

# CITIZEN CHARTER



OF

## **NATIONAL HIGHWAYS AUTHORITY OF INDIA (Ministry of Road Transport & Highways)**

G-5 & 6, SECTOR 10, DWARKA, NEW DELHI-110075

[www.nhai.org](http://www.nhai.org)

(April 2012)

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# **NATIONAL HIGHWAYS AUTHORITY OF INDIA**

## **NEW DELHI**

### **Preface**

World class infrastructure is the key to a globally competitive economy and India's objective of sustained accelerated development can only be achieved through a quantum growth in the infrastructure sector. A good road network is a critical infrastructure requirement for rapid growth as it provides connectivity to remote areas and access to markets, besides opening up backward regions to trade and investments.

The National Highways Authority of India (NHAI) was constituted by an Act of Parliament, namely the National Highways Authority of India Act, 1988. It is responsible for development, maintenance and management of National Highways vested or entrusted to it by the Central Government and for matters connected or incidental thereto. The Authority became operational in February 1995.

### **Mandate**

NHAI is mandated to implement National Highways Development Project (NHDP) which is India's largest ever Highways Project in a phased manner. The National Highways have a total length of 72,000 (approx) km to serve as the arterial network of the country. Although National Highways constitute only about 2 per cent of the road network, it carries 40 per cent of the total road traffic. Rapid expansion of passenger and freight traffic makes it imperative to improve the road network in the country. Accordingly, Government of India launched major initiatives to upgrade and strengthen National Highways through various phases of National Highways Development Project (NHDP), which are;

**NHDP Phase I :** NHDP Phase I was approved by the Government in December 2000 at an estimated cost of Rs.30,300 crore and comprises mostly of GQ (5,846 km) and NS-EW Corridor (981km), Port connectivity (356 km) and others (315 km).

**NHDP Phase II :** NHDP Phase II was approved in December 2003 at an estimated cost of Rs.34,339 crore (2002 prices) and comprises mostly of NS-EW Corridor (6,161 km) and other National Highways of 486 km length, the total length being 6,647 km.

**NHDP Phase-III:** Government approved up-gradation and 4 laning of 4,815 km of National Highways on BOT basis at an estimated cost of Rs.33,069 crore under NHDP Phase IIIA. Government approved in April 2007 up-gradation and 4 laning of 7294 km at an estimated cost of Rs.47,557 crore under NHDP Phase IIIB. Total approved length of NHDP Phase III is 12,109 km at an approved cost of Rs. 80,626 crore.

**NHDP Phase-IV:** Government on 17.07.2008, approved upgradation/strengthening of 5000 km of single/intermediate/two lane NHs to two lane with paved shoulder under NHDP Phase-IV on BOT (Toll) and BOT (Annuity) basis. A total of 20,000 km is being planned to be taken up under NHDP Phase-IV.

**NHDP Phase V:** Government approved on 5.10.2006 six laning of 6,500 km of existing 4 lane highways under NHDP Phase V (on DBFO basis) at an estimated cost of Rs.41,210 crore. Six laning of 6,500 km includes 5,700 km of GQ and about 800 km of other stretches.

**NHDP Phase VI:** Government approved on November 2006 for 1000 km of expressways at an estimated cost of Rs.16680 Crore.

**NHDP Phase VII:** Government approved on 06.12.2007 implementation of NHDP Phase VII which envisages construction of approximately 700 km of stand alone bypasses, grade separators, flyovers etc at an estimated cost of Rs.16680 crores.

## **Vision**

*To meet the nation's need for the provision and maintenance of National Highways network to global standards and to meet user's expectations in the most time bound and cost effective manner, within the strategic policy framework set by the Government of India and thus promote economic well being and quality of life of the people.*

## **Mission**

- To develop, maintain and manage National Highways vested in it by the Government.
- To collect fees on National Highways, regulate and control the plying of vehicles on National Highways for its proper management.
- To develop and provide consultancy and construction services in India and abroad and carry on research activities in relation to the development, maintenance and management of highways or any other facilities there at.
- To advise the Central Government on matters relating to highways.
- To assist on such terms and conditions as may be mutually agreed upon, any State Government in the formulation and implementation of schemes for highway development.

## Service standards

<b>SI No</b>	<b>Service</b>	<b>Service / performance standards</b>	<b>Contact Details of the Responsible Officer</b>	<b>Processes</b>	<b>Documents Required</b>
1	Payment to Contractors (EPC Contract)	Total: 42 days Engineer: 14 days Employer: 28 days	Concerned Project Director/Engineer	1. Examination of invoice 2. Processing of invoice 3. Issuing sanction for payment	Submission of documents as per the requirement of contract.
2	Payment to Supervision Consultants	30-60 days	Concerned Project Director	1. Examination of invoice 2. Processing of invoice 3. Issuing sanction for payment	Submission of complete document as per Contract.
3.	Payment to DPR Consultants	30 days	Concerned RO/CGM	1. Achievement of deliverables as per Contract 2. Examination and processing of Invoice	Submission of deliverables as per Contract Agreement.
4.	Payment to other service providers (security, housekeeping, canteen, vehicles)	30 -60 days	GM(Admn.)	1. Examination of invoice 2. Processing of invoice 3. Issuing sanction for payment	1. Complete documents 2. Satisfactory service
5.	Processing the case of permission of petrol pumps	30 -60 days	Concerned RO to submit to Ministry	Examination of proposal as per guidelines	Complete documents as per requirement of guidelines

