



## Bengaluru Employee Transportation

### Guidelines

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## Introduction

Employee Transport program provides a commuting option for our professionals. The Program provides common point shuttles like Metro Feeders, inter block shuttles, night home pickup and drops (regular/ ad-hoc) during Night Operations Window as per the local statutory norms.

Please note: To ensure safety of women professionals, the route is scheduled for all transport models (including ad-hoc) in such a way that no female professional(s) is the first to be picked (or) the last to be dropped-off during the Night Operations Window. However, in case this is not feasible, a security guard will be allocated to escort the female professional(s). If the facility is not provided, the professional should immediately escalate the case to the [Transport Team](#) for any login or logout including ad-hoc during Night Operations window.

## Eligibility

All Deloitte US India professionals are eligible to opt for transport services.

- Limited transport services are provided to eligible contract professionals (list is available with USI Contingent Workforce Lifecycle Events Management Team [usicwmonboardingpmo@deloitte.com](mailto:usicwmonboardingpmo@deloitte.com))

## Type of transport arrangements available to professionals:

- Standard login/logout: Professionals working in certain projects may require transport which is supported through standard login/ logout during the night window or through ad hoc if no standard login/ logout is operational.
- Ad hoc requirement:
  - Owing to a certain business requirement, a professional may need to extend/ log out late in the evening on any day(s). In such cases, professionals can benefit by requesting for an Ad-hoc transport request.
  - Events/outings
- Shuttle services: To and from bus service – SV metro station to Deloitte Bengaluru locations. (Hourly frequency) and Inter block Shuttles

## A. Transport for professionals working in scheduled/rostered late evening shifts

In Bengaluru, transport arrangement is available for Professionals working in standard logout during the night operations window. Please see below table for details.

City	Bengaluru
Night Operations Window	08:00 PM–06:00 AM
Day Transport Service	Not Available

## Pick up and Drop window for night operations (Standard Logout)

Logout/Drop time	Type
11:00 PM	Home

- Metro Shuttle are not Operational during the Night Operations window as listed above.
- If a Women professional is extended her Business hours during [Night Operation window](#) she can avail ad-hoc cab service.

### Opting for transport

- Professionals are required to register themselves on the Transport Scheduler on [DeloitteNet](#), this is the Web Module of TMS (Transport management system). (<https://deloitteus.falconavl.com/booking/registration.aspx>).
- Professionals are required to mail the screenshot of their DNet, TOD home address to: [USBLRTPTHelpDesk@DELOITTE.com](mailto:USBLRTPTHelpDesk@DELOITTE.com) when registering on TMS.
- Transport Team will verify the address updated on TMS with screenshot and approve the registration.
- Professional will then be able to schedule Transport for upcoming shifts on TMS.

### Scheduling and rostering

- Post registration, professionals must visit transport scheduler DNET page or TMS mobile application and follow the steps to place a transport request. <https://deloitteus.falconavl.com/booking/registration.aspx>.
- All professionals can schedule login, logout on Transport scheduler & TMS Mobile application and view scheduled trips of the current and upcoming 14 days
- (Any change in the schedule needs to be updated 6 hours prior to the shift time, after which the system will not accept changes and the rosters will be generated as per the details available in the system.
- For scheduling Shuttle trips, click on 'Shuttle Request' tab on TMS

Finalized Rosters are posted in Transport Scheduler one hour before the shift time and can be accessed by professionals.

In case of any technical issues, the rosters will be displayed on transport notice boards 15 minutes prior to the scheduled drop-off scheduled drop-off.

**\*\*Check out the [Quick Reference Guide](#) and [Frequently Asked Questions](#) to know how to use the app.**

 [Transport-Quick Reference Guide.pdf](#)

 [Transport-App-FAQ.pdf](#)

### No shows and unscheduled

If a professional is scheduled for a regular pick-up or drop-off and does not use the transport facility, it will be considered a 'No Show'. If there are more than three 'No Shows' or unscheduled travel, the team will cancel the transport arrangements for that professional for the rest of the month. The 'No Show' data will be shared with the Single Point of Contact (SPOC)/Service Line Leaders (SLLs) on a monthly basis.

