



# **STANDARD OPERATING PROCEDURE**



**Critical/Pending issue Module**

**Ministry of Road Transport and Highways of India**

**Standard Operating Procedure of “Critical/Pending issue Module”**

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## 1) Contractor Login

(i)- The below screen will appear in the Contractor login, where he can initiate process of **“Pending issue”** by clicking on the **“New”** button as highlighted in red in the below screenshot.

The screenshot shows the top navigation bar of the Ministry of Road Transport and Highways portal. The user is logged in as 'CO\_RA0NH12CA001MP' with the role 'UPC : RA0NH12CA001MP'. The breadcrumb trail is 'Home / Requests and Grievances / Pending Issue / Grievances'. Below the breadcrumb, there is a 'New+' button highlighted with a red box. Below this, there are tabs for 'PDF' and 'Excel', a 'Show 10 entries' dropdown, and a search bar. A table with 14 columns is visible, including 'Sr. No.', 'Action', 'View', 'Status', 'Initiated By', 'Initiator Name', 'NH Div/RCC(BRO)/PIU Name', 'RO Name', 'Letter / Version No', 'Type of Activity', 'Type of Issue', 'Category of Issue', 'From Chainage/Chainage Affected From (km)', and 'To Chainage/Chainage Affected To (km)'.

- The same screen will appear in DPR and AE logins. After the request is submitted by DPR or AE, the flow will be forwarded to NH Div/BRO/PIU.

(ii)- By clicking on the **“New”** button, two DDL will be appear as **“Escalate Pending Issue”** & **“Raise New Issue”**.

The screenshot shows the 'Submission of Pending Issues' form. The 'Project Name' field is filled with 'Contraction Project for Piolet Run - 1( RA0NH12CA001MP)'. The 'Select Activity' dropdown is open, showing two options: 'Escalate Pending Issue' and 'Raise New Issue', both of which are highlighted with a red box. A 'Back to Grid' button is located at the top right of the form.

(iii)-When activity selected as “Escalate Pending Issue” then the below fields will be shown, which will be filled by Contractor.

The screenshot shows the 'Submission of Pending Issues' form with the activity set to 'Escalate Pending Issue'. The form includes the following fields:

- Project Name:** Contraction Project for Piolet Run - 1 (RA0NH12CA001MP)
- Select Activity:** Escalate Pending Issue
- Select Type of Issue:** Type of Issue
- Date of First Correspondence Raised / Issued:** 24/02/2025
- Chainage Affected From (km):**
- Chainage Affected To (km):**
- Chainage affected due to the issues:**
- Brief Description of Issue:**
- Current stage of pending Proposal:** Stage Of Pending Proposal
- Date of Reported by CO:** 24/02/2025
- Last Letter No.:**
- Last Letter Date:** 24/02/2025
- Upload Last Letter:** Choose File (No file chosen)

Buttons at the bottom right: Cancel, Submit, and a 'Back to Grid' button at the top right.

(iv)-When activity selected as “Raise New Issue” then the below fields will be shown, which will be filled by Contractor.

The screenshot shows the 'Submission of Pending Issues' form with the activity set to 'Raise New Issue'. The form includes the following fields:

- Project Name:** Contraction Project for Piolet Run - 1 (RA0NH12CA001MP)
- Select Activity:** Raise New Issue
- Select Type of Issue:** Type of Issue
- Letter / Version No.:**
- Upload Relevant Document:** Choose File (No file chosen)
- Date of Submission:** 24/02/2025
- From Chainage:**
- To Chainage:**
- Road Side:** Select
- Brief Description of Issue:**

Below the form, there is a section for 'Do you have any Previous Correspondence regarding this issue' with radio buttons for 'No' and 'Yes'.

