



Vivekanand School

D-Block, Anand Vihar, Delhi - 110 092

VS/SW/2026-27/Cir-081

Date: 31/8/2026

Introduction of New Transport Incharge & Transport Communication Protocol

Dear Parents,

Namaskar!

We are pleased to inform you that **Mr. Sumit Anand** has joined the school as our **Transport Incharge**. He brings with him over **20 years of experience in school transport operations** and will be responsible for overseeing the smooth and safe functioning of the school transport system.

For any transport-related assistance or concern, parents may contact him directly:

Mr. Sumit Anand : Transport Incharge

Contact : 9266621695

Email : transport@vivekanandschool.in

Managing school transport involves coordinating a large number of buses, routes, students, drivers and attendants while responding to traffic conditions and occasional operational or technical issues. Despite our best efforts, situations such as an unexpected delay, vehicle breakdown or temporary malfunctioning of the air-conditioning may sometimes arise.

We fully understand the concern and inconvenience such situations can cause and assure you that every genuine issue will receive due attention. At the same time, we request parents to communicate their concerns **calmly, respectfully and courteously** with the Transport Incharge and other members of the transport team. A respectful conversation enables the team to understand the concern better and work towards its resolution more effectively.

To ensure that every concern is addressed systematically, parents are requested to follow the communication protocol below:

Step 1: Contact the Transport Incharge, Mr. Sumit Anand, or write to **transport@vivekanandschool.in**.

Step 2: If the concern remains unresolved despite having been taken up at the above level, it may be escalated to the school at **info@vivekanandschool.in**, mentioning the details of the earlier communication.

Important: For safety and effective resolution, parents are requested not to take up transport-related concerns directly with drivers or attendants while they are on duty.

We value the cooperation of our parent community and look forward to working together to ensure a safe, efficient and well-managed transport experience for our students.

Warm regards,
Principal (Officiating)