

File No. RW/G-23012/01/2019-W&A(Pt.III)

**Government of India
Ministry of Road Transport & Highways
(Planning Zone)**

Transport Bhawan, 1, Parliament Street, New Delhi - 110001

Dated the 09th February, 2021.

To

1. The Principal Secretaries/ Secretaries of all States/UTs Public Works Department dealing with National Highways, other centrally sponsored schemes.
2. All Engineers-in-Chief and Chief Engineers of Public Works Departments of States/ UTs dealing with National Highways and other centrally sponsored schemes.

Sub: Provision for Incident Management Services (IMS) for development projects and PR /IRQP Works on NHs entrusted with State Governments/UTs - Reg.

Sir,

For efficient functioning of National Highways (NHs) entrusted with State Governments/UTs and to ensure safety of road users, it has been decided that henceforth, all new development projects and PR /IRQP Works on NHs shall invariably incorporate the Incident Management Services (IMS), subject to the following conditions:

- i) Incident Management Services (IMS) shall include Rescue Ambulance, Patrol Vehicle, Tow Away Crane.
 - ii) Provision for IMS shall be made for NHs stretches (either in contiguity or separated by 20 km maximum on the same NH or different NHs) of at least 60 km or more.
 - iii) Suitable bundling of sections of same / different NHs may accordingly be made. Sections which have been completed and are either under DLP or DLP completed may also be included under such bundling.
 - iv) In case it is not feasible to bundle NHs sections to suit the requirements, provisions for incident management may be deleted with specific prior approval of Competent Authority.
 - v) Incident management shall be coordinated through Control centres/ Telephone operators managed through IHMCL with single toll free number 1033.
2. This shall be applicable for all new projects. IMS shall be a part of operation and maintenance of NHs during Defects Liability Period (DLP) or concurrent DLP-cum-maintenance period.
 3. Relevant provisions for IMS shall be incorporated in the contract document as annexed in Annexure-I.
 4. List of key equipment, personnel and BOQ in case of item rate contracts shall be suitably modified in accordance with Annexure-II.
 5. Criteria for estimation of rates and quantity of usage of IMS have been enclosed at Annexure-III for guidance purpose for invitation of bids.
 6. Standard Operating Procedure (SOP) for IMS shall be issued separately.

7. NHIDCL is requested to institutionalize the implementation of IMS on similar lines for NH stretches entrusted with them.
8. This issues with the concurrence of Finance Wing vide U.O. No. Note #34 dated 29.01.2021 and approval of Hon'ble Minister(RT&H).

Enclosure: As above



(A. Maulik)

Executive Engineer (Planning)
planningmorth@gmail.com

Copy for kind information and necessary action to:

1. The Managing Director, NHIDCL, PTI Building, New Delhi-110001
2. All CEs in the Ministry of Road Transport & Highways
3. All ROs of the Ministry of Road Transport & Highways
4. The Secretary General, Indian Roads Congress
5. Technical circular file of S&R (P&B) Section
6. NIC-for uploading on Ministry's website under "What's New"

Copy for information to:

1. PS to Hon'ble Minister (RT&H)
2. PS to Hon'ble MOS (RT&H)
3. Sr. PPS to Secretary (RT&H)
4. Sr. PPS to DG (RD) & SS
5. Sr. PPS to AS&FA
6. Sr. PPS to Pr. CCA, MoRT&H
7. Sr. PPS / PPS / PS to ADG-I/II/III/IV
8. Sr. PPS / PPS / PS to JS (H)/ JS (NHIDCL)/ JS (Toll) / JS (LA&C)

Enclosure to Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021

Inclusion of Provision for IMS in Contract Documents

- i) For EPC Projects, provision for IMS shall be incorporated in Schedule C: "Project Facilities" and corresponding specifications in Schedule D: "Specifications and Standards". Schedule H: "Contract Price Weightages" shall be modified accordingly to allow payment for IMS on monthly basis.
- ii) For Item Rate Contracts, provision for IMS shall be incorporated by adding a new subsection "G. Addendum to Special Conditions of Contract" under Section 3: "Conditions of Contract" of bidding document. The list of key equipment, personnel and BOQ shall also be modified in accordance with Annexure-II.
- iii) Necessary changes in the above contract documents with respect to provision for IMS shall be made to suitably incorporate the features annexed at Annexure-IA and in accordance with SOP issued vide Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021.