S.No.	Date of Submission	Letter / Version No	Upload copy of Correspondence	
1			Choose File (No file chosen)	<div>Add(+)</div> <div>x</div>

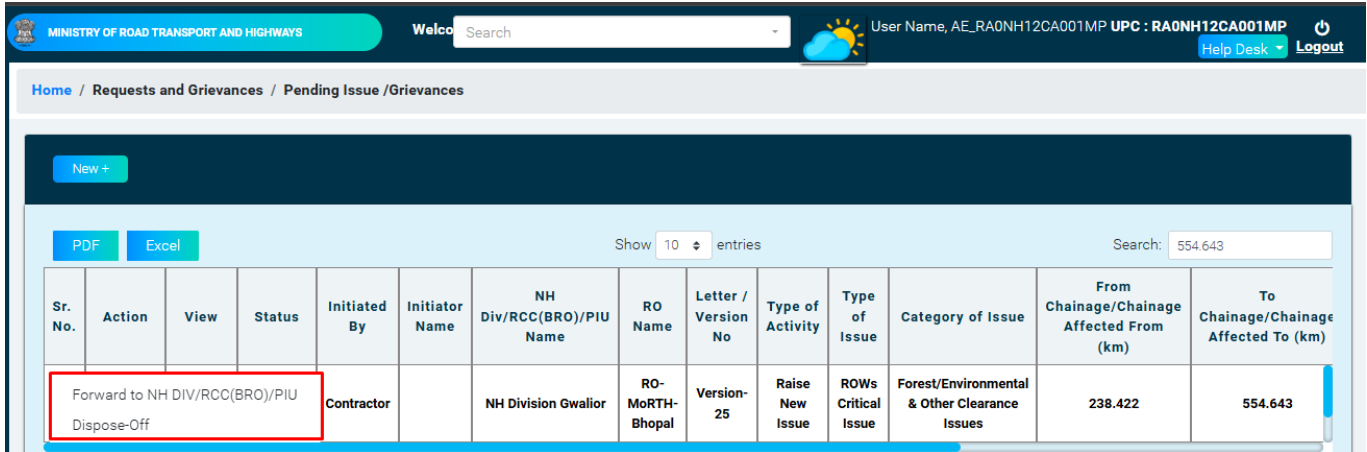
Buttons at the bottom right: Cancel, Submit, and a 'Back to Grid' button at the top right.

-After filling in all the required fields, submit the form by clicking the “Submit” button. Now, the noting function will appear, as **Annexure-1**, Add a note and attach DSC for final submission.

- The **Withdraw** button will remain visible in the request initiator’s login (Contractor, DPR, or AE grid) until an authorized person (AE/IE or NH Div/BRO/PIU) takes further action.

## 2) AE/IE Login

(v)- After the **Pending Issues** request submitted by the Contractor, the request will be displayed in the **AE/IE** Grid.



MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

Welcome Search

User Name, AE\_RA0NH12CA001MP UPC : RA0NH12CA001MP Help Desk Logout

Home / Requests and Grievances / Pending Issue /Grievances

New +

PDF Excel Show 10 entries Search: 554.643

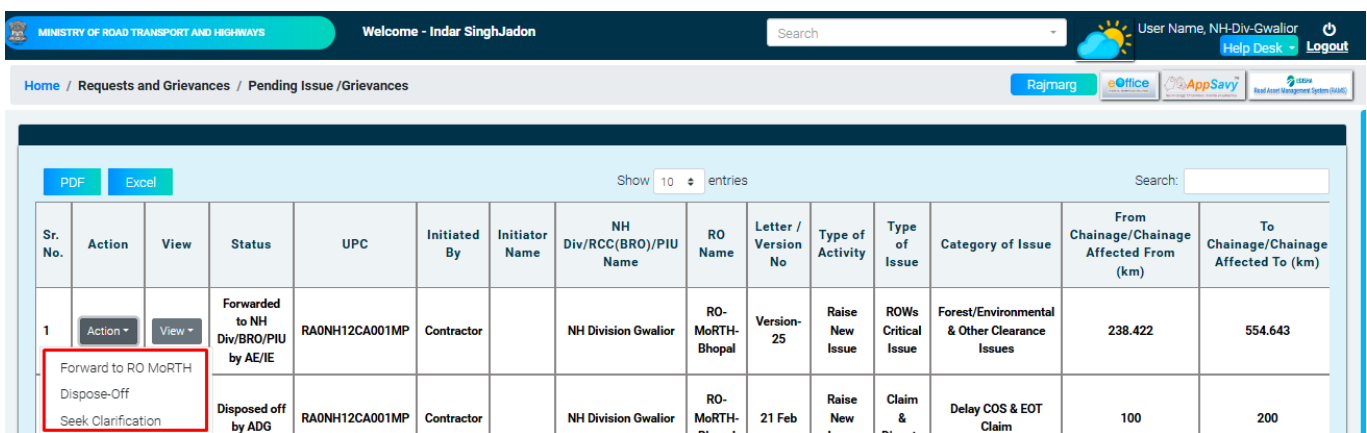
Sr. No.	Action	View	Status	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
	Forward to NH Div/RCC(BRO)/PIU Dispose-Off			Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	Version-25	Raise New Issue	ROWs Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643

