



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

National Highways Authority of India

(Ministry of Road Transport & Highways, Government of India)

क्षेत्रीय कार्यालय, मदुरै / **Regional Office, Madurai**

दूसरा व तीसरी तल, विजय कृष्ण प्लाज़ा, संख्या-1, लेक एरिया, मेलूर मेन रोड, माट्टुतावनी, मदुरै-625 107

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NHAI/17011/02/25/2024/RO Madurai/E-223456/333

25th March, 2024

Sub: NHAI - RO-Madurai - PIU, Tuticorin - Consultancy Services for Supervision Consultants (SC) of Operation & Maintenance of Four Laning of Madurai - Aruppukottai - Tuticorin section from Km 138+800 to Km 266+865 of NH-38 (Old NH-45B) in the State of Tamil Nadu - Pre-Bid Meeting cum Addendum - Reg.

Ref:

1. Tender Ref. No: NHAI/17011/02/25/2024/RO Madurai
2. Tender ID: 2024_NHAI_190699_1

Regional Office, NHAI, Madurai invited bids vide Tender ID: 2024_NHAI_190699_1 for "Consultancy Services for Supervision Consultants (SC) of Operation & Maintenance of Four Laning of Madurai - Aruppukottai - Tuticorin section from Km 138+800 to Km 266+865 of NH-38 (Old NH-45B) in the State of Tamil Nadu".

2) As per RFP, Pre-Bid Meeting for the aforesaid tender work was scheduled on 25.03.2024 @ 01.00 PM at NHAI, Regional Office, Madurai. In this connection, no queries/clarifications were received w.r.t. RFP from any Consultant/firm. Also, no representative of any Bidder has come to attend the Pre-Bid meeting in the scheduled date and time at NHAI, Regional Office, Madurai.

3) In this regard, the additional provisions incorporated in the RFP as under;

Sl. No.	Clause No.	As per RFP	Amended As
1.	Clause 2.9.1 of General Conditions of Contract (GCC) of RFP	2.9.1 By the Client The Client may, by not less than thirty (30) days' written notice of termination to the Consultants (except in the event listed in paragraph (f) below, for which there shall be a written notice of not less than sixty (60) days), such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause GC 2.9.1, terminate this Contract. (a), (b),	2.9.1 By the Client The Client may, by not less than thirty (30) days' written notice of termination to the Consultants (except in the event listed in paragraph (f) below, for which there shall be a written notice of not less than sixty (60) days), such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (i) of this Clause GC 2.9.1, terminate this Contract. (a), (b),

Sl. No.	Clause No.	As per RFP	Amended As
		(c) , (d) , (e) , (f) , (g) , (h)	(c) , (d) , (e) , (f) , (g) , (h) , (i) Non-use of Maintenance Module of NHAI ONE Application or misrepresentation of facts/figures/ photos/videos through the module would result in deduction of 50% remuneration of all the Key-Personnel and Sub-Key Personnel Staff in first three instances. Thereafter, on fourth such instance the Authority can terminate the Contract Agreement on Consultants Default.

Accordingly, the bidders are requested to review the amendment as stated above before submission of bids in the Government CPP Portal. Last Date of bid submission and date of bid opening shall be performed as per the schedule mentioned in RFP for the subject tender works.

This is issued with approval of Competent Authority.

SUNILAKUMARA WADEDA Digitally signed by SUNILAKUMARA WADEDA
Date: 2024.03.25 16:10:23 +05'30'
(Sunilakumara Wadede)
Dy. Manager (Tech.),
Regional Office-Madurai.

Copy to: - All Members of Tender Evaluation Committee



सत्यमेव जयते

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

National Highways Authority of India

(Ministry of Road Transport and Highways, Government of India)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली - 110 075 • G-5 & 6, Sector-10, Dwarka, New Delhi-110075

दूरभाष/Phone : 91-11-25074100 / 25074200



NHAI/Policy Guidelines/ IT /2024

Policy Circular No.6.35/2024 dated 09th February, 2024

{Decision taken on E-Office File No. NHAI/HO/MaintenanceModule/NHAIONE (Comp. No. 235853)}

Sub: Mandatory Use of Maintenance Module of NHAI ONE Application - reg.

