



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

## National Highways Authority of India

(Ministry of Road Transport and Highways)

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NHAI/Policy Guidelines/Standard Operating Procedure (SOP) for Access Permission/2020  
Policy Circular No.14.19/2020, Dated 06 January, 2020  
(Decision taken on File No. NHAI/IT/SOP/62/2019)

**Sub: STANDARD OPERATING PROCEDURE (SOP) ON THE "RIGHT TO ACCESS UNDER SECTION-28 OF THE CONTROL OF NATIONAL HIGHWAYS (LAND AND TRAFFIC) ACT, 2002" FOR ACCORDING ACCESS PERMISSION TO THE FUEL STATIONS, SERVICE STATIONS AND REST AREA ALONG THE NATIONAL HIGHWAYS.**

Kind attention is drawn to various circulars issued by Government of India, Ministry of Road Transport and Highways has issued various policy circulars & guidelines on the subject mentioned above, which remain applicable and to be followed strictly. The prevalent guideline for according access permission to the fuel stations and private properties has been issued by MORTH on 24.07.2013 and has been updated & modified from time to time.

2. As per Government of India, Ministry of Road Transport and Highways order issued vide S.O. No. 3293 (E) dated 16th September, 2019, the project Director of the NHAI, the Regional Officer of the NHAI, as per their respective territorial jurisdictions shall exercise the powers and functions of Highway Administrators in their ex-officio capacity to discharge the functions and exercise the powers as assigned to them as per the table appended below:

Table				
Sl. No.	Section of the Act	Functions and Responsibilities	Project Director of the NHAI/GM or DGM of the NHIDCL /Executive Engineer of National Highway Wing of the State PWD in respect of their respective territorial justifications	Regional Officer of the Ministry/NHAI/Executive Director of NHIDCL, as per their respective territorial jurisdictions
(1)	(2)	(3)	(4)	(5)
1	24	Prevention of unauthorised occupation of highway land	Competent Authority	Supervising Authority
2	25	Grant of lease or licence of highway land for temporary use	Proposing Authority	Competent Authority
3	26	Removal of unauthorised occupation	Competent Authority	Supervising Authority

✓

4	27	Recovery of cost of removal unauthorised occupation and imposition of fines	Competent Authority	Supervising Authority
<b>5</b>	<b>28</b>	<b>Grant of Right to Access to the Highway</b>	<b>Proposing Authority</b>	<b>Competent Authority</b>
6	30	Regulation or diversion of access, etc.	Competent Authority	Supervising Authority
7	31	To regulate traffic when Highway deemed unsafe	Proposing Authority	Competent Authority
8	32	Prohibition of use of heavy vehicles on certain highways	Proposing Authority	Recommending Authority
9	33	Temporary closure of traffic on Highway	Competent Authority	Supervising Authority
10	34	Permanent closure of Highway	Proposing Authority	Recommending Authority
11	35	Power to restrict the use of class or classes of vehicles	Proposing Authority	Recommending Authority
12	36	Prevention and repair of damage to highways	Competent Authority	Supervising Authority
13	37	Prohibition to leave vehicles or animals in dangerous position	Competent Authority	Supervising Authority
14	38	Construction on highway land	Proposing Authority	Recommending Authority
15	43	Conduct of inquiry	Competent Authority	Supervising Authority

3. In view of the above MORTH notification dated 16th September 2019, the Right to access along the National Highways in the jurisdiction of NHAI is to be granted by the Regional Officers of NHAI. Therefore, with certain temporary modifications in the process flow arising out of the above delegation to the NHAI, but keeping the spirit of the existing MORTH policies of Right to access intact, the following Standards Operating Procedures are proposed.

4. In order to make an effective, efficient and transparent system of granting Right to access in terms of "Section 28 of The Control of National Highways (Land and Traffic) Act 2002", the entire process of according permission shall be totally Online system. For this purpose, a web portal has been developed and deployed by National Informatic Centre (NIC) in which each Highway Administrator (Project Director), Highway Administrator (Regional officers) of NHAI and his supporting officer will be provided a unique account for operation. The link of the Websites will be available on NHAI website under the name "Right to Access". With the development of web based monitoring system, it is envisaged that no delay will take place and regular monitoring will be done by the Highway Administrators.

5. For use of the "Right to Access" web portal, a user manual has been prepared for the Highway Administrators i.e. Regional Officers and Project Directors and are enclosed as **Annexure 'A'**. All ROs and Project Directors should immediately get

themselves acquainted with the procedure of operation and enrol on the web portal by filling the form placed at **Annexure 'B'**. Once application is received online, the Highway Administrator i.e. RO of NHAI will receive the notification in his portal. Thereafter he can follow the step of approval/rejection as per the process flow of the portal. The RO can nominate any of his GM (T) /DGM(T)/ Manager (T) as his supporting Officer in the portal.

The HQ-NHAI Highway Operation Division can track the status of application vis-à-vis approval stage of RO/PD from the portal time to time.

6. In the Web Portal, a section has been created for the applicants to submit their Online application for Right to access permission. The applicant can visit to the portal from NHAI website or MoRTH website and login themselves by creating user ID and Password online as a new user and thereafter can submit their application following the steps as per web portal. The detailed manual of Applicant Section is enclosed as **Annexure 'C'**. It will be available online too.

However the hard copy of the proposal shall be submitted by the applicant to the concerned Highway Administrator (Project Director) the *Proposing Officer* in terms of serial number -5, table appended in para -2 above, at his office in triplicate along with a evidence of the submission of the Online applications as well as proof of deposition of processing fee in "Bharat Kosh" only through Online.

The Highway Administrator (Project Director), hereafter termed as Highway Administrator (PD) shall conduct site inspection to explore feasibility of granting access permission, examine the proposal in consultation with the concerned IC/IE/AE/ or the DPR consultant and forward his recommendation for grant of NOC to the competent authority as per serial number -5 of the table appended in para-2 above i.e. Highway Administrator (Regional Officer), hereinafter termed as Highway Administrator (RO) for issue of provisional NOC within the prescribed period of 30 days.

In case relaxation to the standard condition is required for the access permission, the Highway Administrator (PD) shall submit the proposal for relaxation to the competent authority i.e. Highway Administrator (RO) with full justification the Highway Administrator (RO) shall upload the proposal for inviting/ objections of the public, in public domain for 60 days. In the light of the response received the competent authority i.e. Highway Administrator (RO) shall take final decision on the grant of provisional NOC.

7. Once the applicant submits the applications, after payment of the processing fee, the application may be processed after submitting the complete set of documents including license fee and approved 'in-principle' and provisional NOC may be issued by Highway Administrator(RO) to the applicant. The date of 'in-principle' approval may be put up on the website and the applicant may be informed within 30 days of the receipt of the applications along with the prescribed fee.

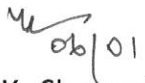
8. The oil company/owner may construct the fuel station / private property along with its access as per approved drawings at their own cost within one year of the issue of provisional NOC. After the construction as per approved drawings and to the satisfaction of the Highway Administrator(PD), the final approval may be given

within 30 days of the receipt of the communication by Highway Administrator (RO) from the applicant about the completion of construction work and License deed may be signed by the Competent Authority i.e. Highway Administrator (RO). In case, the construction is not done within one year, the provisional approval shall be deemed to be cancelled unless renewed by the Highway Administration (RO).

9. Inspection of determining the deviations from prescribed Norms shall be done any time, even after signing of License Deed, by the Highway administrator (PD). In case of defaults/deviations found during inspections by Highway Administrator (PD), each deficiency shall be immediately rectified within no case should exceed 30 days from the date of inspection. The failure to rectify the identified deficiencies within prescribed time would lead to de-energizing. The re-energizing would be done only on complete rectification to the satisfaction of Highway Administrator (RO).

