NSSR Handbook for Commercial Vehicles (LCV, MCV, HCV)

By

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unbound

Being detailed

Commercial vehicles are motor vehicles used for transporting "goods or paying passengers" for business purposes

ROAD SAFETY AND THE GLOBAL WAY TO ENGAGE

4/4/2025

Track Report Pullouts

(Pull-out marks are WIP)
(INCLUDES…)
(SAFETY FOR PEDESTRIANS)
(SAFETY AND SIGNAGE)
(SAFETY AND AMBULANCE)
(SAFETY AND AIR AMBULANCES)
(SAFETY AND AUTOS)
(SAFETY AND TAXIS)
(SAFETY AND VANS, BUSES ANDTRUCKS)
(SAFETY AND GOODS)
(SAFETY AND SPECIAL NEEDS VEHICLES)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Warnings signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** …

1. Track Report for Unit 1 (Mandatory Traffic Signs)

Reporting a complaint about accountability for traffic factors

❑ Responder to state issues or unsatisfactory experiences while using Traffic Signs

- **1. The Mandatory Traffic Sign (   ) and its Perception ability helps response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **2. . The Mandatory Traffic Sign (   )   and its expectations of the Intelligence level helps response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **3. The Mandatory Traffic Sign (   )   and its expectations of the Emotional makeup/quotient helps response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

- **4. The Mandatory Traffic Sign (   )   and its expectations of the Volition (Self enabled Action) level helps response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (one-way or two-way signs, permitted timings, speed limits, rules for pedestrian and passenger safety, rules about overtaking, rules against cutting lanes, rules for parking, signage about low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, enablers for vehicles that use renewable energy)

- (**) Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

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. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Warnings signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- i**Reporting a complaint about accountability for traffic factors**

❑ The NSSR responder to state issues or unsatisfactory experiences while adhering to the Key Learning of the unit

- **1. The Cautionary Sign (   ) and its Perception ability helps prepared response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **2. . The Cautionary Traffic Sign (   )   and its expectations of the Intelligence level helps prepared response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **3. The Cautionary Traffic Sign (   )   and its expectations of the Emotional makeup/quotient helps prepared response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

- **4. The Cautionary Traffic Sign (   )   and its expectations of the Volition (Self enabled Action) level helps prepared response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs / nature of expectation concern:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, unforeseen driving conditions for vehicles that use renewable energy)

- (**)** **Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

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. Track Report for Unit 3 (Informatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with decision assistance:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, unforeseen driving conditions for vehicles that use renewable energy)

- (**)** **Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

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. Track Report for Unit 4 (Drowsy Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

4. Track Report for Unit 4 (Drowsy Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with decision assistance:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

4. Track Report for Unit 4 (Drowsy Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

4. Track Report for Unit 4 (Drowsy Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving:**

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

5. Track Report for Unit 5 (Fog or Night Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

5. Track Report for Unit 5 (Fog or Night Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with driving in poor visibility:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

5. Track Report for Unit 5 (Fog or Night Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

5. Track Report for Unit 5 (Fog or Night Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/driving in poor visibility:**

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

6. Track Report for Unit 6 (Road System responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** DIL incorporation**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with road system:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- The Deep Interaction Link (label or tag, in addition to deployments like a traffic sign) for a road system is to be based on the Juran Trilogy of implementing

❑ KPI(s) for Quality Planning,

❑ KPI(s) for Quality Control and

❑ KPI(s) for Quality Improvement to manage the cost of poor quality

or quality recognition and vehicle fitness enablers for vehicle

suitability for voice of the commuter factors, and global &

mutually beneficial attributes for the road system responsiveness,

 we expect in the future.

The DIL label or tag for a road system is work in progress with the authorities being invited for decision making.

6. Track Report for Unit 6 (Road System responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

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

6. Track Report for Unit 6 (Road System responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels..."** with added details

6. Track Report for Unit 6 (Road System responsiveness)

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

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

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

7. Track Report for Unit 7 (Driving conditions responsiveness)

Whether there are issues with the maintenance strategy for certain aspects, such as

❑ Predicting of remaining useful lifetimes of vehicles and their parts/ components

❑ Assessing the effect of remaining useful lifetimes on the cost of repairs or replacements

❑ Considerations of the safety of using a vehicle whose parts/ components need periodic maintenance

❑ Optimization of the maintenance schedule of the fleet to support objectives such as assessing

❑ Degradation in the performance of suspension and springs

❑ Degradation of brake pads

❑ Degradation of tyres

❑ Degradation of chassis and it's expected condition

❑ Degradation of the manual gear system or automatic transmission

❑ Degradation in vehicle's ingress protection from dust and water

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with driving in poor conditions:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

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

7. Track Report for Unit 7 (Driving conditions responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels…"** with added details

7. Track Report for Unit 7 (Driving conditions responsiveness)

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

A Votary Track is a Road System that is being reported about for NSSR-RS responsiveness

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

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** …

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(A) Fainting or losing consciousness

- Loss of consciousness in times of disasters has many causes associated with it i.e.
- (1) Trauma caused by severe distress
- (2) Fainting on account of fatigue or lack of oxygen
- (3) Head injury, spinal cord injury

First-Aid (Do's)

1. Under circumstances, prevent person from falling
2. Lay the person on back facing upwards
3. Tilt head back
4. Keep arms at right angles to body
5. Raise legs 8-12 inches to promote blood flow to brain
6. Pinch the person gently to check for response
7. Examine body for injuries
8. Keep a record of condition of person to help medical assistance

