



USER GUIDELINES (In English)

- **Welcome to Sadak Sathi**

Sadak Sathi is a platform designed to enhance road safety in India by allowing citizens, state agencies, and workers to report, track, and address road issues like potholes, which contribute to 11,000 annual accidents. This guide outlines how to use the site, its features, your responsibilities, safety tips, and legal considerations to ensure a positive and impactful experience.

- **How to Use Sadak Sathi**

Getting Started:

1. Visit the Sadak Sathi website and click "Register" to create an account.
2. Provide your mobile number, email address, and a secure password.
3. Verify your account with the One-Time Password (OTP) sent to your email.
4. Log in using your mobile number and password to access all features.
5. If you forget your password, use the "Forgot Password" option and follow the reset link sent to your email.
6. Reporting a Road Issue:
 7. Log in and navigate to the complaint section.
 8. Enter the location in latitude, longitude format (e.g., "12.34,56.78").
 9. Upload a photo URL or provide a description of the issue.
 10. Select a category (e.g., pothole, flooding) and submit the complaint.
 11. Your report will appear on the interactive map for others to see.

- **Tracking Progress:**

1. Use your unique complaint ID (provided after submission) to check the status.
2. Log in and access the tracking feature to view updates (pending, in progress, resolved).

3. Refresh the page for real-time updates as agencies respond.
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- **Verifying Complaints:**

1. Log in and browse reported complaints on the map.
2. Vote up or down to confirm the validity of each issue.
3. Your input helps ensure accuracy and prioritizes genuine reports.

- **Searching Complaints:**

1. Log in and use the search bar to filter by location or status.
 2. View relevant issues in your area to stay informed or contribute.
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- **Key Features**

1. User Authentication: Secure login, registration, and password recovery.
 2. Interactive Map: Powered by OpenStreetMap, showing complaint locations.
 3. Crowdsourced Verification: Community voting to validate reports.
 4. Real-Time Tracking: Monitors repair progress with updates.
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- **User Responsibilities**

1. Accurate Reporting: Provide truthful location, photo, and category details to ensure effective action.
2. Respectful Interaction: Avoid offensive language or misinformation in comments or verification votes.
3. Data Privacy: Share only necessary personal information (mobile, email) and avoid uploading sensitive data.
4. Regular Updates: Check your complaints periodically and report any discrepancies to maintain system reliability.
5. Community Support: Encourage others to join and verify issues to amplify impact.

- **Safety Tips**

1. Road Awareness: Report hazards immediately, especially during monsoons or festivals, to protect yourself and others.
 2. Secure Usage: Use a strong password and avoid sharing your login details.
 3. Travel Safety: Follow AI-suggested routes and exercise caution in reported danger zones.
 4. Emergency Reporting: Flag urgent issues (e.g., floods) for quick response—contact local authorities if immediate action is needed.
 5. Technical Support: If the site fails, ensure internet connectivity and refresh; use the chatbot for assistance.
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- **Legal Considerations**

1. Compliance: Sadak Sathi operates under Indian laws. Misuse (e.g., fake reports) may lead to account suspension.
 2. Data Usage: Your mobile and email are stored for verification; photos and locations are public unless opted out. Future versions will enhance encryption.
 3. Attribution: Maps are powered by © OpenStreetMap contributors—respect their license.
 4. Liability: Sadak Sathi facilitates reporting but is not responsible for agency actions or accidents. Use information at your own discretion.
 5. Feedback: Suggest improvements via the chatbot; legal concerns should be escalated to our support team.
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- **Future Enhancements**

1. Offline mode for areas with poor connectivity.
 2. Support for local languages (e.g., Hindi, Tamil).
 3. Mobile app for easier access.
 4. Advanced AI for predictive road maintenance.
 5. Reward system for active users.
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- **Contact and Support**

1. Use the built-in chatbot for real-time assistance.
 2. Check back for updates or opt into email notifications.
 3. For serious issues, reach out to our team (contact details to be added post-MVP).
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Thank You

Your participation makes Sadak Sathi a powerful tool for safer roads. Together, we can reduce accidents, improve infrastructure, and build a stronger community. Report issues, verify complaints, and spread the word to maximize impact!

