

**(To be executed on Letter Head of the Bidder)**

**Undertaking For Mobilisation of Equipment**

**Note: - For Equipment mentioned at Serial no 16 & 17 in RFP, bidder may either furnish scanned copy of evidence of availability (either owned or leased or rented) or furnish scanned copy of undertaking as given below-**

I/we, .....[Name of the Bidder/joint Venture], hereby undertake that in compliance with the provisions of Clause 4.1.(j) (1) of the RFP for the Project “[Name of the Project]”, we shall procure and mobilise the following equipment at the project site within 30 (Thirty) days from the Appointed date:

- **Automatic Pothole filing, Compacting & Patching Machine**
- **Mechanized Road Sweeping Machine**

We further confirm that the above- mentioned equipment shall be deployed in operational condition and shall be used for execution and maintenance activities in accordance with the requirements stipulated in the RFP and the provisions of the PBMC Agreement.

We also undertake that failure to mobilise the above equipment within the stipulated period shall be dealt with in accordance with the provisions of the PBMC agreement, including termination of the contract.

This undertaking is binding on us, and in the case of Joint Venture, all members shall be jointly and severally liable for the commitment.

Yours faithfully,

(Signature of the Authorised Signatory)

Name: -

Designation:

Name of the Bidder:

Date:

Place:



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

## National Highways Authority of India

(Ministry of Road Transport and Highways, Government of India)

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### NHAI/ Policy Guidelines/ Road Safety/ 2024

#### Policy Circular No.12.36/2024 dated 12<sup>th</sup> December, 2024

{Decision taken on E-Office File No. RMDIV-21/1/2024-RMD Division (Comp. No. 266572)}

**Sub: Amendment to NHAI/ Policy Guidelines/ Strengthening the Incident Management Services/ 2019 Policy Circular No. 12.19 dated the 20<sup>th</sup> March 2018- reg.**

Route Patrolling Operations play a critical role in maintaining Safety and ensuring smooth traffic flow on Highways/Designated Routes. Route Patrol Vehicles (RPVs) are deployed to conduct routine inspections of Highway stretch, monitor and respond to incidents / near-miss incidents and provide immediate assistance to road users in emergency situations. Equipped with trained Manpower, advanced Communication and Safety Tools, these Vehicles are essential for upholding regulatory standards, minimizing traffic disruptions, improving Road Safety and enhancing overall Road User experience along our Highways.

2. The detailed specifications for the Patrol Vehicle have been outlined under Annexure-1 of NHAI/Policy Guidelines/ Strengthening the Incident Management services/2018 Policy Circular No.12.19, dated the 20<sup>th</sup> March 2018. With the recent Technological Advances and experience gained, it has been decided to update the above-mentioned specifications. Accordingly, the specifications of the Patrol Vehicles deputed on the National Highways stands amended and replaced by the specifications stipulated in **Appendix-I** of this Circular. In consideration of the same:

- i. New Route Patrol Vehicles (RPVs) hired/procured henceforth shall be in accordance with these specifications.
- ii. The existing RPVs undertaking route patrolling tasks across various Highways of NHAI shall be upgraded as per these specifications within a period of six months from the date of issuance of this Circular at no additional cost.
- iii. However, the cost of CAMERA with AI Software, only shall be borne by NHAI.
- iv. Provision for installation of Dashboard Cameras is to be provided in the existing RPV units. The data/ video footage including Road distresses using the Dashboard Camera shall be collected in the presence of concerned Authority Engineer (AE) and a Representative of Project Implementation Units (PIU), NHAI. This Road distresses data must be uploaded by the AE on NHAI One application. Further, this data from the Dashboard Cameras shall be provided by the PIUs to the NHAI HQ on monthly basis. Detailed SOP in this regard shall be issued separately by NHAI HQ.
- v. Approval of these modifications/alterations with respect to CMVR Provisions/RTO Regulations shall be taken at RO Level with concerned State Governments.

Contd...2/-

3. This Policy also outlines the functions of Route Patrolling along our Highways, Details on Components of Route Patrolling including Route Patrolling Vehicle (RPV), Inventory in RPV and Manpower requirements in RPV with their broad Responsibilities are stipulated at **Appendix-II** and **Appendix-III** of this Circular respectively.

4. This issues with the approval of Competent Authority.



(CS. Sanjay Kumar Patel)  
General Manager (Coord.)

To:

All Officers of NHAI HQ/ ROs/ PIUs/ CMUs/ Site Offices

Copy to:

1. Hindi Division for translation in Hindi.
2. Library for hosting the circular on library site.
3. Web Admin for circulation.



**Patrol Vehicle Specifications**

Every Route Patrol Vehicle (RPV) should adhere to the minimum specifications as described below:

**General Vehicle**

Sr. No.	Type	Description
1	Vehicle type	<ul style="list-style-type: none"> <li>RPV should be a large size Sport Utility Vehicle (SUV) or Multi Utility Vehicle (MUV) with a seating capacity of minimum 4 people including the driver.</li> <li>RPV should be able to accelerate from 0km/ h to 80 km/ h within 20s when tested in accordance with IS: 11851-1986.</li> <li>The Route Patrol Vehicle (RPV) should be capable of maintaining stable and controlled movement in case an emergency situation demands high speed movement.</li> <li>The RPV should be a new vehicle and should not have covered more than 2000 km (mileage) at the time of procurement. Once a vehicle has either exceeded 3,00,000 kilometers or has been in operation for three years, whichever occurs first, it shall be replaced with new RPV.</li> <li>Rear or trunk of RPV shall be of closed ceiling with cabinet shelves and dedicated space of each equipment and inventory. The shelves shall be so designed that accessing any equipment shall be quick, easy and with least dependency on any other equipment. Cabinet design with dimensions shall be as shown in Figure 2. It may be noted that, closed cabinet storage-based design has been prepared to accommodate all proposed inventory in RPV and to facilitate easy accessibility during incident handling. It may further be noted that, the dimensions mentioned in Figure 2 are minimum requirements to accommodate the inventory. Improvisation in the shared design / layout arrangement shall not be conducted, unless otherwise approved by the concerning authority based on project specific / region specific requirements.</li> </ul>
2	External Appearance	<p><b>Emblems, Logo, Marking &amp; Colour Scheme:</b></p> <p>To maintain uniformity across the country, external appearance of RPV shall be as shown in figure 1.</p> <ul style="list-style-type: none"> <li>Complete body exterior should be painted with PU base 2K paint, white in colour with red stripe pattern as shown in the image below. The placement, font style, size and overall dimensions of Logo, authority name and emergency number shall be followed as shown in figure 1 and as described below.</li> <li>RPV should have "RAJMARG SAATHI", "NHAI", "SPV" Logo, texts "NHAI" &amp; "HIGHWAY PATROL UNIT" written on the vehicle as shown in figure 1.</li> </ul>

