

Transport FAQ's

1. How can I avail Route Transport facility?

For availing transport facility, an employee has to raise a transport issue on Transport Issue Tracker on portal.

2. What are the criteria of getting Transport availability?

For route alteration and other operational needs two weeks minimum time would be required for allocation of transport services.

There can be few non-motor able and congested routes. From those areas the person has to come for pick and drop location decided by transport team.

Few areas like Greater Noida, Noida (sectors beyond City center metro station), crossing republic, Ghaziabad, Balabharh, Bahadurgarh & Vasundra etc. areas defined as negative hiring zone and we don't have cab facility from said areas.

All the decisions are subject to Transport Management Team's discretion.

3. What are the standard official timings?

Morning cab / bus reaches office till **9:00 AM**

Evening cab / bus leaves office at **6:10 PM**.

4. What will be the pickup timing and pickup point?

The pick-up timings and pick-up points are communicated well in advance to all the cab/bus members to avoid any confusion.

Cab will not pick any one from by lanes.

You can contact transport team for any clarity about the same.

5. What if I need to stay in office late due to work?

We will provide clubbed cabs at 8 pm, 9:30 pm and 10:30 PM.

After that the cab will be provided after 1 hour of last cab departure

6. How can I take facility in case I stay late because of office work?

To avail these late evening cabs, an employee has to raise a transport request on <https://nagarro.moveinsync.com/Ncr/>

For cab request after 10:30 pm call the transport supervisor at +91-9811501849 for (24X7 services). We provide cab drop after 1 hour of last cab departure and schedule is for 8:00 PM, 9:30 PM and 10:30 pm.

Refer to attached document on usability and enrolling into the system.

7. How will I get to know the route information about late cab request?

You will receive a SMS with details of cab no. & cab members information along with their contact nos. Kindly call for coordination purpose.

8. Do I need to inform in advance about my request for extra cab?

Yes you need to inform minimum 1 hour 15 minutes prior to departure about your late cab requirement.

9. What if I need to come to office on a weekend?

For planning of teams working on weekends PCEO/ MMs need to drop request to ww@nagarro.com (weekend working team will take care of this)

For the purpose of doing official work during weekend and holidays, cab facility would be made available to an employee by the company. In case of non-availability of cab, he may take his own conveyance and get reimbursement for the expense incurred on it. He can claim for reimbursement only when the company transport is not provided.

10. What if I forget to make cab request through Transport Application?

You need to wait for next cab departure i.e. after mostly 1 hour 30 minutes later (like after 8 pm cab departs at 9:30 pm) so plan in advance to avoid such risks.

11. What if I get late to board the cab?

The cab member has to ensure that he/she reaches the pickup point at the pre- defined time. Cab will maximum wait for 3 minutes (in emergency situations only). The driver has the right to move on to the next pick up point if the cab member does not show up at the scheduled time.

In such a case, the cab member would not be entitled to any reimbursement.

12. What if I need cab to meet personal exigencies?

In case, an employee needs a cab to meet certain personal exigencies, Transport Team will facilitate to arrange a cab or taxi, and the employee would make the bill payment directly to the cab driver.

Such request has to done will 1 hour notice minimum to arrange taxi by dropping email to transport@nagarro.com or calling supervisor

13. What is the procedure to discontinue transport facility?

For discontinuing transport facility, a minimum 15 days notice period should be given to the Transport Team by raising a ticket on Transport Tracker on Kayako.

In case an employee stops availing transport without giving 15 days notice period, the amount corresponding to the shortfall in notice period would be charged.

Current Cab and bus charges:

Cab Charges:-

Annual CTC band in lakhs	Delhi Cab Cost	Gurgaon Cab Cost	Noida/ Ghaziabad Cab Cost	Faridabad Cab Cost	Jaipur Cab Cost
2-6	3500	2000	5000	4000	3500
6-10	4000	2200	5400	4500	4000
10-14	4500	2500	5600	4800	4500
>14	5000	2700	5800	5000	5000
Trainee	1700	1100	2500	2000	1700

Bus Charges:-

Zone	Amount
Noida	4000
Ghaziabad	4000
Delhi	3000
Faridabad	3000
Gurgaon	2000

Few Do's & Don'ts for cab facility:

DO's

- Do inform Transport team in case driver does not follows transport rules.
- Do board your cab / bus as per pickup time
- Do inform transport team about any change in contact number.
- Do raise issue in case of any change in address & it will be considered as fresh request.

Don'ts

- Don't take drop apart from designated point without prior approvals due to safety concern.
- Don't agree or insist for driving vehicle on your own.

***Thank you ***