



सत्यमेव जयते

सड़क परिवहन और राजमार्ग मंत्रालय  
**MINISTRY OF ROAD TRANSPORT & HIGHWAYS**  
भारत सरकार Government of India

**Standard Operating Procedure (SOP)**

**for**

**Media Attention Portal**

**<https://media.morth.gov.in>**

## **Objective of SOP for Media Attention Portal for National Highways**

The objective of the Media Attention Portal for the Ministry of Road Transport and Highways is to systematically monitor, manage, and address media-reported issues related to road infrastructure. This portal aims to enhance accountability, transparency, and efficiency in handling public grievances and media reports. Specific objectives include:

### **Centralized Data Collection:**

Collect and consolidate media reports from various sources, including newspapers, news websites, YouTube, Twitter, Facebook, and news channels, related to road infrastructure issues.

### **Efficient Categorization and Tracking:**

Categorize issues based on predefined categories such as road conditions, land acquisition, encroachment, construction delays, maintenance, toll issues, and accident-prone zones.

Track each reported issue through a structured workflow to ensure timely and effective resolution.

### **Enhanced Communication and Coordination:**

Facilitate seamless communication and coordination among different departments and stakeholders involved in the resolution process.

Provide detailed instructions, status updates, and timelines to relevant parties through automated notifications and dashboards.

### **Accountability and Transparency:**

Ensure accountability by documenting actions taken and responses provided by Regional Officers (RO) and Project Implementation Units (PIU).

Enhance transparency by making reports and dashboards accessible to all stakeholders, including the public, where applicable.

### **Timely Resolution of Issues:**

Set specific timelines for reverting (48 hours) and resolving (7 days) reported issues to ensure prompt action.

Monitor and report on the status of issues to prevent delays and ensure that long-term measures are implemented as required.

### **Data-Driven Decision Making:**

Generate comprehensive reports and dashboards that provide insights into the nature and frequency of issues, response times, and resolution effectiveness.

Use data analytics to identify trends, prioritize critical issues, and inform policy and operational decisions.

**Public Engagement and Trust:**

Engage with the public by addressing their concerns promptly and transparently.

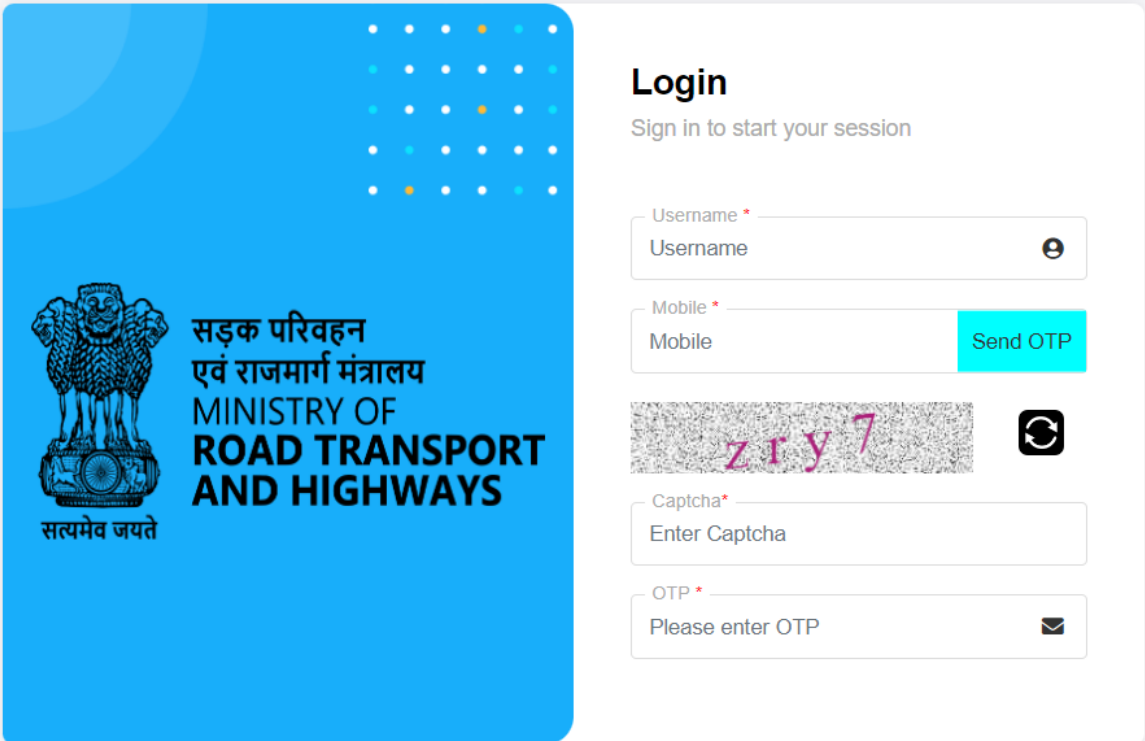
Build trust and confidence in the Ministry of Road Transport and Highways by demonstrating a commitment to maintaining and improving road infrastructure based on media feedback and public grievances.

By achieving these objectives, the Media Attention Portal aims to create a more responsive and accountable system for managing road infrastructure issues, ultimately leading to safer and better-maintained national highways.

## Login Procedure

The login process for all Regional Offices (ROs) and Project Implementation Units (PIUs) from Ministry of Road Transport & Highways (MoRTH), National Highways Authority of India (NHAI), and National Highways and Infrastructure Development Corporation Limited (NHIDCL) is as follows:

**URL:** <https://media.morth.gov.in/>



**Login**  
Sign in to start your session

Username \*  
Username

Mobile \*  
Mobile

Captcha\*  
Enter Captcha

OTP \*  
Please enter OTP

Call for Support: +91 8527672097

Figure 1: Login Form

**Login Credentials:** Each user is provided login credentials based on their Email ID and Closed User Group (CUG) mobile number.

