



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport and Highways)

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

No. 11041/218/2007-Admn

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Dated: 10.10.2014

Policy Matters: Technical (168/2014)

Sub.: Repair and maintenance of entrusted highway stretches

Instructions have been issued regarding maintenance of road stretches entrusted to NHAI. Regional Officers have been advised that the road stretches under their jurisdiction are maintained in traffic worthy condition.

2. There is a spate of complaints from the public as well as from the Hon'ble Members of Parliament regarding maintenance of the road stretches entrusted to NHAI.

3. Complaints received regarding maintenance shall be considered on priority and following actions shall be taken:-

- i) Immediately on receipt of the complaint, the Technical Divisions shall forward it via email to the Regional Officer/Project Director and IE/Consultant. A copy of the communication shall also be endorsed to the complainant via email. The complainant will also be informed that the response of the Concessionaire/IE will be put on the website. The details of the website will be intimated to him.
- ii) In case the stretch pertains to BOT project, the IE shall send compliance/comments on the complaint to the RO/PD via email within a period of 7 days. Communication regarding compliance/comments of the IE shall also be put up on project website already created for each project.
- iii) RO shall ensure that the road stretch mentioned in the complaint is maintained. In case the complaint is a VIP reference, RO shall send compliance/comments on the complaint via email to the Headquarter within a period of 10 days from the receipt of the complaint. In case of other complaints, RO shall send reply directly to the complainant with a copy to this office.
- iv) In case of VIP references complaint, the Technical Division shall send reply to the complaint immediately on receipt of comments from the RO.

4. All Technical Divisions shall ensure strict compliance of the above.

(V.K.Sharma)

Chief General Manager (Coord.)

To

1. All Regional Officers/Project Directors
2. All Officers of NHAI

Copy to:

1. PS to Chairman
2. PS to all Members