10. The Highway Administration (PD) will keep a register of record of Fuel Stations, Private Properties, Rest Area complexes and such other facilities, for which access permission has been granted. This will also be regularly updated on the website/Web Portal.

11. This issues with the approval of Chairman, NHAI.

  
(V.K. Sharma)  
CGM (Coord.)

- i. All Officers of HQ/ROs/PIUs/CMUs/Site Offices.
- ii. Hindi Officer for Translation in Hindi.
- iii. Library - for hosting the circular in library site.





## User Section

### Link Name: Applications

#### **Sub link Name: View Fresh Applications**

When the user clicks on the "View Fresh Applications" sub link under the "Applications" link the following screen opens

 भारत सरकार	<b>सड़क परिवहन और राजमार्ग मंत्रालय</b> <b>MINISTRY OF ROAD TRANSPORT &amp; HIGHWAYS</b> Government of India	 भारत माता NHAI					
Home							
Welcome: Sunil kumar							
PWD DIVISION KADAPA <hr/> Applications + File Processing + Reports + Change Password Log Off	<b>VIEW FRESH APPLICATIONS</b>						
S.No	Application Category	Application Type	Date of Application	Applicant	Application Details	Reject	Forward
1	Retail	New	13/12/2012	Test Applicant	View	Click	Click

#### **Link Name: Application Details View**

**Step 1:** Click on the "View" link under the "Application Details" heading on the screen displayed above. A window pops up which contains three major subcategories

- Documents Uploaded:** It displays the list of documents which have been uploaded by the applicant corresponding to the application. The following window displays the documents uploaded

Document Details		
Application Category: [Retail]		
Application Type: [New]		
Location: Kms 200.00		
Sno	Documents	View
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubrication, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded

2. **Fee Details:** It displays the Fee details corresponding to the application. The screen looks like this

Fee Details		
Fee Type	Amount	View
New Application	1000	View

Click on View link to view the Fee in Detail

Demand Draft Details	
Application Category:	Private
Application Type:	New
Fee Type:	New Application
Amount:	1,000.00
Bank Name:	sbi
Demand Draft No:	100897001
Dated:	05/09/2013
D.D. File:	View
Close	

3. **Property Details:** The next part in the window displays the Property details as in the application and looks like

Retail Property				
STRETCH TYPE URBAN				
TERRAIN TYPE HILLY/MOUNTAINOUS TERRAIN				
S.N.	Item	MORTH Norms	Information Supplied by Applicant	Whether complying with MORTH Norms
1	Distance from intersection:			
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
<input type="checkbox"/> 1.2 Urban Stretches <input type="checkbox"/> <input type="checkbox"/>				
<input type="checkbox"/> 1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/> <input type="checkbox"/>				
2	Is it a part of Rest Area complex?		No	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
3	Distance from nearest Fuel Station (For Fuel Outlets Only)			
	(b) Hilly terrain and urban stretches	Minimum 300m (Min)	400.00 m	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum: 1000m (Min)	2000.00 m	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		No	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
	(b) Distance from Railway Level Crossings	Minimum: 300m (Min)	200.00 m	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A

The user has to fill in the last column so as to ensure whether the data entered by the user

- Is compliant with MORTH norms
- Is not compliant with MORTH norms

- N/A

### Link Name: Reject

**Step 1:** Click on the "Click" link under the "Reject" heading on "View Fresh Applications" page. The following window pops up

The screenshot displays the official website of the Ministry of Road Transport & Highways, Government of India. The header includes the national emblem, the ministry's name in Hindi and English, and the NHAI logo. A user is logged in as 'Sunil kumar' from the 'DIVISION KADAPA'. A sidebar on the left lists navigation options: Applications, File Processing, Reports, Change Password, and Log Off. The main content area shows a table with one application entry (S.No. 1). To the right of the table are links for 'View', 'Reject', and 'Forward'. The 'Reject' link is highlighted, and a modal window titled 'REJECT APPLICATION' is displayed. This form contains fields for 'Rejection Date', 'File' (with a 'Choose File' button and 'No file chosen' text), and 'Remarks'. A 'Submit' button is at the bottom of the form. The footer of the page states: 'Designed, Developed & Hosted by NITC/NICSI, Content Provided by Ministry of Road Transport & Highways'.

**Step 2:** Enter all the details in the form displayed in Step-1

- Select Rejection Date
- Upload File
- Enter Remarks, if any
- Click on Submit

The application has been rejected successfully

### Link Name: Forward

**Step 1:** Click on the "Click" link under the "Forward" heading on "View Fresh Applications" page. The following window pops up

**Step 2:** Enter the details in the window displayed in Step-1

- Select appropriate user in 'Send to' dropdown list
- Select Approval Stages
- Select Movement type
- Enter date in the Sent on field
- Select Stage Status

The screen would look like this

- Click on Submit to send the application to the selected user.

The user to whom the application was forwarded now logs in from his account

**Home Page**



The Home Page of the user to whom the application was forwarded looks like this



सड़क परिवहन और राजमार्ग मंत्रालय

MINISTRY OF ROAD TRANSPORT & HIGHWAYS

भारत सरकार

Government of India



[Home](#)

VIEW RECEIVED APPLICATIONS

S.No	Application Category	Application Type	Date of Application	Applicant	Sent By	Application Details	Inspection Details	Processing Comments	Enter Comments	Seek Clarification	Upload Certificates	Forward/Back
1	Retail	New	13/12/2012	Test Applicant	Sunil kumar (13/12/2012)	<a href="#">View</a>	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Click</a>	<a href="#">Click</a>	<a href="#">Click</a>	<a href="#">Click</a>

#### Link Name: Application Details

**Step 1:** Click on the "View" link under the "Application Details" heading. A new window pops up which shows three major categories

- Document Details: The various documents uploaded corresponding to the application are displayed

Document Details		
Application Category: [Retail]		
Application Type: [New]		
Location: Kms 200.00		
Sno	Documents	View
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded
5	Drainage Plan of the Fuel Station	No File Uploaded
6	Detail of the material for pavement composition for deceleration lane, service road and acceleration lane.	No File Uploaded
7	Undertaking from the oil company/Owner that the oil company/owner would pay necessary fee for the use of the National Highway land whenever the fee is asked by the Highway Authorities in future.	No File Uploaded
8	Undertaking from the Oil Company that necessary alteration including complete removal/shifting of the approach roads as its own cost if so required by Ministry, for the development of National Highway or in the interest of safety in this section.	No File Uploaded
9	Undertaking from Oil Company that they shall take all the action	No File Uploaded

- Fee Details: The Fee details uploaded corresponding to the application are displayed

Fee Details		
Fee Type	Amount	View
New Application	1000	View

- Property Details: The Property details uploaded corresponding to the application are displayed along with a column displaying whether entry comply with MORTH Norms or not

Retail Property					
STRETCH TYPE URBAN					
TERRAIN TYPE HILLY/MOUNTAINOUS TERRAIN					
SN.	Item	MORTH Norms	Information Supplied by Applicant	Whether complying with MORTH Norms	
1	Distance from intersection:				
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	No	
<input type="checkbox"/> 1.2 Urban Stretches <input type="checkbox"/> <input type="checkbox"/>					
<input type="checkbox"/> 1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/> <input type="checkbox"/>					
2	Is it a part of Rest Area complex?		No	No	
3	Distance from nearest Fuel Station (For Fuel Outlets Only)				
<input type="checkbox"/> (b) Hilly terrain and urban stretches Minimum 300m (Min) 400.00 m No					
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 1000m (Min)	2000.00 m	Yes	
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		No	No	
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	200.00 m	No	
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	No	No	

