



# NSC Certified Respondent Level 3 – Driving condition responsiveness

By  
AOEC, Gap Analysis 2025-2026  
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Proposal for NSC to ensure  
transformative  
implementation of the  
NSSR RS programme

# NSSR Themes – Quality Promotion driving CRM

- **Target group: The NSSR Themes Quality Promotion insight is targeted towards a new concept National Safety Social Responsibility vertical** to drive (a) predictive, (b) open-survey & (c) feedback... learning & analytics related quality promotion in or for enveloping ecosystems.
- The interested parties or stakeholders of these enveloping ecosystems being the National Safety Council (NSC), BBMP Roads Infrastructure-Projects, BBMP Traffic Engineering, BESCOM, BWSSB, Healthcare Providers, Medical Supplies Providers, Civic Amenity Providers, Banking institutions, Educational institutions, Corporate commuters, automobile dealers and manufacturers, IWST, KSFES (Karnataka State Fire and Emergency Services) etc

QO enabling CRM

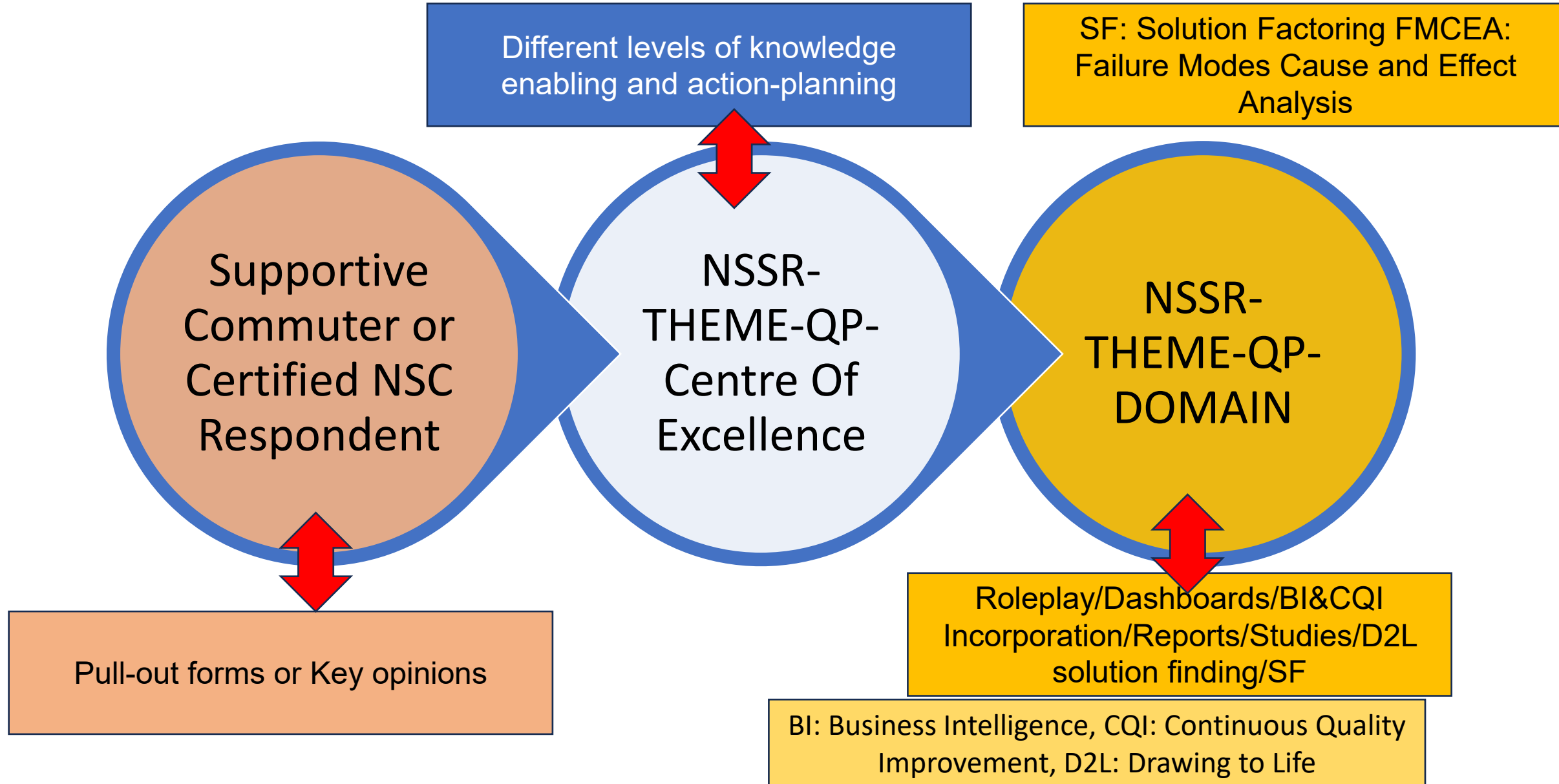
Building Safety.

Road Safety

**Safe and  
Sustainable  
Commuting**

BBMP: Bruhat Bengaluru Mahanagara Palike  
BESCOM: Bengaluru Electricity Supply Company Ltd  
BWSSB: Bengaluru Water Supply and Sewerage Board