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(A) (Continued) Fainting or losing consciousness First-Aid (Do not's)

1. Do not crowd around the injured person
2. Do not allow the person to get up and move around immediately on regaining consciousness
3. Do not give water or juice to the person as soon as he or she regains consciousness

(B) Bleeding from cuts, wounds or punctures First-Aid (Do's)

1. Wear gloves (if possible) while attending to the injured person
2. Try to stop bleeding by elevating injured part or by applying pressure. Handle
   - with care if fracture is suspected
3. Bandage the injured area to stop bleeding and to prevent infection of wound
4. Give a tetanus injection if required
5. If the injured person loses consciousness, apply **5 step Action Plan**

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(C) Burns

- **First-Aid (Do's)**

1. Wrap with blankets or non-inflammable material to put off fire
2. Wear gloves (if possible) while attending to the injured person
3. Cool the burn – immediately apply cloth soaked in cool water for at least 5 minutes till pain subsides
4. Cover the burn – cover the burnt area with dry sterile gauge bandage but do

- not use cotton or any other fluffy material

5. Give an over-the-counter pain reliever
6. Take off clothes or jewelry covering burn area before swelling or blisters appear

- **First-Aid (Do not's)**

1. Do not remove cloth stuck to burn area
2. Do not wash burn area under extreme water pressure
3. Do not apply oil or ice on affected area
4. Do not attempt to puncture or break blisters

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(D) Electrocution First-Aid (Do's)

1. Cut off the power supply

2. Move the person away from source or spot using a non-conductive material

3. Check for breathing, carry out **5 step Action Plan** or **CPR** as needed

4. Cover the affected area with a clean dressing

5. Arrange for further medical assistance as needed

- **First-Aid (Do not's)**

1. Do not touch or attempt to move person without shutting off power supply

2. Do not move person away from spot without making arrangements for non- conductive material to help do this

3. While attending to person do not touch any non-insulated wire

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(E) Fractures Symptoms

1. Check for pain at or near site of injury (which increases with movement)
2. Check gently if movement is possible (if there is a fracture, movement will be difficult, not possible or painful)
3. Check for swelling around injured part, where later there may be bruising or discoloration
4. Check for deformity at site of fracture
5. Check if injured person is in a state of shock

- **First-Aid (Do's)**

1. If there is bleeding, control bleeding before immobilizing site of fracture
2. Immobilize site of fracture
3. Check if injured person is in a state of shock
4. Revive the injured person using 5 step Action Plan
5. Place ice-pack on affected area to reduce pain and swelling
6. Provide proper padding to affected area before shifting to hospital etc

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(E) (Continued) Fractures First-Aid (Do not's)

1. Do not move the injured person without support
2. Do not ask injured person to move independently
3. Do not move joints above or below the site of fracture
4. Do not massage the affected area
5. Do not force bones back into the wound

- **Remember the principles of RICE**
1. REST- Give rest to injured person and injured part
2. ICE- Apply ice on injured part
3. COMPRESS - Wrap the injured area with crepe bandage
4. ELEVATE - Elevate injured area above level of heart

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(F) Poisoning Types of poisoning

(1) Ingested poisons (orally)

(2) Inhaled poisons (through lungs by inhaling industrial gases, flames from fire, chemical vapors etc)

(3) Absorbed poisons (through skin via contact with poisonous sprays)

- **Signs and symptoms**

1. Bluish lips
2. Difficulty in breathing, chest pain
3. Cough
4. Abdominal pain, loose motions
5. Dizziness
6. Double vision
7. Confusion
8. Fever

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(F) (Continued) Poisoning

- **First-Aid (Do's)**

1. Check airway, breathing and circulation, proceed with 5-step Action Plan
2. Check for foreign matter in mouth, if found remove immediately
3. Prevent injured person from entering a state of shock
4. Dilute poison by giving milk or water
5. Observer color and amount of vomit
6. Monitor vital signs
7. Arrange for immediate medical assistance

- **First-Aid (Do not's)**

1. Do not induce vomiting unless type of poisoning known
2. Do not panic

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

- **First-Aid Kit**

(A) Medicinal items

- ❑ Antiseptics, disinfectants
- ❑ Antihistamine cream
- ❑ Tube of petroleum jelly
- ❑ Analgesics, Pain relievers
- ❑ Paracetamol
- ❑ Antacid
- ❑ Life saving drugs, Oral Rehydration solution (ORS) packets
- ❑ Anti-diarrhoea medication

(B) Bandages

- ❑ Sterile dressing, cotton wool, adhesives,
- ❑ Triangular bandages, band-aids
- ❑ Crepe bandages
- ❑ Make-shift stretchers, crutches, splints

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

v.   The expected Responses reported for the unit and it's enabling of road safety

(Continued) First-Aid Kit

(C) Other items

❑ Thermometer

❑ Sterilized gloves, Latex gloves

❑ Towels, napkins

❑ Assorted sizes of safety pins

❑ Tweezers, needles, syringes, trays

❑ Anti-germicidal soaps, cleansing soaps

❑ Scissors

❑ Torches

❑ Disposable bags, garbage bags

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with first aid assistance or fire safety responsiveness:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❏ Sustainable Development & Growth
- ❏ Socio Economic Solutions
- ❏ Traffic Control
- ❏ Supply chaining
- ❏ TMS Logistics
- ❏ Environmental quality
- ❏ Incidence Response / Mitigation
- ❏ Fire fighting (amenity specific) / Fire Department response

