

CITIZEN'S CHARTER



**GOVERNMENT OF INDIA
MINISTRY OF SHIPPING, ROAD TRANSPORT &
HIGHWAYS
DEPARTMENT OF ROAD TRANSPORT &
HIGHWAYS
(OCTOBER, 2006)**

DEPARTMENT OF ROAD TRANSPORT & HIGHWAYS

NEW DELHI

Our Vision

Formulation/Implementation of policies for Road Transport, development and maintenance of National Highways and Transport Research to lay stress on the increased and safe mobility of the road transport system in the country.

VISION FOR THE YEAR 2006-2007

- Formulation of National Road Transport Policy.
- Repeal of Carriers Act, 1865 and enactment of Carriage by Road Act, 2006.
- Formulation of National Road Safety Policy.
- Updating of norms for CNG & LPG driven vehicles.
- Preparation of future road map for introduction of Autoslack adjusters and antiskid braking system.
- The ongoing works of 4/6 laning of Golden Quadrilateral (GQ), North-South East-West corridor, port connectivity and other projects and awards of the balance works under NHDP-I & II will be expedited. Completion of 98 per cent of Golden Quadrilateral is slated by December, 2006
- During the year it is proposed to:
 - widen about 1317 km of 2-lane Highway to 4-lane Highway.
 - widen 1157 km of single lane Highway to 2-lane Highway.
 - improve the riding quality of about 2107 km of National Highways.
 - construct 21 major bridges and 146 minor bridges and 8 bypasses.

Under
NHDP

- **Public Private Partnership(PPP)**

- All the future works of NHDP are to be taken up mainly on BOT(toll/annuity) basis.
- Implementation of four laning of 4000 km of NHs under NHDP Phase IIIA on BOT (Toll) basis has been approved out of which 30 km has been completed. Works in 1090 km have been awarded. Preparation of DPR in 7,113 km under NHDP Phase IIIB has been approved.
- Implementation of 6 laning of 6,500 km of National Highways (5,700 km under Golden Quadrilateral + 800 km other reaches) under NHDP Phase-V on BOT(Toll) following Design Build Finance & Operate (DBFO) pattern has been approved at a cost of Rs. 41,210 crore by the Government on 05-10-2006. 6 laning of 148 km has already been awarded.

Special Programme for North East

- First phase of Special Accelerated Road Development Programme in NE Region (SARDP-NE) covering 1310 km at Rs. 4618 crore has been taken up.
- Preparation of DPR of 6306 km to be covered in the second phase has been approved.

OUR ACTIVITIES

I. ROAD TRANSPORT SECTOR

Motor Vehicles Act, 1988:

DEPARTMENT OF ROAD TRANSPORT & HIGHWAYS is responsible for the **administration** of the **Motor Vehicles Act, 1988** which, inter-alia, *lays down the principles and procedures* as also the **Authorities** responsible for the following:

- ✽ Issue of Driving Licences;
- ✽ Issue of Permits;
- ✽ Grant of Fitness Certificates for the Vehicles on roads;
- ✽ Prescribing of emission and safety related norms for Motor Vehicles;
- ✽ Norms for type approval in conformity of production of new motor vehicles;
- ✽ Issues relating to compensation in case of Motor Vehicles Accidents etc.

Clients/Customers and expectations from them

- The clients/customers range from Central/State Governments to industry (manufacturers, vendors & suppliers), NGOs and private citizens.
- Suggestions/comments are invited from time to time from all the stake-holders, whenever policy decisions are involved, through draft notifications giving the interested parties adequate time for offering their suggestions/comments. It is expected that more and more responses would come from them.
- There is not much of direct public interface at the level of Department of Road Transport & Highways, since the enforcement of Motor Vehicles Act/Central Motor Vehicles Rules is done by the State Governments.

Road Safety Measures:

- ❖ Organization of Road Safety Weeks, Seminars & Exhibitions as part of the road safety awareness campaign;
- ❖ Collection, compilation, analysis of road accidents statistics;

- ❖ Steps for involving general public as well as the Road Transport Sector for developing Road Safety Culture in the country;

- ❖ To constitute/hold meeting of National Road Safety Council;

- ❖ To award Transport Minister's trophy to State Road Transport Undertaking for lowest accident rate;

- ❖ Administration of National Road Safety Awards for institutions/NGO and individual category;

- ❖ Undertaking various publicity measures such as telecasting/broadcasting of T.V. spots/Radio Jingles, All India Essay Competitions, printing of calendars, handbills/stickers, posters containing road safety messages, road safety games, display of cinema slides;

- ❖ Providing grants-in-aid to Non-Governmental Organizations to undertake various types of road safety programmes to raise awareness;

- ❖ Providing refresher training to heavy vehicle drivers in the unorganized sector to reduce road accidents.

