



**Sarathi Mitra**  
CSR Impact Assessment Report



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# 01. EXECUTIVE SUMMARY

## Project Background



Castrol India's flagship social responsibility initiative, Sarathi Mitra, was launched in 2017 with the intent of providing comprehensive road safety training to truck drivers, raising their awareness and competence in various aspects of road safety.

**Apart from the core theme of road safety, the program had the following components.**

1. Vision care for truck drivers, wherein the detection of vision conditions was made and power glasses provided according to the refractive errors.
2. Participants were made aware of various government welfare schemes.
3. The program laid emphasis on a healthy lifestyle for truck drivers, with the aim to change their attitudes towards the consumption of healthy food, being physically active, and getting adequate rest.
4. The program also paved the way for the financial empowerment of truck drivers by imparting knowledge and skills in digital financial literacy.
5. The program was made engaging with a combination of lectures, audio-visual presentations, guest lectures, and games.



### Year

2022



### Beneficiaries

32,800



### NGO Partners

SEEDS CSR, Synergie, SEEDS



### Project Locations

Tamil Nadu, Gujarat, Delhi, Haryana, Uttar Pradesh, Maharashtra, West Bengal



## Research Methodology



### Research design

Descriptive research design



### Sampling design

Quota sampling



### Sample size

450



### Geography covered (states)

Maharashtra, Tamil Nadu, Gujarat, West Bengal



## SDG Goals



# Key Findings



**Distribution of Prescription Glasses:**  
A significant proportion (40.5%) of the vision camp participants received power glasses.



**Improvement in Vision:**  
Improvement in vision to a larger extent (69.2%) was observed by beneficiaries who got power glasses.



**Improved Driving Safety:**  
Safe driving practises was observed by the majority (65%) of truck drivers.



**Enhanced Awareness of Physical Health:**  
91.8% of the truck drivers were conscious of the importance of good physical health to stay away from fatigue and physical distress.



**Enhanced Awareness of Mental Health:**  
92% of the truck drivers understood the importance of maintaining good mental health for the profession of driving.



**Increased Financial Literacy:**  
59.8% of the truck drivers became familiar with the use of debit cards/credit cards post the training program.



**Enhanced Awareness of Driving Safety:**  
75.8% of the truck drivers attributed their awareness of safety precautions during vehicle breakdown to a large extent to the Sarathi Mitra program.



**Reduced Incidence of Mobile Phone Usage while Driving:**  
75.8% of the truck drivers attributed their behavior change of not using mobile phones to a large extent to the Sarathi Mitra program.



**Enhanced Awareness of Precautionary Measures:**  
78.9% of the truck drivers attributed their awareness of safety precautions to avoid distractions to the Sarathi Mitra program.

# Key Impact



**Enhanced Road safety and Quality of Work Life:**  
The majority of respondents experienced enhanced alertness on road, sense of safety, and quality of work life because of improved vision.



**Increase Linkages with Government Welfare Schemes:**  
33.7% of the truck drivers shared that they got enrolled in one or other government welfare scheme.



**Enhanced Preventive Healthcare:**  
39.8% more truck drivers started seeking health checkups at least once in a year.



**Increased Usage of Online Payment Methods:**  
61.1% of the truck drivers began to use online payment methods post the Sarathi Mitra program.



**Increased Compliance with Precautionary Measures:**  
Almost all the truck drivers showed increased adherence to safety precautions during truck breakdown.



**Increased Avoidance of Mobile Phone Usage:**  
75.8 % of the truck drivers reported never picking up the mobile phone while on the road.



**Enhanced Awareness of Distractionary Factors:**  
A high degree of awareness on various causes of distractions and consciously engaging in behaviors to avoid the same were observed.



**Increased Preventive Measures for Fatigue:**  
The majority of drivers take active measures to prevent fatigue, such as getting a good night's sleep, taking short breaks, avoiding heavy meals, and so on.



**Increased Monitoring of Mechanical Issues:**  
A considerable proportion of truck drivers began checking tyre inflation, tyre pressure, wheel alignment before starting the truck.

## 02. OECD FRAMEWORK



### Relevance

Truck driving is a high-risk profession, and truck drivers face day-to-day challenges on the road with potential hazards and accidents due to a variety of factors arising from mechanical issues of break down, engine failure, tire bursts, human factors of sleeplessness, fatigue, over speeding, drunken driving, mobile usage, and other factors like road conditions, bad weather, and so on.

Truck drivers also do not have proper formal education and are rarely exposed to well-organized programs offering comprehensive content on road safety.

The Sarathi Mitra program has a well-designed curriculum on the nuances of road safety across multiple intricate dimensions. The program caters to the need to enhance the awareness of drivers on road safety with the intent of not only improving the knowledge but also to effect a change in behavior, attitudes, and perception of road safety.

The survey found that the Sarathi Mitra program is highly relevant to the needs of truck drivers for road safety.



### Coherence

The program is in line with the National Road Safety Policy, 2005, which lays emphasis on safer vehicles, safe drivers, and road safety education and training.

The program also aids in furthering the Sustainable Development Goals of the U.N.

- SDG 1: No Poverty
- SDG 3: Good health and well being
- SDG 8: Decent work and economic growth
- SDG 9: Industry, innovation and infrastructure
- SDG 10: Reduced inequality
- SDG 17: Partnerships for the goals



### Effectiveness

The study has found that the program catered to the right target audience and achieved the intended objectives of road safety.

Hence, the program can be stated to be highly effective.





### Efficiency

The program was successful in training 17,000 participants in the assessment year 2022. When the investments made in the project are compared with the social benefits of the project such as enhanced compliance with safety precautions, averting probable accidents, injuries, or fatalities, possible saving of lives and livelihood, the outcomes seem to far exceed the cost of the project.

Hence, the program can be said to be highly efficient.



### Impact

The study has found that there were remarkable changes in the knowledge, attitude, and behavior of the truck drivers who participated in the program.

Hence, the program has a high impact.



### Sustainability

The program has a strong element of sustainability owing to its simple design and easy-to-replicate model. However, it can be further strengthened by:

- **Cross Subsidization:** This approach allows more profitable segments of the industry to subsidize the costs of training and support for those in need, fostering sustainability and industry responsibility in promoting road safety programs.
- **Government Partnerships:** Collaborating with government agencies responsible for road safety and transportation can provide additional stability and access to resources, which would work towards the adoption of the program at a larger scale.
- **Technology Integration:** Integrate technology into the program to extend its reach and effectiveness. Implement mobile apps, online platforms, or telematics systems for delivering training, monitoring driver behavior, and providing real-time support.
- **Community Engagement:** Involve local communities and truck driver associations in the program to foster a sense of ownership and ensure that the program is tailored to meet the specific needs of each region.
- **Long-term Planning:** Plan for the program's long-term sustainability by establishing succession plans, training local staff, and creating a strong brand identity associated with road safety.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

## CHAPTER 3

# INTRODUCTION



The trucking industry is one of the largest employment providers with approximately 30 million individuals engaged in this sector. Indian truck drivers confront multiple risks of road accidents, health issues, tough and demanding work schedules, and suboptimal working conditions exacerbated by the unorganized nature of the trucking sector. Truckers often have to endure extended periods of staying away from their families, consume whatever food is available in roadside stalls, etc., and navigate challenging road conditions and tough terrains for extended hours. Truck drivers generally lack formal education or training in truck driving. Many enter truck driving after transitioning from working as cleaners.

In order to address the need for the holistic development of the lives of truck drivers, creating opportunities for socioeconomic growth and enabling sustainable livelihood, Castrol launched its flagship program Sarathi Mitra in the year 2017. The aim of this CSR intervention is to integrate truck drivers into the Castrol Sarathi Mitra ecosystem on a long-term basis, with the intent of promoting safe driving, fostering a healthy lifestyle, and empowering them financially, as well as benefiting their families. This program spans across seven Indian states: Rajasthan, Maharashtra, Tamil Nadu, West Bengal, Karnataka, Uttar Pradesh, and Delhi. It encompasses a blend of classroom-based instruction, interactive games, guest lectures, and various engagement activities. Close collaboration with key stakeholders within the transport ecosystem, such as local and regional traffic authorities, transport agencies, and associations, plays a pivotal role in ensuring the program's success.