# Response a for NSSR THEME

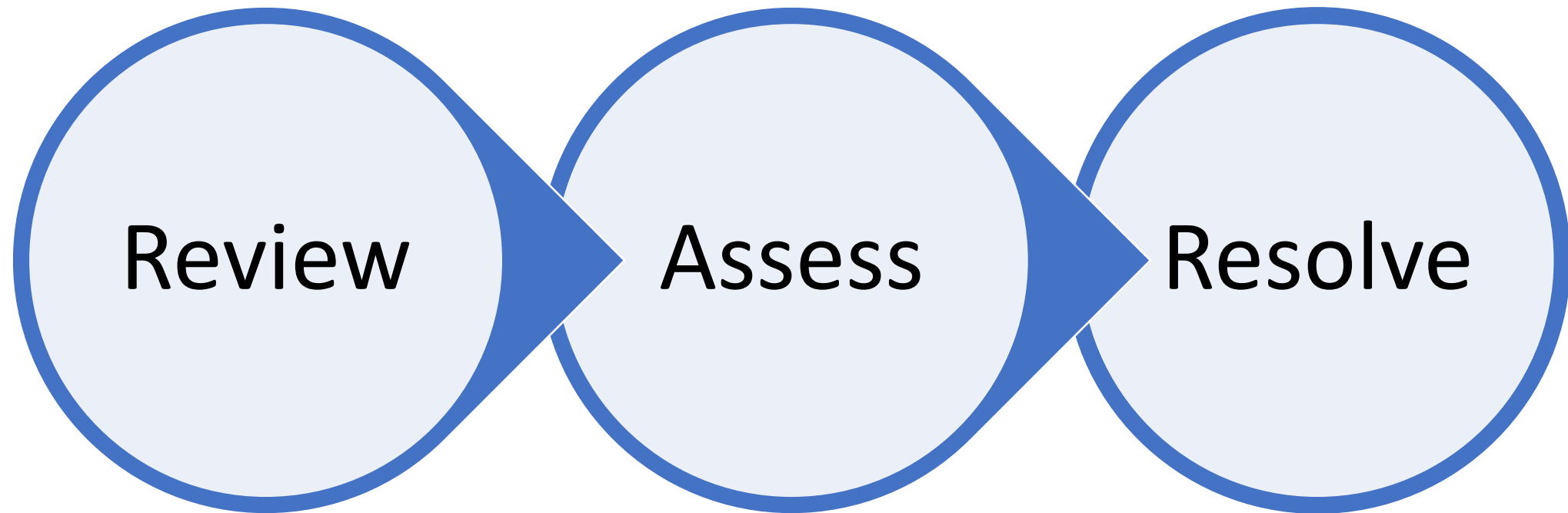






## NSC Certified Respondent Level 3 – Driving condition responsiveness

# Drive India NSSR-RS Units (Driver Fitness)



# Drive India NSSR-RS Units (Driver Fitness)

Units 1 to \_10\_\_ are part of the NSSR Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to by a driver/commuter/customer engagement for NSSR-RS provider (proposed to be a NSSR-RS Desk sending out notifications and proactive responses by the NSSR-RS sensitized traffic management network)

Working through any of the Units 1 to \_10\_\_, will need the NSSR responder to review

- i. An Introduction to the unit
- ii. The Key Learning of the unit
- iii. The Safety Focus and Criteria of the unit
- iv. The Hazards Analysis for the unit
- v. The NSSR specific Involvement for the unit
- vi. The expected Responses reported for the unit
- vii. The Complaints commonly reported for the unit



# Table of Contents (Handbook)

Sl No	Contents	Page No
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10	Drive India NSSR-RS Unit 4 (Drowsy Driving)	NA

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14	Drive India NSSR-RS Unit 8 (First Aid and Fire Safety Responsiveness)	NA
15	Drive India NSSR-RS Unit 9 (Alpha Assistance Responsiveness)	NA
16	Drive India NSSR-RS Unit 10 (CCMA & Route Editioning)	NA

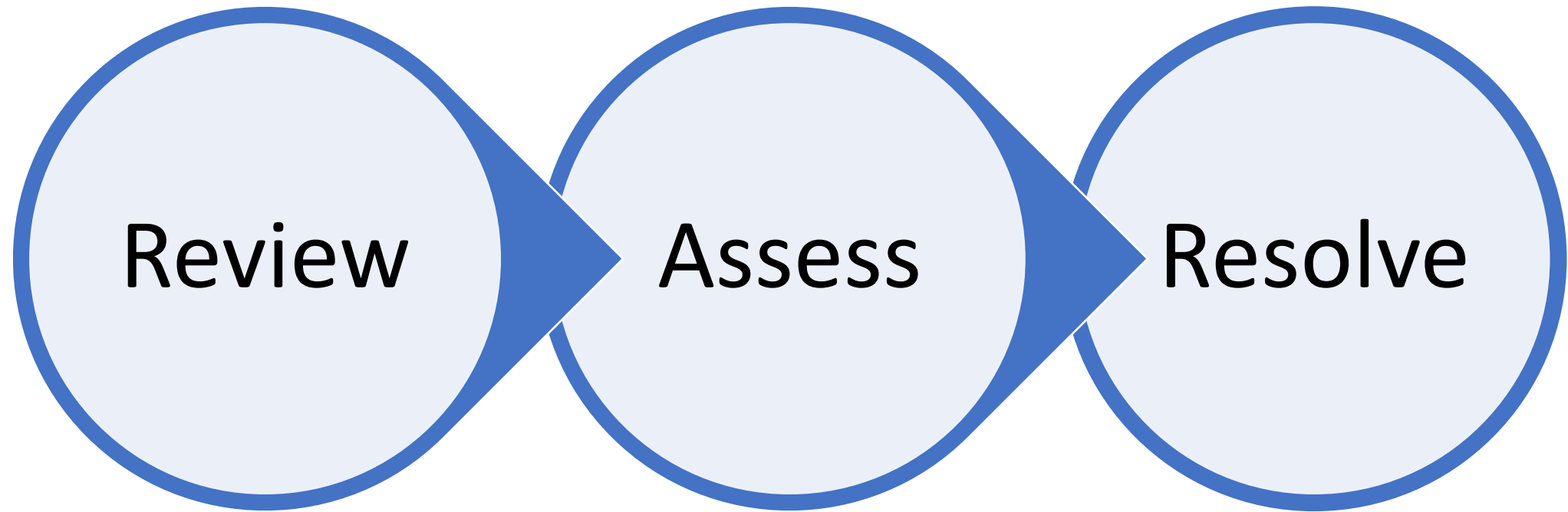
 ROAD SAFETY - OUR  
NATIONAL SAFETY  
AND SOCIAL  
RESPONSIBILITY



# Drive India NSSR-RS Units (Driver Fitness)


NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
DRIVER FITNESS	Mandatory Traffic Signs	Predictive, Survey, Feedback	<div>NSSR-THEME-QP-Domains</div> <ul style="list-style-type: none"> <li>✓ <u>NSC</u></li> <li>✓ BBMP Road Infrastructure Projects</li> <li>✓ BBMP Traffic Engineering</li> <li>✓ BESCO, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li>✓ Civic Amenity Providers</li> <li><input type="checkbox"/> Automobile Dealers</li> <li><input type="checkbox"/> Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> <li>✓ Mission critical parts manufacturers</li> </ul>
DRIVER FITNESS	Cautionary Traffic Signs	Predictive, Survey, Feedback	
DRIVER FITNESS	Information/Danger/Alarm	Predictive, Survey, Feedback	
DRIVER FITNESS	Drowsy Driving	Predictive, Survey, Feedback	
DRIVER FITNESS	Fog or Night Driving	Predictive, Survey, Feedback	
DRIVER FITNESS	Road System Responsiveness	Predictive, Survey, Feedback	
DRIVER FITNESS	Driving conditions Responsiveness	Predictive, Survey, Feedback	
DRIVER FITNESS	First Aid and Fire Safety Responsiveness	Predictive, Survey, Feedback	
DRIVER FITNESS	Alpha Assistance Responsiveness	Predictive, Survey, Feedback	
DRIVER FITNESS	<b>ROUTE EDITIONING RESPONSIVENESS</b>	Predictive, Survey, Feedback	