To avoid No Shows, please modify your travel on transport web/mobile app six hours prior to the scheduled pickup/drop-off.

Professionals who are scheduled will always have priority over unscheduled professionals.

If no alternate arrangement is possible, the professional will have to make their own transport arrangements. If the delay is business driven, the transportation charges incurred by the professionals can be reimbursed through DTE after obtaining necessary approvals from the respective manager. Such expenses will need to be charged to their respective RC.

Please see Annexure section for route, change of address and other details.

## Reimbursements

When a rostered professional is not picked up by the transport vehicle and is advised to come to office using own transportation or public transportation by the Transport Team, the professional can claim reimbursement on a case-to-case basis after approval of Service line manager in consultation with the Transport Team.

The following steps need to be followed to claim reimbursement:

- Prior to using public transport/own transportation, the professional should get confirmation from the team that a vehicle is not available, and the costs will be reimbursed.
- Upon reaching office, the professional will need to contact the Transport Helpdesk
- Appendix A: Maximum reimbursement values

Mode of travel/transport	Amount (INR)per kilometer
Two-wheeler (self)	Rs. 6 per kilometer
Four-wheeler (self)	Rs. 12 per kilometer
Public transport (auto) without receipt	As per actual
Public transport (call taxi) with receipt	As per actual

\*Professional registered address to be multiplied by the per kilometer rate when Two-wheeler & Four-wheeler is used

Note:

- Professionals will be entitled to a maximum reimbursement amount as per policy. The specific reimbursement amounts are detailed in Appendix A.
- Special WBS codes have been created for professionals to claim reimbursements based on their specific entities. These WBS codes can be taken from transport team.

If a professional misses a scheduled pickup due to delay in reaching the pickup point, they will have to make their own arrangement to reach office and will not be eligible for reimbursement.

## B. Ad-hoc transport users

All transport requirements that do not meet the criteria of a scheduled transport will be deemed as unscheduled or ad hoc transportation. Examples of ad hoc could be:

- Transport requirements to and from office that are not part of scheduled transport
- Company events and outings within transport boundaries (business requirements)

### Ad hoc transport for women professionals logging off late evening

All women professionals travelling to and from the office between Night Operations Window will have the home drop transport facility available to them and it is strongly recommended that they must avail the facility. Vehicle deployed other than standard logout or login shifts will be arranged on ad-hoc basis and business RC will be billed for it.

### How to Avail?

Ad hoc requests are availed by sending a request email to [Transport Helpdesk](#) along with a manager or above's approval. In case of non-availability of manager, requestor should mark the manager or above on the request email. [Transport Helpdesk](#) will arrange the ad hoc requirement and requestor is responsible to get the approval and share with the transport team to charge the concerned RC/WBS code for the applicable ad hoc charges.

It is advised to request for Ad hoc cab at least 8 hours in advance so that transport team can make timely arrangements. If Women professionals are aware that they may be required to log out late on a particular day, it is best to inform the team of the requirement in advance.

Note: Ad hoc request made by women professionals between Night Operations Window, will be arranged as per the applicable laws and Deloitte transport policy and guidelines.

In case transport team is unable to provide an ad hoc vehicle, women professional to book a radio taxi and allow 0-2 hours for arranging an escort guard.

### Cab request for Events

Service-level agreement for provision of transport arrangement is:

Ad hoc Vehicles	Bengaluru
0-2	8 Hours
3-10	1 Day*
11-20	2 Days*
Above 21**	4 Days*

\* Business Day

\*\* Timeline for vehicle count of 50 or more may need 10 working days advance notice to plan route & vendor engagement.