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

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

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels..."** with added details

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

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

9. Track Report for Unit 9 (Road systems and Pedestrian Safety)

- **Reporting a complaint about pedestrian safety (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

9. Track Report for Unit 9 (Pedestrian Safety)

Complaint or the Hazardous factors for pedestrian safety are

There are many different factors such as

❑ 1.Sudden bends or curves with or without signs, where it is not possible to ensure clear visibility

❑ 2.Under repair roads with or without signs

❑ 3.Sudden Traffic signals with or without signs

❑ 4.Sudden Pedestrian crossings with or without signs

❑ 5.Sudden Speed breakers with or without signs

❑ 6.Unmanned Road Medians with or without signs

❑ 7.Road deterioration and potholes

❑ 8.Poorly maintained septic systems and manholes

❑ 9.Traffic violators and lack of driving norms

- 2

9. Track Report for Unit 9 (Pedestrian Safety)

- **Name of person or entity reporting problem:**

- **Name of road maintenance company (if known):**

- **Annual Maintenance Contract No (if relevant):**

- **Nature of inspection or assessment:**

- [ ] **Photograph taken and sent to municipal civic body** (for accountability or to improve road safety)

- [ ] **Hazardous factors such as the 1 to 9 issues highlighted**

- [ ] **Location analysis** (condition of road, whether there is sufficient prior intimation for "traffic signals, pedestrian crossings, speed breakers or road humps, accident zones, road repair scenarios, zones with displaced traffic", manned road medians, clear visibility and safe navigability with sufficient lighting)

- [ ] **Signage for emergency services**(whom to contact for this road system and notification as to

  what should be done if there are incidents of accidents or other health hazards)

9. Track Report for Unit 9 (Pedestrian Safety)

- Evaluation of reason for hazard:
- [ ] Poor quality road construction
- [ ] Poor quality repair work
- * + Poor quality "preventive maintenance of road"
- [ ] Road affected by water bodies or drainage structures
- [ ] Damage due to natural or man-made disaster occurrence
- [ ] Sudden bends or curves with or without signs, where it is not possible to ensure clear visibility
- [ ] Under repair roads with or without signs
- [ ] Sudden Traffic signals with or without signs
- [ ] Sudden Pedestrian crossings with or without signs
- [ ] Sudden Speed breakers with or without signs
- [ ] Unmanned Road Medians with or without signs
- [ ] Road deterioration and potholes
- [ ] Poorly maintained septic systems and manholes
- [ ] Traffic violators

9. Track Report for Unit 9 (Pedestrian Safety)

- **Classification of median (according to the road system):**
- [ ] Unmanned median
- [ ] Low clearance median
- [ ] Raised median
- [ ] Damaged or under repair median
- [ ] Other median issues
- [ ] Manned via sensors medians
- **Evaluation of action needed:**
- [ ] **Immediately ensure safety, prevent accidents and health hazards**
- [ ] **Issue or put up sufficient prior signage and public notifications for hazards**
- [ ] **Check for road utilization problems** (traffic violation and displaced traffic)
- [ ] **Check for seepage** (due to nearby water bodies or drainage structures)
- [ ] **Categorize nature of pedestrian safety (**like signage intimating that "crossing is hazardous, accident zone, unrestricted speed limit", signage indicating unmanned medians, need for the incorporation of manned medians and alarm systems)

9. Track Report for Unit 9 (Pedestrian Safety)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

10. Track Report for Unit 10 (Road systems and Signage/Signboards/ Signposts)

- **Reporting a complaint about signage (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

10. Track Report for Unit 10 (Signage/Signboards/Signposts)

- **Reason for complaint**

- [ ] Need for installation of signage, signboards and signposts, to warn, notify or advise people about a location, road system, railway track, flyover, bridge, tunnel, water body, dwelling, building or facility being **risky, threat prone or hazardous** due to likelihood of becoming disaster stricken

- [ ] Not easy to read signage, signboards and signposts personally or not easy for someone else to read out to commuters interested in knowing the details in them

- [ ] Need for signage at important locations or zones such as Railway stations, Bus stands or main terminuses, Metro rail stations, Airports, Tourist spots, Road systems, Tunnels, Bridges, Flyovers, Public Facilities, Residential or commercial buildings, Mud or brick dwellings, Weak structures, Water bodies etc

- [ ] Need for signage to indicate **practices** to be followed by people or people identities visiting the location or zone, where people visiting a location or zone can be categorized as Children, Teenagers, Adults, Elders, Working class people, Business class people, Government officials, Aged, weak or sick people, Blind or handicapped people, Tourists etc

10. Track Report for Unit 10 (Signage/Signboards/Signposts)

- **Feedback about signage indicating recommended practices, tick if needed**

❑ 1. Advisory to be followed

❑ 2. Norm to notify or alert authorities and Emergency call centres about a problem

❑ 3. Norm to fix a problem, carry out a replacement or repair

❑ 4. Norm and methodology for Incidence Management and Resolution

❑ 5. Medical assistance available or even Mobile Healthcare Unit available

❑ 6. Policy or Security assistance available

❑ 7. Facility assistance available, where all this information should pro-create interest in the person to adhere to an advisory or a specific behavioral model at the zone or location

10. Track Report for Unit 10 (Signage/Signboards/Signposts)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **BASIC CHECKLIST**

