

**Government of India
Ministry of Road Transport & Highways
(Logistics Cell)**

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

Date: 18th June, 2024

OFFICE MEMORANDUM

Subject: Four-day online training on the Media Attention Portal from 19th to 22nd June, 2024 regarding the new/upgraded features of the Portal.

The Ministry will be conducting a four-day online training programme for the Regional Offices (ROs) and Project Implementation Units (PIUs) of MoRTH, NHAI & NHIDCL regarding the upgraded Media Attention Portal which will be developed shortly.

2. The Media Attention Portal, established by the MoRTH is designed to methodically oversee, organize & resolve issues reported by the Media that fall under MoRTH's purview. The new system will have involvement of 535 PIUs/PMUs/Divisions in the system managing Highways under MoRTH, BRO, NHAI & NHIDCL.

3. The detailed schedule of the training programme is enclosed herewith as **Annexure 1**. The objective of the training programme is to impart comprehensive knowledge about the system to all relevant users & enabling the authorities to monitor and address each case effectively, in a timely manner.

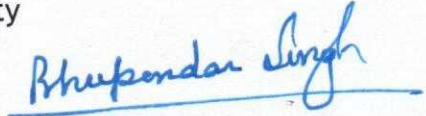
4. All ROs/PIUs of NH Division of MoRTH, NHAI & NHIDCL are requested to attend the training programme as per the schedule. All ROs are requested to ensure that PIUs under their authority attend the training positively as per the given schedule.

5. Furthermore, for any clarification in the matter, the following officials may kindly be contacted:-

- a) Shri Rohin Kumar Gupta, SE (PM GatiShakti), MoRTH, New Delhi (rohin.kg@nic.in) (Mob: 9868374414)
- b) Shri Bhupendar Singh (Director), MoRTH, New Delhi (bhupendar.ds@gov.in) (Mob: 8700678772)
- c) Shri Mansoorul Haque (CTO), MoRTH (mansoor@nic.in) (Mob: 9891978661)
- d) Shri Manish Sharma (CTO), MoRTH (manish.sharma@kanalytics.in) (Mob: 9322456710, 8527672097)

6. This issues with the approval of the Competent Authority

Encl: as above


(Bhupendar Singh)
Director (Logistics/Media)

To

1. All Regional Officers MoRTH/NHAI/NHIDCL/BRO
2. All PIUs of MoRTH, NHAI, NHIDCL & BRO

Copy for information to:

1. PSO to Secretary (RT&H)
2. Sr. PPS to DG(RD) & SS, MoRT&H
3. Chairman, NHAI
4. PPS to JS (Media), MoRT&H
5. MD, NHIDCL
6. Sr. PPS to ADG (Monitoring)/ PM GatiShakti, MoRT&H
7. NIC- for uploading on ministry's website under 'what's new' Portal

TRAINING PROGRAMME FOR THE UPGRADED MEDIA ATTENTION PORTAL

Subject: Four-day online training on the Media Attention Portal from 19th to 22nd June, 2024 regarding the new/ upgraded features of the Portal.

Madam/ Sir

The Kanalytics team will be conducting a three-day online training programme for the ROs and PIUs of MoRTH, NHAI and NHIDCL regarding the upgraded Media Attention Portal which will be deployed shortly.

Objective of the programme:

The Media Attention Portal, established by the Ministry of Road Transport and Highways (MoRTH), is designed to methodically oversee, organise, and resolve issues reported by the media that fall under MoRTH's purview. The portal encompasses a broad media spectrum, including over 1,000 newspapers, countless websites, 100 TV news channels, and social media platforms like X (formally Twitter), Facebook, and YouTube, covering 13 languages nationwide. The portal's goal is to bolster the precision, traceability, transparency, and efficiency of public grievance redressal and media report management.

Key changes incorporated in the new system:

- Taking cases to ground level authorities for better and timely resolution of issues.
- Involvement of 535 PIUs/ PMUs/ Divisions in the system managing Highways under MoRTH, BRO, NHAI and NHIDCL.
- Integration with the GatiShakti GIS System.
- Mapped jurisdiction of 700+ NHs across the country.
- Escalation Matrix System for the cases.

Benefits of the Portal:

- Centralised data collection: Aggregates reports from diverse media sources into a single repository.
- Efficient categorisation and tracking: Streamlines the process of sorting and following up on reported issues.
- Enhanced communication and coordination: Facilitates better interaction among the stakeholders.
- Traceability and transparency: Ensures clear tracking of issues and open processes.
- Timely resolution of issues: Aims for prompt addressing of reported concerns.
- Data-driven decision making: Employs analytics to inform policy and operational decisions.

- Public engagement and trust: Builds public trust through active and visible issue resolution.

Objective of the training programme

- The training program is designed to impart comprehensive knowledge about the system to all relevant authorities/ users.
- It will elucidate the system's features and capabilities, enabling authorities to monitor and address each case effectively and in a timely manner.
- The program will also delineate the responsibilities of Project Implementation Units (PIUs) and Regional Offices (ROs), ensuring clarity in roles and enhancing the overall functionality of the grievance redressal mechanism.

