

Navigating Road Repair and Infrastructure Development in Greater Noida West: A Citizen's Comprehensive Guide for Roza Jalalpur and Sadullapur

I. Executive Summary

Residents of Greater Noida West, particularly in the Roza Jalalpur and Sadullapur areas, frequently encounter significant challenges related to the condition of local roads. This report serves as a comprehensive guide, providing detailed information on the responsible authorities, existing and planned infrastructure projects, and a systematic framework for citizens to report issues, ensure work completion, and pursue legal avenues if necessary. The Greater Noida Industrial Development Authority (GNIDA) is identified as the primary governing body for infrastructure maintenance and development in these localities. While specific projects, such as drain and interlocking tile work in Roza Jalalpur, are underway or planned, sustained citizen engagement through formal complaints, community advocacy, and, where administrative remedies prove insufficient, legal recourse, remains paramount for achieving timely and effective resolution of road infrastructure deficiencies.

II. Introduction: Understanding Your Local Infrastructure Challenge

The concern expressed by residents regarding the "pathetic" road conditions in Greater Noida West's Roza Jalalpur and Sadullapur areas is a prevalent issue in rapidly urbanizing regions. Functional and well-maintained infrastructure, especially roads, is fundamental for public safety, daily commuting, and fostering local economic activity. This comprehensive guide aims to empower residents by providing a clear understanding of the administrative landscape and equipping them with actionable

strategies to address these infrastructure challenges. The scope of this report encompasses identifying the specific government entities responsible for road maintenance, detailing current and prospective development plans, outlining official complaint mechanisms, establishing a clear hierarchy for escalating grievances, and exploring available legal avenues when administrative processes do not yield the desired outcomes.

III. The Governing Authority: Greater Noida Industrial Development Authority (GNIDA)

Understanding the administrative body responsible for infrastructure in Greater Noida West is the first critical step for residents seeking to address road issues.

GNIDA's Mandate and Jurisdiction

The Greater Noida Industrial Development Authority (GNIDA) is the central statutory authority tasked with overseeing the city's infrastructure. Established under the Uttar Pradesh Industrial Area Development Act of 1976, GNIDA holds extensive powers for the planning, development, regulation, and operation of urban services within its designated jurisdiction.¹ This legislative backing provides GNIDA with a broad mandate, including the crucial responsibility for the construction, maintenance, and improvement of road networks. The Authority operates under the Infrastructure and Industrial Development Department of the Uttar Pradesh Government.¹ Its overarching objective is to develop Greater Noida as a modern "Metro centre," designed to offer a high-quality urban environment, attract economic activities, and alleviate congestion in Delhi.² This comprehensive mission inherently includes ensuring robust and well-maintained road infrastructure.

The "single authority" model adopted by GNIDA, which centralizes planning, development, regulation, and operations under one entity, presents both advantages and challenges for citizens. On one hand, it simplifies the process of identifying the responsible body for infrastructure-related grievances, eliminating ambiguity often found in areas with fragmented municipal responsibilities. Residents do not need to

determine which specific department or agency is accountable for a particular road; GNIDA is the overarching entity. However, this centralization also means that if GNIDA is unresponsive, there are fewer alternative local government bodies to which citizens can appeal directly for the same service. This necessitates a thorough understanding of GNIDA's internal escalation procedures and the available external oversight mechanisms to ensure accountability.

Distinguishing GNIDA from Other Bodies

It is essential for residents to direct their concerns to the correct authority to avoid misdirected efforts and delays. While other government entities operate within the broader Gautam Budh Nagar district, GNIDA is the specific and primary authority for Greater Noida's infrastructure. For instance, Regional Transport Offices (RTOs) in areas like Roza Jalalpur are primarily responsible for vehicle fitness certification, the collection of road taxes, and the enforcement of motor vehicle laws.³ Although road taxes contribute to overall infrastructure funding, the RTO itself is not the executing agency for the physical maintenance or repair of roads.³ Similarly, the Noida Authority manages infrastructure within Noida, which is a distinct city, even though both Noida and Greater Noida fall under the administration of the Gautam Budh Nagar district.¹ Therefore, for residents in Greater Noida West, including Roza Jalalpur and Sadullapur, GNIDA is the exclusive and appropriate body to address road conditions and infrastructure development. Clearly distinguishing GNIDA's role from that of other government bodies ensures that citizen complaints are channeled efficiently, preventing wasted time and resources on misdirected communications.

Organizational Structure

GNIDA's organizational structure provides a clear hierarchy for addressing administrative and operational matters. The Authority is headed by a Chairman, an Indian Administrative Service (IAS) officer, with the day-to-day operations overseen by a Chief Executive Officer (CEO), also an IAS officer.¹ As of June 2025, Shri Manoj Kumar Singh serves as the Chairman, and Shri Ravi Kumar N.G. is the CEO.¹

Below these top officials, GNIDA has several Additional Chief Executive Officers

(ACEOs) who manage broad departmental portfolios, including Planning/Project, Institutional/IT/Commercial, and others.⁴ Further down the hierarchy are Officers on Special Duty (OSDs) and General Managers (GMs), who are responsible for more specialized areas such as Project, Urban Service, Finance, and Planning.⁴ Of particular relevance to residents in Greater Noida West are officials specifically designated for the area. For example, Shri Abhishek Pathak serves as the OSD for "Greater Noida West" ⁴, indicating a direct administrative link to the locality. Similarly, Sh. R. K. Dev is the General Manager for the "Greater Noida West Office".⁴ Other key officials include Sh. Ashish Kumar Singh, General Manager (Project/Jal/Sewer), who is responsible for project execution and water/sewerage infrastructure that impacts roads, and Shri Jitender Gautam, Deputy Collector (Property/Urban Service), involved in general urban services.⁴

Understanding this organizational structure is crucial for residents. It provides a clear internal escalation path within GNIDA. Knowing the specific officials and their designated portfolios, such as those responsible for "Greater Noida West" or "Project" management, enables citizens to direct their initial complaints and subsequent follow-ups more effectively. This targeted approach, moving systematically up the chain of command if initial contacts are unresponsive, significantly enhances the likelihood of securing attention and action for road repair and maintenance issues.

