehicles whenever a vehicle is required and available for conducting official University business. The four categories of University vehicles are personally assigned, work shared, motor pool and qualified non-personal use vehicles. All restrictions relating to alcohol and drug consumption while using University vehicle are strictly enforced under all categories of assignments.

Employees should not offer to use a personal vehicle and expect mileage claim if a suitable vehicle is available.

### **2.1.1(d) Personally Assigned Vehicles (POV's)**

An employee may be assigned a University vehicle based upon job responsibilities and whether there is a critical business need.

The following guidelines are used to determine personal assignments and may be defined to meet the needs of the University;

- i. The employee must need to use the vehicle for official University business 5-7 days per week.
- ii. The vehicle requires special equipment not installable or transportable in a personal vehicle or making a University vehicle unsuitable for general use (e.g. Security radios, sirens, lights).
- iii. The employee not headquartered near a motor pool or where a work shared vehicle is not available.
- iv. The employee is required to be on call.

When an employee with a personal vehicle assigned is on leave, the vehicle remains in the workshop until resumption from leave but when the employee is no longer working for the University, the vehicle is made available to other University employees.

#### **2.1.2(d) Motor Pool Vehicles**

Motor pool vehicles are made available to all employees without regard to funding source and are billed back on a daily use basis to the appropriate funding source.

#### **2.1.3(d) Qualified Non-Personal Use Vehicles**

A limited number of University vehicles may be designated as personal use vehicles and cannot be assigned as above. These include the following:

- i. An ambulance or hearse.
- ii. Passenger bus with a capacity of more than 20
- iii. Any vehicle designed to carry cargo with a loaded gross weight of over 4 tons.
- iv. Specialized utility repair truck (not van or pick-up) designed to carry tools, equipment etc.

#### **2.1(e): Permitted and Prohibited Users**



No person may use a University vehicle, or permit the use of University vehicle, in the following prohibited manners:

1. Reckless driving or speeding.
2. The driver is impaired by alcohol, drugs or any other adverse condition.
3. Employees who believe the driver is impaired have a duty to prevent him/her from driving University vehicles and seek assistance from the Transport Manager.
4. Smoking is prohibited in the University vehicles.
5. Transport of non-employee passengers, including family members, is not permitted unless with prior authority.
6. Use for personal gain, such as delivering goods or services, not related to university business
7. Transporting animals – allowed only with prior written consent from the Transport Manager.
8. Handling loads that could structurally damage the vehicle.
9. Use of trailer hitches and towing – allowed only with prior written consent from the Transport Manager.

#### **2.1(f): Political Use of University Vehicles**

No person may use any vehicle owned by the University for Political Campaigns.

#### **2.1(g): Incidental Travel and Stops**

i. University drivers are not permitted to use University vehicles for personal purposes. The only exceptions to this rule are incidental stops. Examples are stops at restaurants for a meal, an Automatic Teller Machine (ATM) or financial institution, urgent care or emergency room or petrol station or convenience store.

ii. University drivers should remember that public perception of University vehicles is important and influenced by how and where the public sees the University vehicles being used. Drivers should not make incidental stops at locations the public would perceive as inappropriate. Examples are liquor outlets and other locations where it is unlikely that any University business or allowable incidental use is involved.

- iii. University drivers required to stay overnight(s) away from home may, with permission of their supervisor, use the University vehicle for the types of necessary activity that could be expected of a traveler away from home. Examples include every day use to go to a pharmacy, grocery, laundry, fitness center, or other locations to purchase goods or conduct activities necessary for the employee's health and well being.

### **2.1(h): Accidents Involving University Vehicles**

If a University vehicle is involved in an accident with a third party, the report of the accident must be made at once to the local police and the driver should get a copy of the report written by the investigating officer. The driver/supervisor is responsible to complete an accident report, that is located in the glove compartment of the vehicle and provide it to the Transport Manager who will then forward the details to the Insurer. However, if the damage is caused by another University property then depending on the extent of the damage the matter should be reported to the Transport Office or otherwise to the local police if the involvement of the Insurance is necessary.