# NSSR-RS Units (Road System / Infrastructure Improvement)



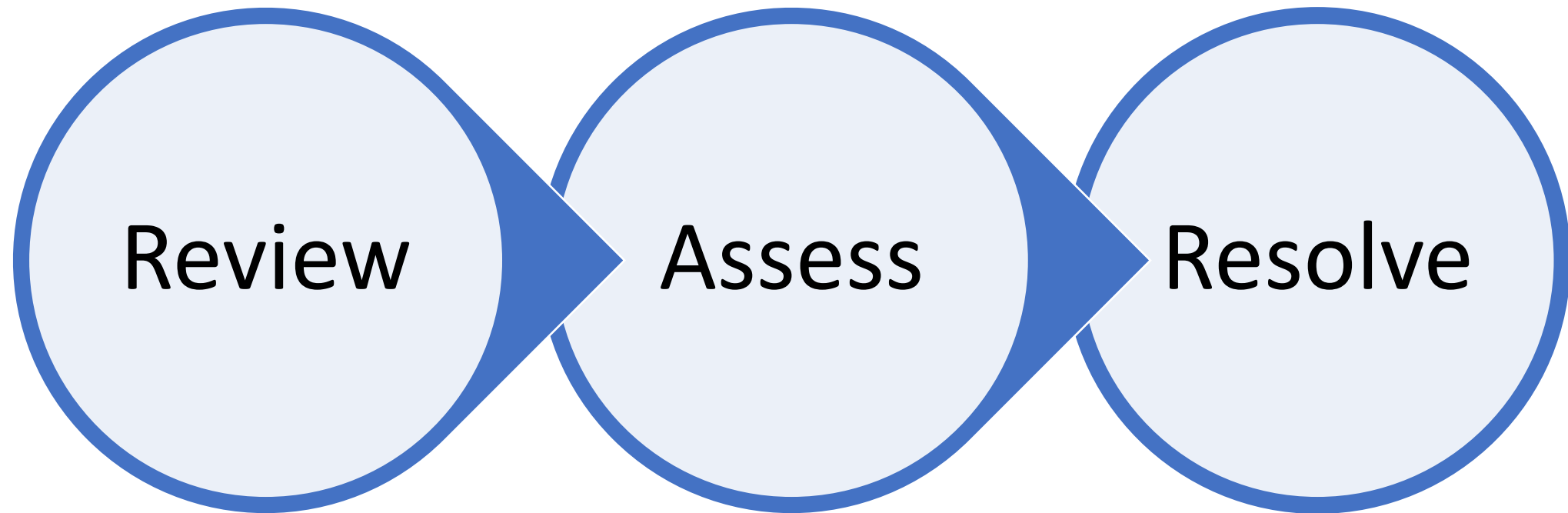
# NSSR-RS Units (Road System / Infrastructure Improvement)

NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
ROAD SYSTEMS	CIVIC AMENITIES	Predictive, Survey, Feedback	<div> <u>NSSR-THEME-QP-Domains</u> <ul style="list-style-type: none"> <li>✓ <u>NSC</u></li> <li>✓ BBMP Road Infrastructure Projects</li> <li>✓ BBMP Traffic Engineering</li> <li>✓ BESCO, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li>✓ Civic Amenity Providers</li> <li><input type="checkbox"/> Automobile Dealers</li> <li><input type="checkbox"/> Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> <li>✓ Mission critical parts manufacturers</li> </ul> </div>
ROAD SYSTEMS	RADIUS OF COVERAGE FOR SERVICES 24/7, ANYWHERE ANYHOW	Predictive, Survey, Feedback	
ROAD SYSTEMS	PEDESTRIAN SAFETY	Predictive, Survey, Feedback	
ROAD SYSTEMS	SIGNAGE/SIGNBOARDS	Predictive, Survey, Feedback	
ROAD SYSTEMS	<b>CCMA &amp; ROUTE EDITIONING</b>	Predictive, Survey, Feedback	
ROAD SYSTEMS	<b>ROAD SAFETY HEALTH CARD</b>	Effectiveness for RS	



ROAD SAFETY - OUR  
NATIONAL SAFETY  
AND SOCIAL  
RESPONSIBILITY

# NSSR-RS Units (Vehicle Fitness)



# NSSR-RS Units (Vehicle Fitness)

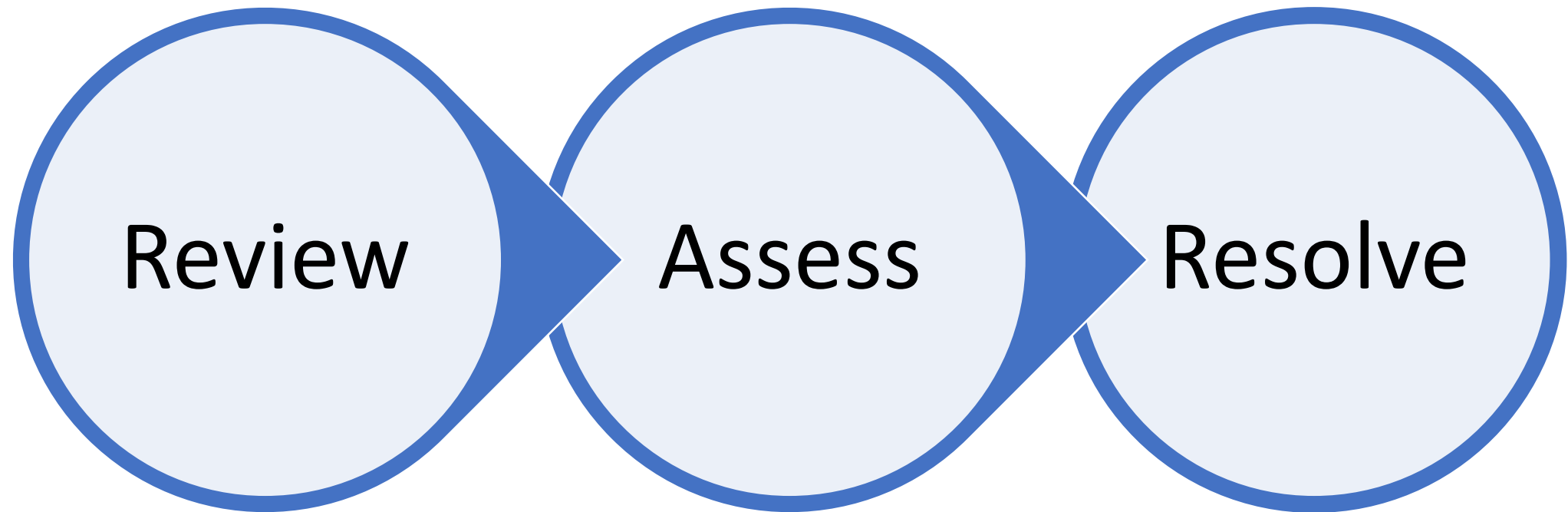
NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
VEHICLE FITNESS	2W Performance Analysis, Information, Components and Systems for NSSR-RS	Predictive, Survey, Feedback	<div> <u>NSSR-THEME-QP-Domains</u> <ul style="list-style-type: none"> <li>✓ NSC</li> <li><input type="checkbox"/> BBMP Road Infrastructure Projects</li> <li><input type="checkbox"/> BBMP Traffic Engineering</li> <li><input type="checkbox"/> BESCOM, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li><input type="checkbox"/> Civic Amenity Providers</li> <li>✓ Automobile Dealers</li> <li>✓ Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> </ul> </div>
VEHICLE FITNESS	PASS-4W Performance Analysis, Information, Components and Systems for NSSR-RS	Predictive, Survey, Feedback	
VEHICLE FITNESS	CMMV Performance Analysis, Information, Components and Systems for NSSR-RS	Predictive, Survey, Feedback	
VEHICLE FITNESS	Ambulances, Air Ambulances	Predictive, Survey, Feedback	



