130.1.4

No. RW/NH-33044/29/2021-S&R(P&B) Part (Comp No 248404)
Government of India
Ministry of Road Transport & Highways
Transport Bhawan, 1, Parliament Street, New Delhi-110001

Dated 03rd Feburary, 2026

To,

1. Principal Secretaries / Secretaries of all States/ UTs Public Works Department dealing with National Highways.
2. All Engineer-in-Chief and Chief Engineers of Public Works Departments of States/ UTs dealing with National Highways.
3. The Chairman, National Highways Authority of India
4. The Managing Director, NHIDCL
5. The Director General (Border Roads)

Sub: Rating of Contractors/Concessionaires working on National Highways Projects - Reg

Sir,

In order to Assess the actual performance of Contractors/Concessionaire implementation National Highway Projects in objective terms and factor in the same in the procurement of EPC/HAM assignments, it has now been decided that the Rating of the Contractors/Concessionaire firms shall be done by NHAI once in a year.

2. For the purpose of Rating, the contracts would be divided into three classes i.e. projects starting from 100 cr upto 300 Cr, projects more than 300 Cr and upto 1000 Cr and projects more than 1000 Cr (all awarded price excluding GST to be considered). Accordingly, Rating of contractors/concessionaire would also be done in classes.

3. In order to assess the rating of the Contractors/Concessionaire, the performance of the Contractors/Concessionaire in each project shall be assessed which shall further be normalized based on Project Mode, Project Cost and special project features. The methodology, detailed evaluation criteria and marking scheme for each project are attached as **Annexure-I.**

4. The following Incentivisation/ Disincentivisation based on Rating for Contractor/Concessionaire shall be provisioned in the standard RFP of HAM/EPC Projects:

(i) Rebate in PBG submission to Contractors scoring above 80 marks shall be considered in on a scale of 1-10% as illustrated below: -

"Contractors scoring 100 marks, PBG amounting to only 1% of contract value is to be submitted and for Contractor scoring 80 marks PBG amounting to 10% of contract value is to be submitted. PBG for Contractor scoring marks in between 80 to 100 shall be calculated proportionally."

(ii) Firm scoring below 70 marks will be required to submit Addiitonal PBG as under:

Rating Score	% of contract value of Additional PBG to be submitted by firm
70-60	2%
60-50	3%
Less than 50	5%

(iii) In case of Iconic projects, increase in Bid capacity (for EPC Projects) or Technical Capacity (for HAM Projects) as under:

Rating Score	Factor to be multiplied to assessed Bid capacity/ Technical Capacity
100-95	1.25
95-90	1.20
90-85	1.15
85-80	1.10

Note: Projects shall be considered as Iconic Projects in case

a. The estimated civil cost of the Project is Rs. 2000 Crores (excluding GST) and above; or
b. Project comprises of at least one major bridge with span more than 100 m.; or
c. Project comprises of at least one Tunnel having more than 500 m in length.

(iv) The rated contractors would be grouped into following three categories for participation in tenders

Score	Category	Incentive	Disincentive
More than 80	**Green**	a. Lower PBG as indicated in point 6 (i) above b. Increase in Bid capacity for EPC Projects or Technical Capacity for HAM Projects as indicated in point 6 (iii) above	NA
80-70	**Yellow**	NA	NA
<70	**Red**	NA	a. The Agency can bid only for next lower class of contractors till its score improves to more than 70. b. Compulsory APBG to be submitted as indicated in point 4(ii) above

5. NHAI shall be the nodal agency for the assessment, compilation and publication of rating of Contractor/Concessionaire. All implementing agencies of MoRTH (NHAI/NHIDCL/BRO/State PWDs) are requested to provide the relevant date as and when required by

NHAI for finalization of Ratings. NHAI may engage Independent Agencies for assessment of the rating, if required.

6. This issues with the concurrence of Minister RT&H.

Enclosure: As above

Yours faithfully,

(Harleen Kaur)
Director (Highways)
011-23719070

Annexure-I

Methodology for Assessment of Rating

The eligible projects meeting the following criteria shall be selected for rating:

(i)All EPC/HAM Projects with Completion/Provisional Completion issued in last 3 years.