In case of an accident, University drivers are advised:

- i. To stop at once.
- ii. To take steps to prevent further accidents – turn on hazard lights, and set out warning devices.
- iii. To notify the Transport Office and call police immediately.
- iv. To obtain the license plate numbers and insurance policy of other vehicles involved.
- v. To protect passengers, vehicle or cargo.
- vi. Tactfully, obtain names, addresses and phone numbers of all witnesses. Get the names of all occupants of other vehicle(s) involved.
- vii. Give other driver(s) your name, address, the vehicle license plate number and your driving license and also get the same details from the other driver(s).
- viii. NOT to admit liability and NOT to sign anything except the police report.
- ix. To discuss the specifics of the accident only with the police or the Transport Manager.
- x. To complete a driver's accident report at the scene of the accident while the information is fresh in your mind.

### **2.1 (i): Operation of Personal Owned Vehicles (POVs) On University Business**

## **Authorized use**

- i. Members of staff must prepare a requisition for university vehicle.
- ii. In the event that no suitable vehicle is available, the Transport Manager will recommend hire of a private vehicle or use of a personal vehicle whichever is cost effective. The use of a personal vehicle for official University business must be approved by the Departmental Head.
- iii. An officer authorized to use a POV shall do so at his/her own cost and claim for Reimbursement.
- iv. Any accident/damage to personally owned vehicle is not covered by the University.
- v. The mileage allowance takes into consideration the cost of insurance and normal Repairs and therefore no further claims should be made against the University.
- vi. Authorized use of POV's will be reimbursed at the prevailing Automobiles Association of Kenya rates.
- vii. When a staff has been recalled from leave for a while and then travel from other Places other than his/her residence, will be reimbursed traveling expenses.

### **2.1(j): University Policy on the Use of Fuel Cards**

University vehicles on field trips shall be provided with fuel cards which will be used for fuelling and servicing of motor vehicles.

### **2.1 (k) : Hire Vehicle Acquisition**

- I. The University Tender Committee shall pre-qualify companies providing car hire services who will be called upon to provide services when need arises.
- ii. Hire of vehicles will be determined and recommended by the Transport Manager based on need.

### **2.1 (l): Disposal of University Vehicles**

- i. When a motor vehicle has surpassed its economical useful life, it shall be disposed of as provided for by the Public Procurement and Disposal Act.

ii. A motor vehicle that has been damaged beyond economical repair (including unusual wear by abnormal operating conditions) may be replaced after certification by the Transport Manager and the Insurers.

## 2.1 (m): Incentive & Penalty

1. The drivers and helpers will get incentive or get penalty based on the following areas -
  - a. Collection target of each month
  - b. Bus conditions have to be in proper form and cleanliness will be reviewed and recommended.
  - c. If the target achieved they will get incentives.
2. The Drivers and Helpers will get Incentive of Tk. 1000 and Tk. 500 accordingly for their achievements and in the meantime, they will also get punished if the target is not achieved or found any illegal activities.
3. Relevant people in transport pool will also be rewarded for their extraordinary contributions and punished for any irregularity.

## 2.1 (n): Guidelines for Drivers & Helpers

ড্রাইবার ও স্টাফদের দৃষ্টি আকর্ষণ

পুলিশ, অ্যাম্বুলেন্স এবং ফায়ার সার্ভিস সংক্রান্ত জরুরি সেবা পেতে ন্যাশনাল ইমার্জেন্সি সার্ভিস ৯৯৯ ফোন করুন, যে কোন নম্বর

থেকে (টোল ফ্রি)