6.	Processing the case of Permission to other utilities/deptt. (OFC cables.), private access	30 -60 days	Concerned RO	Examination of proposal as per guidelines	Complete documents as per requirement of guidelines
7.	Queries related to Toll operation	30 days	Concerned PDs	On receiving the representation	
8.	<b>Incident Management on Completed Highways</b>				
(i)	Cranes	1 hour	Concerned Director through Contractor	Project through Contractor	On receiving the call
(ii)	Ambulance to person in distress	30 minutes	Concerned Director through Contractor	Project through Contractor	On receiving the call
(iii)	Frequency of highway patrol	4 hours	Concerned Director through Contractor	Project through Contractor	On regular basis
(iv)	Removal of dead animals/birds	1 hour	Concerned Director through Contractor	Project through Contractor	On regular basis
9.	Initiating action against encroachment on highways	1-3 months	Concerned Director through Concessionaire/IC	Project through Contractor	Removal of all the encroachment and unauthorized accesses

10.	<b>Maintenance Requirements in BOT/OMT Projects – Repair/Rectification of Defects and Deficiencies on Completed Projects</b>				
(a)	<b>Carriageway and paved shoulders</b>				
(i)	Breach or Blockade	Temporary / restoration of traffic within 24 hours ; permanent restoration within 15 days	Concerned Project Director through Concessionaire/IC	On receiving the information	
(ii)	Pot Holes	2 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to carry out repairs	
(iii)	Cracking in more than 5% of road surface in a stretch of 1 km	30 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to carry out repairs	
(iv)	Rutting exceeding 10 mm in more than 2% of road surface in a stretch of 1 km (measured with 3 m straight edge)	30 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to carry out repairs	
(b)	<b>Hard/Earth shoulders, side slopes, drain, bridge and culverts</b>				
(i)	Rain cuts/ gullies in slope	7 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to carry out repairs	



(ii)	Damage to or slitting of culverts and side drains during and immediately preceding the rainy season	7 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to carry out repairs	
(iii)	Desilting of drains in urban / semi-urban areas	2 days	Concerned Project Director through Concessionaire/IC	Mobilization of resources to desilt the drains	
(iv)	Defective bridge decks area and bump at approach (max. permissible)	15 days	Concerned Project Director through Concessionaire/IC	On noticing the defects	
<b>(c)</b>	<b>Road side furniture including road signs and pavement marking</b>				
(i)	Damage to shape or position; poor visibility or loss of retro-reflectivity	2 days	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	
(ii)	All road signs, km stones & road marking in good condition	7 days	Concerned Project Director through Concessionaire/IC	Repair on regular basis on noticing the damages	
<b>(d)</b>	<b>Street lighting and Telecom (ATMS)</b>				
(i)	Any major failure of the system	1 day	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	
(ii)	Faults and minor failures	8 hours	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	

<b>(e)</b>	<b>Trees and Plantation</b>				
(i)	Removal of vegetation affecting sight line and road structures	15 days	Concerned Project Director through Concessionaire/IC	Mobilize resources to carry out trimming	
<b>(f)</b>	<b>Rest areas</b>				
(i)	Defects in electrical, water and sanitary	1 day	Concerned Project Director through Concessionaire/IC	Mobilize resources to rectify the damages	
<b>(g)</b>	<b>Toll Plazas</b>				
(i)	Failure of toll collection equipment or lighting	8 hours	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	
(ii)	Damage to toll plaza	7 days	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	
<b>(h)</b>	<b>Other project facilities and approach roads</b>				
(i)	Damage or deterioration in approach roads, pedestrian facilities, truck lay bys, bus-bays, bus-shelters, cattle crossings traffic aid posts, medical aid posts and other works	15 days	Concerned Project Director through Concessionaire/IC	Mobilize resources to restore the damages	

List of Regional Officers /Project Directors is enclosed as **Appendix 1**.

List of Nodal officers at Headquarters is enclosed as **Appendix 2**.

## **Redressal of Grievance**

In case of non compliance of the service standards, the service recipients / stakeholders can contact the following Public Grievance Officer for redressal of their grievance:

**General Manager (Coord.) &  
Director (Public Grievance), NHAI,**  
G-5 & 6, Sector 10, Dwarka,  
New Delhi.  
Tel No.011-25074100, 25074200, Extn: 1520 /2558.

## **Escalation of Grievance**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

**CGM (Coord)**  
NHAI, G-5 & 6, Sector 10, Dwarka,  
New Delhi.  
Tel No.011-25074100, 25074200, Extn: 1205/2222.

## **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.

Public grievance redressal system of NHAI made interactive with the help of user friendly social networking site viz. Facebook (available at <http://www.facebook.com/pages/National-Highways-Authority-of-India/1865851480> 28027).

## **Guidance and help**

In addition to the above, dissemination of information about our latest policies, major decisions taken and procedures is also done through internet website at the following address: <http://www.nhai.org>.

## List of Stakeholders

Sl.No.	Stakeholder
1.	General Public at large
2.	All Concessionaires of road projects
3.	All Contractors of road projects
4.	All Supervision Consultants / DPR Consultants
5.	All toll collecting agencies
6.	Other Vendors / Service Providers (viz. housekeeping, security, catering, printing agencies etc.)
7.	State Governments
8.	Financial Institutions
9.	All recognized unions / associations of road transport

## **Indicative Expectations from Service Recipients / Stakeholders**

- Applications / proposals are to be submitted in the formats prescribed, if any.
- Relevant documents / enclosures (duly attested, wherever required) if any, are to be submitted along with the application;
- Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to;
- Cross-checking of information / latest position in the matter with concerned officials before raising a query / grievance;
- Grievance in respect of service(s) included in the citizen charter are to be lodged with **General Manager(Coord) & Director (Public Grievance), NHAI, G-5&6, Sector-10, Dwarka, New Delhi. Tel No.011-25074100, 25074200, Extn:1520/2558.**

## **Month and year for the next Review of the Charter**

January 2013

## **Conclusion**

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments and Autonomous organizations under various Ministries, NHAI in its first endeavour, has formulated the Citizen's Charter for the Organization. Constant feedback/ suggestions from the recipients/ stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to

**Sh. Saikat Das,**  
**Dy. General Manager(Coord)**  
NHAI, G-5&6, Sector-10, Dwarka,  
New Delhi.  
Tel No.011-25074100, 25074200, Extn:1336/2258.  
Fax : 25093520 e-mail : [saikatdas@nhai.org](mailto:saikatdas@nhai.org)