# NSSR-RS Units (Vehicle Fitness)

NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
VEHICLE FITNESS	Graded payload or goods movement	Predictive, Survey, Feedback	<div> <u>NSSR-THEME-QP-Domains</u> <ul style="list-style-type: none"> <li>✓ <u>NSC</u></li> <li><input type="checkbox"/> BBMP Road Infrastructure Projects</li> <li><input type="checkbox"/> BBMP Traffic Engineering</li> <li><input type="checkbox"/> BESCOM, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li><input type="checkbox"/> Civic Amenity Providers</li> <li>✓ Automobile Dealers</li> <li>✓ Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> <li>✓ Mission critical parts manufacturers</li> </ul> </div>
VEHICLE FITNESS	Special Needs Vehicles	Predictive, Survey, Feedback	
VEHICLE FITNESS	Taxis	Predictive, Survey, Feedback	
VEHICLE FITNESS	Buses and Van services	Predictive, Survey, Feedback	
VEHICLE FITNESS	Auto services	Predictive, Survey, Feedback	
VEHICLE FITNESS	Over the air / supportive communication	Predictive, Survey, Feedback	

# NSSR-RS Units (Institutions/Organizations connected)



# NSSR-RS Units (Institutions/Organizations connected)

NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	BBMP – ROAD INFRASTRUCTURE PROJECTS	Predictive, Survey, Feedback Sustainable <b>Commuter</b> Relationship with Planning and Organization	<div> <u>NSSR-THEME-QP-Domains</u> <ul style="list-style-type: none"> <li>✓ NSC</li> <li>✓ BBMP Road Infrastructure Projects</li> <li>✓ BBMP Traffic Engineering</li> <li>✓ BESCOM, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li>✓ Civic Amenity Providers</li> <li>✓ Automobile Dealers</li> <li>✓ Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> </ul> </div>
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	BBMP – TRAFFIC ENGINEERING	Predictive, Survey, Feedback Sustainable <b>Commuter</b> Relationship with Planning and Organization	
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	BESCOM	Predictive, Survey, Feedback Sustainable <b>Consumer</b> Relationship with Planning and Organization	
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	BWSSB (WIP)	Predictive, Survey, Feedback Sustainable <b>CSR Subscriber</b> Relationship with Planning and Organization	

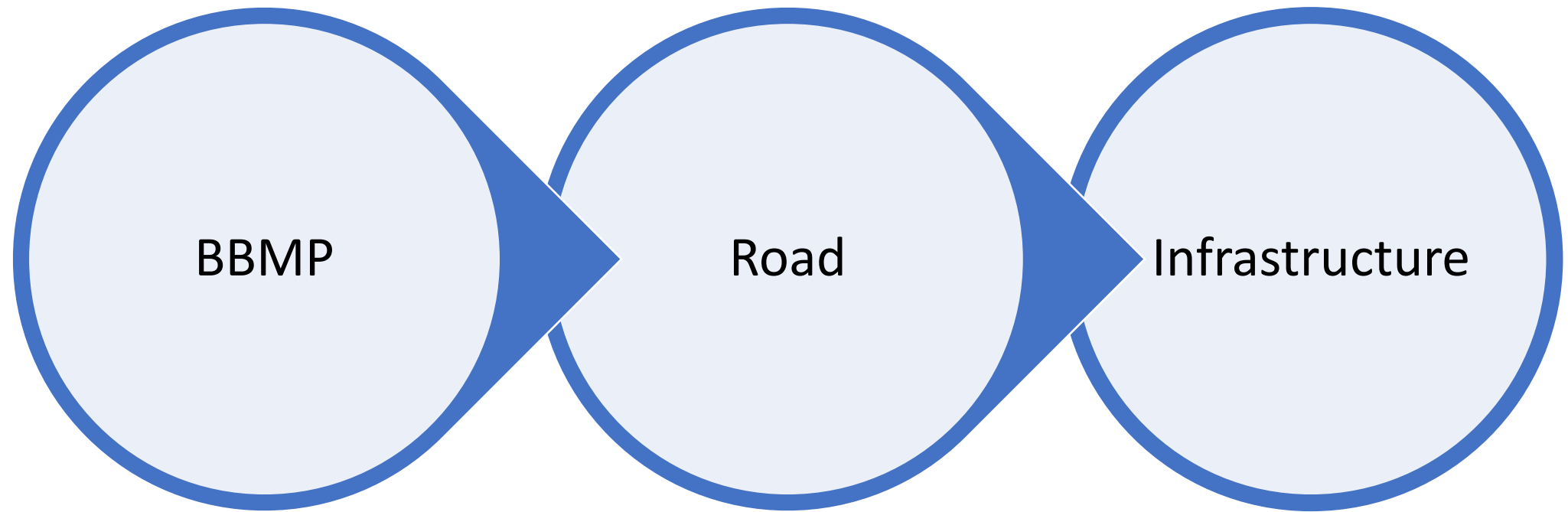
# NSSR-RS Units (Institutions/Organizations connected)

NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	HEALTHCARE PROVIDERS, MEDICAL SUPPLIES PROVIDERS	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	<div> <u>NSSR-THEME-QP-Domains</u>  ✓ NSC  ✓ BBMP Road Infrastructure Projects  ✓ BBMP Traffic Engineering  ✓ BESCOM, BWSSB  ✓ Healthcare Providers, Medical Supplies Providers  ✓ Civic Amenity Providers  ✓ Automobile Dealers  ✓ Automobile Manufacturers  ✓ Banking institutions  ✓ Educational institutions  ✓ Corporate commuters </div>
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	AUTOMOBILE DEALERS, MANUFACTURERS FOR KSFE vehicles and 24/7 mobility	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	EDUCATIONAL INSTITUTIONS	Predictive, Survey, Feedback Sustainable <b>Commuter</b> Relationship with Planning and Organization	
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	BANKING INSTITUTIONS	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	