The system grants access to users only if both the Email ID and mobile number match the records in the system.

**Support Contact:** In case of any login issues or queries, users can contact the call center for assistance.

**OTP Verification:** Upon entering the correct credentials, an OTP (One-Time Password) is sent to both the registered Email ID and mobile number.

Users must use this OTP to complete the login process and access the system securely.

## **Complaint Management**

### **A. Attention - Data Collection**

The Media Team collects data based on below considerations.

1. Attention data is collected from the media universe that includes Newspapers, News Websites, YouTube, Twitter, Facebook, and News channels.
2. News that highlights the issue on Road Infrastructure based on below categories are a part of attention cases:
  - I. Road Conditions  
Potholes / damaged roads / illegal cuts / broken grills and dividers / dust issues / broken drains
  - II. Land Acquisition Issues
  - III. Encroachment and Legal Issues  
Illegal parking / accidents due to illegal parking / encroachment by shopkeepers / roadside houses / illegal hoarding / court notices to NHAI / issues with wayside amenities
  - IV. Construction Delay
  - V. Lack of Maintenance  
Streetlight issues / improper lanes / sapling issues / reflector issues
  - VI. Toll Issues  
Misbehaviour of toll staff / FASTag issues / extra money deduction / overcharging
  - VII. Accident-Prone Zones  
Black spots / deep curve reflector issues / accidents due to bad roads
  - VIII. Miscellaneous.  
Any other critical case

### **B. Notify - Data Categorisation and Moderation**

Based on the details provided in the Attention cases, the Admin team categorises the articles and meta data below:

- Category – Type of issues
- Subcategories – Based on category selected
- Highway – National Highways based on the Geo Coordinates Database
- Location – Based on the content, google map coordinates are defined
- Timeline – 24 hours to revert and 7 days to resolve
- PIU List – Based on area and jurisdiction
- Description – Detailed instructions

An email is sent to all parties involved in the case with the link to the dashboard and other details.

### C. Action By RO / PIU / PMU / State Division

All the data notified to PIUs will be available in the complaint list, along with their respecting status and details.

Client	Status	From	To	Total Article	Search Messages
MoRTH	All	01-05-2024	10-06-2024	4	
220524/016	No Response	Raipur bilaspur Raigarh highway is completed only upto BSP and 30 kms more towards Raigarh. But then onwards NHAI isn't even doing any work right from last 4 yrs. And ppl of Bilaspur pay 75 rs jst for 30 kms of 4 lanes.		Replied	22-May-2024 08:12 AM
220524/015	Responded	7 not completed NH 55 Cuttack to sambalpur from last 10 years. .due to that road condition more than 4000 people died in last 10 years @nitin_gadkari		Replied	22-May-2024 08:12 AM
220524/007	No Response	Hoarding collapsed on Pune-Bangalore Highway		Replied	22-May-2024 08:07 AM
110524/018	Responded	Sans FAME, e2W sales dip 53% in April, 3-wheelers, PVs too hit		Replied	11-May-2024 04:25 PM

All the data notified to ROs will be available in the complaint list, along with their respecting status and details.

Client	Highway	Status	From	To	Total Article	Search Messages	
MoRTH	All	All	05-Jun-2024	24-Jun-2024	13		
060624/007		Closed	PIU-RO-Maharashtra	RO-Maharashtra	Commuters at risk as road dug up for sewage work yet to be restored in Ponda	Replied	06-Jun-2024 08:49 AM
080624/007		No Response	PIU-RO-Maharashtra	RO-Maharashtra	Katraj Dehuroad bypass woes continue for more than 10+yrs.. complete faulty design & poor planning. Lakhs of commuters travel everyday, hardships continue. Crores of Toll collected by NHAI . NHAI responsible for this mess. All party political leadership .aware??	Rejected	08-Jun-2024 08:33 AM
080624/010		Closed	PIU-RO-Maharashtra	RO-Maharashtra	Another magnificent #Mumbai-#Goa National Highway is in pipeline. Almost 12 years, still it is remaining as engineering marvel @nitin_gadkari is silent now. How many seats from these route? #Konkan @rautsanjay51 @SunilTatkare #infrastructure #NH66 #roads	Replied	08-Jun-2024 08:34 AM
080624/012		No Response	PIU-RO-Maharashtra	RO-Maharashtra	This tweet is misleading. Nanded-Degloor section of NH-161 is still not been taken over by #NHAI which was built on BOT basis. It has dangerous speedbrakers. If the 80km section is not developed by @NHAI_Official till then Hyderabad-Indore Economic corridor will be incomplete.	Rejected	08-Jun-2024 08:35 AM

By clicking on the Case ID all the details of the case can be seen on one location.

**Article Details :**

- Status Responded
- Token  
220524/015
- Publication  
sangram
- Edition
- Company  
NPSA
- Publication Date  
21-May-2024
- Language  
English
- Journalist  
sangram

**Headline & Content Details**

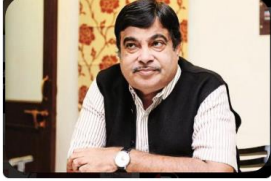
7 not completed NH 55 Cuttack to sambalpur from last 10 years. due to that road condition more than 4000 people died in last 10 years @nitin\_gadkari

7 not completed NH 55 Cuttack to sambalpur from last 10 years. due to that road condition more than 4000 people died in last 10 years @nitin\_gadkari

**Ashish Prajapati** · May 21, 2024

@Ashish\_prajapati · Follow

How Much would you rate Nitin Gadkari II as Road Transport & Highway Of India Minister on a scale of 1 to 10?