#### Link Name: Inspection Details

**Step 1:** Click on the "View" link under the "Inspection Details" heading. A new window pops up which shows property details

**Step 2:** Window shows the property details along with the information supplied by the applicant. The user enters the "Inspection Details" of the property found out during the inspection on various parameters as listed in the form

- Enter the Inspection details in the form

The window after entering the details looks like this

Inspection Details				
Application Category: [Retail]				
Application Type: [New]				
Location: Km 200.00				
Retail Property				
STRETCH TYPE <input checked="" type="radio"/> URBAN <input type="radio"/> NON-URBAN(RURAL)				
TERRAIN TYPE <input type="radio"/> PLAIN & ROLLING TERRAIN <input checked="" type="radio"/> HILLY/MOUNTAINOUS TERRAIN				
SNo.	Item	MORTH Norms	Information Supplied by Applicant	Inspection Details
1	Distance from intersection:			
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	200 (metres)
1.2 Urban Stretches <input type="checkbox"/>				
1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/>				
2	Is it a part of Rest Area complex?		<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No	
3	Distance from nearest Fuel Station (For Fuel Outlets Only)			
(b) Hilly terrain and urban stretches	Minimum 300m (Min)	400.00 m		(metres)
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 1000m (Min)	2000.00 m	2000 (metres)
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No	
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	200.00 m	200 (metres)
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No	
	(i) Length of the service road including deceleration and acceleration lanes for regulating entry to/exit from proposed fuel station.	[Mention the lengths] m	100.00 m	100 (metres)
	(ii) Whether additional Land acquisition is required beyond the available ROW (to accommodate service roads, deceleration / acceleration lanes, etc.) by the owner of the fuel station.		<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No	
	(iii) If Yes, mention the additional L.A. required to be done by the owner of the fuel station.	[Mention Area (sq.m.)]	12.00 sq.m.	25 (sq. metres)
	(iv) Whether additional Land Acquisition as above beyond the available ROW (to accommodate such service roads, deceleration / acceleration lanes, etc.) has been done by the owner of the fuel station.		<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No	
	(v) If Yes, whether the documentary evidence of the L.A. details are attached		<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> N/A	

- Click on the "Submit" button at the end of the form
- The norms have been added successfully

#### Link Name: Processing Comments

**Step 1:** Click on the "View" link under the "Processing Comments" heading. A new window pops up which shows the File Movement details

FILE MOVEMENT DETAILS			
1) Sent On :-[13/12/2012]			
From	Sunil kumar [Financial Advisor]	To	Sanjay Singh [Financial Advisor]
For Approval Stage	Financial Approval	Current Approval Stage	Approved
Movement Type	Moved for Processing	File Pending with the User since 1 days	
Please check for financial issues			

The window shows the following details

- "Sent On" - Send date of the application
- "From" - User who forwarded the application
- "To" - User to whom the application was forwarded
- "For Approval Stage"
- "Current Approval Stage"
- "Movement Type"
- Comments on the application

#### Link Name: Enter Comments

**Step 1:** Click on the "Click" link under the "Enter Comments" heading. A new window pops up which prompts the user to enter Comments.

#### Step 2:

- Enter the comments as shown in the Text area provided.

ENTER COMMENTS

Paragraph Verdana 2 A B I U ABC

I have rechecked financial issues the file is OK.

Comments :

Design Preview

Submit

- Click on "Submit" button



The comments have been successfully saved.

#### Link Name: Seek Clarification

**Step 1:** Click on the "Click" link under the "Seek Clarification" heading. A new window pops up which prompts the user to enter Comments.

**Step 2:** The user enters the appropriate query for which the clarification is sought.

CLARIFICATION(S) DETAILS	
Query Date: 14/12/2012	
Please check the Form once again.	
Reply Date: 14/12/2012	
Checked	

Question/  
Details :

Paragraph Verdana 2

Please check the Fee Details issue

Design Preview

Save

Save & Send

#### Step 3:

- Click on the "Save & Send" button to save the application and send the application to the applicant
- Click on the "Save" button to save the application to modify it later

Once the clarification is sought from the applicant, he has to clarify the queries as sought by the User.

Once the application has been re submitted by the "Applicant" it is forwarded to the "User". The User then logs in from his account and the application is visible on the home page as



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MINISTRY OF ROAD TRANSPORT & HIGHWAYS  
भारत सरकार Government of India



Home

Welcome: Sanjay Singh

VIEW RECEIVED APPLICATIONS

PWD  
DIVISION KADAPA

S.No	Application Category	Application Type	Date of Application	Applicant	Sent By	Application Details	Inspection Details	Processing Comments	Enter Comments	Seek Clarification	Upload Certificates	Forward/Back
1	Retail	New	13/12/2012	Test Applicant	Sunil kumar (13/12/2012)	View	View	View	Click	Click	Click	Click

Applications

File Processing

Reports

Change Password

Log Off

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Now that the queries have been resolved and clarifications received the "User" can now upload certificates or forward the application

**Link Name: Upload Certificates**

**Step 1:** Click on the "Click" link under the "Upload Certificate" heading and the following window opens:

Application Details						
Application Category: [Retail]						
Application Type: [New]						
Details of Certificates						
S.No	Certificate Type	Status	Dated	Remarks	View	Action
1	Provisional Certificate	---	---	---	---	Click
2	Inspection Clear Certificate	---	---	---	---	Click
3	Final Approval Certificate	Rejected	13/12/2012	Not forwarded	View File	Click

Close

The screen shows details of various Certificates along with the Files Uploaded

**Step 2:** The screen shows the following fields

- Certificate Type
- Status - Whether the Application is "Under Entry" or "Rejected" or "Approved"
- Dated - Date of uploading of the certificate
- Action -

**Step 1:** When the user clicks on the "Click" link under the "Action" heading the following window opens

सड़क परिवहन और राजमार्ग संचालन

Application Details

Application Category: [Retail]

Application Type: [New]

Sno	Certificate Type	Status	Dated	Remarks	View	Action
1	Provisional Certificate	---	---	---	---	Click
2	Inspection Clear Certificate	---	---	---	---	Click
3	Final Approval Certificate	Rejected	13/12/2012	Not forwarded	View File	Click

Enter Certificate Details

Certificate Type: Provisional Certificate

Dated:

Status: ☒ Approved ☐ Rejected

Attach File:  No file chosen

Remarks:

**Step 2:** Enter the details in the form displayed in the screen above

- Enter the date in the "Dated" field
- Select Status whether "Approved" or "Rejected"
- Attach file
- Enter Remarks

The form after filling looks like this

Application Details						
Application Category: [Retail]						
Application Type: [New]						
Details of Certificates						
Sno	Certificate Type	Status	Dated	Remarks	View	Action
1	Provisional Certificate	---	---	---	---	Click
2	Inspection Clear Certificate	---	---	---	---	Click
3	Final Approval Certificate	Rejected	13/12/2012	Not forwarded	View File	Click

Enter Certificate Details	
Certificate Type:	Provisional Certificate
Dated:*	14/12/2012
Status:*	<input checked="" type="radio"/> Approved <input type="radio"/> Rejected
Attach File:*	<input type="button" value="Choose File"/> Water lilies.jpg
Remarks:*	Certificate approved
<input type="button" value="Submit"/>	

- Click on the "Submit" button

The certificate has been added successfully. This certificate can be viewed by clicking on the "View File" link next to the Certificate Type against whom the "Certificate" was uploaded