Enclosure to Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021

Features of IMS to be incorporated in Contract Document

The Contractor shall set up and maintain an Incident Management System and supply regular incident statistics to the Employer.

Incident Management Services (IMS) shall include Rescue Ambulance, Route Patrol Vehicle and Tow Away Crane. Operation of ambulance services, patrol vehicles and tow away cranes shall be synchronised with toll-free no. 1033 or any other no. applicable.

Incident Management entails a set of coordinated activities initiated by the Contractor when an incident (an extraordinary event resulting in the reduction of road capacity or creates a hazard for users) occurs, in order to minimize the effects of the incident and restore normal capacity and safety levels to all affected road facilities as efficiently as possible.

The Contractor has to identify relevant agencies (e.g. rescue, fire, hazardous materials, traffic, police, ambulance, hospitals, alternative routes, municipalities, cleanups) and their representatives and to liaise with these representatives on behalf of the Employer.

The Incident Management Centre on the project highway (minimum 500 sqm.) shall be continuously staffed on a 24 hours basis. The Contractor shall maintain records of the details of all incidents (e.g. collision, hazardous material, breakdown, etc.). After occurrence of any major incident, resulting in multiple loss of life, significant periods of road closure or major route rehabilitation work, an incident debriefing report shall be produced and forwarded to the Employer within 24 hours of occurrence. The Incident Management Centre shall monitor the location of route of incident management vehicles/rescue operation vehicles through Vehicle Tracking System (VTS) on continuous basis.

The Contractor will keep a record of the removed accident/damaged vehicles by taking a dated photograph of the same and will submit the report on weekly basis to the Employer/Engineer.

The Contractor will remove dead animals/birds from the carriageway and bury them at a suitable location as directed by the Engineer/Employer within two hours of the incident and accident vehicles/Debris within 4 hours after police inspection. If the Contractor fails to remove the dead animals/birds and accident vehicles/debris from the carriageway within specified time of the incident, he will be levied a penalty of Rs.10,000/- per such incident.

The Route Patrol Vehicle, Ambulance and Crane shall be equipped (for 24 x7 period and total duration of contract) with Vehicle Tracking System (VTS), equipment/medicines as mentioned in the provisions of this document.

i) Route Patrol Vehicle

The Contractor is required to provide 24 hours per day route patrols to assist the road users of the highway, to provide information, feedback and perform functions in relation to incident management. To achieve this, the Patrol vehicles fitted with VTS should be fully equipped as well as the patrol persons should be adequately trained in traffic management, road safety and primary first aid. The purpose of these patrols is to:

- Provide the users of the highway with basic mechanical help for vehicles that breakdown on the road and also protect other users from such vehicles.

- Immediately identify traffic hazards of whatever nature, such as unauthorized parking, public transport vehicles, obstructing traffic during passenger loading and unloading, debris, stray animals and the like. The operator shall take the necessary measures to remove such obstructions.
- Provide emergency management at accident scenes until such time as the appropriate authorities arrive.
- Assist with the removal of damaged or mechanically impaired vehicles from the highway.
- Observe, record and report suspect aspects of the highway, hazards and incidental damage caused by vehicles, floods, storms or other random events, such that the highway maintenance records and database are continuously improved.

Patrol Vehicles, including equipment and man power, shall conform to standard specifications issued vide Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021.

Typical duties of the Route Patrol in-Charge are:-

- Patrol the corridor to ensure obstruction free flow as per shift standards.
- To report to police and assist injured at accident scene and remove all obstructions from road when the vehicles are cleared.
- To provide first aid to injured, contact control room and ambulance service if needed, assist police.
- Report all incidents on radio control, to control room.
- To ensure safety of traffic with minimal delay at accidents.
- To assist motorists on broken down vehicles and to ensure that they do not obstruct free flow.
- Maintain relations with all emergency services, and local safety councils.
- To report carriageway condition of drainage, ROW plantations, median plantation etc.
- Check on encroachment irregularities taking place within ROW, and prevent unauthorized entry into the corridor.
- Prevent theft of assets and report.
- Attend to urgent maintenance for safety requirements.