**sangram**  
@Sangram70578085 · Follow

7 not completed NH 55 Cuttack to sambalpur from last 10 years. due to that road condition more than 4000 people died in last 10 years @nitin\_gadkari

9:42 PM · May 21, 2024

Reply · Share

[Read more on X](#)

[Article View](#)

All the conversation and transfer request will be visible in “Action History”

**Complaint Information**

Category	SubCategory	Highway	Location	Timeline	PIU List	Description	No Response Time	Attachment	Status	
Construction Delay	Construction Delay	NH-48	Boisar	7	PIU	test	04-Jun-2024 09:59 AM	--	No Response	
Closed Time	Description	Attachment	Status							
22-May-2024 12:23 PM	Slr. SI no 5 with NH Divn PWD. SI no 15 project will be substantially completed by 30.06.2024.	<a href="#">Closed</a>								

**Action History**

- PIU (PIU) Replied
  - 04-Jun-2024 | 10:03 AM
  - testing
- PIU (PIU) Replied
  - 04-Jun-2024 | 10:03 AM
  - wei
- 111 RCC, Project Himank (PIU) Replied
  - 04-Jun-2024 | 10:04 AM
  - test
- 38 BRTF (PIU) Replied
  - 04-Jun-2024 | 10:05 AM Attachment
  - tw
- PIU (PIU) Replied
  - 04-Jun-2024 | 10:05 AM Attachment
  - tt

When an issue is reported and needs to be addressed, RO / PIU / PMU / State Division have specific options to revert and manage the case efficiently.

Each option allows them to provide a detailed and structured response, ensuring accountability and clarity in the resolution process. Here’s a detailed description of each option:

### 1. Reply: Details of Action with Attachment

- **Description:** This option allows the RO / PIU / PMU / State Division to provide a detailed response regarding the actions taken to address the issue.
- **Process:**
  - Write a comprehensive reply explaining the steps taken to resolve the reported issue.

- Attach any relevant documents, such as photos, repair logs, official notices, or any other supporting evidence.
- Purpose: To ensure transparency and provide evidence of the actions taken, thereby informing all stakeholders involved about the current status and resolution efforts.

Reply
Transfer to RO
Transfer to PIU / PMU / Division
Closure Request

Description

Maximum upload file size: 5 MB.

Choose File
No file chosen

Submit

## 2. Request for Closure

- Description: This option is used when the RO / PIU / PMU / State Division believes that the issue has been resolved and no further action is required.
- Process:
  - Detail the measures taken to address the issue, including any short-term or immediate actions.
  - Attach relevant documents to support the closure request.
  - If long-term measures are required, provide a detailed plan of the actions needed, along with a timeline for their implementation.
- Purpose: To formally request the closure of a case, ensuring all necessary actions have been documented and future actions, if required, are clearly outlined.

Reply
Transfer to RO
Transfer to PIU / PMU / Division
Closure Request

Action Taken

Long Term Measures Required

LTM Compulsion Date:

Submit

### 3. Transfer to RO

- **Description:** This option is used when the PIU / PMU / State Division needs additional support from another RO or when the case does not fall under the current department's jurisdiction.
- **Process:**
  - Identify the appropriate RO to whom the case should be transferred.
  - Provide a detailed reason for the transfer and any supporting documents or information that may assist the new RO in understanding and resolving the case.
- **Purpose:** To ensure that the case is handled by the appropriate authority or to seek additional support, facilitating a more effective resolution process.

The screenshot shows a web interface with four buttons: 'Reply', 'Transfer to RO' (highlighted in blue), 'Transfer to PIU / PMU / Division', and 'Closure Request'. Below the buttons is a dropdown menu labeled 'RO/PIU List' with 'RO-Gandhinagar' selected. Underneath is a large text area labeled 'Reason' with a small icon in the bottom right corner. At the bottom left is a green 'Submit' button.

### 4. Transfer to PIU / PMU / State Division

- **Description:** This option allows the RO to transfer the case to another PIU / PMU / State Division within the same authorization area when it is deemed necessary for better handling or if the case is more relevant to another unit.
- **Process:**
  - Identify the appropriate PIU / PMU / State Division for the transfer.
  - Provide a comprehensive explanation and necessary documents to ensure the new PIU / PMU / State Division has all the information needed to take over the case.
- **Purpose:** To delegate the case to the most suitable unit for resolution, ensuring that expertise and resources are optimally utilized for effective problem-solving.

Reply   Transfer to RO   **Transfer to PIU / PMU / Division**   Closure Request

RO/PIU List  
PIU-Vashi

Reason

Submit

These response options provide a structured and efficient way for the RO / PIU / PMU / State Division to manage reported cases, ensuring that each issue is addressed appropriately and in a timely manner. The detailed processes and purposes behind each option help maintain a clear record of actions taken and facilitate accountability and transparency in the resolution process.

#### D. Escalation Matrix

To handle complaints that are not resolved satisfactorily within the expected timeframe or require higher authority intervention.

Process:

- If a complaints is not resolved within the predefined period, it is automatically escalated.
- Escalation levels are defined based on the severity and nature of the complaints.
- At each level, higher authorities are notified and required to take action.

Features:

- Multiple levels of escalation to ensure that all complaints are given due attention.
- Automatic triggers for escalation based on time elapsed or user feedback.
- High-priority channel for urgent or sensitive grievances.

