



631 (6) 275

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Shipping, Road Transport and Highways)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली-110 075

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NHA/CMC/Misc./2013

Circular

Dated: 13/05/2013

Sub: PPP and EPC (Item rate and turnkey) Project's Stakeholder's Grievance Redressal Committees

To address the grievances of the PPP/EPC (Item rate and turnkey) stakeholders, it has been decided to constitute two Grievance Redressal Committees namely "PPP Grievance Redressal Committee" (PPP GRC) and "EPC Grievance Redressal Committee" (EPC GRC). PPP and EPC GRC shall be headed by Member (PPP) and Member (Projects) respectively. Other members of these two committees would be Member (Finance) and the concerned Members dealing with the subject project. The GRC Committee meetings would also be attended by the CGM (T) in charge of the project and CGM (CMS).

PPP and EPC GRC shall hold its meetings regularly on first and third Monday and on second and fourth Monday of every month respectively. If the date or time of the meeting has to be changed, the same shall be informed by e-mail to all concerned. The Committee would consider all grievances of the stakeholders other than issues already earmarked for other Committees of NHA like Interpretation Committee and Settlement and Negotiation Committee. All the stakeholders may submit their grievances with complete details at notified email address of CGM(CMS) with a copy to the concerned Member, CGM, RO and PD at least seven days before the date of next meeting. The concerned RO and PD will send their comments by email at least two days before the date of the next meeting. The Committee would convey its decision within 7 days of the meeting to the concerned stakeholders at their Email-id.

This issues with the approval of the Competent Authority.

R.B. Sinha
(R.B. Sinha)
GM (CMC)

To:

ALL official NHA HQ/All ROs/ALL PIU/CVO

ROs To advise all the Concessionaire and Contractors accordingly.

NHBF: To circulate it to all the Concessionaires & Contractors.

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