NHAI, Chairperson vide letter dated 26.10.2022, specifically directed that all the monitoring including payments of maintenance activities on Highways shall be through the 'TATPAR' App only. Subsequently, the maintenance module has been subsumed in NHAI ONE Application.

2. In this regard, it is observed that above mentioned instructions for mandatory inspection of Projects in O&M Phase using NHAI ONE module is not being followed by AE/IE/SC and PD/RO are not being able to enforce the directive.

3. In view of the above, with approval of the Competent Authority, the following shall be ensured by PD/RO in all projects under O&M phase:

- (i) ROs/PDs shall ensure mandatory use of maintenance module of NHAI ONE application by all the AE/IE/SC Consultants for Projects in O&M Phase.
- (ii) ROs/PDs shall assess the available staff with AE/IE/SC to conduct inspection through Maintenance Module of NHAI ONE app and if required, may engage one dedicated resource for this task through COS for which ROs are herewith delegated the power. The remuneration of such additional resource may be kept at par with Assistant Highway Engineer quoted in the respective consultancy assignment.
- (iii) It must be ensured that the inspection through NHAI ONE application is carried on daily basis.
- (iv) As the maintenance module of NHAI ONE application serves as a tool for measurement of the performance of the obligations of the AE/IE/SC during O&M Period of the project, the non-use of this module would trigger provision of clause 2.8 of GCC which is regarding suspension of payments for non-fulfilment of performance obligations by the consultants and thereafter clause 2.9.1(a) of GCC which refers to Termination due to continued non-performance of obligations. .

4. Further, in all new AE/IE/SC consultancy projects, to be invited at RO/HQ level, the following clause under GCC Clause 2.9.1 may be inserted:

“Non-Use of Maintenance Module of NHAI ONE Application or misrepresentation of facts/figures/photos/videos through the module would result in deduction of 50% remuneration of all the Key-Personnel and Sub-Key Personnel Staff in first three instances. Thereafter, on fourth such instance the Authority can terminate the Contract Agreement on Consultants Default.”

Contd...2/-

5. All Regional Officers/Project Directors shall monitor the submission of maintenance data through Maintenance Module of NHAI ONE Application on the Dashboard of the NHAI ONE Application. Login IDs as well as passwords for NHAI ONE Application have already been circulated to all ROs & PDs.

4. This issues with the approval of Competent Authority.

Encl.: SOP on Maintenance Module of NHAI ONE Application



09/02/24

(Sanjay Kumar Patel)
General Manager (Coord.)

To:

All Officers of NHAI HQ/ ROs/ PIUs/ CMUs/ Site Offices

Copy to:

1. Hindi Division for translation in Hindi.
2. Library for hosting the circular on library site.
3. Web Admin for circulation.



Maintenance Module in NHAI ONE



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About NHAI ONE - O&M Module

The app for NHAI contractors and AI/IE to report and resolve maintenance-related issues on the highways. Available on Android and iOS.

Some numbers to note:

- Launched in September 2022 as TATPAR
- EPC, HAM and item-rate projects in O&M stage are eligible.
- ~30,000 defects logged by AE/IEs and closed by Contractors.



