



सत्यमेव जयते

# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

## National Highways Authority of India

(Ministry of Road Transport and Highways, Government of India)

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No. NHAI/HQ/RFI/2023

December 22, 2023

Dear Officers.

### Sub : Implementation/ Transition to new online RFI System

A new workflow module i.e. automation of Request for Inspection (RFI) through Data Lake portal and inspection on the raised RFIs through NHAI One mobile app. is being introduced.

2. The new online RFI System will transit to a simplified and transparent online system by replacing the present voluminous and tedious paper-based practice of recording the various stages of construction progress at project site. The new RFI system will facilitate in systematic log of all RFIs enabling better oversight of the construction progress for field offices as well as the HQ.

3. All stakeholders viz. ROs, PIUs, Contractors/ Concessionaire and AE/ IE are already onboarded on Data Lake portal as well as NHAI One Mobile App. which will help in faster transition of this new online RFI system. In the new RFI system, all contractors/ concessionaires of Under-Construction projects, excluding tunnels, will raise the RFI on Datalake portal and the inspections of such raised RFIs will be carried out, both by the Contractor/ Concessionaire's representative and IE/ AE on the NHAI One mobile app. The functionality for tunnel projects is under development and will be included in the mobile app. shortly.

4. The dry run of the new online RFI system will be implemented, in the phased manner, starting from 1<sup>st</sup> January 2024. A team from IT Division will visit each RO office, in phased manner, to impart training of the new RFI system to all concerned stakeholders and assist in hand-holding for smooth transition from the present manual system. The SOP of the new RFI system will also be circulated by IT division. On completion of successful training/ hand-holding, the field office will have to record in Data Lake portal the cut-off date i.e. the date when new RFI system is adopted. After this cut-off date, in case of any manual uploading of RFI in Data Lake portal, the concerned stakeholder will have to mandatorily record the reason thereof and its progress will be reviewed on regular basis.

5. The new online RFI system will be paradigm shift to ensure recording of quality work of NHs, simplify the process and bring transparency, therefore, this system will be implemented in totality w.e.f 1st April 2024. During this period, all ROs/ PDs shall ensure that all the concerned stakeholders are well acquainted with this new RFI system and start adopting this system on day to day basis for carrying out RFI process.

With Best Wishes

(Santosh Kumar Yadav)  
Chairman, NHAI

All ROs and PDs