

Sl. No	Query	Reply
Access Permission		
1.	What is the guidelines from NHAI to oil company to give franchise for retail outlet on National Highways?	There is no guideline of NHAI for Oil Companies to give franchise for retail outlet on NH. However, the guidelines for grant of access permission have been issued by MoRTH which are adopted by NHAI. The guidelines are available on public domain on the website of MoRTH & H www.morth.nic.in .
2.	(i) There are two intersecting roads within 300 meter of offered plot, having length more than 300 meter and width more than 3.0meter. (ii) Whether NOC can be given from NHI on the construction of service road on such objection. (iii) This way is to go to the village on the opposite side, there is only one village.	Guidelines related to Permission for construction of access to Fuel Stations, Wayside amenities, connecting roads, other properties, rest area complexes and such other facilities on NH which is followed by NHAI too are available on Ministry of Road Transport and Highways website www.morth.nic.in .
3.	Please provide the information regarding the rules prescribing appropriate distance from the NH for running restaurants or motor garages and other types of road side vendors, if any ?	The extant access permission guidelines are available on morth.nic.in .
4.	Can a private person install/run weigh bridge at the side of National Highway in Rural area within 1000 meter of a toll plaza .If yes kindly provide the rule /regulation of National Highway Authority or Ministry under which a person is barred or allowed to run or not to run within 1000 meter of Toll plaza at National Highway. Provide me copy of rule or regulations.	As regards access permission on National Highways, guidelines issued by Ministry of Road Transport & Highways, Govt. of India are to be followed and the same is available on website morth.nic.in .
5.	Permissions required for operating on national highways within permitted hours for shops, restaurants and hotels.	The only permission required from National Highways Authority of India for any access to any type of property is access permission as per policy guidelines of Ministry of Road Transport and Highway, Government of India.
6.	(i) COMPLETE DETAILS OF RULES OF NATIONAL HIGHWAY AUTHORITY OF INDIA FOR OPENING A NEW DHABA NEAR ANATIONAL HIGH WAY. (ii) DETAILS OF ESSENTIAL LICENSES FOR OPENING A NEW DHABA NEAR THE NATIONAL HIGH WAY OF INDIA. (iii) RULES OF NATIONAL HIGHWAY AUTHORITY OF INDIA FOR NEW AND OLD DHABA NEAR THE NATIONAL HIGHWAY.	There is no extant policy of NHAI regarding opening of new Dhaba near NH. However as regards access permission on National Highways, guidelines issued by Ministry of Road Transport & Highways, Govt. of India are to be followed and the same is available on morth.nic.in . Other permissions/licenses as per regulations of concerned State and Central Agencies are to be obtained as per law of the land.
7.	(i) Information regarding all rules, regulations, by laws, guidelines, norms, instructions circulars and laws made/issued for grant of permission for construction of access to fuel stations, connecting roads and any other properties. (ii) Information regarding the authority, to which the application of grant of permission for construction of access to property/ies would be made. (iii) Information about the fees prescribed by the appropriate authority for grant of permission	The powers of Highway Administration were delegated to NHAI vide Gazette Notification dated 16.09.2019 with S.O. no. 3293. The Highway Administration rules, 2004 and Control of National Highways (Land and Traffic) Act, 2002, and SOP for access permission are available on NHAI website (www.nhai.gov.in). However as regards access permission on National Highways, guidelines issued by Ministry of Road Transport & Highways, Govt. of India are to be followed and the same is available on website morth.nic.in

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	(iv) Details of properties which are exempted from taking permission for construction of access to property/ies. (v) Whether property/ies which is situated/constructed before making of National highway/s is required to take permission for construction of access to property/ies, if No, then provide me information with regard to document/s which are required to be submitted by the applicant for such exemption. (vi) Copy of application form required for construction of access to property/ies and exemption.	
8.	Guidelines/norms/policy for retail outlets on National Highways where one Retail outlet is under construction and OMC has identified land for another retail outlet construction of retail outlet adjacent to the ongoing construction of Retail Outlet.	All guidelines and circulars regarding access permission are available on the website on MoRTH https://morth.nic.in .
9.	Whom to connect with to register in highway access bill ? What are the norms needed to be followed by dhaba to operate properly ?	No information regarding Highway Access bill is available with this office. However as regards access permission on National Highways, guidelines issued by Ministry of Road Transport & Highways, Govt. of India are to be followed and the same is available on morth.nic.in
10.	The detailed breakup of the number of all roadside amenities (Hotels, Restaurants, Dhaba, Fuel Stations, Mechanics etc.) on all types of highways (National Highway, State Highway, Expressways etc.) in India.	NHAI's jurisdiction is only limited to the National Highways /Expressways entrusted to it. Further, the compiled information on number of road side amenities is not available in this office and any specific information may be sought from individual Project Implementation Units (PIUs) of NHAI.
11.	Whether any order, notice and circular has been passed by the NHAI to all the states to give effect to the Supreme Court order (Not to open liquor shops within a distance of 500 meters from the National Highway)? If yes, please provide an attested copy of that order, circular or notice?	The jurisdiction of NHAI is limited to its Right of Way (ROW) and it controls only the access permission to National Highways from the properties along the National Highways as per access permission guidelines of MoRTH. However, the permissions for activities to be carried out within the premises of such properties are to be accorded by the concerned State/District Authorities.
<u>Operation and Maintenance</u>		
12.	What are the rules prescribing appropriate distance from the NH for running restaurants or motor garages and other types of road side vendors if any?	As per IRC 73, building activity should not be allowed within a prescribed distance from the road which is defined by a hypothetical line set back from the road boundary and called the "boundary line". In addition, it will be desirable to exercise control on the nature of building activity for a further distance beyond the building line upto what are known as control lines. The building lines and control lines are dependent on the type of terrain and category of road and any further guidelines issued in this regard by the State Administration. The land within the Right of Way (ROW) is also subject to all sections of control of National Highways (Land and Traffic Act, 2002).