All times, the Route Patrol In-Charge should have with him a list of telephone numbers and address of all concerned in providing the road users services.

Number of Patrol Vehicles provided shall be ____.

ii) Rescue Ambulance

Rescue Ambulance, along with medical devices, on-board equipment, medicines and manpower shall conform to standard specifications issued vide Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021.

The vehicle shall run minimum 5 km daily (even for dry run), to be eligible for monthly payment.

Number of Rescue Ambulance provided shall be ____.

iii) Tow Away Crane/ Vehicle

The tow-away crane/vehicle shall be of adequate capacity (minimum 20MT) with all necessary equipment so that it can reach the site of the incident within 30 minutes of call and clear the disabled/accidented vehicles. It should be in good condition and registration number not older than two years at the time of procurement/leasing/hiring. It shall also be fitted with a GPS based Vehicle Tracking System to monitor its movement on 24 hours x 7 days of a week basis. Tow away crane/vehicle manpower shall include 1 Driver/Operator and 1 Helper per shift per vehicle.

The vehicle shall be painted with approved colour pattern with road authority name and emblem painted sides, back and front.

The vehicle shall run minimum 5 km daily (even for dry run), to be eligible for monthly payment.

Number of Tow Away Vehicles provided shall be ____.

In case of absence/deficiencies in respect of IMS (vehicles/manpower/equipment) as mentioned herein, found during inspection by Engineer/Authority Representative, a penalty of Rs.5000/- per item per incidence shall be levied.

Notwithstanding anything contained herein this document, the SOP and specifications for IMS issued vide Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021 shall be applicable.

Enclosure to Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021.

List of Key Equipment, Personnel and Bill of Quantities (BOQ) for Item Rate Contracts

Following modifications shall be made with respect to Standard Bidding Document for procurement of Civil Works on Item Rate Contract:-

- i) List of key plant and equipment to be deployed on contract work [Annexure-I of Section 1: "Instructions to Bidders" of Part I: "Complete Bidding Document"] shall be suitably modified to include the following:-

Sl.	Type of Equipment	Remarks
1	Rescue Ambulance as per standard specifications	Nos. deployed to be decided depending upon length of NHs stretches bundled under one project.
2	Route Patrol Vehicle as per standard specifications	
3	Tow Away Crane as per standard specifications	

- ii) List of key personnel to be deployed on contract work [Annexure-II of Section 1: "Instructions to Bidders" of Part I: "Complete Bidding Document"] shall be suitably modified to include the following:-

Sl. No.	Personnel	Qualification and Experience	No. of Persons
7.	Incident cum Road Property Manager – cum – Route Operation Manager	Graduate from a recognized University + 3 years' Experience on Highway Property Management and Maintenance	1

- iii) The suggestive BOQ in Section 7: "Bill of Quantities" of Part I: "Complete Bidding Document" shall be suitably modified to include the following provision:

Item No.	Description of Items	Quantity	Unit	Rate		Amount
				In Figures	In Words	
	Providing road patrols and surveillance, automobile assistance, tow away cranes and ambulance services as per Clause __ of Section 3 with: a) Patrol vehicles: ... no. b) Ambulances: no. c) Tow away vehicles ... no.		Per month			

- iv) Part II: "Forms" shall be accordingly modified in light of the above modifications.

Enclosure to Ministry's Letter No. RW/G-23012/01/2019-W&A(Pt.III) dated 09.02.2021.

Criteria for Estimation of Rates and Quantity of Usage of Incident Management Services (IMS)

1. Rescue Ambulance

- i) Utilisation charge for Rescue Ambulance including manpower [EMT (Emergency Medical Technician) + Driver] to be considered @ Rs. 2.5 lakhs per month for estimation purpose while inviting bids.

2. Patrol Vehicle

- i) Utilisation charge for Patrol Vehicle including manpower (Highway Surveillance Incharge + EMT + Driver) to be considered @ Rs. 2.5 lakhs per month for estimation purpose while inviting bids.

3. Tow Away Crane/Vehicle

- i) Utilisation charge for Tow Away Crane/Vehicle including manpower (Driver + Helper) to be considered @ Rs. 2 lakhs per month for estimation purpose while inviting bids.