# NSSR-RS Units (Institutions/Organizations connected)

NSSR THEME QP FOR	NSSR-RS-UNIT	Nature of QP	Domains connected
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	CORPORATE COMMUTERS	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	<div> <u>NSSR-THEME-QP-Domains</u> <ul style="list-style-type: none"> <li>✓ NSC</li> <li>✓ BBMP Road Infrastructure Projects</li> <li>✓ BBMP Traffic Engineering</li> <li>✓ BESCOM, BWSSB</li> <li>✓ Healthcare Providers, Medical Supplies Providers</li> <li>✓ Civic Amenity Providers</li> <li>✓ Automobile Dealers</li> <li>✓ Automobile Manufacturers</li> <li>✓ Banking institutions</li> <li>✓ Educational institutions</li> <li>✓ Corporate commuters</li> <li>✓ Mission critical parts manufacturers</li> </ul> </div>
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	<b>CIVIC AMENITY PROVIDERS (WIP)</b>	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	
INSTITUTIONAL/ ORGANIZATIONAL FITNESS	ROUTE EDITIONING AND FAST TRACK PRM FRAMEWORKS	Predictive, Survey, Feedback Sustainable <b>Customer</b> Relationship with Planning and Organization	





# UNIVERSAL PLANNER



Innovation &  
Improvement



Green Thinking



Learning, Knowledge

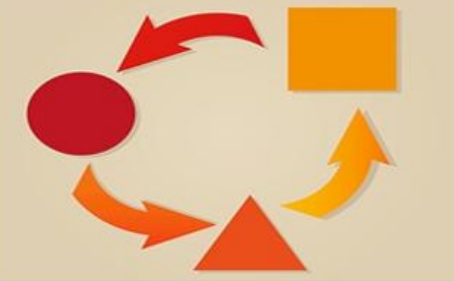


End of lifecycle



SA 8000

Trends and  
Investment Cycle



Lite emergence

SOCIAL  
RESPONSIBILITY

NSSR **THEME**  
HANDBOOKS

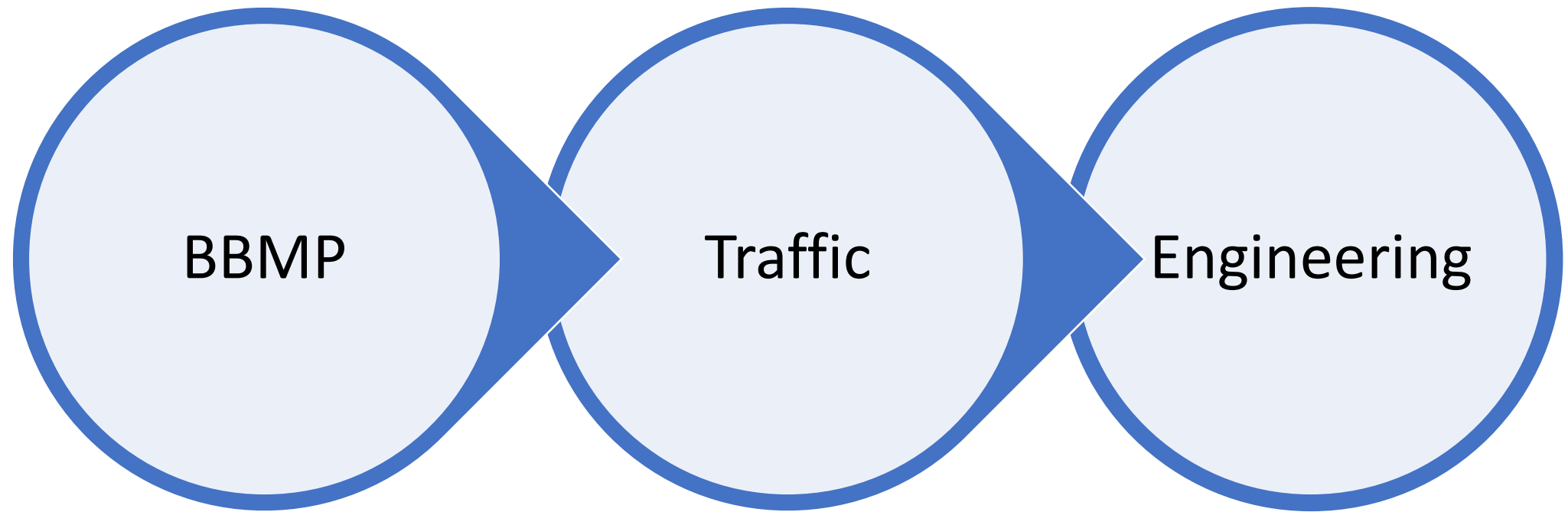
NSSR Theme  
Quality  
Promotion  
COE – for  
Road  
Safety

**Quality Promotion**

# Primary Work Areas for BBMP RI Projects



Sl No	Nature of work	Applicable for NSSR Theme
1	Major Road Systems Planning and Projectization	Yes
2	Road construction and widening	Yes
3	Road Maintenance	Yes
4	Drainage improvement	Yes
5	Road Safety Measures like installing humps, medians, junctions for reducing speed	Yes
6	Pedestrian Safety Measures like footpaths, pedestrian crossings, skywalks	Yes
7	Judicious involvement with the Bangalore Development Authority (BDA) and Agenda for Bengaluru Infrastructure Development Task Force (ABIDe)	GOK-WIP
8	Recommended – Projectization for Event Wheel Incorporation in road system planning and organization which focuses on evaluating and responding to QOI, QOP, QOS, QOO issues for, Key opinion Intelligence and Pincode Intelligence for NSSR Themes	Yes, WIP



# UNIVERSAL PLANNER



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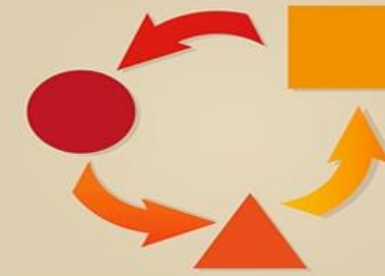


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Quality  
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COE – for  
Road  
Safety