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	Kindly provide information regarding the language policy followed by the National Highways Authority of India in displaying the direction signage, instruction boards etc., along the National Highways. If available kindly provide any circulars/orders/office memorandums regarding this.	The policy circulars regarding use of language on Kilometers stones and signboards on National Highways are available on NHAI website www.nhai.gov.in/other links/Library .
13.	(i) Policy for fencing on national highways. (ii) Which policies have been implemented or in force for prevention of accidents due to stray animals, Cows, Buffalo, and wild animals and etc? (iii) When was this type of policy implemented and who introduced such policy?	No policy has been framed by HO Division in this regard and the generally the guidelines provided in the IRC SP:84/87/99 area adopted during the planning stage as regards nature of access control on the highways.
14.	Please provide the information about any guidelines or circular or advisory or any office order relating to the parking of trucks, busses or any other vehicles/heavy vehicles on the National Highway.	Please refer Highway Administration rules 2004 and Control of National Highways (Land and Traffic) Act, 2002 which is available on NHAI website www.nhai.gov.in
15.	(i) Can metal barricades be placed on the National Highways in the middle of the roads? (ii) If so, is there a standing order or rules for such placements? (iii) Can metal barricades be placed on the National Highway as per the whims and fancies of the state police? (iv) Is there a regulation to allow commercial advertisements on the metal barricades? If so, what is the regulation?	The barricading across the National Highways is done by State Government Authorities i.e. either Police Agencies or taxation agencies, generally near the state/district boundaries and the role of NHAI is limited to granting permissions and providing assistance to the state authorities. Generally, such barricading is done for specific periods/events only. Further, barricading along the National Highways is done in under construction projects for segregating the work front with the operational part of the highway. The intention of barricading is not causing inconvenience to the road users but related to maintenance of matters pertaining to the State Government. The status of barricading is dynamic in nature and changes as per requirements of the State Government.
16.	What facilities are given to us on the highway, Provide detailed information.	The project facilities are provided as per Schedule-C of the contract/concession agreement of the concerned project.
17.	What are the Guidelines for Advertisements and Hoarding on National Highway? What are the regulations for Hoardings along or on National Highways? If Anyone violets the rules and regulations who is monitoring imposing these regulation? Can Citizens Complain if any of these regulations are been violated regarding the advertisements and hoarding on / alongside of National Highway? If so who is Single Point of Contact regarding these complaints. Who enforces them, if any one violets them what is the penalty?	No guidelines or circular or advisory or any office order has been issued by Highway Operations Division of NHAI in this regard. However, MoRTH vide circular no. RW/NH-33044/18/2016/S&R(R) dated 07.09.2016 has issued directions in this regard. Further, it is also informed that the land within the Right of Way (ROW) is also subject to all sections of control of National Highways (Land and Traffic Act, 2002)
18.	A centralized RAMS cell is working under NHAI for operationalization of RAMS together for NHAI, MoRTH, NHIDCL road network. As per RFP it was an obligation that the agency who will act as	The obligation of performing NSV surveys on ground is not within the scope of the RAMS cell The list of empaneled agencies is available with this office.

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	RAMS cell will perform the NSV survey over Road network entrusted to NHAI, NHIDCL, MORTH (Road wing) all those agencies which ever approved for NSV data collection were restricted from taking part in RAMS Cell work. Kindly provide a list of shortlisted vendors to carryout NSV survey over Road Network entrusted to NHAI, MORTH, NHIDCL.	
19.	(i) What is the step taken by NHAI to improve the Highway rating released by NHAI for the year 2020? (ii) Kindly provide the data of Highway rating for the year 2021? (iii) Any work being done to improve the Highway rating criteria being used currently?	It is informed that the data of highway rating is available on website www.nhai.gov.in . Further, all IITs have also been requested to provide their inputs on the Highway rating released by NHAI.
20.	(i) Till what distance on both sides of national highway construction of shop/house is prohibited on National highways. (ii) As per new rules at how much distance on both sides from national highway can construction of shop/house can be done without any permission from NHAI. (iii) Is there any rule of construction on both sides of National Highways different for both sides of four lane, six lane, eight lane national highway, if yes, please provide copy of the same.	As per IRC 73 building activity should not be allowed within prescribed distance from the road which is defined by a hypothetical line set back from the road boundary and called the boundary line. In addition it will be desirable to exercise control on the nature of building activity for a further distance beyond the building line upto what are known as control lines. The building lines and control lines are dependent on the type of terrain and category of road and any further guidelines issued in this regard by the State Administration. The land within the Right of Way (ROW) is also subject all sections of control of National Highways Land and Traffic Act 2002.
21.	details of facilities to be available on national highway	The facilities to be provided on the National Highways are as per the Schedule-C of the respective contract/concession agreements of the subject project
22.	What are the business operation hours for shops, restaurants and hotels situated on national highways in India?	The rules and regulations of the state administration as mandated for such commercial operations under law of the land have to be obtained from the concerned state/central department.
23.	We see a lot of posters in many parts of the roadside. It is useless and environmentally harmful. I would like to know the information on how to get permission from a government official in urban areas if we want to paint useful things in art form to exchange information on awareness or emergency services in such areas	There is no specific information available with this office in this regard. However the applicant may like to refer control of National Highways (Land and traffic) Act, 2002 wherein all activities related to access permission to National Highways, temporary use of Highway land and occupation of Highway Land are under the control of Highway Administration and any permission sought under any of the sections of the above mentioned Act is granted by the Highway Administrator, in case of NHAI it is Regional Officer (RO) of that particular region.
24.	(i) What is the process for construction of national highways, state highways and pradhan mantri gram sadak yojana. (ii) If any road is not built properly or is completely or half broken, then in how many days its repair is completed and who is responsible for this.	(i) The Construction of NHs is strictly being done in compliance to specification published by MoRT&H. (ii) The Construction & maintenance works of NHs are being executed through contractor/concessionaire as per model contract/concession agreement. The time period required for completing the original construction work/maintenance work varies with nature of works involved and same is clearly stipulated in the agreement itself.