(ii) All EPC/HAM Projects for which 180 days have elapsed since last Appointed Date & is on-going

4. The methodology for normalization of rating of projects is as under:

(a) Project Mode Weightage Factor for EPC/HAM Projects:

Mode	Weightage Factor
EPC	1.00
HAM	1.25
BOT	Separate rating for BOT projects to be done

(b) Project Cost Weightage Factor:

Class-I Projects (Awarded Price > 1000 Cr)

Awarded Civil Price of Project Excluding GST	Weightage Factor
>1000 Cr & <=1500 Cr	1.00
>1500 Cr & <=2000 Cr	1.10
>2000 Cr & <=2500Cr	1.25
>2500 Cr	1.50

Class-II Projects (300 Cr < Awarded Price <=1000 Cr)

Awarded Civil Price of Project Excluding GST	Weightage Factor
>300 Cr & <=500 Cr	1.00
>500 Cr & <=800 Cr	1.10
>800 Cr & <=1000Cr	1.25

Class-III Projects (100 Cr < Awarded Price<=300 Cr)

Awarded Civil Price of Project Excluding GST	Weightage Factor
>100 Cr & <=300 Cr	1.00

(c) Specialised Projects Weightage Factor:

Mode	Weightage Factor
Bridges with span <50 m	1.00
Bridges with span 50-100 m	1.10
Bridges with span >100 m	1.25

(d) Net Weightage Factor for Single Project= Project Mode weightage factor x Project Cost weightage factor x Specialised Projects Weightage Factor

(e) Final Overall Assessment Formula for Contractor/Concessionaire:

Rating Score= ∑ (Individual Project Score x Net Weightage Factor) / ∑ Net Weightage Factor

5. The following methodology shall have to be followed for rating exercise:

i. Rating of EPC and HAM projects shall be done together whereas Rating of BOT Projects would be done separately.
ii. Rating exercise shall be done once in an year, in first iteration eligible projects upto 15th February to be taken up and preferably rate the

same by 31st March and thereafter for eligible projects upto 15th November and preferably rate the same by 31st December rate every year.

iii. Scoring of all eligible projects as per criteria and marking scheme detailed in Annexure-I after application of normalization factors should be used to evaluate the overall assessment rating of the Contractor/Concessionaire in classes as defined in para 2 above.

iv. For Projects to be assessed before PCC/CC, the parameters for which data is not available shall not be scored and the score of remaining parameters shall be extrapolated on pro-rata basis.

v. Assessed Rating should be shared with concerned Contractors/Concessionaire for submitting their representations/challenges, if any and also simultaneously put on public domain. Challenges to rating shall be decided by a committee of Officers, serving/retired, to be constituted by the ministry which shall include wherein equal representation of serving and retired officers shall be maintained.

vi. All JV members or stakeholders with more than 26% Stake in the project shall be given the same rating as project rating.

vii. As far as possible Majority data/reference should be sourced from Data Lake/PMIS (i.e. digital record repository)

Evaluation Criteria and marking scheme for individual projects:

All rating shall be done under 7 major Parameters viz., Timely Completion (30%), Quality (40%), Maintenance (10%), Safety (5%), Dispute (3%), Sub-Contracting (2%), Overall Performance & User Rating (10%) and deduction for poor quality (-30%). The detailed rating criteria is elaborated below.

1. Timely Project Completion (30 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
1.	Pre-Construction Financial Milestones	1. (a)	***Submission of Performance Security/Addl PS Bank Guarantee** (Only EPC Projects)	**Time of Submission**	**Marks**	7. Date of Agreement 8. Date of Performance security submission	Datalake	2
				Within Timeline of CA	2			
				Delay of upto 15 days	1			
				more than 15 days	0			
		1. (b)	***Achievement of Financial Closure by the Concessionaire** (Only PPP Projects)	**Time of Submission**	**Marks**	7. Date of Agreement 8. Date of Achievement of Financial Closure	Datalake/ Division Record	2
				More than 30 days before timeline as per CA	2			
				0-30 days before timeline as per CA	1			
				After lapse of timeline as per CA	0			

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
1.	Timely Project Completion	1. (c)	*Signing of Memorandum with site inventory and ROW	Time of Submission	Marks	Copy of Joint Memorandum	Datalake/ Site Record	1
				Within 10 days of notification of Authority	1.00			
				11-20 days of notification of Authority	0.50			
				beyond 20 da	0			