Sr. No.	Type	Description
		<ul style="list-style-type: none"> <li>○ On the storage cabinet: Diameter of logos (NHAI and RAJMARG SAATHI) shall be 550mm and font height of letter "HIGHWAY PATROL UNIT" shall be 60mm.</li> <li>○ On the Passenger Doors: Diameter of logos (NHAI and SPV) shall be 500mm.</li> <li>○ On bonnet: Diameter of "NHAI" logo shall be 550mm.</li> <li>○ Font Height of "NHAI" written on the trunk body shall be 200mm height.</li> <li>○ Font style English: "Arial Black" &amp; Font style Hindi: "Krutidev 040".</li> <li>○ Font colour shall be followed as per the colour scheme shown in the figure 1.</li> </ul> <ul style="list-style-type: none"> <li>• Rear of the vehicle shall be provided with fluorescent yellow and red stripe pattern with reflective paint as shown in the image. The stripes must slope downward and away from the centre line of the vehicle at an angle of 45°. Each stripe must be 6-inches wide and in an alternating pattern of red and yellow. Additionally, retroreflective striping inside vehicle doors is essential to maintain conspicuity and alerting to the passing drivers when the doors are opened.</li> </ul>
3	Lighting and Illumination	<p>The RPV shall be equipped with fog lamps, warning lights, a roof-mounted rear bar light and a front LED bar light with siren, in addition to standard vehicle indicators, headlamps, and tail lamps.</p> <p><b>Warning Lights:</b> The warning light system shall be installed externally as per the specified arrangement, colour, and size detailed in the image provided. These lights shall alternate between red and blue colours, flashing at a rate of 60 to 90 flashes per minute. To help other drivers recognize the RPV's operational status, distinct emergency lighting patterns shall be used to differentiate between a moving and stationary vehicle. This can be achieved through various strobe patterns, light configurations, and colour sequencing.</p> <p><b>Roof-Mounted Rear Bar Light:</b> The roof-mounted rear bar light shall be programmed to flash at 60 to 90 flashes per minute in alternating red and blue colours.</p> <p>All light assemblies must be made of weatherproof materials to prevent electrolysis and corrosion between the light housing and the vehicle body.</p>
4	Siren with Public Address System	<p>A high-quality combination electronic siren with Integrated Public Addressing System of minimum 100W (PMPO) shall be provided. The siren's controls should have full range volume control and should permit the following sounds: Manual, Wail, and Yelp. The siren sweep rate should be 10-18 cycles per minute. The microphone should be of a noise-cancelling type. Siren/Speakers shall not protrude beyond the face of the bumper or bumper guards if provided in there. The control panel for this system should be fixed at a suitable location in the driver compartment.</p>



Sr. No.	Type	Description
5	Cameras for Intelligent Support	<p>A Dashboard camera with GPS with AI video analytics fixed on the front dashboard positioned to capture the view of the highway, and identify road defects like cracks and potholes respectively shall be installed in the RPV.</p> <p>It should possess advanced capabilities beyond mere recording. Dashboard camera to be equipped with AI-powered object detection and classification algorithms to automatically identify and categorize various elements of the road environment, including vehicles, pedestrians, road signs, and infrastructure.</p> <p><b>Minimum Specifications for Cameras:</b></p> <ul style="list-style-type: none"> <li>• 2Megapixel, 1920x1080 at 30fps, FOV (D:125, H:105, V:58).</li> <li>• Operating Environment: Temperature: -20 to +70 degrees Celsius, humidity: 10% to 90%, atmospheric pressure: 860mbar to 1080mbar.</li> <li>• Memory Storage: minimum 256GB.</li> <li>• Support: Wifi, 4G (minimum), GPS, 2GB RAM, G-sensor (3axis acceleration sensors).</li> <li>• Camera shall support IR capabilities.</li> </ul> <p>This data can then be used to create a comprehensive inventory database of road features, aiding in infrastructure management, route planning, and hazard identification.</p>
6	Route Patrol Personnel	<p><b>Recognition of personnel</b></p> <p>All PV Personnel should wear brilliant blue color uniform including brilliant blue color jackets required in winters with reflective stripes, authority name, logo (NHAI &amp; RAJMARG SAATHI logo). Safety garments for PV personnel should conform to at least ISO 14116:2008.</p> <p>Steel-toe Safety Boots to protect against impact and falling objects with slip resistant sole and ankle support shall be used at all times.</p> <p>Uniforms should be clean, well-maintained and free of tears or excessive wear for a professional appearance. Avoid Loose or Dangling Accessories: Minimize wearing any loose items that could catch on equipment or pose a safety risk.</p>