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		NHs stretches either under construction/ DLP or O&M. In all cases the responsibility vested with contractor/ concessionaire.
25.	Is it legal for pedestrians to walk on the highways of India....? Are there any special rules and regulations for pedestrians to walk on national highways..? if any rules and regulations, please specify all point wise. Can pedestrians walk casually (ie: when she/he has a habit to walk after dinner on National Highway) on the national highway at night time....? If pedestrians met with accidents while they walking on National highways casually, can police file a case against vehicle drivers..?	It is informed that the movement on National Highways is governed by Control of National highways (land & Traffic) Act, 2002 and Highway Administration rules, 2004. The copies of the same are available on nhai.gov.in. As regards, road accidents on National Highways the processes as per law of the land have to be followed.
26.	I would like to know the accuracy of the electronic monitoring devices that are installed on national highways for checking speed violations. Also, I would like to know the margin of error of these devices in checking the speed of the vehicle	The devices for detection of speed limit violation on National Highways under the jurisdiction of NHAI are generally installed by local police departments and the accuracy of the same may be obtained from them. However, the project specific speed detection device, if any, installed on any specific project is as per the specifications given the concerned contract/concession agreement for that project.
27.	(i) Kindly inform as to whose responsibility it is to clear out carcasses of dead animals lying on national highways and state highways as well as the procedure and time limitation for carrying out the procedure under the relevant rules, regulations or notifications. (ii) Kindly share a copy of the relevant rules and regulations or notifications in this regard.	The removal of animals from National Highways pertains to the work of Highway Administration as a part of prevention of un authorized occupation of highway land and their removal. The powers of Highway Administration for the National Highway stretches entrusted to NHAI have been delegated to NHAI by MoRT&H for the National Highway Stretches instructed to NHAI. The rules for processing cases of unauthorized occupation of highway land have already been prescribed under Highway Administration rules, 2004. Further, as part of incident management under operation and maintenance of the NH stretches, it is the responsibility of the O&M contractor to keep the highway unobstructed from hindrances such as dead animals, trees, poles etc. Highway Administration rules, 2004 are available on NHAI website www.nhai.gov.in
28.	How many kilometers of roads, toilets should be set up on toll roads?	As per guidelines for Swachh Bharat Mission of NHAI, toilet construction has been advised near the Toll Plazas.
29.	Under which conditions and circumstances heavy vehicles can travel on the highways and why they are allowed during specific time period only?	The regulation of traffic on National Highways is under the jurisdiction of the concerned Highway Administration and depends on various factors such as load bearing capacity of the structures on route, turning radius of the vehicles, flow of traffic etc. and any specific information for any specific route may be obtained from the concerned Highway Administration.
30.	(i) The details of procedure to be followed to verify with MoRTH/NHAI about suspected encroachment on NHAI land with available details like Registration Office detail, Land Survey Number, Sub-Division number etc. (ii) The details of frequency of land recovery verification being carried out by NHAI local concerned project offices.	The powers Highway Administration were delegated to NHAI vide Gazette Notification dated 16.09.2019 with S.O. no. 3293. The formulation of standard operating procedure (SOP) for different sections of Control of National Highways (Land and Traffic) Act, 2002 is under process. However, the Highway Administration rules, 2004 and Control of National Highways

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		(Land and Traffic) Act, 2002.
31.	Please provide information regarding steps taken by the government of India, to prevent accidents of stray animals, including wild animals on the National Highways and roads under the control of government of India. Please inform of mechanisms, machinery available at the disposal of the Government of India for the same.	NHAI is making efforts to include structures for safe passage of wildlife in areas where such requirement is assessed during the planning stage of the National Highway. Further, efforts are also being made to control the access to the National Highways so as to limit the entry and thereby the accidents of stray animals. The jurisdiction of NHAI is limited to National Highways entrusted to it.
32.	Details of recently ranked 219 national highways and composition of committee finalizing this ranking ?	Information regarding Highway Rating is available on NHAI website and the link for the same is as under: https://nhai.gov.in/assets/pdf/highway%20Rating%20notice-with%20Attachements.pdf
33.	Even though the bills are passed for building roads and highways along with the amenities of street lights and reflectors, why are most of the road and highways not having such provisions which would ensure more safety of the road users?	The quality inspection and contract administration is done through Independent Engineer (IE)/Authority Engineer (AE) by the Project Implementation Units (PIUs) of NHAI. It is the responsibility of the IE/AE and PIUs to ensure that work is executed as per concession/contract agreement and payment is processed accordingly.
34.	The details of competent authority / in charge with whom complaint be submitted with Ministry of Road Transport and Highways against silence on suspected NHAI land encroachment by real estate establishments. The details of competent authority / in charge with whom complaint be submitted with National Highways Authority of India against the wrong observation on the width of the abutting road / width of the road / width of service road by local administration which is not in line with NHAI	Regional Officers of MORTH and the Regional Officers of NHAI being the Highway Administration can be approached for matter pertaining to Control of National Highways Land and Traffic Act, 2002 for the National Highways under their respective jurisdictions. The contact details of the same are available on websites morth.nic.in and nhai.gov.in respectively.
35.	(i) Can the traffic be diverted from the entry point of NH to state Highway? (ii) If Yes, under what all conditions can it be done? (iii) If Yes, for how many days can the route be diverted? (iv) If Yes, which law and section gives the administration the right to divert the traffic?	The movement of traffic on land within the Right of Way (ROW) of National Highways is subject to the sections of control of National Highways (Land and Traffic Act, 2002).
36.	(i) Decision taken by NHAI to use Waste Plastic in the road construction (all papers related to it)? (ii) Any other information related to the IRC SP 98-2013 with NHAI anywhere in India?	The circular regarding use of plastic waste in road construction is available with this office.
37.	Whether any barricading or any kind of permanent or temporary obstacles can be established on any Indian National Highway by the Police or the Administration of any State/District for a long time or for a short period?	The barricading across the National Highways is done by State Government Authorities i.e. either Police Agencies or taxation agencies, generally near the state/district boundaries and the role of NHAI is limited to granting permissions and providing assistance to the state authorities. Generally, such barricading is done for specific periods/events only. Further, barricading along the National Highways is done in under construction projects for segregating the work front with the operational part of the highway. The intention of barricading is not causing inconvenience to the road users but related to