### Link Name: Forward/Back

Before moving the application "Forward/Back" it is mandatory to Enter Comments on that application

**Step 1:** When user clicks on the "Click" link under the "Forward/Back" heading the following window opens

FORWARD APPLICATION	
Send to :	--Select--
For Approval Stage :	Financial Approval
Movement Type :	--Select--
Comments :	Checked
Send Date :	
Stage Status :	Approved
<input type="button" value="Submit"/>	

**Step 2:** Enter the details in the form

- Select the user to whom the application is to be sent for further processing from Send To dropdown



- Select Approval Stage
- Select Movement Type
- Enter Send Date
- Select Stage status

FORWARD APPLICATION			
Send to :	Sunil Kumar (Financial Advisor) ▼	Send Date :	14/12/2012 ▼
For Approval Stage :	Financial Approval ▼	Stage Status :	Approved ▼
Movement Type :	Moved for Processing ▼		
Comments :	Checked		
<input type="button" value="Submit"/>			

- Click on Submit button

The application has been successfully moved to the selected user. The selected user can now either forward the application for further processing or issue certificates to the user

### Link Name: Reports

When a user logs in through his account the following screen appears



## सड़क परिवहन और राजमार्ग मंत्रालय MINISTRY OF ROAD TRANSPORT & HIGHWAYS

भारत सरकार Government of India



---

Welcome: Sunil kumar

PWD  
DIVISION KADAPA

- Applications
- File Processing
- Reports
- Change Password
- Log Off

**VIEW RECEIVED APPLICATIONS**

S.No	Application Category	Application Type	Date of Application	Applicant	Sent By	Application Details	Inspection Details	Processing Comments	Enter Comments	Seek Clarification	Upload Certificates	Forward/Back
1	Retail	New	13/12/2012	Test Applicant	Santay Singh (14/12/2012)	View	View	View	Click	Click	Click	Click

[Home](#)

**Step 1:** When the user points his mouse over the "Reports" link and clicks on "Main Report" sub link the following screen appears



सड़क परिवहन और राजमार्ग मंत्रालय  
MINISTRY OF ROAD TRANSPORT & HIGHWAYS  
भारत सरकार Government of India



Hon'ble

Welcome: Sunil Kumar

PWD

DIVISION KADAPA

Applications

File Processing

Reports

Change Password

Log Off

STATE(S)

HIGHWAY(S)

ADMINISTRATION TYPE

APPLICATION CATEGORY

APPLICATION STATUS

PARAMETERISED REPORT

ANDAMAN & NICOBAR ISLANDS

ARUNACHAL PRADESH

ASSAM

NH 18

NH 214

NH 28(A)

NH 30

NHM

PWD

BRO

Retail

Private

ALL

Search Results

Designed, Developed & Hosted by MRC / NIS, Content Provided by Ministry of Road Transport & Highways

**Step 2:** User can select various search parameters on which he wants to view the Report

- Select State(S)
- Select Highways(S)
- Select Administration Type
- Select Application Category
- Select Application Status
- Click on "Search Results" and the following screen opens up

SEARCH CRITERIA									
State(s): ALL									
Highway(s): ALL									
Administration Type: ALL									
Application Category: ALL									
Application Status: All									
SEARCH RESULT									
S.No	Application Category	Application Type	Highway/Chainage	Concerned Administration	Applicant	Date of Application	Approval Stage	Status	Application Details
ANDHRA PRADESH									
1	Retail	New	NH 9 66-217 Kms	PWD DIVISION II HYDERABAD HYDERABAD 121	Test Applicant		Processing not yet started	Under Entry	<a href="#">View</a>
2	Retail	New	NH 9 66-217 Kms	PWD DIVISION II HYDERABAD HYDERABAD 121	Akash Nagpal	11/10/2012	Financial Approval	Processing	<a href="#">View</a>
3	Retail	New	NH 9 66-217 Kms	PWD DIVISION II HYDERABAD HYDERABAD 121	Test Applicant		Processing not yet started	Under Entry	<a href="#">View</a>
4	Private	New	NH 9 66-217 Kms	PWD DIVISION II HYDERABAD HYDERABAD 121	Akash Nagpal	11/10/2012	Final Approval	NOC Approved	<a href="#">View</a>
5	Retail	New	NH 9 66-217 Kms	PWD DIVISION II HYDERABAD HYDERABAD 121	Akash Nagpal		Processing not yet started	Under Entry	<a href="#">View</a>
6	Retail	New	NH 19 0-260 Kms	PWD DIVISION KADAPA KADAPA	Test Applicant	13/12/2012	Financial Approval	NOC Approved	<a href="#">View</a>

The Search Report shows the search results along various parameters

The Search Report contains the following components

- Application Category
- Application type
- Highway/Chainage
- Concerned Administration
- Applicant Name
- Approval Stage- The Red/Green color in the approval stage shows whether the Approval Stage is still in accordance with the No. of days allowed
- Status of the Application
- Application Details  
Click on the "View" link under the "Application Details" heading and the following screen opens up which shows the Details of Documents and Fees associated with the application

Document Details		
Application Category: [Retail]		
Application Type: [New]		
Location: Kms 200.00		
Sno	Documents	View
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and	No File Uploaded

**Link Name: Log Off**

When the User/Applicant clicks on the "Log Off" link, he is logged out of the application



# NAVIGATION

**Basic Masters**

- Document Master
- Approval Stages
- Fee Type Master
- Reason Type
- Company/Organisation Master

**Entry Forms**

- Add Organisation
- User Management
- Application Document Required
- Application Fee Set
- Application Approval Stages
- Highway Chainage-Office Mapping
- Add Highways
- Add Stretch

**Others**


**Add User Details**

Organisation Type:	NHAI
State:	GUJARAT
Name of User:	
Designation:	-----Select-----
Email:	
Address:	
Contact No: (comma seperated)	
<input type="button" value="Submit"/>	


## Applicant Section

### Home Page

When the applicant logs in to his account he lands on the following page



**सड़क परिवहन और राजमार्ग मंत्रालय**  
**MINISTRY OF ROAD TRANSPORT & HIGHWAYS**  
भारत सरकार  
Government of India



Home

**Welcome: Test Applicant**

**Applicant**

Clarifications/Queries

Add Fee Details

Change Password

Log Off

**My Applications**

Category	Type	Nh (Chalnage)	Location	Status	Add New
Retail	New	NH 28(A)(0-67)	35	Processing	Documents Preview & Submit
Retail	New	NH 28(A)(0-67)	20.00	Under Entry	Edit    Delete    Retail Property    Documents Preview & Submit
Private	New	NH 28(A)(0-67)	45	Processing	Documents Preview & Submit
Retail	New	NH 28(A)(0-67)	55	Processing	Documents Preview & Submit
Private	New	NH 28(A)(0-67)	23633	Processing	Documents Preview & Submit
Retail	New	NH 30(118-166)	160.00	Processing	Documents Preview & Submit
Private	New	NH 30(178-230)	180.00	Final Rejected	Documents Preview & Submit    Download Certificates
Private	New	NH 30(118-166)	120.00	Processing	Documents Preview & Submit
Private	New	NH 30(118-166)	155.00	Processing	Documents Preview & Submit
Private	New	NH 30(118-166)	122.00	Processing	Documents Preview & Submit

This screen displays all the applications that the applicant has already applied for.