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**List of Regional Officers/Project Directors****List of Regional Officers:**

<b>S No</b>	<b>Name of officer &amp; designation</b>	<b>Jurisdiction/States</b>	<b>Address</b>	<b>Phone No.</b>
1.	Shri A.K. Mathur, CGM (T) & RO, Bangalore	Karnataka & Goa	Sy. No. 13, Km. 14, Bangalore - Tumkur Road - NH-4, Near Deepak Bus Stop, Nagasandra Village, Bangalore - 560073	080-28397156
2.	Shri I.K. Pandey, CGM (T) & RO, Bhopal	Madhya Pradesh & Chhattisgarh	E-1/200, Near Metro Plaza, Gate No.7, Arera Colony, Bhopal - 462016 (M.P.)	0755-2460089
3.	Shri Dev Raj, CGM (T) & RO, Chandigarh	Punjab, Haryana, Himachal Pradesh & Jammu & Kashmir	1st Floor, Bays No.- 35-38, Sector- 4 Panchkula-134112 Chandigarh	0172-2583030 0191-2473363
4.	Shri I.G. Reddy, CGM (T) & RO, Chennai	Tamil Nadu & Kerala	1/54-28, Butt Road, St. Thomas Mount, Near Kathipara Junction, Chennai-600016, Tamil Nadu	044-22333117
5.	Shri K. Venkata Ramana, CGM (T) & RO, Delhi	Delhi	G-5&6, Dwarka, Sector-10, New Delhi - 110075	25074100/25074200 - 1104
6.	Shri J.K. Patel, CGM (T) & RO, Gandhi Nagar	Gujarat	Himmatnagar Colony, 502-B, South Wing, 5th Floor Plot No.-16, Sector-11, Megh Malhar Complex, Gandhinagar, (Gujarat)	0792-3246198
7.	Shri E. Venkata Reddy, CGM (T) & RO, Hyderabad	Andhra Pradesh & Orissa	D.No.-8-2-334/18, Road No.-3, Banjara Hills, Hyderabad - 500034	040-23551774
8.	Shri P.R. Patelia, CGM (T) & RO, Jaipur	Rajasthan	B-1, Nityanand Nagar, Queens Road, Vaishali Nagar, Jaipur - 302021. Rajasthan	0141-2245101
9.	Col. Ajay Ahluwalia, CGM (T) & RO, Kolkata	West Bengal, NE & Jharkhand	White House, 2nd Floor, A-Block, 119 Park Street, Kolkata-16	0361-2644004
10.	Shri R.K. Gandhi, CGM (T) & RO, Lucknow	Uttar Pradesh, Uttarakhand	3/248, Vishal Khand, Gomti Nagar Lucknow - 226010 (UP)	0522-2391287
11.	Shri D.O. Tawade, CGM (T) & RO, Nagpur	Maharashtra	Bungalow No.2, Shubankar	0712-2249316

			Apartments Plot No.159, Ambazari Hill Top Area, Ram Nagar Nagpur – 440010	
12.	Shri V.B. Singh, GM (T) & RO, Patna	Bihar	D-63 Sri Krishna Puri, Patna - 800 001, Bihar	0612-2540898

**List of Project Directors:**

<b>S. No.</b>	<b>Name of officer &amp; designation</b>	<b>Address</b>	<b>Phone No.</b>
1	Shri S.K. Malik, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India Dolaigaon (Near Police Reserve) Bongaigaon- 783380 Assam	03664-237493
2	Shri Somesh Kumar, GM (T)	Project Director - PIU National Highways Authority of India Lichu Bagan Road (Near Ganesh Mandir Vidyalaya (P.O. Khanapara) Guwahati-781022	0361-2368094
3	Shri Fakrul Islam, Manager (T)	Project Director - PIU National Highways Authority of India Kanak Nagar, A. T. Road (Namtial Pathar), 1st Floor of Assam Engineering Works, Shibsagar, Assam-785640	03772-220111
4	Shri Kamakhya Bezbarooah, GM (T)	Project Director - PIU National Highways Authority of India PIU Lumding at Nagaon, CHOI-ALI Polytechnic Road, Pani Gaon House of Mr. D.N. Sharma Ist Floor, Nagaon-782001	03672-232496, 236701
5	Shri Ramakant Shandilya, DGM (T)	Project Director-PIU National Highways Authority of India H.No.328, 1st Floor, College Road, Ambicapatty, Silchar-788 004	03842-267213/ 264596
6	Md. Tajjudin, GM (T)	Project Director National Highways Authority of India Project Implementation Unit, House No.6-4-239, 3 <sup>rd</sup> Cross, Maruthi Nagar Anantpur-515004	08554-275599
7	Shri P. Ravinder Rao, GM (T)	Project Director - PIU (BOT) National Highways Authority of India First Floor, H. No. 8-2-334/17, Plot no.-17&18, Road no-3, Banjara Hills Hyderabad-500 034	040-23551581
8	Shri C.S.N. Mutry, DGM (T)	Project Director - PIU National Highways Authority of India , Bypass Road Junction with old GNTRoad, Vedayapalem, Nellore-524004, Andhra Pradesh	0861-2307733/ 2306984
9	Shri K. Srinivasulu, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India #1-3-594, Road No. 6 Shastryanagar, Distt. Adilabad Nirmal-504106	08734-241365
10	Shri M. Srinivasulu, Manager (T)	Project Director, National Highways Authority of India, Corridor Management Unit, Ongole Dr No.9-487, NHAI Building, Kandukur Road, SINGAYAKONDA - 523 101. Prakasam (Distt.), A.P	08598-236410
11	Ms. M.V. Nirmala, DGM (T)	Project Director - PIU National Highways Authority of India D. No. 78-14-21, Shyamala Nagar Rajamundry-533103	0883-2431170
12	Shri A. Srinivasa Rao, DGM (T)	Project Director - PIU National Highways Authority of India H. No. 3/58, Visakha 'A' Colony Srikakulam- 532001 (A.P.)	08942-221559
13	Shri C.S.N. Murty, DGM (T)	Project Director - PIU National Highways Authority of India Flat No. 21, Teachers Colony, (Above SBH), Vijayawada-520008	0866-2484620
14	Shri Vijayasri, DGM (T)	Project Director - PIU (GQ) NHAI Enclave, Km 2/8, Hanumanthavaka, Visakapatnam-530040	0891-2707600, 2714119, 2714118