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		maintenance of matters pertaining to the State Government. The status of barricading is dynamic in nature and changes as per requirements of the State Government. However, state specific details if any may be obtained from concerned technical divisions.
<u>Incident Management</u>		
38.	(i) in the case of big ditch on the main highway if vehicle gets damaged who shall be approached for compensation (ii) while travelling if One finds damaged highway where shall we register complaint (iii) in case my vehicle gets damaged badly due to severely damaged highway who will compensate for the loss (iv) What is the emergency facility or contact if I meet an accident on highway?	There is no extant policy of NHAI for providing any compensation due to accident on national highways. For availing any emergency or non-emergency assistance on National Highways under NHAI road users can dial 1033 toll free helpline number. All complaints related to National Highways entrusted to NHAI can be either be registered through Sukhad Yatra App or NHAI website or on 1033 toll free helpline number.
39.	Details of security measure and medical faculties available for the travelers moving on national highway.	As part of Operation and maintenance of National Highways, generally there is a provision of Ambulance, Crane and Patrolling Vehicle depending on the specific clauses of the contract/concession agreement for handling incident management related issues.
40.	If there is any damage to my car due to bad roads, then from where will I get the compensation and what is the complete process for it.	There is no extant policy of NHAI for providing any compensation due to accident on national highways. For availing any emergency or non-emergency assistance on National Highways under NHAI road users can dial 1033 toll free helpline number. All complaints related to National Highways entrusted to NHAI can be either be registered through Sukhad Yatra App or NHAI website or on 1033 toll free helpline number.
41.	Kindly provide the updated emergency helpline number for assistance of fatal or non-fatal accidents at National highway and which type of assistance be provided to the accidental victim.	For availing any emergency or non-emergency assistance on National Highways under NHAI road users can dial 1033 toll free helpline number. All complaints related to National Highways entrusted to NHAI can be either be registered through Sukhad Yatra App or NHAI website or on 1033 toll free helpline number. Free Ambulance and tow away crane facilities are available on NHs for assistance.
42.	If service roads are not set up to the toll, to whom to complain and on what basis to lodge a complaint?	Any complaint regarding the road infrastructure can be lodged either through 1033 toll free helpline number or NHAI website www.nhai.gov.in or Sukhad Yatra App.
43.	In case of vehicle breakdown on the road, who can be contacted and what are the contact details?	In case of any emergency on National Highways the road users can request assistance through 1033 helpline number.
44.	Whether any norms for ambulances, mobile patrolling and relief centres in respect of the Expressways/ Highways have been formulated by the Government.	Relevant provision are available in latest IRC SP manuals for 2/4/6 laning.
45.	WHAT FACILITIES CAN PERSON AVAIL ON TOLL PLAZAS FORREST OR OTHER ?	Generally the facilities of Highway Nest (Mini) and toilets are provided at/near the toll plaza.
46.	Please provide the copy of information/ document (office memorandums/ circulars/ notification) regarding emergency service (24x7) provide by NHAI?	As regards post-accident relief measures it is informed that as part of incident management under operation and maintenance of the NH stretches, Highway ambulances are deployed in

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		their respective service area to extend assistance in case of any emergency on National Highways. These ambulances provide immediate first-aid to the accident victims and subsequently transfer the accident victim to the nearest hospital/trauma care Centre. All other details are available on NHAI website (www.nhai.gov.in).
47.	Details of the location of the nearest Emergency First Response teams from the location of the tunnels, please provide the address, GPS location, distance from tunnels, the number of trained manpower deployed, details of medical personnel, number, and type of emergency response vehicles, emergency response toll-free number, mobile number, etc.	For availing any emergency or non-emergency assistance on National Highways under NHAI road users can dial 1033 toll free helpline number. All complaints related to National Highways entrusted to NHAI can be either be registered through Sukhad Yatra App or NHAI website or on 1033 toll free helpline number. Free Ambulance and tow away crane facilities are available on NHs for assistance.
48.	Total number of vehicles with year wise breakup which have exceeded the prescribed speed limit and the action taken against such vehicles?	There is no specific information available with this office in this regard. However the enforcements of traffic rules/ regulations even on NHs falls within the preview of traffic police of concerned State Govt. To facilitate them to ensure the compliance of traffic rules, NHAI on its NHs is planning to integrate the Artificial Intelligence (AI) based ATMS/VIDS system with local traffic police control room to share the traffic violation on NHs to generate the Challans against the defaulters in phase manner.
49.	Explain the rule that no toll should be charged unless there is a distance of 60 km between two toll plazas, a well-equipped toilet every five km, and a good quality ambulance at each toll plaza.	The Toll fee is being charged as per NH Fee Rules 2008 and subsequent amendments issued by MoRTH. The facilities are being provided as per Schedule-C of the Contract/Concession Agreement of respective stretches of NHs.
50.	What NHAI do to create awareness among drivers driving on NH?	To create awareness among drivers driving on NH, awareness Camps are organized by Regional Offices/ Project Implementation Units on routine basis in their area of jurisdiction usually at Toll Plaza Locations. The details of the same if required may be sought from specific RO/PIU office.
51.	Provide detailed breakup of the number of all roadside amenities (Hotels, Restaurants, Dhaba, Fuel Stations, Mechanics etc.) on all types of highways (National Highway, State Highway, Expressways etc.) in India?	NHAI's jurisdiction is only limited to the National Highways / Expressways entrusted to it. Further, the compiled information on number of road side amenities is not available in this office and any specific information may be sought from individual Project Implementation Units (PIUs) of NHAI.
52.	Provide the names and contact details of all organizations, individuals, agencies which are authorized or approved by the MoRTH to deliver or conduct Train the Trainer training for First aid, First responders, PR, BLS. Kindly also provide the guidelines or eligibility criteria for such organizations to conduct such trainings	NHAI does not authorize or approve to deliver or conduct Train the Trainer training for First aid, First responders, CPR, BLS etc. The first aid is provided by the EMT/Paramedical staff/ nurse provisioned in the Ambulances stationed on the project highway.
53.	(i) What are steps taken after there is an Accident happens in the highways? (ii) How many highways Patrol are there in total?	1. For availing any emergency or non-emergency assistance on National Highways under NHAI road users can dial 1033 toll free helpline number. All complaints related to National Highways entrusted to NHAI can be either be