IV. Current Infrastructure Landscape in Roza Jalalpur and Sadullapur

A comprehensive understanding of the infrastructure challenges in Roza Jalalpur and Sadullapur requires examining both the reported deficiencies and the government's plans for improvement.

Assessment of Reported Road Conditions

The resident's description of "pathetic" road conditions in Roza Jalalpur and Sadullapur indicates severe deterioration, likely encompassing issues such as numerous potholes, uneven surfaces, and inadequate drainage. Such conditions not

only cause inconvenience but also pose significant safety risks to commuters and pedestrians.

Community Feedback and Local Context

The issues faced by residents in Roza Jalalpur and Sadullapur are not isolated incidents but reflect a broader pattern of infrastructure concerns across Greater Noida West. Residents in the region have consistently voiced their dissatisfaction and protested against the poor state of roads, demanding better infrastructure.⁵ Complaints have been lodged with authorities over several years, often resulting in assurances that have not translated into tangible action.⁵ Recent reports further highlight specific instances of traffic congestion and inconvenience directly attributable to road conditions, with residents explicitly mentioning "potholes" and "bumpy rides" on frequently used routes.⁶

There is a prevailing sentiment among the community that while commercial and residential development in Greater Noida West is experiencing a boom, the corresponding road infrastructure has not kept pace with this rapid expansion.⁷ This disparity suggests a systemic issue where the development of physical structures outstrips the necessary foundational infrastructure. This widespread discontent indicates that the problem extends beyond individual grievances, pointing to a need for sustained and collective action. The history of receiving "assurances but no work"⁵ underscores a potential gap between planning or promises and actual execution, which residents must be prepared to address through persistent advocacy.

Planned Infrastructure Development and Road Repair Projects

Despite the current challenges, there are documented plans and ongoing initiatives by GNIDA to address infrastructure deficiencies in the region, including the specific areas of Roza Jalalpur and Sadullapur.

GNIDA's "Model Villages" Initiative

In September 2021, GNIDA, in collaboration with the Noida Authority, embarked on a significant initiative to develop 20 "model villages" within their respective areas, involving various civil and electrical works.⁸ Under this initiative, "road work would be done in Sadullapur," directly indicating a planned improvement for road infrastructure in one of the areas of concern.⁸ For Roza Jalalpur, the initiative specifically included "drains would be repaired".⁸ While this may not directly address existing potholes on the road surface, effective drain repair is a critical prerequisite for long-term road integrity. Poor drainage is a primary contributor to road deterioration, leading to the formation of potholes and general structural damage. Therefore, the successful completion of drain repair should prevent future road damage, although existing road surface damage would still necessitate separate complaints for "patch repair" or "resurfacing".⁹ Residents should recognize this interconnectedness: drain work addresses a root cause, but direct road surface repairs are still required for immediate issues.

Specific Tenders for Roza Jalalpur

A highly relevant and specific project for Roza Jalalpur is the tender titled "Providing And Laying Interlocking Tiles And Construction Of Rcc Drain Primary School To Jai Prakash House In Village Roza Jalalpur, Greater Noida".¹⁰ This project directly targets both road surface improvement (through interlocking tiles) and drainage issues in the village. The tender, identified by ID: 2025_GNIDA_1031637_4 and Reference Number: SM/(E-TENDER CELL)/2025/596 DATED- 22.04.2025, was e-published on April 24, 2025, with a bid closing date of May 5, 2025, and a bid opening date of May 7, 2025.¹⁰ The estimated value of this tender is ₹1.47 Crore.¹⁰

As of the current timeframe, the bidding process for this specific project should have concluded, and the tender is likely either awarded or under evaluation. This means that the work itself has not yet commenced or been completed, which explains the "pathetic" road conditions described by the resident. This information is crucial for residents as it allows them to shift their focus from general complaints to specific project monitoring. They can now inquire about the award status of this particular tender ID (2025_GNIDA_1031637_4) and the anticipated commencement date of the work. This targeted inquiry provides a concrete basis for holding GNIDA accountable

for the execution of this significant, planned infrastructure improvement.

Other Relevant GNIDA Tenders

GNIDA consistently issues tenders for a variety of civil and electrical works across Greater Noida, encompassing road infrastructure, street lighting, and drainage. Recent tenders include projects such as "Providing Street Light in Main Road Police Line and Udyog Kendra-II (Ecotech-3)" ¹¹, "Construction of RCC drain" in various sectors ¹¹, and "Widening of 60m wide road".¹¹ While these specific projects may not be located directly within Roza Jalalpur or Sadullapur, they collectively demonstrate GNIDA's ongoing operational activity in infrastructure development.¹¹ The volume and diversity of these tenders suggest that the issues in Roza Jalalpur and Sadullapur may not stem from a complete lack of funds or operational capacity within GNIDA, but rather from challenges related to prioritization, the lifecycle management of specific projects, or the performance of contracted agencies. This observation provides residents with an opportunity to advocate by emphasizing that their area, despite being part of a "model village" initiative and having specific tenders, continues to experience severe issues while other projects are being initiated.

