



सत्यमेव जयते

CITIZENS'/CLIENTS' CHARTER

For

MINISTRY OF ROAD TRANSPORT & HIGHWAYS

(2018-19)

Address Transport Bhawan, No. 1 Parliament Street, ,

New Delhi-110 001

Website ID <http://morth.nic.in/>

Date of issue - December 2018

Next Review after six months

VISION / MISSION

Vision

To have a sustainable, efficient, safe and internationally comparable quality of road infrastructure in general and National Highways infrastructure in particular to achieve enhanced connectivity, quick mobility to a level which accelerates socio-economic development.

Mission

- Development of National Highways (NHs) Network in the country into a road network of international standards for uninterrupted flow of traffic with enhanced safety features.
- Enhanced connectivity for remote far flung and isolated areas, including North-East Region (NER), Left Wing Extremism (LWE) affected areas including Tribal areas.
- Evolving policies for efficient and safe transportation through the Road Network and facilitating their implementation.
- Establish arrangements for review of Road Transport requirements keeping in view the long term perspective.
- Evolve regulations for safer, fuel efficient and cleaner automobiles in alignment with international standards.
- Improving road safety scenario in the country especially on National Highways.
- Promoting IT for facilitating online services to the stakeholders.
- Strengthening public transport system.

Main Services/Transactions

Sl. No.	Services/Transaction	Responsible Person (Designation)	E-mail	Phone No.	Process	Document Required	Fees		
							Category	Mode	Amount
1.	Finalization of Annual Plan under National Highways (Original) scheme.	Shri B.N.Singh (Director General (Road Development))	bheshanand.singh@nic.in	23739088	a) Submission of annual Plan by State Governments in consultation with Regional Officers of the Ministry.	NA	NA	NA	NA
					b) Approval of Annual Plan by the Ministry.	NA	NA	NA	NA
2	Sanction of Projects/Estimates under National Highways (Original) scheme.	Shri B.N.Singh (Director General (Road Development))	bheshanand.singh@nic.in	23739088	a) Submission of proposals and estimates by the State Public Works Departments (PWDs).	NA	NA	NA	NA
					b) Processing by Project Zone Chief Engineers.	NA	NA	NA	NA
					c) Obtaining concurrence from Internal Finance Wing of the Ministry by the Project Zones.	NA	NA	NA	NA

					d) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	NA	NA
					e) Issue of sanction letters	NA	NA	NA	NA
3	Sanction of estimates under Central Road Fund (CRF).	Shri B.N.Singh (Director General (Road Development)	bheshanand.singh @nic.in	23739088	a) Submission of priority list of CRF estimates by the State Governments based on available sanction ceilings.	Priority list and utilization certificate.	NA	NA	NA
					b) Submission of abstract estimates by the State Governments.	NA	NA	NA	NA
					c) Processing of the estimates by Project Zones.	NA	NA	NA	NA
					d) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	NA	NA

4.	Release of Funds	Shri Sudip Chaudhury, CE (Planning)	sudipch2009@ gmail.com	23739027	a) Furnishing of Utilization Certificates by State Governments for releasing of funds under Central Road Fund (CRF).	Utilization Certificate	NA	NA	NA
					b) Scrutiny of proposals requesting for funds by the Project Zones.	NA	NA	NA	NA
					c) Obtaining concurrence of Finance Wing by the Project Zones.	NA	NA	NA	NA
					d) Release of funds to the State Governments.	NA	NA	NA	NA
5	Sanction of estimates under Economic Importance (EI) & Inter State Connectivity (ISC) schemes.	Shri B.N.Singh (Director General (Road Development)	bheshanand.singh @nic.in	23739088	a) Submission of priority list by the State Governments.	Priority list	NA	NA	NA
					b) 'In-principle' approval accorded by the competent authority subject to inter-se-priority and overall availability of funds.	NA	NA	NA	NA
					c) Submission of detailed estimates by the State	NA	NA	NA	NA

