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Government of India
Ministry of Road Transport & Highways
(IT Division)

Transport Bhawan
1st Sansad Marg
New Delhi-110001

CIRCULAR

No. I-34016/ 03 /2013-IT

New Delhi, dated the 21st Aug 2013

Various contents are posted on the Ministry's website (www.morth.nic.in) to share with public and the visitors of the website are facilitated to communicate with the Ministry via 'feedback' and 'contact us' pages on the website. Ministry of Communication and Information Technology has issued guidelines for making Indian Government Websites citizen centric and visitor friendly by providing anytime anywhere delivery of government information and services, and these have been included in the Central Secretariat Manual of Office Procedures (CSMOP). The visitors of the website are sending their queries on to the e-mail account of Web Information Manager (wim.rth@nic.in)

2. With the approval of the Competent Authority, for speedy, effective handling and monitoring of queries of the visitors on the website, following steps have been taken.

(i) Nodal Officers:

Chief Engineers / Directors or Deputy Secretaries / Advisor (Transport Research Wing), of the Ministry, are designated as Nodal officers for furnishing the response to the queries. The Indian Roads Congress (IRC), Indian Academy of Highways Engineers (IAHE), NHAI and the Border Roads Organization shall designate a Nodal officer for disposal of queries.

(ii) Query Response Mechanism:

(a) All the communications shall be made through e-mails only.

(b) The Web Information Manager shall scrutinize the queries, generate unique no. and forward the queries to the e-mail account of the concerned Nodal officers of the Ministry by next working day from the date, the query is forwarded in his/her mail. In case the information to respond the query is required from RO's / ELO's/ NHAI/ BRO etc., Ministry's Nodal officer shall forward the query to their e-mail account of the concerned officers for furnishing the reply directly to enquirer.

All the Nodal officers and Regional Officers (RO's) / Engineering Lision Officers (ELO's) shall forward the response to queries within three working days from the date, the query is forwarded to their e-mail account. In case there is delay, they will furnish an interim reply intimating the time by which the reply may be furnished.

(c) The officer, who is forwarding the query to the next concerned officer, shall intimate the message to the enquirer in the following format and shall also sent copy of the mail (via cc) to all those who have already communicated for response to query.

Copy to: Name of the enquirer

"The query is being forwarded to Name of the officer (.....), Designation (.....), Organisation (.....), Tel No. / Mobile No. (.....), e-mail id (.....)."

A flow chart describing query response mechanism for responding to the queries has been attached at Annexure-I.

(iii) Monitoring and analysis of queries:

The queries shall be regularly monitored by JS(Highways & IT). Web Information Manager shall submit weekly status of the queries to the Secretary (RT&H) and monthly report of the same to the Hon'ble Minister.

Web Information Manager shall also analyze the queries to identify weak areas/ repetitive issues and intimate the Zones/ Divisions to implement systematic changes to reduce such queries.

3. The Secretary General IRC, Director IAHE, Chairman NHAI and the Director General Border Roads Organization are requested to designate a Nodal officer for furnishing the queries and may intimate his / her Name, designation, Contact no. and e-mail address at the earliest.

4. All the Nodal officers are requested to access their official e-mail account regularly and send the response to the queries of the visitors of the website within stipulated timeframe.


(Rohit Kumar Singh)

Joint Secretary (Highways & IT)

To:

1. All the Chief Engineers of the Ministry
2. The Chairman, National Highways Authority of India, G-5&6, Sector -10, Dwarka, New Delhi-110075
3. The Director General Border Roads, Seema Sadak Bhawan, Ring Road Naraina, Delhi Cantt New Delhi 110010
4. The Secretary General, Director, Indian Roads Congress, Kama Koti Marg, Sector - 6, R.K. Puram, New Delhi - 110 022
5. All the Directors / DS's of the Ministry
6. Advisor (TR), Transport Research Wing, Jamnagar House, IDA Building, Shahjahan Road, New Delhi
7. Director IAHE, A-5, Institutional Area, Sector 62, NOIDA (U.P.) - 201 301
8. All RO's / ELO's of the Ministry
9. Senior Technical Director, NIC

Copy for information to:

1. PS to Hon'ble Minister
2. PS to Hon'ble MoS (SS) (RT&H)
3. PS to Hon'ble MoS (T) (RT&H)
4. Sr. PPS to Secretary (RT&H)
5. PS to DG (RD) & SS
6. PPS to AS&FA / PPS to ADG-I / PPS to ADG-II / PPS to ADG-III / PPS to JS (T) / PPS to JS (H & IT), / PPS to JS (IC& Establishment & Gnl Admn. & Toll) / PS to JS (LA)
7. NIC - with a request to upload on Ministry's website

Query Response Mechanism

N.O = Nodal Officer , W.I.M = Web Information Manager

