



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 / IT / 2025

Policy Circular No. 6.44/2025 dated 11th September, 2025

{Decision taken on E-Office File No. ADMIN-11014/3/2025-O/o GM (HR/Admin-III) (Comp. No. 274894)}

Sub: Handling & Processing of e-files between NHAI HQ and ROs/PIUs (Field Offices) related to Projects - reg.

It has been observed that multiple e-files are being created at different levels HQ/ROs/PIUs (Field Offices) for the same set of work such as separate e-files for COS, EOT, work execution and award related matters etc. This practice results in fragmented records, incomplete documentation of the background and lack of clear timelines associated with each case file.

2. In view of this, it is essential to clearly define the appropriate level at which e-files should be created and maintained.

3. Accordingly, in partial modification of para 1(a) related to 'File Receipt and Information Extraction at HQ' of the Policy Circular No.6.38/2025 dated 08.01.2025 on the subject cited above, the following modification is hereby decided:

(a.1) No new e-file will be generated by concerned Technical Division at HQ for handling proposals sent by Regional Officer (RO)/Project Director (PD) except for the matters indicated in the Annexure enclosed. Proposals sent by Regional Offices (ROs)/Project Implementation Units (PIUs) will be processed on the same e-file at NHAI HQ by the concerned Technical Division. The details of all the e-files created by the respective Office will be maintained in the Office [list will be provided by the IT Division/ E-office Help Desk on monthly basis to the Concerned PD/RO/GM (T) in HQ]. This approach aims to streamline tracking and processing of e-files for better efficiency. All the documents kept in Physical file needs to be mandatorily kept in the ToC of relevant e-file by the respective custodian or e-file initiator. The subject of all files related to Project created henceforth, the "UPC Number" of the Project will be mandatorily indicated.

Example: N/08002/06007/TS - 4L on NH-163G Warangal-Khammam section (Length-30.830km) on HAM in Telangana (Package-3).

(a.2) The decision of the respective Competent Authority (i.e. in NHAI HQ or ROs) will be communicated to the PIUs/ROs (as the case may be) through letter also clearly indicating the e-file no. & Comp.no. and copy of the same to be enclosed in the ToC of the respective e-file by the concerned office (i.e. ROs or NHAI HQ) while returning the file to the custodian office.

Contd...2/-

- (a.3) The enclosed **Annexure** contains a list of subject heads along with corresponding content indicating the level responsible for both, creation and custody of the respective e-files. The list of subject heads contained in the **Annexure** is indicative and more subject heads may be included in the same with the approval of the Competent Authority.
- (a.4) The Office (PIUs/ROs/Concerned Division in NHAI HQ) receiving the Original Document (Physical) will be the custodian of the said document. In case the Original Document so received is pertaining to a matter for which the e-file is to be created by the other Office or the e-file is in the custody of the other Office then also the custodian of the Original Document will be the same Office (PIUs/ROs/Concerned Division in NHAI HQ as the case may be) which has received the Original Document & Document to be kept/maintained as per the Rules of NHAI for record keeping however the said document will be transferred to concerned Office (for processing on the relevant e-file) **only** through "Receipt" section of e-Office. Once the document is transferred to concerned Office, the Comp.no. of the "Receipt" to be indicated on the Original Document and kept in the relevant Physical File by the concerned Office.
- (a.5) The Officer handing over the charge need to prepare a list of all e-files in 'Inbox', 'Parked' & 'Closed' and provide the same to the successor duly segregated as per Project/ Policy/ Cadre etc., as appropriate with indication of 'Action Pending' or 'No Action Pending'. The list of all the e-files in 'Inbox', 'Parked' & 'Closed' can be obtained from e-Office Helpdesk.
4. The other contents of the *ibid* Policy Circular No. 6.38 dated 08.01.2025 shall remain unaltered.
5. The Officers concerned at NHAI HQ and ROs/PIUs are directed to ensure strict compliance of the above Guidelines.
6. This issue with the approval of Competent Authority.

Encl.: As stated above.


(CS. Sanjay Kumar Patel)
I/c Chief General Manager (Coord.)

To:

All Officers & Employees 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.

HANDLING AND PROCESSING OF E- FILE ON E-OFFICE

Sl. No.	Subject Head	Contents	Created by	Kept by
1.a	DPR Services	Sanction and Approval of DPR, Bids invitation and Award of DPR consultant	HQ	HQ
1.b		DPR- Contract Management (a) DPR Execution, Variation & EOT (b) Payment of DPR (c) Pre-construction activities (LA, Forest clearance etc.)	PIU	PIU
2.a	AE/IE/SC Services	For construction (a) Sanction, Approval of services, Bids Invitation and Award of consultant	HQ	HQ
2.b		For maintenance (O&M) (a) Sanction, Approval of services, Bids Invitation and Award of consultant	RO	RO
2.c		AE/IE/SC- Contract Management (a) Work Execution, Variations & EOT etc. (b) Payment	PIU	PIU
3.a	Civil Work	(a) Project sanction, Appraisal and Approval of proposal (including PPPAC), Bids Invitation and Award of contract	HQ	HQ
3.b		Contract Management (a) AD Declaration, Monitoring of work Execution (b) Payment (c) COS (variation) (d) EOT (e) PCC /CC Issuance	PIU	PIU
4.a	Non-regular Civil Works/ Black Spots/ PBMC/ STMC	(a) Project sanction, Appraisal and Approval of proposal, Bids Invitation and Award of contract	PIU/RO	PIU/RO
4.b		Contract Management (a) AD Declaration, Monitoring of work Execution (b) Payment (c) COS (variation) (d) EOT (e) PCC /CC Issuance	PIU	PIU
5.	Dispute Resolution	(a) DRB/ Sole Conciliation/ CCIE, Arbitration & Court Cases	PIU	PIU
6.a	Various References received through portal	PMO, MP, VIP, etc. references	PIU/RO/HQ (Separate e-files at all levels)	PIU/RO/HQ (Separate e-files at all levels)
6.b	Other references	PMO, MP, VIP, etc. references (received other than portals)	PIU	PIU
6.c	Parliament matters	Parliamentary matters (Rajya Sabha and Lok Sabha)	HQ	HQ

7.	Quality Monitoring (Other than SRD&Q)	Request for Quality Inspection through Quality Monitors/Expert	PIU	PIU
8.	Toll Notification	Initiation and publication of Toll Notification	PIU	PIU
9.	Sanction letter & budgeting	Issuance of sanction letter, budget allocation	PIU	PIU
10.	Vigilance and Public Grievance (Other than Vigilance Division)	Vigilance Matter and various Complaints	PIU/RO/HQ (Separate e-files at all levels)	PIU/RO/HQ (Separate e-files at all levels)

Note:

1. The office (other than the e-file Creator office), may request through official email to the concerned e-file Creator office to create the relevant e-file and submit to the said office.
2. The above procedure has been made keeping in view only the Technical Division.
3. In case main e-file is under submission, the part-file may be created using create part-file option in e-office and note portion of main e-file should be enclosed in ToC of the part-file.
4. Any correction or addition needed in the above system may be brought before the IT Division for needful amendment in the instant Policy.