Future Development Context

Roza Jalalpur and Sadullapur are integral parts of Noida Extension, a region experiencing rapid urbanization and significant residential growth. Numerous new residential projects, including villas, duplexes, and apartment complexes, are either under construction or recently completed in these areas.¹³ Notable projects like "Vihaan Floors," "Om Sai Enclave," and "Bliss Royal Enclave Phase I & II" are situated in Roza Jalalpur and Sadullapur, often highlighting their proximity to major arterial roads such as the Greater Noida West Link Road.¹⁴ This extensive residential development directly translates to an increasing population density and a corresponding rise in vehicular traffic on existing roads. If road infrastructure improvements, such as the interlocking tiles project ¹⁰, do not keep pace with this demographic and developmental growth, the current "pathetic" conditions are likely to worsen, leading to persistent traffic congestion, increased wear and tear, and heightened safety hazards. This escalating demand provides a compelling argument for the urgency of

road repairs and comprehensive infrastructure upgrades, linking them directly to sustainable urban development and the quality of life for the growing resident population.

Table 1: Key Planned Infrastructure Projects in Roza Jalalpur & Sadullapur

Project Name/Description	Relevant Source IDs	Governing Authority	Status	Tender ID (if applicable)	Key Dates	Estimated Value	Relevance to User's Complaint
Road work in Sadullapur	8	GNIDA	Planned (as of Sep 2021)	N/A	N/A	N/A	Direct road surface improvement.
Drain repair in Roza Jalalpur	8	GNIDA	Planned (as of Sep 2021)	N/A	N/A	N/A	Addresses underlying drainage issues affecting roads.
Providing and Laying Interlocking Tiles and Construction of RCC Drain Primary School To Jai Prakash House In Village	10	GNIDA	Tender Bidding Closed/Opened	2025_GNIDA_1031637_4, SM/(E-TENDER CELL)/2025/596 DATED-22.04.2025	E-published: Apr 24, 2025; Bid Closing: May 5, 2025; Bid Opening : May 7, 2025	₹1.47 Crore	Directly addresses road surface and drainage issues. Bidding complete, work expected to commence.

Roza Jalalpur							
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V. Step-by-Step Guide to Reporting Road Issues to GNIDA

For residents to effectively address road issues, it is crucial to understand and utilize the official complaint channels provided by GNIDA.

Official Complaint Channels

GNIDA emphasizes its commitment to citizen services and the proper maintenance of the city.⁹ The Authority has established multiple platforms for residents to report infrastructure problems.

GNIDA Citizen Services Portal (investgnida.in)

The official GNIDA Citizen Services Portal is a primary channel for lodging complaints related to maintenance work. A significant advantage of this portal is that no login is required to raise these requests, making it easily accessible to all residents.⁹

To file a complaint:

1. Navigate to the "Citizen Services" section on the investgnida.in website.⁹
2. Select the option to "Raise a request for Maintenance Work".⁹
3. Fill in the required details about the issue.

For road-related concerns, the portal offers several specific complaint types, each with a stated delivery time for resolution:

- **Temporary Filling of Pot Holes/Road Cuts:** Stated Delivery Time: 7 days.⁹ This category is crucial for addressing immediate safety hazards.
- **Patch repair:** Stated Delivery Time: 30 days.⁹ This applies to more extensive but localized damage.

- **Resurfacing of roads required:** Stated Delivery Time: 180 days.⁹ This is for widespread and severe road deterioration requiring comprehensive repair.
- **Drain repair - minor repair:** Stated Delivery Time: 10 days.⁹
- **Blockage/over flowing Drain:** Stated Delivery Time: 7 days.⁹
- **Water Logging:** Stated Delivery Time: 3 days.⁹ These drainage-related complaints are vital as poor drainage directly contributes to road damage.

After submitting a complaint, residents will receive an Application Reference number. This number is essential for tracking the status of their request via the "Track Citizen Services" option available on the portal.⁹ The stated delivery times for each service are important benchmarks. They provide residents with clear expectations and empower them to hold GNIDA accountable not just for initiating action, but for completing the work within the publicly committed timeframe. Any significant deviation from these timelines can serve as a strong basis for subsequent follow-up or escalation, indicating a potential breach of service delivery standards.

"MITRA" Mobile App

GNIDA actively promotes its "MITRA" mobile application, which is available for download on both the Apple App Store and Google Play, enabling citizens to access various services directly from their smartphones.⁴

Key features of the MITRA app include an interactive dashboard, online service access, and easy navigation.¹⁷ Crucially, the app facilitates "Complaint Registration".¹⁷ To file a complaint through the app, users can fill out a simple form by providing their name, mobile number, email address, location, and a detailed description of the issue.¹⁷ The app offers benefits such as "online application status tracking" and "automated SMS/Email notifications on each stage of application processing".²⁰ The MITRA app streamlines the complaint process, making it more convenient and providing a digital trail of communication. The automated notifications are particularly valuable for ensuring work is done, as they provide real-time updates on the complaint's progress. This digital record can be an invaluable asset for future reference, follow-up, or even as evidence in potential legal proceedings.