Sarathi Mitra's curriculum comprises 3 modules:



This study attempts to gauge the impact of the Sarathi Mitra program on the truck drivers who participated in the training program conducted at various centers across India, in the year 2022. The study is structured to cover the major aspects of all the 3 modules of health, safe driving practices, and financial literacy by adopting a mixed approach. A sample size of 450 participants of the program was adopted for the study.





## CHAPTER 4

# RESEARCH METHODOLOGY



*The SoulAce research team with the beneficiaries of Sarathi Mitra program*

Research refers to the systematic and structured investigation of a subject matter in an objective and unbiased manner. Any research study requires an appropriate action plan to carry out each stage of the research process including sampling, data collection, data analysis, and statistical testing. Proper research methodology ensures the effective and efficient execution of various stages of research and the achievement of the objectives set.

Social impact assessment studies, usually undertaken by a neutral third party, enable corporate organizations to evaluate the social effect of their CSR activities on direct beneficiaries in the community and stakeholders in the larger society. Every social impact assessment study needs to have a well-crafted methodology to accomplish the objectives in an expedient manner. This impact assessment study pertains to assessing the impact of the Sarathi Mitra program on truck drivers who participated in the program in centers across India.

**This section deals with the various stages of research followed in this study.**

## Objectives of the Research



To assess the impact of the Sarathi Mitra program on truck drivers' knowledge, behavior, attitude, and perception of road safety precautions to be followed for safe driving.



To understand the extent of vision improvement and safe driving as perceived by truck drivers who participated in the program.



To study the impact of digital financial literacy programs on the improvement in awareness of various digital payment methods and the adoption of the same for monetary transactions.



To study the impact of the Sarathi Mitra program on the health-seeking behaviors of the truck driver participants.



To assess the impact of the Sarathi Mitra program on truck drivers' awareness of various government welfare schemes.

## Key Stakeholders



Project coordinators and center in charge of the implementing partners



Trainers of Sarathi Mitra

## Study Design

This study adopted a descriptive research design, as the purpose was to portray the characteristics of the subject taken up for research rather than finding causal connections between the variables involved in the study.

## Use of Mixed-Method Approach

The study employed a suitable mix of quantitative and qualitative approaches for better validation and triangulation of the results. The quantitative approach was used for describing the research findings in precise, numerical terms and the qualitative approach was used to bring out deep, underlying phenomena, which cannot be brought out by quantitative methods. The use of a mixed-method approach enabled finding answers to multifaceted research questions.

## Sampling Methodology

Quota sampling was adopted wherein fair representation was provided to involve beneficiaries who attended the Sarathi Mitra program conducted by all 3 NGO partners of Castrol in the various states of India.

A sample size of 450 direct beneficiaries was used in accordance with the standard practice to maintain a 95% confidence level and a 5% margin of error. The respondents were truck drivers who attended the Sarathi Mitra program during the year 2022 at various centers run by the implementing partners.

## Tools of Data Collection

For the quantitative approach, a structured interview schedule with multiple-choice answers was prepared. To study the variables related to perception and behaviors, separate scales with indexes comprising indicators to study the specific variable were used.

For the qualitative approach, a guide for semi-structured interviews was used. A facilitation guide for a focus group discussion with various stakeholders was prepared.

## CHAPTER 5

# MAJOR FINDINGS OF THE STUDY

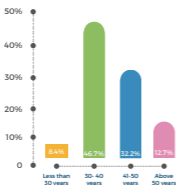
This chapter presents the key findings of the impact assessment study in a systematic manner.

### Section 1: Findings on Socio-demographic characteristics

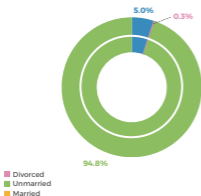
Socio-demographic details helped the research team to develop an understanding of the context while analyzing and interpreting the findings.

This section presents the findings on the demographic details of the respondents.

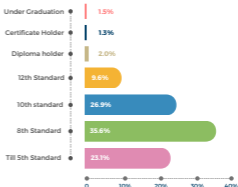
CHART 1: PERCENTAGE DISTRIBUTION OF RESPONDENTS BY AGE-GROUP



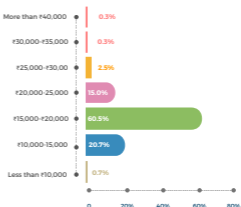
GRAPH 3: DISTRIBUTION OF MARITAL STATUS OF THE RESPONDENTS



GRAPH 2: DISTRIBUTION OF THE EDUCATIONAL LEVEL OF THE RESPONDENTS



GRAPH 4: DISTRIBUTION OF MONTHLY INCOME OF THE RESPONDENTS



### Key findings on the socio-demographic profile of the respondents



#### Age group of truck drivers

The Majority of the truck drivers (78.9%) contacted for the study fall between the ages 30-50 years, which is also the most productive age group in the truck driving sector.



## Educational status of the truck drivers

The majority of the truck drivers (35.6%) had education up to the 8th standard, while 26.9% attended school till the 10th standard.

There were 6 respondents with an undergraduate qualification.

As truck driving is a skill-based profession requiring no higher educational attainment, the lack of proper educational qualification can be one of the reasons for the choice of this profession.



## Marital status of the respondent

A total of 94.7% of the truck drivers were married, indicating the need for tending to a family and relatively more personal responsibilities compared to unmarried individuals. The nature of the job can also be expected to have an impact on the work-life balance of truck drivers, causing job- and life-related stress.



## The monthly income of the respondents

A major proportion (60.5%) had a monthly income in the range of ₹15,000 to ₹20,000.

A significant proportion (20.7%) earned between ₹10,000 to ₹15,000.

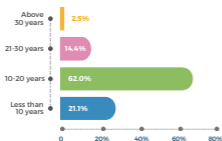
Since income is an important determinant of living standards, one can expect relatively poorer living standards at these income levels.



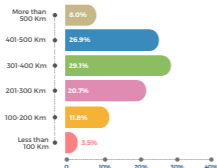
**Truckers attending an audio-visual classroom presentation**

## Section 2: Findings related to work

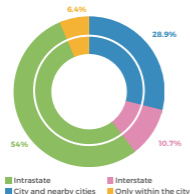
GRAPH 5: SHOWING THE YEARS OF DRIVING EXPERIENCE OF TRUCKERS



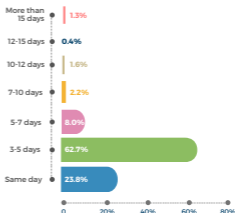
GRAPH 6: SHOWING THE APPROXIMATE DRIVING DISTANCE PER DAY.



GRAPH 7: DRIVING LOCATIONS OF TRUCK DRIVERS



GRAPH 8: NO. OF DAYS IN A WEEK THE RESPONDENTS ARE CONTINUOUSLY ON ROAD BEFORE STATIONING VEHICLE.



### Years of driving

The majority of the truck drivers (62%) had driving experience of 10 to 20 years, while 13.5% had experience of 20 to 30 years. One can expect a high degree of competency in driving skills with more years of experience in driving, which has an implication for road safety too.



### The approximate distance travelled every day

It was observed that 29.1% of the truck drivers travelled between 300 to 400 km, closely followed by 20.7% of truck drivers travelling between 400 to 500 km.

Going by the distance travelled, we can infer that these were long-haul drivers and long distances travelled every day without rest can have an adverse impact on the drivers' physical and mental health with probable risk of road accidents.



## Driving destinations of the truck drivers

The majority of the truck drivers (54.0%) drive to locations within the state. A total of 10.7% of them used to drive on interstate routes and hence are more susceptible to accidents.