## Escalation Timeline

### Response Escalation Matrix

Everyday @ 8 AM (24x7x366)	Attention Items reporting to PIUs / PMUs / State Divisions (Newspapers, Websites, TV News Channels, Twitter, Facebook, YouTube)
With in 15 minutes	Breaking News
within 24 hours	Response from PIU
After 24 hours for 24 hours	Escalation to ROs if not responded by PIUs / PMUs / State Divisions
After 48 hours for 24 hours	Escalation to Respective Members NHAI / NHIDCL / ADG Roads if not responded by RO
After 72 hours for 24 hours	Escalation to Head of Organisation
After 96 hours	Escalation to Secretary / Ministry

### Closure Escalation Matrix

Within 7 Days	Closure of the case by PIUs / PMUs / State Divisions
After 7 days for 5 days	Escalation to ROs if not closed by PIUs / PMUs / State Divisions
After 12 days for 2 days	Escalation to Respective Members NHAI / NHIDCL / ADG Roads if not responded by RO
After 14 days for 1 days	Escalation to Head of Organisation
After 15 days	Escalation to Secretary / Ministry

These components work together to create a robust complaints handling system that is both efficient and user-centric, ensuring that all concerns are addressed promptly and effectively.

## Jurisdiction Update

Regional Offices (ROs) have the responsibility of overseeing Project Implementation Units (PIUs) and verifying their jurisdiction through the designated form. ROs can access and review details of their profiles, including Organization, Name, Designation, and Reporting Person Name. In case of any discrepancies, ROs can contact the admin or call the support number for necessary changes.

**Managing PIUs:** ROs are tasked with managing PIUs under their purview.

PIU/PMU/PD details under you

EE WD XIV (ee14-pwd.goa@nic.in, 8380863062) [View all on Map](#)

**NH-366**

Start Location: Cortalim Junction, Cortalim, Goa 403710, India.  
Lat: 15.402554482261, Long: 73.907868496438  
End Location: Mormugao Port, Vasco Da Gama, Goa 403804, India.  
Lat: 15.412883051625, Long: 73.7891671369237  
Intermediate Location: Chikalim Junction, Bagnalio, Goa 403802, India.  
Lat: 15.39903477042, Long: 73.832824313798

[View](#) [Verified](#) [Delete](#)

**NH-566**

Start Location: Loutolim, Goa, India.  
Lat: 15.349926888326, Long: 73.982942627907  
End Location: Verna, Goa, India.  
Lat: 15.371185186682, Long: 73.926763405031  
Intermediate Location: Verna Industrial Estate, Goa, India.  
Lat: 15.366418581696, Long: 73.947075598119

[View](#) [Verified](#) [Delete](#)

**NH-66**

Start Location: Zuari bridge, Goa, India.  
Lat: 15.415991164459, Long: 73.906127059663  
End Location: Polem, Goa, India.  
Lat: 14.909051828673, Long: 74.093608119388  
Intermediate Location: Margao, Goa, India.

Figure 2: PIU Jurisdiction

They can view the list of PIUs under their jurisdiction, add new PIUs, and modify their details as needed by clicking on “View User” button.

RO Master

[+ ADD](#) [Back](#)

Show  entries

Search:

#	Name	Organization	Reporting Person	Unique Name	Email	Action
1	nhdivisionpune	MORTH	RO-Maharashtra	ee pune	eenhpune@gmail.com	<a href="#">Edit</a> <a href="#">Delete</a>
2	Sumant Khaunte	MORTH	RO-Maharashtra	EE WD XV	ee15-pwd.goa@nic.in	<a href="#">Edit</a> <a href="#">Delete</a>
3	Dattprasad Kamat	MORTH	RO-Maharashtra	EE WD XIV	ee14-pwd.goa@nic.in	<a href="#">Edit</a> <a href="#">Delete</a>
4	Jude AD Carvalho	MORTH	RO-Maharashtra	EE WD VII	ee7-pwd.goa@nic.in	<a href="#">Edit</a> <a href="#">Delete</a>
5	Samay Nikose	MORTH	RO-Maharashtra	EE MSRDC Buldhana	eemsrdc.buldhana@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>
6	Anant Ganorkar	MORTH	RO-Maharashtra	EE MSRDC Amravati	eemsrdc.amravati@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>
7	Ashok Ingale	MORTH	RO-Maharashtra	EE MSRDC Aurangabad	eemsrdc.aurangabad@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>
8	Shailaja Patil	MORTH	RO-Maharashtra	EE MSRDC Pune II	eemsrdc.pune2@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>
9	Ashwini Ghodake	MORTH	RO-Maharashtra	EE MSRDC Pune I	eemsrdc.pune1@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>
10	Deepali Potdar	MORTH	RO-Maharashtra	EE MSRDC Pune III	eemsrdc.pune3@gov.in	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 10 of 10 entries

[Previous](#) [1](#) [Next](#)

Figure 3: Manage User

**GIS Map Access:** ROs have the capability to view the jurisdiction of PIUs under them on a GIS Map for better visualization and management by clicking on “View all on Map” button.