- গাড়ি চালানোর পূর্বে কমপক্ষে পাঁচ মিনিট ইঞ্জিন গরম করা যা অত্যন্ত প্রয়োজনীয়।
- গাড়ির চাকা, ব্রেক, ইঞ্জিন অয়েল, রেডিওটার, মবিল ও ব্যাটারির পানি এবং পানির এসিডের পরিমাণ ঠিক আছে কিনা?
- চাকায় প্রয়োজনীয় হওয়া আছে কি না চেক করে নেয়া।
- ক্লাচ এবং ব্রেকের পরিমাণমত ব্রেক ওয়েল আছে কি না।
- ড্রাইভিং লাইসেন্স সহ সকল কাগজপত্র হালনাগাদ আছে কিনা?
- অতিরিক্ত চাকা ও সরঞ্জামাদি আছে কিনা?
- স্টপেজ ট্যাগ করার পূর্বে গাড়ি গেট লক আছে কিনা?
- হেড লাইট, রুম লাইট, ইন্ডিকেটর লাইট, ব্রেক লাইট ঠিক ভাবে জ্বলে কিনা?
- শুধুমাত্র প্রশাসনিক কর্মকর্তা (ইউনিফর্ম পরিহিত অবস্থায়) ব্যতীত কারও হাতে গাড়ির চাবি ও প্রয়োজনীয় কাগজপত্র হস্তান্তর করবেন না?
- সিগন্যাল বাতি লক্ষ্য করুন এবং বাম লেন বন্ধ করবেন না
- যেহেতু সময় চেয়ে জীবনের মূল্য অনেক বেশি, সেহেতু ওভারটেকিং ও দ্রুত গতিতে গাড়ি চালাবেন না।
- গাড়ি চলন্ত অবস্থায় মোবাইল ব্যবহার ও ধূমপান করবেন না।
- হেলপার দিয়ে গাড়ি চালাবেন না, এবং ড্রাইভার বদলি দিবেন না
- যাত্রীদের আইডি কার্ড চেক করা।
- অযথা হর্ণ বাজাবেন না।
- গাড়ি চালানোর সময় অবশ্যই সিটবেল্ট ব্যবহার করুন।
- গাড়ি চালানোর সময় গতিসীমা মেনে চলুন।
- ঘনঘন লেন পরিবর্তন করা থেকে বিরত থাকুন।
- উল্টো পথে যে কোন যান চালানো থেকে বিরত থাকুন।

- গাড়ি চলাচলের নির্ধারিত পথে গাড়ি পার্ক করবেন না।
- ধারণ ক্ষমতার অতিরিক্ত যাত্রী বহন করবেন না।
- ইন্টারসেকশনে এবং রাস্তায় যাত্রী উঠানো/নামানো হতে বিরত থাকুন।
- ট্রাফিক আইন ও সিগন্যাল জানুন এবং মেনে চলুন।
- বাসের নির্দিষ্ট স্থান ব্যতীত যত্রতত্র বাস থামিয়ে যাত্রী উঠানামা করবেন না।
- গাড়ী থামানোর ক্ষেত্রে সর্বদা রাস্তায় সাইড করে থামাবেন।
- ডানে/বামে যাওয়ার ক্ষেত্রে ইন্ডিকেটর ব্যবহার করুন।
- গাড়ি ৫০০ কিলোমিটার চলার পর ইঞ্জিন অয়েল, গিয়ার অয়েল, ডিফারেন্সিয়াল বদলাতে হয়। ডিজেল ইঞ্জিনের বেলায় ডিজেল ফিল্টার ও মবিল ফিল্টার উভয়ই বদলাতে হয়। প্রতিমাসে কমপক্ষে একবার সার্ভিসিং করা ভালো অন্যথায় যানবাহনের আয়ু হ্রাস পায়।

যে সকল জায়গায় গাড়ী ওভারটেক করা নিষেধ: সরু ব্রীজের উপর, চৌরাস্তার মোড়, সুর গলীতে, যেখানে ওভারটেকিং নিষেধ লেখা সাইনবোর্ড আছে, যেখানে সারিবদ্ধ গাড়ী সামনের দিকে যাইতেছে।

যে সকল গাড়ী ওভারটেক করা নিষেধ: এম্বুলেন্স, মন্ত্রী/রাষ্ট্রপতির গাড়ি, দমকল বাহিনীর গাড়ী, সাইরেন বাজিয়ে চলা পুলিশের গাড়ী।

## 2.1 (o): Guidelines for Passengers

### যাত্রীদের প্রতি অনুরোধ

পুলিশ, অ্যাম্বুলেন্স এবং ফায়ার সার্ভিস সংক্রান্ত জরুরি সেবা পেতে ন্যাশনাল ইমার্জেন্সি সার্ভিস ৯৯৯ ফোন করুন, যে কোন নম্বর থেকে (টোল ফ্রি)