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		registered through Sukhad Yatra App or NHAI website or on 1033 toll free helpline number. In case of any accident occurred on NHs which is under the jurisdiction of NHAI, the following steps will ensure the assistance:- - The incidence can either be reported by victim/ passerby to NHAI toll free helpline number 1033 or by patrolling vehicle directly to nearby standby ambulance/crane for providing the assistance. - The call centre of 1033 after collecting requisite information about the incidence from the caller will immediately dispatch the nearby ambulance to incidence spot by simply raising a ticket on NHAI Computer Aided Dispatch (CAD) software. - In that way necessary assistance of - Ambulance (for providing first aid or delivering the victim to nearby hospital) and - Crane (for clearing the stretch if required) will reach the spot. 2. As last compiled, there are 743 Highway Patrol Vehicle/ Highway Surveillance Vehicle.
	<u>Insurance</u>	
54.	Whether any compensation can be granted for unintentional accidents occurring on NH?	There is no extant policy of NHAI for providing any compensation for road accidents on National Highways entrusted to NHAI.
55.	Please provide information/ document (office memorandums/ circulars/ notification) regarding insurance policy by NHAI to provide financial support in the event of death occur due to road accident in National Highways and near toll plaza?	At present there is no Insurance policy of NHAI to provide financial support to the victim in the event of death occur due to road accident on National Highways and near Toll Plaza.

Sl. No	Query	Reply
1	एन एच ए आई सड़क पर किसी व्यक्ति की दुर्घटना में देहान्त हो जाता है इस सम्बन्ध में निम्न जानकारी उपलब्ध कराये (देहांत होने वाला व्यक्ति पिछले 20 सालों से इंकम टैक्स देता था) एन एच ए आई द्वारा मृतक के परिवार वालों को कितनी सहायता राशि दी जाती है नियम की प्रति उपलब्ध कराये ?	भारतीय राष्ट्रीय राजमार्ग प्राधिकरण द्वारा सड़क दुर्घटना में देहांत हुए व्यक्ति के परिवार को सहायता राशि प्रदान करने के सम्बन्ध में कोई प्रावधान मौजूद नहीं है ।
2	राजमार्ग पर आपातकालीन स्थितियों से निपटने के लिए भा.रा.रा.प्रा. के द्वारा दी जाने वाली सुवधाओं का ववरण प्रदान करें ?	घटना प्रबंधन सेवाओं के हिस्से के रूप में प्रचालन एवं अनुरक्षण (ओ एंड एम) कार्य के रूप में राष्ट्रीय राजमार्ग पर आपात स्थिति के लिए टोल प्लाजा के पास एम्बुलेंस, क्रेन और गश्त करने वाले वाहन उपलब्ध रहते हैं ।
3	नेशनल हाईवे पर लगने वाली एंबुलेंस के संबंध में वगत 2 साल में जो सर्कुलर प्रधान कार्यालय नई दिल्ली द्वारा जारी किए गए हैं उन सभी सर्कुलर की प्रति चाहिए यदि सर्कुलर फोर लेन के लिए व सक्स लेन के लिए अलग-अलग जारी हुए हो तो सभी सर्कुलर चाहिए ।	भारतीय राष्ट्रीय राजमार्ग प्राधिकरण के द्वारा वगत 2 साल में जारी एम्बुलेंस से संबंधित सर्कुलर अंग्रेजी भाषा में ही उपलब्ध हैं, जो कि भा.रा.रा.प्रा. की वेबसाइट www.nhai.gov.in अन्य लिंक/युस्तकालय पर उपलब्ध हैं ।
4	(i) टोल प्लाजा के द्वारा देनो तरफ कतनी दूरी तक रात में रोशनी की उचित व्यवस्था होनी चाहिए ? (ii) टोल प्लाजा पर ब्रेकर बनाने का क्या मापदण्ड (लंबाई, चौड़ाई, ऊँचाई, ढाल, टोल से दूरी) है ? (iii) वर्तमान समय में सुचारु रूप से चल रहे टोल प्लाजा के क्षेत्र में आने वाली रोड यदि क्षतिग्रस्त हो जाती है तो रोड को बनाने की जिम्मेदारी कसकी होगी ?	(i) आम तौर पर टोल प्लाजा के पास प्रकाश व्यवस्था आईआरसी एसपी:73/84/87 कोड के प्रावधानों के अनुसार 2/4/6 लेनिंग कार्यों के लिए प्रदान की जाती है जब तक कि अनुबंध/रियायत समझौते की तकनीकी अनुसूचियों में अन्यथा निर्दिष्ट न हो । (ii) टोल प्लाजा का निर्माण आईआरसी एसपी 73/84/87 कोड के 2/4/6 लेन कार्यों के लिए दिये गये प्रावधानों के अनुसार किया जाना है जब तक अन्यथा अनुबंध/रियायत समझौते की तकनीकी अनुसूचियों में निर्दिष्ट नहीं है । (iii) सड़क के रखरखाव की जिम्मेदारी संबंधित सड़क ठेकेदार/रियायतग्राही की होती है जब खंड दोष देयता अवधि/ संचालन और रखरखाव अवधि के भीतर हो ।
5	राष्ट्रीय राजमार्ग के टोल टैक्स प्रभारी/प्रबंधक का नाम एवं मोबाइल नंबर सूची तथा राष्ट्रीय राजमार्ग पर कतनी-कतनी दूरी से सुलभ शौचालय, एम्बुलेंस होना निर्धारित किया गया है । उक्त के संबंध में हिन्दी भाषा में लिखित एवं प्रमाणित शासनादेश प्राप्त कराने का कष्ट करें ।	राष्ट्रीय राजमार्ग के टोल टैक्स प्रभारी/प्रबंधक का नाम एवं मोबाइल नंबर सूची भा.रा.रा.प्रा. की वेबसाइट www.nhai.gov.in पर उपलब्ध है । भारतीय राष्ट्रीय राजमार्ग प्राधिकरण के द्वारा जारी शौचालय एवं एम्बुलेंस से सम्बंधित आदेश पत्र इस कार्यालय में अंग्रेजी भाषा में ही उपलब्ध है ।

