



# **HIGHWAYS AND MINOR PORTS DEPARTMENT**

## **CITIZEN'S CHARTER 2019**

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Government of Tamil Nadu  
2019



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### **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 journey 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 the 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 realizing the efficient road network for seamless and affordable connectivity and transportation within the State and rest of the country.
- 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 unauthorized encroachments which cause hindrance to the public at large and thereby 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 bridges, road under bridges in lieu

of railway level crossing to ensure better, safer, mobility and riding comfort to the public.

Roads require augmentation of capacity to cater 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) Improvements to riding quality, widening, strengthening and rebuilding of Government roads viz., State Highways, Major District Roads, Other 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 – Minor, Major across rivers, junction etc., buildings.
- e) Roads, Bridges, Grade Separators, Elevated Corridors and Pedestrian Facilities under Traffic and Transportation Improvement Programme.
- f) Road Over Bridges, Road 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.
- i) Upgradation of Panchayat roads, Panchayat union roads to Other District Road standards through the NABARD assistance

- j) Institutional Capacity Enhancement and Road Safety through World Bank funds.
- k) Research programmes & Innovative Projects under TANII.

The time frame required for implementation of the various projects varies from six 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 constraint resulting in time and cost over-run.

While executing the works at site, various issues such as Land acquisition, shifting of service utilities, co-ordination with the other agencies viz., PWD, CMWSSB, TANGEDCO, CMRL etc., work execution in congested and urban locations, works to be executed only during night hours due to city environ-do crop-up which are the challenges, that make the work more complex. However, concerted efforts are put-in to resolve issues then and there, enabling early completion of projects.



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

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

Bridge works : 1 to 3 years

The time-line for completion after getting necessary clearances in some major, complex projects (based on the size and complexity of project) 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. 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 (PSC)***

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 power generation of public distribution 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 eight to nine 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 also ferries between the shore at Kanniyakumari to the Vivekananda Rock Memorial and Ayyan Thiruvalluvar statue for the International and Inland tourists.

## **5. OUR RESOLVE**

- a) We resolve that the grievances received from the general public, hindrances in carrying out the works would be redressed with the 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 Government Servants (Conditions of Service) Act, 2016
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. Tamil Nadu Ministerial Service Rules.
17. Tamil Nadu General Service Rules.
18. Codes Published by Indian Roads Congress
19. Specifications published by Ministry of Road Transport and Highways
20. Standard Data published by Public Works Department and Highways Department, Tamil Nadu
21. Standard Schedule of Rates published by Public Works Department, Tamil Nadu
22. Standard Schedule of Rates published by Highways Department, Tamil Nadu
23. 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. Exclusive 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 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.

Training is imparted 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 projects.

Tamil Nadu Maritime Board is functioning under the Chairmanship of Hon'ble Minister for Highways and Minor Ports, Government of Tamil Nadu, Highways and Minor Ports Department in the Secretariat. The TNMB is headed by the Vice Chairman and Chief Executive Officer.

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>S. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
1.	Additional Chief Secretary to Government, (FAC), 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
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

<b>S. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
8.	Chief Engineer, Planning, Designs and Investigation		044-22352068
9.	Director, Highways Research Station	Highways Research Station, No.76, Sardar Patel Road, Guindy, Chennai 600025	044-22354851
10.	Project Director, Tamil Nadu Road Sector Project	171, South Kesava perumal Puram, TNMB	044-24954360
11.	Chief Engineer, Tamil Nadu Road Sector Project	Building, Greenways Road, Raja Annamalai Puram, Chennai 600028	044-24954360

<b>S. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
12.	Project Director, Chennai – Kanyakumari Industrial Corridor Project (FAC)	CKICP Complex, HRS Campus, No.76, Sardar Patel Road, Guindy, Chennai 600025	044-22350664
13.	Chief Engineer, Chennai – Kanyakumari Industrial Corridor Project (FAC)	CKICP Complex, HRS Campus, No.76, Sardar Patel Road, Guindy, Chennai 600025	044-22350610
14.	The Project Director, Chennai Peripheral Ring Road	CKICP Complex, HRS Campus, No.76, Sardar Patel Road, Guindy, Chennai 600025	044-22350610

<b>S. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
15.	The Chief General Manager, Tamil Nadu Road Development Company Ltd.	171, South Kesava perumal Puram, TNMB Building, Greenways Road, Chennai 600028	044-24952800
16.	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>			
17.	Vice Chairman and Chief Executive Officer	171, South Kesava perumal Puram, TNMB Building, Greenways Road, Chennai 600028	044-24950420

<b>S. No.</b>	<b>Officer</b>	<b>Office Address</b>	<b>Office Phone</b>
<b>Poompuhar Shipping Corporation Limited</b>			
18.	Managing Director	692, Anna Salai, Nandanam, Chennai- 600035	044- 24341108
19.	General Manager (Finance)		044- 24330207

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.tnrspl.gov.in](http://www.tnrspl.gov.in), [www.ckicp.tnhighways.gov.in](http://www.ckicp.tnhighways.gov.in), [www.tnmaritime.com](http://www.tnmaritime.com) and [www.tamilship.com](http://www.tamilship.com).

**ADDITIONAL CHIEF SECRETARY (FAC),  
HIGHWAYS AND MINOR PORTS  
DEPARTMENT**