15	Shri G.S.R. Raju, DGM (T)	Project Director-PIU (Port Connectivity) National Highways Authority of India Sheelanagar, BHPV (P.O.) Visakapatnam-530 012 (A.P.)	0891-2707275
16	Shri S. Govinda Raju, Manager (T)	Project Director National Highways Authority of India Corridor Management Unit, No.544/1, Phase-3, TNHB, Netaji Bose Main Road, Sathuvachari, Vellore-632 009	0416-2257580.
17	Shri R.K. Choudhary, Manager (T)	Project Director Project Implementation Unit (Araria) National Highways Authority of India House of Sri Sikandar Singh Sahibaan Haata (Near Mahananda Colony) PURNEA-854301,	06454-244212
18	Shri A.N. Singh, Manager (T)	Project Director -CMU Darbhanga National Highways Authority of India House of Mr. S.N. Mishra Diggi West, Professor's Colony Ward No. 10, Darbhanga (Bihar)-846004	06272-250194
19	Shri Rajesh Kumar, DGM (T)	Project Director - PIU National Highways Authority of India, Pawapuri Vihar, IInd Floor, Bhagwanpur (NH-28), Opp.Sardar Police Station, Muzaffarpur-842001	0621-2251934
20	Shri S.S. Jha, DGM (T)	Project Director, National Highways Authority of India , Sharma House, 2nd Floor, Ramashish Chowk, Hajipur 844101	06114-274255
21	Lt. Col Chandan Vatsa, GM (T)	Sh. Arvin Kumar Verma, PIU-Begusarai, National Highway Authority of India, At- Harpur, P.O-Tilarath, Distt.- Begusarai-851122	
22	Shri V.B. Singh, GM (T)	Project Director National Highways Authority of India D-63 Sri Krishna Puri, PATNA -800 001, Bihar	0612-2540184
23	Shri Vijay Srivastava, GM (T)	Project Director National Highways Authority of India House No.- A-7, VIP Estate Shankar Nagar, Raipur-492001, Chhattisgarh	0771-2442358
24	Sh. S. Choudhury, DGM (T)	National Highways Authority of India No.15, Gulmohar Vatika, Rudri Road, Dhamtari - 493773, Chhattisgarh, Phone. 07722237907, Mob..09981823222	07722-237907
25	Shri P.S. Dodamani, DGM (T)	Project Director National Highways Authority of India Near Dr. B.R. Ambedkar Vocational Centre Head Land, Sada, Mormugao Goa- 403804	0832-2321517
26	Col. Khushwant Singh, GM (T)	Project Director - PIU National Highways Authority of India 3A & 3B, 2nd Floor, Amul building, Near Dena Bank, Vejalpur Road, Jivraj Park, Ahmedabad-380051	079-26821062
27	Shri R.S. Jhanwar, DGM (T)	Project Director - PIU National Highways Authority of India 301-303, Krishna-Con-Arch- I, Plot No. 9,Near Kotecha Chowk, University Road, Rajkot -360007	0281-2586903 & 2585193
28	Shri H.C. Modi, DGM (T)	Project Director - PIU National Highways Authority of India Project Implementation Unit- Godhra, 13, Haidari Society, Opp- Gimkhana, Godhra - 389001, Gujarat	02672-252353
29	Shri Vibhav Mittal, GM (T)	Project Director - PIU National Highways Authority of India Project Implementation Unit B-1, Agam Raw House, Opp Sakar Apartment, Behind ICICI Bank, City Light, Surat - 395007	0261-2254167