(i) क्या टोल प्लाजा द्वारा उपलब्ध करवाई जाने वाली सुवधा के लिए टोल टैक्स की फीस दी हुई होनी जरूरी है या नहीं ? (ii) राष्ट्रीय राजमार्ग पर चलने वाले आम नागरिक के राजमार्ग और टोल प्लाजा पर क्या क्या अधिकार हैं, कौन कौन सी सुवधाएं उनके लिए फ्री हैं और कौन कौन सी सुवधाओं के लिए उन्हें फीस देनी होगी ? (iii) अगर किसी वाहन चालक को किसी भी प्रकार की कोई शिकायत तुरंत दर्ज करवानी हो जिसका समाधान भी तुरंत हो तो वो कैसे कर सकता है ? (iv) अगर राष्ट्रीय राजमार्ग पर कोई भी वाहन चलते हुए खराब होने की दशा में या फिर दुर्घटना की स्थिति में रुक जाता है अथवा वाहन का तेल खत्म हो जाता है या उस वाहन का टायर फट/खंक्कर हो जाता है तो ऐसी स्थिति के लिए नजदीकी टोल प्लाजा द्वारा उस वाहन की सहायता करने का क्या प्रावधान है वस्तुतः पूर्वक समझाएं ? (v) अगर चले वाहन के सामने गाय या फिर बैल आ जाये और वाहन के साथ टक्कर हो जाने पर गाय या फिर बैल को चोट लगने अथवा मौत होने पर वाहन चालक पर कोई कार्यवाही बनती है या नहीं और ऐसी स्थिति में वाहन चालक को क्या करना चाहिए ? वस्तुतः पूर्वक समझाएँ । (vi) अगर वाहन खराब होने की दशा में किसी अन्य वाहन के साथ टो यानि टोचन कर ले जाया जाता है तो क्या उस टो कये हुए खराब वाहन पर भी टोल टैक्स लगेगा जब क वाहन का इंजन बंद है और उसको सर्फ टो किया गया है ? (vii) अगर टोल प्लाजा का कोई भी कर्मचारी किसी भी ववाद के कारण आम जनता से बुरा व्यवहार करता है अथवा गाली देता है या फिर किसी भी प्रकार का हमला करता है ऐसी स्थिति में आप उस टोल प्लाजा पर क्या कार्यवाही अमल में लाओगे ? (viii) भारतीय राष्ट्रीय राजमार्ग प्राधिकरण (एन.एच.ए.आई.) द्वारा उत्पन्न किसी भी स्थिति के कारण अगर वाहन चालकों का समय और तेल व्यर्थ में लग रहा हो या फिर राष्ट्रीय राजमार्ग पर राजमार्ग निर्माण से संबंधित कंस्ट्रक्शन चल	(i) नहीं । (ii) कृपया राष्ट्रीय राजमार्ग शुल्क नियमों के साथ-साथ राष्ट्रीय राजमार्ग नियंत्रण (भूम और यातायात) अधिनियम 2002 देखें । (iii) शिकायत 1033 हेल्पलाइन नंबर या सुखद यात्रा ऐप या एनएचएआई की वेबसाइट के माध्यम से दर्ज की जा सकती है । (iv) किसी भी आपात स्थिति में सहायता के लिए एनएचएआई हेल्पलाइन नंबर 1033 पर संपर्क किया जा सकता है और संचालन और रखरखाव एजेंसी के अनुबंध समझौते के अनुसार सहायता प्रदान की जानी है । (v) एमवी अधिनियम, 1988 और उसके बाद के संशोधनों के प्रावधानों के अनुसार । (vi) शुल्क एनएच शुल्क नियमों के प्रावधानों के अनुसार एकत्र किया जाता है । (vii) शिकायत 1033 हेल्पलाइन नंबर या सुखद यात्रा ऐप या एनएचएआई की वेबसाइट के माध्यम से दर्ज जा सकती है और भूम के कानून के अनुसार शिकायत भी उचित प्रक्रिया के अनुसार दर्ज की जा सकती है । (viii) शुल्क एनएच शुल्क नियमों के प्रावधानों के अनुसार एकत्र किया जाता है । (ix) एनएच शुल्क नियमों के प्रावधानों के अनुसार शुल्क लिया जाता है । (x) एनएच शुल्क नियमों के प्रावधानों के अनुसार शुल्क लिया जाता है । (xi) सूचित किया जाता है कि एनएच शुल्क नियम 2008 में प्रतीक्षा समय का ऐसा कोई प्रावधान नहीं है । (xii) उपयोगकर्ता शुल्क लागू शुल्क नियम 2008 के अनुसार लगाया और एकत्र किया जाता है । (xiii) उपयोगकर्ता शुल्क लागू शुल्क नियम 2008 के अनुसार लगाया और एकत्र किया जाता है । (xiv) दो प्लाजाओं के बीच की दूरी का निर्धारण राष्ट्रीय राजमार्ग फीस दरों का अवधारण एवं संग्रहण 2008 नियम के नियम 8 के तहत किया जाता है । वस्तुतः नियमों की जानकारी के लिए हमारी टोल वेबसाइट tis.nhai.gov.in का संदर्भ लें । (xv) एनएच शुल्क नियम 2008 के नियम 12 के अनुसार सभी आवश्यक जानकारी प्रदर्शित की
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रहा हो तो क्या उस समय उस राजमार्ग का टोल टैक्स लगेगा या नहीं ?