What we'll cover

Key features

Walkthrough of the maintenance process

Adding a defect

Conducting a joint inspection

Submitting an Action Taken Report

Verifying an Action Taken Report

Requesting Extension of Time

Approving Extension of Time

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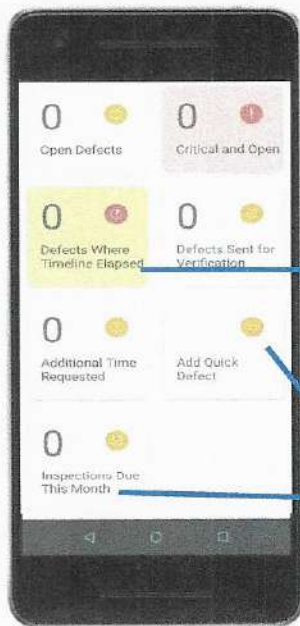


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Key features

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Key features



Defects captured with **geotagged photos** to easily identify the location of the defect

Real-time monitoring of progress on the defects

A single platform to report multiple defects and conduct joint inspections.

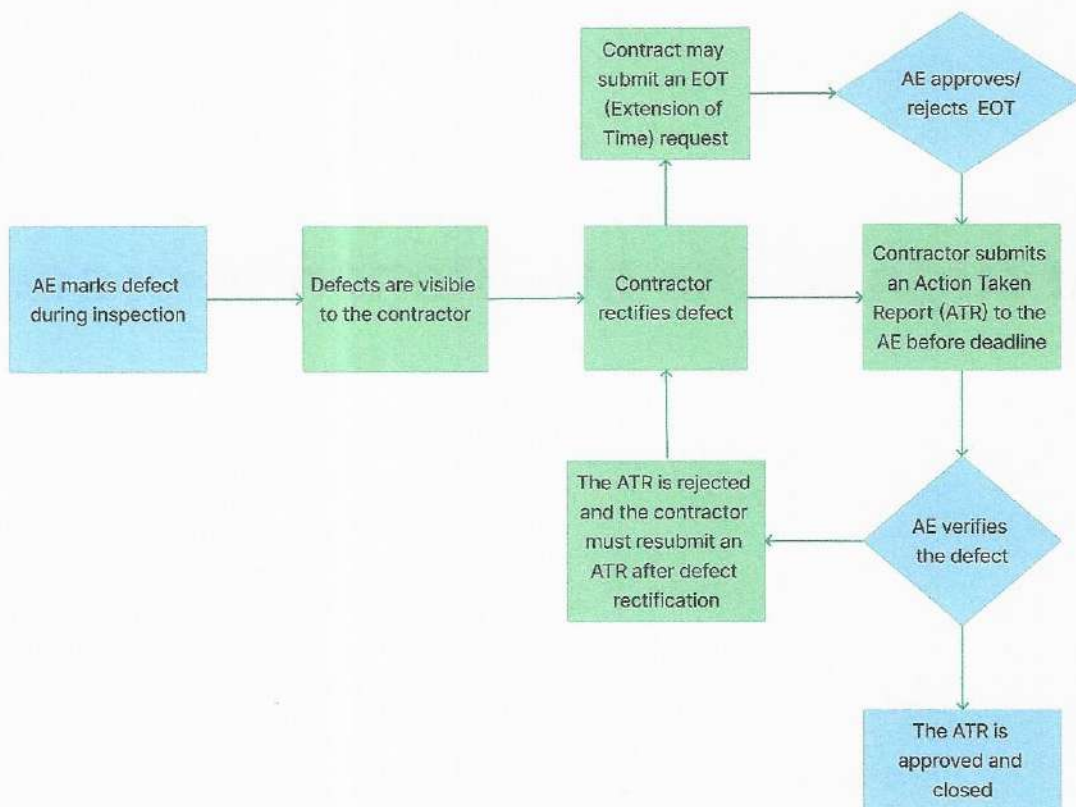


Automatic rectification countdown to improve defect rectification time (in line with Schedule E/ Schedule K)

Handwritten signature

Walkthrough of the maintenance process

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[Handwritten signature]

The process (1/2)



AE marks the defect

Defect Id: D/020223/0001
Submission Date : Feb 2 2023 11:46AM
Chainage : 101.050 to 101.050
Asset Type: Road furniture
Defect Type: Missing road studs
Days left for rectification: 60