On receipt of the request, the Transport Team will make the arrangements and confirm to the user. There could be instances where the Transport Team will not be able to arrange the vehicles due to market conditions. Under such circumstances, the above-mentioned timeline may not be applicable.

It is advised to request for Ad hoc cab at least 8 hours in advance so that transport team can make timely arrangements.

Limitations: Ad hoc transport will be provided subject to the availability of fleet at that time of request/requirement.

Please note: Client transport, hotel pickup and drop-off, and airport pickup and drop-off are not part of ad hoc transport and cannot be provided on an ad hoc basis. Users will need to contact Travel Help Desk or make their own arrangements and claim the expenses through DTE with necessary approvals

C. Shuttle service

Shuttle services can be utilized by all personnel carrying a valid Deloitte ID. This includes all Deloitte US India professionals, contract professionals, and staff.

Bengaluru

At Bengaluru, shuttles are provided for the following route:

Seetharam Palya Metro to Prestige Tech Park office	
Departure time	Destination
08:30 a.m.	Prestige Tech Park office
09:15 a.m.	
10:00 a.m.	
10:30 a.m.	
11:00 a.m.	
11:30 a.m.	
12:00 p.m.	
01:15 p.m.	

Prestige Tech Park office to Seetharam Palya Metro	
Departure time	Destination
4:15 p.m.	Seetharam palya metro station
5:00 p.m.	
5:45 p.m.	
6:30 p.m.	
7:15 p.m.	

SV Road Metro to Vista Office		Vista Office to SV Metro	
Departure time	Destination	Departure time	Destination
08:30 a.m.	Vista office	4:15 p.m.	SV Road metro station
09:15 a.m.		5:00 p.m.	
10:00 a.m.		5:45 p.m.	
10:30 a.m.		6:30 p.m.	
11:00 a.m.		7:15 p.m.	
11:30 a.m.			
12:00 p.m.			
01:15 p.m.			

Metro shuttle Pickup/Drop location:

SV metro station A Entrance

SeetharamPalya : Entrance towards Hoodi

Inter-office shuttle

Inter-office shuttle			
Vista office to Prestige Tech Park office		Prestige Tech Park office to Vista Office	
9.30 AM		9.30 AM	
10.00 AM		10.00 AM	
10.30 AM		10.30 AM	
11.00 AM		11.00 AM	



11:30 AM	11:30 AM
12.00 PM	12.00 PM
12:30 PM	12:30 PM
1.00 PM	1.00 PM
1:30 PM	1:30 PM
3.00 PM	3.00 PM
3.30 PM	3.30 PM
4.00 PM	4.00 PM
4.30 PM	4.30 PM
5.00 PM	5.00 PM
5.30 PM	5.30 PM
6.00 PM	6.00 PM
6.30 PM	6.30 PM
7.00 PM	7.00 PM

**Note:**  
The Inter- office shuttles ply between Vista office and Prestige Tech Park office, vice versa with no intermediate stops.

**Yemlur Junction shuttle**

Yemlur Junction shuttle	
Junction to Vista Office	Vista Office to Junction
9:00 AM	3:00 PM
9:15 AM	3:15 PM
9:30 AM	3:30 PM
9:45 AM	3:45 PM
10:00 AM	4:00 PM

10:15 AM	4:15 PM
10:30 AM	4:30 PM
10:45 AM	4:45 PM
11:00 AM	5:00 PM
11:15 AM	5:15 PM
11:30 AM	5:30 PM
-	5:45 PM
1:00 PM	6:00 PM
1:15 PM	6:15 PM
1:30 PM	6:30 PM
1:45 PM	6:45 PM
2:00 PM	7:00 PM
	7:15 PM
	7:30 PM
	7:45 PM

D. Safety and security

Tipping drivers is not permitted.