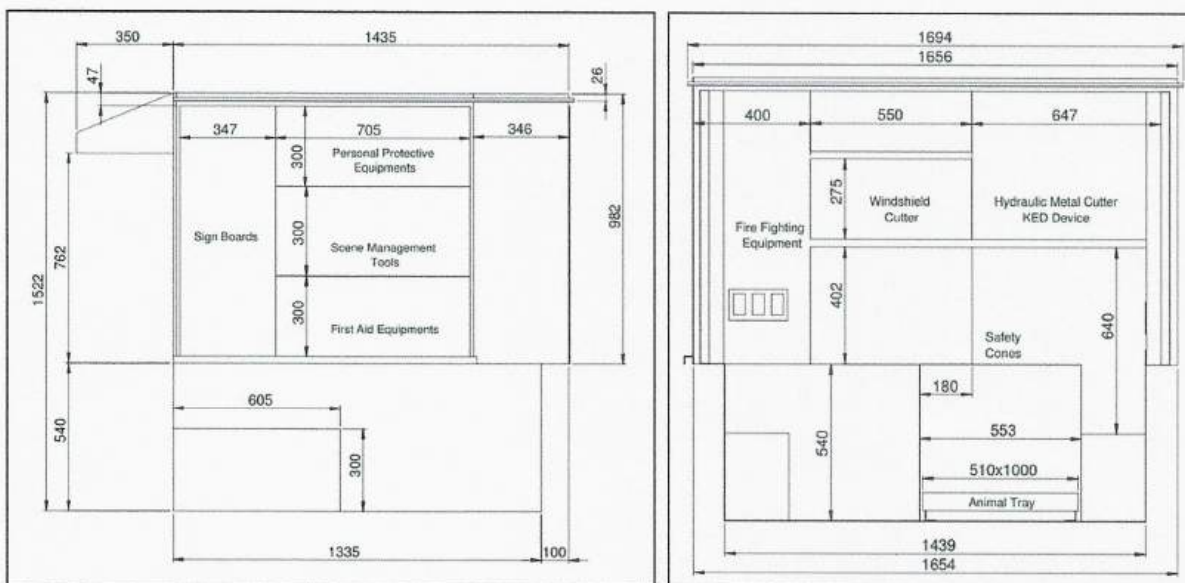
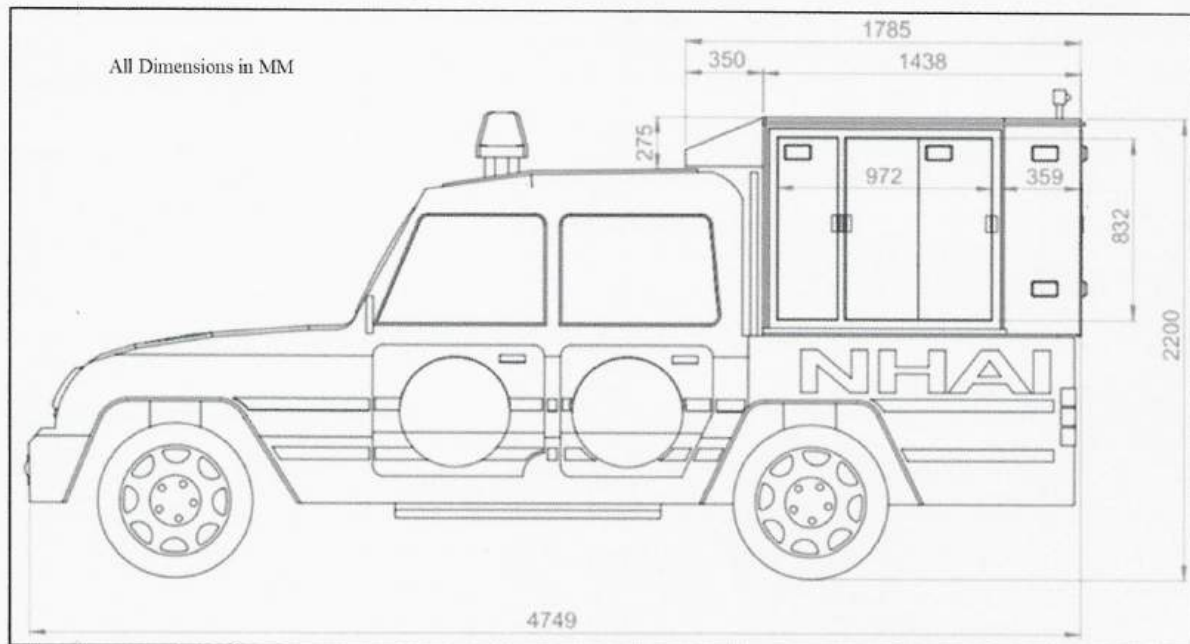


The branding and recognition pattern of RPV described above should resemble with the one shown in the sketches below:



Figure 1: Side and Rear view of the RPV

10/2/22



**Figure 2: Cabinet-Storage Based Route Patrolling Vehicle Arrangement**

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## Appendix-II

### Equipment and Inventory in Route Patrolling Van


Following are the list of equipment and specification of each to be kept in working condition in every RPV:

S. No.	Type	Description
1	Tracking Equipment	Automatic vehicle tracking system with GPS technology for tracking vehicle's current location; GPS Technology shall be in accordance with AIS-140 requirement of Vehicle Tracking System (VTS) of NHAI
2	Communication Equipment	<ul style="list-style-type: none"><li>• 1 Mobile communication device with camera and internet connectivity.</li><li>• 1 Two- way radio device with antennae or better technology for mobile communication, for communication with on-road control room units. It should have a sufficient range to communicate in the entire section with sufficient battery life (12 hours+). This is mandatory along highways having telephonic blackspot locations.</li><li>• 1 Siren with Public Address System as mentioned in the vehicle description in the table above.</li><li>• Dashboard camera with GPS and AI video analytics fixed on the front dashboard.</li></ul>
3	General Surveillance Equipment	<ul style="list-style-type: none"><li>• White color high intensity torch lights with two set of spare batteries (2Nos)</li><li>• Orange color reflective safety jacket and Gum boots (3 Nos sets, 1 for each attendant)</li><li>• Helmet with whistle attached on side (3 Nos sets, 1 for each attendant)</li><li>• Rain suit with reflective strips (3 Nos, 1 for each attendant)</li><li>• 5L capacity liquid containers for carrying fuel along with a funnel (2 Nos, one for each: petrol and diesel)</li><li>• Drinking Water container with 5L capacity (1No)</li><li>• Rope of minimum 20 m length (1Nos) (suitable to tow LMV)</li><li>• Red color reflective flags made of santoon fabric, dimension of 600x900mm (5Nos)</li><li>• Baton lights, red and green color, 21inch length and 1.25-inch diameter (2Nos)</li></ul>



S. No.	Type	Description
4	Vehicle Repairing Equipment	<ul style="list-style-type: none"> <li>• Leather gloves (3Nos, 1 for each attendant)</li> <li>• Rubber gloves (3Nos, 1 for each attendant)</li> <li>• 20-ton hydraulic jack, should be able to attain a maximum height of at least 300 mm (1No), shall also be suitable for cars as well as for medium / large trucks</li> <li>• Heavy duty steel towing chain of minimum 1.5 m length (1 Nos)</li> <li>• Portable tyre inflator pump with tyre gauge capable of filling tires up to a pressure of 50 psi; should be able to inflate tires of cars, buses and light trucks (1No), Tyre Sealant (500ml)</li> <li>• Starter leads with multi-meter: For making connections with external power source (1 pair)</li> <li>• Tow bar for towing purposes, 1.3m long (1Nos)</li> <li>• Mechanical toolkit with equipment like hammer, fencing pliers, mallet, ratchet wrench set, screwdriver set, battery brush, etc.</li> <li>• Tow hook in the front as well as rear</li> </ul>
5	Extrication & First Aid Equipment	<ul style="list-style-type: none"> <li>• 1 Hydraulic/electric portable hand cutter and spreader combined tool should be able to cut off vehicle parts, metal structure, steel plate. Should have maximum cutting force &gt; 250 KN, spreading force &gt; 25KN with opening distance of Blades &gt; 150 mm</li> <li>• 4 wooden wedges - 4 rectangular wooden blocks of minimum dimensions 150 * 120 * 60 mm for stabilizing light and heavy vehicles</li> <li>• Woollen blankets (2Nos)</li> <li>• First aid kit (1No) <ul style="list-style-type: none"> <li>○ 24 small sterilised dressings, 12 medium size sterilized dressings, 12 large size sterilized dressings, 12 large size sterilized burn dresses. 12 (15 cm) packets of sterilized cotton, wool.</li> <li>○ (200 ml) bottle of certimide solution (I) or suitable antiseptic solution, 1 (200ml) bottle of mercurochrome (2%) solution in water, 1(120ml) bottle of sal- volatile having the doses and mode of administration indicated on the label.</li> <li>○ A pair of scissors.</li> <li>○ 1 role of adhesive plaster (6 cm into one meter), 2 role of adhesive plaster (2 cm into one meter).</li> <li>○ Twelve pieces of sterilized eye pads in separate sealed packets.</li> <li>○ A bottle containing hundred tablets (I each of 325 mg) of aspirin or any other analgesic.</li> </ul> </li> </ul>