LOCATION VIEW

Defects are visible to the contractor on the dashboard



Contractor rectifies the defect and updates on the app with a picture before the deadline

Verification Remarks*

Upload Photographs

Defect Rectification

Verification

Defect Block level*

☐ Certify that knowledge

Yes No

AE verifies the defect and closes it

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The process (2/2)



AE marks the defect

Defect Id : D/020223/0001
Submission Date : Feb 2 2023 11:46AM
Chainage : 101.050 to **60**
Asset Type: Road furniture
Defect Type: Missing road studs
Days left for rectification

[LOCATION](#) [VIEW](#)

Defects are visible to the contractor on the dashboard

Request For EOT
N/AI One

Defect ID Inspection Date Inspection No.

Side: Carriageway Lane

Chainage From To

Asset Type Road Furniture
Defect Type Missing Road Studs

Remarks

Days Hours

Contractor can also submit an EOT (time extension request) and the AE can approve or reject the request

[Handwritten signature]

Roles and rights of users in the app

AE/IE	Conduct joint inspections
	Add quick defects
	Check ATR filled by contractor and verify defects
	Approve/reject EoT requests
Contractor	Conduct joint inspections
	Track and rectify defects; submit ATR
	Request EOT when necessary



Getting started

Download the app from the Google Play Store/Apple App Store

Complete the two-step registration process

- Register yourself
- Register within the project

[Wait for the PD to approve your registration request]

A handwritten signature in blue ink, located in the bottom right corner of the page. It appears to be a stylized name, possibly "John" or "Jon", with a long horizontal stroke extending to the right.

Completing the registration

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KYC

NHAI_ATTENDANCE

Role

Professional Type*

--Select--

--Select--

Nationality*

☐ Indian

☐ NonIndian

Enter Pan No. in Caps Like AAAAA9999A

PAN No.

Title*

--Select--

First Name

Middle Name

Last Name

Date of Birth

Mobile No

Email ID

Capture your selfie

Capture Valid Document Photo
(For Indian Pan Card photo &
For Non Indian Passport photo)

SAVE

Select role and if you're an AE, choose the 'Professional Type' also

Keep your PAN card handy. You'll need to enter the PAN and upload it as an ID proof.

Allow 'camera access' when prompted and take a picture of yourself

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Registering with a project

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Register in Project By Co...
NHAI One

RO*	-Select-	▼
UPC*	-Select-	▼
Project Name		
Current Project Stage		
Company Name		
Appointed Date		
Total Contract Duration		
Designation*	-Select-	▼
Name	pre-filled	
Email ID	pre-filled	
Date Of Birth	pre-filled	
Mobile No	pre-filled	
Photograph		
Pan Card/Passport		
Submit		

Select the RO and the UPC and the project information and the organization details automatically pull up.

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**Wait for the PD to approve your
registration request**

1/20/2

Adding a defect

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Submit Defect
NHAI One

Inspection No: 2205230005 Inspection Type: Joint Inspection

Side: ☐ LHS ☒ RHS ☐ MEDIAN ☐ Both Sides

Carriageway: Lane: Lane 1

Enter the defect type*
Select Option

Chainage Enter chainage of the defect only

Front* Km Meters
To ☐ km Meters

From Chainage(Km) To chainage(Km)

Final chainage

Inspection Remark

Upload Photo*

Is the defect critical and life threatening to road users till rectified? ☐

Add Defect

Location: 28.4, 76.1077 22.05230005 22.05230005

Select the category of defect from the dropdowns

Enter the chainage of the defect. For spot defects, skip the "to" chainage.

Check the box if the defect is critical

Upload up to four images of the defect

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Keeping track of defects

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Open Defect – All defects which are pending to be resolved will show in this tile.

Critical and Open – This category shows defects marked as “Critical” by AE.

Defect Where Timeline Elapsed - This category shows those defects whose timeline is overdue.