## Days on the road

The majority of the drivers (62.7%) stay continuously on the road for 3-5 days before stationing their vehicle in the final destination, and these could be intrastate and interstate drivers. There were 23.8 % of drivers who would reach their destinations on the same day. These could be the drivers who drive within the city or to the nearby cities.

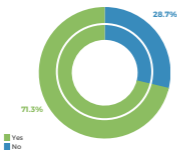


*Vision check-up as a part of health camp, Sarathi Mitra Program, Delhi*

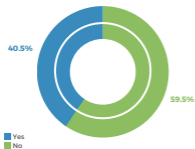
## Section 3: Support to Vision Care

As the nature of truck drivers' jobs necessitates their spending more time on the road, good vision is essential to avert potential risks and hazards on the road and getting cautioned at an appropriate distance. Truck drivers with poor vision are more vulnerable to getting into accidents due to, for instance, the inability to spot approaching vehicles at a distance during the nighttime or bad weather conditions, the inability to read signages on the road, looking at pedestrians or animals suddenly crossing the highway, and so on. Poor vision can be due to hyperopia, myopia, astigmatism, presbyopia, cataract, and so on. Understanding the importance of good vision, CIL made vision check-ups a vital component of the Sarathi Mitra Training Program.

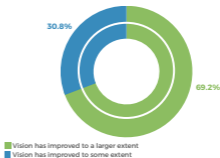
**GRAPH 9 SHOWING PARTICIPATION OF BENEFICIARIES IN THE VISION CARE CAMP.**



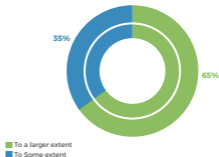
**GRAPH 10 SHOWS THE BENEFICIARIES WHO RECEIVED POWER GLASSES AMONG THOSE WHO ATTENDED THE SCREENING CAMP.**



**GRAPH 11 SHOWING THE EXTENT OF IMPROVEMENT IN VISION AS FELT BY THE RESPONDENTS.**



**GRAPH 12 SHOWING FEELING OF SAFE DRIVING DUE TO BETTER VISION.**



### Key findings on vision screening

- The majority of the truck drivers (71.3%) shared that they attended a vision care camp organised as a part of Sarathi Mitra.
- A significant proportion (40.5%) among those who attended the camp, that is 130 truck drivers, received power glasses after attending the camp.
- A majority of the truck drivers (69.2%) stated that their vision improved to a larger extent after getting vision care while the rest observed an improvement in vision to some extent.
- Most of the truck drivers (65%) observed that they felt their ability for safe driving enhanced to a larger extent.



**Anil Soni, 36 years old**, working in D.K. Transport Services, Mumbai, says, "I was having difficulty in viewing distant objects clearly, though I do not have a problem with near vision. I was apprehensive about going to vision clinics because of the cost involved in vision care, and also I was not able to get time for it, as I have to forego my wages if I do not drive for a day. When I attended the vision camp organised, the doctor diagnosed my vision problem and prescribed me power glasses. Now my vision has improved a lot, and I feel it is much safer to drive on roads. Now, I do not sense any strain on my eyes. I thank Castrol for organising the eye camp for truck drivers".



## Impact of Vision Care

When the research team inquired truck drivers about how vision care has contributed to their sense of safety while driving, they provided the following reasons.



### Enhanced alertness on road

The majority of truck drivers (52 %) who interacted with the research team stated that they were now able to stay alert on the road in a better fashion because of reduced eye strain and fatigue.

Many of the beneficiaries who had refractive errors stated that prior to the vision check-up, they were not aware of their vision condition and postponed visits to the ophthalmologist due to fear of costs involved in check-up and treatment, time involvement, and a host of other factors.

Free check-up helped them to know about their refractive error and get the corrective glasses for it, which has led to reduced eye strain.

This in turn led to reduced headaches and physical and mental discomfort, resulting in their enhanced ability to stay alert on the road.



### Enhanced quality of work life

Truck drivers (47%) interacted with during the study revealed that reduction of eye strain has led to less experiencing of physical discomforts in the form of headache, fatigue, reduced alertness, and mental discomfort like constant anxiety about safely reaching the destination. Enhanced vision has led the truck drivers to experience a better quality of work life.



### Enhanced sense of safety

Significant proportion of truck drivers (43 %) stated that their work involves driving for long duration during night time on national and state highways.

Driving involves making precise and timely judgement of space while making turns, avoiding hitting on any objects on the road, clearance heights in tunnels, the movement of other nearing vehicles, crossing lanes, speeding vehicles in intersections, and the like.

With enhanced acuity of vision, beneficiaries interacted with stated that they now have a better sense of safety than before.



“

**Anil Kumar, 45 years old**, working with Soham Parking, Surat, says, "Every day, I drive at least 500 km, which is very tedious. I had been wearing power glasses for 4-5 years but did not check my vision after the first vision check-up and getting the glasses. I ignored wearing power glasses most of the time earlier, and my vision power increased, but I could not spare time to visit a vision clinic to update my vision power. The vision camp organized by Sarathi Mitra helped me to correct my vision with proper power glasses. The doctor insisted that I should wear the glasses at all times. Good vision is very important for truck driving and to stay away from accidents. I feel a lot of improvement in my vision since I started wearing the glasses. I thank Castrol for the vision camp".

”



WAREHOUSE

## Section 4: Awareness of Government Welfare Schemes



### Improved awareness of government schemes

Sarathi Mitra program conducted an orientation about various government welfare schemes as a part of its training program. Basic information on major schemes such as Pradhan Mantri Jan Arogya Yojana (PMJAY), Rashtriya Swastha Bima Yojana (RSBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY), and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) was shared with the participants.



In the Pradhan Mantri Jan Arogya Yojana, the government provides health insurance of ₹ 5 lakh per family per year.

The Rashtriya Swastha Bima Yojana, RSBY, provides hospitalisation coverage of ₹30,000, transport coverage of a maximum ₹1000, and the premium is paid by the government.

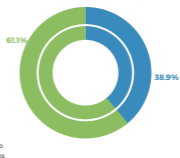
The Pradhan Mantri Suraksha Bima Yojana, PMSBY, is an accident insurance policy at ₹12 per annum scheme linked to Jan Dhan accounts.

The Pradhan Mantri Jeevan Jyoti Bima Yojana, PMJJBY, has the component of a life insurance policy from the government at ₹330 per annum where risk coverage is of ₹ 2 lakhs for death.

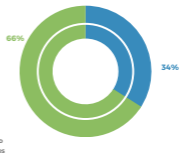


### Key impact observed

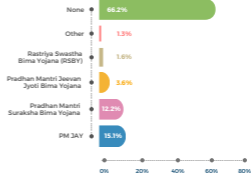
GRAPH 13 SHOWING ORIENTATION ABOUT VARIOUS GOVERNMENT WELFARE SCHEMES AS A PART OF SARATHI MITRA PROGRAM.



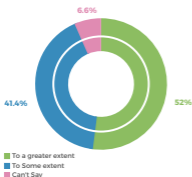
GRAPH 14 SHOWING WHETHER THE BENEFICIARIES GOT ENROLLED IN GOVERNMENT WELFARE SCHEMES OR NOT.



GRAPH 15 SHOWING BENEFICIARIES ENROLLED IN WELFARE SCHEMES POST TRAINING.



**GRAPH 16 SHOWING BENEFICIARIES ATTRIBUTING THEIR JOINING GOVERNMENT WELFARE SCHEMES TO SARATHI MITRA PROGRAM.**



### Key findings on orientation about government welfare schemes



#### Orientation on government welfare scheme

When the truck drivers were asked whether they were oriented about various government welfare schemes, 38.9% of the respondents reported positively, while the rest were not able to recall the same.

Sarathi Mitra being a program majorly dedicated to road safety, it is possible that truck drivers could not recollect the same due to the passage of a year since the program, in spite of being a part of the course curriculum.



#### Enrolment in government welfare schemes

It was observed that 33.7% of the truck drivers shared that they got enrolled in one or the other government welfare scheme and the prominent among them were PMJAY (15.1%) and PMSBY (12.2%).