### Link Name: Add New Application

Click on the "Add New" link on the Home page and the following screen is displayed



Welcome: Test  
Applicant

**Applicant**

Clarifications/Queries

Add Fee Details

Change Password

Log Off

**ADD APPLICATION**

Application Category \* :

-----Select-----

Application Type \* :

-----Select-----

State \* :

-----Select-----

Highway \* :

-----Select-----

Chainage \* :

-----Select-----

Side:

☒ Left ☐ Right

Latitude:

-----

Longitude:

-----

Exact Location \* :

----- (Kms)

Owner Details:

-----

Submit

**Adding Application**

Following are the steps to add a new application:

- Select Application Category
- Select Application Type
- Select State
- Select Highway corresponding to the selected state
- Select Chainage corresponding to the selected Highway
- Select Side
- Enter Latitude details
- Enter Longitude details
- Enter Exact Location (in Kms.)
- Enter Owner details

After entering all this details the form looks like this



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MINISTRY OF ROAD TRANSPORT & HIGHWAYS  
भारत सरकार Government of India



Home

Welcome: Test  
Applicant

Applicant

Clarifications/Queries

Add Fee Details

Change Password

Log Off

Application Category \* :

Retail

Application Type \* :

New

State \* :

ANDHRA PRADESH

Highway \* :

NH 18

Chainage \* :

(0-360)

Side:

☒ Left ☐ Right

Latitude:

22

Longitude:

78

Exact Location \* :

200 (Kms)

Owner Details:

NA

Submit

- Click on the Submit button and the application would be created showing a status of under entry

**Link Name: Modify Application:**

Click on the "Edit" button corresponding to the application which has to be modified. The application can be edited only if the application has not yet been submitted. The following screen appears



सड़क परिवहन और राजमार्ग मंत्रालय  
MINISTRY OF ROAD TRANSPORT & HIGHWAYS  
भारत सरकार Government of India



Home

Welcome: Test  
Applicant

Applicant

Clarifications/Queries

Add Fee Details

Change Password

Log Off

Application Category \* :

Retail

Application Type \* :

New

State \* :

ANDHRA PRADESH

Highway \* :

NH 18

Chainage \* :

(0-360)

Side:

☒ Left ☐ Right

Latitude:

22

Longitude:

78

Exact Location \* :

200.00 (Kms)

Owner Details:


NA

Submit


Enter the modified details in the application form and click on "Submit". The application would be modified successfully.

#### Link Name: Delete Application

Click on the "Delete" button corresponding to the application which has to be modified. The application can be deleted only if the application has not yet been submitted. The following screen appears with an alert box



सड़क परिवहन और राजमार्ग मंत्रालय  
MINISTRY OF ROAD TRANSPORT & HIGHWAYS  
भारत सरकार



भारत सरकार  
NHAI

[Home](#)

**Welcome: Test Applicant**

**Applicant**

Clarifications/Queries

Add Fee Details

Change Password

Log Off

**My Applications**

Category	Type	Nh (Chainage)	Location	Status	Add New
Retail	New	NH 28(A)(C)		Processing	Documents Preview & Submit
Retail	New	NH 28(A)(C)		Under Entry	Edit    Delete    Retail Property    Documents Preview & Submit
Private	New	NH 28(A)(C)		Processing	Documents Preview & Submit
Retail	New	NH 28(A)(0-67)	SS	Processing	Documents Preview & Submit
Private	New	NH 28(A)(0-67)	236.33	Processing	Documents Preview & Submit
Retail	New	NH 30(118-166)	160.00	Processing	Documents Preview & Submit
Private	New	NH 30(179-230)	180.00	Final Rejected	Documents Preview & Submit    Download Certificates
Private	New	NH 30(118-166)	120.00	Processing	Documents Preview & Submit
Private	New	NH 30(118-166)	155.00	Processing	Documents Preview & Submit
Private	New	NH 30(118-166)	122.00	Processing	Documents Preview & Submit

Click on "Ok" to confirm delete and "Cancel" to cancel the operation.

#### Link Name: Retail Property:

**Step 1:** Click on the "Retail Property" link corresponding to the application which has to be modified. The modifications in Retail Property link are allowed only if the application has not yet been submitted. The following window pops up

Retail Property			
STRETCH TYPE <input type="radio"/> URBAN <input type="radio"/> NON-URBAN(RURAL)			
TERRAIN TYPE <input type="radio"/> PLAIN & ROLLING TERRAIN <input type="radio"/> HILLY/MOUNTAINOUS TERRAIN			
SNn.	Item	MORTH Norms	Measurement at Site
1	Distance from intersection: Gap in the central median from fuel station (for divided carriageway only)	300m	<input type="text"/> (metres)
2	Is it a part of Rest Area complex?		<input type="radio"/> Yes <input checked="" type="radio"/> No
3	Distance from nearest Fuel Station (For Fuel Outlets Only)		
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway	Minimum 1000m	<input type="text"/> (metres) <input type="radio"/> Yes <input checked="" type="radio"/> No
	(b) Distance from Railway Level Crossings	Minimum 300m	<input type="text"/> (metres)
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	<input type="radio"/> Yes <input checked="" type="radio"/> No
	(i) Length of the service road including deceleration and acceleration lanes for regulating entry to/exit from proposed fuel station.	[Mention the lengths] m	<input type="text"/> (metres)
	(ii) Whether additional Land acquisition is required beyond the available ROW (to accommodate service roads, deceleration / acceleration lanes, etc.) by the owner of the fuel station.		<input type="radio"/> Yes <input checked="" type="radio"/> No
	(iii) If Yes, mention the additional L.A. required to be done by the owner of the fuel station.	[Mention Area (sq.m.)]	<input type="text"/> (sq. metres)
	(iv) Whether additional Land Acquisition as above beyond the available ROW (to accommodate such service roads, deceleration / acceleration lanes, etc.) has been done by the owner of the fuel station.		<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A

**Step 2:** Enter the details in the form displayed in Step 1

- Select the Stretch type
- Select the Terrain type
- Enter the particulars in the form

When the form is filled it looks similar to this


Retail Property			
STRETCH TYPE <input checked="" type="radio"/> URBAN <input type="radio"/> NON-URBAN(RURAL)			
TERRAIN TYPE <input type="radio"/> PLAIN & ROLLING TERRAIN <input checked="" type="radio"/> HILLY/MOUNTAINOUS TERRAIN			
SNn.	Item	MORTH Norms	Measurement at Site
1	Distance from intersection: Gap in the central median from fuel station (for divided carriageway only)	300m	100 (metres)
	1.2 Urban Stretches		
	1.2.2 Hilly and Mountainous Terrain		
2	Is it a part of Rest Area complex?		<input type="radio"/> Yes <input checked="" type="radio"/> No
3	Distance from nearest Fuel Station (For Fuel Outlets Only)		
	(b) Hilly terrain and urban stretches	Minimum 300m	400 (metres)
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway	Minimum 1000m	2000 (metres) <input type="radio"/> Yes <input checked="" type="radio"/> No
	(b) Distance from Railway Level Crossings	Minimum 300m	200 (metres)
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	<input type="radio"/> Yes <input checked="" type="radio"/> No

- Click on the "Submit" button

The norms have been submitted successfully

### Link Name: Documents


**Step 1:** Click on the "Documents" link corresponding to the application to which the documents have to be uploaded. The following window opens



## सड़क परिवहन और राजमार्ग मंत्रालय

### MINISTRY OF ROAD TRANSPORT & HIGHWAYS

भारत सरकार Government of India



---

**Welcome: Test Applicant**

**Applicant**

Clarifications/Queries

Add Fee Details

Change Password

Log Off

[Home](#)

**Document Details**

Application Category: [Retail]

Application Type: [New]

Location: kms 200.00

Sno	Documents	View/Delete	Action
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded	Upload
2	Certified copy of location plan, of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded	Upload
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road (if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded	Upload
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded	Upload
5	Drainage Plan of the Fuel Station	No File Uploaded	Upload
6	Detail of the material for pavement composition for deceleration lane, service road and acceleration lane.	No File Uploaded	Upload

Undertaking from the oil company/Owner that the oil

### Uploading a File:

**Step 1:** Click on the Upload link corresponding to the document name which has to be uploaded. A screen similar to this would be displayed

**Upload Document**

Application Category: [Retail]

Application Type: [New]

Location: kms 200.00

Document Name: Letter of acceptance (LOA)

Attach Documents



**Step 2:** Click on the "Browse" button displayed in the window displayed and upload the required document. Once a file has been uploaded, the applicant can View File or Delete. On clicking on View File the window opens showing the file which was uploaded.

