

# NSSR Handbook for Passenger 4W(s)

By

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# Ticketing System Pullouts

(Pull-out marks are WIP)

# 1. Ticketing System for Unit 6 (Road System responsiveness)

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

**Ticket status:** Open/Closed/Escalated/Needs details/Not available

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

**Problems faced for reasons such as:**

- ( ) Quality levels
- ( ) Traffic volume levels ( ) Pollution levels
- ( ) Accidents or incidence (even crimes) trends
- ( ) Possible route diversions
- ( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
- ( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
- ( ) Afflicted due to weather forecasts
- ( ) Faulty vital network and signal coverage
- ( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

# 1. Ticketing System for Unit 6 (Road System responsiveness)

( ) **Management of (negative influence specific) Key indicators**

- [ ] Nature of congestion [ ] Probable Hazards
- [ ] Lack of Signage deployment ( ) Repair or restoration
- [ ] Interpretations on Fuel consumption
- [ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**

- ☐ Stabilizing aspects
- ☐ Planning behind repair or restoration ☐ Signage and barricade deployment
- ☐ Traffic management advisory
- ☐ Pedestrian and Commuter safety ☐ Associated Traffic Management
- ☐ Accident relief, Emergency response and assistance



## RoadMIR and RoadKPI framework

### Details of problems faced:

**Resolution sought:**



The NSSR-RS programme expects to collect unit specific

- ☐ Feedback
- ☐ Complaints
- ☐ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon



# 2. Ticketing System for Unit 7 (Driving conditions responsiveness)

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

**Ticket status:** Open/Closed/Escalated/Needs details/Not available

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

**Problems faced for reasons such as:**

- ( ) Quality levels
- ( ) Traffic volume levels ( ) Pollution levels
- ( ) Accidents or incidence (even crimes) trends
- ( ) Possible route diversions
- ( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
- ( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
- ( ) Afflicted due to weather forecasts
- ( ) Faulty vital network and signal coverage
- ( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

## 2. Ticketing System for Unit 7 (Driving conditions responsiveness)

### ( ) Management of (negative influence specific) Key indicators

- [ ] Nature of congestion [ ] Probable Hazards
- [ ] Lack of Signage deployment ( ) Repair or restoration
- [ ] Interpretations on Fuel consumption
- [ ] Lack of support for renewable energy or battery powered vehicles

### ( ) Sustainable infrastructure (positive influence specific) Key indicators

- [ ] Stabilizing aspects
- [ ] Planning behind repair or restoration [ ] Signage and barricade deployment
- [ ] Traffic management advisory
- [ ] Pedestrian and Commuter safety [ ] Associated Traffic Management
- ( ) Accident relief, Emergency response and assistance

**Details of problems faced:**

**Resolution sought:**



RoadMIR and RoadKPI framework



The NSSR-RS programme expects to collect unit specific

- ☐ Feedback
- ☐ Complaints
- ☐ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon



# 3. Ticketing System for Unit 8 (First Aid and Fire Safety responsiveness)

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

**Ticket status:** Open/Closed/Escalated/Needs details/Not available

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

**Problems faced for reasons such as:**

- ( ) Quality levels
- ( ) Traffic volume levels ( ) Pollution levels
- ( ) Accidents or incidence (even crimes) trends
- ( ) Possible route diversions
- ( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
- ( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
- ( ) Afflicted due to weather forecasts
- ( ) Faulty vital network and signal coverage
- ( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

# 3. Ticketing System for Unit 8 (First Aid and Fire Safety responsiveness)

## ( ) Management of (negative influence specific) Key indicators

- [ ] Nature of congestion [ ] Probable Hazards
- [ ] Lack of Signage deployment ( ) Repair or restoration
- [ ] Interpretations on Fuel consumption
- [ ] Lack of support for renewable energy or battery powered vehicles

## ( ) Sustainable infrastructure (positive influence specific) Key indicators

- [ ] Stabilizing aspects
- [ ] Planning behind repair or restoration [ ] Signage and barricade deployment
- [ ] Traffic management advisory
- [ ] Pedestrian and Commuter safety [ ] Associated Traffic Management
- ( ) Accident relief, Emergency response and assistance

Details of problems faced:

Resolution sought:



RoadMIR and RoadKPI framework



The NSSR-RS programme expects to collect unit specific

- ☐ Feedback
- ☐ Complaints
- ☐ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

# 4. Ticketing System for Unit 9 (Alpha Assistance responsiveness)

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

ALPHA ASSISTANCE HELP CARD ID:

**Ticket status:** Open/Closed/Escalated/Needs details/Not available

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

### **Problems faced for reasons such as:**

- ( ) Quality levels
- ( ) Traffic volume levels ( ) Pollution levels
- ( ) Accidents or incidence (even crimes) trends
- ( ) Possible route diversions
- ( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
- ( ) Non-availability of emergency response services ( ) Non-availability of drive guidance / alpha assistance services
- ( ) Afflicted due to weather forecasts
- ( ) Faulty vital network and signal coverage
- ( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

## 4. Ticketing System for Unit 9 (Alpha Assistance responsiveness)

( ) Management of (negative influence specific) Key indicators

- [ ] Nature of congestion [ ] Probable Hazards
- [ ] Lack of Signage deployment ( ) Repair or restoration
- [ ] Interpretations on Fuel consumption
- [ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**

- ☐ Stabilizing aspects
- ☐ Planning behind repair or restoration ☐ Signage and barricade deployment
- ☐ Traffic management advisory
- ☐ Pedestrian and Commuter safety ☐ Associated Traffic Management
- ☐ Accident relief, Emergency response and assistance
- ☐ Apha commuter response and assistance



## RoadMIR and RoadKPI framework

### Details of problems faced:

**Resolution sought:**