**Quality Promotion**



# Primary Work Areas for BBMP Traffic Engineering

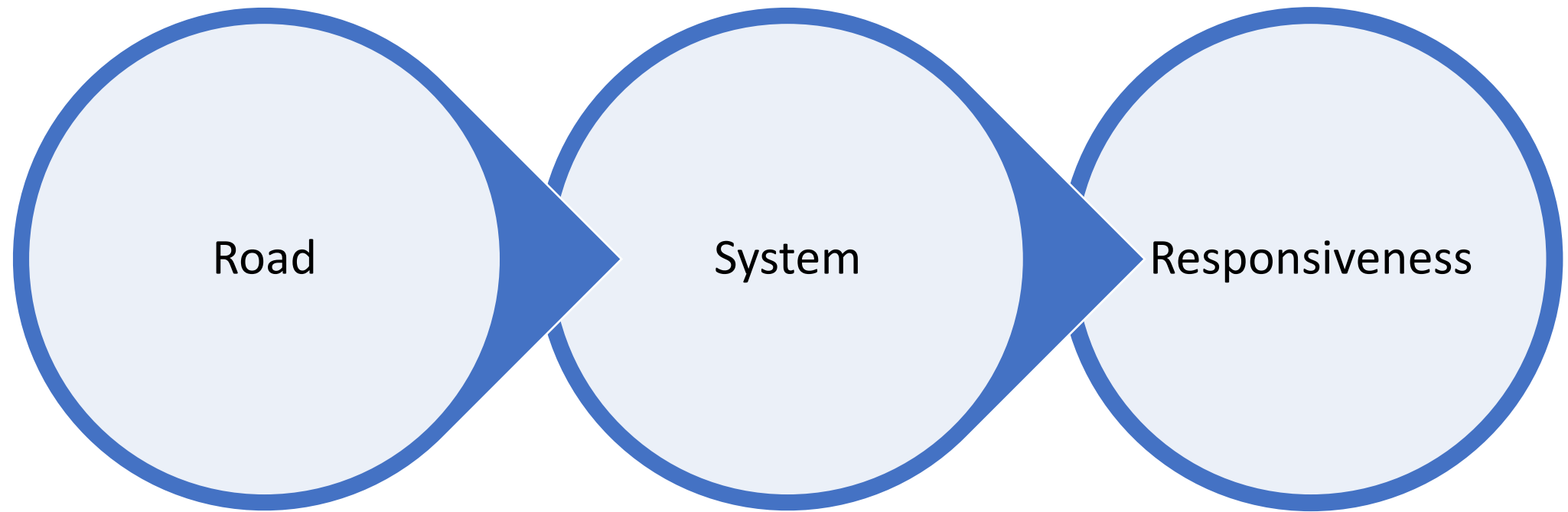


Sl No	Nature of work	Applicable for NSSR Theme
1	Road development and maintenance effectiveness of arterial and sub-arterial roads	Yes
2	Junction improvement for optimizing traffic flow via signal management and road design indicators	Yes
3	Bus Bays and Shelters construction and maintenance	Yes
4	Traffic flow streamlining or calming through installation of humps, medians, junctions	Yes
5	Responsiveness for Street network design to incorporate provisions for pedestrians, cyclists and amenity providers	Yes
6	Responsiveness for Pedestrian Safety Measures like footpaths, pedestrian crossings, skywalks	Yes
7	Public Transport Enhancement	Yes
8	Freight Movement Planning ,interrelating aSupportnd with new idea Freight corridors and Logistics hubs foundations	Yes
8	Road cutting, Duct Management, Tree cutting, and landscaping	Yes

# Primary Work Areas for BBMP Traffic Engineering



SI No	Nature of work	Applicable for NSSR Theme
10	Projectization for Analytics for QOI, QOP, QOS and QOO in traffic engineering, planning and organization with an Event Wheel for incorporating Key Opinion Intelligence, Pincode Intelligence and TMS Route Assurance	Yes, WIP
11	<p>Design and develop a Traffic Engineering Studio with editioning of tiered responsiveness for</p> <p>(a) TE Attributes and Touch points with changing velocity and likelihood</p> <p>(b) TE related value delivery</p> <p>(c) TE problem solving for Ranked environments and landscapes</p> <p>(d) TE Viewpoint synergy, Where the Viewpoint for traffic engineering can be</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Profile information</li> <li><input type="checkbox"/> Regular Need/Concern/Complaint/Feedback based information</li> <li><input type="checkbox"/> Image attached Need/Concern/Complaint/Feedback based information</li> <li><input type="checkbox"/> Audio stream attached Need/Concern/Complaint/Feedback based information</li> <li><input type="checkbox"/> Audio/Video stream attached Need/Concern/Complaint/Feedback based information</li> <li><input type="checkbox"/> Advanced-focus or Perspective imagery attached Need/Concern/Complaint/Feedback based information</li> </ul>	Yes, WIP



# Drive India NSSR-RS 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:** ...

# Drive India NSSR-RS Unit 6 (Road System responsiveness)

- Reporting a complaint about accountability for traffic factors
- Traffic signs concern/ issues with road system:
- Associated images (to be uploaded in.jpeg format with details on location):



# Drive India NSSR-RS Unit 6 (Road System responsiveness)

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

# Drive India NSSR-RS 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

# Drive India NSSR-RS Unit 6 (Road System 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:**

# Drive India NSSR-RS 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

# Drive India NSSR-RS Unit 6 (Road System responsiveness)

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

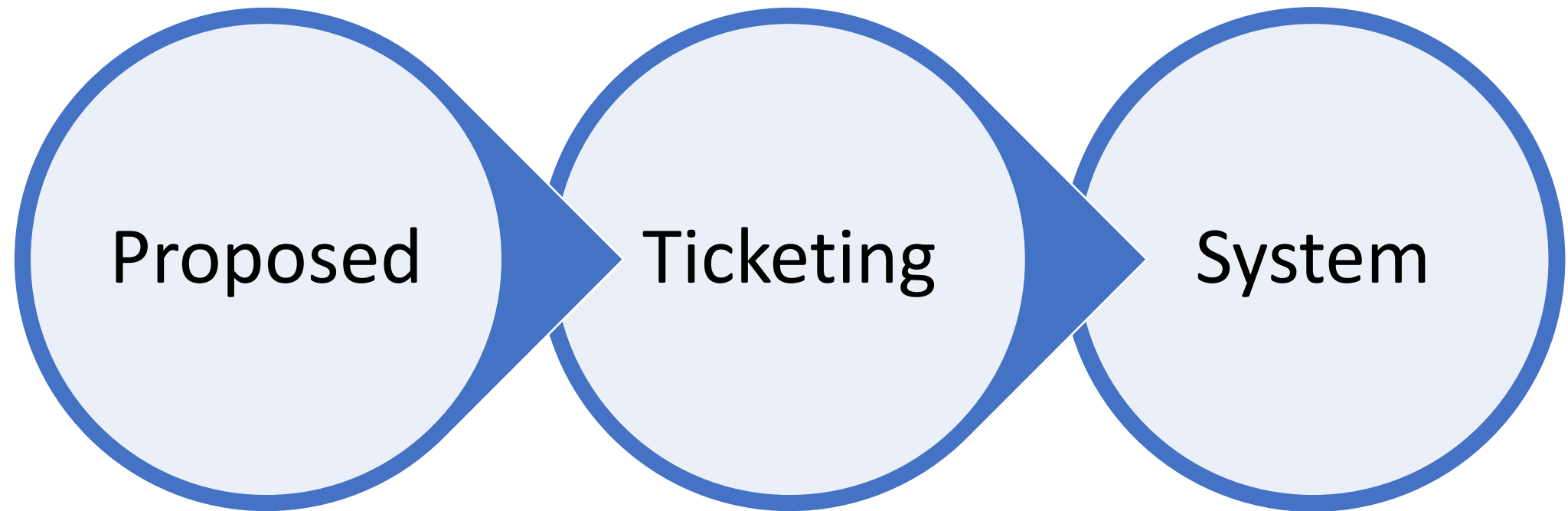
Details: For example **“Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains”** with added details