**Link Name: Preview & Submit**

**Step 1:** Click on the "Preview & Submit" link corresponding to the application which has to be submitted. The following window opens

Retail Property			
STRETCH TYPE		URBAN	
TERRAIN TYPE		HILLY/MOUNTAINOUS TERRAIN	
S/N.	Item	MORTH Norms	Measurement at Site
1	Distance from intersection: Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 metres
	1.2 Urban Stretches		
	1.2.2 Hilly and Mountainous Terrain		
2	Is it a part of Rest Area complex?		No
3	Distance from nearest Fuel Station (For Fuel Outlets Only)		
	(b) Hilly terrain and urban stretches	Minimum 300m (Min)	400.00 metres
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 1000m (Min)	2000.00 metres
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		No
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	200.00 metres
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	No
	(i) Length of the service road including deceleration and acceleration lanes for regulating entry to/exit from proposed fuel station.	[Mention the lengths] m	100.00 metres
	(ii) Whether additional Land acquisition is required beyond the available ROW (to accommodate service roads, deceleration / acceleration lanes, etc.) by the owner of the fuel station.		No
	(iii) If Yes, mention the additional L.A. required to be done by the owner of the fuel station.	[Mention Area (sq.m.)]	12.00 sq. metres
	(iv) Whether additional Land Acquisition as above beyond the available ROW (to accommodate such service roads, deceleration / acceleration lanes, etc.) has been done by the owner of the fuel station.		No
	(v) If Yes, whether the documentary evidence of the L.A. details are attached		No

- Red color represents that the data entered is in accordance with the MORTH Norms
- Green color represents that the data entered is not in accordance with the MORTH Norms

**Step 2:** Check the Checkbox under the Declaration heading

been commenced.

**DECLARATION**

1. I hereby declare that all the statements made in the applications are true to the best of my knowledge and belief.


2. Any willful misrepresentation of facts and concealed of information will result in the cancellation of the application and may debar permanently or for a specified period from applying in future

☒ I agree with the declarations mentioned above


**Step 3:** Click on the "Submit" button. The application would ask to fill in Fee Details and then Submit.

**Link Name: Add Fee Details**

**Step 1:** Click on the "Add Fee Details" link corresponding to the application to which the fee details have to be uploaded. The following window opens



**सड़क परिवहन और राजमार्ग मंत्रालय**  
**MINISTRY OF ROAD TRANSPORT & HIGHWAYS**  
 भारत सरकार Government of India



[Home](#)

Welcome: Test Applicant		Fee Details					
	Application Category	Application Type	Submitted On	Fee Type	Amount	View	Upload
<b>Applicant</b> <a href="#">Clarifications/Queries</a> <a href="#">Add Fee Details</a> <a href="#">Change Password</a> <a href="#">Log Off</a>	Retail	New	04/06/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Retail	New		New Application	1,000.00	No File	<a href="#">Upload</a>
	Private	New	04/08/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Retail	New	04/08/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Private	New	04/08/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Retail	New		New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Retail	New	09/10/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>
	Retail	New	10/06/2012	New Application	1,000.00	<a href="#">View</a> <a href="#">Delete</a>	<a href="#">Upload</a>

**Step 2:** Click on the "Upload" link corresponding to the application to which the Fee Details have to be added. The following window pops up

**Upload Challan File**

Application Category:	Retail
Application Type:	New
Fee Type:	New Application
Amount:	1,000.00
Bank Name:	State
Challan No:	15151
Dated:	13/12/2012
Upload Challan File:	C:\Documents and Settings\ [Browse...]
<input type="button" value="Submit"/>	

**Step 3:** Click on the Submit button to confirm. The applicant can View/Delete the uploaded Fee details.

**View Fee Details:** Click on the View link to View the Fee details uploaded. The following screen is displayed

Challan File Details	
Application Category:	Retail
Application Type:	New
Fee Type:	New Application
Amount:	1,000.00
Bank Name:	State
Challan No:	15151
Dated:	13/12/2012
Challan File:	View
Close	

**Delete Fee Details:** Click on the delete link to delete the Fee Details uploaded.

Once the Fee Details have been added, the application can now be submitted. Once submitted the Preview & Submit form looks like this

11	Is there only one structure of approved standard identification sign on pole with existing on buffer strip?	No structure or approved standard identification sign on pole is allowed on buffer strip.	No
12	Height of kerb for buffer strip	Minimum 275 mm (Min)	278.00 millimetres
13	Is the space from outer edge of buffer strip to the edge of road turfed and raised with provision of 275mm kerbs, with no other structure	No structure or hoarding or parking space is allowed in the space in front of buffer strip.	No
14	Radius of Turning Curve	Minimum 13 m (Min)	20.00 metres
15	Radius of Non-turning curve	Minimum 1.5 m Maximum 3 m	2.00 metres
16	Minimum downward slope of access roads towards the fuel station.	Minimum 2% (Min)	3.00(%)
17	Difference in elevation from edge of road and edge of buffer strip	Minimum 15 cm (Min)	10.00 centimetres
18	Provision of proper drainage arrangement for fuel station premises	Minimum 1m dia (pipe culvert) Minimum 1m span (slab culvert)	No
19	Provision of proper drainage arrangement for fuel station premises	Drawing showing drainage arrangement as per satisfaction of highway authorities to be submitted	No
20	Provision of adequate signs and markings as per the drawings	Minimum requirement as shown in the Drawing	No
21	Whether the oil company has certified that the fuel station is neither in operation nor energized and that construction of the fuel station has not been commenced.		No

Form Submitted on: 13/12/2012



Once the application has been submitted, it would go to the users associated with the Highway Chainage-Office to which the application was addressed.

## User Section

### Link Name: Applications

#### **Sub link Name: View Fresh Applications**

When the user clicks on the "View Fresh Applications" sub link under the "Applications" link the following screen opens

	<b>सड़क परिवहन और राजमार्ग मंत्रालय</b> <b>MINISTRY OF ROAD TRANSPORT &amp; HIGHWAYS</b> भारत सरकार							
		Home						
Welcome: Sunil kumar								
VIEW FRESH APPLICATIONS								
PWD DIVISION KADAPA	S.No	Application Category	Application Type	Date of Application	Applicant	Application Details	Reject	Forward
Applications + File Processing + Reports + Change Password Log Off	1	Retail	New	13/12/2012	Test Applicant	View	Click	Click

#### **Link Name: Application Details View**

**Step 1:** Click on the "View" link under the "Application Details" heading on the screen displayed above. A window pops up which contains three major subcategories

1. **Documents Uploaded:** It displays the list of documents which have been uploaded by the applicant corresponding to the application. The following window displays the documents uploaded

Document Details		
Application Category: [Retail]		
Application Type: [New]		
Location: Kms 200.00		
Sno	Documents	View
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded

2. **Fee Details:** It displays the Fee details corresponding to the application. The screen looks like this

Fee Details		
Fee Type	Amount	View
New Application	1000	<a href="#">View</a>

Click on View link to view the Fee in Detail

Challan File Details	
Application Category:	Retail
Application Type:	New
Fee Type:	New Application
Amount:	1,000.00
Bank Name:	State
Challan No:	15151
Dated:	13/12/2012
Challan File:	<a href="#">View</a>
<a href="#">Close</a>	

3. **Property Details:** The next part in the window displays the Property details as in the application and looks like

Retail Property					
STRETCH TYPE URBAN					
TERRAIN TYPE HILLY/MOUNTAINOUS TERRAIN					
SN.	Item	MORTH Norms	Information Supplied by Applicant	Whether complying with MORTH Norms	
1	Distance from intersection:				
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	
<input type="checkbox"/> 1.2 Urban Stretches <input type="checkbox"/> <input type="checkbox"/>					
<input type="checkbox"/> 1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/> <input type="checkbox"/>					
2	Is it a part of Rest Area complex?		No	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	
3	Distance from nearest Fuel Station (For Fuel Outlets Only)				
<input type="checkbox"/> (b) Hilly terrain and urban stretches					
	Minimum 300m (Min)	400.00 m		<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 1000m (Min)	2000.00 m	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		No	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	200.00 m	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	

The user has to fill in the last column so as to ensure whether the data entered by the user

- Is compliant with MORTH norms

- Is not compliant with MORTH norms
- N/A

#### Link Name: Reject

**Step 1:** Click on the "Click" link under the "Reject" heading on "View Fresh Applications" page. The following window pops up

The screenshot shows the official website of the Ministry of Road Transport & Highways, Government of India. The header includes the ministry's name in Hindi and English, along with the Government of India logo. The user is logged in as 'Sunil kumar' from the 'DIVISION KADAPA'. A sidebar menu on the left lists options like 'Applications', 'File Processing', 'Reports', 'Change Password', and 'Log Off'. The main content area displays a table with one application listed. To the right of the table, there are three buttons: 'View', 'Reject', and 'Forward'. The 'Reject' button is highlighted, and a modal window titled 'REJECT APPLICATION' is open. This form contains fields for 'Rejection Date', 'File' (with a 'Choose File' button and 'No file chosen' text), and 'Remarks'. A 'Submit' button is at the bottom of the form. At the bottom of the page, a footer states: 'Designed, Developed & Hosted by NIC/NICSI, Content Provided by Ministry of Road Transport & Highways'.

**Step 2:** Enter all the details in the form displayed in Step-1

- Select Rejection Date
- Upload File
- Enter Remarks, if any
- Click on Submit

The application has been rejected successfully

#### Link Name: Forward

**Step 1:** Click on the "Click" link under the "Forward" heading on "View Fresh Applications" page. The following window pops up





**FORWARD APPLICATION**

Send to : Sanjay Singh (Financial Advisor) Sent On : 13/12/2012

For Approval Stages : Financial Approval Stage Status : Approved

Movement Type : Moved for Processing

Paragraph • Verdana 2 • **B I U**

Please check for financial issues

Design Preview

Submit

Home

Reject Forward

Click Click

Comments :

- Click on Submit to send the application to the selected user.

The user to whom the application was forwarded now logs in from his account

## Home Page

The Home Page of the user to whom the application was forwarded looks like this

S.No	Application Category	Application Type	Date of Application	Applicant	Sent By	Application Details	Inspection Details	Processing Comments	Enter Comments	Seek Clarification	Upload Certificates	Forward/Back
1	Retail	New	13/12/2012	Test Applicant	Sunil kumar (13/12/2012)	View	View	View	Click	Click	Click	Click

### Link Name: Application Details

**Step 1:** Click on the "View" link under the "Application Details" heading. A new window pops up which shows three major categories

1. Document Details: The various documents uploaded corresponding to the application are displayed

Document Details		
Application Category: [Retail]		
Application Type: [New]		
Location: Kms 200.00		
Sno	Documents	View
1	Signed copy of license deed. The draft is at Annex III.	No File Uploaded
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded
5	Drainage Plan of the Fuel Station	No File Uploaded
6	Detail of the material for pavement composition for deceleration lane, service road and acceleration lane.	No File Uploaded
7	Undertaking from the oil company/Owner that the oil company/owner would pay necessary fee for the use of the National Highway land whenever the fee is asked by the Highway Authorities in future.	No File Uploaded
8	Undertaking from the Oil Company that necessary alteration including complete removal/shifting of the approach roads as its own cost if so required by Ministry, for the development of National Highway or in the interest of safety in this section.	No File Uploaded
9	Undertaking from Oil Company that they shall take all the action	No File Uploaded

2. Fee Details: The Fee details uploaded corresponding to the application are displayed

Fee Details		
Fee Type	Amount	View
New Application	1000	View

3. Property Details: The Property details uploaded corresponding to the application are displayed along with a column displaying whether entry comply with MORTH Norms or not

Retail Property				
STRETCH TYPE URBAN				
TERRAIN TYPE HILLY/MOUNTAINOUS TERRAIN				
S/N.	Item	MORTH Norms	Information Supplied by Applicant	Whether complying with MORTH Norms
1	Distance from intersection:			
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	No
<input type="checkbox"/> 1.2 Urban Stretches <input type="checkbox"/> <input type="checkbox"/>				
<input type="checkbox"/> 1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/> <input type="checkbox"/>				
2	Is it a part of Rest Area complex?		No	No
3	Distance from nearest Fuel Station (For Fuel Outlets Only)			
	(b) Hilly terrain and urban stretches	Minimum 300m (Min)	400.00 m	No
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 100m (Min)	2000.00 m	Yes
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		No	No
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	200.00 m	No
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	No	No

#### Link Name: Inspection Details

**Step 1:** Click on the "View" link under the "Inspection Details" heading. A new window pops up which shows property details

**Step 2:** Window shows the property details along with the information supplied by the applicant. The user enters the "Inspection Details" of the property found out during the inspection on various parameters as listed in the form

- Enter the Inspection details in the form

The window after entering the details looks like this

Inspection Details				
Application Category: [Retail]				
Application Type: [New]				
Location: Km 200.00				
Retail Property				
STRETH TYPE <input checked="" type="radio"/> URBAN <input type="radio"/> NON-URBAN(RURAL)				
TERRAIN TYPE <input type="radio"/> PLAIN & ROLLING TERRAIN <input checked="" type="radio"/> HILLY/MOUNTAINOUS TERRAIN				
SN.	Item	MORTH Norms	Information Supplied by Applicant	Inspection Details
1	Distance from intersection:			
	Gap in the central median from fuel station (for divided carriageway only)	300m (Min)	100.00 m	200 (metres)
<input type="checkbox"/> 1.2 Urban Stretches <input type="checkbox"/>				
<input type="checkbox"/> 1.2.2 Hilly and Mountainous Terrain <input type="checkbox"/>				
2	Is it a part of Rest Area complex?		<input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
3	Distance from nearest Fuel Station (For Fuel Outlets Only)			
(b) Hilly terrain and urban stretches	Minimum 300m (Min)	400.00 m		(metres)
4	(a) Distance from Check barrier (other than Railway Level Crossings) / Toll Plaza	Minimum 1000m (Min)	2000.00 m	2000 (metres)
	Mention whether the check barrier is located on main carriageway or on service road separated from main carriageway		<input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	(b) Distance from Railway Level Crossings	Minimum 300m (Min)	100.00 m	200 (metres)
5	Provision of 7.0m/5.5m wide service/connecting road	Necessary at clustering of Fuel Station	<input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
	(i) Length of the service road including deceleration and acceleration lanes for regulating entry to/exit from proposed fuel station.	(Mention the lengths) m	100.00 m	100 (metres)
	(ii) Whether additional Land acquisition is required beyond the available ROW (to accommodate service roads, deceleration / acceleration lanes, etc.) by the owner of the fuel station.		<input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	(iii) If Yes, mention the additional L.A. required to be done by the owner of the fuel station.	(Mention Area (sq.m.))	12.00 sq.m.	25 (sq. metres)
	(iv) Whether additional Land Acquisition as above beyond the available ROW (to accommodate such service roads, deceleration / acceleration lanes, etc.) has been done by the owner of the fuel station.		<input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
	(v) If Yes, whether the documentary evidence of the L.A. details are attached		<input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