Direct Contact (Phone/Email)

While digital platforms are encouraged, residents can also use direct contact methods for initial inquiries or follow-ups, especially if digital channels are experiencing issues or not yielding prompt responses. General contact numbers for GNIDA include +91 120-233-6030, 233-6031, 233-6032, and 233-6034.² The general email address for the Authority is authority[at]gnida[dot]in.²

Crafting an Effective Complaint

The clarity and comprehensiveness of a complaint significantly influence its effectiveness and the speed of resolution.

Essential Information

Every complaint should include precise and detailed information. This involves specifying the exact location of the problem, such as the street name, nearest prominent landmark, specific house numbers, or names of well-known societies like Supertech Ecovillage 1 or Spring Meadows.²¹ A detailed description of the problem is equally important, outlining the nature of the issue (e.g., the size and depth of potholes, the approximate length of the damaged road stretch, or the specific type of drainage issue). Including the date of observation helps establish a timeline for the problem.²¹

Supporting Evidence

Attaching clear, dated photographs and short videos of the road conditions is highly recommended. Visual evidence is exceptionally impactful, leaving little room for ambiguity regarding the nature and severity of the problem.²¹ Modern smartphones often automatically geotag photos, which can further strengthen the evidence by precisely pinpointing the location.

Maintaining Records

Meticulous record-keeping is crucial throughout the complaint process. Residents should maintain a detailed log of every complaint submitted. This log should include:

- Complaint reference numbers obtained from online portals or apps.
- The exact dates and times of submission.
- Names of any officials contacted during phone calls.
- A concise summary of conversations or email exchanges.
- Copies of all correspondence, including emails and formal letters.

This comprehensive documentation serves as a vital resource for all follow-up actions and is indispensable if any escalation or legal action becomes necessary.²⁴ It provides a verifiable history of communication and GNIDA's responsiveness.

Table 2: GNIDA Citizen Services for Road Maintenance

Service Type	Stated Delivery Time (in Days)	Relevant Source IDs	Notes
Temporary Filling of Pot Holes/Road Cuts	7	9	Crucial for immediate safety hazards.
Patch repair	30	9	For localized but more extensive damage.
Resurfacing of roads required	180	9	For widespread and severe road deterioration.
Drain repair - minor repair	10	9	Addresses smaller drainage issues impacting road integrity.
Blockage/over	7	9	Critical for preventing water accumulation

flowing Drain			and road damage.
Water Logging	3	9	Urgent for immediate safety and preventing further road deterioration.

VI. Whom to Ask and How to Escalate Your Complaint

Navigating a large administrative body like GNIDA requires a strategic approach, especially when initial complaints do not yield timely results. Understanding the key officials and available escalation channels is paramount.

Key GNIDA Officials and Their Roles

Directing communications to the appropriate officials can significantly expedite the resolution process. The following officials hold key positions relevant to road infrastructure and grievance redressal within GNIDA:

- **Chairman:** Shri Manoj Kumar Singh (IAS) is the overall head of the Greater Noida Industrial Development Authority. Communications at this level are typically reserved for significant escalations.
 - **Contact:** +91 120-2336001, +91 120-2336003, chairman@gnida.in.¹
- **Chief Executive Officer (CEO):** Shri Ravi Kumar N.G. (IAS) is responsible for the daily operations and implementation of policies within GNIDA.
 - **Contact:** +91 120-2336004, +91 120-2336005, ceo@gnida.in.¹
- **Additional Chief Executive Officers (ACEOs):** These senior officials oversee broad departmental functions and are critical for escalating issues beyond the General Manager level.
 - Smt. Shrilaxmi V. S. (IAS), ACEO (Planning/Project/Health/Horticulture/IITGNL): This ACEO's portfolio directly relates to major infrastructure planning and project execution, making them a key contact for road development issues.
 - **Contact:** +91 120-2336011, aceovssl@gnida.in.⁴
 - Shri Sunil Kumar Singh (IAS), ACEO (Group Housing /Co-operative

/NMRC/.../Electrical/Assets /Finance/RTI/WC-4, 5, 8 (Project) Land /Kissan Abadi...): This ACEO's responsibilities include project execution and land-related matters, which can be relevant to road construction and repair.

■ **Contact:** +91 120 2336009, aceosk@gnida.in.⁴

- **Officers on Special Duty (OSDs) / General Managers (GMs):** These officials manage specific functional areas or geographical regions.
 - Shri Abhishek Pathak, OSD (Personnel/ System/ Commercial/ NMRC/ Electrical & Mechanical/ Health/ Horticulture/ Sport Complex/ Jal/ Sewer/ **Greater Noida West**): This official holds direct responsibility for the Greater Noida West area, making them a crucial initial point of contact for local issues.

■ **Contact:** +91 120-2336019, abhishekp@gnida.in.⁴
 - Sh. R. K. Dev, General Manager (**Greater Noida West Office**/ Nodal Officer IGRS/ Lok Sabha/ Vidhan Sabha/ Rajya Sabha/ Vidhan Parishad Question/ Legislative Committee): Another key contact with direct oversight of the Greater Noida West region.

■ **Contact:** +91 120-2336025, rkdev@gnida.in.⁴
 - Sh. Ashish Kumar Singh, General Manager (Project/Jal/Sewer): This GM is relevant for the execution of projects and the maintenance of water and sewerage infrastructure, which often impacts road conditions.