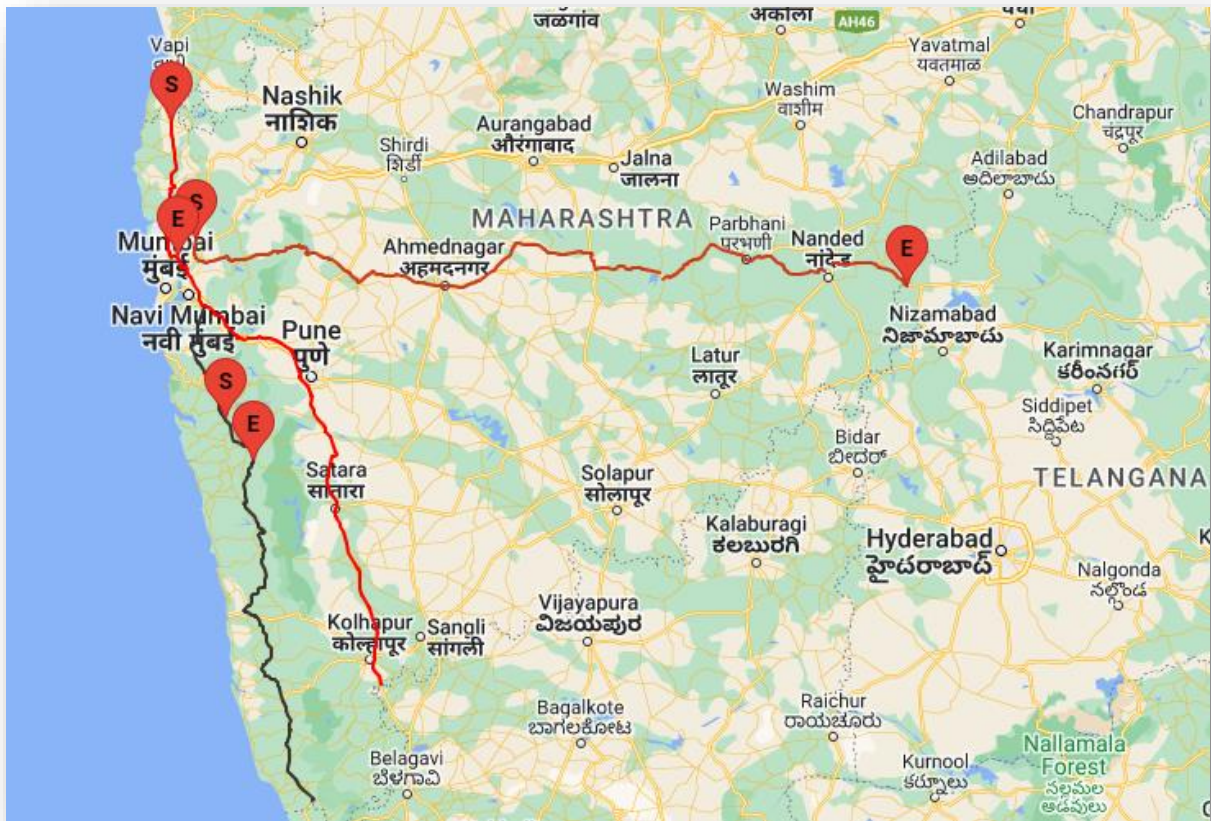


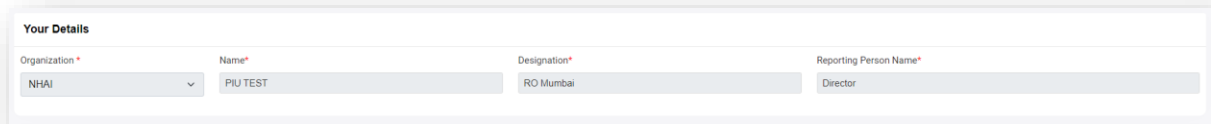
Figure 4: Highways Data on MAP

**Data Verification:** It is imperative for ROs to verify the data provided by the PIUs to ensure accuracy and alignment with organizational standards.

By effectively managing PIUs, utilizing GIS maps, and verifying data, ROs contribute significantly to maintaining a streamlined and efficient data collection process.

## Data Collection Procedure for PIUs

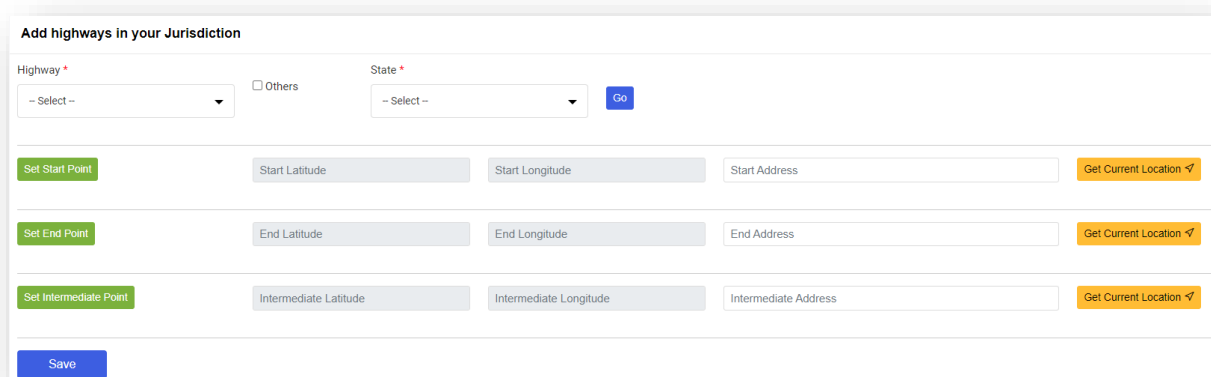
PIUs are required to define their jurisdiction using the provided form. The form will include details such as Organization, Name, Designation, and Reporting Person Name. In case of any discrepancies, PIUs can contact the admin or call the support number for necessary changes.



The screenshot shows a form titled "Your Details" with four input fields: "Organization" (with a dropdown menu showing "NHAI"), "Name" (with the text "PIU TEST"), "Designation" (with the text "RO Mumbai"), and "Reporting Person Name" (with the text "Director").