- Click on the "Submit" button at the end of the form
- The norms have been added successfully

#### Link Name: Processing Comments

**Step 1:** Click on the "View" link under the "Processing Comments" heading. A new window pops up which shows the File Movement details

FILE MOVEMENT DETAILS			
1) Sent On :-[13/12/2012]			
From	Sunil kumar (Financial Advisor)	To	Sanjay Singh (Financial Advisor)
For Approval Stage	Financial Approval	Current Approval Stage	Approved
Movement Type	Moved for Processing	File Pending with the User since 1 days	
Please check for financial issues			

The window shows the following details

- "Sent On" - Send date of the application
- "From" - User who forwarded the application
- "To" - User to whom the application was forwarded
- "For Approval Stage"
- "Current Approval Stage"
- "Movement Type"
- Comments on the application

#### Link Name: Enter Comments

**Step 1:** Click on the "Click" link under the "Enter Comments" heading. A new window pops up which prompts the user to enter Comments.

#### Step 2:

- Enter the comments as shown in the Text area provided.

ENTER COMMENTS

Paragraph Verdana 2 A B I U ABC

I have rechecked financial issues the file is OK.

Design Preview

Submit

- Click on "Submit" button

The comments have been successfully saved.

#### **Link Name: Seek Clarification**

**Step 1:** Click on the "Click" link under the "Seek Clarification" heading. A new window pops up which prompts the user to enter Comments.

**Step 2:** The user enters the appropriate query for which the clarification is sought.

The screenshot shows a web form titled "CLARIFICATION(S) DETAILS". The form contains the following fields:

- Query Date: 14/12/2012
- Please check the Form once again.
- Reply Date: 14/12/2012
- Checked

Below the form is a rich text editor with a toolbar. The text "Please check the Fee Details issue" is entered in the editor. The toolbar includes options for Paragraph, Verdana, font size (2), bold, italic, underline, link, unlink, list, and other formatting tools. At the bottom of the editor are "Design" and "Preview" tabs. Below the editor are two buttons: "Save" and "Save & Send".

#### **Step 3:**

- Click on the "Save & Send" button to save the application and send the application to the applicant
- Click on the "Save" button to save the application to modify it later


Once the clarification is sought from the applicant, he has to clarify the queries as sought by the User.

### **Applicant Section**

As the clarification is sought from the applicant, the Clarifications sought by the user can be viewed as

**Step 1:** The applicant has to point his mouse pointer over the "Clarifications/Queries" link on the home page


**Step 2:** Click on the "Latest" sub link under the "Clarifications/Queries" link. The following window opens up



## सड़क परिवहन और राजमार्ग मंत्रालय

### MINISTRY OF ROAD TRANSPORT & HIGHWAYS

भारत सरकार Government of India



[Home](#)

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**Welcome: Test Applicant**

**Applicant**

Clarifications/Queries \*

Add Fee Details

Change Password

Log Off

**CLARIFICATION(S) SOUGHT BY DEPARTMENT**

S.No	Application Category	Application Type	Date of Application	Application Details	Clarification Sought By	Query
1	Retail	New	13/12/2012	View	Sanjay Singh (14/12/2012)	View & Reply

**Link Name: View & Reply**

**Step 1:** Click on the "View & Reply" link under the "Query" heading. The following window opens up

**CLARIFICATION(S) DETAILS**

Query Date: 14/12/2012

Please check for financial issues

Reply :

Paragraph Verdana

2 A B I U ABC

Design Preview

Upload remaining documents (if any)

☐ Upload Document(s) ☐ Upload Fee Detail(s)

**Step 2:** The window in Step-1 shows the following things

- Upload Documents – If there is some issue regarding the earlier uploaded documents the applicant can upload documents again
  - (1) Click on Radio button before the Upload Documents link. The following screen will appear

**CLARIFICATION(S) DETAILS**

Query Date: 14/12/2012

Please check for financial issues

Reply :

Paragraph Verdana

2 A B I U ABC

Design Preview

Upload remaining documents (if any)

☒ Upload Document(s) ☐ Upload Fee Detail(s)

My Applications

Category	Type	Nh (Chainage)	Location	Status	
Retail	New	NH 19(0-360)	200.00	Processing	Documents Preview & Submit Download Certificates

Design Preview



### Link Name: Documents

**Step 1:** Click on the "Documents" link on the screen displayed in (1) above

A new screen appears as

Document Details			
Application Category: [Retail]			
Application Type: [New]			
Location: Kms 200.00			
Sno	Documents	View/Delete	Action
1	Signed copy of license deed. The draft is at Annex III.	Number of files uploaded:2 View File  Delete Dated:12/14/2012 View File  Delete Dated:12/14/2012	Upload
2	Certified copy of location plan of the Fuel Station along National Highway showing details of Right of Way (ROW) of National Highway, existing intersections and the intersecting roads including existing public roads and other developments falling within a reach of 1.5 km in each side of the Fuel Station and carriageway.	No File Uploaded	Upload
3	Certified copy of plan of the proposed Fuel Station showing details of deceleration, acceleration lanes, service road(if provided), buffer strip, fuel pump, office, kiosk, lubricatorium, air and water supply, drainage details, signs and markings conforming to applicable figures enclosed with these Norms.	No File Uploaded	Upload
4	Certified copy of sectional view showing elevation of Fuel Station with respect to National Highway and slopes to be provided for adequate drainage and preventing water logging on National Waterway.	No File Uploaded	Upload
5	Drainage Plan of the Fuel Station	No File Uploaded	Upload
6	Detail of the material for pavement composition for deceleration lane, service road and acceleration lane.	No File Uploaded	Upload
7	Undertaking from the oil company/Owner that the oil company/owner would pay necessary fee for the use of the National Highway land whenever the fee is asked by the Highway Authorities in future.	No File Uploaded	Upload
8	Undertaking from the Oil Company that necessary alteration including complete removal/shifting of the approach roads as its own cost if so required by Ministry, for the development of National Highway or in the interest of safety in this section.	No File Uploaded	Upload
9	Undertaking from Oil Company that they shall take all the action as prescribed in Appendix I to ensure conformity of these Norms.	No File Uploaded	Upload
10	Undertaking from the Oil Company that the fuel station is neither in operation nor energized and that construction of the fuel station has not been commenced.	No File Uploaded	Upload
11	Documentary evidence of additional Land Acquisition details (if required) beyond the available ROW (to accommodate service roads, deceleration/acceleration lanes, etc.)	No File Uploaded	Upload

This screen shows

- No. of Files uploaded corresponding to the particular application type
- The Files uploaded corresponding to the particular application type
- The date when each File was uploaded
- The applicant can View/Delete the Files as per his need

### Link Name: Preview & Submit

**Step 1:** Click on the "Preview & Submit" link as on the screen in (1) above. A new window opens