S. No.	Type	Description
		<ul style="list-style-type: none"> <li>○ Twelve roller bandages 10 cms wide. Twelve roller bandages 5cms wide.</li> <li>○ 1 tourniquet.</li> <li>○ a supply of suitable splints, 3 packets of safety pins.</li> <li>○ Kidney tray.</li> <li>○ A snake bite lancet.</li> <li>○ 1 (30ml) bottle containing potassium permanganate crystals.</li> <li>○ 1 copy of first aid leaflet issued by the Directorate General.</li> <li>○ 6 triangular bandages.</li> <li>○ 2 pairs of suitable sterilized latex hand gloves.</li> <li>○ Burn Gel Packets, Sterile Burn Dressings</li> <li>○ Sufficient number eye wash bottles filled with distilled water or suitable liquid clearly indicated by a distinctive sign which shall be visible at all times.</li> <li>○ 4% xylocaine eye drops and boric acid eye drops and soda by carbonate eye drops.</li> <li>○ CPR Face Shield, Pocket Mask, Disposable Gloves</li> <li>○ Hand Sanitizer</li> <li>○ Tweezers, Thermometer (Digital), Instant Cold Packs</li> <li>○ Pain Relievers (Ibuprofen, Acetaminophen or likes), Antihistamine Tablets (For allergic reactions), Aspirin</li> </ul>
6	Scene Management Equipment	<ul style="list-style-type: none"> <li>• Minimum 20 Reflective cones of 750 mm each, should be orange in colour with retro-reflectors white band and a heavy rubber base with minimum possibility of being displaced by wind/vehicular traffic</li> <li>• 4 kg dry Powder Fire Extinguisher ISI marked &amp; conforming to BE: 13849-1993 or latest) (2 Nos)</li> <li>• Hard bristle broom (1Nos)</li> <li>• Shovel (1 No)</li> <li>• Signboard with chevron arrows on both side and Mechanism to stand by itself. (6Nos) as shown in Figure-3. (Size - 900mm*900mm)</li> <li>• 2 numbers of foldable tripods to raise the height of first signboard, depending on traffic characteristics along the highway.</li> <li>• 6 numbers of flashing light for fixing on each signboard to improve visibility whenever signboard is installed while handling the incident</li> </ul> <p>Solar/ battery-based flashing LED light along with clamp / magnetic arrangement for fixing on to signboard (minimum 12 hours backup and minimum visibility distance of 500m). Few images for reference are shown alongside.</p> <div style="text-align: right;">  </div>

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S. No.	Type	Description
		<ul style="list-style-type: none"> <li>• Red colour Reflective tape of 4-inch width (1role), Caution Tape (1 role)</li> <li>• 3 pairs of safety glasses and masks for protection of safety officers from glass debris/ airborne dust.</li> <li>• 10 kg sealed bucket with lime or cement inside</li> <li>• 5kg Sandbag to handle oil spills on the highway</li> <li>• Animal hook, 1.3m long (1No)</li> <li>• Rock Salt bag of 5kg, with cool box, dead body cover / bag for smaller dead animals of weight up to 50kg</li> </ul>

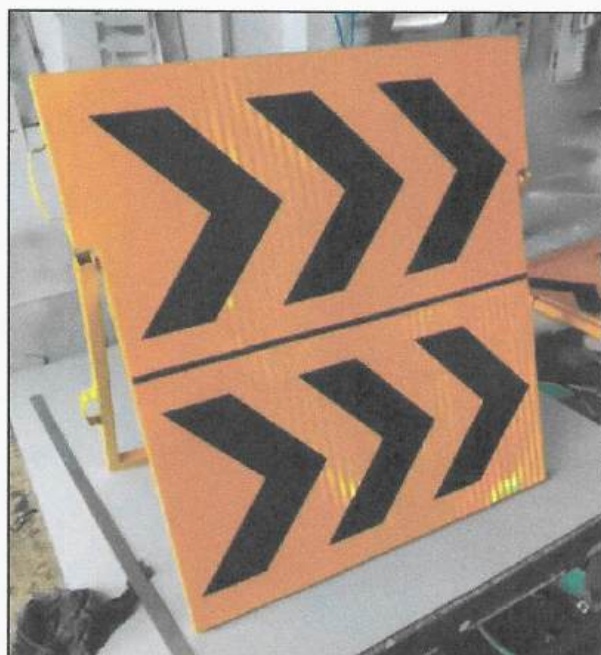


Figure 3: Modular sign board with Front and Back view

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**Manpower in Route Patrolling Team along with Broad Responsibilities**

Route Patrolling essentially consists of regular surveillance along highways to provide following functions towards Highway Asset Management and Road User Response Services -

**1. Monitoring and Surveillance along the Highway**

- a. Road Property Management - Identify, Record, Report and Coordinate to Resolve encroachments, hazards and incidental damage to Road Asset caused by vehicles, floods, storms or other random
- b. Identify, Report Issues related to Engineering, Education and Enforcement Implementations along the Highway

**2. Incident Management and Roadside Assistance / Emergency Response to Road Users**

- a. Identify, Report and Resolve hazards impacting Smooth and Safe Traffic Movement e.g.- vehicle breakdowns, unauthorized parking, hazardous material spill along highway, visibility obstructions, dead animal removals, traffic violations, etc.
- b. Identify, Report and Facilitate Emergency Response to Road Users during Incidents / Accidents including coordination with enforcement, medical agencies and authorities

The manpower and training requirements for the smooth operation of RPVs to perform above functions shall be as stipulated in the table below:

S. No.	Manpower Details	Broad Responsibilities
1	<b>Highway surveillance in- charge</b>	
	<ul style="list-style-type: none"> <li>• 1 Highway surveillance in-charge should be appointed per shift per vehicle</li> <li>• The employee appointed should have a minimum of 2 years of relevant experience in route patrolling and traffic management.</li> <li>• The employee appointed should be able to read/write and maintain logbooks.</li> <li>• Employee appointed should undergo trainings including fields such as               <ul style="list-style-type: none"> <li>○ Vehicle use and maintenance</li> <li>○ Safety policies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Patrol the corridor to ensure obstruction free flow as per shift standards.</li> <li>• To report to police and assist injured at accident scene and remove all obstructions from road when the vehicles are cleared.</li> <li>• To provide first aid to injured, contact control room and ambulance service if needed, assist police.</li> <li>• Record and report all incidents to control room (damaged or missing signage, barriers, or guardrails, accidents, debris, any anomalies activities observed on highway)</li> <li>• To ensure safety of traffic with minimal delay at accidents.</li> <li>• To assist motorists on broken down vehicles and to ensure that they do not obstruct free</li> </ul>



S. No.	Manpower Details	Broad Responsibilities
	<ul style="list-style-type: none"> <li>○ Radio and communication procedures</li> <li>○ Public relations/ customer service</li> <li>○ Public relations/customer service</li> <li>○ Traffic Management</li> <li>○ Vehicle recovery procedures</li> <li>○ Victim extrication procedures</li> <li>○ Extinguishing vehicles fires</li> <li>○ Basic first aid training</li> <li>○ Work side protection</li> <li>○ Minor vehicle repairs</li> <li>• Employee appointed should time to time undergo certified trainings declared by the Authority related to Incident Management within the given stipulated timelines to continue his/her services</li> </ul>	<p>flow. Report in Control Room for arranging tow-away cranes or suitable help for the same.</p> <ul style="list-style-type: none"> <li>• Maintain relations with all emergency services, and local safety councils.</li> <li>• To report condition of drainage, ROW plantations, median plantation etc along the Highway.</li> <li>• Check on encroachment irregularities taking place within ROW and prevent unauthorized entry into the corridor.</li> <li>• Prevent theft of assets. Identify and report any such thefts of highway assets along highway.</li> <li>• Attend to urgent maintenance for safety requirements.</li> <li>• Remove poster, advertisement from sign boards, RE Wall, arrest garbage dumping adjacent or within ROW.</li> <li>• Conduct awareness campaign at villages, schools adjacent to highway and carry out enforcement drives at identified blackspot locations with the help of local authorities.</li> <li>• Conducting Dry run and mock drills for the patrolling team.</li> </ul> <p>All times, the Route Patrol In-Charge should have with him a list of telephone numbers and address of all concerned stakeholders in providing the road users services.</p>
2	<b>Driver cum helper</b>	
	<ul style="list-style-type: none"> <li>• 1 driver/ helper should be appointed per shift per vehicle</li> <li>• Employee appointed should have a valid license to drive a SUV vehicle.</li> <li>• Employee appointed should be able to read/write &amp; maintain logbooks.</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly check and maintain the patrol vehicle, ensuring it's in good working condition (fuel levels, engine condition, tire pressure, lights, horn (forward and reverse) wipers etc.).</li> <li>• Report any vehicle issues or required repairs to supervisors promptly.</li> </ul>



S. No.	Manpower Details	Broad Responsibilities
	<ul style="list-style-type: none"> <li>Basic training of employee should include fields such as               <ul style="list-style-type: none"> <li>Vehicle driving along multiple shifts</li> <li>Minor repairing of vehicle</li> <li>Vehicle and equipment use and maintenance</li> <li>Radio and communication</li> <li>Defensive driving</li> <li>Extinguishing vehicles fires</li> <li>Work site protection</li> </ul> </li> <li>Employee appointed should time to time undergo certified trainings declared by the Authority related to Incident Management within the given stipulated timelines to continue his/her services</li> </ul>	<ul style="list-style-type: none"> <li>Offer basic assistance, such as jump-starting stranded vehicles and assisting with flat tires, fuel etc.</li> <li>Assist emergency responder and highway surveillance in-charge in route patrol activities.</li> </ul>
3	<b>Emergency Responder</b>	
	<p>1 Emergency responder should be appointed per shift per vehicle</p> <p>Basic qualification shall be 12<sup>th</sup> pass with 2 years' experience in basic first aid and CPR</p> <p>a certified course in Basic First Aid and CPR, such as those offered by organizations certified organizations</p> <p>Basic training of employee should include fields such as</p> <ul style="list-style-type: none"> <li>Vehicle and equipment use and maintenance</li> <li>Basic First Aid Training (wound care, bleeding control, burn treatment, fracture and sprain management) &amp; CPR</li> <li>Basic life support skills Training in techniques like the recovery position, assessing vital signs, and supporting an individual's</li> </ul>	<ul style="list-style-type: none"> <li>Assist Highway surveillance in-charge and helper to carry out route patrol activities.</li> <li>Ensure all necessary patrol equipment (e.g., cones, first aid kit, emergency lights) is stocked, functional, and readily accessible in the vehicle.</li> <li>Respond promptly to accidents or incidents, providing initial assistance and securing the area to prevent further risks, alert oncoming traffic and create a safe zone around the incident.</li> <li>Perform minor maintenance on highway infrastructure, such as clearing debris, removing obstacles impacting safe traffic movement and needs immediate rectification, or replacing small items like reflectors.</li> <li>Report emergency repairs, such as damaged barriers, sign board etc and ensure road conditions are safe.</li> </ul>

S. No.	Manpower Details	Broad Responsibilities
	<p>breathing. Ability to identify life-threatening situations (such as heart attacks, strokes, or choking) and provide immediate support.</p> <ul style="list-style-type: none"> <li>• Emergency scene management and assisting public to maintain order</li> <li>• Basic personal safety training, protecting themselves from bloodborne pathogens and other hazards during medical assistance (using gloves, masks, etc.)</li> <li>• Victim extrication from a crashed/damaged vehicle</li> <li>• Extinguishing vehicles fires</li> <li>• Employee appointed should time to time undergo certified trainings declared by the Authority related to Incident Management within the given stipulated timelines to continue his/her services</li> </ul>	<ul style="list-style-type: none"> <li>• Document and report daily patrol logs, including any observations, incidents handled, and maintenance activities performed. Take photos or record details as required for official documentation of incidents.</li> </ul>



**Arbitration Rules of the  
Society for Affordable Redressal of Disputes (SAROD)  
(SAROD ARBITRATION RULES)**



# ARBITRATION RULES OF SAROD

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## **PREAMBLE**

In order to seek speedy, affordable, just and reasonable Redressal of Dispute/Differences between NHAI and Concessionaire/Contractor arising out of and during the course of execution of various contracts, a Society for Affordable Redressal of Disputes (SAROD) has been formed as a Society under Societies Registration Act, 1860 with registration No. S/RS/SW/1044/2013. It has been formed by National Highways Authority of India (NHAI) and National Highways Builders Federation (NHBF) with founding members as mentioned in the Memorandum of Association of SAROD.