#### Attributing joining government welfare schemes to the Sarathi Mitra program

A total of 79 beneficiaries (52%) attributed their joining one or the other government welfare schemes to a large extent to the Sarathi Mitra program, while 63 beneficiaries (41.4%) attributed the same to some extent.



**Shiv Kumar Yadav, 35 years**, Paharpur, Kolkata, working with Sameer Roadline, says, "The Sarathi Mitra program not only gave us awareness on various areas of road safety but also oriented us about various government welfare schemes, which I was not much aware of. I came to know that PM Suraksha Bhima Yojana has an insurance cover of ₹ 2 lakhs for accidental death, with a premium of a nominal amount of ₹20 per year. I found this scheme is very much needed for people like me, who are in the truck driving profession. Immediately after the training program, I got enrolled into the scheme and I thank Castrol for enlightening less educated truck drivers in much useful government welfare schemes".



**Interview with Centre Manager of Synergie**

## Section 5: Change in Health-Seeking Behavior

Truck drivers' job necessitates them to stay on the road for long working hours, bear with continuous driving schedules with less time for sleeping or rest and be forced to munch some or other unhygienic roadside food, all of which can take a toll on their physical health. Chronic fatigue can compromise drivers' physical and cognitive abilities for safe driving, leading to fatalities. The unhealthy lifestyle of truck drivers makes them more vulnerable to diabetes, hypertension, dyslipidemia, and cardiovascular diseases. Keeping this aspect in mind, the Sarathi Mitra Training Program laid emphasis on the health-seeking behavior of drivers as a crucial program component.

The respondents were asked a series of questions on their health-seeking behavior to understand whether the training program had impacted the same.



### 5.1 Participants' perception of health post Sarathi Mitra

#### Key findings on perception of health

Improvement in health-related awareness these days	Key findings on perception of health		
	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Can't Say
Becoming conscious of overall health	93.1	1.6	5.3
Making conscious choice of healthy nutrition	91.3	1.6	7.1
Good physical health helps in staying alert on the road	91.8	1.3	6.9
Maintaining a good mental health for averting road accidents	92.0	1.3	6.7
Good health enables travelling more days on the road	93.3	1.8	4.9
Following the simple physical exercises taught at the Castrol Training Program	91.1	2.4	6.5
Practicing yoga at least for some time in a day	89.3	2.0	8.7
The risks involved in drunken driving more	93.3	1.1	5.6



## Understanding the catastrophic consequences of drunken driving

Some of the consequences of drunken driving shared by truck drivers were as follows:

- Impaired judgment and delayed reaction time at critical junctures on the road
- Impaired coordination of motor movements
- Haphazard lane changes leading to overturning of vehicles
- Exceeding safe speed limits
- Ignoring traffic signals and signage.

Truck drivers shared that the Sarathi Mitra program reinforced the risks involved in drunken driving with clarity. There was a high degree of agreement (93.3%) to the risks involved in drunken driving.



## Importance of good physical and mental for the profession

A total of 91.8% of truck drivers shared that they realized that good physical health was essential to stay away from fatigue and physical distress, which could be one of the major human causes behind accidents.

Truck drivers in the study shared that the arduous nature of their profession impacts their mental health to a larger extent and cited the following reasons.

- Staying away from their family members for a long time resulting in a feeling of isolation
- Having to meet rigid timelines for delivery
- Driving in difficult road and weather conditions
- Irregular sleeping patterns
- Inconsistent food patterns.

A total of 92% of the truck drivers shared that they understood the importance of maintaining good mental health through the Sarathi Mitra Training Program.



## Practicing yoga and doing physical exercises

Some of the reasons shared by truck drivers for their bad health were as follows:

- Staying on wheels continuously makes their lifestyles sedentary
- Unhealthy eating, food patterns wherein they cannot exercise choice
- Untimely consumption of food, due to situational constraints
- Excess weight gain, in particular, excess abdominal weight.

A total of 91.1 % of the respondents agreed that they should do physical exercises and 89.3% of the respondents agreed that doing yoga at least for some time is essential for maintaining good physical health.



## Enhanced consciousness of health

Truck drivers who interacted during the study shared that they became more conscious of maintaining good health (93.1%), and they are making efforts to have healthy nutrition (91.3%).



**Ramlal Yadav (54 years):** Ramlal Yadav, a veteran tanker driver with over 3 decades of experience, shared how the Sarathi Mitra program heightened his sense of responsibility. Hailing from Mumbai, he affirmed that the program had made him more safety-conscious and focused in his driving endeavors. The interventions prompted him to undergo body and eye check-ups, engage in daily yoga routines, and prioritize self-care practices.

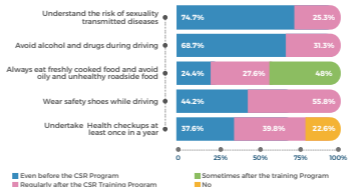
Notably, Ramlal's dedication to incorporating yoga into his daily routine showcases the program's successful integration of holistic well-being practices into the lives of drivers.





## 5.2 Impact of the Sarathi Mitra program on health-seeking behavior of the respondents

GRAPH 17 SHOWING HEALTH-RELATED PRECAUTIONS TAKEN BY THE RESPONDENTS POST TRAINING.



### Health check-ups

Post Sarathi Mitra program, 39.8% more truck drivers started seeking health check-ups at least once a year, which shows improved awareness of knowing about their health status and seeking proper medical care if diagnosed with specific medical conditions.



### Wearing safety shoes

After attending the program, 55.8% more truck drivers who were not earlier wearing safety shoes started wearing the same while on the roads.

Truck drivers shared that safety shoes do provide a measure of impact resistance to the foot, protecting the feet against injuries during accidents.



### Consumption of freshly cooked food

A total of 27.6% of the truck drivers shared that they became conscious of consuming freshly cooked food and avoiding oily and unhealthy foods. A total of 48% of the truck drivers shared their inability to do so, due to practical constraints.



### Avoiding drunken driving

A total of 31.3% more truck drivers shared that they stopped drunken driving after attending the Sarathi Mitra Training Program.



### Understanding the risk of STDs

Research studies have documented the prevalence of STDs among long-haul truck drivers due to casual sexual encounters with multiple partners. When the truck drivers were asked whether they were aware of the risks of STDs, 26.3% of them attributed their awareness of the same to attending the Sarathi Mitra program.



FGD with Truck Drivers

“

**Naresh Kumar, 42**, working with Delhi Jal Board, Delhi, says, "Truck drivers are exposed to an unhealthy lifestyle, right from minimal physical activities due to being on the road most of the times, eating poor quality food that is available on the roadside, continuous driving resulting in fatigue, and lots of physical discomforts. The Sarathi Mitra program emphasized the need for having good physical and mental health, avoiding eating heavy meals, and abstinence from alcohol while driving the vehicle. The program conducted by Castrol was very useful and needed for truck drivers".

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*Interview with Transport Members*



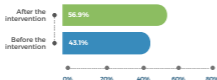
*Castrol Warehouse, Bhiwandi*

## Section 6: Orientation on Digital Payment Methods

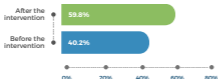
Sarathi Mitra had a component of imparting knowledge of digital transactions to truck drivers. Truck drivers' capability to conduct digital transactions removes the necessity of carrying large sums of cash, which used to pose risks like theft or loss. Digital transactions offer convenience to them, enabling them to access cash easily at gas stations, make payments at toll gates, and cover roadside repairs without needing frequent trips to the bank.

Due to the simplicity of these financial transactions, the Sarathi Mitra program has educated truck drivers about various digital payment methods, including debit cards, credit cards, UPI, mobile wallets, and more.

