



CITIZENS' /CLIENTS' CHARTER
For
MINISTRY OF ROAD TRANSPORT & HIGHWAYS

(2019-20)

Address Transport Bhawan, No. 1 Parliament Street,
New Delhi-110 001

Website ID <http://morth.nic.in/>

Date of issue - November, 2019

Next Review after six months

VISION / MISSION

Vision

To have a sustainable, efficient, safe and internationally comparable quality of road infrastructure in general and National Highways infrastructure in particular to achieve enhanced connectivity, quick mobility to a level which accelerates socio-economic development.

Mission

- Development of National Highways (NHs) Network in the country into a road network of international standards for uninterrupted flow of traffic with enhanced safety features.
- Enhanced connectivity for remote far flung and isolated areas, including North-East Region (NER), Left Wing Extremism (LWE) affected areas, Border and Tribal areas.
- Evolving policies for efficient and safe transportation through the Road Network and facilitating their implementation.
- Establish arrangements for review of Road Transport requirements keeping in view the long term perspective.
- Evolve regulations for safer, fuel efficient and cleaner automobiles in alignment with international standards.
- Improving road safety scenario in the country especially on National Highways.
- Promoting IT for facilitating online services to the stakeholders.
- Strengthening public transport system.
- Capacity augmentation and development of 72,000 km out of 1,32,000 km of National Highway Network required.
- Access to low cost finance for road development.
- Reducing carbon footprint of road transport.
- Improving citizen satisfaction with road transport services.
- Use LIDAR (Light Detection and Ranging)/GIS/ for development, maintenance and management.
- Cashless treatment for accident victims:2021
- Global safety standards for automobiles:2023
- Rs. 14,000 crore of performance based state support programme to strengthen road safety.
- Geo tagged accident data collection: 2021.
- IT based enforcement systems
- Enhance road safety audits
- Mandatory automated processes:2023
 - Driving Licence testing
 - Vehicle fitness certification

- Leapfrog to BS-VI emission norms: 2020 New vehicles manufactured and registered on and after 1st April 2020 to be BS - VI.
 - Sharp reduction (50% - 80%) in Particulate Matter (PM) and NOX
- Disincentivising older polluting/unfit vehicles through regulatory measures.
- Promote electric mobility through incentives and regulations
 - Exemption from permit for EVs
 - GST @5% as against 28% on ICE
 - Tightening fuel efficiency norms for phased induction of EVs
 - Lower road tax and tolls
- 100% E-Tolling : December 2019
- Ease of doing business at RTOs : from 2020
 - Online learning licence
 - Same day registration of vehicles
 - App based transfer of licence and registration
- Permit reforms for improving public transport services
- Promote shared mobility through regulatory reforms
- NHAI co-branded way-side amenities: 500 nos.
- Alternative mobility solutions for inaccessible areas.

Main Services/Transactions

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
1.	Finalization of Annual Plan under National Highways (Original) scheme.	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic. in	a) Submission of annual Plan by State Governments and other agencies in consultation with Regional Officers of the Ministry.	NA	NA	2 months
			b) Approval of Annual Plan by the Ministry.	NA	NA	
2	Sanction of Projects/Estimates under National Highways (Original) scheme.	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic. in	a) Submission of proposals and estimates by the State Public Works Departments (PWDs) and NHIDCL.	NA	NA	3 months
			b) Processing by Project Zone Chief Engineers.	NA	NA	
			c) Obtaining concurrence from Internal Finance Wing of the Ministry by the Project Zones.	NA	NA	
			d) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	
			e) Issue of sanction letters.	NA	NA	

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
3	Sanction of estimates under Central Road Fund (CRF).	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic. in	a) Submission of priority list of CRF estimates by the State Governments based on available sanction ceilings.	Priority list and utilization certificate.	NA	2 months
			b) Submission of abstract estimates by the State Governments.	NA	NA	
			c) Processing of the estimates by Project Zones.	NA	NA	
			d) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	
4.	Release of Funds	Shri Sudip Chaudhary, Chief Engineer (Planning) Tel. no. - 011-23739088 Email- sudipch2009@gmail. com	a) Furnishing of Utilization Certificates by State Governments for releasing of funds under Central Road Fund (CRF).	Utilization Certificate	NA	2 months
			b) Scrutiny of proposals requesting for funds by the Project Zones.	NA	NA	
			c) Obtaining concurrence of Finance Wing by the Project Zones.	NA	NA	
			d) Release of funds to the State Governments.	NA	NA	