■ **Contact:** +91120-2336015, gmproject@gnida.in.⁴
 - Shri Jitender Gautam, Deputy Collector (Property/ Urban Service / WC-5-8/ Kisan Abadi/ Land/ GBU/ GIMS): This official is involved in general urban services, which encompass aspects of public infrastructure maintenance.

■ **Contact:** +91 120-2336020, jitendragautam@gnida.in.⁴

Targeting complaints and follow-ups to these specific officials, particularly the OSD and GM for Greater Noida West, and simultaneously marking the GM (Project) or ACEO (Planning/Project) on communications, ensures that the complaint reaches the most relevant decision-makers and those directly responsible for execution. This precise approach significantly increases the likelihood of a faster and more pertinent response compared to sending general communications to the Authority.

Informal Escalation Matrix within GNIDA

A systematic approach to internal escalation can help ensure that complaints receive the necessary attention.

- **Step 1: Initial Complaint:** Lodge the complaint through the official online portal or the MITRA app, ensuring a reference number is obtained for tracking.
- **Step 2: Follow-up with Departmental Head:** If no action is taken within the stated delivery time (refer to Table 2), residents should follow up directly with the relevant General Manager or OSD (e.g., GM Project, GM Greater Noida West Office, or OSD Greater Noida West). This communication should reference the initial complaint number and highlight the elapsed time since submission.
- **Step 3: Escalation to Additional CEO:** If the General Manager or OSD does not provide a satisfactory response or resolution within a reasonable timeframe (e.g., 7-10 days after the initial follow-up), the matter should be escalated to the relevant Additional Chief Executive Officer (e.g., ACEO Planning/Project). This communication should clearly detail all previous attempts at resolution and the lack of satisfactory outcome.
- **Step 4: Escalation to CEO:** If the ACEO's intervention proves insufficient, the issue should then be escalated to the Chief Executive Officer (CEO). This step signifies a persistent failure at lower administrative levels and demands attention from the highest operational authority.
- **Step 5: Final Internal Escalation to Chairman:** As a last resort within GNIDA, the issue can be formally addressed to the Chairman. This step should be reserved for cases where all other internal channels have been exhausted without resolution, indicating a systemic failure in addressing the grievance.

Systematically moving up this chain, while meticulously documenting each interaction (including who was contacted, when, what was discussed, and what was promised or delivered), builds significant internal pressure. Officials higher up the hierarchy are accountable for the performance of their subordinates, and consistent, documented failures can prompt their intervention to avoid broader accountability issues. This process also creates a robust and verifiable paper trail for any potential external legal or public action.

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Beyond GNIDA's internal mechanisms, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) offers a crucial external oversight platform. CPGRAMS is a national online platform that allows citizens to lodge grievances with public authorities across all Ministries and Departments of the Government of India and

various State Governments.²⁵

To lodge a grievance on CPGRAMS:

1. Visit the official CPGRAMS portal at pgportal.gov.in.²⁵
2. Select the "Register / Login" option to proceed.²⁵
3. When filling out the grievance submission form, it is imperative to select "Infrastructure and Industrial Development Authority - GREATER NOIDA" as the relevant department.²⁶

The benefits of using CPGRAMS are substantial:

- It is available 24 hours a day, 7 days a week, ensuring accessibility.²⁵
- Upon registration, a unique registration ID is provided, enabling citizens to track the status and progress of their grievance online.²⁵
- CPGRAMS offers an appeal facility if the complainant is dissatisfied with the initial resolution provided by the Grievance Officer.²⁵ If the feedback rating for the resolution is marked as "Poor," the option to file an appeal is automatically enabled.²⁵
- The system is also accessible via a standalone mobile application and through the UMANG app, enhancing convenience.²⁵

CPGRAMS provides a vital external oversight mechanism. If GNIDA's internal channels prove unresponsive, lodging a grievance on this national platform brings the matter to the attention of higher state and central government authorities. The appeal mechanism further ensures that citizens have a recourse even if the initial resolution is unsatisfactory, adding an additional layer of accountability beyond the local authority. This system is designed to overcome local bureaucratic inertia and ensure that grievances are addressed at a higher administrative level.

Leveraging Community and Media

Beyond formal complaint channels, collective action and public visibility can significantly influence the responsiveness of authorities.

Resident Welfare Associations (RWAs)

Resident Welfare Associations (RWAs) are powerful collective voices that can advocate effectively on behalf of residents.²⁷ Engaging with existing RWAs in Roza Jalalpur and Sadullapur can amplify individual complaints into a collective demand. Specific RWAs identified in or near the user's area include "Nilgiri 2 Sadullapur" and "Freehold Plots, Roza Jalalpur Village".²⁸ Residents are encouraged to reach out to these associations to collectively raise the issue. RWAs often have established channels of communication and existing relationships with local authorities, enabling them to apply sustained pressure and making it more challenging for GNIDA to overlook the issue.²⁷ This approach shifts the dynamic from an individual plea to a community-wide demand, often leading to more impactful results.

Local Media and Social Media

Drawing public attention to the problem through local media and social media platforms can create significant pressure on authorities. Highlighting the issue via social media (e.g., local community groups on platforms like Facebook or Twitter/X) or engaging with local news outlets can compel authorities to act.²⁷ Local news reports have already covered residents' protests and demands for better roads in Greater Noida West⁵, indicating a receptive audience for such concerns. Media attention, particularly from local news agencies, can quickly escalate the visibility of the problem, placing public and political scrutiny on GNIDA officials. Social media, with its potential for viral awareness, can further compel authorities to respond to avoid negative publicity. This external pressure can often be a highly effective catalyst when faced with persistent bureaucratic inaction.