Defect Sent for Verification - This category shows defects rectified by contractor and sent to the AE for verification.

Additional Time Requested - This category shows those defects which are requested for additional time by contractor.

Overdue Additional Time - This category shows those defects which are requested for additional time by still not rectified under approved timeline .

Inspection Due - All pending inspections shows in this tab which are conducted by AE (Joint Inspection).

Add Quick Defect - AEs and contractors both can add a quick defect n in this tile.

Handwritten signature or initials in blue ink.

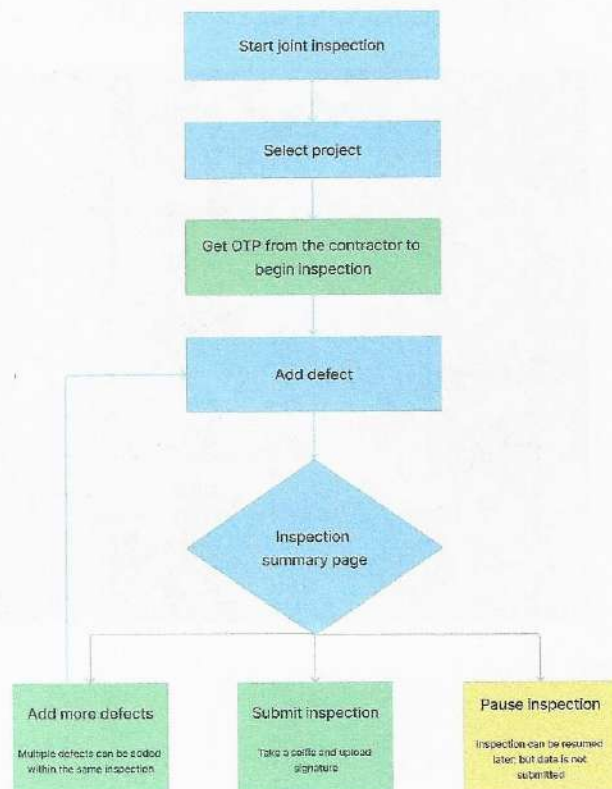
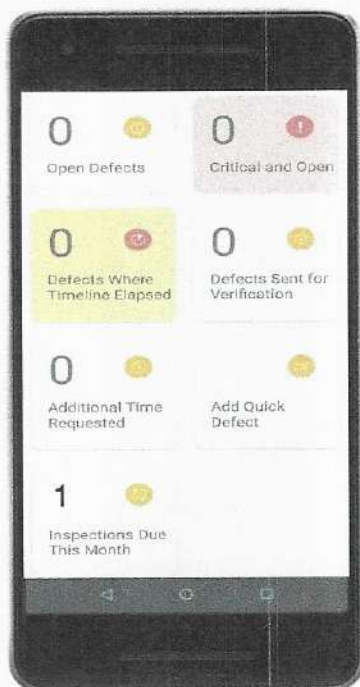
Conducting a joint inspection

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The difference between Joint Inspection and Quick Defect



haz



10/2

UPC: N/09074/01001/BR
PROJECT [REDACTED]
DUE_DATE: 20-Jun-2023

Authority Engineers and contractors must undertake a joint inspection together each month as part of the monthly maintenance program. To start a joint inspection, AEs must enter a 6-digit sent to the contractor.

[What is joint inspection? \(1 min\)](#)

UPC* [REDACTED]

Is the contractor on site with you for the joint inspection?*

☒ Yes ☐ No

Contractor [REDACTED]
Number [REDACTED]

SEND OTP

Enter OTP [REDACTED]

Start Joint Inspection

Location: 28.5795824, 77.0580658, Accuracy: 12.484 Meters

When you'll select the project in the app, you'll see the contractor information (name and phone number) for the UPC. Click on Send OTP.'

program. To start a joint inspection, AEs must enter a 4-digit sent to the contractor.