**GRAPH 18 SHOWING TRUCK DRIVERS AWARENESS OF DIGITAL PAYMENT METHODS.**



**GRAPH 19 SHOWING TRUCK DRIVERS USAGE OF CREDIT CARDS/DEBIT CARDS ON THEIR OWN.**



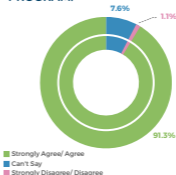
**GRAPH 20 SHOWING TRUCK DRIVERS' USE OF ONLINE PAYMENT METHODS.**



**GRAPH 21 SHOWING THE LEVEL OF AWARENESS ON THE RISKS ASSOCIATED WITH ONLINE TRANSACTIONS.**



**GRAPH 22 SHOWING RESPONDENTS' ATTRIBUTION OF DIGITAL FINANCIAL LITERACY TO THE SARATHI MITRA PROGRAM.**



### Key findings on the impact of orientation on digital payment methods

- 56.9% of the truck drivers became knowledgeable about different digital payment methods after joining the Sarathi Mitra program.
- 59.8% of the truck drivers became familiar with the use of debit cards/credit cards after the training program.
- 61.1% of the truck drivers began to use online payment methods after the Sarathi Mitra program.
- A significant proportion (68.9%) of the truck drivers were aware of the risks associated with online transactions, like sharing PIN and card details with others.



Perception of digital transaction	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Can't Say
Confident in making digital transactions without any guidance/support	90.9	2.7	6.4
Easier to make payments	87.8	3.5	8.7
No need to physically visit a bank for withdrawing small amounts	91.8	1.3	6.9
Not anxious about carrying some cash while driving	93.8	2.4	3.8

Truck drivers interacted with us during the study and shared the following advantages of making digital transactions.

- The majority of the truck drivers feel competent to make digital transactions independently (90.9%).
- It has become easy to make monetary transactions through digital methods (87.8%).
- There is no need to physically visit a bank (91.8%).
- There was a feeling of relief from the anxiety of carrying huge amounts of cash, as there was a risk of theft on the road (93.8%).



**Data Collector Interviewing Truck Driver**

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**Amin Kumar Yadav, 33 years**, working at Soham Parking, Surat says, "The Sarathi Mitra program not only imparted road safety precautions but also dealt with digital financial transactions. I have studied up to 8th standard only, and though I have observed many of my fellow truck drivers using Paytm for money transactions, I was not very confident about it. In the Sarathi Mitra program, I came to know that it is simple to undertake financial transactions with Paytm.

After knowing it, handling small money transactions has become easier for me.

Castrol's Sarathi Mitra program has addressed one of the important needs of truck drivers that is digital financial literacy, and I thank them for it".

”



## Section 7: Precautions that need to be taken during times of truck breakdown

Breakdown of trucks is one of the most common problems faced by truck drivers on the road. Trucks when overloaded can cause severe strain on the engine, brakes, and tires resulting in serious damage and breakdown of the vehicles.

Some of the common reasons for the breakdown of trucks are as follows:

- Underinflated or malfunctioning tires
- Problems associated with the electrical system of the truck like the starter motor, battery, and alternator
- Mechanical problems like those of brakes
- Age of the tires.

Truck breakdowns can cause delays in delivery schedules and can cause disruptions in the supply chain leading to customer complaints.

Truck breakdowns involve financial losses for the truck driver like towing of the vehicle, repairs, and potential traffic fines. Breakdowns can cause potential accidents endangering the lives of truck drivers and other road users. To address the problem of truck breakdowns, the Sarathi Mitra program included the do's and don'ts for truck drivers during times of truck breakdowns.

Precautions and measures taken during truck breakdown

Precautions and measures taken during truck breakdown	Always	Most of the times	Sometimes	Never
Take the help of a trained mechanic instead of trying to deal with it by their own	73.6	22.4	4.0	0
Use an approved towing vehicle during breakdown	73.6	22.2	4.2	0
Never stand between the broken-down vehicle and the towing vehicle	74.4	19.6	6.0	0
Disconnect the battery prior to carrying any electrical work	76.0	18.0	6.0	0
Wear reflective clothing during truck breakdown	73.8	20.4	5.8	0

### Key findings on precautions to be followed by truck drivers during breakdowns are given below



#### Taking the help of a trained mechanic

Trained mechanics bring expert knowledge and specialized tools, efficiently diagnosing complex truck breakdowns. Untrained drivers attempting trial-and-error fixes can worsen the issue. The Sarathi Mitra program emphasizes using trained mechanics. It was found in the study that 73.6% of truck drivers always sought their help, and 22.4% did so most of the time.



#### Use of approved towing vehicles

Trucks owing to their larger size and weight, require specialized vehicles fitted with powerful engines, reinforced frames, heavy-duty suspension systems, hitches, tow bars, etc., for towing. The drivers were oriented to use only approved towing vehicles at times of Truck breakdown.

It was observed that 73.6% of the Truck drivers always used approved towing vehicles while 22.4% of truck drivers shared that they used it most of the time.



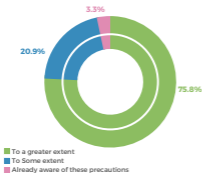
## Other safety precautions

Truck drivers shared that they were cautioned that they should not stand between the breakdown vehicle and the towing vehicle as there was a possible risk of collision of vehicles. 74.4% stated that they always followed it while 19.6% followed it most of the time.

76% of the truck drivers were aware of the risks associated with not disconnecting the battery before starting any electrical work and followed the precaution always, while 18% followed it most of the time.

Truck drivers interacted during the study and shared that the use of reflective clothing would make them visible to other drivers during nighttime or at times of poor lighting. 73.8% of the truck drivers always wore reflective clothing during breakdowns, while 20.4% wore most of the time.

**GRAPH 23 SHOWING THE ATTRIBUTION OF SARATHI MITRA TRAINING PROGRAM TO ENHANCED AWARENESS OF SAFETY PRECAUTIONS TO BE FOLLOWED DURING TIMES OF TRUCK BREAKDOWN.**



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**Waseem Shah, 24 years old**, hails from Jaunpur, Uttar Pradesh, and works in Garud Transport, Bhiwandi, Maharashtra. He mostly drives within the state like Mumbai - Pune or Mumbai - Mankoli routes. His father was also a truck driver and due to the economic hardships faced by the family, he had to discontinue school after 4th grade. At the age of 16, he accompanied his father in trucks as a cleaner for 2 years to get some extra income for the family. Observing his father driving the truck, he aspired to take the driver's seat and spent a year learning to drive heavy vehicles. Initially, he found driving a truck was not an easy job, but he slowly learned the nuances of perfect driving. He observed that a truck driver faces a lot of challenges in managing to drive the truck safely to its destination. He further added that there could be a lot of instances of breakdown of trucks midway which were beyond the control of the driver, such as mechanical failures, brake failures, steering failures, tire bursts, and so on.

He says, "Though I was facing these issues before the Sarathi Mitra program, I was not much aware of anticipating these issues or taking the required precautions for it. The Sarathi Mitra program oriented me about each of the safety issues that may occur with trucks on the road and helped me to understand and take requisite measures to keep these issues to the minimum as possible.

For people not formally educated like me, attending Sarathi Mitra program in a classroom set up with audio visual presentations by trained and experienced faculties was very much enriching.

I thank Castrol for organizing the road safety program".

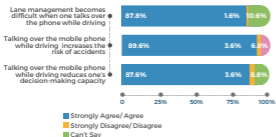
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## Section 8: Awareness of the risks associated with the use of mobile phones while driving

Mobile phone use while driving trucks poses severe risks, including acting as a distraction, impaired judgment, and delayed reactions, leading to accidents. Thus, Sarathi Mitra's curriculum includes the dangers of mobile phone distractions and the importance of avoiding them while driving as a critical component of the training.

**GRAPH 24 SHOWING AWARENESS ON RISKS OF USAGE OF MOBILE PHONE DURING TRUCK DRIVING**

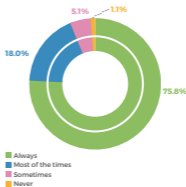


### Key findings

- There was a high degree of agreement with the statement that conversing over the mobile phone reduced one's capacity for decision-making (87.6%).
- The majority of the respondents (89.6%) agreed that talking over the mobile phone while on the roads increases the risk of accidents.
- 87.8% of truck drivers acknowledged the fact that lane management would become difficult when talking over the phone.

