



# 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)

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### NHAI/ Policy Guidelines/ Dispute Resolution/ 2025

#### Policy Circular No.2.1.81/ 2025 dated 24<sup>th</sup> February, 2025

{Decision taken on E-Office File No. NHAI/CMD/CCIE/2018 (Part1) (Comp. No. 121843)}

#### Sub: Datalake Module for Conciliation through CCIE- reg.

NHAI Vide Policy Circular No. 2.1.23/2017 dated 02.06.2017 established a System for Conciliation of Disputes through Conciliation Committee of Independent Experts (CCIEs). Modified SOP for Conciliation was issued vide Policy Circular No. 2.1.48 dated 09.04.2021. This conciliation covers all the disputes in a Project till the date of referring the matter to CCIE. Timelines to process the matters for referring to CCIEs are available in the Policy Circular No. 2.1.50 dated 26.05.2021.

2. To expedite the process of Conciliation and for Digitization of Conciliation Process, Conciliation Module was introduced on Datalake Portal vide OM dated 29.08.2023. Based on experience gained, now it has been decided to reduce some Intermediate Steps in the Process flow on Datalake Portal. The revised SOP is attached at **Annexure-1**.

3. Please note that a Separate SOP for Conciliation of Disputes/ Claims decided by DRB was issued vide Policy Circular No. 2.1.80/2025 dated 13.02.2025.

4. This issues with the approval of Competent Authority.

Encl: Annexure-1

(CS. 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.

## Steps for Initiating a File in the Conciliation Module on the Data Lake Portal

Steps	Activity	Timeline (Days)
1. Contractor/ Concessionaire Login	Contractor/ Concessionaire will submit the proposal to GM(Tech) enclosing following details - (a) Order of Preference CCIEs in position (b) Name, address and contact details of the persons representing Contractor/ Concessionaire supported by a Board Resolution and a Power of Attorney (c) Brief Statement of the claims/ dispute(s) to be taken up for conciliation with supporting calculations/ documents (d) Copy of relevant clauses of the Concession/ Contract Agreement (e) Declaration regarding conciliation fees, that in case of successful cases, an amount of Rs. 5 lakh will be recovered from the Contractor/ Concessionaire irrespective of nos. of CCIE meetings. In case of failed cases, NHAI shall absorb the Conciliation Expenditure.	D (where D is the date of Conciliation request initiated by Contractor/ Concessionaire)
2. GM-Tech Login	(i) Get the replies on claims/ disputes raised by Contractor/ Concessionaire from PD & RO. (ii) Get the details of counter claims of NHAI from PD & RO (iii) Forward the case to Member-Tech for seeking approval on conciliation request	D + 15
3. Member-Tech Login	Approve or Reject Conciliation Request	D + 16
4. GM-Tech Login	Forward the case to Contractor/ Concessionaire for submission of joint consent letter	D + 17
5. Contractor/ Concessionaire Login	Submit Joint Consent Letter signed with DSC and forward the case to GM-Tech.	D + 18
6. GM-Tech. Login	Submit final Joint Consent Letter and Detailed form to GM(CMD) for allocation of CCIE and referring the matter to CCIE	D + 19
7. GM-CMD Login	<b>Case 1 - When CCIE preferred by the claimant is available</b>  GM(CMD) shall allocate the preferred CCIE or requests additional documents  <b>Case 2 - When the CCIE preferred by the claimant is not available</b>  If preferred committee is unavailable, GMCMD) shall forward the case to Member (CMD) for CCIE allocation or requests additional documents from GM-Tech.	D + 21
8. Member-CMD Login	Allocate CCIE and forward the case to GM-CMD for referring the issue to allocated CCIE	D + 22



Steps	Activity	Timeline (Days)
(Applicable under Case 2 of Step 7)		
9. GM-CMD Login	Issue referral Note to CCIE ("Schedule Meeting" button appears after referring the matter to CCIE)	D + 24
10. GM-CMD Login	Schedule/ Re-Schedule meetings of CCIE and Submit Proceedings of CCIE meetings.	Ongoing (as per the dates of meeting fixed by CCIEs)
11. GM-CMD Login	Submit Final Details when the Dispute is "Settled" or "Failed."	-

