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(9W«R '3I''{ , '4=fmf)

National Highways Authority of India

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

;;ft-5 6, -1 O, &ITTif, -1 1 O 075• G-5 & 6, Sector-10, Dwarka, New Delhi-110075
/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:

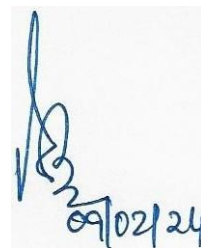
"Non-Use of Maintenance Module of NHAI ONE Application or misrepresentation of facts/figures/photos/videos through the module would result in deduction of 50% remuneration of all the Key-Personnel and Sub-Key Personnel Staff in first three instances. Thereafter, on fourth such instance the Authority 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 NHA1 ONE Application on the Dashboard of the NHA1 ONE Application. Login IDs as well as passwords for NHA1 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 NHA1 ONE Application



(Sanjay Kumar Patel)
General Manager (Coord.)

To:

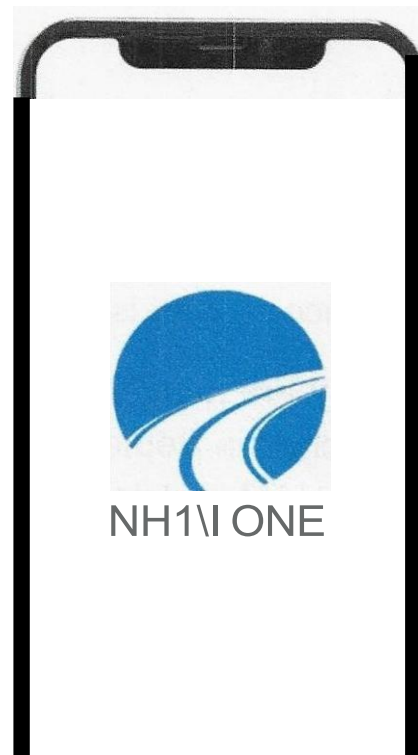
All Officers of NHA1 HQ/ ROs/ PIUs/ CMUs/ Site Offices

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

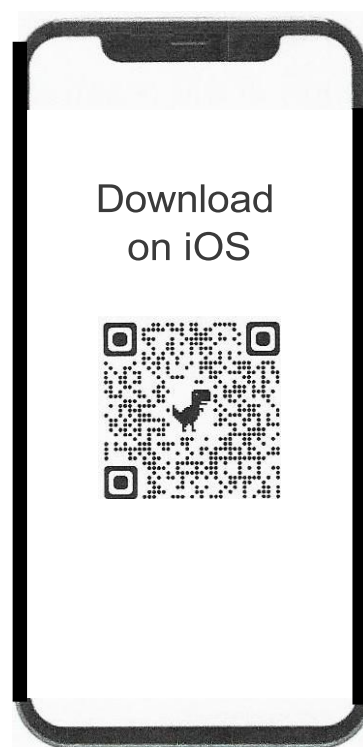
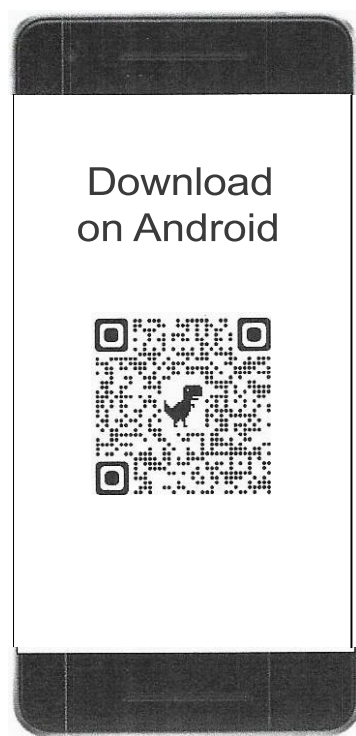
Submitting an Action Taken Report