( ) 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



# Drive India NSSR-RS Unit 6 (Road System responsiveness) – Proposed Ticketing system

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

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

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

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

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

**Problems faced for reasons such as:**

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



# Drive India NSSR-RS Unit 6 (Road System responsiveness) – Proposed Ticketing system

( ) Management of (negative influence specific) Key indicators

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

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

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

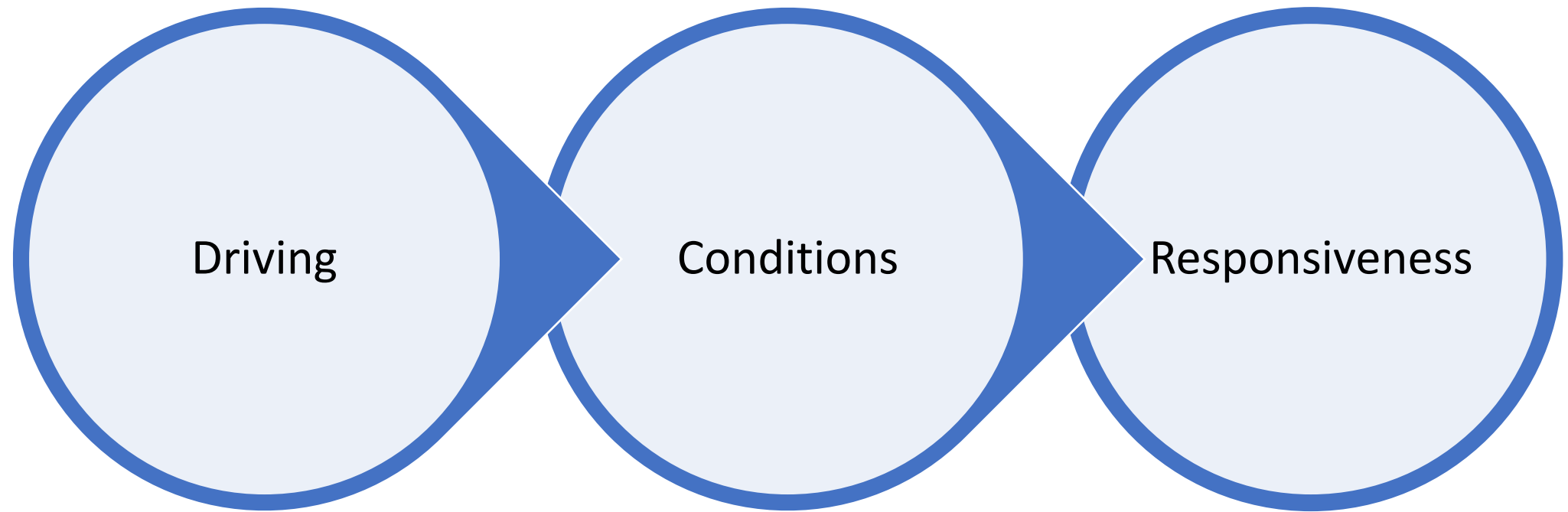


## RoadMIR and RoadKPI framework

### Details of problems faced:

**Resolution sought:**





# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness)

## i. An Introduction to the unit

Driving condition responsiveness refers to how quickly and appropriately a driver reacts to changing road and traffic conditions. This includes their reaction time to hazards, their ability to maintain control of the vehicle, and their decision-making processes in varying scenarios. Factors like stress, fatigue, and driver ability can significantly impact this responsiveness.

### Key Aspects of Responsiveness

Reaction Time  
Control over the vehicle  
Sensitized or Effective Decision-making

### Key Factors affecting Responsiveness

Driver Ability/Anticipatory Guidance  
Driver Stress  
Driver Alertness / Fatigue  
Road and Traffic conditions

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness)

## ii. The Key Learning of the unit

To develop more driving-condition-responsiveness in automobile brands, the universal & NSSR expectations in automobile brands for improving road safety are important.

The key contributors for driving-condition-responsiveness are

- ❑ Improved sales & marketing, service operations and process efficiency
- ❑ Connected & Responsive Quality of service enablers by the dealer network or independent automobile businesses
- ❑ New BI & CQI led Deep Interaction (DIL) links for a Service Centre's "RADIUS OF COVERAGE", "Road Safety Liability with Responsive Resolution" for dynamics seen in Road System understanding and Alpha Assistance
- ❑ Key opinion led nutshell inventory, parts management and disposal for a Service Centre's "RADIUS OF COVERAGE", "Road Safety Liability with Responsive Resolution"

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness)

## iii. The Hazards Analysis for the unit:

Driving in dusty road conditions
Driving in road systems degraded by salt/corrosive toxins/ emissions
Driving in the condition of inflowing dust/sand/ water
Driving in mountainous areas
Towing related driving conditions
Driving in afflicted conditions (like low fuel or undue contingency or contaminated fuel, degraded parts, poor or damaged head lights, ...)
Driving in frequent stop and start conditions or brake affected conditions
Driving in sunroof affected conditions
Driving in wiper, or windshield affected conditions
Driving in dealer-network-affected conditions
Driving in Emergency Services affected conditions
Driving in out-of-network-coverage conditions
Driving in reverse gear specifically conditions
Driving in journey parameter affected conditions
Driving in non-showcased conditions

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness)

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

- As maintenance is mostly a reactive strategy for a vehicle or fleet owned by a customer, we find certain aspects are important such as
  - (a) Predicting of remaining useful lifetimes of vehicles and their parts/ components
  - (b) Assessing the effect of remaining useful lifetimes on the cost of repairs or replacements
  - (c) Considerations of the safety of using a vehicle whose parts/ components need periodic maintenance
  - (d) Optimization of the maintenance schedule of the fleet to support objectives such as assessing
    - (1) Degradation in the performance of suspension and springs
    - (2) Degradation of brake pads
    - (3) Degradation of tyres
    - (4) Degradation of chassis and it's expected condition
    - (5) Degradation of the manual gear system or automatic transmission
    - (6) Degradation in vehicle's ingress protection from dust and water



# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness)

## vi. Complaints commonly reported for the unit

As road systems are planned with traffic signs by project departments and the RTO, they need to be monitored for expected road safety

The monitoring is done by Concerned Civic Bodies, Traffic Guides, Pollution Level Controllers and Emergency Response & Disaster Mitigation Teams for **intervention, incidence mitigation and resolution**

The common complaints about traffic signs and their deployments on roads and routes are whether they are of right guidance-standards, insightful for road safety, of correct quality, with expected reliability, and whether they can plan for, improve or regulate responsiveness