					Governments to the Project Zones.				
					d) Processing of the estimates by the Project Zones.	NA	NA	NA	NA
					e) Obtaining concurrence of Internal Finance Wing of the Ministry by the Project Zones.	NA	NA	NA	NA
					f) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	NA	NA
6	Review of Progress of works.	Shri B.N.Singh (Director General (Road Development)	bheshanand.singh @nic.in	23739088	a) Review of projects by Chief Engineers of State Governments on monthly basis.	NA	NA	NA	NA
					b) Review meeting by Chief Engineers of Project Zones on quarterly basis and compiling of proceedings.	NA	NA	NA	NA
					c) Review of projects by DG(RD) & SS on quarterly basis.	NA	NA	NA	NA

7	Issue of Land Acquisition notifications.	Shri Amit Kumar Ghosh, Joint Secretary (H/LA/EAP)	js-highways@nic.in	23710140	a) Receiving of proposals from executing agencies.	Proposals	NA	NA	NA
					b) Processing of draft notifications.	NA	NA	NA	NA
					c) Approval of Competent Authority.	NA	NA	NA	NA
					d) Publication of Gazette Notification 3a.	NA	NA	NA	NA
					e) Publication of Gazette Notification 3A.	NA	NA	NA	NA
					f) Publication of Gazette Notification 3D.	NA	NA	NA	NA
					g) Declaration of award by competent authority, land acquisition under Section 3G.	NA	NA	NA	NA
					h) Placing the Gazette Notification before the Parliament.	NA	NA	NA	NA

8	Promote Research Studies	Shri Sanjeev Kumar, CE(S&R) (P&B) (RSE)	sanjeev.kumar69@nic.in	23731526	Obtaining approval of Competent Authority	NA	NA	NA	NA
					Processing of proposals received from State Governments/Research Institutions etc.	NA	NA	NA	NA
9	Issue of No Objection Certificate (NOC) for setting up Retail Outlets along NHs and access permission to private properties along NHs.	Highway Administration which includes Regional Officers of the Ministry of Road Transport & Highways	For the names & Designations & telephone numbers of the ROs please refer to the list of Responsibility centre and subordinate organizations appended to this CCC	Same as in the previous column.	Submission of self certified proposal by the Applicant with complete set of documents along with processing fee	Documents in terms of the relevant instructions vide MORTH circular No. RW/NH/33023/10/99-DOIII dated 24.7.2013, as amended from time to time.	Processing Fee	Demand Draft	Rs. 10,000/-
					Processing of applications,				
					Communication of in-principle approval/provisional NOC	Construction of fuel station/private property by the Applicant at his own cost	Final approval after receipt of the communication from the Applicant regarding completion of	Documents in terms of the relevant instructions vide MORTH circular No.	License Fee

					construction as per approved drawings and signing of licence deed.	RW/NH/33023/10/99-DOIII dated 24.7.2013, as amended from time to time.			023/19/99-DOIII dated 24.7.2013, as amended from time to time.
10	(i) Complaints regarding bad condition of specific stretches of National Highways-Road/Bridge/Culverts etc. (ii) Toll related Complaints	Shri B.N.Singh (Director General (Road Development))	bheshanand.singh@nic.in	23739088	a) Acknowledgement of request by the Complainant.	NA	NA	NA	NA
		Shri Priyank Bharti, Joint Secretary (MVL/Toll)	jspb-morth@gov.in	23717294	b) Processing of requests, obtaining approval of Competent Authority for corrective action.	NA	NA	NA	NA
					c) Final reply to the complainant.	NA	NA	NA	NA
11	Preparation and scrutiny of Bills to make payment to private firms/suppliers	Concerned Wing/Zonal Heads (As per list attached as Annexure)	List of officers responsible is indicated is appended below at Annex-I		(a) Preparation and scrutiny of Bills (b) Approval of Competent Authority (c) Submission of Bill to the PAO for Payment through the respective DDO viz DDO (Cash), DDO(WA) and DDO(Road Safety)	Sanction Order from the Concerned Section, along with copies of invoice from the firm/supplier	NA	NA	NA