30	Shri C.K Sinha, GM (T), PIU Thane (Site Office)	Project Director - Site Office - Dashiari Under PIU - Surat National Highways Authority of India Project Implementation Unit PWD Campus, Ghodbunder Junction, NH-*, Kashi - Mira Road, Distt. - Thane (MS) - 401 104	
31	Shri Rajesh Kr. Kaundal, GM (T)	Project Director – CMU National Highways Authority of India 17L Model Town Ambala City – 134003	0171-2520361, 0171-2521361
32	Shri Anil Dahiya, DGM (T)	Project Director National Highways Authority of India ,SCO - 44, 1st Floor, Sector- 12, Panchkula-134112 Chandigarh	0172-2587447
33	Shri Arun Jagga, DGM (T)	Project Director – CMU National Highways Authority of India House No. 620 & 621, Sector 21 (A) Faridabad (Haryana)	0129-4140952
34	Shri Vipnesh Sharma, DGM (T)	Project Director - PIU National Highways Authority of India Near L, 33.000 (NH-8) Plot No. 20 Sector-32 (Institutional Area) Gurgaon, Haryana-122001	95124-2381254 & 95124-2380226
35	Shri Chandan Sen, DGM (T)	Project Director National Highways Authority of India 305 Vidyaniketan Road Ist Floor Model Town Rohtak-124001	01262-212010
36	Shri Vipnesh Sharma, DGM (T)	Project Director - PIU National Highways Authority of India Plot No. 30, Chawla Complex, Near Lakhmi Piao, G.T.Karnal Road, Kundli, Distt. Sonapat, Haryana-131028	95130-23743310
37	Shri R.K. Chawla, DGM (T)	Project Director PIU-Sarita Vihar SCOF 57-58 1st Flore, Huda Market, Sector-29 Faridabad – 121008, Haryana	0129-4164478
38	Shri Rajeev Yadav, DGM (T)	Project Director PIU-Rewari, SCO-No.2, 2nd Floor, Sector-1, Brass Market, Rewari - 123401,	01274-221858
39	Shri Satish Kaul, GM (T)	Project Director – PIU National Highways Authority of India Shimla, Amar Villa, Near Shanti Kutia, Uppar Chakkar Shimla, Tehsil & Distt. Shimla, Himachal Pradesh	0177-2832919
40	Shri Satish Kaul, DGM (T)	Project Director – PIU National Highways Authority of India Shimla, Shakti Kutia, Near Hotel Ambusha, The Mall, Solan - 173212, Himachal Pradesh	01792-220110
41	Col. M.K. Jain GM (T)	Project Director – PIU National Highways Authority of India H. No. 5, Sector – 7, Trikuta Nagar, Jammu – 180015	0191-2465912 & 2473363
42	Shri S. Veerendra, DGM (T)	Project Director – PIU National Highways Authority of India H.No.329, Ward No.11, New Jail Road, Shiv Nager, Udhampur - 182101	0199-8244088
43	Shri A.K. Singh, Manager (T)	Project Director - PIU National Highways Authority of India NHAI Complex, Kandra I.B. Post Bhitia, Govindpur, Distt. Dhanbad, Jharkhand	06540-283090 & 283184
44	Shri Awadesh Kumar, DGM (T)	Project Director - PIU National Highways Authority of India C-76, Harmoo Housing Colony, Near Sahjanand Chowk, Ranchi.	0651-2245293
45	Shri R.K. Gupta, GM (T)	Project Director National Highways Authority of India National Highways Authority of India Project Implementation Unit, Survey No.13. Nagasandra Village, 14th Km. Bangalore-Tumkur Road, Hesaragatta, Bangalore - 73	080-28394383
46	Shri Samundra Singh,	Project Director - PIU National Highways	0836 – 2461442 &

	GM (T)	Authority of India 2 <sup>nd</sup> Cross, Sattur Colony Vidyagiri, Dharwad –580004	2461244
47	Shri P.N. Gawasane, Manager (T)	Project Director-PIU National Highways Authority of India Ros Ville, Bishop’s Compound Behind State Bank of Mysore Valencia Kankanady Post Mangalore-575 002	08244-254499
48	Shri Vijaya Kumar S., DGM (T)	Project Director National Highways Authority of India Near J.M.I.T. Campus, NH-4 (Km 201) Chitradurga-577502	08194-223344 & 221929
49	Shri C.T. Abraham, DGM (T)	Project Director - PIU National Highways Authority of India 2B, RAK Tower 2nd floor Edapally junction Cochin - 682 024	0484-2559416
50	Shri G. Ramanathan, Manager (T)	Project Director – PIU National Highways Authority of India No. 8/1187, “Arumughan Colony” Chandranagar, Palakkad District Kerala – 678 007	0491-2573790 & 2573791
51	Shri R. Venkita Krishnan, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India TC 42/356 (PN-4), Perambil House Perambil Nagar, Muttathara Vallakadavu Thiruvananthapuram-695 008 Kerala	0471 – 2460924
52	Sh. Shyam Kumar, General Manager & State Level Officer	National Highways Authority of India TC 42/356 (PN-4), Perambil House Perambil Nagar, Muttathara Vallakadavu Thiruvananthapuram-695 008 Kerala	0471 – 2460924
53	Shri M. Subbarao, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India H No. 2/2175-B Krishna Kripa Aishwarya Road Civil Station P.O. Kozhikode-673020 Kerala	0495-2376818
54	Shri Devendra Tiwari, DGM (T)	Project Director, National Highways Authority of India, E-1/200, Near Metro Plaza, Gate No.7, Arera Colony, Bhopal - 462016 (M.P.)	0755-2460089
55	Shri S.K. Mishra, DGM (T)	Project Director - PIU National Highways Authority of India House No. 13, Vivekanand Colony Saraswati Nagar University Road, Gwalior-474011 (MP)	0751-2231485
56	Shri S.K. Singh, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India 128, Ist floor, Brijeshwari Extension Bichauli Mardana Road Indore-452 018 (M.P.)	0731-2590037
57	Shri U.M. Sambharkar, GM (T)	Project Director Project Implementation Unit National Highways Authority of India Plot No.344, Shankar Nagar, Pandhurna-480 334 (M.P.)	07164-220909
58	Shri Vivek Jaiswal, DGM (T)	Project Director - PIU (Katni) National Highways Authority of India H/O- Mansingh Thakur, Sai Aata Chakki, Near Somnath Mandir, Dubey Colony Katni.(MP)	07622-220253
59	Shri S.K. Singhai, DGM (T)	Project Director Project Implementation Unit – Narsinghpur National Highways Authority of India Doctor’s Colony, Civil Lines Narsinghpur (M.P.)-487001	07792-230330