				ys of notification of Authority				
	Timely Project Completion	**1. (d)**	***Timely Submission of Design and Drawings of critical project components and reply to comments of AE/IE as committed in work program**	**Timely initial Submission**		7. Date of Submission of All Design and Drawings by Contractor/ Concessionaire 8. Date of Submission of reply to all Comments of AE/IE/Authority 9. Submission of Only Plan Profile Pavement Design and Design of Major Structure i.e. more than 60 bridges and RE walls shall be considered 10. Average of all correspondences shall be taken	Datalake/Site Record	**1.5**
				Time of Submision	**Marks**			
				On or before committed date	1			
				After committed date as per work program	0			
				Timely Reply to Comments/Queries				
				Total Time for which the proposal was with contractor for reply to comments	**Marks**			
				15 days	0.50			
				16-30 days	0.25			
				more than 30 days	0			
	Timely Project Completion	**1. (e)**	***Timely Submission of Work Program and reply to comments**	**Timely First Submission**		7. Date of Submission of Work Program by Contractor/ Concessionaire 8. Date of Submission of reply to all Comments of AE/IE/Authority	Datalake/Site Record	**2**
				Time of Submision	**Marks**			
				Within 15 days of Appointed Date	2.00			
				Within 15-	1.50			

				30 days of Appointed Date				
				Within 31-45 days of Appointed Date	1.00			
				Within 46-60 days of Appointed Date	0.50			
				More than 60 days of Appointed Date	0.00			
	Timely Project Completion	**1. (f)**	*Timely procurement of statutory approvals/permits	No. of applicable Permits obtained by contractor/concessionaire upto 30 days of AD from the following: (a) Permission of the State Government for extraction of boulders from quarry; (b) Permission of Village Panchayats and Pollution Control Board for installation of crushers; (c) Permission of the State Government for drawing water from river/reservoir/ground water etc; (d) Cleara	7. Permit letters from concerned Competent Authority 8. Any Permission if not applicable then shall be considered as completed and marks shall be assigned accordingly.	Site Record	1		

				nce of Pollution Control Board for setting up batching plant; (e) Clearance of Village Panchayats and Pollution Control Board for setting up asphalt plant; (f) Permission of Village Panchayats and State Government for borrow earth				
				No. of permits obtained within scheduled period before AD	**No. of permits obtained**			
				All	1			
				95-100%	0.75			
				95-75%	0.50			
				Less than 75%	0			
	Timely Project Completion	1. (g)	***Identification of Gaps in LA**	**Identification of Missing Plots**	**Marks**	7. Signed Joint Memorandum 8. All EOT proposals submitted by Contractor/ Concessionaire	Datalake/ Site Record	3
				Before Appointed Date	3			
				Within 90 days of Appointed Date	2			
				Beyond 90 days and upto 180 days from A	1			

				ppoi nted Date				
				Beyo nd 1 80 d ays f rom AD	0			
	Timely Project Completion	1. (h)	**Timely Submission of EOT**	**Subm issio n of EOT**	**Mark s**	7. Date of Submission of All EOT proposals by C ontractor/ Concession aire 8. Average of all Proposa ls to be considered	Datalake	**4**
				No E OT s ough t	4			
				Withi n 30 days of oc curre nce of Ev ent	2			
				After 30 d ays o f occ urre nce of Ev ent	0			
	Timely Project Completion	1. (i)	***Timely reporting of Proje ct bottlenecks i.e. unident ified underground utilities /forest area etc.**	**Ident ificat ion t imeli ne**	**Mark s**	7. Date of Submission of All COS by Contractor / Concessionaire	Datalake	**3**
				Withi n 60 days of A ppoi nted Date	3.00			
				61-9 0 da ys of Appo inted Date	1.50			
				91-1 80 d ays o f Ap point ed D ate	0.75			
				More than 180 days after appo inted date	0.00			
	Timely Project Completion	**1. (j)**	***Timely MPR Submission**	**Subm issio n of MPR**	**Mark s**	7. Date of submission of MPR 8. Average time of all MP Rs to be considered	Datalake	**2**
				Withi n 7 d ays o	2.00			

				f Month End				
				More than 7 days after Month End	0.00			
	Timely Project Completion	**1. (k)**	**Timely Achievement of Project Milestone-3**	**Achievement of Milestone within Contractual Timeline (including EOT granted if any)**	**Marks**	7. Letter of AE/IE/ Authority regarding milestone achievement 8. Letter of AE/IE/ Authority regarding milestone achievement	Datalake	**2.5**
				Within the scheduled timeline (including approved extensions)	2.50			
				After scheduled timeline (including approved extensions)	0.00			
	Timely Project Completion	**1. (l)**	**Project Completion within Schedule Completion Date**	**Completion of Project within Scheduled Completion date as per CA (including EO**	**Marks**	7. Completion Certificate issued by AE/IE/Authority	Datalake	**8**