Verifying an Action Taken Report

Requesting Extension of Time

Approving Extension of Time



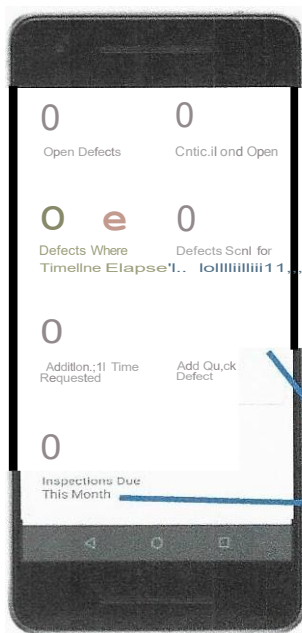


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Key features



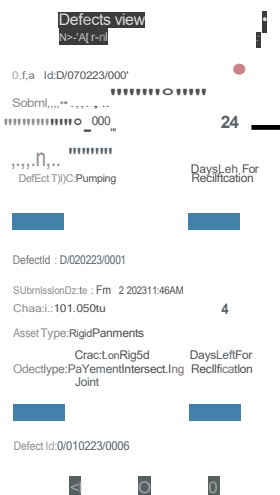
Key features



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.

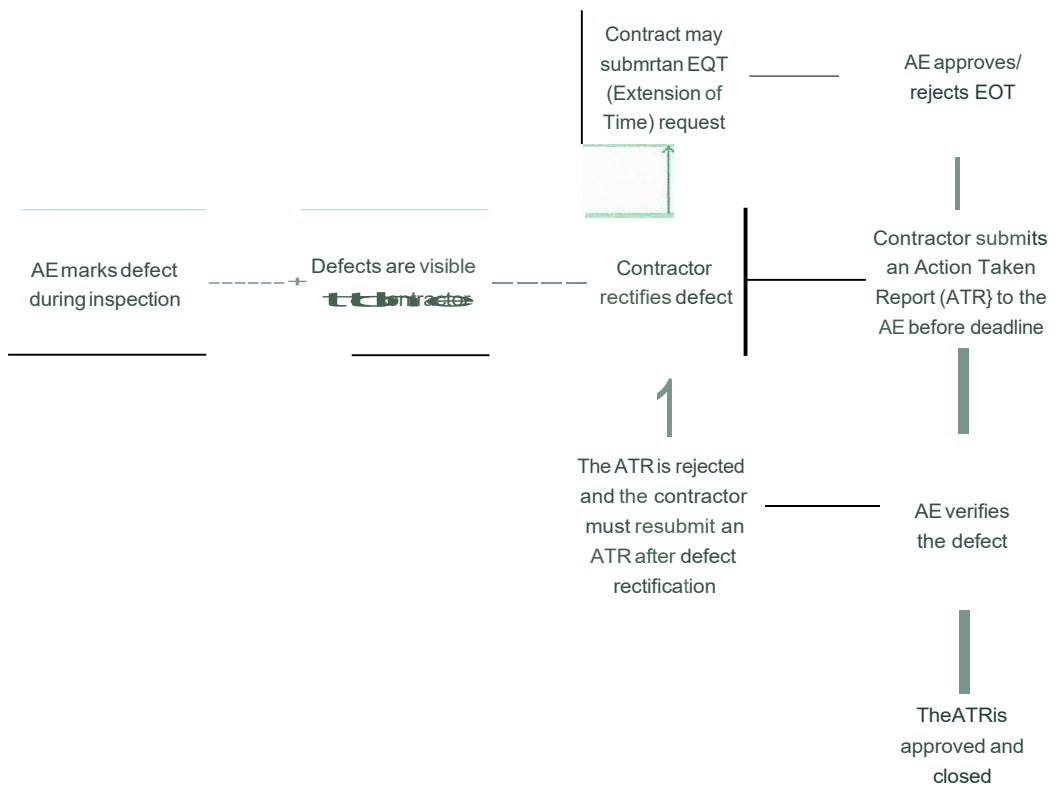


Automatic rectification countdown to improve defect rectification time (in line with Schedule E/ Schedule K)

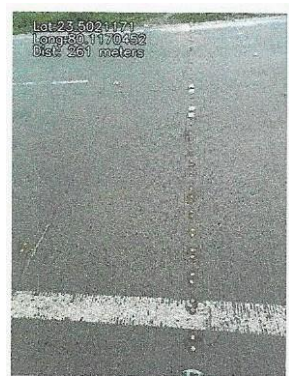
A handwritten signature in blue ink.