- আইডি দেখিয়ে গাড়ী চালক ও হেল্পারকে সহযোগিতা করুন
- চলন্ত অবস্থায় গাড়ি থেকে উঠবেন না নামবেন না
- অতিরিক্ত যাত্রী হয়ে গাড়িতে উঠা থেকে বিরত থাকুন।
- গাড়ির দরজায় ঝুলন্ত অবস্থায় উঠবেন না।
- চলন্ত গাড়ির পিছনে যাত্রী হয়ে উঠবেন না।
- চলন্ত গাড়ি থেকে লাফ দিয়ে নামা থেকে বিরত থাকুন।
- রাস্তার যেখানে সেখানে বা মাঝ রাস্তায় গাড়ি থেকে নামবেন না।
- গাড়ি থেকে নামার সময় বাম পা দিয়ে নামুন।
- নির্দিষ্ট স্থান হতে গাড়ি থেকে উঠা-নামা করার চেষ্টা করুন।
- গাড়িতে উঠার পর গাড়ি থেকে হাত বাহিরে রাখবেন না।
- চলন্ত গাড়ি থেকে মাথা বের করবেন না।
- গাড়িতে উঠে ঘুমিয়ে পরবেন না।
- গাড়িতে উঠে ড্রাইভারের সাথে কথা বলা থেকে বিরত থাকুন।
- রাস্তা পারাপারের সময় জেরা ক্রসিং দেখে পার হন। ফুটওভার ব্রিজ ব্যবহার করুন।
- চলন্ত গাড়ির সামনে দিয়ে দৌড়ে পার হবেন না। আপনি হয়তো ভাবছেন যে ড্রাইভার গাড়িটি ব্রেক করবে, অপরদিকে ড্রাইভার ভাবছে আপনি গাড়ি দেখে দৌড়ে পার হয়ে যাবেন। অবশেষে উভয়ের ভুল বোঝাবুঝিতে ঘটে মারাত্মক দুর্ঘটনা।
- কানে মোবাইল ফোন বা হেডফোন দিয়ে রাস্তা পারাপারে বিরত থাকুন।
- অন্যমনস্ক হয়ে কখনোই পথ চলবেন না।
- ফুটপাথ দিয়ে চলাফেরা করা চেষ্টা করুন।
- ফুটপাথে দাঁড়িয়ে গাড়ির জন্য অপেক্ষা করুন।

- গাড়িতে উঠার পর সিট বেল্ট থাকলে তা বাঁধুন।
- গাড়িতে উঠে উচ্চস্বরে গান-বাজনা করা থেকে বিরত থাকুন। এতে করে গাড়ি চালকের মন অন্যমনস্ক হয়ে পড়তে পারে।
- মতামত জানাতে সুডেন্ট ভয়েজ ব্যবহার করুন:  
<http://forum.daffodilvarsity.edu.bd/index.php?board=1498.0>

আপনার সচেতনতাই পারে আপনার জীবনকে রক্ষা করতে। তাই সঠিক ভাবে ট্রাফিক আইন মেনে চললে হয়তোবা আপনার পরিবারকে আরেকটি দুর্ঘটনার জন্য অপেক্ষা করতে হবে না। মাথায় রাখুন সময়ের চেয়ে জীবনের মূল্য অনেক বেশি। তাড়াহুড়া করে রাস্তায় চলতে গিয়ে মহামূল্যবান জীবনের অবসান অবশ্যই চাইবেন না কেউ।

ট্রাফিক আইন মানি এবং যানজট মুক্ত ঢাকা গাড়ি

## **2.2: Management Policies**

### **2.2 (a): General Information**

- Each motor vehicle should be provided for a pooling operation whenever it is possible to do so. Motor vehicles should be rotated between areas requiring low mileage utilization and those requiring high mileage utilization so that mileage replacement standards will be reached for all motor vehicles of same class and age at approximately the same time.
- The Transport Manager is responsible for ensuring vehicles are used only for official University business.
- Motor Pool vehicles are to be returned daily to the Motor Pool lot unless away on authorized and scheduled overnight trips.
- A monthly preventive maintenance check must be performed on each University-owned vehicle. In addition, for safety precautions, special maintenance must be performed before and after a University-owned vehicle travels over 1,000 Km on a round trip.
- Permission to modify a vehicle in any manner (remove seats, trailer hitches, etc.) must be obtained from the management prior to modifications.

### **2.2(b): Transport Manager**

Transport Manager is required to:

- I. Provides guidance for the proper use and safe operations of motor vehicles.
- ii. Screen all requests for additional vehicles or replacement of vehicles prior to forwarding those requests to Deputy Vice Chancellor (APD) for approval.
- iii. Review University records relating to fleet operations and the use of University vehicles on a semi-annual basis.
- Iv. Designate and review vehicle assignments in consultation with the Deputy Vice Chancellor (APD).
- V. Establish and maintain an effective preventive maintenance program.
- Vi. Establish and maintain fleet management records for utilization of all motor vehicles.
- Vii. Conduct and/or assist in conducting periodic Transport evaluations of motor vehicle management program performance and effectiveness.
- Viii. Prepare annual operating budget, strategic and operational plans of the department.
- Ix. Ensure operations and vehicles are in compliance with University and Government Laws, policies and regulations (Licensing, Inspection, Insurance, Check Unit Regulations).