- The drivers have been instructed not to exceed 60 kilometers per hour. If the driver is crossing the speed limit, please caution the driver. In case of continued speeding or rash driving by the driver, professionals should intimate the [Transport Helpdesk](#) immediately. Under no circumstances should a professional distract the driver or encourage driving over and above the recommended speed limits.
- Male professionals in the vehicle are expected to be picked up first and dropped off last when there is a female professional in the vehicle irrespective of the distance to be travelled, leading to alteration to the schedule. An escort guard would be provided only when there is no male professional in a cab. Female professionals should alert transport team whenever they are the last drop-off or first pick-up and there is no security guard during the night operations window (mentioned below)

City	Bengaluru
Night Operations Window	08:00 PM–06:00 AM

- Exchange of telephone/mobile numbers between professionals and drivers is not permitted.
- All vehicles will pick up/drop-off staff members at predetermined scheduled points only. Cab diversions from specified routes will not be permitted.
- Smoking and consumption of alcohol is strictly prohibited in company-provided vehicles. If any person is found ignoring/violating this instruction, the same will be reported immediately to the concerned team leader and Talent.
- The driver will drop-off the professionals only at their designated addresses/pre-designated points. The vehicle will not stop at any other point and shall travel along the designated route only.

- In case of accidents or unscheduled stoppage, the professional is requested to immediately call and update the [Transport helpdesk](#).
- Professionals are required to wear seat belts and observe all traffic rules failing which the driver is authorized not to go forward with pickup/drop-off and inform the [Transport helpdesk](#).
- Professionals are NOT allowed to drive the transport vehicle under any circumstances.
- Professionals are advised to stop the vehicle in case of any untoward events that may pose a threat to their safety, advise the driver to park the vehicle, and contact the [Transport helpdesk](#) immediately for necessary action. This could include:
  - Driver not being alert or loss of control over the vehicle
  - Exceeding speed limit
  - Rash driving
  - Suspicion of driver being under the influence of alcohol
- Passengers without a Deloitte identity badge are not allowed to board the vehicle.
- Professionals should ensure that escort security guard occupies the front seat of the cab.
- Always respond to calls from Security/[Transport helpdesk](#) when they make calls to ensure you have reached your destination safely. Also, random calls are made at different times to check on the vehicle and the driver to ensure your safety.
- Un-rostered professionals are not to board the transport vehicles for all logins unless the [Transport Team](#) confirms availability of a vehicle traveling toward a particular area.

### Women professionals safety

In addition to the guidelines listed above, women professionals are advised to:

- Save the mobile friendly wallet card on your phone or access it by scanning this QR code.
  - Memorize and save the emergency contact numbers on your phone or write them on a paper and keep them handy.
  - With quick access to information about security resources and procedures, you are better equipped should you be impacted by an incident.
  - Alert the [Transport team](#) immediately and ask for an escort guard if you are last drop off or the first pickup during [Night Operations Window](#).
  - Verify the identity of the occupants and driver before boarding the cab. In case of any apprehensions, do not board the cab and contact [Transport helpdesk](#) for assistance.



The 'Panic' button feature is an alert mechanism on the Transport app for you to raise an alarm if you face any challenge during your commute in regular vehicle provided. When pressed, the button will raise an alert/alarm at the [Transport Helpdesk](#) and a team monitoring the desk will immediately call you. This alert can be used by you for instance, if the vehicle meets with minor accident, which leads to vehicle breakdown, driver taking unauthorized/alternate route of travel and if you are not feeling safe, or any other reason which makes you feel insecure/need assistance during commute or situations where you are unaware of what to do/whom to call based on the situation you are in.

- Ensure that the escort security guard occupies the front seat of the cab.

- Always respond to calls from Security/[Transport helpdesk](#) when they make calls to ensure you have reached your destination safely.
- Also, random calls are made at different times to check on the vehicle and the driver to ensure your safety.

## Annexure:

### Change of address

Bengaluru: Professional will click on Transport Scheduler on [DeloitteNet](#) & update change required. [Transport Team](#) will review the address with DeloitteNet TOD home address screen shot to be sent by professional to [usblrtphelpdesk@deloitte.com](mailto:usblrtphelpdesk@deloitte.com), approves the change request, professional will be able to schedule Transport from updated address for upcoming shifts on TMS. For more information on how to change address, refer to the [TMS Quick Reference Guide](#).