- Does the ambulance adhere to statutory requirements? Yes/No/Partially

- Does the ambulance driver comply with self-assessment for fitness? Yes/No/Partially

- Does the ambulance driver expect to use drive guidance? Yes/No/Partially

- Is the ambulance in good quality condition? Yes/No/Partially

- Is the ambulance appropriately equipped? Yes/No/Partially

- Is the ambulance manned by trained personnel? Yes/No/Partially

- Is the ambulance checked on a daily basis? Yes/No/Partially

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **Status for norms specific checklists:**

- [ ] Recent Air pressure checkup

- [ ] Recent Engine oil checkup

- [ ] Recent Brake oil checkup

- [ ] Recent Coolant level checkup

- [ ] Recent Battery acid level checkup

- [ ] Recent Solar panel or electric system checkup

- [ ] Recent Emission level checkup

- [ ] Drive guidance systems checkup

- Are the equipment on board checked on a daily basis using a checklist? Yes/No/Partially

- Are emergency medications checked daily and prior to dispatch using a checklist? Yes/No/Partially

- Does the ambulance have a proper communication system? Yes/No/Partially

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **ONBOARD CARE CHECKLIST**

- Do documented policies and procedures guide the uniform use of cardio-pulmonary resuscitation throughout the organization? Yes/No/Partially

- Are staff providing direct patient care trained and periodically updated in cardio-pulmonary resuscitation throughout the organization? Yes/No/Partially

- Are the events during a cardio-pulmonary resuscitation recorded? Yes/No/Partially

- Does a multi-disciplinary committee conduct a post event analysis of all cardio-pulmonary resuscitations? Yes/No/Partially

- Are corrective and preventive actions taken on the basis of the analysis of all cardio-pulmonary resuscitations? Yes/No/Partially

- Do only qualified personnel order, plan, perform and assist in performing procedures? Yes/

- No/Partially Is sufficient care available for patients in a critical condition or in a deteriorating condition - being brought in from other facilities? Yes/No/Partially

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **ELIMINATING ERROR CHECKLIST**

- Do documented procedures exist to prevent adverse events like wrong patient, wrong side and wrong procedure? Yes/No/Partially

- Is informed consent taken by personnel performing the procedure, where appropriate? Yes/No/Partially

- Is there adherence to standard precautions and adherence to asepsis during the conduct of the procedure? Yes/No/Partially

- Are patients appropriately monitored during and after the procedure? Yes/No/Partially

- Are procedures documented accurately in the patient record? Yes/No/Partially

- Are ambulances evaluated for fitness for road emergencies as per routine? Yes/No/Partially

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **Track report of fitness of ambulance for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

11. Track Report for Unit 11 (Fitness of Ambulances for road emergencies)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **Why needed?**

- Tomorrow air ambulances will help us save life or provide timely assistance to people via an emergency response network that designs and incorporates response for scene calls, air lifts of people or loads, helps transfer patients from remote locations and in cases where hospitals have inadequate medical facilities for ventilator support, urgent angioplasty bypass, or even ICU/CICU facilities.

- Some scenarios exist where air ambulances are being made available or have been used in India, but the coordination with an emergency response network or road safety department is not available.

- **Problems affecting air ambulances**

- The problem is that in India, air ambulances are not common so there are no dedicated or standby aircrafts available in all cities or locations.

- Rapid approval when relevant for air ambulances is not easily possible in coordination with a road safety department.

- There is no proper communication protocol between authorities for the same.

- Added to this there are no cable span markers planned on road systems to warn helicopter pilots of the presence of electric/telephone/cable television wires/router connectivity wires in an area needing air lifts.

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **Aircraft registration number:**

- **Date of submission:**   **Time of submission:**

- **BASIC CHECKLIST**

- Does the air ambulance adhere to statutory requirements? Yes/No/Partially

- Does the pilot have adequate experience and yearly certifications? Yes/No/Partially

- Does the pilot and co-pilot (if relevant) know about the regulations imposed by civil aviation and associated public safety and road safety authorities? Yes/No/Partially

- Does the pilot expect to use fight or location guidance? Yes/No/Partially

- Does the aircraft used as an ambulance have proper communication systems? Yes/No/Partially

- Is there appropriate communication equipment both internal (for air medical teams) and between the air crew/clinical aiding crew/assisting agencies like the emergency response network, public safety agency or ground emergency healthcare service providers? Yes/No/Partially

- Is the aircraft in good quality condition? Yes/No/Partially

- Is the air ambulance appropriately equipped for different emergency services? Yes/No/Partially

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- Is the air ambulance manned by trained air medical teams / clinical crew/ aircraft maintenance personnel? Yes/No/Partially

- Are all the equipment on board checked before any flight or transfer using a checklist? Yes/No/Partially

- Are emergency care medications checked systematically and prior to flight using a checklist? Yes/No/Partially

- Is the air ambulance checked for an all clear prior to any emergency response or transfer? Yes/No/Partially

- Does the aircraft undergo frequent inspection and maintenance by the civil aviation authorities or departments? Yes/No/Partially

- Is the aircraft equipped with survival gear, sophisticated navigation equipment and weather monitoring aids? Yes/No/Partially

- Does the aircraft have any pressurizing capability (if relevant)? Yes/No/Partially

- Are all fragile equipment secured from free movement during flight, as they are known to lead to erroneous or erratic readings? Yes/No/Partially

