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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

285 (2)

दूरभाष / Phone : 91-11-25074100/25074200
फैक्स / Fax : 91-11-25093507 / 25093514

NHAI/CMC/Misc./2013

Dated: 24/05/2013

Circular

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

In partial modification to the procedure outlined in Circular issued vide No.NHAI/CMC/Misc./2013 dated 13.05.2013 for submission of grievance by the Concessionaire/Contractor and comments on the same by concerned RO and Project Director, it has been decided that all Stakeholders may submit their grievances with complete details at notified e-mail address of CGM(CMS) with a copy to the concerned Member, CGM, RO and PD at least 2 weeks before the next date of meeting. It shall also include relevant correspondences & deliberations between RO/PD/IE and the concessionaire in regard to the Grievance.

The concerned RO and PD will send their comments to CGM(CMS) with a copy to concerned CGM(T) and concerned Member at least 7 days before the date of next meeting. Concerned Technical Division shall send their comments to committee members with a copy to CGM(CMS) at least 4 days before the meeting.

The meeting shall be attended by the concerned concessionaire/contractor, CGM(T) and CGM(CMS) of HQ. Technical Division, HQ may advise field officials to attend the meeting, if required. The items listed in next GRC meeting shall be advised to all concerned 7 days in advance.

This issues with the approval of the Competent Authority.

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

To:

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

ROs To advise all the Concessionaire and Contractors accordingly.

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