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
5	Sanction of estimates under Economic Importance (EI) & Inter State Connectivity (ISC) schemes	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic.in	a) Submission of priority list by the State Governments.	Priority list	NA	3 months
			b) 'In-principle' approval accorded by the competent authority subject to inter-se-priority and overall availability of funds.	NA	NA	
			c) Submission of detailed estimates by the State Governments to the Project Zones.	NA	NA	
			d) Processing of the estimates by the Project Zones.	NA	NA	
			e) Obtaining concurrence of Internal Finance Wing of the Ministry by the Project Zones.	NA	NA	
			f) Obtaining administrative approval of competent authority by the Project Zones.	NA	NA	
6	Review of Progress of works.	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic.in	a) Review meeting by Chief Engineers of Project Zones on quarterly basis and compiling of proceedings.	NA	NA	30 days
			b) Review of projects by DG(RD) & SS on quarterly basis.	NA	NA	

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
7	Issue of Land Acquisition notifications through online Bhoomi Rashi portal.	Shri Amit Kumar Ghosh, Joint Secretary (Land Acquisition) Tel. no. - 011-23710140 Email - js-highways@nic.in	a) Publication of Gazette Notification 3a of NH Act, 1956, after its receipt from executing agencies - NHAI/NHIDCL /State PWDs	NA	NA	30 days
			b) Publication of Gazette Notification 3A of NH Act, 1956, after publication of 3a.	NA	NA	30 days
			c) Publication of Gazette Notification 3D of NH Act, 1956, after receipt of report from executing agencies.	NA	NA	30 days
8	Promote Research Studies	Shri Sanjeev Kumar, Chief Engineer (S&R) (P&B) (RSE) Tel. no. - 011-23731526 Email - sanjeev.kumar69@nic.in	a) Obtaining approval of Competent Authority	NA	NA	90 days

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
9	Issue of No Objection Certificate (NOC) for setting up Retail Outlets along NHs and access permission to private properties along NHs.	Highway Administration which includes Regional Offices (RO) of the Ministry. For contact details of ROs please refer to the list of Responsibility Centre and subordinate organizations appended to this CCC.	Submission of self certified proposal by the Applicant with complete set of documents along with processing fee Processing of applications, Communication of in-principle approval/provisional NOC	Documents in terms of the relevant instructions vide MORTH circular No. RW/NH/33023/10 /99-DOIII dated 24.7.2013, as amended from time to time.	Processing Fee of Rs. 10,000/- to be deposited through Demand Draft	30 days
			Construction of fuel station/private property by the Applicant at his own cost	NA	NA	NA
			Final approval after receipt of the communication from the Applicant regarding completion of construction as per approved drawings and signing of licence deed.	Documents in terms of the relevant instructions vide MORTH circular No. RW/NH/33023/10 /99-DOIII dated 24.7.2013, as amended from time to time.	Fee applicable as per circular No. RW/NH/33023/19/99-DOIII dated 24.7.2013, as amended from time to time to be deposited through Demand Draft.	30 days

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
10	(i) Complaints regarding bad condition of specific stretches of National Highways- Roads/Bridges/ Culverts etc. (ii) Toll related Complaints	Shri I.K.Pandey, Director General (Roads) & Special Secretary Tel. no. - 011-23739088 Email- indresh.pandey@nic.in Shri Priyank Bharti, Joint Secretary (Toll) Tel. no. - 011-23717294 Email- jspb-morth@gov.in	a) Acknowledgment of request by the Complainant.	NA	NA	3 days
			b) Processing of requests, obtaining approval of Competent Authority for corrective action. c) Final reply to the complainant.	NA	NA	60 days
11	Preparation and scrutiny of Bills to make payment to private firms/suppliers	Concerned Drawing & Disbursing Officer (DDO)	a) Preparation and scrutiny of Bills. b) Approval of Competent Authority. c) Submission of Bill to the PAO for Payment through the respective DDO viz. DDO (Cash), DDO (W&A) and DDO (Road Safety)	Sanction Order from the concerned Section, along with copies of invoice from the firm/supplier	NA	30 days