Figure 5: Profile Details

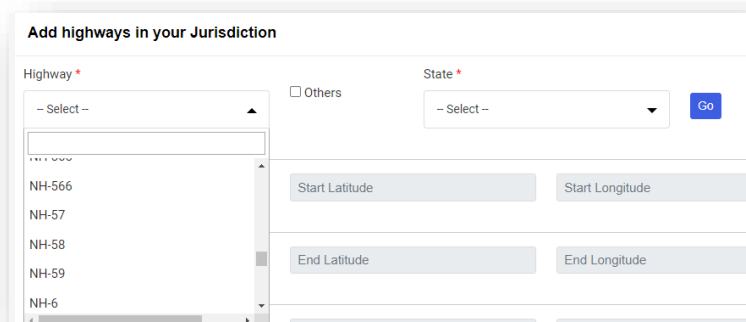
## Procedure for Adding Highways to Your Jurisdiction:



The screenshot shows a form titled "Add highways in your Jurisdiction". It has a "Highway" dropdown menu (currently showing "-- Select --") and a "State" dropdown menu (also showing "-- Select --"). There is a "Go" button next to the State dropdown. Below these are three sections for adding points: "Set Start Point", "Set End Point", and "Set Intermediate Point". Each section has input fields for "Start Latitude", "Start Longitude", "Start Address", "End Latitude", "End Longitude", "End Address", "Intermediate Latitude", "Intermediate Longitude", and "Intermediate Address". There are "Get Current Location" buttons with location pins next to each address field. A "Save" button is at the bottom.

Figure 6: Jurisdiction Form

**Selecting National Highway Number:** Users should choose the National Highway Number from the dropdown list.



This screenshot is similar to Figure 6, but the "Highway" dropdown menu is open, showing a list of National Highway numbers: "NH-566", "NH-57", "NH-58", "NH-59", and "NH-6".

Figure 7: Highway Selection

If the desired National Highway is not listed, they can opt for the "Other" option to define the number.

**Add highways in your Jurisdiction**

Highway \*   Others  Provide other highway name\* State \*

Figure 8: Verification of NH and State

**Defining the State:** After selecting the National Highway Number, users need to specify the state and then click on the "Go" button.

**Verification and Display:** The system verifies the National Highway number with the selected state. If the verification is successful, the system displays information about the stretch of the National Highway within the state boundaries.

**Add highways in your Jurisdiction**

Highway \*   Others State \*

Highway: NH-48  
State: Maharashtra  
Agency: NHAI  
Completion: Already Completed  
Greenfield: Brownfield  
Lane Status: 6L  
Road Type: National Highway  
Speed Limit: 57.84575594

Figure 9: Highway details after Verification

The route of the National Highway will also be reflected on the map.

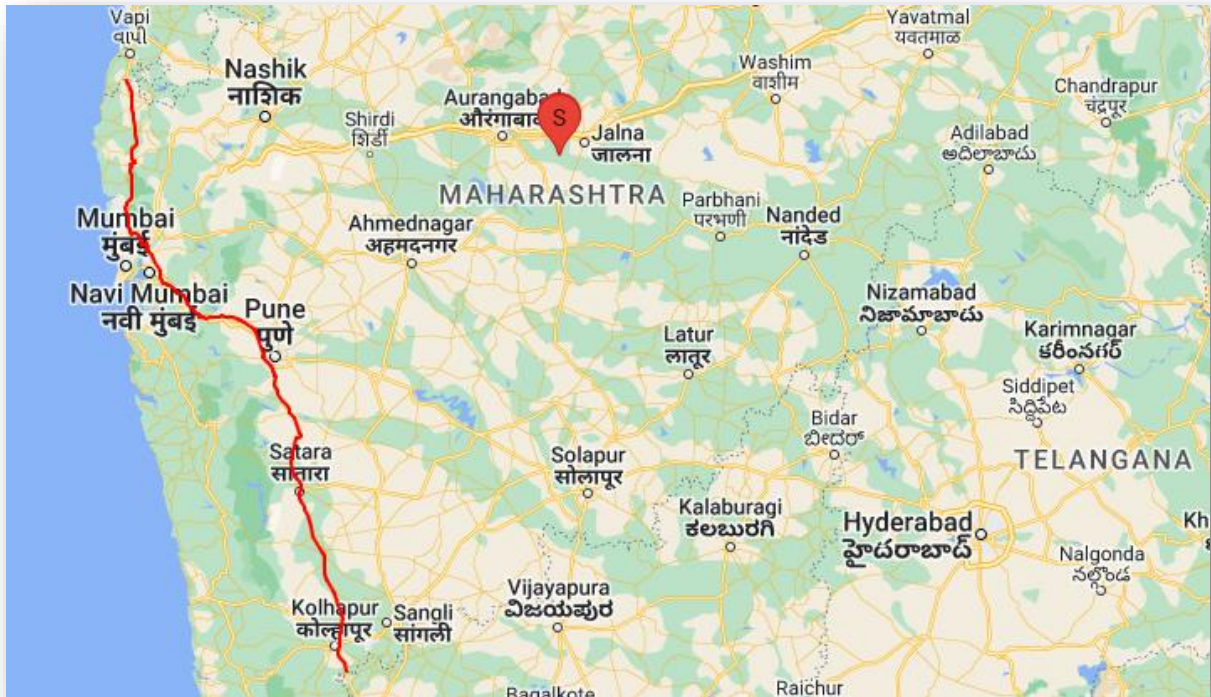


Figure 10: Points on Map

**Point Definition on Map:** Users need to define the Start Point, End Point, and Intermediate Points on the map.

They can define coordinates by either clicking the "Set Start Point" button on the map or using their current location coordinates by clicking "Get Current Location."