#### **2.2(c): Required Training**

- I. Once every two years the Transport Manager, the Transport Officer and the Assistant Transport Officers will be required to attend Fleet Management Training.
- ii. Once every two years all drivers will be required to attend defensive driving, first aid and a refresher course on driving.
- lii. With every purchase of new vehicle models for the fleet, all mechanics will be required to attend service and maintenance training for the new model and the appointed driver to attend operating training for the model.

#### **2.2(d): Vehicle Management**

- i. The Transport Manager is mandated to monitor the assignment and use of vehicles on semi-annual basis, or more frequently, if necessary.
- ii. The Transport manager must also keep records up-to-date upon notice of change in vehicle status. The review should specifically examine the distribution of vehicles that are assigned as work shared, personally assigned, motor pool or non-qualified personal use. All changes of assignment for vehicles must be recorded and approved by the Deputy Vice Chancellor (APD).
- iii. Pool vehicles are to be reserved and issued to drivers by the dispatcher. A record must be made of each pool vehicle trip with beginning and ending mileage noted.

The dispatcher ensures that the driver is authorized to travel and has obtained the trip ticket, the work ticket signed and the vehicle requisition form for Main Gate security.

iv. Vehicle assignment will be the smallest available vehicle based on the number of occupants and equipment (luggage to be carried). Pool vehicles are subject to an annual review based on the breakeven mileage criteria determined by the management (250,000 Km). Exception to the breakeven mileage criteria may be granted upon recommendation of Transport Management.

v. Good driving habits and common sense approach should be maintained when operating motor vehicles. The following driving and operating techniques are examples of those that are to be observed:

- Avoid one-vehicle-per person trips,
- Use one motor vehicle for several passengers traveling in the same general area.
- Always consider, "Is this trip necessary?" "Can the job be accomplished by some other means?"
- Use the telephone when practicable.

vi. The driver should not start the engine of a motor vehicle until all occupants have correctly fastened their safety belts.

vii. Use the smallest motor vehicle available for the trip.

viii. Disposal of vehicle will be based on the break even mileage or may be justified by nature of repairs required.

## **2.2(e): Vehicle Maintenance Policies**

i. As required, safety and preventive maintenance inspections shall be performed on all vehicles.

ii. Special attention should be given to the following items; oil and air filter, tyre pressure, the cooling system and proper wheel alignment. The manufacturer's recommended schedules and specifications should be followed. An authorized dealer shall do warranty work. The Motor vehicle must pass state inspections where mandated.

iii. The Transport Manager will develop and maintain a preventive maintenance program and procedure for unscheduled maintenance for the University vehicles.

iv. The Transport Manager is to review the maintenance reports and questionable expenses and unnecessary maintenance expense turned in must be subjected to further investigations.

v. Transport Manager/Officer/Assistants are responsible for ensuring vehicles are maintained and confirm that their drivers understand the importance of the



maintenance function and accept their responsibility in helping to maintain the vehicle that they drive. All drivers should be educated in order to increase the awareness of the vehicle's daily performance. Spare parts shall be purchased only from the dealer outlets, their agents or pre-qualified garages.

## **2.2(f): Records Management**

### **2.2.1 (f) Record Keeping and Reviews**

- i. All maintenance and repairs must be tracked for each vehicle in the fleet. This is done electronically through the Fleet Management procedures.
- ii. Rigorous record keeping and substantiation are required by the drivers and fleet Controller.
- iii. The Transport Manager shall review the use of work shared by the University vehicles within their agency at least semi-annually to determine whether usage criteria are being met. The reports to include detailed description of the utilization of each vehicle and justification of need.
- iv. The Transport Manager, in conjunction with the annual vehicle report, will evaluate which vehicles are eligible for replacement. the Fleet Controller should follow the procedures of requesting replacement and disposal of underused vehicles.
- v. Requests for additional vehicles should follow the same procedure as requesting a replacement and must include a thorough analysis of internal vehicle reallocation, including any legislation or budget information that would authorize additional staffing or duties.