				T granted and Grace period if any). **PCOD/COD should only be considered**				
				Within the scheduled timeline as per contract.	8			
				Within scheduled timeline of approved EOT	4			
				Beyond scheduled timeline of approved EOT	0			

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2. Quality of work (40 Marks) and deduction for poor quality (-30)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
2	Quality	2 (a)	*Adherence to Quality Assurance Manual submitted by Contractor/ Concessionaire	Percentage Test Checking done by AE/IE in which sample failed (retesting not to be included)	Marks	7. Test Reports of AE/IE	NCR/ Site Record	4
				Upto 1%	4.00			
				1-2%	3.00			
				2-5%	1.50			
				more than 5%	0.			

					00			
	Quality	**2 (b)**	***Rejection of Highway Material/ Dismantling**	**No. of times finished items rejected or pavement/ structure dismantled due to non-conformance of quality**	**Marks**	7. Letter of Authority/AE/IE for such instances	NCR/ Site Record	**8**
				No instance	5.00			
				Upto 3 instances	3.00			
				4-8 such instances	1.50			
				9 or more such instances	0.00			
				Note: Each such rejection at a particular section of 50m length shall be considered as a single instance in case of Highway and single rejection in case of structures.				
				No. of times material rejected due to non-conformance of quality	**Marks**			
				No instance	3			
				1-2 instances	2			
				3-4 such instances	1			
				5 or more such instances	0			
	Quality	**2 (c)**	***No. of pending NCRs**	**No. of pending NCRs**	**Marks**	7. Status of closure of NCR (beyond the allowed time line)	Datalake	**5**
				Nil	5.00			
				1-10	3.00			
				11-20	1.50			
				More than 20	0.00			
	Quality	**2 (d)**	***Discrepancy in Geotechnical/ Sub-Surface investigation/Traffic Survey**	**Difference in CBR values (for pavement) estimated by AE/IE/ Authority and that estimated by Contractor/ concessionaire (on higher side) by more than 10%**	**Marks**	7. Reports of geotechnical investigation by contractors/ concessionaire 8. Only CBR/ Bearing capacity /Axle load surveys which have been rejected by AE/IE/ Authority shall be considered for these criteria instead of dire	Site Record	**4**
				Within 15%	2			
				Beyond	0			
				Difference in values of bearing capacity of soil (for major structures i.e. length >60m) estimated by AE/IE/ Authority and that estimated by Contractor/ concessionaire (on higher side) by more than	**Marks**			

				10%			ct comparison		
				Within 10%	2				
				Beyond	0				
	Quality	**2 (e)**	**PCI Index at time of PCC/CC**	**At the time of PCC/COD/Completion**		7. PCI calculated as per IRC SP 82:2023 by centralised NSV Cell.	NSV Cell record	**5**	
				PCI Value	Marks				
				100-90	5				
				80-90	3				
				60-80	1.5				
				Less than 60	0				
	Quality	**2 (f)**	***Failure of structures/ pavement during construction or before PCC/CC issuance**	**Failure type**	**Marks**	7. Report on failure by AE/IE/Authority	Site/ Division Record	**2**	
				No failure	2				
				Any Minor or Major Failure	0				
	Quality	**2 (g)**	**Closure of Punchlist items**	Value of items put in punch list (not to include items from stretches delinked or land is not available)	Marks	7. Punch list issued by AE/IE 8. Completion certificate issued by AE/IE/Authority	Datalake	**5**	
				Less than 1% of Awarded Civil Cost/EPC	2.5				
				1-2%	1.5				
				2-3%	0.5				
				More than 3%	0				
				Timeline of Closure of All Punch List Items	Marks				
				Less than 30 days	2.5				
				31-60 days	1.5				
				61-90 days	0.5				
				More than 90 days	0				
	Quality	**2 (h)**	**Test for Provisional Certificates**	% of Tests within acceptance limit	Marks	7. Test Report	Datalake/ Site Record	**5**	
				100%	5.0				
				Less than 100% but upto 90%	3.0				
				Less than 90% but upto75%	1.5				
				Less than 75%	0				
	Quality	**2 (i)**	***Provision of adequate Tra**	No. of recorded non-compliance for diversion	Ma		7. NC	**2**	

			ffic Diversion		rks	8. Inspection Reports		
				Nil	2			
				1-2	1			
				3 or more	0			