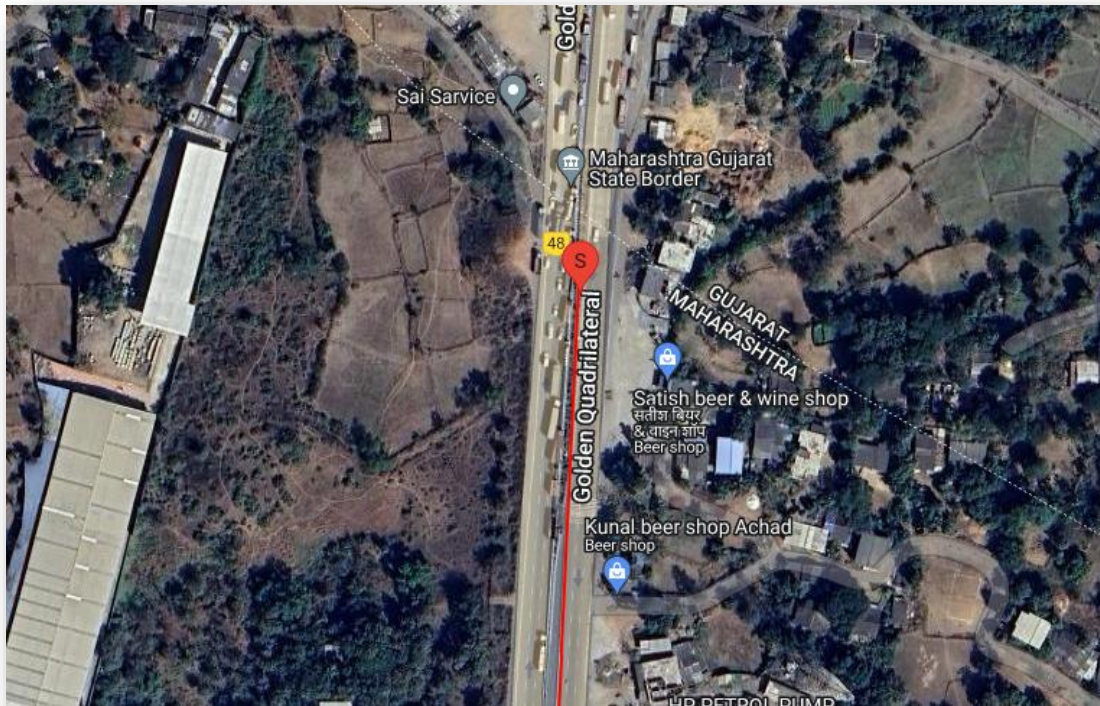


Figure 11: Setting Point on Map View

**Submitting and Editing Points:** Users can submit any point from the list at once and later edit other points by clicking the edit button.

Once all data including latitude, longitude, and location details are filled, the system verifies it with the National Highway number before saving.

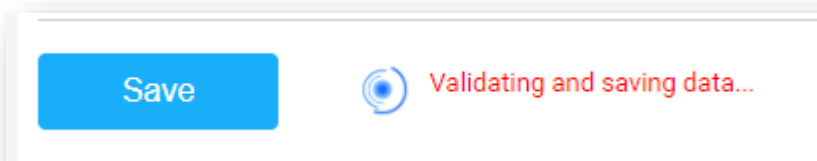


Figure 12: Verification during Data Saving

**Add highways in your Jurisdiction**

Highway \*   Others State \*

Highway: NH-48  
 State: Maharashtra  
 Agency: NHAI  
 Completion: Already Completed  
 Greenfield: Brownfield  
 Lane Status: 6L  
 Road Type: National Highway  
 Speed Limit: 57.84575594

<input type="button" value="Set Start Point"/>	<input type="text" value="20.223514321543828"/>	<input type="text" value="72.88243115803368"/>	<input type="text" value="NH 48, Achad, Achchhad, Gujarat 396105, India"/>	<input type="button" value="Get Current Location"/>
<input type="button" value="Set End Point"/>	<input type="text" value="16.554268364237853"/>	<input type="text" value="74.31793740774532"/>	<input type="text" value="AH47, Maharashtra 591229, India"/>	<input type="button" value="Get Current Location"/>
<input type="button" value="Set Intermediate Point"/>	<input type="text" value="18.84105978475574"/>	<input type="text" value="73.28122176746157"/>	<input type="text" value="NH 548A, Kalote Rayati, Maharashtra 410202, India"/>	<input type="button" value="Get Current Location"/>

Figure 13: Complete details with Coordinates

**Saved Data and Editing:** The saved list of data will be displayed above the form and can be edited until verified by the RO or frozen by the admin.

**NH-48**

**Start Location:** NH 48, Achad, Achchhad, Gujarat 396105, India.  
 Lat: 20.223514321544. Long: 72.882431158034

**End Location:** AH47, Maharashtra 591229, India.  
 Lat: 16.554268364238. Long: 74.317937407745

**Intermediate Location:** NH 548A, Kalote Rayati, Maharashtra 410202, India.  
 Lat: 18.841059784756. Long: 73.281221767462

Figure 14: Final View of Data

PIUs can submit multiple jurisdictions within their area, and the complete list can be viewed on the map.

