



MEETING BETWEEN SA EXECUTIVE & PERKHIDMATAN HAFEENA S/B

Date: 11/09/08

Venue: HB18a SA building

Time: 11.00 am

Attendance:

Hafeena represented by: Mr. Lee Hock Yap
Mr. Jagathisan (J)

Security Department UNMC represented by: En. Zainal (Z)

SA Executive: Douglas (D) / Irfaan (IR) / Indra (IN) / Rozanne (R) / Manoo (M) / Yusri (Y)
Gerard (G)

Invited SA member: Vengadesh (V) / Tom Abadi James (TAJ)

Item	Description	Action & Tracking
1.	<p>Alleged “Racist” issues between mainly African students with a particular driver. TAJ claims to have witnessed happening where drivers refuses African students requests but accommodates the requests of non African students.</p> <p>J claims that African students purposely make bus drivers wait for them.</p> <p>V claims that drivers tend to stop at unauthorized pick up points.</p> <p>Yap claims that students use one coupon for 20 over students.</p>	<ul style="list-style-type: none"> ❖ Table concluded that drivers should pick up students only at authorized pick up points and the vicinity. ❖ Bus users must also produce ID cards as well as bus coupons when boarding buses. ❖ External users are allowed to board busses only if they are accompanied by students of UNMC. This is only valid for one-off trips. ❖ External users who need to use the bus regularly must inform the SA Manager through a student on the university with proper justification. If approved, the SA Manager will then inform Hafeena. ❖ The only exception to use of coupons and ID are for visitors that come to campus during one-off occasions like the Open Days or special functions like registration and new intakes etc. The SA Manager will inform Hafeena when such flexibility is needed.



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2.	Irregularity of bus services	In the event of break down or back-up, G said that Hafeena should provide replacement buses of the same standard that is currently used – 40 seater bus with a/c.
3.	Complaints from UNMC users	<ul style="list-style-type: none"> ❖ All complaints from university bus users must go through the set procedures. ❖ Hafeena drivers are advised to minimize interaction between drivers and students to avoid any potential conflicts. Drivers are encouraged not to entertain any complaints but to advise students to bring it forward to the Student Association. ❖ No verbal complaints will be entertained.
4.	Pick up and drop off points. Bank Islam considered a troubled point to stop at as it affects traffic and the roads are usually congested.	<ul style="list-style-type: none"> ❖ Drivers to strictly adhere to the designated pick up and drop off points, Bank Islam shall remain as a drop of point, and will function as a pick up point only if there are students already waiting there. ❖ On rainy days, the drivers are advised to use their discretion and wait for students who might be sheltering in areas further away from the designated points i.e. Bank Islam or other points.
5.	Tesco Bus Pick-up / Drop-off points	Shall remain as the bus stop along the main road.
6.	Bus users who are late for the bus	Busses to strictly adhere to timings on the bus schedule. Bus users are supposed to wait for the bus and never vice versa.
7.	Time taken from KTM to Campus and vice-versa	30 – 35 minutes without traffic, 45 – 50 minutes with traffic.



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8.	Yap claims that students have been drinking alcohol on bus	<ul style="list-style-type: none"> ❖ G to ensure that “strictly no food and drinks on bus”. ❖ Drivers have also been asked to note the individuals who do not adhere to rules and regulations and asked to identify the students when the matter has been reported to the SA.
9.	Asking bus drivers to wait for students	<ul style="list-style-type: none"> ❖ J claims that he was made to wait for 20 minutes on one occasion; he then retaliated by making them wait for another 20 minutes. ❖ Drivers should leave at the exact designated time with 5 minutes unofficial waiting time and for the last bus from KTM, 15 minutes unofficial waiting time; but only if calls are received by the drivers for them to wait because of train delays.

meeting adjourned at 12.25 pm

Prepared by:

Approved By:

Verified by:

Indraveni.K
(SA Secretary)

Douglas Emmanuel T
(SA President)

Gerard Aloysius Francis
(SA Manager)