- Does the aircraft have restraint straps so that the patient does not fall off from the stretcher or level of care arrangement during transport, turbulent weather and/or treatment? Yes/No/Partially

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- Does the configuration of the aircraft permit healthcare providers or air medical teams to perform emergency procedures if necessary? Yes/No/Partially

- Does the aircraft have an entry that permits easy loading or unloading without excessive manoeuvring of the patient? Yes/No/Partially

- Does any maneuvering not impact the functioning of monitoring systems, IV lines, ventilator systems? Yes/No/Partially

- Does the aircraft have internal temperature control to prevent extremes from affecting the patient? Yes/No/Partially

- Is the cockpit shielded from intrusive light, sound or movement during flight operations? Yes/No/Partially

- Are electric power-outlets available with inverters or appropriate power source outputs, so as to ensure problem free operating of any medical equipment? Yes/No/Partially

- Are all equipment, stretchers, seating facilities arranged for rapid air travel or passage? Yes/No/Partially

- Are all equipment secured on racks, compartments or by strap restraints? Yes/No/Partially

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **Norms specific checklists:**

- [ ] Are there approved policies to train and educate air medical crew to ensure safe conduct in and around the aircraft

- [ ] Are Crew given full briefing about general aircraft safety

- [ ] Are Crew given full training with a structured flight program that covers altitude physiology and procedures for patient safety

- [ ] Is there satisfactory training given to air medical crew to use medical supplies and equipment during in-flight healthcare, medical assistance or transport

- [ ] Are approved policies applied for infection control with procedures for safe disposal of sharps, biological waste and contaminated materials

- [ ] Is there satisfactory patient record management and continuity of care

- [ ] Is proper training given to air medical crew for management of critically ill or injured patients at different altitudes

- [ ] Are emergency response network related flight or location guidance systems periodically tested and approved after structured checkups

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **ONBOARD CARE CHECKLIST**

- Do documented policies and procedures guide the uniform use of cardio-pulmonary resuscitation? Yes/No/Partially

- Are air medical crew providing direct patient care trained and periodically updated in cardio-pulmonary resuscitation? Yes/No/Partially

- Are the events during a cardio-pulmonary resuscitation recorded? Yes/No/Partially

- Does a multi-disciplinary committee conduct a post event analysis of all cardio-pulmonary resuscitations? Yes/No/Partially

- Are corrective and preventive actions taken on the basis of the analysis of all cardio-pulmonary resuscitations? Yes/No/Partially

- Do only qualified personnel order, plan, perform and assist in performing procedures? Yes/No/Partially

- Is sufficient care available for patients in a critical condition or in a deteriorating condition being brought in from scene calls or other facilities? Yes/No/Partially

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **ELIMINATING ERROR CHECKLIST**

- Do documented procedures exist to prevent adverse events like wrong patient, wrong side and wrong procedure? Yes/No/Partially

- Is informed consent taken by personnel performing the procedure, where appropriate? Yes/No/Partially

- Is there adherence to standard precautions and adherence to asepsis during the conduct of the procedure? Yes/No/Partially

- Are patients appropriately monitored during and after the procedure? Yes/No/Partially

- Are procedures documented accurately in the patient record? Yes/No/Partially

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **Track report of fitness for air ambulance for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

12. Track Report for Unit 12 (Fitness for Air Ambulances for road emergencies)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

13. Track Report for Unit 13 (Graded payload or goods movement on-road)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **Nature of payload or goods being transported:**

- **Why a track report may be needed?**

- Tomorrow's climate change will need well planned Mitigation and Adaptation Systems (MAS) that help payload or goods movement on-road amidst natural and man-made disasters.

13. Track Report for Unit 13 (Graded payload or goods movement on-road)

- **MAS specific assessment for payload or goods being transported (Tick as applicable)**

❑ Location or route with **Disaster vulnerability (like forest fires/drought/over flooding/windstorm/snow fall or frost)**

❑ Location or route has no **Cause & effect analysis to reduce** tangible issues for goods

❑ Location or toure has no **Failure Mode analysis** to manage and address any adverse impact that can be faced

Nature of Investment for payload or goods being transported (Tick as applicable)

[ ] Government order

[ ] Private business need

[ ] **In**dividual responsibility

[ ] Transportation order as part of supply chaining or logistics

13. Track Report for Unit 13 (Graded payload or goods movement on-road)

Tangible issues for payload or goods being transported (today's and future cross-realms)

❑ Non-existence of any Contact numbers or Helpline for identification, and associated guidance

❑ Non-existence of right methodology for environmental protection in case of accidental spillage or falling off

❑ Non-existence of right methodology for incidental repackaging or restoration of transportable condition if needed

❑ Non-existence of right methodology for restorative transporting of goods or payload to target or redirected t locations or supply chains on warnings of climate change or on incidences of adverse climate trends

❑ Non-existence of right methodology to screen issues of contra-band movement / sabotage

❑ Non-existence of any present-day technology-based solution that ensures complaints, feedback or issues can be raised with the transporter or manufacturer or organizer of the goods or payload

Remarks/ Response to manage issues:

13. Track Report for Unit 13 (Graded payload or goods movement on-road)

- **Track report of fitness of goods or payload movement for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** ...