- (ix) अगर राष्ट्रीय राजमार्ग पर राजमार्ग की चौड़ाई महज 15-20 मीटर हो और उसके ऊपर भी कोई वाहन पार्क किया हुआ हो या सब्जी की रेहड्यां लगी हों और जहां पर वाहन चालकों को महज 20-30 की गति से निकलना पड़े तो क्या (एन.एच.ए.आई.) उस राजमार्ग पर टोल टैक्स लेने का हकदार है या नहीं ?
- (x) क्या भारतीय राष्ट्रीय राजमार्ग प्राधिकरण के अंतर्गत आने वाले राष्ट्रीय राजमार्ग पर वेस्ट हरियाणा हाईवे प्रोजेक्ट्स प्राइवेट लिमिटेड नाम की कंपनी अपना टोल प्लाजा लगा सकती है अगर लगा सकती है तो एक प्राइवेट कंपनी राष्ट्रीय राजमार्ग पर चलने से कसी आम नागरिक को कैसे रोक सकती है ?
- (xi) टोल बूथ पर 10 सेकेंड व 100 मीटर का रूल क्या है । उसके बारे में वस्तुतः पूर्वक समझायेँ अगर कसी टोल बूथ पर भीड़ अधिक होने के कारण 120 सेकेंड का इंतजार करने के बाद भी टोल बूथ वाले फीस लें तो ऐसी स्थिति में वाहन चालक क्या करें ?
- (xii) कसी प्राइवेट व्हीकल जिस पर सफेद रंग की नं. प्लेट लगी हो और उसका पंजीकरण एस.डी.एम. कार्यालय में हुआ हो तो क्या उस पर व्यावसायिक फास्टैग लग सकता है इसके साथ ये भी बतायेँ क कृष से जुड़े वाहनों पर टोल टैक्स लगेगा या नहीं ?
- (xiii) कंवाइन जो क कृष से जुड़ी मशीन है उस पर टोल टैक्स लगेगा या नहीं और अगर लगेगा तो कस प्रकार का और कतने नं. का फास्टैग उस पर लगेगा ?
- (xiv) दो टोल प्लाजा के बीच कम से कम कतनी दूरी होनी चाहिए । अगर दूरी कम होती है तो उसके लिए क्या शर्तें हैं और टोल प्लाजा फीस का निर्धारण कस प्रकार किया जाता है क कतनी दूरी की कतनी फीस लगेगी ?
- (xv) टोल प्लाजा पर उस टोल प्लाजा के शुरू होने की तारीख और कब कस तारीख तक वो टोल प्लाजा टोल ले सकता है ये तारीखें क्यों नहीं अंकित की जाती । अगर तय समय के बाद भी टोल प्लाजा वाले टोल का संग्रहण करते हैं तो

जा रही है ।

(xvi) हाँ ।

(xvii) अनुबंध समझौते के प्रावधानों के तहत एनएचएआई की परियोजना पर उपलब्ध होने पर एम्बुलेंस, टो-अवे क्रेन और पेट्रोलिंग वाहनों की सेवाएं सड़क उपयोगकर्ताओं को उनके परिभाषित सेवा क्षेत्र के भीतर मुफ्त उपलब्ध हैं ।

(xviii) उपलब्ध अभिलेखों और दस्तावेजों के अनुसार (और जैसा क अनुबंध प्रबंधन प्रभाग द्वारा बताया गया है) देयता संबंधित अनुबंध/रियायत समझौते के बीमा के संबंध में व शष्ट लेख के अनुसार है जैसे क ईपीसी मोड पर आधारित अनुबंध के अनुच्छेद 20 एचएएम और बीओटी मोड पर आधारित अनुबंध के लिए अनुच्छेद 26 और अनुच्छेद 32 । इस तरह के समझौते की मानक प्रतियां सड़क परिवहन एवं राजमार्ग मंत्रालय की वेबसाइट www.morth.nic.in पर उपलब्ध हैं । हालांकि व शष्ट खंड से संबंधित पूछताछ के मामले में भा.रा.रा.प्रा. के संबंधित क्षेत्रीय अधिकारी/परियोजना निदेशक से संपर्क किया जा सकता है ।