## **SAROD ARBITRATION RULES**

### **Rule 1 – Scope of Application**

- 1.1 Where any agreement, submission or reference provides for arbitration at the Society for Affordable Redressal of Disputes (“SAROD”), or under the Arbitration Rules of the SAROD and where the case is a domestic arbitration, it shall be conducted in accordance with the following Rules, or such Rules as amended by the SAROD where the amendments take effect before the commencement of the Arbitration. Parties may adopt following clause for inclusion in the contract:-

“Any dispute or difference whatsoever arising between the parties and of or relating to the construction, interpretation, application, meaning, scope, operation or effect of this contract or the validity or the breach thereof, shall be settled by arbitration in accordance with the rules of arbitration of the “SAROD” and the award made in pursuance thereof shall be final and binding on the parties subject to Provisions of The Arbitration and Conciliation Act, 1996”.

- 1.2 These rules shall come into effect from the day of approval by Governing Body of SAROD.

### **Rule 2 – Definitions**

- 2.1 These Rules shall be referred to as “the SAROD Arbitration Rules”.

- 2.2 In these Rules:

“**Act**” means the ‘Arbitration and Conciliation Act 1996’ of India and any statutory modifications or re-enactments thereof.

“**SAROD**” means the Society for Affordable Redressal of Disputes.

“**SAROD Arbitrator Panel**” means the list of persons admitted to serve as arbitrators under these Rules.

“**NHAI**” means National Highways Authority of India.

“**NHBF**” means the National Highways Builders Federation.

“**GOVERNING BODY**” means Governing Body of SAROD as defined in Article 9 of Memorandum of Association.

**“PRESIDENT”** means President of Governing Body of SAROD as defined in Rules & Regulation of SAROD.

**“SECRETARY”** means Secretary of SAROD as defined in Rules & Regulation of SAROD.

**“TRIBUNAL”** means either a Sole Arbitrator or all arbitrators when more than one is appointed.

**“PARTY”** or **“PARTIES”** means a party or parties to an arbitration agreement as the case may be.

**“E-Arbitration”** means submission of pleadings, defence statement etc. by E-mail and holding of proceedings via video conferencing.

### **Rule 3 – Notice, Calculation of periods of Time**

- 3.1 For the purposes of these Rules, any notice, including a notification, communication or proposal, is deemed to have been received if it is physically delivered to the addressee or if it is delivered at his habitual residence, place of business or mailing address, or, if none of these can be found after making reasonable inquiry, then at the addressee’s last-known residence or place of business. Notice shall be deemed to have been received on the day it is so delivered.
- 3.2 For the purposes of calculating a period of time under these Rules, such period shall begin to run on the day following the day when a notice, notification, communication or proposal is received. If the last day of such period is an official holiday or a non-business day at the residence or place of business of the addressee, the period is extended until the first business day which follows. Gazetted public holidays or non-business days occurring during the running of the period of time are included in calculating the period.
- 3.3 Without prejudice to the effectiveness of any other form of written communication, written communication may be made by fax, email or any other means of electronic transmission effected to a number, address or site of a party.
- 3.4 The transmission is deemed to have been received on the day of transmission.

### **Rule 4 – Commencement of Arbitration**

- 4.1 Any Party wishing to commence an arbitration under these Rules (“the Claimant”) shall file with the Secretary and serve on the other Party (“the Respondent”), a written Notice of Arbitration (“the Notice of Arbitration”) which shall include the following:
  - a. a request that the dispute be referred to arbitration;
  - b. the names, addresses, telephone numbers, fax numbers and email addresses of the Parties to the dispute;
  - c. a reference to the arbitration clause or any separate arbitration agreement that is invoked and provide a copy of the arbitration clause or arbitration agreement;



- d. a reference to the contract out of which the dispute arises and provide a copy of the contract where possible;
  - e. a brief statement describing the nature and circumstances of the dispute;
  - f. the relief or remedy sought, including the amount of claim if quantifiable at the time the Notice or Arbitration is filed;
  - g. a proposal as to the number of arbitrators (i.e. one or three), if the parties have not previously agreed on the number; and
  - h. the name of the Claimant's nominated arbitrator.
- 4.2 The date of filing of the Notice of Arbitration with the Secretary is the date of commencement of the arbitration for the purpose of these Rules.
- 4.3 A filing fee of ₹ 25,000/- (Twenty Five Thousand) (plus 18% GST) or any amount decided by Governing Body from time to time is payable at the time of filing the Notice of arbitration.
- 4.4 The Party may acquire Primary Membership of SAROD as per prescribed fee and procedure. It is not a pre-requisite for invoking arbitration under these Rules.

#### **Rule 5 – Response by Respondent**

- 5.1 Within 14 days of receipt of the Notice of Arbitration, the Respondent shall file with the Secretary and serve upon on the Claimant, a Response including
- a. A confirmation or denial of all or part of the claims;
  - b. Brief statement of the nature and circumstances of any envisaged counterclaims;
  - c. A comment in response to any proposals contained in the Notice of Arbitration; and
  - d. The name of the respondent's nominated arbitrator.
- 5.2 A filing fee of ₹ 25,000/- (plus 18% GST) or any amount decided by Governing Body from time to time is payable at the time of filing the Response.
- 5.3 In case any party has objection to the jurisdiction of Arbitral Tribunal, such objection shall be raised not later than 15 days of the commencement of Arbitration proceedings failing which it will be deemed that party has waived the right to object.

## **Rule 6 – Filing of Case Statements**

- 6.1 Within 30 days after the filing of the Notice of Arbitration, the claimant must file with the Secretary and serve on the Respondent, a Statement of Claimant's Case alongwith all documents to be relied upon by the Claimant.
- 6.2 Within 30 days after the service of the statement of Claimant's Case, the Respondent must file with the Secretary and serve on the Claimant, a statement of respondent's defence and counterclaim (if any) alongwith all documents to be relied upon by the Respondent.
- 6.3 Within 30 days after the service of the statement of Respondent's defence, if the Claimant intends to challenge anything in the statement of Respondent's defence and/or counterclaim, the Claimant must then file with the Secretary and serve on the Respondent, a statement of claimant's reply and if necessary, defence to counterclaim.
- 6.4 No further case statements may be filed without the leave of the Tribunal or if a Tribunal has not been appointed, the Secretary.
- 6.5 The Tribunal or if a Tribunal has not been appointed, the Secretary, may upon the written application of a party, extend the time limits provided under this Rule,
- 6.6 Thy party required to file a case statement must at the same time deposit with the Secretary for eventual transmission to the Tribunal an additional copy or additional copies of the case statement, according to the number of arbitrators constituting or who will constitute the Tribunal.

