



# **HIGHWAYS AND MINOR PORTS DEPARTMENT**

## **CITIZEN CHARTER 2017**

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**Government of Tamil Nadu  
2017**

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## **CITIZEN'S CHARTER**

### **1. INTRODUCTION**

This document is the statement of commitment of the Highways & Minor Ports Department of Government of Tamil Nadu towards the citizens of India.

We are committed to bring down the vehicle operating cost and time as well as the number of accidents through better maintenance of roads and serve the public to have easy accessibility and speedy travel between villages, inter districts and inter States.

Tamil Nadu Maritime Board looks after Administration, Management and Control of the Non-Major Ports in the State of Tamil Nadu.

Poompuhar Shipping Corporation Limited (PSC) is the only dedicated State owned shipping corporation in our country which caters to the needs of transportation of entire coal, required by Tamil Nadu Generation and Distribution Corporation Ltd., (TANGEDCO).

## **2. OUR VISION**

The vision of the Highways & Minor Ports Department is to increase the capacity, connectivity, efficiency and safety of the Highways System so as to enable balanced socio-economic development of all sections of the people and all regions of the State.

## **3. OUR MISSION**

The mission of our department has the following key objectives:-

- a. Assist in realising the efficient road network for seamless and affordable connectivity and transportation within the State and with rest of India.
- b. Fulfilling the commitments to achieve the goal of providing connectivity to all rural habitations to accelerate their economic development.
- c. Assist in achieving the strategic development programmes envisaged in the Vision 2023
- d. To protect all road and bridge infrastructure of Highways Department and to be vigilant against unauthorised

encroachments which cause hindrance to the public at large and thereby to ensure citizen friendly approach.

The mission of the TNMB is to realize the need to ensure development of Ports and industrial growth of the State. The Government of Tamil Nadu have decided to develop all the Minor and intermediate ports in the State through Public Private Partnership.

## **4. KEY ACTIVITIES**

### **4.1. Highways Department**

The Highways department is implementing the various road infrastructure projects such as Widening or Improvement of roads, construction of new bypasses / ring roads, construction of river bridges, grade separators at road junctions and road over/ under bridges in lieu of railway level crossing to ensure better mobility and riding comfort to the travelling public.

Roads require capacity augmentation to cater to the rising demands of the traffic. In view of the exponential growth of the traffic due to industrialization and urbanization, the existing capacity of roads are being increased. The

Department is implementing following projects to preserve, maintain and upgrade the road infrastructure already created and construct new infrastructure.

- a. Improvement of riding quality, widening, strengthening and rebuilding of Government roads viz., State Highways and Major District Roads under Comprehensive Road Infrastructure Development Programme.
- b. Widening / improvements and strengthening of the Government roads viz., National Highways and State Highways under Revamped Central Road Fund Scheme.
- c. Road Safety works to reduce the fatalities and to reverse the trend in rate of accidents under various schemes.
- d. Construction of bridges, buildings and innovative works and research programmes under Part – II scheme and TANII.
- e. Roads, Bridges, Grade Separators, Elevated Corridors and Pedestrian Facilities under Traffic and Transportation improvements Programme.

- f. Road Over / Under Bridges in lieu of Railway level crossings on cost sharing basis under Railway Works Programme.
- g. Road and Bridge projects under NABARD loan assistance scheme.
- h. Bypasses / Ring Roads to decongest the traffic in major towns and Municipalities.

The time frame required for implementation of the various projects varies from 6 months to few years depending on the complexity of the project and constraints involved.

In complex projects, getting clearance/ approvals of other agencies act as additional constraints resulting in time and cost overruns. The following are the specific issues faced while implementing major projects.

1. Projects such as over bridges/ under bridges in lieu of railway level crossing require concurrence of Railways for finalizing the GAD (General Arrangement Drawing) itself.
2. In case of projects falling in the NH/ NHAI maintained road stretches, no

objection/ clearance from the MoRTH is essential.