### Key impact observed

**GRAPH 25 SHOWING TRUCK DRIVERS' BEHAVIOR OF AVOIDING PICKING UP CALLS WHILE ON THE ROAD**



It can be inferred that after the Sarathi Mitra program, there was increased awareness among truck drivers on the risks associated with talking over the mobile phone while driving, with the majority of the truck drivers stating that they started avoiding picking up calls while driving.



**Data Collector Interviewing Truck Driver**



Shivaji Kamble, 36 years old, resides in Solapur and has been a truck driver for the past 12 years.

He says, "I studied till my first year BA but left my education due to financial problems. My father used to work as a mason. He met with accident and thereafter left his job, and no one was there to support the family. I left my studies and started working. I used to do a loading and unloading job at a nearby dairy and learned truck driving from the driver of a milk-supplying truck. I was earning only ₹120 per month in the loading and unloading job, whereas the driver of the milk supplying van was earning ₹10,000 per month. He was my inspiration to transition to truck driving. My first salary as a truck driver was only ₹4500 per month, but I gradually learned the nuances of this profession and my salary has increased significantly. Mostly, I drive on the Rajkot-Ahmedabad-Hyderabad-Vizag-Vijayawada route and I drive without any helper and I drive 500 to 550 km, which causes severe physical strain. One of the major risky behaviors I notice among young drivers is their talking over mobile phones while on wheels. I have seen many cases of accidents because of distractions caused by mobile phone usage. Before the Sarathi Mitra program, I sometimes used to talk over the mobile phone. However, after attending the program, I have completely stopped using the phone while driving.

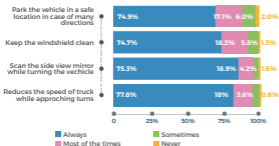
Sarathi Mitra program has raised awareness on many road safety issues relevant to the lives of truck drivers and I thank Castrol for it".



## Section 9: Precautions to avoid distractions while driving

Driving distractions for truck drivers can lead to fatal accidents. These distractions, like missing traffic cues and hazards, should be avoided for safety. The Sarathi Mitra program emphasizes distraction avoidance as a subtheme in its training.

**GRAPH 26 SHOWS PRECAUTIONS TAKEN TO AVOID ANY DISTRACTION DURING TRUCK DRIVING**



### Key impact observed

Truck drivers interacted during the study and stated that they were more cautious in avoiding distractions while driving post-Sarathi Mitra program.



#### Parking the vehicle in a designated place while distracted

Most of the drivers observed that there are risks involved in driving, trying to manage distractions on the road instead of parking at some designated place. Parking in a separate place during times of distraction better helped them to address the distraction and made them feel safer than driving with unresolved distractions. It was observed that 74.9% of the truck drivers always parked their vehicle while distracted, while 17.2 % followed it most of the time.



#### Keeping windshield clean

Truck drivers shared that keeping the windshield clean is essential for clear visibility and to spot other vehicles, pedestrians, and road signs. A clean windshield is required for making turns, entering highways, and reducing the risks of collisions. It was observed that 74.7% of the truck drivers always keep the windshield clean, and 17.1 % keep it clean most of the time.



#### Scanning the rear-view mirror

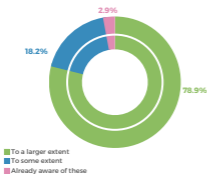
Truck drivers reported that scanning the rear-view mirror is essential to monitor the vehicles coming from behind, taking wide turns, preventing cutting off vehicles, or checking for the sudden crossing of pedestrians. 75.3% of the truck drivers shared that they always scanned the rear-view mirror, while 18.9% of them followed it most of the time.



#### Reducing the speed of Trucks while turning

Truck drivers shared that there is a danger of speeding trucks tipping while taking sudden turns owing to their heavy weights. Slowing down the speed would provide better control over the vehicle, particularly on slippery or uneven surfaces. 77.8% of the truck drivers shared that they always reduced their speed while 18% of them stated they slowed most of the time while turning their vehicles.

### GRAPH 27 SHOWING TRUCK DRIVERS' ATTRIBUTION OF THEIR AWARENESS ON PRECAUTIONS TO BE FOLLOWED



It can be inferred that almost all the drivers attributed their enhanced awareness of preventing distractions to the Sarathi Mitra program.



*Discussion with Truck Driver*

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**Tawab Ahmed** embarked on his career as a driver in the year 2001 when he was in his early 20s. He graduated from driving regular trucks to specializing in 10-tire tankers, which require extra caution compared to usual trucks. His enrolment in the Sarathi Mitra program has played a significant role in enhancing his understanding of road safety protocols and guidelines. Hailing from Mumbai, Tawab underscored the program's effectiveness in educating about crucial do's and don'ts to drivers. Packed with wholesome and intricate nuances of road safety, health-seeking behavior, and digital financial literacy, he found the Sarathi Mitra program very crucial for truck driving professionals.

He says, "Though practically, I have experienced various challenges in driving a truck, attending the program gave me new insights into road safety. The program took a structured approach to road safety. There were valid inputs about a healthy life style, which is very much missing in this profession. The younger generation of drivers is not very concerned about safe driving practices. Programs like this will really serve as an eye-opener for these drivers. I myself have mentored many of the younger drivers to attend this program. Drivers' safety is important for them for their continued productivity, remaining independent, and for the lives of their dependents.



Truck drivers in general and young drivers in particular must attend such road safety program at regular periodic intervals to be reinforced with the practice of safe driving".

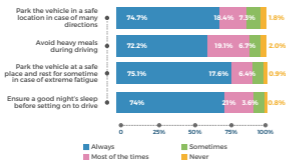
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## Section 10: Precautions to be taken for managing fatigue by truck drivers

Driver fatigue is one of the important causes of road accidents. Excessive fatigue can lead to sleepiness, reduced alertness of truck drivers, and impaired judgment and decision-making abilities, which are risk factors for accidents. Managing fatigue was one of the areas dealt with as a part of the Sarathi Mitra program.

Truck drivers were asked a series of questions on how they manage fatigue, and the findings are discussed in this section.

GRAPH 28 SHOWS PRECAUTIONS TAKEN TO MANAGE FATIGUE AFTER THE TRAINING GIVEN BY CASTROL.



Some of the precautions taken by truck drivers to manage fatigue are as given.



### Ensuring good sleep

Truck drivers observed that a good night's sleep is essential to stay alert while driving on the following day. 74% of the truck drivers stated that they ensured a good night's sleep always, while 21.6% of truck drivers ensured it most of the time.



### Taking short breaks

Truck drivers shared that they practice parking their vehicles at some designated place and try to get some rest before setting out on wheels. This helped them to reduce the fatigue to a large extent. 75.1% of truck drivers practiced it always, while 17.8% of them practiced it most of the time.



### Avoiding heavy meals while driving

Most of the truck drivers reported that having a heavy meal causes sleepiness and reduces their alertness on the road. Though they were aware of this, they were reinforced this by the Sarathi Mitra program. The majority of the drivers stated that they try to avoid heavy meals while driving. 72.2% of the truck drivers are conscious of this.



### Staying optimally hydrated

It was reported that truck drivers face a significant risk of dehydration owing to the necessity of being continuously on the road and ignoring dehydration symptoms. Dehydration was cited to be one of the prominent reasons for fatigue, lack of focus, and difficulty in coordination of motor movements by most truck drivers. The majority of the drivers stated that after the Sarathi Mitra program, they always made a conscious choice of drinking fluids and keeping themselves hydrated (74.7%) while a few of them (16.4%) stated they did it most of the time.



FGD with Truck Drivers



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**Irfan Qureshi, age 33**, a resident of Pratapgarh, Uttar Pradesh says, "I studied till 5th grade only, then I dropped out due to lack of interest in the study. Earlier, I used to do welding work, but I got bored from that job so I started truck driving as my father had 3-4 trucks. I learned about truck driving from one of my friends who is a truck driver, and it took me 2 years to become an expert driver.