### **2.2.2 (f) Mileage Reports**

- i. Mileage reports are tracked in two documents namely; the Work Ticket and Trip Tickets.
- ii. The Work ticket contains all mileage logs and reports for the vehicle, while the Trip ticket contains mileage logs and reports of specific mechanical problems during the trip.
- iii. Mileage reports will be tied together with the fuelling records so that information about vehicle fuel consumption etc. may be computed and referenced to guide in the vehicle state or detection of fuelling fraud.

### **2.2.3 (f) Motor Vehicle Historical Records**

The Transport Manager shall maintain a historical record for each motor vehicle. The record shall include the following:

**1. Inventory Control Data which include:**

- i. Licence plate numbers.
- ii. Vehicle serial numbers i.e. Engine and Chassis Numbers
- iii. Year, make, model and type capacity and gross weight.
- iv. Acquisition cost of basic motor vehicle.
- v. Special equipment and cost of each item.
- vi. Source of acquisition and condition on acquisition.
- vii. Current location and assignment of motor vehicle.
- viii. Date and odometer reading at the time of acquisition.

**2. Utilization:** Correct mileage and other information, documented on daily vehicle usage report.

**3. Record of operating costs:** All costs of fuel, oil, tyre, lubrication, washing, polishing, antifreeze, tyre mounting, and chains e.t.c.

**4. Record of maintenance costs :** All costs of repairs (including labour), parts and materials, battery renewal, oil filter and minor adjustment that can be accomplished without disassembly.

**5. Record of and accidents and damages :** The date of accidents, case or file number and cost of repairs

**6. Disposal Data :** The date of disposal, recipient, amount received and disposal document

## **2.2(g): Monitoring and Evaluation**

The transport department shall put in place systems to assess the extent to which the transport objectives are realized. Such systems shall assess the transport offered and the cost effectiveness. Recipients of the transport services will be under obligation to provide any information sought from them pertaining to the transport services offered and received.

## **2.2(h): Implementation**

Implementation of this policy shall be vested in the office of the Transport Manager.

## **2.2(i): Incentive & Penalty**

There is a well known proverb that “*as you sow so you reap*”- meaning things will happen to you, good or bad, according to how you behave. This paradigm is also applicable for business organization. Almost every organization is practicing a policy to reward its employee for any good job and impose penalty for any wrong. Daffodil Transport also follows the rules and regulations for any kind of reward & penalty.

- **Determinants:**

### **Reward**

1. Employee will be awarded for conducting any extraordinary performance, with evidence and proper documentation so that s/he can be demonstrated as a model for all.
2. If anyone has done a job, with outcome, which is not a part of his/her job responsibilities will get reward in any of the following form, with evidence and proper documentation so that s/he can be demonstrated as a model for all.

### **Penalty**

3. Penalty can be imposed for violation of rules, regulations or any policy of Daffodil International University.
4. Any unprofessional behavior & violence of code of conduct may subject to penalty.
5. Penalty will be imposed for any kind of unethical practice.

6. If anyone does a wrong as per rules wherever other colleagues, students, peers observed it without taking any steps to solve this both of them will be under penalty
7. Penalty will be imposed for using of un authorize reference of high officials.
8. Violation of chain of command may subject to penalty.

- **Areas of Reward:**

Reward maybe given in any of the following forms:

1. Verbal appreciation in front of others/ high officials.
2. Appreciation Letter
3. Financial Reward
4. Lunch/Dinner
5. Leave
6. Transport
7. Trip
8. Promotion/Increment

- **Areas of Penalty:**

Penalty may be imposed in any of the following forms:

1. Verbal warning
2. Financial Penalty
3. Warning/show cause letter
4. Training and Development
5. Held up of increment/promotion

- **Notes:**

1. Penalized amount to be deposited in a separate official account.

2. Fund accumulated from the financial penalty will be invested for welfare & development of Daffodil Transport.

## 2.3: Finance & Accounts Policy

### 2.3 (a): Basis of Accounting

The financial statements will be prepared on cash basis applied on historical cost convention.

### 2.3 (b): Fixed Assets

Fixed assets will be stated at cost or revalued (where applicable) less accumulated depreciation.

