



भारतीय राश्ट्रीय 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 - 110 075

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

दूरभाष / Phone: 91-11-25074100/25074200

फैक्स / Fax: 91-11-25093507 / 25093514

एक्स. / Extn.: 2223 / 2318 / 2468 / 2553

No.11013/01/2011/P&IS- (RCRSS)

March 03, 2011

CIRCULAR


Sub: Road User Complaint, Redressal & Suggestion System (RCRSS).

As you are aware that a FaceBook page based Road User Complaint, Redressal & Suggestion System has been put in place by NHA where by the complaints/ comments/ suggestions received from road users are being forwarded to the concerned officers for further necessary action and resolution of all the complaints. In this regard, a circular was issued on February 08, 2011 (copy enclosed).

2. It has been noticed that some of the officers have opened their FaceBook accounts and are posting their responses also. However, it appears that most of the officers are yet to open their FaceBook accounts and carry out the activities as per the enclosed circular.

3. It is pertinent to mention that on FaceBook people expect quick response. Response posted by the concerned officer within few hours would be much appreciated. It should also be noted that delayed response brings negative publicity to the organization. Therefore, as desired by the Hon'ble Minister for Road Transport & Highways, I would like to reiterate that all the officers of NHA shall invariably open a FaceBook account and keep watch on the complaints/ comments/ suggestions related to their area as well as post their immediate response on the FaceBook wall.

Encl: As above.

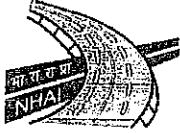

(R.S. Gujral)
Chairman, NHA

To

All ZOs
All ROs
All PDs
All CGMs, NHA HQ
All GMs, NHA HQ

Copy to -

All Members



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(पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय)
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(Ministry of Shipping, Road Transport and Highways)

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No.11013/01/2011/P&IS/RCRSS

February 8, 2011

CIRCULAR

Sub : Road User Complaint, Redressal & Suggestion System (RCRSS)

NHAI has a Road User Complaint, Redressal & Suggestion System, by which any road user can post his/her complaint/suggestion by visiting the NHAI's website and also through "Facebook", the salient features of which are briefly described as under:

- (i) There is a complaint monitoring helpdesk at NHAI HQ rgrms@nhai.org and Phone: 011-25074100/200 Extn. 1498. The main role of the helpdesk is to route the complaints/suggestions received from the road users to the concerned officials and monitor them.
- (ii) On the homepage of NHAI website, there is link "Road User Complaint, Redressal & Suggestion System" which on clicking redirects the user to a predefined form wherein the user can fill in its details along with complaints/suggestions. On filling up of the form and pressing "submit" button, the user gets complaint ID via e-mail. The complaint helpdesk at NHAI, HQ forwards all the complaints to the concerned Project Director, CGM-cum-Regional Officer, Zonal Officer, Member, CGM and GM at NHAI HQ. The PD on receipt of the complaint within 7 days will send an interim report to the complainant through e-mail whether the stretch is with NHAI or not and in case, it is with NHAI, who is the concessionaire or NHAI's contractor and how much time will it take to resolve the complaint. A copy of this e-mail will be marked to rgrms@nhai.org.
- (iii) A Complaint system has also been made on "Facebook", where discussion forums on: (a) Road condition which inter-alia includes road maintenance as well as construction

work, (b) Toll collection and (c) Road safety. The users visiting this page on "Facebook" are required to write their comments which may include complaints/suggestions. The concerned PD/CGM-cum-RO/SLO/ZO/GM at HQ are to reply directly by posting their response promptly, but not later than two days. The complaint helpdesk at HQ shall monitor the complaint/suggestions received on "Facebook" and will send a reply that the complaint has been received and forwarded to the concerned person responsible for handling the matter in NHAI with a complaint ID. The rest of the process will be same as explained above for complaint Road User Complaint, Redressal & Suggestion System of NHAI.

2. It is requested that individual Facebook Accounts be opened immediately by every PD/CGM-cum-RO/SLO/ZO/Member/CGM/GM and other officers at HQ so that they can see the complaints of the public and post their reply. All concerned are requested to open the RCRSS link also on NHAI's website for updating themselves. All complaints will be attended to with utmost promptness and the reply must be sent by the concerned Officer. There will be regular monitoring of complaint and their redressal at the HQ by the complaint helpdesk and a fortnightly report will be put up regarding the complaint resolved and their pendency to the Chairman, NHAI through concerned Members.

This issues with the approval of Competent Authority.


(Atul Kumar)
Chief General Manager

To :

All Members, NHAI HQ
All CGMs/GMs, NHAI HQ
All ZOs/ROs/SLOs
All PDs

Copy to:

PS to Hon'ble Minister (RT&I)
PS to Chairman