13. Track Report for Unit 13 (Graded payload or goods movement on-road)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

14. Track Report for Unit 14 (Special Needs Vehicles movement on-road)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **Nature of vehicle:**

❑ Fire Engine

❑ Emergency Response Vehicle

❑ Disaster Management Vehicle

❑ Hazardous Waste Vehicle

❑ Hazardous Goods and Materials Vehicle

❑ Government Officials Convoy

- **BASIC CHECKLIST**

- Does the vehicle adhere to statutory requirements? Yes/No/Partially

- Does the driver comply with self-assessment for fitness? Yes/No/Partially

- Does the driver expect to use drive guidance? Yes/No/Partially

14. Track Report for Unit 14 (Special Needs Vehicle movement on-road)

Is the vehicle appropriately equipped? Yes/No/Partially

Is the vehicle manned by trained personnel? Yes/No/Partially

Is the vehicle checked before any journey? Yes/No/Partially

Are the emergency response systems (Fire extinguishers, Sand buckets, Pollution Control Board or City Municipal recommended equipment, First-aid boxes) on board checked on a daily basis using a checklist? Yes/No/Partially

Are the communication systems (mobiles, wireless sets, location trackers, and Ambulance & Emergency Response contact lists) on board checked prior to dispatch using a checklist? Yes/No/Partially

ELIMINATING ERROR CHECKLIST

Are corrective and preventive guidelines and action plans checked prior to dispatch? Yes/No/Partially

Are post-incidence conduct guidelines and action plans checked prior to dispatch? Yes/No/Partially

Are reports and mandatory records submitted after each journey to help prevent adverse events in the future? Yes/No/Partially

14. Track Report for Unit 14 (Special Needs Vehicles movement on-road)

- **<u>Track report of fitness of a special needs vehicle for a specific road or road systems (as commuter interest)</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

14. Track Report for Unit 14 (Special Needs Vehicles movement on-road)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

15. Track Report for Unit 15 (Taxis on-road)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **Nature of taxi/brand**

❑ Maruti Suzuki Dzire,

❑ Maruti Suzuki Ertiga,

❑ Maruti Omni,

❑ Maruti Suzuki Wagon-R.

❑ Mahindra Logan,

❑ Toyota Etios,

❑ Toyota Innova,

❑ Tata Indica

❑ Tata Indigo

❑ Others:

- **BASIC CHECKLIST**

- Does the vehicle adhere to statutory requirements? Yes/No/Partially

- Does the driver comply with self-assessment for fitness? Yes/No/Partially

- Does the driver expect to use drive guidance? Yes/No/Partially

- Does the driver keep the mobile at a secure place or activate its speakers to help safe driving ? Yes/No/Partially

15. Track Report for Unit 15 (Taxis on-road)

Is the taxi equipped with a child lock? If yes, has the driver disengaged the child lock in front of you (the customer)? Can the driver mismanage or act against your wishes later. If yes, then are there disengagers in the rear of the vehicle? Yes/No/Partially

FYI: Vehicle manufacturers do not know whether their vehicles are meant for private travel or public services. As this does seem beneficial to them, it may be necessary to rally collective concern that ensures that when the ride operators recruit and grant licenses to their drivers, the vehicles in use need to be relatively customized for Customer Safety. The section reviews some possibilities.

Is the taxi equipped with a safety or emergency alarm system in the rear and within the reach of the customer? Has the driver demonstrated its working as per the Customer Safety Card? Yes/No/Partially

FYI: Burglar alarm systems today help sound an alarm at site and also trigger communication or alarms at remote locations. The same can be re-engineering to be installed in a taxi associated with a specific ride operator or with all ride operators.

Does the taxi have a proper remote communication system that transmits any alarm triggered during the ride to the Police Control Room or Ride Operator's Control Centre? Yes/No/Partially

For some roads or journeys, has the driver demonstrated a connectivity test by sending an all safe packet to the Police Control Room's server or Ride Operator's Control Centre's server? Is the response an all clear? Yes/No/Partially

15. Track Report for Unit 15 (Taxis on-road)

POST RIDE CHECKLIST AND FEEDBACK (COMMUTER INTEREST)

We see that checklists and feedback can improve ride enquiry, ride booking and end-of-ride systems.

We know that ride operator services use a customized SMART Phone App but find a Road Safety handbook can support commuter interests more insightfully

Has the driver handed over the post ride checklist and feedback form to you (the customer)? If yes, is it legible? Yes/No/Partially

Are you satisfied with the quality and performance of the Customer Safety Card specific systems on-board? Yes/No/Partially

Are you satisfied with the driver's interaction? Yes/No/Partially

Are you satisfied with the driver's pricing or rate calculation? Yes/No/Partially

Are you satisfied with what the ride operator did to ensure a good ride experience? Yes/No/Partially

Are there any complaints or concerns that you would like to record? Yes/No/Partially

Would you like any analysis to be done of your ride and experience? Yes/No/Partially

Do you want any corrective and preventive actions to be taken? Yes/No/Partially

15. Track Report for Unit 15 (Taxis on-road)

- **Track report of fitness of a taxi for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** ...