Sr. No.	Services/Transactions	Responsible Person and contact detail	Procedure	Document Required	Fees	Timeline
12	Payment of bills referred to in 11 above by PAO	Shri Santosh Kumar, Controller of Accounts Tel. no. - 011-23381410 Email - santosh.kumar69@gov.in	a) Scrutiny of Bills received through DDOs. b) Payment through Public Financial Management System (PFMS)	Sanction, bill, DI Sheet in compliance with Expenditure Advance Transfer (EAT) and PFMS requirement.	NA	7 days

Note-I - The above referred timelines is the average time to provide services, is subject to availability of complete documents in all respect.

Note-II - State Roads/State Highways/Urban roads and issues relating to enforcement of Traffic Rules/Vehicle Registration Process/ Issuance of Driving Licenses/Transfer of Vehicle/ Refund of Road Tax are under purview of State government Authorities. Rural roads/Pradhan Mantri Gram Sadak Yojana comes under the purview of Ministry of Rural Development.

Grievance Redressal

Details of Nodal Officer (Public Grievances)

Shri Kamlesh Chaturvedi, Joint Secretary (Vigilance/ General/ Parliament/ Coordination/ O&M)	011-23753991	k.chaturvedi@gov.in
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Grievances can also be lodged on CPGRAM portal (<https://pgportal.gov.in>) of Department of Administrative Reforms & Public Grievances

Right to Information

We have implemented the Right to Information Act, 2005. The details of action taken on implementation of this Act, including list of CPIOs and FAAs are given on Ministry's website (www.morth.nic.in) under link 'Citizen Corner' and sub link 'Right to Information'.

List of Stakeholders/Clients

Sr. No.	Stakeholders/Clients
1.	National Highways Authority of India
2.	National Highways and Infrastructure Development Corporation
3.	State Public Works Departments of State Governments and Union Territories
4.	Regional Offices of Ministry of Road Transport & Highways
5.	Indian Roads Congress (IRC)
6.	Indian Academy of Highways Engineers (IAHE)
7.	Transport Departments of States/UTs and State Transport Undertakings
8.	NGOs
9.	Citizens
10.	Truckers' Associations/Automobile Manufactures' Association
11.	Academic/Research Institutions
12.	Contractors
13.	Concessionaires
14.	Consultants
15.	NITI Aayog
16.	Other Ministries such as, Ministry of Railways, Ministry of Finance and Ministry of Statistics & Programme Implementation.

Responsibility Centers and Subordinate Organizations

Sr. No	Responsibility Centers and Subordinate Organizations	Landline number	E-mail	Address
1.	National Highways Authority of India	25076503	chairman@nhai.org	Plot No. G-5 & 6, Sector-10, Dwarka, New Delhi-75
2.	Indian Academy of Highway Engineers	0120-2400085 - 86,	director.iahe@gmail.com	A-5, Institutional Area, Sector 62, NOIDA, UP.
3.	National Highways and Infrastructure Development Corporation Limited	23461600	md@nhidcl.com	3rd Floor, PTI Building, 4 Parliament Street, New Delhi - 110001
4.	Regional Office, Chandigarh	0172-2743228	rochandigarh2010@gmail.com	Kendriya Sadan, 6 th Floor, Sector 9A, Chandigarh
5.	Regional Office, Bhopal	0755-2551329	romorthbhopal@gmail.com	MP PWD - D Wing, Satpura Bhawan, Bhopal
6.	Regional Office, Gandhinagar	079-23240091	rogandhinagar@yahoo.in	New Sachivalaya, Block No.14, 2 nd Floor, Gandhinagar
7.	Regional Office, Kolkata	033-23586940	rocmonth@gmail.com	Room No. 106, Block C, Ist Floor, Salt Lake, Kolkata
8.	Regional Office,	080-	robengaluru@gmail.com	Annexe Building, PWD Office, K.R Circle,