National Highway Accident Relief Service Scheme (NHARSS)

In order to provide immediate medical assistance to road accidents victims and also to remove damaged vehicles from the site, cranes and ambulances are provided under this scheme to NGOs/ State authorities. The recurring expenditure on account of operation and maintenance cost is to be borne by the beneficiary State Government/NGO.

Contact officers:

For any specific information on above, the following officers can be contacted in the Department:-

Under Secretary (Road Safety) Tel. No.23717367	For information regarding permits, financial assistance to NGOs for Road Safety, Road Transport and other inter-state matters.
Under Secretary (Road Transport) Tel. No.23711472	For information regarding driving licences, fitness certificates, type approval norms, matters connected with all vehicular pollution and Motor Vehicles Act.

II. NATIONAL HIGHWAYS SECTOR

- ❖ Development and maintenance of National Highways in the country.
- ❖ Approval of schemes and provision of funds for the development of State Roads and the roads of Inter-State Connectivity and of Economic Importance from Central Road Fund.
- ❖ Evolving standards and specifications for roads and bridges in the country.
- ❖ Serving a repository of technical information on roads and bridges.

❖ Implementation of the following Acts:

- The National Highways Act, 1956
- The National Highways Authority of India Act, 1988
- The Central Road Fund Act, 2000
- The Control of National Highways(Land and Traffic) Act, 2002

NATIONAL HIGHWAYS SYSTEM:

- The length of National Highways, for which the Government of India is constitutionally responsible, is 65,569 km as on 31.03.2006.
- Improvement of the existing National Highways is done by strengthening of the existing pavement of Highways, improving low grade sections, widening including four-laning and construction of over bridges etc.

Expectation from Client

Efforts are being made within the available resources to improve the major corridors under NHDP and maintaining the existing network to provide maximum comfort to the road users.

II. TRANSPORT RESEARCH

Transport Research Division of the Department is responsible for compiling and publishing:-

- Motor Transport Statistics of India.
- Basic Road Statistics of India.
- Pocket Book on Transport Statistics of India.

Citizen Interface

- The details of the major project like NHDP are available on NHAI website www.nhai.org. Further, the website of Department details the various activities which are listed on www.morth.nic.in. As regards quality of service, any visitor is treated with utmost courtesy and he/she is provided any information/data desired by him/her. If the information is readily available, it is given then and there through facilitation counter mentioned below or otherwise mailed as and when the same is available.

- Information/data contained in each of the publication can be obtained either from Information & Facilitation Counter set up at Transport Bhawan, Parliament Street, New Delhi-110001 or from office of the Adviser(Transport Research), IDA Building, Jamnagar House, New Delhi-110001.

Contact Officers

For any specific information regarding National Highways, the following officers can be contacted in the Department:-

- i) Additional Director General -I, Room No. 220, Department of Road Transport & Highways, Transport Bhavan, 1, Parliament Street, New Delhi. Telephone Nos 23714001.
- ii) Additional Director General -II, Room No. 210, Department of Road Transport & Highways, Transport Bhavan, 1, Parliament Street, New Delhi. Telephone Nos 23714001.
- iii) Chief Engineer(Planning), Room No. 321, Department of Road Transport & Highways, Transport Bhawan, 1, Parliament Street, New Delhi. Telephone No. 23710378.

Annual Review By Outside Agency

Department's performance is examined by various Parliamentary Committees and also reviewed by the Planning Commission/MOF/PMO.

PUBLIC GRIEVANCE REDRESSAL MACHINERY(PGRM)

- The public Grievance Redressal Machinery is headed by Joint Secretary(Admn. & Public Grievances), who is assisted by Under Secretary (O&M) for public grievances and by Director (Admn.) & Staff Grievances Officer for staff grievances. All public grievance petitions sent to the Department are acknowledged and their disposal is closely monitored.
- The time-limit of 60 days from the date of receipt of the grievance has been laid down for settling the grievance in the Department, in consultation with the concerned office/organization.
- A wooden box in which members of public can place their grievance petitions without having to enter the security zone has been provided near the Reception on the Ground Floor of the Building(Transport Bhawan).