Table 3: Key GNIDA Officials for Road Infrastructure & Grievances

Name	Designation (Relevant Portfolios)	Phone Number(s)	Email Address	Role in Escalation	Relevant Source IDs
Shri Manoj Kumar Singh	Chairman	+91 120-2336001 , +91	chairman@gnida.in	Overall head, final internal escalation	¹

		120-2336003		point	
Shri Ravi Kumar N.G.	Chief Executive Officer (CEO)	+91 120-2336004, +91 120-2336005	ceo@gnida.in	Head of daily operations, high-level escalation	1
Smt. Shrilaxmi V. S.	Additional Chief Executive Officer (Planning/Project/Health/Horticulture/ITGNL)	+91 120-2336011	aceovssl@gnida.in	Escalation for major infrastructure projects	4
Shri Sunil Kumar Singh	Additional Chief Executive Officer (Group Housing /Co-operative /NMRC/.../Electrical/Assets /Finance/RTI/ WC-4, 5, 8 (Project) Land /Kissan Abadi...)	+91 120 2336009	aceosk@gnida.in	Escalation for project execution & land-related issues	4
Shri Abhishek Pathak	OSD (Personnel/ System/.../Jal / Sewer/ Great er Noida West)	+91 120-2336019	abhishekp@gnida.in	Initial point of contact for Greater Noida West issues	4
Sh. R. K. Dev	General Manager	+91	rkdev@gnida	Key contact for Greater	4

	(Greater Noida West Office/ Nodal Officer IGRS/...)	120-2336025	.in	Noida West, Nodal Officer for IGRS	
Sh. Ashish Kumar Singh	General Manager (Project/Jal/ Sewer)	+91120-2336 015	gmproject@gnida.in	Contact for project execution, water, and sewerage infrastructure	4
Shri Jitender Gautam	Deputy Collector (Property/ Urban Service / WC-5-8/ Kisan Abadi/ Land/ GBU/ GIMS)	+91 120-233602 0	jitendragautam@gnida.in	Contact for urban services and property-related issues	4

VII. Ensuring Work Completion and Follow-up

Lodging a complaint is the first step; ensuring the work is actually carried out and meets quality standards is the subsequent and equally critical phase. Proactive monitoring and persistent follow-up are essential for successful resolution.

Tracking Complaint Status

Residents should regularly utilize the "Track Citizen Services" option available on the GNIDA Citizen Services Portal ⁹ by entering the unique application reference number provided upon submission. If the complaint was lodged via the MITRA app, its status

updates and automated notifications should be closely monitored.¹⁷ For grievances submitted through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the unique registration ID allows for continuous tracking of its progress and resolution status.²⁵ Consistent monitoring across these platforms provides real-time information and helps identify any delays or lack of action.

Persistent Follow-up

It is important for residents not to assume that a complaint will be resolved automatically after submission. Proactive and persistent follow-up is often necessary to ensure action. If the stated delivery time for the requested service, as outlined by GNIDA (refer to Table 2), has passed without resolution, residents should initiate follow-up communication. This should involve sending emails or making phone calls to the relevant officials, always referencing the original complaint ID and highlighting the elapsed time. Maintaining a polite but firm tone, reiterating the negative impact of the unresolved issue on daily life and community safety, can be effective.

Documentation

Continuous and meticulous documentation is paramount throughout the entire process. Residents should maintain a detailed log of all interactions, including the dates and times of communications, the names of officials contacted, and concise summaries of conversations or email exchanges. Any promises or commitments made by GNIDA officials should also be recorded.²⁴ Copies of all correspondence, including emails, formal letters, and screenshots of online status updates, should be diligently preserved. Furthermore, if and when work commences, it is crucial to document its progress with dated photographs and videos. This documentation should capture both positive developments and any deficiencies in the quality of the work. This comprehensive evidence trail is vital for holding contractors and authorities accountable for the quality and completeness of repairs.

Community Monitoring

Engaging with neighbors and local Resident Welfare Associations (RWAs) ²⁸ to collectively monitor the progress and quality of any repair work can significantly enhance oversight. A collective observation effort provides more comprehensive and credible feedback to GNIDA, especially if the work is deemed substandard, incomplete, or if new issues arise during the repair process. This proactive oversight, encompassing active tracking, persistent follow-up, and meticulous documentation at every stage—from initial complaint to the perceived "completion" of work—is crucial. It ensures that the quality and completeness of repairs are scrutinized, making it more challenging for GNIDA to claim successful resolution without actual, satisfactory delivery. This shifts the burden of proof from the citizen to the authority if the work is unsatisfactory.

VIII. Legal Recourse and Accountability for Non-Action

When administrative channels and community pressure fail to yield the necessary action, citizens possess significant legal avenues to compel authorities and seek compensation for damages incurred due to road negligence.