Now, by clicking on the **“Action”** button AE/IE can **two** actions as shown in above screenshot.

- AE/IE can select the **“Forward to NH/Div/RCC(BRO)/PIU”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- AE/IE can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 3) NH Div/RCC(BRO)/PIU Login

(vi)- By clicking on **“Forward to NH/Div/RCC(BRO)/PIU”** by the AE/IE, the request will be displayed in the **NH Div/RCC(BRO)/PIU** Grid.



MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

Welcome - Indar SinghJadon Search

User Name, NH-Div-Gwalior Help Desk Logout

Home / Requests and Grievances / Pending Issue /Grievances

Rajmarg eOffice AppSavy

PDF Excel Show 10 entries Search:

Sr. No.	Action	View	Status	UPC	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
1	Forward to NH Div/BRO/PIU by AE/IE			RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	Version-25	Raise New Issue	ROWs Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643
	Forward to RO MoRTH Dispose-Off Seek Clarification													
			Disposed off by ADG	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	21 Feb	Raise New Issue	Claim & Dispute	Delay COS & EOT Claim	100	200

Now, by clicking on the **“Action”** button NH Div/RCC(BRO)/PIU can take **three** actions as shown in above screenshot.

- NH Div/RCC(BRO)/PIU can select the **“Forward to RO-MoRTH”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- NH Div/RCC(BRO)/PIU can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- NH Div/RCC(BRO)/PIU can select the **“Seek Clarification”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 4) RO-MoRTH Login

(vii)- By clicking on **“Forward to RO-MoRTH”** by the NH Div/RCC(BRO)/PIU, the request will be displayed in the **RO-MoRTH Grid**.

The screenshot shows the RO-MoRTH Grid interface. At the top, there is a header bar with the Ministry of Road Transport and Highways logo, a welcome message for Ashish Asati, a search bar, and user information (User Name: RO-MoRTH-Bhopal). Below the header, there is a breadcrumb trail: Home / Requests and Grievances / Pending Issue/Grievances. The main content area displays a table of requests. The table has columns for Sr. No., Action, View, Status, UPC, Initiated By, Initiator Name, NH Div/RCC(BRO)/PIU Name, RO Name, Letter / Version No, Type of Activity, Type of Issue, Category of Issue, From Chainage/Chainage Affected From (km), and To Chainage/Chainage Affected To (km). The first row shows a request initiated by a Contractor, forwarded to RO-MoRTH by NH Div/RCC(BRO)/PIU, with a status of 'Forwarded to RO-MoRTH by NH Div/RCC(BRO)/PIU'. The second row shows a request initiated by a Contractor, disposed off by ADG, with a status of 'Disposed off by ADG'. The 'Action' button for the first row is expanded, showing three options: 'Forward to Zonal SE', 'Dispose-Off', and 'Seek Clarification'.