Walkthrough of the maintenance process

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to be a combination of letters and numbers.



The process (1/2)



AE marks the defect

Defect Id : D/020223/0001
Submission Date : Feb 2 2023 1b16AM
Chainage: 101.050 to 60
Asset Type: Road furniture
Defect Type: Missing road studs.



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 Rectified* - Select -

☐ Certify that I am of knowledge

Yes No

AE verifies the defect and closes it



The process (2/2)



AE marks the defect

DefectId: 0/020223/0001
SubmissionDate : Feb 2 2023 11:11AM
Chainage: 101.0S0to
Asset Type: Road furniture
DefectType: Missing road studs
Daysleftfor rectification

60

Defects are visible to the contractor on the dashboard

E: Request For EDT

ALC Y

Left: >ctrlU Inspection Date n-si)YCl.0.1f6n

Carr. lqcr. vay Lane

Chainage From fo

Road Furniture

o fea Type Missing RoadStuds

Remarks

Days Hours

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

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 small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to be a combination of letters and a flourish.

Completing the registration



KYC
NHAI ATTENDANCE

Profession

-Select-

-Select-

Gender

Indian

NonIndian

Enter PanNo. in Caps Like AAAAA9999A

PAN No

Title*

--Select--

First Name

Middle Name

Last Name

Date of Birth

Mobile No

Email

Upload your ID photo

Upload your ID photo
or Indian Voter Card photo
for 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



Register in Project By Co..
NHAI One

RO* -select-

UPC* -Select-

Project Name

Clffrem PROJCCI

Stage

Company Name

Appomted Date

Total Contract
Duration

Designation* -Select-

Name pre-filled

Email ID pre-filled

Date OfBirth pre-filled

Mobile No pre-filled

Photograph

Pan Card/Passport

Submit

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

1822



Wait for the PD to approve your
registration request

A small blue handwritten signature or mark.

Adding a defect

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature appears to be a stylized name, possibly "H2" or "H3", with a vertical line to the left.

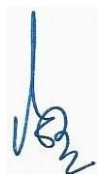
Select the category of defect from the dropdowns

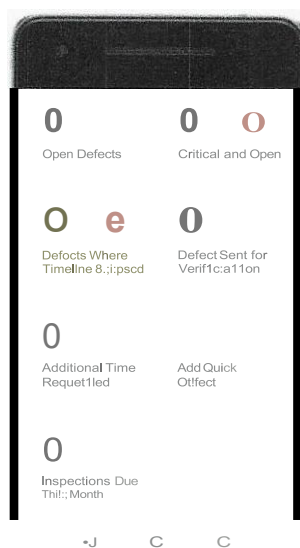
Enter the chainage of the defect. For spot defects, skip the "to" chainage.

Check the box if
the defect is
critical

Upload up to four images of the defect

Keeping track of defects





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).

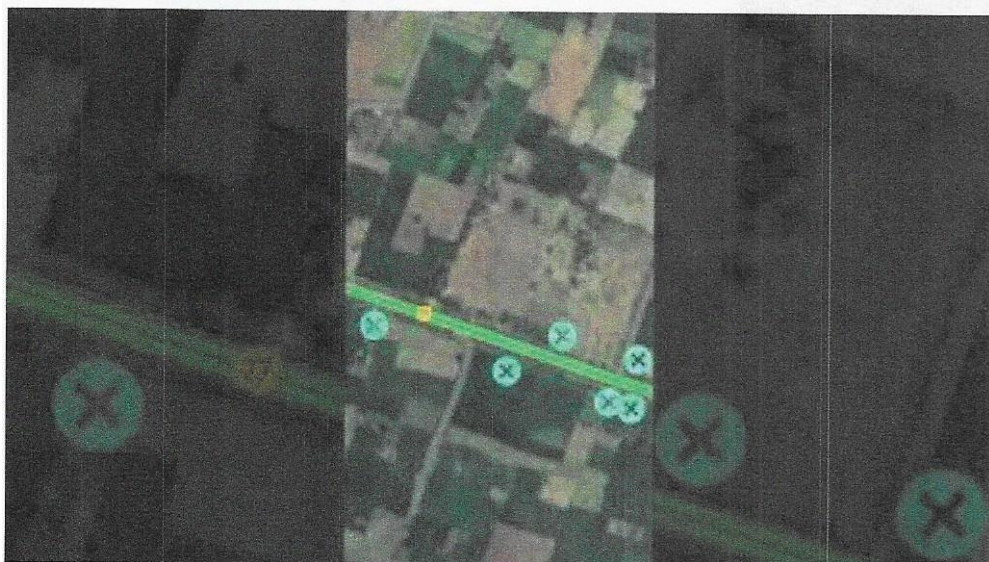
Add Quick Defect - AEs and contractors both can add a quick defect in this tile.