Understanding Government Liability (Law of Torts)

The legal framework in India establishes clear responsibilities for public authorities regarding infrastructure maintenance. Municipal authorities and corporations, such as GNIDA, are legally bound to maintain and upkeep roads within their designated limits.³⁰ The State, through its agencies, is liable for the "tortious acts of its servants"—acts of omission or commission that result in harm or injury to citizens.³⁰

To hold a government agency liable for dangerous road conditions, four essential elements of negligence must be proven ²³:

1. **Duty of Care:** The government agency (GNIDA) had a legal duty to maintain safe road conditions. This element is generally straightforward to establish, as maintaining public roads is a core responsibility of such authorities.²³

2. **Breach of Duty:** GNIDA failed to fulfill its duty by allowing hazardous road conditions (e.g., potholes, poor drainage) to persist or by failing to repair known dangers in a timely manner.²³ The meticulously documented complaints, including reference numbers and unmet stated delivery times (refer to Table 2), serve as crucial evidence of this breach.
3. **Causation:** The dangerous road conditions directly caused the accident, injury, or damage suffered. This means that if the road hazard had been rectified, the harm would not have occurred.²³
4. **Damages:** Tangible evidence of the losses incurred must be provided, which can include medical expenses, lost wages, pain and suffering, and property damage.²³

A profound legal principle reinforces the citizen's position: the Hon'ble Supreme Court of India has observed that the "right to have properly maintained roads is a part of fundamental rights guaranteed by Article 21 of the Constitution of India".³⁰ Article 21 protects the right to life and personal liberty. In the event of any loss caused due to the violation of this fundamental right, citizens are entitled to seek compensation.³⁰ This constitutional backing elevates road maintenance from a mere civic amenity to a constitutional imperative, significantly strengthening the legal standing of affected citizens in seeking redress.

While government agencies frequently invoke "sovereign immunity"—a legal doctrine that generally protects government entities from certain lawsuits—many states in India have enacted "Tort Claims Acts" or similar legislation that provide exceptions, allowing claims against the government when negligence can be proven.²³ This means that sovereign immunity is not an absolute bar to legal action in cases of governmental negligence in road maintenance.

Avenues for Legal Action

When administrative remedies are exhausted or prove ineffective, citizens have distinct legal avenues to pursue.

Civil Suit for Damages/Compensation

If an accident, personal injury, or even a fatality occurs as a direct consequence of road negligence, compensation can be sought through a civil suit. Such claims can be filed under the Fatal Accidents Act, 1855, or the Motor Vehicles Act, 1988, which provide for compensation to the family of a person for loss occasioned by an actionable wrong.³⁰ The process for initiating a civil lawsuit involves filing a complaint with the appropriate court, formally serving a copy of the complaint on the defendant (GNIDA), and then systematically proving the four elements of negligence.²³ Strong, compelling evidence, including photographic and video documentation of the hazardous road conditions at the time of the incident, along with maintenance records and relevant government reports, is critical for a successful claim.²³

Writ Petition (Mandamus) in High Court

A powerful legal instrument to compel a public authority to perform its statutory duty is a Writ Petition, specifically a Writ of Mandamus, filed in the High Court (the Allahabad High Court for Uttar Pradesh). This is a suitable legal remedy when GNIDA fails to take required action despite repeated complaints and its clear statutory obligation to maintain roads. The Allahabad High Court has indeed heard writ petitions involving GNIDA, indicating its jurisdiction in such matters.³²

A Writ of Mandamus is a direct judicial order compelling a public body to perform a specific legal duty that it is obligated to carry out. If GNIDA, despite its statutory mandate¹ and citizen complaints, persistently neglects road maintenance, a High Court can issue an order compelling them to fulfill this duty. This powerful escalation bypasses bureaucratic delays and directly invokes judicial authority to ensure the delivery of essential public services. It is important to note that a writ petition seeking a solitary relief of mandamus is typically maintainable to compel a public duty, not to resolve complex contractual disputes.³²

Steps for Initiating Legal Action

Initiating legal action requires careful preparation and adherence to specific procedures.

Issuing a Formal Legal Notice/Demand Letter

Before proceeding with a civil suit or a writ petition, it is generally advisable to send a formal legal notice to GNIDA. This document serves as an official communication from the citizen or their legal representative, formally bringing attention to the deteriorating road conditions and their impact on public safety and convenience.²¹ The legal notice should be meticulously drafted, including:

- The sender's complete address and contact details.
- The current date.
- The complete details of the relevant GNIDA authority, including their designation and department.
- A clear and specific subject line identifying the complaint about road conditions and the precise location.²¹
- A detailed description of the problem, including specific locations and the duration of the issue.
- An impact statement detailing how the bad road conditions affect the community, businesses, and daily life, including any safety incidents or accidents that have occurred.²¹
- References to any previous complaints or communications about the issue, including complaint IDs.
- A specific request for action with a reasonable timeframe for resolution.
- References to relevant legal frameworks, such as the Municipal Corporations Act (if applicable) or the constitutional right under Article 21.²¹

Supporting schedules, such as clear photographs of the road conditions, a map marking the affected sections, copies of any accident reports or police complaints related to road conditions, and copies of previous correspondence, should be attached to strengthen the notice.²¹

Gathering Comprehensive Evidence

As emphasized by legal experts, "strong evidence is critical to proving negligence" in cases involving dangerous road conditions.²³ The evidence gathered should be

comprehensive and irrefutable. This includes:

- High-quality photographic and video evidence of the hazardous road conditions, ideally dated and geotagged to confirm location and time.
- All official complaint records, including reference numbers, dates of submission, and any responses received from GNIDA.
- Maintenance records and government reports related to the specific road or area, which an attorney can formally request.
- Witness statements from individuals who have experienced or observed the hazardous conditions or related incidents.

