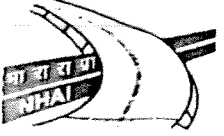


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भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

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(Ministry of Road Transport and Highways)

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NHAI/CMC/Misc./2013

June 24, 2013

CIRCULAR

Sub: PPP and EPC Project's Stakeholder's Grievance Redressal Committees

In the PPP GRC meetings held in the recent past it has been observed that the grievances are being placed directly for the consideration of the GRC Committee without the matter having been referred to the concerned IE/PD/RO/Technical Division any time in past.

In this regard, it is clarified that in future no item would be directly placed before the GRC unless the stakeholder when approaching GRC certifies that they are seeking redressal on the decision taken in NHAI on the issue or when the issue has been pending in NHAI for more than two months.

Technical Divisions on receipt of GRC item from stakeholders shall promptly advise CMC Division if they are aware of the issue and whether a decision has been taken (or not). Details of decision on the issue be advised and in case of pendency, reasons of delay may also be advised. In majority of the cases, it is observed that absence of IE in the GRC meeting often affects consideration on the issue. Technical Divisions are therefore advised to necessarily invite the IE in such cases without fail.

This issues with the approval of Competent Authority.

*R.B. Sinha*

(R.B.Sinha)

General Manager (CMC)

To:

ALL NHAI officers at HQ/All ROs/ALL PIUs

PS to Chairman

PS to all Members

NHBF