3. <u>Deduction for poor quality</u> (-30)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
3.	Quality	3 (a)	*Non-Deployment of Qualified Key-Professionals by Contractor/ Concessionaire on site	Non-Deployment of Qualified Staff	Marks	7. Letter of contractor / concessionaire for deployment of such Key-Personnel within 90 days of Appointed Date	MPR/ Site Record	-3
				Project Manager	-0.5			
				Pavement Engineer	-0.5			
				Quality Manager	-0.5			
				Bridge Engineer	-0.5			
				Design Director	-0.5			
				Safety Manager	-0.5			
	Quality	3 (b)	***Failure/ Defects/ Serviceability loss**	**Failure/ Major Defects / Serviceability loss of Pavement (before issuance of PCC/CC or within DLP)**	**Marks**	7. Site reports 8. AE/IE/ Authority letters 9. All such failures before issuance of PCC /CC or within DLP shall be considered	NCR/Site Record	**-20**
				No instance	0			
				1 instance	-2			
				2 instances	-4			
				More than 2 instances	-5			
				Failure/ Defects/ Serviceability loss in RE Walls	**Mark**			

					s			
				No instance	0			
				1 instance	-5			
				2 instances	-7.5			
				3 or more instances	-10			
				Failure/ Defects/ Serviceability loss in structures	**Marks**			
				No instance	0			
				1 instance	-3			
				2 or more instance	-5			
		3 (c)	***Improper construction of expansion joints**	No. of improperly constructed expansion joints i.e. bumpy ride (LHS or RHS)	Marks	7. No. of locations where increase in roughness wrt to roughness of previous 10 m section is observed 8. Pavement Video	7. NSVCell Reports 8. Site Inspection reports 9. NCRs	**-2.5**
				Nil	0			
				1-5	-1.0			
				6-10	-2.0			
				11 or more	-2.5			
		3 (d)	***Settlement of Approach Slab**	No. of locations where approach slabs have settled i.e. bumpy ride (LHS or RHS)	Marks	7. No. of structure locations where increase in roughness wrt to roughness of previous 50 m section i	7. NSVCe	**-2.5**
				Nil	0			

				1-3	-1.0	s observed 8. Pavement Video	8. All Reports NCR	
				4-6	-2.0			
				7 or more	-2.5			
		3 (e)	***Request for modification in Schedule-H**	Yes	-1	Correspondence seeking relaxation in Schedule-H or cash flow problem.	7. Field Record	**-1**
				No	0			
		3 (f)	***Modification in scope of project without approval of Authority (such as modification in TCS/width of median etc.)**	Yes	-1	As built drawing and Schedule-B Actual project features constructed on site.	7. Field Record 8. NCR 9. Drone Survey	**-1**
				No	0			
Note: In case of each Catastrophic Failure (which impacts project substantially and impacts quality substantially and leads to loss of life and/or lasting damage to road/structure requiring re-construction) as declared by Authority, 30 negative Marks shall be affected.								

4. Maintenance (10 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
4.	Maintenance	4. (a)	*Maintenance during construction	No. of Notices issued by AE/IE/Authority for non-maintenance of existing stretch during construction phase	Marks	7. Notices issued by AE/IE/Authority for non-maintenance of existing stretch during construction phase	Datalake/ Division Record	2
				Nil	2.			

					0			
				1-3	1.50			
				4-5	0.75			
				More than 5	0.00			
	Maintenance	4. (b)	Defect Rectification during DLP period (or 5 years for HAM)	**% defect rectified within timeline stipulated in CA**	**Marks**	7. Defect rectification report	NHAI ONE application	**1.5**
				70-100%	1.50			
				50-70%	1.00			
				25-50%	0.50			
				Less than 25%	0.00			
	Maintenance	4. (c)	PCI Index 3 years after PCC/CC	**At the time of PCC/COD/Completion**		7. PCI calculated as per IRC SP 82:2023 by NSV Cell of NHAI.	NSV Cell record	**3**
				PCI Value	Marks			
				100-90	3.00			
				80-90	1.50			
				60-80	0.75			
				Less than 60	0.00			
	Maintenance	4. (d)	**Accident Black Spots/ Fatalities**	**No. of Black Spots notified**	**Marks**	7. list of black spots notified	e-DAR of last 1 year	**2**
				Nil	0.50			
				1-2	0.25			
				3-4	0.			

