

File No. RW/G-23012/01/2019-W&A(Pt.III)

**Government of India  
Ministry of Road Transport & Highways  
(Planning Zone)**

Transport Bhawan, 1, Parliament Street, New Delhi - 110001

Dated the 22<sup>nd</sup> March, 2021.

To

1. The Principal Secretaries/ Secretaries of all States/UTs Public Works Department dealing with National Highways, other centrally sponsored schemes.
2. All Engineers-in-Chief and Chief Engineers of Public Works Departments of States/ UTs dealing with National Highways and other centrally sponsored schemes.

**Sub: Model Terms of Reference (ToR) for Supply, Operation and Maintenance of Incident Management Services (IMS) on NHs entrusted with State Governments/UTs - Reg.**

- Ref:** (i). Ministry's Letter of even no. dt 15.01.2021 (Contract Document for Medium Term Maintenance of NHs)
- (ii). Ministry's Letter of even no. dt 09.02.2021 (Provision of IMS for development / PR / IRQP Works on NHs)
- (iii). Ministry's Letter of even no. dt 09.02.2021 (SOP for IMS)

Sir,

The Ministry, from time to time, has issued relevant policy for purpose of efficient functioning of National Highways and to ensure safety of road users, inter-alia mandating engagement of Incident Management Services (IMS), comprising Rescue Ambulances, Route Patrol Vehicles and Tow Away Cranes/Vehicles, for medium term maintenance contracts of 3 years or more as well as new development projects and PR/IRQP works on National Highways (NHs) entrusted with State Governments/UTs, vide letters cited under reference (i) and (ii).

2. Standard Operating Procedure (SOP) for IMS has been circulated vide letter cited under reference (iii).
3. In continuation of above, the model Terms of Reference (ToR) specifically for IMS is annexed for inclusion in the RFP and Contract Agreement for the main civil work contract or medium term maintenance contract, as is applicable, with immediate effect and until further orders.
4. This issues with the approval of Competent Authority.

Enclosure: As above



(A. Maulik)

Executive Engineer (Planning)  
[planningmorth@gmail.com](mailto:planningmorth@gmail.com)

Copy for kind information and necessary action to:-

1. The Chairman, NHAI

2. The Managing Director, NHIDCL
3. All CEs in the Ministry of Road Transport & Highways
4. All ROs of the Ministry of Road Transport & Highways
5. The Secretary General, Indian Roads Congress
6. Technical circular file of S&R (P&B) Section
7. NIC-for uploading on Ministry's website under "What's New"

Copy for information to:-

1. PS to Hon'ble Minister (RT&H)
2. PS to Hon'ble MOS (RT&H)
3. Sr. PPS to Secretary (RT&H)
4. Sr. PPS to DG (RD) & SS
5. Sr. PPS to AS&FA
6. Sr. PPS to Pr. CCA, MoRT&H
7. Sr. PPS / PPS / PS to ADG-I/II/III/IV
8. Sr. PPS / PPS / PS to JS (H)/ JS (NHIDCL)/ JS (Toll) / JS (LA&C) / JS (IT)