12/2

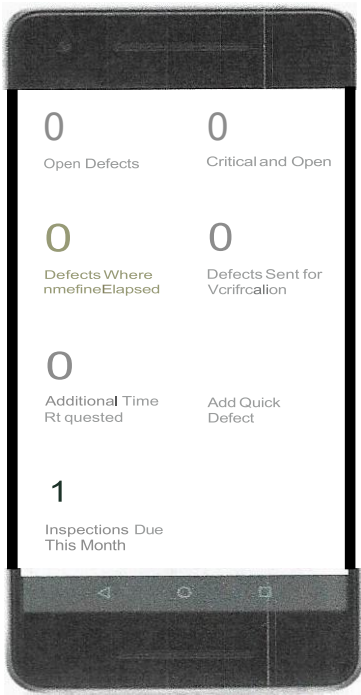
Conducting a joint inspection



The difference between Joint Inspection and Quick Defect



Handwritten signature or initials in blue ink.



Start joint inspection

Select project

Get OTP from the contractor to begin inspection

Add defect

Inspection summary page

Add more defects

Multiple clerks can be assigned to the same inspection

Submit inspection

Take a selfie and upload project signature

Pause inspection

Inspection can be resumed after a short break, but data will not be submitted

UPC: N/09074101001/BR

PROJECT: [REDACTED]

DUE DATE: 20-Jun-2023

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? \(0 min\)](#)

UPC+

N/08021/05001/HP

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? \(0 min\)](#)

UPC:

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

@vesQNo

Contractor

Number

Enter OTP

[Start Joint Inspection](#)

SEND OTP

[What is joint inspection? \(0 min\)](#)

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.

IJ-C- N/04027/02001/KA

Contractor

Number

Get OTP

1 2 3

4 5 6

7 8 9

Project S

UPC: N/04027/02001/KA

PROJECT: J.P.K.N.T.bon:SH.-Mulb-I

OUEJ)ATE: 20-J.,+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 4-digit sent to the contractor.

UPC" N/04027/02001/KA

Contractor

Number

validation success

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

123

maliciatamagae
Defect at chainage 18.500km

Inspection Rem.lrk

pothole on the LHSj

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 TVJ

Defect Type:

Signature

Click here for selfie 📷



m 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.

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Requesting EQT

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Defects view

NHAI One

Chainage

Defect Typ

Open

-Select-

-Select-

Inspection No

Side

-Select-

-Select-

-Select-

Inspection Date

Inspection Date

Search

Download Open Defecis In a POF

View Defects

Fact Id:D/270523/0001

SubmitSSIOff Date May 27 2023 2:25PM

Chamage 13.01310

55

AS\$et Type, Ro.dFurniture

Defect Type Missing Road Studs

Days Left For Rectification

WI!Hi

Defect Details

NHAI_ATTENDANCE

Defect ID

Inspection N

0/160B22/0004

1608220005

11.011 to

Pa,..ement Marking

Pavement Marking Visibility

1, +D,

Vr, 1 km; E !