UPC* N/04027/02001/KA
Contractor [REDACTED]
Number [REDACTED]

SEND OTP

Enter OTP [REDACTED]

validation success

Authority Engineers and contractors must undertake a joint inspection together each month as part of the monthly maintenance program. To start a joint inspection, AEs must enter a 4-digit sent to the contractor.

UPC* N/04027/02001/KA
Contractor [REDACTED]
Number [REDACTED]

Enter the OTP and click on the check mark. The OTP would get validated and you can now begin the joint inspection.

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Final chainage

Defect at chainage 18.500 km

Inspection Remark

pothole on the LHS

Upload Photo*



Upload Photo



Upload Photo



Upload Photo



☐ Check box only if the defect is "Critical" (🔴)

Add Defect

Add Defect

Pause Inspection

Summary

Inspection No

1801230005

Inspection Date

18-Jan-2023

Inspection Details

Defect ID : D/180123/0001

Chainage : 18.500 to

Asset Type :

Defect Type :



Signature*



Click here for selfie*



☒ I certify that the details submitted are best to my knowledge

Submit Report

If you spot a defect during your joint inspection, add a defect. You can continue adding more defects within the same joint inspection. Once you're finished with the inspection, you can add your signature, selfie, and end the inspection.

18/1

Requesting EOT

1/22

Defects view
NHAI One

Status	Chainage	Defect Type
Open	--Select--	--Select--
Days Left	Inspection No.	Side
--Select--	--Select--	--Select--

Inspection Date
Inspection Date

Search **Download Open Defects in a Pdf**

View Defects
Defect Id : D/270523/0001

Submission Date : May 27 2023 2:25PM

Chainage : 13.013 to 55

Asset Type : Road Furniture

Defect Type : Missing Road Studs

LOCATION **VIEW**

Defect Details
NHAI_ATTENDANCE

Defect ID	Inspection No.
D/160822/0004	1608220005

Side	Carriageway	Lane
	Service Road	

Chainage	Asset Type	Defect Type
11.011 to	Pavement Marking	Pavement Marking Visibility

Inspection Date	Due Date	Add. Time Req. Date

Add. Time Req. first Due Date After DD

History

Date : 8/16/2022 9:51:00 PM

User : 8750080623

Role : AE/IE

Type : Creation

BACK **SUBMIT ATR** **ADD. TIME**

Request For EO1
NHAI_ATTENDANCE

Defect ID	Inspection Date	Inspection No.
D/160822/0004		1608220005

Side	Carriageway	Lane
	Service Road	

Chainage	From	To
	11.011	

Asset Type	Misc

Defect Type	Removal of dead Animals

Remarks

Hours Additional Time R...

View Defect

Remarks

Click on 'View' to see the individual defect. On the next screen, you can see the details of the defect including the options to submit ATR or seek extension of time.

To seek additional time, click on the "Additional Time" button and specify the additional time needed and submit.

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Submitting an ATR

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Defects view
NHAI One

Status	Chainage	Defect Type
Open	-Select-	-Select-
Days Left	Inspection No	Side
-Select-	-Select-	-Select-

Inspection Date
Inspection Date

Search

Download Open Defects In a Pdf

View Defects
Defect Id : D/270523/0001

Submission Date : May 27 2023 2:25PM

Chainage : 13.013 to

Asset Type : Road Furniture

Defect Type : Missing Road Studs

LOCATION

VIEW

Defect Details
NHAI_ATTENDANCE

Defect ID: D/160822/0004 Inspection No: 1608220005

Side	Carriageway	Lane
	Service Road	

Chainage	Asset Type	Defect Type
11.011 to	Pavement Marking	Pavement Marking Visibility