### General guidelines

Professionals are advised to:

- Avoid communicating with the drivers unless necessary and allow the driver to concentrate on driving.
- Not request for change of route or deviate from schedule.
- Inform the [Transport Team](#) in case the driver violates either of the above rules.
- Be polite with drivers or transport personnel. If there has been a lapse in service, the professional should escalate the matter to the Transport executive or manager.
- Communicate with the [Transport Helpdesk](#) in case of any major route diversion, traffic jam, or any other exigency, resulting in the cab taking a diversion.
- In case the road to the user's home is inaccessible, the cab driver will pick up/drop off the professional from/at the nearest accessible point.
- The criteria for allocation of cabs are based on vehicle availability, capacity of the vehicle, and routes.

### Route boundaries

Bengaluru (For regular transport operations)

Direction	Location	Last point(s)
North	Tumkur Road	Sapthagiri Engineering College, Hesaraghatta Road
North	Yelahanka new town	Yelahanka New Town bus stand (near Banyan Tree)
East	Seegehalli	Seegehalli bus stop
South	Konanakunte Cross	Bus stop in front of Indian Oil Petrol bunk
South	JP Nagar 7th Phase Bannerghatta Road	Jambusavari Dinne Meenakshi temple
West	Basaveshwar Nagar	Opposite Modi Hospital
West	Nandini Layout	Nandini Layout Bus stand
South West	Kengeri	Kengeri Main Bus stop
South West	SMV Layout	SMV Layout Circle
South East	Electronics City	Orchid Park Hotel (Gate)
North West	Vidyaranyapura	Vidyaranyapura main bus stand
North West	Kammagundana Halli	Near Kendriya Vidyalaya
North East	Byrathi	Byrathi Bustop

## Bengaluru (For Ad hoc transport operations)

Direction	Location	Last point(s)
North	Tumkur Road	Madanayakanahalli
West	Sunkadakatte	Seegehalli
South West	Raja Rajeshwari Nagar	RajaRajeswari Medical College and Hospital
South	Konanakunte Cross	Kaggalipura
South	Jambusavari Dinne Meenakshi temple	Bannergatta
South East	Sarjapur Road	Srajapura
South East	Electronics City	Attibele
North	Yelahanka new town	Sathanur
North East	Rk Hegdenagar	Chikkagubbi
North West	Vidyaranyaपुरa	Soladevanahalli
East	KR Puram	Kada Agrahara
East	Seegehalli	Kattamanallur Gate

## Help desk and escalation matrix

City	Block	Contact number	Email ID	Helpdesk location
Bengaluru	Vista	080-676552233	<a href="mailto:usblrtphelpdesk@deloitte.com">usblrtphelpdesk@deloitte.com</a>	Ground- Floor Next to Badging station
	For Escalations		<a href="#">Level 1 – Mahesh R</a>	
			<a href="#">Level 2 – Sumit Bhattacharjee</a>	

## Accidents/emergencies

If a vehicle meets with an accident, the professionals in the vehicle are requested to take the following steps:

- The 'Panic' button feature is an alert mechanism on the app for you to raise an alarm if you face any challenge during your commute. The priority of clicking on panic alert is not an alternative to the emergency contact. You should always follow the emergency contact numbers for any law/order or medical emergency based on the severity/requirement of the situation. When pressed, the button will raise an alert/alarm at the [Transport Helpdesk](#) (manned 07.00 a.m to 1.00 a.m) and a team monitoring the desk will immediately call you. This alert can be used by you if, for instance, the vehicle meets with a minor accident, which leads to vehicle breakdown, driver taking unauthorized/alternate route of travel and if you are not feeling safe, or any other reason which makes you feel insecure/need assistance during commute or situations where you are unaware what to do/whom to call based on the situation you are in.
- Immediately inform the [Transport helpdesk/Transport Team](#).
- Give the location, gravity of accident, and number of professionals injured and needing immediate attention.
- In case the accident results in a professional being seriously injured, the other accompanying professionals are requested to call an ambulance and help transport their injured colleague to the nearest hospital.