60	Shri Sanjay Arya, DGM (T)	Project Director National Highways Authority of India 67, Shivaji Ward, Poddar Colony Sagar Madhya Pradesh-470002	07582-236412
61	Shri Manoj Kr. Sharma, Manager (T)	Project Director-PIU National Highways Authority of India Narender Nagar Chhatri Road (near Jain atta chakki) Shivpuri (MP)-473551	07492-223902
62	Shri Sanjay Arya, PD	Project Director-PIU National Highways Authority of India , H.No.84, Beside Polythene Factory, Swarna Jayanti Nagar,Near Friends Colony, Khajri Road, , Chhindwara-480001, MP	07162-238120
63	Shri Vivek Jaiswal, DGM (T)	Project Director-PIU National Highways Authority of India , 184 Sheetalpuri Colony, Baldevbagh Chowk, Jabalpur	0761-4047042 & 2688997
64	Shri Iqbal Siddiqui, DGM (T)	Project Director-PIU National Highways Authority of India , No.185, Gandhi Nagar, Kushmoda Road, Guna - 173001 (MP)	07542-268051
65	Shri B.P. Gupta, DGM (T)	Project Director-PIU National Highways Authority of India , Patel Ward, Near Mahale Borewell Manas Nager, Itarsi Road, Sadar, Betul - 460001 (MP)	07141-238447
66	Shri B.B. Ikhe, DGM (T)	Project Director National highways Authority of India Project Implementation Unit – Amravati “Matruchhaya” Plot No.33, Raguvir Co-op Housing Society, Opp Bank of Maharashtra, Badnera Road, Sai Nagar, Amravati – 444 607	0721 – 2510035
67	Shri Umesh Bandoo Zagade, Manager (T)	Project Director – CMU Manor National Highways Authority of India, United Arcade, Ground Floor, S. No-149/2A/1, Hotgi Road, Solapur-413003(MH)	0217-2603379
68	Shri N.Y. Wadatwar, DGM (T)	Project Director – PIU National Highways Authority of India Bungalow No.2, Shubankar Apartments Plot No.159, Ambazari Hill Top Area, Ram Nagar Nagpur – 440 010	0712-2249316
69	Shri U.J. Chamargore, DGM (T)	Project Director – PIU National Highways Authority of India, B-23, Near Kamgar Chowk, N-4, CIDCO, New Aurangabad, Maharashtra-431003,	0240-2481592
70	Shri Sri Ram Mishra, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India Saptashringi, Plot No. ASB-43 Ashwin Nagar, CIDCO Nashik-422009 Maharashtra	0253-2372800
71	Shri Vipin Sharma, DGM (T)	Project Director-PIU (MC) National Highways Authority of India S. No. 134/1, BAIF Bhavan Campus Dr. Manibhai Desai Nagar Above Bank of India (Warje Br.) NH-4, Wajre, Pune 411052	020-25231745 & 25231749
72	Shri S.K. Survase, GM (T)	Project Director National Highways Authority of India Project Implementation Unit, Survey No. 63, D-Point on NH-4B, Chinchpada, Kalamboli-Panvel Bypass Road, Panvel- 410 206	022-27879404
73	Shri Raj Chakrabarty, GM (T)	Project Director Shillong, NHA SE, PWD , Easter Circle Building Top Floor, Lower Lachumiere Shillong – 793003, (Meghalaya)	0361-2644004
74	Shri P.R. Beuria, DGM (T)	Project Director - PIU National Highways Authority of India Surya Nivas, Sales Tax	0680-2291796 & 2291721

		Square, Engineering School Road, Berhampur-760010-Orissa	
75	Shri Aditya Kr. Ray, GM (T)	Project Director - PIU National Highways Authority of India 1st Floor, Setu Bhawan, Nayapalli Unit-VIII, Bhubaneswar-751012, Ph. 0674-2392720 Fax. 0674-2392740	0674-2392720
76	Shri Chandra Kanta Ganediwala, Manager (T)	Project Director - PIU National Highways Authority of India, Plot No. 19/419, Badedera, Mandua, Keonjhar - 758001. Orissa	06766-250011
77	Shri R.P. Bangar, DGM (T)	Project Director - PIU National Highways Authority of India 135, Guru Amardas Nagar, Near Verka Milk Plant, Jalandhar Bypass Jalandhar	0181-2602185 & 2603642
78	Shri P.K. Arora, DGM (T)	Project Director Project Implementation Unit-Jhalawara National Highways Authority of India Near Tata Motor, Virdavan On NH-12, Jhalawar, Rajasthan	07432-233736 & 233746
79	Shri S.K. Mallick, DGM (T)	Project Director – PIU (EW) National Highways Authority of India, 59 B, Babu Nagar, Road No. 5. Senth, Chittorgarh, Rajasthan-312001	01472-246474
80	Shri A.K. Jain, DGM (T)	Project Director - PIU National Highways Authority of India D-35/1, Sajeevini Marg, Hanuman Nagar, Vaisali Nagar, Jaipur- 302021 (Rajasthan)	0141-2351417 & 2351333
81	Shri Harish Sharma, DGM (T)	Project Director - PIU National Highways Authority of India 1-C-10, SFS Colony, Talwandi KOTA (Rajasthan)-324005	0744-2433396
82	Shri Subhash Janu, DGM (T)	Project Director - PIU National Highways Authority of India C/o Sangeeta Travels, Ward No. 20, Near Toll Booth, NH-11, Reengus - 332404, Rajasthan	01575-239100
83	Shri H.K. Bhatt, DGM (T)	Project Director National Highways Authority of India 14, Durga Nursery Road Udaipur-313001	0294-2428094
84	Shri C.S. Pareek, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India 3, Preeti Bhagwat Niwas Malviya Nagar, Sawaimadhopur Road Tonk – 304001 Rajasthan	01432-2253416
85	Shri D.P. Soni, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India A-11 , Chandra Kiran, RICCO Housing Colony , Beawar Rajastha	01462-227012
86	Shri Anoop Kulshreshta, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India 24, Gajanand Greh Nirmn Samit, Sumerpur Road Pali Rajasthan, 09413311711	09413311711
87	Shri K. Ramesh Babu, Manager (T)	Project Director, PIU- Chennai, National Highways Authority of India 1/54-28, Butt Road, St. Thomas Mount, Near Kathipara Junction, Chennai-600016, Tamil Nadu	044-22201795/ 22354135
88	Shri P.T. Mohan, Manager (T)	Project Director - PIU (PC) National Highways Authority of India 8 <sup>th</sup> floor, Annexe Building SPIC House, 88 Mount Road, Guindy, Chennai-600032, Tamil Nadu	044-22354133

