



File no RW/NH-33044/61/2025-S&R(P&B) [Comp. No. 261437]
GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT & HIGHWAYS
Transport Bhawan, 1-Parliament Street, New Delhi-110001

Dated 27.11.2025

Office Memorandum

Subject: - Invitation of Public Comments on Proposed formulation of Contractor/concessionaire Rating System for National Highways Projects- Regd

The Ministry/NHAI is in the process of developing rating system/criterion for Contractor/concessionaire firms engaged in National Highways works. Concept notes outlining the proposed criteria are enclosed herewith for reference

Comments/suggestions on the proposed concept note, if any, may kindly be submitted within twenty-one (21) days from the date of this letter i.e. upto 18.12.2025, to the email address sosandr-333@gov.in.

Encl:- Draft Rating Criteria

(Akil Ahmad)

Superintending Engineer (S&R)
for Director General (RD) &SS

To

1. NIC- for uploading on Ministry website under 'whats new',/ any other appropriate place, for obtaining Public comments.
2. The Chairman NHAI, G 5&6, Sector-10 Dwarka, for uploading the same on NHAI website for stakeholder comments.
3. The Managing Director, NHIDCL, for uploading on NHIDCL website for stakeholders comment

Copy for kind information to:

1. Sr. PPS to Secretary (RT&H)
2. Sr PPS to DG(RD)&SS
3. Sr. PPS/PPS to AS(H)/AS (T)/ AS&FA/ JS(GA)
4. PPS/PS to all ADGs / CEs

Concept Note on Contractor Rating predominantly during construction period

Need:

1. Assessment of actual performance of Contractors/Concessionaire in objective terms.
2. Identification of performers and non-performers
3. Prepare Policy to Incentivise/ Disincentivise Contractors/Concessionaire firms

A. Eligibility of Projects-

- (i) All EPC/HAM/BOT Projects with Completion/Provisional Completion issued in last 3 years.
- (ii) All EPC/HAM/BOT Projects for which 180 days have elapsed since last Appointed Date and is on-going

B. Rating Methodology-

- (i) 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.
- (ii) All projects matching the eligibility defined above shall be scored objectively.
- (iii) Rating of EPC and HAM projects shall be done together whereas Rating of BOT Projects would be done separately.
- (iv) All JV members or stakeholders with more than 26% Stake in the project shall be given the same rating as project rating.
- (v) Individual rated projects shall be normalised to calculate the rating of contractors/concessionaire.
- (vi) 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.

(vii) 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.

(viii) 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.

C. Normalisation Factors:

(i) 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

(ii) 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

(iii) 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

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

Final Overall Assessment Formula for Contractor/Concessionaire: Rating Score= $\sum$ (Individual Project Score x Net Weightage Factor) / $\sum$ Net Weightage Factor

D. Rating Criteria-

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 on following pages.

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	– Date of Agreement 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	Time of Submission	Marks	– Date of Agreement of	Datalake/ Division Record	2

			by the Concessionaire (Only PPP Projects)	More than 30 days before timeline as per CA	2	Achievement of Financial Closure		
				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 days of notification of Authority	0			
	Timely Project Completion	1. (d)	*Timely Submission of Design Drawings of critical project	Timely initial Submission		– Date of Submission of All Design Drawings by Contractor/	Datalake/Site Record	1.5
				Time of Submission	Marks			
				On or before committed date	1			

			components and reply to comments of AE/IE as committed in work program	After committed date as per work program	0	Concessionaire		
				Timely Reply to Comments/Queries		– Date of Submission of reply to all Comments of AE/IE/Authority – Submission of Only Plan Profile Pavement Design and Design of Major Structure i.e. more than 60 bridges and RE walls shall be considered – Average of all correspondences shall be taken		
				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		– Date of Submission of Work Program by Contractor/ Concessionaire – Date of Submission of reply to all Comments of AE/IE/Authority	Datalake/Site Record	2
				Time of Submission	Marks			
				Within 15 days of Appointed Date	2.00			
				Within 15-30 days of Appointed Date	1.50			
				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	No. of applicable Permits obtained by contractor/concessionaire upto 30 days of AD from the following:		– Permit letters from concerned Competent Authority	Site Record	1

			approvals/permits	(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) Clearance 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	- Any Permission if not applicable then shall be considered as completed and marks shall be assigned accordingly.											
			<table><tr><td>No. of permits obtained scheduled before AD</td><td>No. of permits obtained</td></tr><tr><td>All</td><td>1</td></tr><tr><td>95-100%</td><td>0.75</td></tr><tr><td>95-75%</td><td>0.50</td></tr><tr><td>Less than 75%</td><td>0</td></tr></table>	No. of permits obtained scheduled before AD				No. of permits obtained	All	1	95-100%	0.75	95-75%	0.50	Less than 75%	0
No. of permits obtained scheduled before AD	No. of permits obtained															
All	1															
95-100%	0.75															
95-75%	0.50															
Less than 75%	0															

				Within 90 days of Appointed Date	2	–All EOT proposals submitted by Contractor/ Concessionaire		
				Beyond 90 days and upto 180 days from Appointed Date	1			
				Beyond 180 days from AD	0			
	Timely Project Completion	1. (h)	Timely Submission of EOT	Submission of EOT	Marks	– Date of Submission of All EOT proposals by Contractor/ Concessionaire – Average of all Proposals to be considered	Datalake	4
				No EOT sought	4			
				Within 30 days of occurrence of Event	2			
				After 30 days of occurrence of Event	0			
	Timely Project Completion	1. (i)	*Timely reporting of Project bottlenecks i.e. unidentified underground utilities/forest area etc.	Identification timeline	Marks	– Date of Submission of All COS by Contractor/ Concessionaire	Datalake	3
				Within 60 days of Appointed Date	3.00			
				61-90 days of Appointed Date	1.50			
				91-180 days of Appointed Date	0.75			
				More than 180 days after appointed date	0.00			
	Timely Project Completion	1. (j)	*Timely MPR Submission	Submission of MPR	Marks	– Date of submission of MPR – Average time of all MPRs to be considered	Datalake	2
				Within 7 days of Month End	2.00			
				More than 7 days after Month End	0.00			
	Timely Project Completion	1.	Timely Achievement	of Marks	– Letter of AE/IE/	Datalake	2.5	