## **Rule 7 – Contents of Case Statements**

- 7.1 The case statements must contain the detailed particulars of the Party's claim, defence or counterclaim and must thus contain a comprehensive statement of the facts and contentions of law supporting the Party's position.
- 7.2 It must:
  - a. Set out all items of relief or other remedies sought together with the amount of all quantifiable claims and detailed calculations.
  - b. State fully its reasons for denying any allegation or statement of the other Party.
  - c. State fully its own version of events if a Party intends to put forward a version of events different from that given by the other party.
- 7.3 A case statement must be signed by or on behalf of the Party making it.

## **Rule 8 – Default in Filing and Serving Case Statements**

- 8.1 If the Claimant fails within the time specified under these Rules or as extended by the Tribunal or by the Secretary, to submit its Statement of Case, the Tribunal or if a Tribunal has not been appointed, the Governing Body may issue an order for the termination of the arbitral proceedings or make such other directions as may be appropriate in the circumstances.
- 8.2 If the Respondent fails to submit a Statement of Respondent's Defence, the Tribunal may nevertheless proceed with the arbitration and make the award.

## **Rule 9 - Further Written Statements**

- 9.1 The Tribunal will decide which further written statements, in addition to the case statement(s) already filed, are required from the Parties and shall fix the periods of time for giving, filing and serving such statements.
- 9.2 All such further statements must be given to the Tribunal, filed with the Secretary and served on the Claimant or Respondent, whichever is applicable.

## **Rule 10 – SAROD to Provide Assistance**

- 10.1 At the request of the Tribunal or either party, the Secretary will render such assistance as is required for the conduct of the arbitration, including arranging for facilities, suitable accommodation for sittings of the Tribunal, secretarial assistance or interpretation of these rules.
- 10.2 Any additional expenses incurred or to be incurred for any such arrangements shall be borne by the parties.

## **Rule 11 – Appointment of Tribunal**

- 11.1 The disputes shall be decided by a Sole Arbitrator when the total claim of dispute is of ₹ 3,00,00,000/- (Rs. Three Crores) or less.
- 11.2 In all cases of disputes claimed for more than ₹ 3,00,00,000/- (₹ Three Crores), the tribunal shall consist of odd number of Arbitrators to be nominated by the Parties. The Presiding Arbitrator shall be appointed by the Arbitrators nominated by the Parties from amongst the panel maintained by SAROD. For deciding the Presiding Arbitrator, a draw of lots can be carried out from amongst the names suggested by the Arbitrators nominated by the Parties. The eligibility criteria for empanelment of Arbitrators will be decided by the Governing Body.
- 11.3 If a Sole Arbitrator is to be appointed, the Governing Body will appoint the Arbitrator within 21 days from the date the Respondent's Statement of Defence and Counterclaim (if any) is filed or falls due, whichever is earlier. The Governing Body will appoint the Arbitrator from the panel of Arbitrators by draw of lots.



- 11.4 An Arbitrator/Presiding Arbitrator to be appointed under these Rules shall be a person on the SAROD Arbitration Panel as on the date of the appointment.
- 11.5 In the event of any Party failing to appoint Arbitrator within 30 days of receipt of the notice of Arbitration, the Governing Body shall appoint the Arbitrator or Presiding Arbitrator as the case may be by a draw of lots.
- 11.6 No arbitrator will have more than 05 cases simultaneously.

#### **Rule 12 – Multiparty appointment of the Tribunal**

- 12.1 If there are more than 2 parties in the arbitration, the Parties shall agree on the procedure for appointing the Tribunal within 21 days of the receipt of the Notice of Arbitration.
- 12.2 If the Parties are unable to do so, upon the lapse of the 21 days time period mentioned herein, the Tribunal shall be appointed by the Governing Body as soon as practicable.

#### **Rule 13 – Appointment of Substitute Arbitrator**

In the event of the death or resignation of any of the arbitrators, a substitute arbitrator must be appointed by the same procedure as in Rule 11 by which the arbitrator concerned was appointed, failing which, the Governing Body will make the appointment.

#### **Rule 14 - Independence and Impartiality of the Tribunal**

- 14.1 The Tribunal conducting arbitration under these Rules shall be and remain at all times independent and impartial, and shall not act as advocate for any Party.
- 14.2 A prospective arbitrator shall disclose to those who approach him in connection with his possible appointment, any circumstances likely to give rise to justifiable doubts as to his impartiality or independence.
- 14.3 An arbitrator, once nominated or appointed, shall disclose any such circumstance referred to in Rule 14.2 to the Secretary and/ or to all Parties.

#### **Rule 15 – Code of Ethics for Arbitrators**

An Arbitrator is a fountain of justice and emblem of equity, fairness and good conscience. Therefore he/she is expected to exhibit a noble conduct. The code of conduct prescribed by the Governing Body has to be adopted.

## **Appointment**

- 15.1 A prospective arbitrator shall accept an appointment only if he is fully satisfied that he is able to discharge his duties without bias, he has an adequate knowledge of the language of the arbitration, and he is able to give to the arbitration the time and attention which the parties are reasonably entitled to expect.
- 15.2 In this code, the masculine includes the feminine.

## **Disclosure**

- 15.3 A prospective arbitrator shall disclose all facts or circumstances that may give rise to justifiable doubts as to his impartiality or independence, such duty to continue thorough out the arbitral proceedings with regard to new facts and circumstances.
- 15.4 A prospective arbitrator shall disclose to the Secretary and any party who approaches him for a possible appointment:
- a. Any past or present close personal relationship or business relationship, whether direct or indirect, with any party to the dispute, or any representative of a party, or any person known to be a potentially important witness in the arbitration;
  - b. The extent of any prior knowledge he may have of the dispute.

## **Bias**

- 15.5 The criteria for assessing questions relating to bias are impartiality and independence. Partiality arises when an arbitrator favours one of the parties or where he is prejudiced in relation to the subject matter of the dispute. Dependence arises from relationships between an arbitrator and one of the parties, or with someone closely connected with one of the parties.
- 15.6 Any close personal relationship or current direct or indirect business relationship between an arbitrator and a party, or any representative of a party, or with a person who is known to be a potentially important witness, will normally give rise to justifiable doubts as to a prospective arbitrator's impartiality or independence. Past business relationships will only give rise to justifiable doubts if they are of such magnitude or nature as to be likely to affect a prospective arbitrator's judgment. He should decline to accept an appointment in such circumstances unless the parties agree in writing that he may proceed.