Schedule for the training

Date	Batch	Time	Org
19th June 2024	Batch 1	3:00 PM	MoRTH
20th June 2024	Batch 2	3:00 PM	NHAI
21st June 2024	Batch 3	3:00 PM	NHIDCL
22nd June 2024	Batch 4	11:00 AM	MoRTH
22nd June 2024	Batch 5	3:00 PM	NHAI

*** Note**

- Refer detailed schedule below for more information.
- It is the responsibility of the ROs to ensure that PIUs under their authority attend the training positively as per the given schedule.

ANNEXURE 1

Detailed schedule of the training programme

#	RO	Organisation	PIU / PMU / Division	Date	Batch
1	RO-Bengaluru	NHAI	13	19-Jun	Batch 1
2	RO-Bhopal	NHAI	8	19-Jun	Batch 1
3	RO-Bhubaneswar	NHAI	8	19-Jun	Batch 1
4	RO-Chandigarh	NHAI	10	19-Jun	Batch 1
5	RO-Chennai	NHAI	9	19-Jun	Batch 1
6	RO-Dehradun	NHAI	4	19-Jun	Batch 1
7	RO-Delhi	NHAI	9	19-Jun	Batch 1
8	RO-Gandhinagar	NHAI	8	19-Jun	Batch 1
9	RO-Guwahati	NHAI	4	19-Jun	Batch 1
10	RO-Hyderabad	NHAI	8	19-Jun	Batch 1
11	RO-Jabalpur	NHAI	6	19-Jun	Batch 1
12	RO-Jaipur	NHAI	11	19-Jun	Batch 1
13	RO-Jammu	NHAI	4	19-Jun	Batch 1
14	RO-Andhra Pradesh	MoRTH	9	20-Jun	Batch 2
15	RO-Arunachal Pradesh	MoRTH	21	20-Jun	Batch 2
16	RO-Assam	MoRTH	32	20-Jun	Batch 2
17	RO-Bihar	MoRTH	19	20-Jun	Batch 2
18	RO-Chandigarh	MoRTH	16	20-Jun	Batch 2
19	RO-Chhattisgarh	MoRTH	5	20-Jun	Batch 2
20	RO-Gujarat	MoRTH	7	20-Jun	Batch 2
21	RO-Himachal Pradesh	MoRTH	11	20-Jun	Batch 2
22	RO-Hyderabad	MoRTH	10	20-Jun	Batch 2
23	RO-Jammu	MoRTH	13	20-Jun	Batch 2
24	RO-Jharkhand	MoRTH	8	20-Jun	Batch 2
25	RO-Karnataka	MoRTH	10	20-Jun	Batch 2
26	RO-Kerala	MoRTH	3	20-Jun	Batch 2
27	RO-Gangtok	NHIDCL	4	21-Jun	Batch 3
28	RO-Imphal	NHIDCL	6	21-Jun	Batch 3
29	RO-Jammu	NHIDCL	3	21-Jun	Batch 3
30	RO-Ladakh	NHIDCL	1	21-Jun	Batch 3
31	RO-Port Blair	NHIDCL	1	21-Jun	Batch 3
32	Ro-Agartala	NHIDCL	4	21-Jun	Batch 3
33	Ro-Aizwal	NHIDCL	4	21-Jun	Batch 3
34	Ro-Dehradun	NHIDCL	2	21-Jun	Batch 3
35	Ro-Guwahati	NHIDCL	9	21-Jun	Batch 3
36	Ro-Itanagar	NHIDCL	4	21-Jun	Batch 3
37	Ro-Kohima	NHIDCL	4	21-Jun	Batch 3
38	Ro-Shillong	NHIDCL	2	21-Jun	Batch 3
39	Ro-Srinagar	NHIDCL	2	21-Jun	Batch 3
40	RO-Kolkata	NHAI	8	22-Jun	Batch 4

#	RO	Organisation	PIU / PMU / Division	Date	Batch
41	RO-Madurai	NHAI	8	22-Jun	Batch 4
42	RO-Mumbai	NHAI	9	22-Jun	Batch 4
43	RO-Nagpur	NHAI	10	22-Jun	Batch 4
44	RO-Patna	NHAI	11	22-Jun	Batch 4
45	RO-Raipur	NHAI	5	22-Jun	Batch 4
46	RO-Ranchi	NHAI	9	22-Jun	Batch 4
47	RO-Shimla	NHAI	4	22-Jun	Batch 4
48	RO-Thiruvananthapuram	NHAI	7	22-Jun	Batch 4
49	RO-UP East	NHAI	5	22-Jun	Batch 4
50	RO-UP West	NHAI	9	22-Jun	Batch 4
51	RO-Vijayawada	NHAI	13	22-Jun	Batch 4
52	RO-Madhya Pradesh	MoRTH	12	22-Jun	Batch 5
53	RO-Maharashtra	MoRTH	29	22-Jun	Batch 5
54	RO-Odisha	MoRTH	15	22-Jun	Batch 5
55	RO-Rajasthan	MoRTH	13	22-Jun	Batch 5
56	RO-Tamilnadu	MoRTH	11	22-Jun	Batch 5
57	RO-UP	MoRTH	22	22-Jun	Batch 5
58	RO-Uttarakhand	MoRTH	11	22-Jun	Batch 5
59	RO-West Bengal	MoRTH	12	22-Jun	Batch 5