Information and Facilitation Counter

The Information & Facilitation Counter,
Department of Road Transport & Highways,
Ground Floor, Main Gate, Near Reception,
Transport Bhawan, 1, Parliament Street, New Delhi-110001.
Telephone No. 23719955

The public grievance petitions can be deposited at this counter also and inquiries about the progress of the petitions can be made at the counter.

Notifications, tenders, forms etc. can be collected from this counter.

PGRM in Regional Offices and Autonomous Organizations

The Regional Offices and one autonomous organization namely National Highways Authority of India under the administrative control of this Department also have public grievance redressal machinery headed by the respective Directors of Grievances. Any matter of grievance relating to a particular organization may be taken up directly with the Director of Grievances or with the Director of Grievances in respective organization. A list of the organizations under the administrative control of this Department and the names and addresses etc., of the Directors of Grievances in those organizations is at Annexure

Contact Officers

In matters of public grievances, the following officers in the Department can be contacted:

- i) Joint Secretary(Transport) & Director of Grievances, Room No.512, Department of Road Transport & Highways, Transport Bhavan, 1, Sansad Marg, New Delhi. Telephone No.23717294.
- ii) Deputy Secretary(Admn.) & Staff Grievances Officer, Room No.548, Department of Road Transport & Highways, Transport Bhavan, 1, Sansad Marg, New Delhi. Telephone No.23711996

Feedback/Suggestions From Users

The suggestions from the public/road users are always welcome. Any useful suggestion in the construction and maintenance of roads will be given due consideration.

All the above services and commitments are honoured without any consideration.

ANNEXURE

**DIRECTOR OF GRIEVANCES IN VARIOUS ORGANISATIONS UNDER THE
DEPARTMENT OF ROAD TRANSPORT & HIGHWAYS**

SL. No.	Name of the Organisation	Name, designation & address of the Director of Grievance	STD Code No.	Tel.No.	E-mail Address	Fax No.
1.	DEPARTMENT of ROAD TRANSPORT & HIGHWAYS	Shri Saroj Kumar Dash, Joint Secretary(A,T&PG), Room No. 512, Transport Bhawan , Sansad Marg, New Delhi-110001;	011	23717294	sk.dash@nic.in	23311802
2.	Regional Office, Gandhinagar	Shri S.K. Marwah, Superintending Engineer, Department of Road Transport & Highways, Block No. 14, 4 th Floor, New Sachivalaya, Gandhinagar-382010	079	23240091 23220705	-	23220705
3.	Regional Office, Bhopal.	Shri I.K. Pandey, Superintending Engineer, Department of Road Transport & Highways, 1st Floor, D-Wing, Satpura Bhawan, Bhopal-462004.	0755	2551329	-	(0755) 2551329
4.	Regional Office, Thiruvananthapuram	Shri C. Ekambaram, (Regional Officer), Department of Road Transport & Highways, C/o CE.(NH), Public Office Building, Thiruvananthapuram-695033	0471	2320879 (O) 2367716 (R)	rokerala@hotmail.com	2320991

5.	Regional Office(Civil) Lucknow	Shri A. Lakra, Superintending Engineer(Civil), Department of Road Transport & Highways, B-748, Sector-C Mahanagar, Lucknow-226006	0522	2321446 (O) 2322741 (R)	-	2321446 2322741
6.	Regional Office (Mechanical), Lucknow	Shri N.K.Nayak, E.E.(Mech.), Department of Road Transport & Highways, Kendriya Bhawan, Hall No.-1 7th Floor, Sector H Aliganj, Lucknow- 226024	0522	2763208	-	0522- 2763208
7.	Regional Office (Civil), Jaipur	Shri A.K. Saxena Superintending Engineer(Civil), D/o Road Transport & Highways, D.C. M., Ajmer Road, P.O. Shyam Nagar, Jaipur-302019	0141	2811883 2811776	-	2811776
8.	Regional Office (Mechanical), Jaipur	Shri. R.B. Saxena, Superintending Engineer(Mech.), D/o Road Transport & Highways, D.C.M. Ajmer Road, P.O. Shyam Nagar, Jaipur-302019	0141	2392670 (O) 2396408 (R)		2392670
9.	Regional Office (Civil), Kolkata.	Shri P.Halder, Superintending Engineer, D/o Road Transport & Highways, Room No. 106, Block-C(1st Floor) Central Govt. Office Complex, Salt Lake, Kolkata- 700064	033	23586942	-	-
10.	Regional Office, Chandigarh	Shri A.K. Nagpal, Superintending Engineer, D/o Road Transport & Highways, 6th Floor Kendriya Sadan, Sector-9, Chandigarh	0172	2740376 2743228	mostchd@chd.nic. in	2740376