### 2.3 (c): Depreciation

Depreciation on fixed assets will be charged using 'straight Line' method at the rates varying from 3% to 25%. Full year depreciation will be charged on assets acquired during the year irrespective of its date of acquisition.

### 2.3 (d): Accounting year

The accounting year will be settled from 1<sup>st</sup> January to 31 December.

### 2.3 (e): Income

The sources of income of the organization receive from transport fare.

### 2.3 (f): Expenditure

The main expenditures of the Daffodil Transport are the Cost of service and business operating cost.

### 2.3 (g): Cash & Cash Equivalent

Cash in hand & at bank considered as cash and cash equivalents.

## **2.4: Marketing Policy**

### **2.4 (a): General Marketing**

Paper Advertisement, Banner, Festoon, Poster, Feature, Brochure, Flyer, Souvenir

Workshop, Roundtable Discussion, Simposium,

### **2.4 (b): Digital Marketing/Social Media Marketing**

Nowadays social media is one of the most popular platforms to express our feelings and emotions. Almost every person in the world is directly or indirectly involved and influenced by social media. For this reason it has now become one of the most important platforms for marketing. An organization can not think their marketing policy excluding social media marketing. Every organization in the world is using social media marketing because of its usefulness and cost effectiveness. In Spite of having all the potentials and benefit it is facing some threats too. For example the violation of copyright, data trafficking, misuse of data, leaked of confidentiality etc. In order to overcome all this drawbacks Daffodil Transport will follow a well defined policy for Social Media Marketing. This policy prescribes all the rules, regulations and needDIUul of DIU's social media marketing.

**Social Media Marketing Tools:** For Social Media Marketing the following tools will be used but not limited to:

- Facebook
- Linkedin
- Twitter
- Instagram
- Youtube

**General Cluses:** Daffodil Transport will follow the following general rules for social media:

- Daffodil Transport will not confined itself only within Facebook and YouTube. It will actively perform in all popular social me like Facebook, Linkedin, Twitter, Instagram, Pinterest, etc.
- The personnel who are assigned for social media marketing have to be aware of spreading wrong information and they will be accountable for any kind of unwanted incident in social media.
- Every social media pages/channels will contain proper/relevant information, description, username, story, contact etc.
- Daffodil transport social media platforms will be oriented with up to date information.
- Any visible good job in the social media by anyone will be rewarded with proper documentation and evidence.
- Mistakes caused by anyone on the issues might cause financial penalty subject to evidence.

**Posting, Uploading & Sharing:** The following rules will be followed in case of posting, sharing & uploading of any content:

- While posting/uploading any content, it has to be uploaded in the relevant website first. Then it should be shared in social media with reference from website.
- In case of video, it should be uploaded in YouTube first. Then the link will be shared in social media.
- As there is a threat of extinction of the information, there should be a repository for the backup of the uploaded contents.
- Standard time for posting has to be maintained. The pick time for posting any content in social media is 9:00 AM to 8:00 PM, that may be revised based on research and need.

- Materials (content writing, spelling, design, video) quality should be standard.
- The copy/paste from other's post should be strictly avoided instead we can share the post including our message.
- No copyrighted materials from other sources to be uploaded by anyone in any situation.

**Response:** Response means replying the query of the fans/followers of social media platforms. The following points should be considered for social media response:

- In inbox, every query should be responded within 24 hours maximum, unless the responsible person will be brought under penalty.
- In comments box, every comment should be responded within 12 hours at best, maximum, unless the responsible person will be brought under penalty.
- The way of response should be polite and in some cases we should ask for their contact number in order to call them rather than telling them to call us.

### **Boosting:**

- Daffodil Transport Management Committee has to submit an annual budget for social media boosting.
- Before boosting a content, a details analysis, mentioning the potential outcome, has to be submitted.
- After boosting, a comparative analysis between the expected outcome and actual outcome has to be submitted.

### **Fair Use:**

- Daffodil Transport Management Committee will be liable to ensure a fair use of social media content in a positive and professional way.



- None will be entitled to “upload” any virtual content of Daffodil Transport in personal social media, website, or any other platform- instead, the contents of the same kind can be “shared” in related personal networks.
- All are to comply with the fair use of the social media content, images, text, videos.

## **Chapter - 3: Conclusion**

This Sop is build for the systematic run of the DIU transportation pool which will be updated from time to time. All the relevant persons are bound to the rules and regulations of this SoP.