89	Shri S. Ganesh Kumar, DGM (T)	Project Director - PIU National Highways Authority of India No.Old No.-28/1, New no. 51/2, 50 Feet Road, Krishnaswamy Nagar, Backside of Gem Hospital, Ramnathpuram Coimbatore – 641 018	0422-2324734 & 2324735
90	Shri S. Govindaraju, Manager (T)	Project Director – PIU/CMU National Highways Authority of India 7E, 5 <sup>th</sup> Floor, Jakkappan Nagar, Krishnagiri-635001	04343-234250 & 236208
91	Shri M Thangamani, Manager (T)	Project Director National Highways Authority of India 10 Kamadhenu Nagar Karur-639 002	04324-223670
92	Shri Prashant Deva, GM (T)	Project Director National Highways Authority of India H.No.83/1, SBI First colony extension, Bye pass Road, Madurai, Tamil Nadu - 625016	0452-2387750
93	Shri I. Ponniah, Manager (T)	Project Director - PIU National Highways Authority of India IInd Floor, VSA Commercial Complex, 9-11 Omalur Main Road, Near New Bus Stand Salem – 636004.	0427-2449505 & 2447480
94	Smt. P. Meenakshi, Manager (T)	Project Director-PIU National Highways Authority of India 44, 1 <sup>st</sup> Floor, 3 <sup>rd</sup> Main Road Pon Nagar Thiruchirappalli Trichy-620 001	0431-2482959
95	Shri T.V. Shivaji, Manager (T)	Project Director National Highways Authority of India PIU – Tuticorin (PC) Plot no. 112, Rahmath Nagar, Near Dr. Poovalingam House Post Tirunelveli, Tuticorin Road Palayamkottai, Tirunelveli – 627011	0462-2542899 & 2540499
96	Shri G. Athipathi, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India No. 54, Natarajapuram Colony North State Bank Colony Road Medical College Road Thanjavur-613004	04362-246473
97	Shri M. Muthudayar, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India No.1, Second Floor, Subramaniapuram 3rd Street, Karaikudi-630002 (TN)	04565-230707
98	Shri S.S. Bhaskaran, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India 10, Govindasamy Nagar Behind Collectorate Villupuram-605 602	04146-251247
99	Shri Abdul Basit, DGM (T)	Project Director - PIU National Highways Authority of India 27 Kailash Vihar Nirbhay Nagar Agra-282007	0562-2604538 & 2604539
100	Shri P.K. Gupta, DGM (T)	Project Director - PIU Allahabad National Highways Authority of India 18-C/28-A, Sarojini Naidu Marg Civil Lines Allahabad-211001	0532-2422035 & 2421019
101	Shri Pankaj Singh, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India Malviya Marg, Bairahwa Hansraj Colony, Gandhi Nagar Basti-272001 (UP)	05542-285565
102	Shri M.K. Gupta, DGM (T)	Project Director - PIU National Highways Authority of India R-7/6, Raj Nagar, Ghaziabad (U.P.)	95120-2782406
103	Shri A.K. Mishra, DGM (T)	Project Director – PIU National Highways Authority of India 812 Avas Vikas Colony Betia Hata(East) Gorakhpur-273001	0551-2204539

104	Shri J.K. Bansal, Manager (T)	Project Director-PIU (EW) National Highways Authority of India Plot No. 610, Prabhavan Building Behind Central Hotel, Civil Line Satish Nagar, 284001 Jhansi (U.P.)- 248003	05102450967
105	Shri Naveen Mishra, DGM (T)	Project Director - PIU National Highways Authority of India Roli House, 128/681, K-Block Kidwai Nagar, Kanpur-208011	0512-2603178
106	Shri Pawan Verma, DGM (T)	Project Director - PIU National Highways Authority of India 1/73G, Vineet Khand, Gomti Nagar Lucknow – 226 010 (UP)	0522-2726167
107	Shri Chakresh Jain, DGM (T)	Project Director National Highways Authority of India 25, Green Park, Beesalpur Road, Bareilly-243006(UP),	0581-2523752
108	Shri Gautam A., GM (T)	Project Director National Highways Authority of India, 256, Firoz Gandhi Nagar, Rai Bareilly-229001(UP), Tele./Fax. 0535-2702527,	0535-2702526
109	Shri Pooran Singh, DGM (T)	Project Director - PIU National Highways Authority of India ‘Saroj Villa’ near Prakash Enclave, Kanth Road, Moradabad	0591-2330533
110	Shri M.K. Gupta, DGM (T)	Project Director National Highways Authority of India 29-30 Anand Lok, Indraprasth Estate Colony Roorkee Road, Meerut U.P.)250002	0121-2576903
111	Shri S.K. Gupta, DGM (T)	Project Director - PIU National Highways Authority of India S-8/108 DIG Colony, Maqbool Alam Road, Varanasi –220 001	0542-2208073 & 0542-2203530
112	Shri Rajeev Agarwal, GM (T)	Project Director - PIU National Highways Authority of India, A-215, Yamunapuram Near Saidham Bulandshahar	0573-2280481 & 2280482
113	PD, PIU Aligarh	Project Director - PIU National Highways Authority of India, 47-48, Dream City Colony, opp Bal Jeevan Ghutti, G.T. Road, Sarsol. Aligarh, UP	
114	Shri M.K. Jain, GM (T)	Project Director Project Implementation Unit National Highways Authority of India PIU-Dehradun House No-5, Lane-4, Sector-4, Teg Bahadur Road, Dehradun	0135-2669562
115	Shri A.K.S. Bhadoria, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India PIU-Rudrapur, A-42, Green Park, Rudrapur	09889005892
116	Shri C.S. Verma, DGM (T)	Project Director - PIU National Highways Authority of India PIU, Durgapur, NHAI Complex, Sector 2(A) Bidhan Nagar, Durgapur-713212	0343-2535766 & 2534676
117	Shri R.P. Singh, GM (T)	Project Director - PIU National Highways Authority of India NH-60, NHAI Complex, Near Chaurangi, P.O. Inda, Kharagpur - 721305	03222-227681 & 227680
118	Shri Anil Dixit, DGM (T)	Project Director - National Highways Authority of India White House, 2nd Floor, A-Block, Park Street, Kolkata-16	033-22268130 & 22268131 & 22268132
119	Shri G.K. Dutta, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India P.O. & Vill. – Bhatjangla, Near FCI Godown Krishnagar, Distt. Nadia-741102	03472-271713
120	Shri M. Saifullah, DGM (T)	Project Director Project Implementation Unit-Malda National Highways Authority of India	03512-260630

