



# GURU TRAVELS



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To introduce our company Guru Travels has been set up by me to provide an alternative to the present transportation vendors operating for call centers IT/BPOs in Chennai. We have hands on experience of staff transportation, doing transport service for



Sutherland Global Solution ( Chennai All Sight )  
Omega Health Care( Chennai Rmz two)  
Apollo Health Care ( Chennai Sreream Gateway)  
SQS India BFSI LTD (Chennai Prience infocity two)  
Hexaware ( parungudi )  
Episource pvt ltd ( Parungudi )



The experience we gained from operating for these companies as well as the ability to solve problems of all kinds relating to transportation with regard to different companies has given us the short coming of the other transport operators. We will ensure efficiency, comfort and safety in operations.

Guru Travels has a fleet of vehicles consisting to Tavera,Tata Sumo/Indica/Tempo Traveler and Turiester Van operating for the above clients.Looking forward to hearing from you further on this subject at the earliest.

Fleet Strength : More than 180 vehicles in different Categories including premium vehicles Are available.

## PROPOSAL FOR STAFF TRANSPORTATION

Guru Travels will provide a complete solution for Transportation.The Services we offer will deliver the following:-



Safe and comfortable transportation service for the employees in vehicle that meet every criteria mutually defined by the client and us.

On time conveyance from / to multiple locations by the shortest routes, at reduced travel times.

Real time tracking, monitoring of vehicles en-route from pickup to last point of drop.

A dynamic response mechanism, to accommodate any changes in schedules / routes for pickups

A cost efficient service, providing a per head rate irrespective of kilometers done.

### Creation of routes / roster management

Different process roll out their schedules shift wise; and the same are made available to our control Center. Our monitoring system enables us to notify any failed pickups or delays in any trip to the processes concerned within minutes of occurrence. Standby vehicles at different locations in the city take care of emergencies.







## Our fleet - Control system

Selection of drivers, training on customer handling adherence to safety norms, upkeep of vehicles, personal turnout of staff are all carried out as per accepted norms.

All vehicles are equipped with mobile phones. The control room to be established in the client premises are manned 24/7. Our trained control room supervisors co-ordinate all pickups and drops, constantly track the vehicles from point to point, and communicate with the drivers on all updates of additional pickups and drops.

A route analysis is undertaken and time to start the trip is also fixed taking into account time of the day, traffic congestions en-route, etc. The control room follows up with drivers to ensure adherence to these norms and detects / reports anomalies with reasons.

Backup vehicles will be strategically positioned in different parts of the city to be dispatched on a quick response basis in the event of breakdowns or additional pickups during the shift times.

Comprehensive daily log reporting vehicle wise and trip wise with actual number, of employees picked up, are generated on a daily basis and sent out to Operations / Administration in your format.



## Our fleet - Control system

3. Support requirements from client's end: Overall efficiency in transportation will be made possible with close co-ordination of our management team with Admin and Process Managers and within the framework of a very closely defined and time specific norms and expectations. The various areas for co-ordination / handholding of management team with processes will have to be defined once we have the opportunity to study the operations pattern of Impetus. Economy of effort may involve cross bundling employee pickups across processes, defining feasible city limits for all employee pickups apart from various other measures some of which are: The Process have to rollout their schedules not later than 48 hours before commencement of new shifts All changes in drops / additional pickups have to be mailed 4 hours before scheduled drop / pickup times. All process managers or representatives should have an operational review meeting with managers on a weekly basis to continuously improve the efficiency. Guru Travels hereby proposes to provide the transportation solution , on the following terms and conditions:-

## The quantified SLA are as under:

1. We shall ensure that vehicles report with agents at the Client Premises within prescribed time before the start of the shift.
2. We shall provide a safe and comfortable journey to the agents within a maximum travel time of one hour and forty five minutes per route.
3. We shall be deploying Tempo Traveller (11+1) Tavera/ Sumo with (9+1) seating capacity and Indica with (4+1) seating capacity.
4. We shall provide vehicles certified for mechanical fitness and shall maintain cleanliness of vehicle inside and outside.
5. All vehicles will have drivers qualified to do the job with proper training and good turnout. We commit to an on time performance of pickup and drops. The following areas need to be mutually coordinated to make it possible.

## Pickups

a) Time Efficiency: - Reporting time will be fixed 15 minutes before the actual start of the process shift. Depending upon the traffic level during peak hours or any other factors in transit a safe margin of maximum 120 minutes has to be provided for, before the agent actually occupies the seat.

b) Charts indicating pickup time at the first point will be handed over to the process who will clearly advise agents on time adherence. No more than 3-4 minutes of waiting time will be provided at each pick up point, based on a comfortable travel time of 90 to 120 minutes per route.

c) The cabs will have to move on to the next pick up time after waiting for the time fixed at each point.



## Drops:



All drops will be at scheduled times with again a maximum of 30 minutes waiting before departure. Any changes in drops will be authorized by the Process Head and intimated to us four hours ahead of closing time of the shift to make arrangements for additional drops.

## Drops:

1. The roster of operations will made available by the client, to Guru Travels at least 48 hours prior to commencement of Shift.
2. Guru Travels will ensure the travel time total does not exceed 90 minutes for normal routes and 120 minutes on designated routes during peak hour timings when traffic bottlenecks exist, barring unforeseen circumstances
3. The offer is on the basis of only one scheduled round trip per route per day at the timings fixed as per chart.
4. Guru Travels will have sufficient back up arrangements for supporting scheduled trips.



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