	Completion	(k)	Achievement of Project Milestone-3	Milestone within Contractual Timeline (including EOT granted if any)		Authority regarding milestone achievement		
				Within the scheduled timeline (including approved extensions)	2.50	– Letter of AE/IE/ Authority regarding milestone achievement		
				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 EOT granted and Grace period if any). PCOD/COD should only be considered	Marks	– Completion Certificate issued by AE/IE/Authority	Datalake	8
				Within the scheduled timeline as per contract.	8			
				Within scheduled timeline of approved EOT	4			
				Beyond scheduled timeline of approved EOT	0			

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
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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	– 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	– Letter Authority/AE/IE of 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	– 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	– Reports of geotechnical investigation by contractors/ concessionaire – Only CBR/ Bearing capacity /Axle load surveys which have been rejected by AE/IE/ Authority shall be considered for these criteria instead of direct comparison	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 10%	Marks			
				Within 10%	2			
				Beyond	0			
	Quality	2 (e)	PCI Index at time of PCC/CC	At the time of PCC/COD/Completion	Marks	– PCI calculated as per IRC SP 82:2023 by centralised NSV Cell.	NSV Cell record	5
				PCI Value				
				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	– 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	– Punch list issued by AE/IE – 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 Provisional Certificates for	% of Tests within acceptance limit	Marks	– Test Report	Datalake/ Site Record	5
				100%	5.0			
				Less than 100% but upto 90%	3.0			
				Less than 90% but upto 75%	1.5			
				Less than 75%	0			
	Quality	2 (i)	*Provision of adequate Traffic	No. of recorded non-compliance for diversion	Marks	– NCR		2

			Diversion	Nil	2		– Inspection Reports	
				1-2	1			
				3 or more	0			

3. Deduction for poor quality (-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	– 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	– Site reports – AE/IE/ Authority letters – 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	Marks			
				No instance	0			
				1 instance	-5			
				2 instances	-7.5			

Sr. No.	Parameter	Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
				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	– No. of locations where increase in roughness wrt to roughness of previous 10 m section is observed – Pavement Video	– NSV Cell Reports – Site Inspection reports – NCRs
				Nil	0		
				1-5	-0.50		
				6-10	-1.0		
				11 or more	-2.0		
	3 (d)	*Settlement of Approach Slab		No. of locations where approach slabs have settled i.e. bumpy ride (LHS or RHS)	Marks	– No. of structure locations where increase in roughness wrt to roughness of previous 50 m section is observed – Pavement Video	– NSV Cell Reports – NCR
				Nil	0		
				1-3	-0.50		
				4-6	-1		
				7 or more	-2		
	3 (e)	*Request for modification in Schedule-H		Yes	-1	Correspondence seeking relaxation in Schedule-H or cash flow problem.	– Field Record
				No	0		
	3 (f)	*Modification in scope of project		Yes	-1	As built drawing and Schedule-B	– Field Record

Sr. No.	Parameter		Assessment Sub-Parameter	Marking Scheme		Data Required	Source of Data	Max. Score
			without approval of Authority (such as modification in TCS/width of median etc.)	No	0	Actual project features constructed on site.	– NCR – Drone Survey	

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	– 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	– Defect rectification report	NHAI application ONE	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		– 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	– 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	– 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	– specifications of deployed on road units	Site record	0.50

				% of Distress calls attended within 25 minutes	Marks	– 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 during Period O&M	No. of times lane closed for maintenance during DLP	Marks	– intimation of lane closure by AE/ IE/ Authority on contractor/ concessionaire request	Site record	1
				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			

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	– Report of Accident at camp or site	NCR/Site/Division Record	3
				Nil	1	– Letter of suspension of work from AE/IE/Authority		
				1-3	0.75			
				4 or more	0.50			
				*Suspension of work by AE/IE/Authority due to safety related issues	Marks	– Details of NCRs issued		
				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	– 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	6 (a)	Conciliation	No. of Claims settled through conciliation	Marks	– Settlement Agreements signed with Authority	Datalake/ Site Record	3
				All claims settled through conciliation/ scheme of govt. or no claim raised	3	– SOC of AT/DRB		
				No settlement	0	– In case any settlement agreement has been challenged in Court then entire marks for		

						this parameter shall be assessed as zero "0"		
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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	– Sub-contracting approvals granted by Authority. – 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/Concessi onaire	Marks		Assessment by PD to be done on based on pro-activeness in resolving project bottlenecks, quality consciousness, submission of as-	3
				Excellent	2			
				Good	1.5			
				Fair	1			
				Average	0			

							built drawings & deployment of qualified engineering team and use of automated machines.	
		8. (b)	No. of complaints received through 1033/Rajmarg Yatra and media monitoring portal	No. of complaints received	Marks	Complaints received through various means	–Rajmarg Yatra database –Median Monitoring Portal –1033 records	3
				Nil	4			
				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%	3			
				80-90%	2			
				70-80%	1			
				Less than 70%	0			

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