15. Track Report for Unit 15 (Taxis on-road)

- **Reason for track report (Tick as applicable):**
- [ ] Accidents or Health hazards
- [ ] Complaints about safety
- [ ] Emergency call or disaster
- [ ] Aging of road infrastructure
- [ ] Preventive maintenance
- **Record of road's performance (Tick as applicable):**
- [ ] No complaints   [ ] Pedestrian safety not planned
- [ ] Occasional complaints   [ ] Road safety not planned
- [ ] Recent complaints
- [ ] Complaints since a long time
- [ ] Rising number of complaints

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

16. Track Report for Unit 16 (Buses and Van services on-road)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **Nature of bus/brand**

❑ Tata Motors

❑ Ashok Leyland

❑ Volvo,

❑ Mahindra

❑ Bharat Benz

❑ SML Isuzu

❑ Olectra Greentech

❑ Eicher Motors

❑ **Others:**

- **BASIC CHECKLIST**

- Does the vehicle adhere to statutory requirements? Yes/No/Partially

- Does the driver comply with self-assessment for fitness? Yes/No/Partially

- Does the driver expect to use drive guidance? Yes/No/Partially

- Does the driver keep the mobile at a secure place or activate its speakers to help safe driving ? Yes/No/Partially

Nature of van/brand:
❑Tata Motors
❑Ashok Leyland
❑Volvo,
❑Mahindra
❑Bharat Benz
❑Force Motors
❑Piaggio
❑Scania
❑VE Commercial Vehicles
❑Others

16. Track Report for Unit 16 (Buses and Van services on-road)

- Does the vehicle adhere to number plate and service detailing requirements? Yes/No/Partially

- Does the vehicle adhere to loading requirements? Yes/No/Partially

- Does the vehicle adhere to seating requirements? Yes/No/Partially

- Does the vehicle adhere to window and grill work requirements? Yes/No/Partially

- Does the vehicle have any speed governors installed? Yes/No/Partially

- Does the driver or conductor or assistant know about the national policy on school transport safety,? Yes/No/Partially

- Does the driver or conductor or assistant review safety practice awareness of the passengers? Yes/No/Partially

- **Does the service provider/transport provider incorporate IEC activities for the** Using of information, education, and communication methods to promote safety awareness? Yes/No/Partially

- **Does the service provider/transport provider conduct drills for disaster-incidence response / assistance?** Yes/No/Partially

- Does the vehicle have a CCTV Camera installed? Yes/No/Partially

- As applicable. does the vehicle have a GPS Tracker installed? Yes/No/Partially

- Does the vehicle have a Fire extinguisher? Yes/No/Partially

- Does the vehicle have a First-aid box? Yes/No/Partially

- As applicable, does the vehicle enable the use of seat belts? Yes/No/Partially

- Does the vehicle incorporate Intelligent Transport Systems to address traffic congestion, accidents, pollution, toll collection practices, pull over and park guidance? Yes/No/Partially

16. Track Report for Unit 16 (Buses and Van services on-road)

Is the vehicle equipped with an emergency exit? If yes, has the driver stated the emergency exit availability or issue? Yes/No/Partially

- FYI: Vehicle manufacturers do not know whether their vehicles are meant for private travel or public services. As this does seem beneficial to them, it may be necessary to rally collective concern that ensures that when the ride operators recruit and grant licenses to their drivers, the vehicles in use need to be relatively customized for Customer Safety, or for better safety to women and children.

Is the vehicle equipped with a safety or emergency alarm system in the passenger section and within the reach of the customer? Has the driver demonstrated its working as per the Customer Safety Card? Yes/No/Partially

FYI: Burglar alarm systems today help sound an alarm at site and also trigger communication or alarms at remote locations. The same can be re-engineering to be installed in a bus or van associated with a specific transport service provider/ride operator or with all transport service providers/ride operators.

Does the vehicle have a proper remote communication system that transmits any alarm triggered during the ride to the Police Control Room or Transport Service Provider's or Ride Operator's Control Centre? Yes/No/Partially

For some roads or journeys, has the driver/conductor/assistant demonstrated a connectivity test by sending an all safe packet to the Police Control Room's server or Ride Operator's Control Centre's server? Is the response an all clear? Yes/No/Partially

16. Track Report for Unit 16 (Buses and Van services on-road)

POST RIDE CHECKLIST AND FEEDBACK (COMMUTER INTEREST)

We see that checklists and feedback can improve services and commuting experience.

We know that (Van) ride operator services and (Bus) transport services use a customized SMART Phone App but find a Road Safety handbook can support commuter interests more insightfully

Has the driver/conductor handed over the post ride checklist and feedback form to you (the customer)? If yes, is it legible? Yes/No/Partially

Are you satisfied with the quality and performance of the Customer Safety Card specific systems on-board? Yes/No/Partially

Are you satisfied with the driver's or (bus) conductor's or assistant's interaction? Yes/No/Partially

Are you satisfied with the driver's/(bus) conductor's/assistant's ticketing/pass acceptance or rate calculation? Yes/No/Partially

Are you satisfied with what the ride operator or transport service provider did to ensure a good ride experience? Yes/No/Partially

Are there any complaints or concerns that you would like to record? Yes/No/Partially

Would you like any analysis to be done of your ride and experience? Yes/No/Partially

Do you want any corrective and preventive actions to be taken? Yes/No/Partially

16. Track Report for Unit 16 (Buses and Van services on-road)

- **Track report of fitness of a bus or van for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