## Bengaluru

### List of hospitals

Name of the hospital	Address	Contact number
Apollo Hospitals	No. 154/1 I, Opp. JIM, Bannerghatta Road, Bengaluru 560076	080-40304050
Apollo Specialty Hospital	#2112, 14th Cross, 3rd Block Jayanagar, (Near Madhavan Park), Bengaluru 560011	080-30804444/30805555
Apollo Spectra Hospitals	OPUS, No. 143, IST Cross, 5th Block, Koramangala, Bengaluru 560034	080-43485555
Dr. BG Rudrappas Nursing Home ENT	No. 5, Rajarammohan Roy Cross Road, Bengaluru-560025	080-22278788/22106688/99
Aster CMI hospital	43-2, Intl. Airport Road, Sahakara Nagar, Bengaluru 560092	080-43420100
Diabetes Hospital	16/M, Miller Tank Bed Area Thimmaiah Road, Vasanthanagar	080-41467888/22372980
Bangalore Hospital	#202, RV Road Basavanagudi Bangalore 560004	080-41187600/26562752
Bhagwan Maha Veer Jain Hospital	Millers Road Vasanthnagar Bengaluru 560052	080-41100550/51/52
BGS Global Hospital	#67, Uttarahalli Road, KCNGCRI, Bengaluru 560060	080-262555/49067555
Chinmaya Misson Hospital	CMH Road, Indranagar Bengaluru 560038	080-25026100/25280461/ 505/4829
Columbia Asia Hospital—Whitefield	12P, Ramagondanahalli Village, Varthur Hobli, Whitefield, Opp. Forum Mall, Bengaluru 560066	080-8061556666
Columbia Asia Hospitals Pvt. Ltd.	Subramanyanagar Ind Suburbs, Block “A” Rajajinagar (Next to METRO) Yeshwanthpur (Malleswara11J, West) Bengaluru 560055	080-39898969
HCG Bangalore Institute of Oncology	No. 44-4512, 2nd Cross, Rajarammohan Roy Extension Off Lalbagh Double Road, Bengaluru 560027	080-40206000/40206521/22
Narayana Hrudayalaya	258/A, Bommasandra, Industrial Area, Anekal Taluk, Bengaluru 562158	080-71222222
Hosmat	No. 45. Magrath Road Off Richmond Road, Bengaluru 560025	080-25543797/25593796/7
Kidwai Memorial Inst Of Oncology	Dr. M H Marigowda Road, Hosur Road, Bengaluru 560029	080-26560722/708
M S Ramaiah Memorial Hospitals	MS R Nagar, MS RIT Post, New BEL Road, Bengaluru 560054	080-23608888/23609999
Mallige Medical Centre	# 31/32, Crescent Road, Bengaluru 560001	080-22203333/22261135
Mallya Hospital	#2, Vittal Mallya Road, Bangalore 560001	080-22277979/22277997
Manipal Health Enterprises Pvt. Ltd.	98, Rusthom Bagh, Airport Road, Vimanapura, Bengaluru	080-25024444/3344
Manipal Northside Hospital (Out-patient)	#5/2, 13th Cross Road, 8th Main Road, Malleshwaram, Bengaluru 560003	080-49006000/1/2/3/4/5

Manipal Northside Hospital (In-patient)	# 71, 11th Main, Opp. Malleshwaram Railway Station, Malleshwaram, Bengaluru 560003	080-23460468/69/70
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In case of any questions, please write to [USBLRTPTHelpDesk@DELOITTE.com](mailto:USBLRTPTHelpDesk@DELOITTE.com) or call us on 06755 2233



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