Sr. No.	Action	View	Status	UPC	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
1	Action	View	Forwarded to RO-MoRTH by NH Div/RCC(BRO)/PIU	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	Version-25	Raise New Issue	ROWs Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643
	Forward to Zonal SE													
	Dispose-Off													
	Seek Clarification													
			Disposed off by ADG	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	21 Feb	Raise New Issue	Claim & Dispute	Delay COS & EOT Claim	100	200

Now, by clicking on the **“Action”** button RO-MoRTH can take **three** actions as shown in above screenshot.

- RO-MoRTH can select the **“Forward to Zonal-SE”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- RO-MoRTH can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- RO-MoRTH can select the **“Seek Clarification”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 5) Zonal-SE Login

(viii)- By clicking on **“Forward to Zonal-SE”** by the RO-MoRTH, the request will be displayed in the **Zonal-SE** Grid.

Sr. No.	Action	View	Status	UPC	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
1	Action ▾ Forward to Zonal CE Dispose-Off Seek Clarification	View ▾	Forwarded to Zonal-SE by RO-MoRTH	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	Version-25	Raise New Issue	ROWS Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643
			Disposed off by ADG	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	21 Feb	Raise New Issue	Claim & Demand	Delay COS & EOT Claim	100	200

Now, by clicking on the **“Action”** button Zonal-SE can take **three** actions as shown in above screenshot.

- Zonal-SE can select the **“Forward to Zonal-CE”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- Zonal-SE can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- Zonal-SE can select the **“Seek Clarification”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 6) Zonal-CE Login

(ix)- By clicking on **“Forward to Zonal-CE”** by the Zonal-SE, the request will be displayed in the **Zonal-CE** Grid.

Sr. No.	Action	View	Status	UPC	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
1	Action ▾ Forward to ADG Dispose-Off Seek Clarification	View ▾	Forwarded to Zonal-CE by Zonal-SE	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	Version-25	Raise New Issue	ROWS Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643
			Disposed off by ADG	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO-MoRTH-Bhopal	21 Feb	Raise New Issue	Claim & Demand	Delay COS & EOT Claim	100	200

Now, by clicking on the **“Action”** button Zonal-CE can take **three** actions as shown in above screenshot.

- Zonal-CE can select the **“Forward to ADG”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- Zonal-CE can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- Zonal-CE can select the **“Seek Clarification”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 7) ADG Login

(x)- By clicking on **“Forward to ADG”** by the Zonal-CE, the request will be displayed in the **ADG Grid**.

Sr. No.	Action	View	Status	UPC	Initiated By	Initiator Name	NH Div/RCC(BRO)/PIU Name	RO Name	Letter / Version No	Type of Activity	Type of Issue	Category of Issue	From Chainage/Chainage Affected From (km)	To Chainage/Chainage Affected To (km)
1	Action *	View *	Forwarded to ADG by Zonal-CE	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO- MoRTH- Bhopal	Version- 25	Raise New Issue	ROWs Critical Issue	Forest/Environmental & Other Clearance Issues	238.422	554.643
	Dispose-Off		Disposed off by	RA0NH12CA001MP	Contractor		NH Division Gwalior	RO- MoRTH-	21 Feb	Raise New	Claim &	Delay COS & EOT	100	200

Now, by clicking on the **“Action”** button ADG can take **two** actions as shown in above screenshot.

- ADG can select the **“Dispose-Off”** option from the drop-down menu. After that, the page will appear as per Annexure-1.
- ADG can select the **“Seek Clarification”** option from the drop-down menu. After that, the page will appear as per Annexure-1.

## 8) Dispose-Off

(xi)- By clicking **“Dispose-Off”** option, below mentioned comment box will be appear in the designated authority’s login, where concerned user can give their comment & submit. Now, the page will appear as per Annexure-1.

MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

Welcome - ADG-Central

Search

User Name, ADG-Central

Help Desk

Logout

Home / Requests and Grievances / Pending Issue /Grievances

Rajmarg

eOffice

AppSavy

Real Asset Management System (RAMS)

Dispose-off of Pending Issues

Back to Grid

Dispose-off Comment/Remarks \*

Cancel

Submit



**Annexure-1**