12	Payment of bills referred to in 12 above by PAO	Shri Munderia, Controller of Accounts	B.S	Munderia59@hotmail.com	23381410	a) Scrutiny of Bills received through DDOs b) Issue of Cheque/ Demand Drafts	Sanction, bill Dis Sheet for classification.	NA	NA	NA
----	---	---------------------------------------	-----	------------------------	----------	---	--	----	----	----

(Note – State Roads/State Highways/Urban roads and issues relating to enforcement of Traffic Rules/Vehicle Registration Process/ Issuance of Driving Licenses/Transfer of Vehicle/ Refund of Road Tax are under purview of State government Authorities. Rural roads/Pradhan Mantri Gram Sadak Yojna comes under the purview of Ministry of Rural Development.)

List of Officers referred to in the Col at S.No. 11

S.No.	Name and Designation	Phone No.(Office)	E.Mail. I.D.
1	Shri B.N.Singh, DG,(RD)	011-23739088	bheshanand.singh@nic.in
2	Shri Amit Kumar Ghosh, Joint Secretary (Highway/LA/EAP)	011-23710140	js-highways@nic.in
3	Shri Kamlesh Chaturvedi, Joint Secretary (Estt./ Vig./ General/ Parliament/ O&M)	011-23753991	k.chaturvedi@gov.in
4.	Shri Abhay Damle, Joint Secretary (Transport/RS/IC/Coord.)	011-23719209	abhay.damle@gov.in
5.	Shri Priyank Bharti, Joint Secretary (Toll/MVL/IT)	011- 23717294	jspb-morth@gov.in

Service Standards

Sl.No	Services/Transaction	Success Indicator	Service Standards	Unit	Data Source
1	Finalization of Annual Plan under National Highways (Original) Scheme.	Average time taken for finalization of Annual Plan.	2	Months	State PWD's records
2.	Sanction of Projects/Estimates under National Highways (Original) scheme.	Plan Works: Average time taken from the receipt of estimates complete in all respects	3	Months	State PWD's records
		Non Plan Works: Average time taken from the receipt of estimates complete in all respects	2	Months	State PWD's records
3	Sanction of estimates under Central Road Fund (CRF).	Average time taken from the receipt of abstract estimates.	2	Months	State PWD's records
4	Release of Funds	Average time taken from the receipt of request for release of fund from the State Government/UTs.	2	Months	Ministry's records/State PWD's records
5	Sanction of estimates under Economic Importance (EI) & Inter State Connectivity (ISC) schemes.	Average time taken from the receipt of estimates complete in all aspects.	3	Months	State PWD's records
6	Review of Progress of works.	Conducting Quarterly review meetings by Chief Engineers of Project Zones for each quarter within a prescribed time limit not exceeding 30 days of completion of the said quarter.	30	Days	State Public Works Department
7	Issue of Land Acquisition notifications.	Average time taken for initial notification under 3a of NH Act 1956, after its receipt from NHAI/State PWD, complete in all respects.	30	Days	Executing Agencies/Revenue's records.

		Average time taken for initial notification under 3A of NH Act 1956, after publication of 3a.	30	Days	Executing Agencies/Revenue's records.
8	Promote Research Studies	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from State Governments/UTs/research institutions towards encouraging research studies	45	Days	Ministry's records.

