

HIGHWAYS AND MINOR PORTS

DEPARTMENT

CITIZEN'S CHARTER

1. INTRODUCTION

This is the statement of information of the services of Highways & Minor Ports Department of Government of Tamil Nadu for the citizens of India.

It is the objective of Highways Department 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 contribute its role in developing Export -Import sector in Tamil Nadu.

Poompuhar Shipping Corporation transporting the coal required for the Thermal Power Stations.

2. HIGHWAYS DEPARTMENT - VISION

The vision of the Highways Department is to increase the capacity, connectivity and efficiency of the roads for safe travel of the roads users, so as to enable balanced socio-economic development of all sections of the people and all regions of the State.

The mission of Highways 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 with rest of the country.
- b. Assist in achieving the strategic development programmes envisaged in the Chief Minister's Long Term Vision and achieving Sustainable Development Goal (SDG) 2030.
- c. Fulfilling the commitments to achieve the goal of providing connectivity to all rural habitations to accelerate their economic development.

- d. Converting the existing causeways into HLB to ensure the thorough traffic during monsoon floods.
- e. To prevent encroachments in roads and bridges to avoid hindrance to public.
- f. Planting of tree saplings in the roads to protect environment and prevent global warming.

3. SERVICES

“Muthalvarin Mugavari” is an exclusive department created for redressal of public grievance.

Services

Submit petitions and complaints about government services, programs, and basic services and monitor them.

- The Public grievances can be registered through helpline, website, mobile processor, email, social media such as Facebook, Twitter, or by Post.
- The public can raise questions, doubts and, post comments and know the Chief

Minister's announcements and other announcements.

- Under the scheme for the services of "Mudhalvarin Mugavari" all the officers can be approached for any information, redressal of grievances and for offering suggestions leading to better and efficient service.
- Nodal officers are appointed at division level for resolving petitions/grievances received from the public in respect of Highways Department.
- For the services of "Mudhalvarin Mugavari", the details of Division wise Nodal Officers for resolving grievances petitions are given in www.cmhelpline.tnega.org website.

4. TRANSPARENCY

Public can obtain full information about the functioning of Department in the web site

www.tnhighways.gov.in. The Department is implementing e-governance procedures for transparent and effective functioning to facilitate the quicker and quality delivery of service to the public.

5. OPERATIONAL GUIDELINES

The services 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. The Tamil Nadu Highways Rules, 2003
11. Tamil Nadu Highways Manual
12. Tamil Nadu Financial Code
13. Tamil Nadu Account Code
14. Tamil Nadu Treasury Code
15. Tamil Nadu Highways Engineering Service Rules.
16. Tamil Nadu Highways Engineering Subordinate Service Rules.
17. Tamil Nadu Ministerial Service Rules.
18. Tamil Nadu General Service Rules.
19. Codes Published by Indian Roads Congress
20. Specifications published by Ministry of Road Transport and Highways
21. Standard Data published by Public Works Department and Highways Department, Tamil Nadu
22. Standard Schedule of Rates published by Public Works Department, Tamil Nadu
23. Standard Schedule of Rates published by Highways Department, Tamil Nadu

24. Codes and Specifications published by Indian Standards Institutions

6. QUALITY CONTROL

The Highways 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.

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.

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.

Guidelines/ Norms as criteria for issuing NOC for setting up of road side Petroleum out let along side Highways were issued vide G.O.(Ms).No.25, HW&MP (HN2) Department

dated 24.02.2022 which can be seen in the website www.tn.gov.in.

7. ROAD SAFETY

As a part of road safety measure, i-RAD (Integrated Road Accident Data Base) has been developed in coordination with Police, Transport and Health Department. This helps in identification and analysis of black spots to arrive at proper engineering road safety measure.

The Hon'ble Chief Minister made an announcement regarding "Innuyir Kappom Thittam", creation of Road safety Authority, Nammai kakkum 48, *Enactment* of Emergency Medical Service Act, Uthavi Sei Thittam, Seerana Salaikal and wider IEC (Information, Education & Communication) campaigns.

To implement the above announcements, a special task force on Road Safety has been constituted.