3. Land acquisition process is a tedious job and requires coordinated efforts with Revenue department. Further delay also occurs if the land owners approach the court.
4. Shifting of public service utilities such as water mains, sewerage lines, EB cables & poles, bus shelters which warrants additional land acquisition causing cost and time overrun.
5. Many of underground utilities could not be properly identified at the time of project preparation. These utilities are exactly located sometimes only after commencement of works. Moreover the land acquisition process is commenced only after identification of utilities and requirements of service departments, resulting in delay of execution of works.
6. Additional unintentional constraints are imposed due to execution of works by other agencies such as CMRL, PWD,

CMWSSB, TNEB, TWAD etc, in the project alignment.

7. The works executed in heavily congested localities of metro cities is exerting burden on traffic management which warrants diversion of traffic to provide required work front.
8. Works in Chennai metro area face restriction of working hours which causes delay in completion.
9. In some cases, the time and cost factors mentioned above act as a deterrent for the contractors to participate in the tendering process and tenders could not be settled even after several calls which ultimately delays the implementation of the projects.
10. Besides these, some projects require clearance from the Ministry of Environment and Forest where the works fall in Reserve Forest Area, Coastal Regulatory Zone, Wild Life Sanctuaries etc., which again is a tedious and time consuming process.



Nevertheless, concerted efforts are being taken to overcome the constraints by effective monitoring so that the works are not delayed.

Normally the time required for completion of road projects after getting necessary clearances, making available required work front, and completion of shifting the service utilities, is as follows:

Road works including  
minor culverts, protective  
works : 6 months to 2 years

Bridge works : 1 year to 3 years

The time line for completion of projects (based on the size and complexity of project) after getting necessary clearances in some major, complex projects may however get extended further.

#### **4.2. Tamil Nadu Maritime Board**

Following are the objectives of Tamil Nadu Maritime Board:

- a. To facilitate/ encourage establishment of Port based industries such as Thermal Power Plants, Refineries, Fertilizer plants etc., by providing exclusive port facilities to

handle the cargo required for such industries.

- b. To provide port connectivity to the industries in the Central / Western districts in the State of Tamil Nadu
- c. To decongest the Major ports in the State of Tamil Nadu
- d. To decongest Highways and Railways by providing facilities for Coastal Shipping and
- e. To promote the maritime training activities to the level of International standards

In order to satisfy the requirements of industries for allocation of sites for construction of captive jetties for port based industries and create facilities, Government of Tamil Nadu have decided to allow private initiative to construct jetties. Private companies making substantial investment in coastal areas requiring port based facilities will be allotted sites for construction of jetties both captive and commercial.

In the Government ports, small ships call at Nagapattinam port for the export of Diesel and Naphtha and import of Edible Oil, Crude Oil and General cargo. Small ships are occasionally piloted through Pamban Channel. Kanniyakumari

and Rameswaram ports are used for Passenger Ferry Service.

The Captive Ports are operated by private companies for their own use. The development of entire infrastructure facilities in these captive ports is the responsibility of the companies concerned

### **4.3. Poompuhar Shipping Corporation Limited**

The core activities of the corporation are transportation of thermal coal from the load ports of Haldia, Paradip and Vishakapattinam to the discharge ports of Ennore and Tuticorin for the purpose of generating power to the public through TANGEDCO by operating three own vessels and also through chartered vessels.

Poompuhar Shipping Corporation is having three own ships viz. M.V. Tamil Anna, M.V Tamil Periyar and M.V Tamil Kamaraj with coal carrying capacity of 45000 MT per voyage and also chartering 8 to 9 vessels to meet the requirements of TANGEDCO.

Further, this corporation is also transporting coal through chartered vessels for M/s NTPC Tamil Nadu Energy Company Ltd., (NTECL), a

joint venture company of TANGEDCO and NTPC from the load Ports of Paradip / Dhamra to Ennore for their thermal stations at Vallur, North Chennai, as per the Memorandum of Understanding.

Besides transporting of coal to TANGEDCO and NTECL, PSC is also transporting of passengers from the shore at Kanniyakumari to the Vivekananda Rock Memorial and Ayyan Thiruvalluvar statue for the tourist public visiting from all over India and the world.