9	Issue of No Objection Certificate (NOC) for setting up Retails Outlets along NHs and access permission to private properties along NHs	Submission of self certified proposal by the Applicant with complete set of documents along with processing fee Processing of applications,Communication of in-principle approval/provisional NOC	30	Days	Records of Oil Companies
		Construction of fuel station/private property by the Applicant at his own cost Time limit 6 months(180 days of the issue of provisional NOC	-	-	-
		Final approval after receipt of the communication from the Applicant regarding completion of construction as per approved drawings and signing of licence deed.	30	Days	Records of Oil Companies

10	Complaints regarding bad condition of specific stretches of National Highways/Road/Bridge/Culverts /Toll related complaints etc.	Average time taken for acknowledgement of the request	3	Days	CPGRAMS and Ministry's records
		Average time taken for redressal of the complaint and furnishing the reply to the complainant.	60	Days	CPGRAMS and Ministry's records
11	Preparation and scrutiny of Bills to make payment to private firms/suppliers	Preparation and scrutiny of Bills Approval of Competent Authority Submission of Bill to the PAO for Payment	30	Days	Section Diary/Dispatch Register
12	Payment of bills by PAO	Through respective DDOs Scrutiny of Bills Issue of Cheque/Demand Drafts	7	Days	Section Diary/Dispatch Register

Highways (including PPP) & Toll

Sl.no	Name of the Officer	Landline number office	E-mail
1.	Shri Amit Kumar Ghosh, Joint Secretary (Highway/LA/EAP)	011-23710140	js-highways@nic.in
2.	Shri Priyank Bharti, Joint Secretary (Toll/MVL/IT)	011- 23717294	jspb-morth@gov.in

Road Transport

Sl.no	Name of the Officer	Landline number office	E-mail
1.	Shri Abhay Damle, Joint Secretary (Transport/RS/IC/Coord.)	011-23719209	abhay.damle@gov.in
2.	Shri Priyank Bharti, Joint Secretary (Toll/MVL/IT)	011- 23717294	jspb-morth@gov.in

Grievance Redressal

1.	Shri Kamlesh Chaturvedi, Joint Secretary (Estt./ Vig./ General/ Parliament/ O&M)	011-23753991	k.chaturvedi@gov.in
----	---	--------------	---------------------

List of Stakeholders/Clients

S.No	Stakeholders/Clients
1.	National Highways Authority of India
2.	National Highways and Infrastructure Development Corporation
3.	State Public Works Departments of State Governments and Union Territories
4.	Regional Offices of Ministry of Road Transport & Highways
5.	Indian Roads Congress (IRC)
6.	Indian Academy of Highways Engineers (IAHE)
7.	Transport Departments of States/UTs and State Transport Undertakings
8.	NGOs
9.	Citizens
10.	Truckers' Associations/Automobile Manufactures' Association
11.	Academic/Research Institutions
12.	Contractors
13.	Concessionaires
14.	Consultants
15.	NITI Aayog
16.	Other Ministries such as, Ministry of Railways, Ministry of Finance and Ministry of Statistics & Programme Implementation.

Responsibility Centers and Subordinate Organizations

Sl.no	Responsibility Centers and Subordinate Organizations	Landline number	E-mail	Address
1.	National Highways Authority of India	25076503	chairman@nhai.org	Plot No. G-5 & 6, Sector-10, Dwarka, New Delhi-75
2.	Indian Academy of Highway Engineers	0120-2400085 - 86, 2405006 - 09	director.iahe@gmail.com	A-5, Institutional Area, Sector 62, NOIDA, UP.
3.	National Highways and Infrastructure Development Corporation, N. Delhi	23461600	md@nhidcl.com	3rd Floor, PTI Building, 4 Parliament Street, New Delhi – 110001
4.	Regional Office, Chandigarh	0172-2743228	rochandigarh2010@gmail.com	Kendriya Sadan, 6 th Floor, Sector 9A, Chandigarh
5.	Regional Office, Bhopal	0755-2551329	romorthbhoal@gmail.com	MP PWD – D Wing, Satpura Bhawan, Bhopal
6.	Regional Office, Gandhinagar	079-23240091	rogandhinagar@yahoo.in	New Sachivalaya, Block No.14, 2 nd Floor, Gandhinagar
7.	Regional Office, Kolkata	033-23586940	rocorth@gmail.com	Room No. 106, Block C, 1st Floor, Salt Lake, Kolkata
8.	Regional Office, Bangalore	080-22105765	robengaluru@gmail.com	Annexe Building, PWD Office, K.R Circle, Bengaluru.
9.	Regional Office Chennai	044-24919341	rochennaiorth@gmail.com	C-1A, Rajaji Bhawan, Besant Nagar, Chennai