8. TAMIL NADU MARITIME ACADEMY

The Tamil Nadu Maritime Academy in Tuticorin provides training to candidates on the following STCW-2010 course approved by Director General of Shipping, Government of India:

- I. Personal Survival Techniques
- II. Elementary First Aid
- III. Personal Safety and Social Responsibility
- IV. Oil and Chemical Tanker Cargo Operations
- V. Fire Prevention and Fire Fighting
- VI. Security Training for Seafarers

9. FERRY TRANSPORT SERVICE

In Kanniyakumari 3 passenger ferries with 150 seats each are operated by Poompuhar Shipping Corporation.

10. RIGHT OF INFORMATION (RTI)

The contact details of public information officers nominated for providing information requested under Right to Information (RTI) Act, 2005 and voluntary disclosure of information under RTI Act are made available in the official website of the department viz., www.tn.gov.in www.tnhighways.tn.gov.in, www.ckicp.tn.gov.in, www.tnrsp.tn.gov.in, www.tnmaritime.com, www.tamilship.com.

11. OFFICERS WHO CAN BE APPROACHED

The Highways Department is headed by the Principal Secretary to Government, Highways and Minor Ports Department in the Secretariat. Under his control, Project Director (Tamil Nadu Road Sector Project), Project Director (CKICP), Director General (Highways), Director (Highways Research Station)

and eight other Chief Engineers are working with individual capacity to implement various Highways schemes.

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

Tamil Nadu Maritime Board (TNMB) is functioning under the Chairmanship of Hon'ble Minister (Public Works, Buildings and Highways and Minor Ports) of Tamil Nadu. The TNMB is headed by the Vice Chairman and the Chief Executing Officer, The Tamil Nadu Maritime Academy is under the control of Tamil Nadu Maritime Board.

Poompuhar Shipping Corporation is functioning under Highways and Minor Ports

Department headed by Chairman and Managing Director.

The addresses of the officers are detailed below:

S. No	Officer	Office Address	Office Phone
1.	Principal Secretary to Government, Highways and Minor Ports Department	Secretariat, Fort St. George, Chennai-600009.	044-25670959
Highways Department			
2.	Director General, Highways	Integrated Chief Engineers Complex, HRS Campus, 76, Sardar Patel Road, Guindy, Chennai-600025.	044-22351099
3.	Chief Engineer, Construction and Maintenance	Integrated Chief Engineers Complex, HRS Campus, 76, Sardar Patel Road, Guindy, Chennai 600025	044-22350690
4.	Chief Engineer, NABARD and Rural Roads		044-22350158

5.	Chief Engineer, Projects		044-22350655
6.	Chief Engineer, National Highways.		044-22355701
7.	Chief Engineer, Metro		044-22351154
8.	Chief Engineer, Planning, Designs and Investigation		044-22352068
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-II	171, South Kesavaperumal Puram,	044-24954360
11.	Chief Engineer, Tamil Nadu Road Sector Project	TNMB Building, Greenways Road, Chennai 600028	044-24954360
12.	Project Director,	CKICP Complex, HRS Campus,	044-22350664

	Chennai – Kanyakumari Industrial Corridor Project	No.76, Sardar Patel Road, Guindy, Chennai 600025	
13.	Chief Engineer, Chennai – Kanyakumari Industrial Corridor Project		044-22350610 044-22350664
14.	The Superintending Engineer, Chennai Peripheral Ring Road.		044-22352906
15.	The Chief General Manager, Tamil Nadu Road Development Company Ltd.,	171, South Kesavaperumal Puram, TNMB Building, Greenways Road, Chennai 600028	044-24952800
16.	The Executive Director, Tamil Nadu Road Infrastructure Development Corporation	L.L.A. Building, 4 th Floor, 735, Anna Salai, Chennai-600002.	044-28543333

Tamil Nadu Maritime Board			
17.	Vice Chairman and Chief Executive Officer	No. 171, South Kesavaperumal puram, Greenways Road, Raja Annamalai puram, Chennai-60028.	044- 24950420
Poompuhar Shipping Corporation Limited			
18.	Chairman and Managing Director	692, Anna Salai, Nandanam, Chennai-600035.	044- 24341108

**PRINCIPAL SECRETARY TO GOVERNMENT,
HIGHWAYS AND MINOR PORTS
DEPARTMENT**



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**GOVERNMENT OF TAMIL NADU
2022**