I have a joint family - my parents and my 2 brothers and their wives and children are staying together. I have a son who is studying in 4th grade, and I don't want him to become a driver like me. My father did not want me to become a driver like him, as he did not want me to undergo difficulties in the job. Looking at me, my two younger brothers also started driving. I drive on the Kolkata to Surat route and drive 400 to 600 kilometers a day. I don't have any helper, and I drive 17 to 18 hours a day. After I attended the Sarathi Mitra program, I understood why short breaks are essential for long driving hauls. Taking a nap in a safe, designated parking lot for some time reinvigorates you. Your mind and body become fresh after even a small break. This is one of the valuable lessons I am following after the Sarathi Mitra program. Other than this, there were numerous safety aspects, which were oriented to me. These sort of programs are very much essential for young drivers like me, as we have a long way to go in life, for which good health and safety is crucial.

I found this program really good as it helps us understand the things deeply which we already know".

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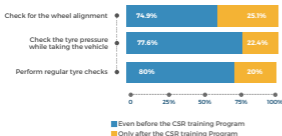


## Section 11: Precautions related to checking tires before driving

Proper maintenance of tires is essential to ensure the right traction, stability, and control of the truck. Tires that are not properly inflated can affect braking efficiency leading to road accidents. Proper tire maintenance is also required to ensure the longevity of the tires and fuel efficiency.

The truck drivers were asked questions related to checking tires before driving, and the findings are discussed in this section.

GRAPH 29 SHOWS PRECAUTIONS TAKEN RELATED TO TIRES PRIOR DRIVING.



### Key findings on precautions related to tires before driving.



#### Regular tire checks

A majority of the truck drivers shared that they performed regular tire checks like checking inflation of tires, wear of tires like bald spots, feathering or cupping, etc., before the Sarathi Mitra program. 25.1% more truck drivers started making regular tire checks after the program.



#### Checking tire pressure

22.4% more truck drivers shared that they started the practice of checking tire pressure every time before starting the vehicle, after attending the Sarathi Mitra program.



#### Checking for wheel alignment

Truck drivers observed that proper wheel alignment is crucial for the stability of vehicles, especially while driving at high speed. Misaligned wheels can reduce fuel efficiency too. 25.1% more truck drivers stated that they started checking for wheel alignment every time before starting to drive post-Sarathi Mitra program.



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**Imam Shaikh, 29 years old**, works for Crystal Transport, and his usual driving route is from Bhiwandi to Silvassa. Most of the time, he transports Castrol Oil drums. He had to shoulder the responsibility of fending for his family early in life, as his father was an alcoholic and not taking care of the family. He had to leave his studies after high school and was doing some or other petty jobs to run the family. Before becoming a driver, he worked at a private company as an electrician and was earning only ₹8000 a month. Prompted by some of his trucker friends who were earning better, he decided to take up truck driving.

He feels truck driving is a challenging job, involving driving long hours in bad road conditions, unpredictable weather conditions, and huge traffic snarls at critical points in highways. Once he met with a near-miss accident because of tire burst while driving, and his truck fiercely collided with a divider. Fortunately, he escaped with minor injuries in that incident.

He had an alcoholic father who was not able to complete his schooling due to his family's poor economic conditions, and he had to shoulder the responsibility of fending for his family's needs. When he attended the Sarathi Mitra program and was oriented about the need for checking the tire inflation, pressure, and wheel alignment, he was able to relate that with his personal experience and reflect upon it. He says, "The Sarathi Mitra program took us through various safety precautions that we have to follow every day for a safe drive.

After attending the program, I am regularly checking the tire pressure, inflation, wheel alignment and ensuring other routine safety checks, because I understand safety is very important for one's self and their family".

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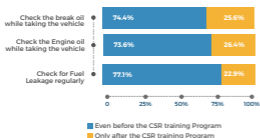


## Section 12: Precautions related to fuel/lubricants before driving

Adequate fuel and lubricants are required in trucks to prevent breakdowns and engine failures midway and unnecessary delays and inefficient truck operations. Inadequate lubrication is the leading cause of wear and tear of the engine and other moving parts of the truck. Routine checking of fuel and lubricants can lead to cost savings from avoidable repairs.

Based on the curriculum of Sarathi Mitra on checking fuels and lubricants in vehicles before starting the vehicle, Truckers were questioned, and the major findings are highlighted in this section.

GRAPH 30 SHOWING PRECAUTIONS TAKEN RELATED TO TIRES PRIOR TO DRIVING.



### Key impact observed



#### Regular checking of fuel leakage

Truck drivers observed that fuel leakage leads to wastage of fuel and increases the cost spent on fuel. They shared leaking fuel Injectors, damaged fuel pumps, and worn fuel tanks can result in fuel leakages.

22.9% more truckers became aware of the need for regular checking of fuel leakage after attending the Sarathi Mitra program.



#### Checking of engine oil before starting the truck

Truckers reported that regular checking of engine oil is required to ensure proper lubrication to all parts of the engine, the absence of which can lead to premature engine wear requiring costlier repairs. 26.4% more truckers shared that they started the practice of checking engine oil before starting the truck, post-Sarathi Mitra program.



#### Checking brake oil while taking the truck

Truckers shared that brake oil has the property of absorbing moisture and metal particles and if its quality is not checked at appropriate periodical intervals, brake failures can happen. 25.6% more truckers understood the importance of checking brake oil post the Sarathi Mitra program.



**Noor Alam Khan, 47 years, Kolkata, says,** "Though I had been driving for more than 20 years, and I know some safety precautions through experience, attending the Sarathi Mitra program provided me with valuable insights about minute intricacies to be adhered to, for an accident-free road trip. One of the important aspects with which I could relate very much is the need to be cautious of fuel leakage, and checking brake oil and engine oils, as this is one of the areas to which truck drivers do not seriously pay attention. Any carelessness in this area can significantly compromise the safety of the truck. This training program reinforced some of the safety aspects I knew to a certain extent.

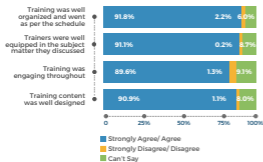


Such programs are very much vital for instilling the sense of safety in truck drivers and more such programs should be conducted periodically.



## Section 13: Truck drivers' opinion of the Sarathi Mitra program

GRAPH 31 SHOWING PRECAUTIONS TAKEN RELATED TO TIRES PRIOR TO DRIVING.



### Key Findings

- The majority of the truck drivers who participated in the Sarathi Mitra program were of the opinion that the training was well organized and went on as scheduled without any glitches.
- Most of the truck drivers interviewed during the study expressed that the trainers possessed extensive expertise in the subject matter, and they were able to concur with various safety precautions that were addressed.
- The majority of the truck drivers felt that the training was engaging throughout as they could relate the orientation to day-to-day challenges faced, be it adhering to road safety, maintaining a healthy lifestyle, or using digital payment methods.
- The majority of the truck drivers observed that the training content was well designed considering various aspects of road safety, seeking healthy behaviors, digital financial literacy, and government welfare schemes.



**Interactions with truck drivers in a Transport hub, Navi Mumbai**

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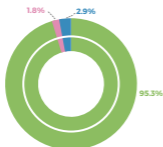
**Balwant Singh's** journey as a driver is distinguished by his relentless strife for growth and ability to adapt himself to the changing scenarios of life. Hailing from Taratala, Kolkata, when his initial ambition of securing employment with a B.com., degree could not materialize, he embraced the profession of bus driving, though a low-paying one. Looking at some of his friends in the field of truck driving who were earning better than him, he switched over. He had experienced a lot of challenges on the road in driving trucks and had always kept safety as a priority over any other considerations. He says, "Castrol has designed this program with adequate duration, and the curriculum was well thought out with minute details of road safety. The trainers had good field experience, and we were able to easily relate the orientation given by them to the routine difficulties we faced while driving.

