



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

## National Highways Authority of India

(Ministry of Road Transport and Highways)

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No.11041/218/2007-Admn

Dated: 27.11.2015

### **POLICY MATTERS-Technical (186/2015)**

(Decision taken in file No. NHA/NHDP-V/MC-II/BOT/TC/pt)

#### **Sub: Provision of Consulting Services for NHA Projects – Standard of Performance reg.**

NHA has been engaging consultants for various type of works viz. preparation of pre-feasibility reports, preparation of Detailed Project Report, Supervision of works, Independent Engineers etc. The Consultants are expected to carry out their service in fair and transparent manner with equity and probity towards all stakeholders as per respective agreement and rules.

2. It has been observed that the Consultants are not always performing their roles in conformity with the envisaged responsibility. Cases have come to light where even they are furnishing forged qualifying certificates, false and fictitious CVs to make their proposals responsive, submitting poor quality of DPRs without proper assessment of quantities, leading to massive variation at the time of execution of work. Also, while preparing the DPR, the Consultants are not always surveying the project alignment and unable to propose suitable alternate alignments, not furnishing the proper Land Plan Schedules resulting to abnormal variations. Also, Consultants are not always proposing structural design in conformity with relevant IRC guidelines for which there is failure of the structures affecting safety of the Highways. In Supervision Consultancy Contracts, there are instances wherein the Consultants are certifying for release of payment for substandard work with insufficient quality control checking, improper quantities and also issuing Provisional Completion Certificate without following the standard procedures as per the Contract and allowing additional points for tolling without the approval of Authority.

3. The Consultants are required to carry out the obligations as per the Good Industry Practice. However, failure on the part of the Consultants to discharge their duties diligently not only results in financial issues, disputes, claims but also adversely affecting the interest of Government, NHA and users.


4. There is provision in the Contract for penal action eg. debarment in addition to imposition of liquidated damages as per Contract. Besides, NHA has issued Policy Circular (Technical) 97/2012 dated 17.04.2014 for the procedure for deterrent penalty action against Defaulting Consultants.

5. All the Consulting Firms are well experienced having very senior and qualified personnel employed with them. The Authority has all regards to Consultants who are the Representatives of the Employer in the supervision of the projects. However, there is practically no room for the poor performing Consultants to render services with the Authority.

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6. Keeping in view of the above, the Authority advises all the Consulting Firms to perform their obligation with utmost diligence while dealing with the tasks assigned them by Authority, failing which exemplary deterrent action against the said firm will be taken, including their debarment in future Contracts with the Authority.

7. This issues with the approval of Competent Authority.

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(A.K. Singh)  
CGM (Coord.)

To

- 1) PS to Chairman – for kind information of Chairman, NHAI
- 2) All Members
- 3) All CGMs/GMs NHAI, HQ } to issue this letter to all Consultants engaged
- 4) All ROs } by them
- 5) DGM (IT) – for hosting on NHAI Website