

Through Mail only

Government of India  
Ministry of Road Transport and Highways  
(Highway Administration Cell)

Transport Bhavan, I, Parliament Street, New Delhi — 110 001

No. NH-11011/37/2023-LA

Dated: 3<sup>rd</sup> April, 2023

OFFICE MEMORANDUM

**Subject-** Draft RFP for Supply, Operation & Maintenance of Incident Management Services (IMS) on National Highways: Inviting comments.

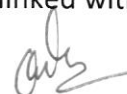
Sir,

As we all are aware that in India, there is one road accident every minute, and one fatal accident every fourth minute. There are as many as thirty-five accidents per thousand vehicles, and the drivers involved in road crashes are in the age group of 20- 40 years. Two-wheelers and cars contribute to 50 percent of the total accidents. Other than road engineering issues, most of the accidents are caused by the driver's fault. Road crashes cost approximately one to three percent of a country's GDP.

2. Out of 1.45 Lakh Km of National Highways in the Country, about 65,000 Km are managed by NHAI, about 7,000 Km are managed by NHIDCL and about 66,000 km are with Roads Wing. National Highway Authority of India (NHAI) operates an Incident Management System on the National Highways coordinated through 1033 nationwide helpline, which entails a set of co-ordinated activities initiated when an accident occurs. The aim of this system is to minimise the effects of the incident and restore normal capacity and safety levels to all affected road facilities as efficiently as possible. The operator identifies relevant agencies and liaise with them. The operators run 24x7 Route Patrols, Cranes & Ambulances on the said stretches.

3. It is proposed that the scheme of Incident Management Service may be extended to all the National Highways in the country with initial emphasis on high traffic corridors and the States with difficult terrains. This is to be done on priority by establishing IMS monitoring units staffed by skilled manpower. The response time of maximum 30mins for the Ambulances, Cranes, etc to reach the site may be kept initially, which may further be reduced by integration of 1033 helpline with State 108/112 Helplines. To ensure this, a close liaison with the corresponding State's EMS Network is obligatory.

4. The ambulances alone are grossly ineffective in initiating a post-crash response as the victims are more than often trapped inside the crashed vehicle and need to be extricated with professional powered tools to ensure prompt emergency care. The provision of gas cutters, Hydraulic Rescue Tools, etc. in the Route Patrol Cars and small/medium cranes along with hydraulic towing arm & road clearing equipment staffed with trained manpower need to be provided. The specifications for the Ambulances, Patrol Cars & Rescue Cranes are to be standardized to remove ambiguity and ensure uniformity in form and function. The Patrol Cars, CRV's & Ambulances should operate in sync as a crash rescue unit and their operations should be integrated. The National Highway Accident Relief Network should be closely linked with the state EMS Network.



5. Towards the above objective, a draft RFP for **Supply, Operation & Maintenance of Incident Management Services (IMS) on National Highways** has been prepared. It is requested to provide comments on the provisions of the draft RFP, so that further deliberations may be made to finalise the documents to roll out the scheme of IMS across all states for the year 2023-2024. The comments may be provided latest by 15<sup>th</sup> April, 2023 at [rp.singh70@nic.in](mailto:rp.singh70@nic.in).

Encl. As above

  
03/04/2023

(Rakesh Prakash Singh)

Superintending Engineer (HA)

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Copy to:

1. AS/ JS/CEs/ROs in MoRTH
2. Director, IAHE
3. The Secretary General, Indian Roads Congress
4. NIC-for uploading on Ministry's website under "What's new" and also create an icon on website with name "Comments on Draft RFP for Incident Management Services"

Copy for information to:

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