1, 1,1

Req. hrs Due Date After ED

la 8/16/20219:51:00PM

Um 9750030623

Ty -Citation

BACK

SUBMIT ATR

ADD TIME

Requestror t:U1

NHAI_ATTENDANCE

HRIID

Inspection Date

Inspection :fo.

/160822/0004

1608220005

Carria#e1..ay

Lane

ServiceRoad

Chainage

frDm

To

11.011

Misc

Defect Type

Removal ofdead Animals

Remarks

r-lours

Additional TimeR...

'tel" 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

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature appears to be a stylized name, possibly "R. J. 2".

Defects view
NHA1 One

atu

Open -Select- -Select-

Inspection No

-Select- -Select- -Sel@cl-

Inspection Date

Search Download Open

V.....D:1941

DefectId :D/270523/0001

SubmISSIO Date : May27 2023 2:25PM

Chainage:13.01310

Asset Type RoadFumlture

Deleo Type Mis.singRoadStuds

Defects in a Pdf

Daysleft For Rectification

IIIROHt

Defect Details
NHA1_ATTENDANCE

ID 1608220004 1608220005

Service Road

11.01110 PavQ1nen1 M11rking Paveme-nl Marking Vi11billy

Add. Time Rem. hrs: Due Date:After 501

11:1111p

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

User : 8750080623

Role : AE/IE

TJIM Creation

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

Report Rectofication Work
NHA1_ATTENDANCE

D/100822/0005 2607220002

Side FarSideWav

Mam Lone 1

C:1tr,1soA,ny

1.00110 nfxible rdV(1117-11)

10-Aug-2U12.

Rectification Remarks

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

Approving an ATR

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to be a cursive or semi-cursive script.

View Defects

Defect Id D/081222/O004
Submlu10n Date : Dec 6 2022 1:28PM
Ch.r1n11ge 12.045 to 15.015
Asset Type Flit+bl+ Pavement
Defect Type Pothole
Defect Id D/180822/0010
Submls on Os>te :Aug 18.2.022 5:13PM
Chall"tage 10.0101011.011
Asset Type- Flexible Pavement
Defect Type : Corrugations and Shoving

Days Left For Rectification
2

Day.st.ft For Rectification
2

Defect JD D/140922/0003
Side LHS
1.002 to 1.002
1n pectio11 Dot 14-Sep-2022
Add. fime Rcq. lme.;
LOT Status
History
Date: 9/15/2022 1:02 PM
User:

Jnspect-ion lo 1409220003
Lane Service Road Lane 1
Highway
OucDate 15-Sep-2022 11:20:27
Due Date After CM
Add. fime Rcq. lme.;
History
Date: 9/15/2022 1:02 PM
User:

9

Back Verify ATR

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

111-JUN10N I(-111,1rks
Defect inspected.
R1+;:nhr,H1on R1'mari;>
Signboards installed.
Verification Remarks*
Upload Photographs
DC'fcl HPctification
V+rilk,1lm11
Defect Rectified* -Select-
la 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.

10/22

Approving an EQT

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to be a set of initials or a short name.

View Defect

Defect ID: 010612221000

Submitted Date: Dec 6 2022 1:28PM

Chomage: 12.04\$ to 15.01\$

Asset Type: Flexible Pavement

Defect Type: Pothole

Defect ID: D/18082210010

Submitted Date: Aug 18 2022 5:13PM

Chomage: 10.010 to 11.011

Asset Type: Flexible Pavement

Defect Type: Corrugations and Shoving

Inspection No: 0612220004

Inspection Date: 06-Dec-2022

Side: RHS

Carriageway: Service Road

Lane: Lane 1

Defect Timeline

06-Dec-2022 11:045 to 15:015

Flexible Pavement Pothole

06-Dec-2022 13:28:43

06-Dec-2022 20:00-C-202213:27:55

Additional time requested due to heavy rains in the area.

Approve!

0

Save

Request For EQT

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

User: [Redacted]

Role: AE/IE

Back

Process EQT

Days Left For Rectification

2

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.

end/

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Questions?

Reach out to us:

NHAI Helpdesk - 080-6840 5513

Email - nhai.mobineershelpdesk@gmail.com

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