Vessels viz. M.V. Tamil Anna, M.V. Tamil Periyar and M.V. Tamil Kamaraj owned by Poompuhar Shipping Corporation Limited are insured against damages to Hull and Machinery including war risk and ship personnel are covered under P & T club insurance. Further, at Kanniyakumari Ferry Service (KFS), the ferries namely M.L.Guhan, M.L.Pothigai and M.L Vivekananda are also insured. All the passengers and crew who are ferried at KFS are covered under Personal Accident Insurance Scheme.

## **5. OUR RESOLVE**

- a. We resolve the grievances received from the general public, hindrances in carrying out the works and redress them with least possible delay.
- b. We further resolve to understand and approach the issues and problems with warmth and courtesy.
- c. We affirm to act with complete integrity and devotion to duty as expected of public servants.
- d. We will interact with all the related beneficiaries and due credence will be given to their suggestions.
- e. We will act on the feedback from the public and road users in the right spirit and initiate appropriate remedial and corrective measures.

## **6. TRANSPARENCY**

Public can obtain full information about the functioning of Department in the web site [www.tnhighways.gov.in](http://www.tnhighways.gov.in). The Department is implementing e-governance procedures for transparent and effective functioning to facilitate

the quicker and quality delivery of service to the public.

## **7. OPERATIONAL GUIDELINES**

The business in the department is carried out with reference to the provisions contained in the following rules, regulations and manuals.

1. Tamil Nadu Budget Manual
2. Tamil Nadu State and Subordinate Service Rules
3. Tamil Nadu Civil Services (Discipline and Appeal) Rules
4. Tamil Nadu Government Servants Conduct Rules, 1973
5. Tamil Nadu Pension Rules
6. Fundamental Rules of the Tamil Nadu Government
7. The National Highways Act, 1956
8. The Tamil Nadu Transparency in Tender Act, 1998
9. The Tamil Nadu Highways Act, 2001
10. Tamil Nadu Highways Manual
11. Tamil Nadu Financial Code
12. Tamil Nadu Account Code
13. Tamil Nadu Treasury Code

14. Tamil Nadu Highways Engineering Service Rules.
15. Tamil Nadu Highways Engineering Subordinate Service Rules.
16. Codes Published by Indian Roads Congress
17. Specifications published by Ministry of Road Transport and Highways
18. Standard Data published by Public Works Department and Highways Department, Tamil Nadu
19. Standard Schedule of Rates published by Public Works Department, Tamil Nadu
20. Standard Schedule of Rates published by Highways Department, Tamil Nadu
21. Codes and Specifications published by Indian Standards Institutions

The Highway Construction works are Quality checked at all levels to ensure Quality and to create durable National Assets. Separate three-tier Quality Assurance System has been introduced in the Department.

Apart from the above three-tier Quality Check system, surprise Quality Checks are being conducted by the Director, Highways Research Station and Joint Director, Highways Research Station. In addition, Superintending Engineers of

various wings designated as Quality Monitoring officers are also conducting surprise checks.

All tests/checks, standards, permissible limits on all items / materials / works of the Highway are in strict compliance / accordance to the MORT&H specifications / IRC codes / Ministry Guidelines in vogue.

Imparting training to the Engineers of the Department of all wings at frequent intervals to update the Quality Control System as part of the Quality Management System. Further, for effective planning, implementation and monitoring of the projects, computerized web-based e-pathai system has been launched. This helps in transparent functioning of the department.

As a part of road safety measure, Road Accident Data Management System has been developed in coordination with Police and Transport Department. This helps in identification and analysis of black spots to arrive at proper engineering road safety measure.



## **8. OUR EXPECTATIONS**

- a. We expect the public, road users and the Non-Governmental organization to be objective in their appraisal of the functioning of the Department for efficient and effective performance.
- b. We expect them to take into account of the limitations and constraints we face.
- c. We expect them to furnish documents in full shape and with complete information so as to help us achieve our goal.
- d. We expect them to give full facts without suppressing any information for pecuniary benefits.
- e. We expect the public not to approach the department with any inducement causing officials to deviate from our mission and motto.
- f. Public should co-operate with the Department by not resorting to encroachments of the Department's property or roadsides and help in the speedy movement of the traffic. During removal of encroachments by the

Department, the public and the road-users should come forward to extend full co-operation.

- g. We expect the road-users to observe the traffic Rules and to co-operate with the Department to avoid accidents.