Assessment Criteria for Road Infrastructure Complaints – Official Guidelines (In English)

This document outlines how government officials should assess and process complaints submitted by users regarding potholes and other road-related issues.

• Initial Complaint Verification

Officials should first verify the **basic validity of the complaint** using the following criteria:

1. **Photo Verification:** Ensure the uploaded image is **clear**, taken **recently**, and **shows the reported issue accurately**. Blurry, irrelevant, or misleading images should lead to rejection or a request for re-submission.
2. **Location Accuracy:** The **GPS coordinates** submitted must be **consistent with the issue location**. This is important for dispatching the right maintenance teams.
3. **Sufficient Description:** The user must provide a **concise and clear description** of the issue, specifying the **type of problem** (e.g., pothole, broken footpath, drainage issue) and **its impact on traffic or pedestrians**.
4. **Duplicate Check:** Officials should check if a **similar issue has already been reported** in the same location. If it's a duplicate, the new submission can be merged with the existing one.
5. **Community Verification:** Look at **upvotes and downvotes** from local users. This helps determine the **authenticity and priority** of the complaint based on community consensus.

• Issue Classification and Severity Rating

Once verified, the issue must be classified and prioritized:

- **Issue Type:**
 1. Pothole

2. Cracked surface
 3. Broken footpath
 4. Drainage problem
 5. Missing or damaged signage
 6. Others (as specified by user)
- **Severity Levels:**
 1. **Low:** Minor issue, low risk, no immediate action needed.
 2. **Moderate:** Visible damage affecting vehicle or pedestrian comfort.
 3. **High:** Significant issue that could lead to accidents.
 4. **Critical:** Urgent threat to public safety, requires immediate response.
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- **Site Inspection (If required)**

In some cases, a **field engineer or inspector** should visit the site for validation. During this step:

1. Confirm the **extent of the damage** and check for **associated risks** (e.g., waterlogging, traffic disruption).
 2. Evaluate the **urgency** of repair and **resources needed**.
 3. Add notes and observations that will help in planning resolution.
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- **Resolution Planning**

Based on the classification and severity:

- **Decide on Action Type:**
 - Immediate on-site repair
 - Scheduled maintenance
 - Escalation to another department (e.g., for drainage or electrical issues)
 - Rejection (if invalid or not under the department's scope)

- **Estimate Time to Resolve:**
 - Within 24 hours
 - 1–3 days
 - Up to 1 week
 - More than a week (long-term planning)

- **Assign Task:**

- Tag the appropriate **maintenance unit or contractor**
 - Estimate **budget/funding** if needed
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- **Progress Tracking and Updates**

Every stage should be **logged and time-stamped**, including:

1. Complaint verification
2. Field visit (if any)
3. Work assignment
4. Repair/maintenance completion
5. Feedback collection

Users should be able to **track this progress live**, and officials must **update statuses promptly**.

- **Before closing the complaint:**

1. Confirm that the issue was **fully resolved on-ground**
2. If applicable, collect **feedback from the complainant**
3. If not resolved, document the reason (e.g., budget constraints, jurisdiction issues)
4. Mark the complaint as "Resolved," "Escalated," or "Rejected" with proper explanation

- **Additional Notes:**

1. Transparency is key — ensure updates are visible to the public and well-documented.
2. Prioritize issues based on **safety risk, public impact, and community feedback**.
3. Encourage citizens to participate by **upvoting/downvoting** and **commenting** on complaints in their area.

FAQs (In English)

1. What is Sadak Sathi?

Sadak Sathi is a platform designed to tackle poor road infrastructure in India, where 11,000 accidents occur annually due to potholes. It connects citizens, state agencies, and workers to report, track, and fix road issues transparently, aiming to enhance road safety and trust.

2. How does Sadak Sathi help society?

By reducing accidents through faster pothole repairs, improving coordination between citizens and agencies, and using crowdsourcing for accuracy, Sadak Sathi makes roads safer and more reliable for all.