		UCO Bank Building 2 <sup>nd</sup> Floor Mangalbari (NH-34) Mangalbari Pin-732142 Malda	
121	Shri R.K. Chaudhary, DGM (T)	Project Director - PIU (Siliguri) National Highways Authority of India Sevoke Road, 2½ Mile, Jyotinaragar Near Don Bosco School Siliguri 734001 (WB)	0353-2540564/ 2540565
122	Shri Y.B. Singh, DGM (T)	Project Director Project Implementation Unit National Highways Authority of India C-79, Jawahar Nagar, Bharatpur – 321 001	05644220240
123	Shri Sunil Agarwal, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India Z-6, Ground Floor, Near Devine Life Society Hospital (Sterling) Adipur, Distt. Kutch, Pin – 370 205	02836-260104/ 02742-268253
124	Shri T.V. Sivaji, Manager (T)	Project Director Project Implementation Unit National Highways Authority of India , Door No.13., Travellers Bungalow Road, Kamraj Nagar, 1st Street, Valliyoor - 627117, Tamil Nadu	04637-222985
125	Shri Veerendra Singh, DGM (T)	Project Director – PIU National Highways Authority of India Baitul Hamd, Opp SBI Rajbagh, Srinager- 190008 J&K	0194-2478026

## **Appendix-II**

### **List of Nodal Officers at HQs**

<b>S No</b>	<b>Name of officer &amp; designation</b>	<b>Jurisdiction/States</b>	<b>Address</b>	<b>Phone No./ Extn.</b>
1.	Shri V.K. Sharma, CGM (LA)	Land Acquisition	G-5&6, Dwarka, Sector-10, New Delhi-110075	25074100/25074200 - 1205
2.	Shri M.P. Sharma, CGM (Tech.)	Consolidated information on procurement of works	- Do -	25074100/25074200 - 1311
3	Shri N.R. Dash, CGM (Fin./BOT)	Matters concerning PPP Policy	- Do -	25074100/25074200 - 1309
4.	Shri S.S. Gaharwar, GM (Tech.)	Haryana, Punjab	- Do -	25074100/25074200 - 1339
5.	Shri G.K. Sahu, GM (Tech.)	NE Region	- Do -	25074100/25074200 - 1337
6.	Shri A.K. Sharma, GM (Tech.)	Maharashtra, Goa, Gujarat	- Do -	25074100/25074200 - 1315
7.	Shri S. Manivasagam, Manager (IT)	IT / MIS matters	- Do -	25074100/25074200 - 1517
8.	Shri Pankaj Gupta, GM (Tech)	Corridor Management	- Do -	25074100/25074200 - 1525
9.	Shri R.C. Palekar, GM (Tech.)	Electronics related issues	- Do -	25074100/25074200 - 1409
10.	Shri M.P.S. Rana, GM (Tech.)	Orissa	- Do -	25074100/25074200 - 1421
11.	Shri Tilak Raj, GM (Legal)	Legal / Arbitration matters	- Do -	25074100/25074200 - 1416
12.	Shri Abdul Ali, GM (CO)	Commercial Operations	- Do -	25074100/25074200 - 1121
13.	Shri L.P. Padhy, GM (Tech.)	Rajasthan	- Do -	25074100/25074200 - 1412



14.	Shri S.L. Fageria, GM (Tech.)	J&K, Himachal Pradesh	- Do -	25074100/25074200 - 1113
15.	Shri Sashank Kumar, GM (Tech.)	Karnataka, Kerala	- Do -	25074100/25074200 - 1365
16.	Shri A.K. Mishra, GM (Tech.)	Madhya Pradesh, Chhattisgarh	- Do -	25074100/25074200 - 1107
17.	Shri H.N. Mallick, GM (Tech)	Uttar Pradesh, Uttarakhand	- Do -	25074100/25074200 - 1505
18.	Shri Vishal Gupta, GM (Vig)	Vigilance	- Do -	25074100/25074200 - 1417
19.	Shri A. Srivastava, GM (Tech)	Bihar, Jharkhand	- Do -	25074100/25074200 - 1111
20.	Shri V.K. Rajawat, GM (Tech)	Andhra Pradesh, Pondicherry & Tamil Nadu	- Do -	25074100/25074200 - 1101
21.	Shri K.V.N. Kumar, GM (Tech)	West Bengal	- Do -	25074100/25074200 - 1343
22.	Shri Rakesh Nagar, GM (Admn/HR)-I	HR & Admn.	- Do -	25074100/25074200 - 1357
23.	Shri A.K. Singh, GM (Tech)	Quality Assurance	- Do -	25074100/25074200 - 1506
24.	Col. Kamendra Singh, GM (TIC)	Matters concerning Technology Induction Cell	- Do -	25074100/25074200 -
25.	Shri A.S. Verma, GM (RSC)	Road Safety Cell	- Do -	25074100/25074200 - 1410
26.	Shri S.R. Tholia, GM (PC)	Port Connectivity Projects	- Do -	25074100/25074200 - 1530
27.	Shri R.B. Sinha, GM (CMC)	Contract Management Cell	- Do -	25074100/25074200 - 1403
28.	Shri Deepak Saxena, DGM (Tech.)	Expressway	- Do -	25074100/25074200 - 1406
29.	Shri K.V. Singh, DGM (Tech.)	Delhi	- Do -	25074100/25074200 - 2468
30.	Shri Pankaj Vishal DGM (ROB)	ROB	- Do -	25074100/25074200 - 1468
31.	Shri Subhash Khurana, Manager (Fin)	Finance	- Do -	25074100/25074200 - 2520