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	उस पर क्या कार्यवाही बनती है ? (xvi) क्या बैटरी से चलने वाले वाहनों पर टोल टैक्स लगेगा या नहीं ? (xvii) टोइंग व मैकेनिक की सुवधा और एम्बुलेंस की सुवधा के बारे में बताएं कि वो फ्री है या फीस देकर मिलेगी ? (xviii) राष्ट्रीय राजमार्ग पर निम्नलिखित कारणों से किसी की जान-माल या वाहन का कोई नुकसान हो जाता है तो उसके लिए कौन जिम्मेदार है:- किसी खड़के व ब्रेकर के कारण हुए नुकसान के लिए राजमार्ग की बनावट या उसका रखरखाव सही न होने के कारण हुए नुकसान के लिए राजमार्ग पर राजमार्ग के निर्माण से संबंधित निर्माण कार्य चल रहा है तो उस के कारण हुए नुकसान के लिए	
7	(i) यह कि राष्ट्रीय राजमार्ग के केन्द्र बिन्दु से भवन निर्माण के लिये कितनी दूरी तय है एवं उसके क्या मानक हैं ? (ii) यह कि निजी भवन निर्माण हेतु भ.रा.रा.प्रा. से एन.ओ.सी. कैसे प्राप्त की जायेगी, उसका क्या प्रावधान है ? (iii) यह कि ओवर ब्रिज/फ्लाई ओवर के बराबर से भ.रा.रा.प्रा. द्वारा बनाई गयी सर्वेस रोड की चौड़ाई का मानक क्या है अथवा उसकी चौड़ाई कितनी होती है ?	आईआरसी 73 के अनुसार, सड़क से एक निर्धारित दूरी के भीतर निर्माण गतिवध की अनुमति नहीं दी जानी चाहिए जिसे सड़क की सीमा से पीछे की ओर एक काल्पनिक रेखा द्वारा परिभाषित किया गया है और जिसे सीमा रेखा कहा जाता है। इसके अलावा बिल्डिंग लाइन से आगे की दूरी के लिए जिसे कंट्रोल लाइन के रूप में जाना जाता है तक की बिल्डिंग गतिवध की प्रकृति पर नियंत्रण रखना वांछनीय होगा। बिल्डिंग लाइन्स और कंट्रोल लाइन्स इलाके के प्रकार और सड़क की श्रेणी और राज्य प्रशासन द्वारा इस संबंध में जारी किए गए किसी भी दिशा-निर्देश पर निर्भर हैं। राईट ऑफ वे आरओडब्ल्यू के भीतर की भूमि भी राष्ट्रीय राजमार्ग भूमि और यातायात अधिनियम 2002 के नियंत्रण के सभी वर्गों के अधीन है। पहुंच अनुमति दिशानिर्देश MoRTH की वेबसाइट morth.nic.in पर उपलब्ध हैं।
8	राष्ट्रीय राजमार्ग, एक्सप्रेसवे पर वाहनों से चलने वाले लोगों के लिए राजमार्गों के किनारे एक निर्धारित दूरी पर सार्वजनिक शौचालय होने के संबंध में विभाग द्वारा क्या दिशा निर्देश दिया गया है।	एनएचएआई के नीतिगत दिशा-निर्देशों के अनुसार, आम तौर पर टोल प्लाजा के पास शौचालयों का निर्माण किया जाता है।
9	नेशनल हाईवे पर होने वाली सड़क दुर्घटना में मृत्यु होने या घायल होने पर पीड़ित को कुल कितनी मुआवजा राशि का प्रावधान किया जाता है, यदि प्रावधान हो तो, वगत पांच वर्षों में कुल कितने लोगों को कुल कितनी राशि का इस मद में भुगतान किया गया है, इससे संबंधित जानकारी वसतार से वर्षवार प्रदान करें ?	सड़क दुर्घटना पीड़ित या उसके परिवार को चोट या मृत्यु पर किसी भी मुआवजे के लिए भा.रा.रा.प्रा. की कोई नीति नहीं है।

(i) भारतीय राष्ट्रीय राजमार्ग प्राधिकरण अथवा सड़क परिवहन एवं राजमार्ग मंत्रालय द्वारा बनाई जाने वाली फोर लेन सड़क की मानक के अनुसार न्यूनतम चौड़ाई कतनी होती है ? (ii) भारतीय राष्ट्रीय राजमार्ग प्राधिकरण अथवा सड़क परिवहन एवं राजमार्ग मंत्रालय द्वारा बनाई जाने वाली फोर लेन सड़क की मानक के अनुसार न्यूनतम सड़क के मध्य बिंदु से कतनी चौड़ाई में भूमि का अधग्रहण किया जाता है ? न्यूनतम कुल कतनी चौड़ी भूमि अर्जित की जाती है फोर लेन के निर्माण के लिए ? (iii) भारतीय राष्ट्रीय राजमार्ग प्राधिकरण अथवा सड़क परिवहन एवं राजमार्ग मंत्रालय द्वारा बनाई जाने वाली फोर लेन सड़क के किनारे कतनी दूरी के बाद किसी भी प्रकार का निर्माण किया जा सकता है फोर लेन के मध्य बिंदु से कतनी दूरी पर सरकारी एवं गैर सरकारी निर्माण की अनुमति होती है ? (iv) बिल्डिंग लाइन का क्या अभिप्राय है और बिल्डिंग लाइन से कतनी दूरी पर किसी प्रकार के सरकारी एवं गैर सरकारी निर्माण किया जा सकता है ? (v) भारतीय राष्ट्रीय राजमार्ग प्राधिकरण अथवा सड़क परिवहन एवं राजमार्ग मंत्रालय द्वारा बनाई जाने वाली फोर लेन सड़क के लिए अधग्रहित भूमि पर सड़क किनारे क्या राज्य सरकारें किसी प्रकार का स्थायी निर्माण कर सकती हैं ? क्या उन्हें इसका अधिकारी है ?	आईआरसी 73 के अनुसार सड़क से एक निर्धारित दूरी के भीतर भवन निर्माण गतिवध की अनुमति नहीं दी जानी चाहिए, जिसे सड़क की सीमा से पीछे की ओर एक काल्पनिक रेखा द्वारा परिभाषित किया गया है और जिसे सीमा रेखा कहा जाता है। इसके अलावा, बिल्डिंग लाइन से आगे की दूरी के लिए जिसे कंट्रोल लाइन के रूप में जाना जाता है, बिल्डिंग गतिवध की प्रकृति पर नियंत्रण रखना वांछनीय होगा। भवन रेखाएं और नियंत्रण रेखाएं इलाके के प्रकार और सड़क की श्रेणी और राज्य प्रशासन द्वारा इस संबंध में जारी किए गए किसी भी अन्य दिशा-निर्देशों पर निर्भर हैं। राईट ऑफ वे (आरओडब्ल्यू) के भीतर की भूमि भी राष्ट्रीय राजमार्ग भूमि और यातायात अधिनियम 2002 के नियंत्रण के सभी वर्गों के अधीन है।
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