

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport and Highways)

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NHAI/ Policy Guidelines/Operation & Maintenance/ 2019


No.9.4.22/2019 dated the 30th August, 2019

[Instructions given by Chairman on 28.08.2019]

Sub: Monitoring of Operation & Maintenance (O&M) – obligations of Concessionaires/ Contractors.

Chairman is getting complaints frequently on poor O&M and lack of due care & attention to O&M activities. There is a need to streamline the monitoring mechanism in order to ensure that the Concessionaires/ Contractors meet their O&M obligations prescribed in the agreements. Therefore, the following instructions of Chairman are issued:

- (i) IE/ AE should be asked to submit by e-mail their inspection plan of every month in advance (by 24th of preceding month or about a week in advance) to PD, RO & CGM at HQ. After each and every inspection, IE/AE shall submit their inspection report to PD, RO & CGM (HQ) by email, in addition to the consolidated monthly report.
- (ii) RO & CGM at HQ shall study the inspection reports of IEs/AEs and convey their observations by e-mail within 7 days of receipt of report to IE/AE with a copy to PD on compliance of provisions of O&M in the agreements. PDs shall ensure that the observations of RO/ CGM, HQ are complied with by IE/AE and Concessionaire/ Contractor and give their feedback to RO/CGM by e-mail on the last working day of the month.


(V.K. Sharma)
CGM (Coord)

Copy to

- (i) All Officers and employee of HQ/ROs/PIU/CMUs/ Site offices.
- (ii) Hindi Officer for translation in Hindi.
- (iii) Library- for hosting the circular library site.