Inspection Date Due Date Add. Time Req. Date

Add. Time Req. hrs. Due Date After EOT

History

Date : 8/16/2022 9:51:00 PM

User : 6750080623

Role : AE/IE

Type : Creation

BACK **SUBMIT ATR** **ADD. TIME**

Report Rectification Work
NHAI_ATTENDANCE

Defect ID: D/100822/0005 Inspection No: 2607220002

Side	Carriageway	Lane
LHS	Main Carriageway	Lane 1

Chainage	Asset Type	Defect Type
1.001 to	Flexible Pavement	Parhole

Inspection Date
10-Aug-2022

Defect

Rectification Remarks

Rectified Image*

Click on 'View' to see the individual defect. On the next screen, you can see the details of the defect including the options to submit ATR or seek extension of time.

To submit an ATR, take a picture of the rectified defect and submit with remarks, if any.

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Approving an ATR

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View Defects

Defect Id : D/061222/0004

Submission Date : Dec 6 2022 1:28PM

Chainage : 12.045 to 15.015

Asset Type : Flexible Pavement

Defect Type : Pothole

Days Left For Rectification: 2

LOCATION VIEW

Defect Id : D/180822/0010

Submission Date : Aug 18 2022 5:13PM

Chainage : 10.010 to 11.011

Asset Type : Flexible Pavement

Defect Type : Corrugations and Shoving

Days Left For Rectification: 2

LOCATION VIEW

Defect ID	Inspection No.
D/140922/0003	1409220003

Side	Carriageway	Lane
LHS	Service Road	Lane 1

Chainage	Asset Type	Defect Type
1.002 to 1.002	Highway	Clear Safe Sight Distance

Inspection Date	Due Date	Add. Time Req. Date
14-Sep-2022	15-Sep-2022 11:20:27	

Add. Time Req. hrs: 0

Due Date After EOT

EOT Status

History

Date : 9/15/2022 1:01:02 PM

User : [Redacted]

Back Verify ATB

Click on 'View' to see the individual defect. On the next screen, you can see the details of the defect including the option to verify the action taken.

Remarks

Inspection Remarks

Defect inspected.

Rectification Remarks

Sign boards installed.

Verification Remarks*

Upload Photographs

Defect	Rectification
IMAGE	IMAGE

Verification [Scale] [Camera]

Defect Rectified* --Select--

☒ I Certify that the details submitted are best to my knowledge

Save

Review the remarks and images uploaded, enter your comments, and mark the defect as rectified.

Handwritten signature

Approving an EOT

10/2

View Defects

Defect Id : D/061222/0004

Submission Date : Dec 6 2022 1:28PM

Chainage : 12.045 to 15.015

Asset Type : Flexible Pavement

Defect Type : Pothole

Location

Days Left For Rectification

2

VIEW

Defect ID

D/061222/0004

Inspection No.

0612220001

Side

RHS

Carriageway

Service Road

Lane

Lane 1

Chainage

12.045 to 15.015

Asset Type

Flexible Pavement

Defect Type

Pothole

Inspection Date

06-Dec-2022

Due Date

08-Dec-2022

Add. Time Req. Date

13:28:43

06-Dec-2022

Add. Time Req. hrs

288

Due Date After EOT

20-Dec-2022 13:27:55

EOT Status

Request For EOT

History

Date : 12/6/2022 1:28:00 PM

User

Role : AE/IE

Back

Process EOT

Inspection Date

06-Dec-2022

Inspection No.

0612220001

Side

RHS

Carriageway

Service Road

Lane

Lane 1

Defect Timeline

48

Add. Time Req. (Hours)

288

Add. Time Req. Remark

Additional time requested due to heavy rains in the area.

Action*

Approve

Days

7

Hours

0

Save

Click on 'View' to see the individual request. On the next screen, you can see the details of the defect including the additional time sought.

Click on "Process EOT" to approve or reject the requests. Enter the time period for which time extension is sanctioned.

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end/

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Questions?

Reach out to us:

NHAI Helpdesk – 080-6840 5513

Email - nhai.mobineershelpdesk@gmail.com

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