	Bangalore	22105765		Bengaluru.
9.	Regional Office Chennai	044-24919341	rochennaimorth@gmail.com	C-1A, Rajaji Bhawan, Besant Nagar, Chennai
10.	Regional Office, Lucknow	0522232274 1	rolkorth@gmail.com	NH Bhawan, Biotech Chowk, Vikas Nagar, Lucknow
11.	Regional Office, Patna	0612-2525501	ropatnamorth@gmail.com	17, Aniket Housing Cooperative Society, IAS Colony, Kidwaipuri, S.K Nagar, Patna
12.	Regional Office, Guwahati	0361-2525943	roguw-morth@gov.in	H.No. 7, Near Mahavidyamandir School, Rajgarh Main Road, Guwahati
13.	Regional Office Hyderabad	040-23373549	sehyderabad@gmail.com	2 nd Floor, Quality Control Building, Errum Manzil Colony, Hyderabad.
14.	Regional Office, Thiruvanthapuram	0471-2326306	rokeralamorth@gmail.com	CE(NH), Public Office Building, Thiruvanthapuram
15.	Regional Office, Raipur	0771-2429786	eloraipur@rediffmail.com	NH Campus, Pension Bada, Raipur
16.	Regional Office, Mumbai	022-27562370	romumbai@rediffmail.com	Room No. -508/509 Konkan Bhawan, Navi Mumbai, CBT Belapur, Mumbai - 400614
17.	Regional Office, Bhubaneshwar	0674-2564546	robbsr.morth@gmail.com	C/o World Bank Project, Plot No. 184, Infront of CRPF Stadium Baramunda, Bhubaneshwar
18.	Regional Office, Ranchi	0651-2550301	roranchi03@gmail.com	Engineer's Hostel, Ground floor, Suit No. 3 HEC Campus, PO Dhurwa, Ranchi

19.	Regional Office, Shimla	8894636218	eloshimla@gmail.com	Nirman Bhawan, Simla-II, Himachal Pradesh
20.	Regional Office, Dehradun	0135- 2738657	romorthddn@gmail.com	C/o CE Level 1, PWD, Uttranchal Camp Office, Dehradun
21.	Regional Office, Jaipur	0141- 2811776	ro.jaipur.morth@gmail.com	DCM Ajmer Road, P.O. Shyam Nagar, Jaipur
22.	Regional Office, Vijaywada	9968124492	romorthvijayawada@ gmail.com	Gorle Dalappana Veedhi, Near American Hospital, Punnam Thota, Vijaywada

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients.
1.	Submit duly completed application forms in all respects.
2.	State Governments/UTs should submit all proposals as per Ministry's Standards and Specifications, Ministry's Data Book, Bar Charts, Drawings, Lead Statements, Investigation reports/supporting calculations etc wherever needed.
3.	State Governments/UTs should properly utilize Central Financial Assistance released and ensure timely completion of Projects and submission of utilization certificates in prescribed forms in time.
4	Show courtesy to Ministry's officers.
5.	Always keep proper record of correspondence done.
6.	If you have an appointment with an officer of the Ministry, Please arrive 15 minutes prior to the appointment.
7.	Send reports in the prescribed format as per prescribed timelines.
8.	Please check the Ministry's /NHAI's website for update on policies, programmes and procedures.
9.	Please give suggestions/inputs on the drafts placed on Ministry's/NHAI website/those circulated.
10	Officials of the State Governments/UTs should attend the conferences/meetings with complete information.
11.	Officials attending the training should devote complete attention to the training.
12.	Experts and research institutes should give proper assistance in framing/modifications of IRC codes.

Suggestions/Feedbacks:

This Ministry has formulated a Citizens'/Clients' Charter. Constant feedback/ suggestions from the stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make responsive to your needs. Feedback/suggestions on the Charter can be sent to-

Shri Kamlesh Chaturvedi
Joint Secretary (O&M)
Ministry of Road Transport & Highway
Room No. 323, Transport Bhawan,
1, Parliament Street, New Delhi
Tel no. 23753991
Email- k.chaturvedi@gov.in