11.	Regional Office, Bhubaneswar	Shri P.V.V. Ravi Prasad, Superintending Engineer, D/o Road Transport & Highways, Plot No. 184 in front of CRPF Stadium Baramunda, Bhubaneswar-751003	0674	2564260 2564546	mstro@ori.nic.in	2564260
12.	Regional Office (Civil), Guwahati	Shri Mool Chand, Superintending Engineer, D/o Road Transport & Highways, Rajgarh Road, Guwahati-781003	0361	2540552	romost1@sancharnet.in	2540552
13.	Regional Office, Mumbai.	Shri D.O.Tawede, Superintending Engineer, D/o Road Transport & Highways, 95, New Admn. Building No. 2, Ground Floor, P.W.D. Compound, R.C. Marg, Chembur, Mumbai-400071.	022	25294858 25289470	-	25294858
14.	Regional Office, Patna.	Shri S.S. Nahar, Regional Officer, D/o Road Transport & Highways, 17, Aniket Cooperative Housing Colony, Kidwaipuri (S.K. Nagar) Patna-800001.	0612	2260471 2266057	-	2260471
15.	Regional Office (Civil), Bangalore.	Shri R.K. Pandey, Superintending Engineer (Civil), D/o Road Transport & Highways, PWD Office, Annexe Building, K.R. Circle, Bangalore-560001	080	22217457 22212765	robang@rediffmail.com	22212765
16	Regional Office, Dehradun.	Shri Rahul Gupta, ELO, Office of Engineer Liaison Officer, C/o Chief Engineer(Level-I), D/o Road Transport & Highways, Uttaranchal PWD, Dehradun-248001	0135	2531125	-	2531125

17.	Regional Office, Hyderabad	Shri C.R. Gangadhara, Superintending Engineer, C/o Chief Engineer(NH) Building, D/o Road Transport & Highways, Errum Manjil, Hyderabad- 500082.	040	23393206 23378549	-	23393206
18.	Regional Office, Chennai.	Shri M.G. Jaychandran, Superintending Engineer, D/o Road Transport & Highways, C-1-A, Rajaji Bhawan, Besant Nagar, Chennai-600090	044	24912115 24919341 24916032	-	24912115 24919341 24916032
19.	Regional Office, Raipur	Shri R.P.Singh, Engineer Liasion Officer, D/o Road Transport & Highways, Pension Bada, NH Campus, Raipur(Chattisgarh)	0771	2429786	-	2429786
20.	Regional Office(Civil), Ranchi	Shri Kishore Chandwani, Executive Engineer(Civil), D/o Road Transport & Highways, ELO, Engineer's Hostel, Ground floor, Suit No. 3 HEC Campus, PO Dhurwa, Ranchi- 834004	0651	2403879	-	-

21.	Regional Office (Mechanical), Bangalore	Shri R.K. Saxena, Superintending Engineer(M), D/o Road Transport & Highways, Room No. 315, Block 'B' IIIrd Floor, Vidhan Vidhi, Bangalore-560001	080	22353889	-	-
22.	Regional Office (Mechanical), Guwahati	Shri S.N.Das, Superintending Engineer(Mechanical), D/o Road Transport & Highways, Pubsarania Main Road, Guwahati- 781003	0361	2543302 2544943	-	-
23.	Regional Office (Mechanical), Kolkata	Shri Kaushik Basu, Executive Engineer(Mechanical), D/o Road Transport & Highways, Room No. 106, Block 'C' Ist Floor, Central Government Office complex, salt lake, Kolkata-700064	033	23586942	-	-
24.	National Institute for Training of Highway Engineers(NITHE)	Kiran, Finance-cum- Accounts Officer, NITHE, A-5, Institutional Area, Sector-62, NH-24, Bypass Noida- 201301(UP)	95120	2400085 2400086	nithe@bol.net.in	2400087
25.	National Highways Authority of India(NHAI)	Shri S.K.Pandey, Deputy General Manager(Admn.) & Director(PG), NHAI, G-5 & 6 Sector-10, Dwarka, New Delhi- 110045	011	25074100 Extn. 1515	skpandey@nhai. org	25093507
		Shri T.K.Chattopadhyay, Deputy General Manager(Finance & Accounts) & Welfare Officer, NHAI, G-5 & 6 Sector-10, Dwarka, New Delhi-110045	011	25074100 Extn. 2513	tkchottopadhyay @nhai.org	25093507