**NH-66**

**Start Location:** .  
Lat: 0. Long: 0

**End Location:** Unnamed Road, Karnataka 583131, India.  
Lat: 14.824853637893. Long: 75.922640234375

**Intermediate Location:** VG3W+7QR, Mumbai - Goa Hwy, Lanja, Maharashtra 416701, India.  
Lat: 16.852588530229. Long: 73.547045057923

[Edit](#)

---

**NH-48**

**Start Location:** 4WH9+68 Talasari, Maharashtra, India.  
Lat: 20.128019259723. Long: 72.918253163366

**End Location:** 7XJ4+2GH, Golibar Rd, Bhayandarpada, Thane West, Thane, Maharashtra 400615, India.  
Lat: 19.280342369569. Long: 72.956331640625

**Intermediate Location:** .  
Lat: 0. Long: 0

[Edit](#)

Figure 15: View with Multiples Highways

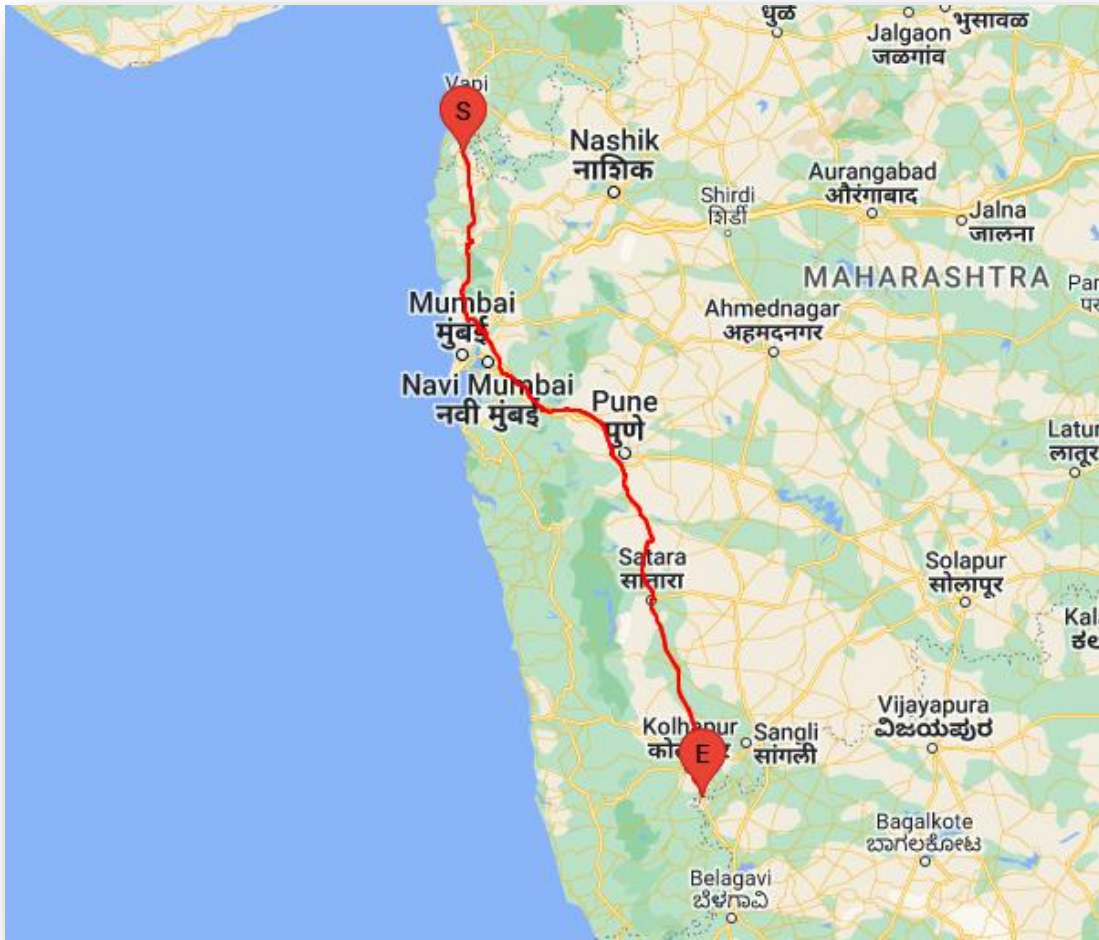


Figure 16: View on Map

### **Transfer Log**

**Description :** This option is utilized when the RO determines that the issue falls outside their jurisdiction. In such cases, the RO transfers the matter to the PIU. If upon review, the PIU finds that the issue does not fall under its purview either, it further transfers the matter to another designated unit within the PIU.

Complaint Transfer

From:

To:

SR No	Complaint Token	RO/PIU Request To	RO/PIU Request By	Request Date	Status

## **Timeline Guidelines**

Project Implementation Units (PIUs) are required to submit their data within a period of 10 days.

PIUs have a window of 5 additional days to make updates to their data. However, once the data is verified by the Regional Office (RO) and subsequently frozen by the admin, no further changes will be accepted.

ROs are responsible for ensuring that the PIUs under their supervision adhere to the timeline and provide accurate data.

ROs must verify the data provided by PIUs within 2 days of its submission.

## **Reporting Dashboard**

Based on the data collected, following reports are generated:

- Overview
- Case Activity
- Response received on Opened Cases
- Response received on Closed Cases
- Category Wise Age Analysis
- National Highways Wise Age Analysis
- Location Wise Age Analysis
- Department Wise Age Analysis
- RO Wise Age Analysis
- Ro Wise Case Status
- Repeat Cases Report

Dashboards that are available for review are the following:

- Attention Report Dashboard
- GIS Dashboard
- RO Dashboard
- Weekly Report Dashboard

All reports and dashboards can be filtered with the parameters that are below:

- Date
- Organisation
- RO / PD
- Category
- NH
- Status

Call for Support

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**Thank You**

Prepared by

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