					10			
				5 or more	0.00			
				No. of accidents on the stretch since PCC/CC/COD with no fatalities	**Marks**	7. list of fatalities recorded by AE/IE/Authority	Site record	
				Nil	0.75			
				1-2	0.50			
				3-4	0.25			
				5 or more	0.00			
				No. of accidents on the stretch with fatalities on the stretch since PCC/CC/COD	**Marks**			
				Nil	0.75			
				1-2	0.50			
				3-4	0.25			
				5 or more	0.00			
	Maintenance	4. (e)	**Incident Management during DLP**	**Deployed IMS on-road unit**	**Marks**	7. specifications of deployed on road units	Site record	**0.50**
				% of Distress calls attended within 25 minutes	**Marks**	7. 1033 ticket closure report	1033 call details	
				90-100%	0.50			
				75-90%	0.25			
				Less than 75%	0.00			
	Maintenance	4. (f)	**Lane closure du**	**No. of times lane closed for**	**M**	7. intimation of lane closu	Site re	**1**

			ring O&M Period	**maintenance during DLP**	**arks**	re by AE/ IE/ Authority on contractor/ concessionaire request	cord	
				0-1 time in 5 years	1			
				2-4 times in 5 years	0.75			
				5-6 times in 5 years	0.50			
				7 or more times in 5 years	0.00			
Note: In case of sale or transfer of the road, the O&M parameters shall be attributed to the agency which constructed the project highway till 3 years from COD and thereafter shall be attributed to the new owner entity from date of transfer of the project highway.								

5. Safety (5 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
	Safety	5. (i)	Safety During Construction	*Accident at Site due to Contractor/Concessionaire negligence:	Marks	7. Report of Accident at camp or site 8. Letter of suspension of work from AE/IE/Authority 9. Details of NCRs issued	NCR/Site/Division Record	3
				Nil	1			
				1-3	0.5			
				4 or more	0			
				***Suspension of work by AE/IE/Authority due to safety related issues**	**Marks**			
				No such instance	1			
				1-2 such instances	0.5			
				More than 2 such instances	0			
				***No. of NCRs issued due to lack of work zone safety measures**	**Marks**			
				Nil	1.00			
				1-3	0.5			
				4 or more	0.0			
	Safety	5 (ii)	**Major observations safety audit-**	No. of Major Observation (having safety ramifications) during Safety Audit	Marks	7. Safety Audit Report	Datalake/Site Record	**2**
				Nil	2			
				1-3	1			
				4-5	0.5			
				6 or more	0			

6. Dispute (3 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
6.	Dispute		**Conciliation**	**No. of Claims settled**	**Marks**	7. Settlement Agreements signed with	Datalake/	**3**

		6 (a)		through conciliation		Authority 8. SOC of AT/DRB 9. In case any settlement agreement has been challenged in Court then entire marks for this parameter shall be assessed as zero “0”	Site Record	
				All claims settled through conciliation/ scheme of govt. or no claim raised	3			
				No settlement	0			

7. Sub-contracting (2 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
7.	Sub-contracting	7 (a)	Portion of total civil work done through sub-contracting	Total Amount of Work Done through Sub-contracting as percentage of contract price	Marks	7. Sub-contracting approvals granted by Authority. 8. In case, any instance of unauthorised sub-contracting is found by Authority then entire 5 marks for sub-contracting shall be assessed as zero “0”	Datalake/ Site Record	2
				Less than 10%	2			
				10-25%	1			
				25-50%	0.50			
				More than 50%	0			

8. Overall Performance & User Rating (10 Marks)

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
8.	Overall performance	8 (a)	PD Assessment	Overall performance of the Contractor/ Concessionaire	Marks		Assessment by PD to be done on based on pro-activeness in resolving project bottlenecks, quality consciousness, submission of as-built drawings & deployment of qualified engineering team and use of automated machines.	3
				Excellent	3			
				Good	2			
				Fair	1			
				Average	0			
		8. (b)	**No. of complaints received through 1033/Rajmarg Yatra and media monitoring portal**	**No. of complaints received**	Marks	Complaints received through various means	7. Rajmarg Yatra database 8. Median Monitoring Portal 9. 1033 records	3
				Nil	3			
				0-5	2			
				5-10	1			
				11 or more	0			
		8. (c)	**Road User Rating through dedicated portal**	**Rating given by Users**	Marks	Average rating as assessed by road users	-user rating to be done through a dedicated portal online through to be open throughout the year. -road users shall be allowed to vote who have crossed the toll plaza of the project during the year	**4**
				90-100%	4			
				80-90%	3			
				70-80%	1.5			
				Less than 70%	0			

Note: All parameters with asterisk (*) mark can be evaluated before issuance of PCOD/CC/COD.