Consulting a Legal Expert

Navigating government liability cases and writ petitions can be complex due to doctrines like sovereign immunity and specific procedural requirements and strict deadlines.²³ It is highly advisable to consult an attorney specializing in public law, civil litigation, or personal injury claims. A qualified lawyer can provide tailored advice, assist in proving negligence, handle all communications with government agencies, negotiate for a fair settlement, and represent the citizen effectively in court if litigation becomes necessary.²³

Judicial Precedents

Judicial rulings from higher courts can serve as significant precedents, reinforcing the accountability of public authorities. A notable example is the Kerala High Court's ruling, which suspended toll collection on a National Highway due to unsafe conditions and ongoing construction causing traffic congestion.³⁴ The court underscored that the "tie of public trust" between the public and the National Highways Authority of India (NHAI) must not be broken. It explicitly stated that "if the public is not receiving the intended benefit of road usage in return for the user fees imposed, the State cannot compel payment of such a fee solely based on a private contractual arrangement".³⁴ While the roads in question in Greater Noida West are not toll roads, this judgment establishes a broader principle of accountability: public authorities have a fundamental obligation to provide safe and functional infrastructure

in return for the public's contributions (e.g., taxes, or the implicit social contract of urban living). This precedent can be cited in legal arguments to reinforce the State's duty to maintain roads, even where direct toll-related compensation is not applicable, emphasizing that public benefit is paramount.

Table 4: Key Legal Avenues and Requirements for Road Negligence

Legal Avenue	Legal Basis	Purpose/Outcome	Key Requirements	Relevant Source IDs
Civil Suit for Damages/Compensation	Law of Torts, Motor Vehicles Act, 1988, Fatal Accidents Act, 1855	Compensation for harm (injuries, property damage, fatalities) caused by negligence.	Proof of four elements of negligence (duty, breach, causation, damages); Comprehensive evidence (photos, videos, reports); Formal legal notice; Consultation with legal expert.	23
Writ Petition (Mandamus) in High Court	Article 21 (Right to Life), Statutory duty of GNIDA	Compel GNIDA to perform its statutory duty of road maintenance.	Evidence of GNIDA's statutory duty and failure to perform; Documented complaints and follow-ups; Formal legal notice; Consultation with legal expert.	30

IX. Recommendations for Proactive Citizen Engagement

To maximize the chances of successful resolution and ensure long-term improvements in road infrastructure, residents should adopt a strategic and proactive approach, combining formal complaints with community advocacy and, when necessary, legal measures.

- **Systematic Documentation:** Maintain a detailed, chronological record of all road issues, including dated and geotagged photographs and videos. Crucially, document every complaint filed, noting reference numbers, dates of submission, and any responses or communications received from GNIDA. This meticulous record-keeping creates an irrefutable evidence trail that is invaluable for follow-up and any potential escalation.
- **Strategic Communication:** Tailor complaints and follow-ups to the specific GNIDA departments and officials responsible for Greater Noida West and for road projects. Utilize both digital channels, such as the GNIDA Citizen Services Portal and the MITRA app, and direct email or phone calls to ensure the message reaches the most appropriate recipient. Clearly articulate the problem, its impact, and refer to previous communications.
- **Community Mobilization:** Actively engage with existing Resident Welfare Associations (RWAs) in Roza Jalalpur and Sadullapur. Collective action, channeled through RWAs, significantly amplifies the voice of residents and can exert greater pressure on authorities, making it more difficult for grievances to be overlooked.
- **Informed Escalation:** Follow the established internal escalation matrix within GNIDA, moving up the hierarchy from departmental heads to ACEOs, the CEO, and finally the Chairman, if initial attempts at resolution are unsuccessful. If internal channels fail to yield results, leverage external oversight bodies like the Centralized Public Grievance Redress and Monitoring System (CPGRAMS). Additionally, consider seeking local media attention to publicly highlight the issue, thereby increasing public pressure on the authorities.
- **Seeking Expert Counsel:** For complex or persistent issues, particularly those involving significant personal injury, property damage, or prolonged administrative inaction, it is highly advisable to consult a legal expert. A specialized attorney can provide tailored advice, navigate the intricacies of government liability, and guide residents through formal legal recourse, ensuring that their rights are protected and their claims are effectively pursued.

X. Conclusion

The "pathetic" road conditions in Greater Noida West's Roza Jalalpur and Sadullapur areas represent a significant challenge for residents, impacting daily life and safety. However, this situation is not without remedy. By understanding the specific mandate and operational structure of the Greater Noida Industrial Development Authority (GNIDA), residents can effectively leverage established complaint mechanisms, including the official online portal and the MITRA mobile application. Systematically escalating issues through GNIDA's internal hierarchy and external oversight bodies like the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is crucial for demanding accountability.

The existence of planned projects, such as the interlocking tile and drain work in Roza Jalalpur, provides a concrete point of engagement for residents to actively monitor and ensure timely execution. This proactive engagement, coupled with diligent documentation of all communications and work progress, empowers citizens to hold the Authority responsible for its commitments.

Furthermore, the robust legal framework in India, reinforced by Supreme Court rulings that recognize the right to well-maintained roads as a fundamental right under Article 21, and by High Court precedents on governmental accountability, offers powerful recourse for citizens when administrative actions fall short. Through a combination of systematic documentation, strategic communication, community mobilization, and, when necessary, informed legal intervention, residents of Greater Noida West can play a pivotal role in transforming their local infrastructure, ensuring a safer, more livable, and more accountable urban environment for all. This report serves as a comprehensive roadmap, designed to empower residents to navigate these challenges with informed confidence and achieve tangible improvements.

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