



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport and Highways)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली-110075

G-5 & 6, Sector-10, Dwarka, New Delhi-110075

NHAI/ Policy Guidelines/Highway Operations/2019

No.12.20/2019 dated the 10th October, 2019

[Decision taken on File of Highway Operations Division]

दूरभाष / Phone : 91-11-25074100/25074200

फैक्स / Fax : 91-11-25093507 / 25093514

Sub: Mock Drill for effective preparedness of the on-road units of NHA responsible for incident management at project sites.

NHAI had been entrusted with the work of Construction/Up-gradation and Operations & Management of a major part of the National Highway network of India. For efficient management of the National Highways, Operation & Maintenance (O&M) activities are to be given due importance for ensuring safety of the highway users.

2. As a part of the civil works contract on various contract modes, there is a provision of incident management services which interalia include Highway Patrol Vehicle, Ambulance and Tow-Away Crane. However, it has been observed that there is no mechanism to monitor the performance of these services, being provided by the Contractor/ Concessionaire.

3. In order to keep these incident management services robust and swift in response, it has been directed to conduct the mock drills. Accordingly, the following set of guidelines have been issued in this regard:


- (i) Every night, a suitable time and location along the stretch may be chosen for conducting the mock drill by the Contractor/ Concessionaire. The time and location so chosen should keep on changing every day so as to cover different phases of the night as well as different sections of the project highway across the week.
- (ii) The person-in-charge of the incident management from the Contractor/ Concessionaire end, should make a call on the 1033 helpline number and register their call as the mock drill. They must duly describe the nature of the emergency envisioned in the drill as well as their location.
- (iii) The response time shall start as soon as the call for the mock drill is picked up at the 1033 call centre. It is the responsibility of the Contractor/ Concessionaire that the contact details of the drivers/ staff, etc. are regularly updated with the 1033 helpline centre.
- (iv) The on-road units shall wait to proceed until the call from the 1033 call centre reaches them. Once, the 1033 call centre despatch call is received, the Patrol Vehicle/ Highway Surveillance Vehicle along with the Ambulance shall move towards the mock drill location.

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- (v) Once the Patrol Vehicle/ Highway Surveillance Vehicle reaches the location of incident, it shall be treated as end time of the response and accordingly the response time for the vehicle will be recorded. Similarly, the response time of Ambulance will be recorded.
- (vi) The Tow-Away Crane shall be despatched through a call from the Patrol Vehicle/ Highway Surveillance Vehicle after reaching the incident location. The response time of the Tow-Away Crane shall start from the moment the Patrol Vehicle/ Highway Surveillance Vehicle makes a call to the Tow-Away Crane and shall end as soon as the Tow Away Crane reaches the incident location.
- (vii) No manual measurement of the movement of vehicle shall be admissible and only GPS/ VTS records shall be considered. All the relevant details such as the call record, GPS/ VTS timeline of all the on-roads, attendance record of the trained manpower involved in the mock drill etc. shall form a part of the report submitted regarding the mock drill. The weekly report of the mock drills shall be submitted to the Project Director of NHAI.
- (viii) The Project Director shall inspect one mock drill in his jurisdiction atleast once in a week. The location of the incident as well as the time of the drill may be chosen by the Project Director taking into consideration the locations which are more vulnerable to incidents. Similarly, Regional Officer shall inspect one mock drill atleast once in a month in his jurisdiction.
- (ix) The record of the distance of the location from the on-road units, the time and date of the mock drill and the response time of the on-road units shall be maintained with the PIUs and ROs. The monitoring of these response times shall also be done by the respective Technical Divisions at NHAI HQ.
- (x) The Project Directors shall compare the average monthly response time of the mock drills with the provisions in the respective contract agreements and in case of any deviations, may impose appropriate penalties.
- (xi) Efforts shall be made to increase the efficiency of the system and bring the response time close to 15 minutes or less.

4. These mock drills shall be initiated within a week from intimation to the Contractors/ Concessionaires about the same.

5. This is issued with the approval of the Competent Authority.


(V.K. Sharma)
Chief General Manager (Coord)

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