10.	Regional Office, Lucknow	0522-2322741	rolkorth@gmail.com	NH Bhawan, Biotech Chowk, Vikas Nagar, Lucknow
11.	Regional Office, Patna	0612-2525501	ropatnamorth@gmail.com	17, Aniket Housing Cooperative Society, IAS Colony, Kidwaipuri, S.K Nagar, Patna
12.	Regional Office, Guwahati	0361-2525943	roguw-morth@gov.in	H.No. 7, Near Mahavidyamandir School, Rajgarh Main Road, Guwahati
13.	Regional Office Hyderabad	040-23373549	sehyderabad@gmail.com	2 nd Floor, Quality Control Building, Errum Manzil Colony, Hyderabad.
14.	Regional Office, Thiruvanthapuram	0471-2326306	rokeralamorth@gmail.com	CE(NH), Public Office Building, Thiruvanthapuram
15.	Regional Office, Raipur	0771-2429786	eloraipur@rediffmail.com	NH Campus, Pension Bada, Raipur
16.	Regional Office, Mumbai	022-27562370	romumbai@rediffmail.com	Room No.-508/509 Konkan Bhawan, Navi Mumbai, CBT Belapur, Mumbai - 400614
17.	Regional Office, Bhubaneshwar	0674-2564546	robbsr.morth@gmail.com	C/o World Bank Project, Plot No. 184, Infront of CRPF Stadium Baramunda, Bhubaneshwar
18.	Regional Office, Ranchi	0651-2550301	roranchi03@gmail.com	Engineer's Hostel, Ground floor, Suit No. 3 HEC Campus, PO Dhurwa, Ranchi
19.	ELO Shimla	8894636218	eloshimla@gmail.com	Nirman Bhawan, Simla-II, Himachal Pradesh
20.	RO Dehradun	0135-2738657	romorthddn@gmail.com	C/o CE Level 1, PWD, Uttranchal Camp Office, Dehradun
21.	Regional Office, Jaipur	0141-2811776	ro.jaipur.morth@gmail.com	DCM Ajmer Road, P.O. Shyam Nagar, Jaipur

22.	Regional Office, Vijaywada	9968124492	romorthvijayawada@ gmail.com	Gorle Dalappana Veedhi, Near American Hospital, Punnami Thota, Vijaywada
-----	----------------------------	------------	------------------------------	---

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients.
1.	Submit duly completed application forms in all respects.
2.	State Governments/UTs should submit all proposals as per Ministry's Standards and Specifications, Ministry's Data Book, Bar Charts, Drawings, Lead Statements, Investigation reports/supporting calculations etc wherever needed.
3.	State Governments/UTs should properly utilize Central Financial Assistance released and ensure timely completion of Projects and submission of utilization certificates in prescribed forms in time.
4.	Show courtesy to Ministry's officers.
5.	Always keep proper record of correspondence done.
6.	If you have an appointment with an officer of the Ministry, Please arrive 15 minutes prior to the appointment.
7.	Send reports in the prescribed format as per prescribed timelines.
8.	Please check the Ministry's /NHAI's website for update on policies, programmes and procedures.
9.	Please give suggestions/inputs on the drafts placed on Ministry's/NHAI website/those circulated.
10.	Officials of the State Governments/UTs should attend the conferences/meetings with complete information.
11.	Officials attending the training should devote complete attention to the training.
12.	Experts and research institutes should give proper assistance in framing/modifications of IRC codes.