16. Track Report for Unit 16 (Buses and Van services on-road)

- **Reason for track report (Tick as applicable):**

- [ ] Accidents or Health hazards

- [ ] Complaints about safety

- [ ] Emergency call or disaster

- [ ] Aging of road infrastructure

- [ ] Preventive maintenance

- **Record of road's performance (Tick as applicable):**

- [ ] No complaints   [ ] Pedestrian safety not planned

- [ ] Occasional complaints   [ ] Road safety not planned

- [ ] Recent complaints

- [ ] Complaints since a long time

- [ ] Rising number of complaints

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

17. Track Report for Unit 17 (Auto services on-road)

- **Vehicle registration number:**

- **Date of submission:**   **Time of submission:**

- **Nature of bus/brand**

❑ Bajaj Auto

❑ Piaggio

❑ Atul Auto

❑ Mahindra

❑ TVS Motors

❑ Force Motors

❑ Supertech EV Ltd

❑ **Others:**

- **BASIC CHECKLIST**

- Does the vehicle adhere to statutory requirements? Yes/No/Partially

- Does the vehicle adhere to structural stability requirements? Yes/No/Partially

- Does the vehicle adhere to crash standards and crash safety requirements? Yes/No/Partially

- Does the driver comply with self-assessment for fitness? Yes/No/Partially

- Does the driver expect to use drive guidance? Yes/No/Partially

- Does the driver keep the mobile at a secure place or activate its speakers to help safe driving ? Yes/No/Partially

17. Track Report for Unit 17 (Auto services on-road)

- Does the vehicle adhere to number plate and service detailing requirements? Yes/No/Partially

- Does the vehicle adhere to loading requirements? Yes/No/Partially

- Does the vehicle adhere to seating requirements? Yes/No/Partially

- Does the vehicle adhere to guard side bars requirements and grill work requirements? Yes/No/Partially

- Does the vehicle have any speed governors installed? Yes/No/Partially

- Does the driver or conductor or assistant know about the national policy on school transport safety,? Yes/No/Partially

- Does the driver or conductor or assistant review safety practice awareness of the passengers? Yes/No/Partially

- **Does the service provider/transport provider incorporate IEC activities for the** Using of information, education, and communication methods to promote safety awareness? Yes/No/Partially

- **Does the service provider/transport provider conduct drills for disaster-incidence response / assistance?** Yes/No/Partially

- Does the vehicle have a CCTV Camera installed? Yes/No/Partially

- As applicable. does the vehicle have a GPS Tracker installed? Yes/No/Partially

- Does the vehicle have a Fire extinguisher? Yes/No/Partially

- Does the vehicle have a First-aid box? Yes/No/Partially

- As applicable, does the vehicle enable the use of seat belts? Yes/No/Partially

- Does the vehicle incorporate Intelligent Transport Systems to address traffic congestion, accidents, pollution, toll collection practices, pull over and park guidance? Yes/No/Partially

17. Track Report for Unit 17 (Auto services on-road)

Is the vehicle equipped with an emergency exit? If yes, has the driver stated the emergency exit availability or issue? Yes/No/Partially

- FYI: Vehicle manufacturers do not know whether their vehicles are meant for private travel or public services. As this does seem beneficial to them, it may be necessary to rally collective concern that ensures that when the ride operators recruit and grant licenses to their drivers, the vehicles in use need to be relatively customized for Customer Safety, or for better safety to women and children.

Is the vehicle equipped with a safety or emergency alarm system in the passenger section and within the reach of the customer? Has the driver demonstrated its working as per the Customer Safety Card? Yes/No/Partially

FYI: Burglar alarm systems today help sound an alarm at site and also trigger communication or alarms at remote locations. The same can be re-engineering to be installed in a bus or van associated with a specific transport service provider/ride operator or with all transport service providers/ride operators.

Does the vehicle have a proper remote communication system that transmits any alarm triggered during the ride to the Police Control Room or Transport Service Provider's or Ride Operator's Control Centre? Yes/No/Partially

For some roads or journeys, has the driver/conductor/assistant demonstrated a connectivity test by sending an all safe packet to the Police Control Room's server or Ride Operator's Control Centre's server? Is the response an all clear? Yes/No/Partially

17. Track Report for Unit 17 (Auto services on-road)

POST RIDE CHECKLIST AND FEEDBACK (COMMUTER INTEREST)

We see that checklists and feedback can improve services and commuting experience.

We know that (Auto) ride operator services use a customized SMART Phone App but find a Road Safety handbook can support commuter interests more insightfully

Has the driver handed over the post ride checklist and feedback form to you (the customer)? If yes, is it legible? Yes/No/Partially

Are you satisfied with the quality and performance of the Customer Safety Card specific systems on-board? Yes/No/Partially

Are you satisfied with the driver's interaction? Yes/No/Partially

Are you satisfied with the driver's rate calculation? Yes/No/Partially

Are you satisfied with what the ride operator or vehicle manufacturer did to ensure a good ride experience? Yes/No/Partially

Are there any complaints or concerns that you would like to record? Yes/No/Partially

Would you like any analysis to be done of your ride and experience? Yes/No/Partially

Do you want any corrective and preventive actions to be taken? Yes/No/Partially

17. Track Report for Unit 17 (Auto services on-road)

- **Track report of fitness of an Auto for a specific road or road systems (as commuter interest)**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

17. Track Report for Unit 17 (Auto services on-road)

- **Reason for track report (Tick as applicable):**
- [ ] Accidents or Health hazards
- [ ] Complaints about safety
- [ ] Emergency call or disaster
- [ ] Aging of road infrastructure
- [ ] Preventive maintenance
- **Record of road's performance (Tick as applicable):**
- [ ] No complaints   [ ] Pedestrian safety not planned
- [ ] Occasional complaints   [ ] Road safety not planned
- [ ] Recent complaints
- [ ] Complaints since a long time
- [ ] Rising number of complaints

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

134