



**HIGHWAYS AND MINOR PORTS
DEPARTMENT**

CITIZEN'S CHARTER

Government of Tamil Nadu

2015 – 2016

HIGHWAYS AND MINOR PORTS DEPARTMENT

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 as well as the number of accidents through better maintenance of roads and serve the public to have easy accessibility and speedy transport between villages, inter district and inter States.

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

Poompuhar Shipping Corporation Limited (PSC), the only dedicated State owned shipping corporation in our country carryout transportation of the 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 there by 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 Participation.

4. KEY ACTIVITIES

4.1. Highways Department

- a. 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 under the following schemes to ensure better mobility and riding comfort to the travelling public.
- b. Roads requires 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 is being increased. The Department is implementing following projects to preserve, maintain and upgrade the road infrastructure already created and construct new infrastructure.

- c. Improvement of riding quality, widening, strengthening and rebuilding of Government roads viz., State Highways and Major District Roads under Comprehensive Road Infrastructure Development Programme.
- d. Widening / improvements and strengthening of the Government roads viz., National Highways and State Highways under Revamped Central Road Fund Scheme.
- e. Road Safety works to reduce the fatalities and to reverse the rate of accidents under various schemes.
- f. Construction of bridges, buildings and innovative works, research programmes under Part – II scheme.

- g. Roads, Bridges, Grade Separators and Pedestrian Facilities under traffic and transportation improvements programme.
- h. Road Over / Under Bridge in lieu Railway level crossings on cost sharing basis under Railway Works Programme.
- i. Road and Bridge projects under NABARD loan assistance scheme.
- j. Bypasses / Ring Roads to decongest the traffic in major towns.

The time frame required for implementation of the various projects varies from 6 months to few years depending on the complexity of the project, availability of land for work front, shifting of service utilities such as water mains, sewage lines, electric lines, posts and transformers, telephone lines owned by other departments. The pre implementation clearances such as Forest Clearances, Coastal Regulatory Zone Clearances, Wildlife Clearances and Environmental Clearances also play a major role in fixing the time frame for implementation of major projects.

However, the tentative time line for implementation of 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 |

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

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 around 11 vessels to meet the requirements of TANGEDCO.

The core activities of the corporation are transportation of thermal coal from the load ports of Haldia, Paradip and vizag 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.

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 and Gangavaram 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 that we will receive general public as well as the contractors of the department and redress their grievances 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 feed back from the public and road users in the right spirit and initiate appropriate remedial and corrective action.

6. TRANSPARENCY

Public can obtain full information about the functioning of Department in the web site 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. STANDARDS AND QUALITY

The business in the department is carried out with reference to the provisions contained in the following rules, regulation 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
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 withholding 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 Departments property or roadsides and help in the speedy movement of the traffic. During removal of unauthorised 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 Rules of the Road to avoid accident and co-operate with the Department in its efforts to provide Road safety.

9. OFFICERS WHO CAN BE APPROACHED

The Highways Department is headed by the Principal Secretary to Government, Highways and Minor Ports Department in the Secretariat. Under his control, Project Director, Tamil Nadu Road Sector Project, Director General, Highways, and eight other Chief Engineers are working with individual functionings.

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 & CEO, State Port Officer, Port Officers, Chief Accounts Officer cum Secretary, Executive Engineer (Civil) are working with individual functionings.

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:

| Sl. No. | Officer | Office Address | Office Phone |
|----------------------------|--|--|---------------------|
| 1. | Principal Secretary to Government, Highways and Minor Ports Department | Secretariat, Fort St. George, Chennai 600009 | 044-25670959 |
| Highways Department | | | |
| 2. | Director General, Highways | PWD Complex, Kamarajar Salai, Chennai 600005 | 044-28558999 |
| 3. | Chief Engineer Construction and Maintenance | PWD Complex, Kamarajar Salai, Chennai 600005 | 044-28525342 |
| 4. | Chief Engineer, NABARD and Rural Roads | ELCOT Building, Guindy Industrial Estate, Guindy, Chennai 600032 | 044-22500158 |
| 5. | Chief Engineer, Projects | Panagal buildings, No2-D, Jeenis Road, Saidapet, Chennai 600015 | 044-24354718 |
| 6. | Chief Engineer, National Highways. | PWD Complex, Kamarajar Salai, Chennai 600005 | 044-28525701 |

| Sl. No. | Officer | Office Address | Office Phone |
|----------------|---|--|---------------------|
| 7. | Chief Engineer, Metro | No.1, New Street, Super Bazaar Complex, D&F Block, Alandur Municipal Building, Alandur, Chennai 600016 | 044-22314754 |
| 8. | Chief Engineer, Planning, Designs and Investigation | ELCOT Building, Guindy Industrial Estate, Guindy, Chennai 600032 | 044-22501541 |
| 9. | Chief Engineer (Works), Tamil Nadu Road Sector Project | 171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028 | 044-24465247 |
| 10. | Director, Highways Research Station | Highways Research Station, No.76, Sardar Patel Road, Guindy, Chennai 600025 | 044-22354852 |

| Sl. No. | Officer | Office Address | Office Phone |
|----------------------------------|---|--|---------------------|
| 11. | Project Director, Tamil Nadu Road Sector Project. | 171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028 | 044- 24465360 |
| Tamil Nadu Maritime Board | | | |
| 12. | 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 |
| 13. | The State Port Officer | Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram Chennai 600028. | 044- 24610979 |
| 14. | The Port Officer, Cuddalore | Port Office, Cuddalore 607003 | 04142- 238025 |

| Sl. No. | Officer | Office Address | Office Phone |
|---|--|--|---------------------|
| 15. | The Port Officer, Nagapattinam | Port Office, First Line Beach Road, Nagapattinam 611 001 | 04365- 242255 |
| 16. | Chief Accounts Officer cum Secretary | Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram Chennai 600028 | 044- 24956013 |
| 17. | Executive Officer | Tamil Nadu Maritime Board, No. 171, South Kesavaperumal puram, off Green ways Road, Raja Annamalaipuram, Chennai 600028 | 044- 24933883 |
| Poompuhar Shipping Corporation Limited | | | |
| 18 | Managing Director | 692, Anna salai, Nandanam, Chennai 600035 | 044- 24341108 |

| Sl. No. | Officer | Office Address | Office Phone |
|----------------|---|---|---------------------|
| 19 | General Manager (Finance)&Asst. General Manager (P&A),I/c | 692, Anna salai, Nandanam, Chennai 600035 | 044-24330207 |
| 20 | Officer on Special Duty (OPS) | 692, Anna salai, Nandanam, Chennai 600035 | 044-24330058 |
| 21 | Officer on Special Duty (TECH) | 692, Anna salai Nandanam, Chennai 600035 | 044-24336059 |

In addition to the above, the contact details of public information officers nominated for providing information asked under RTI Act and voluntary disclosure of information under RTI Act are made available in the official website of the department www.tnhighways.gov.in.

Principal Secretary
Highways and Minor Ports