3. Is Sadak Sathi just another ineffective app?

No, it leverages AI and OpenStreetMap for real-time repair tracking and safe route suggestions. Your participation drives change, and we're working with agencies to ensure action.

• Getting Started and Usage

1. How do I start using Sadak Sathi?

Click "Register," enter your mobile, email, and password, and verify with an OTP sent to your email. Log in with your mobile and password to access features.

2. How can I report a pothole or road issue?

Log in, go to the complaint section, input the location (e.g., "12.34,56.78"), add a photo URL, and select a category like "pothole," then submit to see it on the map.

3. How do I track the progress of my reported issue?

Log in and use the tracking feature with your complaint ID to check statuses like pending, in progress, or resolved.

4. What if the map doesn't display my area correctly?

The map uses OpenStreetMap data, which varies by region. Ensure you're logged in and connected. Report issues to help us improve coverage.

5. How does route optimization work, and will it benefit me?

Enter your location, and our AI suggests a safe route avoiding potholes using OpenStreetMap data, helping you save time and stay safe.

6. How can I verify if a complaint is genuine?

Log in, find the complaint, and vote up or down. Your input ensures the system remains reliable.

7. How do I search for complaints in my area?

Log in, use the search feature, and filter by location or status to find relevant issues.

Societal Impact and Trust

8. Will the government fix the roads I report?

We connect your reports to state agencies with real-time tracking. While not guaranteed, your input and transparency pressure action.

9. How does Sadak Sathi combat corruption or mismanagement?

Public, trackable complaints and crowdsourced verification reduce hidden issues, holding agencies accountable.

10. What happens if someone reports fake issues?

Crowdsourced voting flags low-support reports, ensuring only valid issues are prioritized.

11. Can Sadak Sathi reduce road accidents?

Yes, by quickly fixing potholes and suggesting safer routes, it addresses the 11,000 annual accidents caused by poor roads.

12. Does it work for rural areas with poor maps?

OpenStreetMap data may be limited in rural areas. Report issues to improve mapping, and we'll prioritize updates.

13. Can it help during monsoons or festivals?

Yes, report seasonal damage or congestion early. Tracking and route optimization ensure timely repairs and safe detours.

- **Technical Support**

1. **Why isn't the login button working?**

Check your internet, ensure correct mobile and password, clear your browser cache, or try another device. Use "Forgot Password" or chat support if needed.

2. What does an "Invalid token" error mean?

Your session expired. Log out and log back in to refresh your token.

3. Why does complaint submission fail?

Verify the location format (e.g., "12.34,56.78"), photo URL, category, and token. Log in again if necessary.

4. Why aren't map markers showing?

Ensure you're logged in, have internet, and zoom in/out to refresh. Report persistent issues.

- **Collaboration and Accessibility**

1. **How can I get my local government to use Sadak Sathi?**

Share the platform with them and encourage registration. We're building partnerships to integrate it officially.

2. **Will authorities see my personal details?**

No, only your mobile is linked. Agencies see location, photo, and status unless you choose to share more.

3. **Is Sadak Sathi accessible for people with disabilities?**

It's basic now, but we're planning voice commands and screen reader support. Share your needs.

4. **Can elderly people or non-English speakers use it?**

Yes, with help or simple guidance. We're adding larger text and local language options based on feedback.

5. What if I don't have a smartphone?

Report with location and description using a friend's device. We're developing text-only options.

- Future Plans and Community**

- 1. What new features are coming?**

Expect offline mode, local language support, a mobile app, and advanced AI for predictive maintenance.

- 2. Can I suggest improvements?**

Yes, use the chatbot to share feedback, and we'll consider it for updates.

- 3. How can my community or school join?**

Organize to report and verify issues. Contact us via chat to start a campaign.

- 4. How can I spread the word?**

Share the link, post on social media, or talk to local leaders to grow Sadak Sathi's impact.

- 5. Who runs Sadak Sathi, and can I trust it?**

It's developed by a team of innovators (e.g., your team name), building trust through transparency and aiming for official partners