The majority of truck drivers have very little formal education, and hence, such programs are very much needed to instill some sense of basic awareness of road safety and a healthy lifestyle. In a way, the program was like a recognition given to truck drivers and their hardships. Though I myself mentor the young drivers in the field, such organized programs will enable better emphasis on the safety aspect for large numbers".

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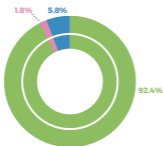
**GRAPH 32 SHOWING PRECAUTIONS TAKEN RELATED TO TIRES PRIOR TO DRIVING.**



■ Strongly Agree/Agree  
■ Can't Say  
■ Strongly Disagree/Disagree

The majority of the respondents (95.3%) stated that attending the Sarathi Mitra program improved their awareness of road safety.

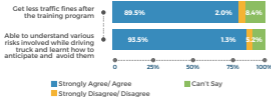
**GRAPH 33 SHOWING RESPONDENTS SUGGESTION TO OTHER TRUCK DRIVERS TO ATTEND THE PROGRAM.**



■ Strongly Agree/Agree  
■ Can't Say  
■ Strongly Disagree/Disagree

Any training program can be considered successful when the participants can recommend others who have not enrolled in the program to attend it. The majority of the truck drivers expressed that they would recommend others to attend future programs owing to their relevance to the profession.

**GRAPH 34 SHOWING THE IMPACT OF TRAINING ON THE RESPONDENTS' ATTITUDE TOWARDS SAFE DRIVING.**



## Lesser traffic fines

As there was increased adherence to safety precautions and legal compliances on the road, the majority of the truck drivers stated that they observed fewer traffic fines than before the intervention.



## Better anticipation of road risks

The majority of the truck drivers stated that they understood the various risks involved in driving a heavy vehicle. They were in a better position to anticipate those risks and avoid them, leading to fewer near-miss cases on the road.

“

**Kanhaiya Yadav, 49 years**, Surat, says, "I have about 25 years of experience in truck driving. I learned about truck driving only by joining as a cleaner of a truck. I used to observe the driver and slowly learned truck driving step by step. I studied up to 8th standard only and never had been to any classroom setup after my studies. No one had ever acknowledged our contributions to the society and no one recognized us as worthy. Attending Sarathi Mitra made us feel important, and we got to learn many safety aspects that we had not considered serious enough before. The program was very much interactive and engaging. I feel because of better compliance with road regulations, I am getting fewer traffic challans.

I am thankful to Castrol for giving me the opportunity to join and learn from the program".

”



## CHAPTER 6

# RECOMMENDATION



### Orientation on fines, penalties prescribed in Motor Vehicles Act, 1988

One of the common grievances of the truck drivers is the issue of traffic fines and penalties perceived to be unfair and unjust. Orienting truck drivers about the major fines and penalties prescribed in the MV Act, 1988, can give them a greater clarity of traffic regulations, violations, and corresponding punishments. This will also aid in empowering them to meet one of the common challenges they face on the road.



### Enrolment in government welfare schemes

The scope of the Sarathi Mitra program is limited to creating awareness on various government welfare schemes. Apart from awareness generation, the scope can be extended to facilitating the truck drivers to enroll in government welfare schemes.



### Primary prevention of alcoholism and substance abuse

Primary prevention of alcoholism and substance abuse among truck drivers can be effected by the formation of peer-led support groups. Peer groups can be more empathetic to fellow truckers in the group as they can understand the unique challenges and pressures faced by truckers. Peer groups can provide social and emotional support, and there can be a greater sense of acceptance and belongingness in the group, which can go a long way in bringing about positive behavioral and attitudinal changes than possible through other ways.

These peer-led groups can be supported through the supply of educative materials in the form of brochures, pamphlets, referral services, resources, and tools to help them in their prevention efforts.



### Counselling for truckers and their family members

Truck drivers encounter physical and mental stress and relationship issues owing to the tough nature of the profession. Spouses of truck drivers face enormous challenges of handling the children and domestic chores by themselves, due to prolonged absence of the male member to render support, help, and guidance. Online and offline counselling services can be offered to truckers and their family members which can address a range of psychosocial, emotional problems and mental health issues.



### Financial literacy program to family members of truckers

Since the truckers are away from the family most of the time and it is the female members who have to manage the routine affairs of the family, financial literacy programs should also be organized for the women members in the family. This can empower them and make them independent to a larger extent and also relieve them from the anxiety of handling cash in the absence of the male member in the family.





## Various forms of small savings to be included in financial literacy program

Various forms of savings in banks and post offices like savings bank account, recurring deposits, fixed deposits etc. should also be included in the curriculum of Sarathi Mitra.

**Additional schemes that considered for inclusion in the financial literacy program are as follows:**

- Public provident fund
- Postal life insurance
- Kisan Vikas Patra
- National savings scheme



**Interview with Transporter**



**VRL Logistics**

## CHAPTER 7

# CONCLUSION

The study observed that truck drivers who attended the Sarathi Mitra program benefitted in multiple ways.



### Enhanced vision and eye care

The study recorded that a considerable proportion of truckers who had vision problems received corrective eye wear, which largely led to their improvement in vision. There was a perception of enhanced road safety because of improved vision, by averting the risk of accidents due to poor vision.



### Enhanced digital financial literacy

The study revealed that the participants of the Sarathi Mitra program got awareness on various digital financial methods. Truckers interacted during the study shared that it was easy to make financial transactions by digital mode rather than having to carry cash during long hauls or having to visit a bank for smaller transactions. Most of the truckers shared that they started using one or other modes of digital financial modes for daily cash transactions.



### Awareness generation on government welfare schemes

The study found that there was an enhanced awareness on various government welfare schemes among truckers post Sarathi Mitra program. The scope of the program can also be extended by facilitating enrolment of truckers in government welfare schemes.



### Enhanced Health seeking behavior

The study found positive changes in the attitude and behavior of truckers towards health seeking behavior. Many of the truckers were observed to be increasingly conscious about the choice of nutritious and hygienic food, avoiding drunken driving, staying hydrated to optimal levels, having proper sleep and rest, etc.



### Enhanced awareness on vehicle safety and maintenance

Truckers interacted during the study revealed that they are adhering to safety precautions regarding regular vehicle maintenance and safety checks. It was acknowledged that following such precautions is crucial for reducing the likelihood of accidents caused by mechanical failures.



### Improved consciousness of fatigue management

The study recorded that truckers exhibited an increased awareness of proneness to fatigue due to long driving hours. There was increased consciousness on fatigue being one of the foremost human causes for accidents on the road. Truckers reported making conscious choices in managing fatigue post Sarathi Mitra program.

Overall, the study observed that the Sarathi Mitra program was well designed in a holistic manner, covering myriad dimensions of road safety with minute nuances. Road safety programs like this will go a long way in bringing about enhanced road safety in the country, aiding sustainable livelihood and empowerment of truck drivers.

## CHAPTER 8

# ANNEXURE

### Castrol Sarathi Mitra Programme: Impact Ratings

MODULES	OVERALL SCORE (1-5, 5 BEING THE HIGHEST)	KEY IMPACT
Road Safety	4.5	<ul style="list-style-type: none"><li>• Enhanced knowledge for road safety rules</li><li>• Reduced risks of accident &amp; injury</li><li>• Enhanced efficiency in attending breakdowns.</li><li>• Improved knowledge related to rules has decreased the number of challans</li></ul>
Financial Literacy	4	<ul style="list-style-type: none"><li>• Reduced need to carry cash</li><li>• Increased savings and investments for management for their earnings</li><li>• Increased social security</li></ul>
Health and Hygiene	4.3	<ul style="list-style-type: none"><li>• Improved vision</li><li>• Mental wellbeing</li><li>• Well informed for a balanced diet</li><li>• Energised while driving</li><li>• Reduced body pain</li></ul>
Overall Sarathi Mitra Training Programme	4.5	<ul style="list-style-type: none"><li>• Sense of pride in the profession</li><li>• Increased motivation</li></ul>