## Compounding problems adding to accident rates

### •Poor Infrastructure:

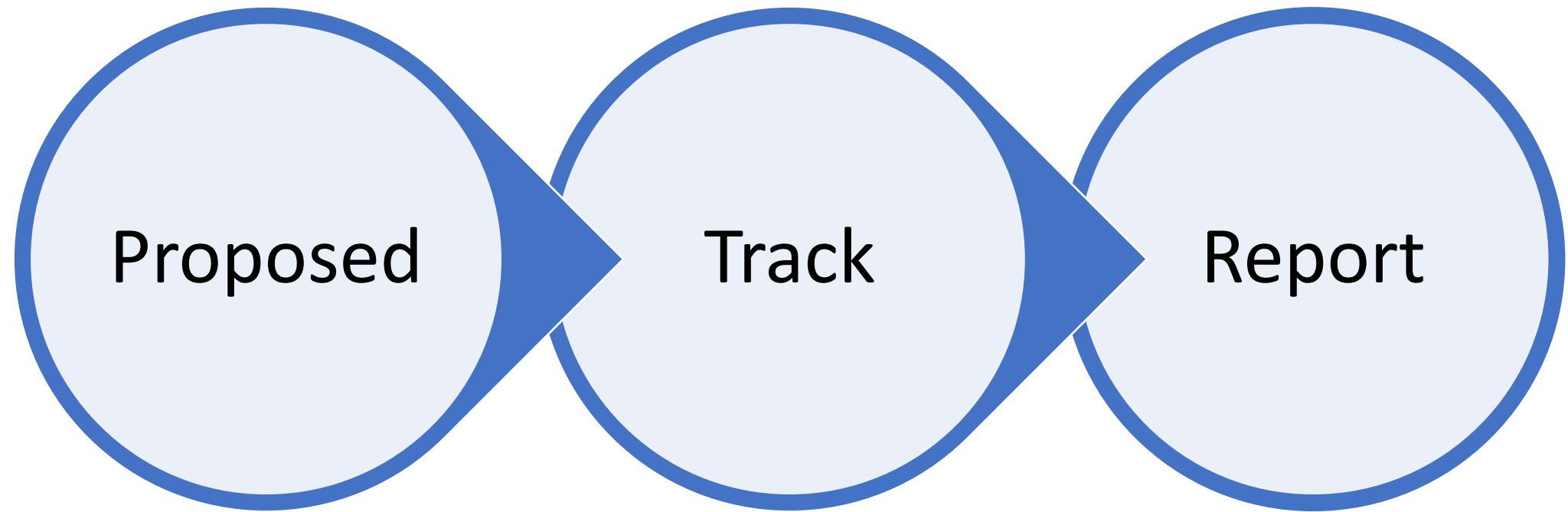
- Many roads in Bengaluru are in disrepair, with potholes, uneven surfaces, and lack of proper maintenance being common complaints. Some have reduced or unregulated low visibility levels.

### •Traffic Congestion:

- The city experiences heavy traffic, especially during peak hours, leading to delays and frustration for commuters.

### •Lack of Connectivity:

- Some areas lack adequate road connectivity, making it difficult to travel to certain destinations.



# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Track Report

- 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:** ...

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Track Report

- Reporting a complaint about accountability for traffic factors
- Traffic signs concern/ issues with driving in poor conditions:
- Associated images (to be uploaded in.jpeg format with details on location):

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Track Report

- 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

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Track Report

- 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:**

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) - Proposed Track Report

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



# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) - Proposed Track Report

( ) Availability of alternate transportation services

Details: For example **“Overhead Metro/Underground Subway/Tram”** with added details

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

( ) 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

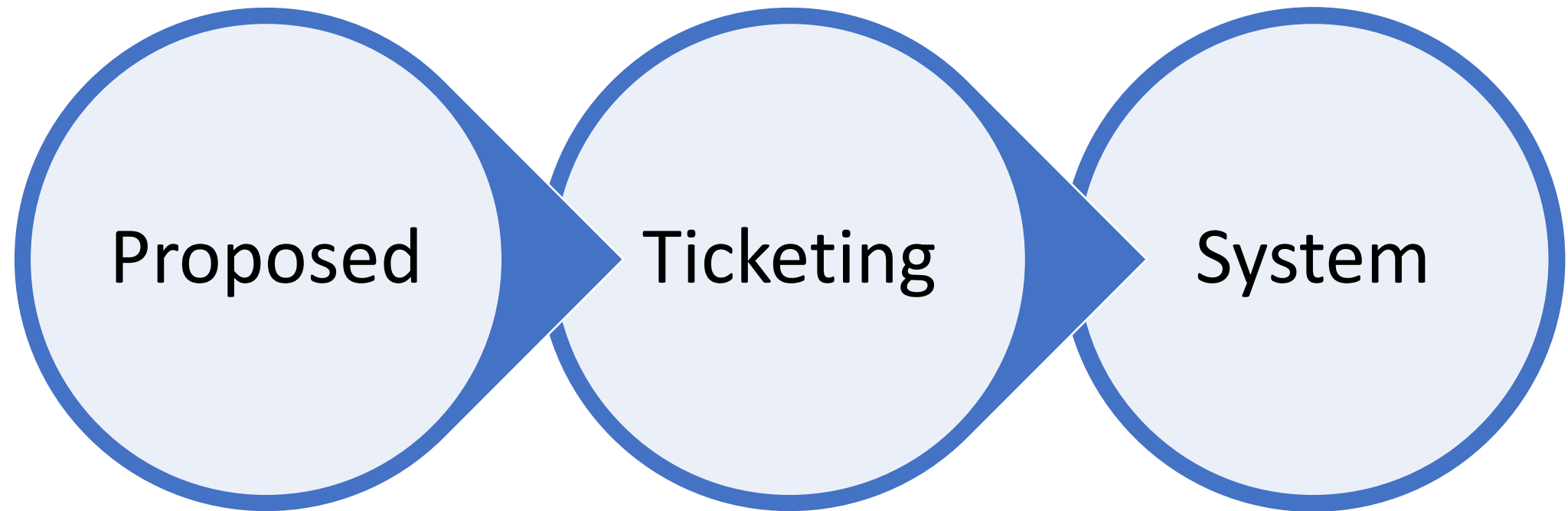
Details: For example **“Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains”** with added details

( ) 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



# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Ticketing system

## IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

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

Source: NSSR-RS-HANDBOOK/DESK

NSSR-RS Id:

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

**Date of submission:**

**Time of submission:**

**Road system name:**

**Road system Id:**

**Problems faced for reasons such as:**

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

# Drive India NSSR-RS Unit 7 (Driving conditions responsiveness) – Proposed Ticketing system

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

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

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

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



RoadMIR and RoadKPI framework

**Details of problems faced:**

**Resolution sought:**