## **9. OFFICERS WHO CAN BE APPROACHED**

The Highways Department is headed by the Additional Chief Secretary to Government, Highways and Minor Ports Department in the Secretariat. Under his control, Project Director (Tamil Nadu Road Sector Project), Director General (Highways), Director (Highways Research Station) and seven other Chief Engineers are working with individual capacity to implement various Highways schemes.

Further the Tamil Nadu Road Development Company under the control of Chief General Manager and Tamil Nadu Road Infrastructure Development Corporation under the control of Executive Director are implementing selected road development project.

Tamil Nadu Maritime Board is functioning under the Chairmanship of Hon'ble Minister for Highways and Minor Ports, Government of Tamil Nadu Highways & Minor Ports Department in the Secretariat. Under the control of the Vice Chairman & State Port Officer, Port Officers, Chief Accounts Officer cum Secretary, Executive Engineer (Civil) are working with individual functioning.

All the officers can be approached for any information, redressal of grievances and for offering suggestions leading to better and efficient service. The addresses of the officers are detailed hereunder:

<b>Sl. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
1.	Additional Chief Secretary to Government, Highways and Minor Ports Department	Secretariat, Fort St. George, Chennai 600009	044-25670959
<b>Highways Department</b>			
2.	Director General, Highways	Integrated Chief Engineers Complex, HRS Campus, 76, Sardar Patel Road, Guindy, Chennai 600025	044-22351099
3.	Chief Engineer Construction and Maintenance		044-22350690
4.	Chief Engineer, NABARD and Rural Roads		044-22350158
5.	Chief Engineer, Projects		044-22350655
6.	Chief Engineer, National Highways.		044-22355701
7.	Chief Engineer, Metro		044-22351154
8.	Chief Engineer, Planning, Designs and Investigation		044-22352068

<b>Sl. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
9.	Chief Engineer, Tamil Nadu Road Sector Project	171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028	044- 24950682
10.	Director, Highways Research Station	Highways Research Station, No.76, Sardar Patel Road, Guindy, Chennai 600025	044- 22354852
11.	Project Director, Tamil Nadu Road Sector Project.	171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028	044- 24954360
12.	The Chief General Manager, Tamil Nadu Road Development Company Ltd.,	171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028	044- 24952800

<b>Sl. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
13.	The Executive Director, Tamil Nadu Road Infrastructure Development Corporation	L.L.A. Building, 4 <sup>th</sup> Floor, 735, Anna Salai, Chennai 600002	044-28543333
<b>Tamil Nadu Maritime Board</b>			
14.	Vice Chairman and Chief Executive Officer	Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram Chennai 600028.	044-24950420
15.	State Port Officer	Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram Chennai 600028.	044-24610979
16.	Port Officer, Cuddalore	Port Office, Cuddalore 607003	04142-238025

<b>Sl. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
17.	Port Officer, Nagapattinam	Port Office, First Line Beach Road, Nagapattinam 611 001	04365- 242363
18.	Chief Accounts Officer-cum- Secretary	Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram Chennai 600028	044- 24956013
19.	Executive Engineer (Civil)	Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram, Chennai 600028	044- 24933883
<b>Poompuhar Shipping Corporation Limited</b>			
20	Managing Director	692, Anna salai, Nandanam, Chennai 600035	044- 24341108

<b>Sl. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
21	General Manager (Finance)&Asst. General Manager (P&A),I/c	692, Anna salai, Nandanam, Chennai 600035	044-24330207
22	Deputy General Manager (Tech)	692, Anna salai, Nandanam, Chennai 600035	044-24323715
23	Assistant General Manager (OPS)	692, Anna salai Nandanam, Chennai 600035	044-24330058

In addition to the above, the contact details of public information officers nominated for providing information requested under RTI Act and voluntary disclosure of information under RTI Act are made available in the official website of the department viz [www.tnhighways.gov.in](http://www.tnhighways.gov.in), [www.tnrsp.gov.in](http://www.tnrsp.gov.in), [www.tnmaritime.com](http://www.tnmaritime.com), [www.tamilship.com](http://www.tamilship.com).

**Additional Chief Secretary  
Highways and Minor Ports**