## **Communications**

- 15.7 Before accepting an appointment, an arbitrator may only enquire as to the general nature of the dispute, the names of the Parties and the expected time period required for the arbitration.
- 15.8 No arbitrator shall confer with any of the Parties or their Counsel until after the Secretary gives notice of the formation of the Tribunal to the parties.

- 15.9 Throughout the arbitral proceedings, an arbitrator shall avoid any unilateral communications regarding the case with any Party, or its representatives.

### **Fees**

- 15.10 In accepting an appointment, an arbitrator agrees to the remuneration as prescribed in the rules of SAROD, and he shall make no unilateral arrangements with any of the Parties or their Counsel for any additional fees or expenses without the agreement of all the Parties and the consent of the Secretary of SAROD.

### **Conduct**

- 15.11 Once the arbitration proceedings commence, the arbitrator shall acquaint himself with all the facts and arguments presented and all discussions relative to the proceedings so that he may properly understand the dispute.

### **Confidentiality**

- 15.12 The arbitration proceedings shall remain confidential. An arbitrator is in a relationship of trust to the Parties and should not, at any time, use confidential information acquired during the course of the proceedings to gain personal advantage or advantage for others, or to affect adversely the interest of another.
- 15.13 This Code is not intended to provide grounds for the setting aside of any award.

### **Rule 16 – Challenge of Arbitrators**

- 16.1 An arbitrator may be challenged if there are circumstances that give rise to justifiable doubts as to his impartiality or independence and also if he has committed any misconduct.
- 16.2 An arbitrator may also be challenged if he does not possess the qualifications required by the agreement of the parties.
- 16.3 A Party may challenge an arbitrator appointed on its nomination or with its agreement only for reasons of which it becomes aware after the appointment has been made.
- 16.4 A party who intends to challenge an arbitrator shall file with the Secretary and serve on the other party or all other parties, whichever is applicable, a Notice of Challenge.
- 16.5 The Notice of challenge must be filed and served within 14 days from the appointment of the arbitrator or within 14 days after the circumstances mentioned in Rule 15.1 became known to that Party.
- 16.6 The Notice of Challenge must state the reasons for the challenge.



- 16.7 The arbitration shall be suspended until the challenge is resolved or decided upon.
- 16.8 When an arbitrator has been challenged by one Party, the other party may agree to the challenge. The arbitrator may also, after the challenge, withdraw from his office. However, it is not implied in either case that there has been an acceptance of the validity of the grounds for the challenge. In both cases, the procedure provided in Rule 11 read with Rule 13, shall be used for the appointment of a substitute arbitrator.

#### **Rule 17 – Decision on Challenge**

- 17.1 If the other Party does not agree to the challenge and the arbitrator does not withdraw, the decision on the challenge will be made by the Governing Body.
- 17.2 If the Governing Body sustains the challenge, a substitute arbitrator shall be appointed or chosen pursuant to the procedure applicable to the appointment of an arbitrator as provided in Rule 11 read with Rule 13. If the Governing Body dismisses the challenge, the arbitrator shall continue with the arbitration.

#### **Rule 18 – Removal of the Tribunal**

- 18.1 The Governing Body may on the application of a party remove an arbitrator:
- a. Who is physically or mentally incapable of conducting the proceedings or where there are justifiable doubts as to his ability to do so: or
  - b. Who has refused or failed to use all reasonable dispatch in conducting the arbitration or making an award.
  - c. Who has continuously absented from attending the proceedings for more than 3 sitting without prior permission of Presiding Arbitrator/Governing Body of SAROD.
- 18.2 The arbitrator(s) concerned is entitled to appear and be heard at the hearing of the application to remove him.
- 18.3 Upon the removal of the arbitrator, a substitute arbitrator shall be appointed in accordance with Rule 11 read with Rule 13.
- 18.4 The Governing Body's decision on the application is final and is not subject to appeal or review.

#### **Rule 19 – Re-hearing in the Event of Replacement of the Tribunal**

If the sole or presiding Arbitrator is replaced, there shall be a re-hearing. If any other arbitrator is replaced, such re-hearing may take place at the discretion of the Tribunal.

## **Rule 20 – Jurisdiction of the Tribunal**

- 20.1 The Tribunal shall have the power to rule on its own jurisdiction, including any objection with respect to the existence, termination or validity of the arbitration agreement. For that purpose, an arbitration agreement which forms part of a contract shall be treated as an agreement independent of the other terms of the contract. A decision by the Tribunal that the contract is null and void shall not entail ipso jure the invalidity of the arbitration agreement.
- 20.2 The plea that the Tribunal does not have jurisdiction shall be raised not later than in the Statement of Defense. A plea that the Tribunal is exceeding the scope of its authority shall be raised promptly after the Tribunal has indicated its intention to decide on the matter alleged to be beyond the scope of its authority. In either case the Tribunal may nevertheless admit a late plea under this Rule if it considers the delay justified. A Party is not precluded from raising such a plea by the fact that he has nominated, or participated in the appointment of an arbitrator.
- 20.3 The Tribunal must rule on an objection that it lacks jurisdiction as a preliminary question upon the objection being raised. It may rule on an objection that it exceeds the scope of its authority either as a preliminary question or in an award on the merits, as it deems just and convenient.
- 20.4 In addition to the jurisdiction to exercise the powers defined elsewhere in these Rules, the Tribunal shall have jurisdiction to determine any question of law arising in the arbitration; proceed with the arbitration not with sanding the failure or refusal of any Party to comply with these Rules or with the Tribunal's orders or directions, or to attend any meeting or hearing, but only after giving that Party written notice that it intends to do so; and to receive and take into account such written or oral evidence as it shall determine to be relevant, whether or not strictly admissible in law.

## **Rule 21 – Fees of SAROD and Arbitral Tribunal**

- 21.1 Fees will be payable to the Arbitrators as per SAROD Fee Schedule, as amended from time to time.
- 21.2 **Membership Fee (Non – Refundable):**

- a. The Membership fee of SAROD is as under:

<b>Sl. No.</b>	<b>Membership Type</b>	<b>Fee</b>
1	Primary	₹ 2,00,000/-
2	Associate	₹ 1,00,000/-

*Note: The GST at the rate of 18% will be applicable on above membership fee.*

- b. The Primary and Associate Memberships are valid for a period of 5 years.
- 21.3 SAROD administrative fees shall be paid by both parties to the Secretariat at the rate of ₹ 7,000/- (plus 18% GST) per hearing.

## **Rule 22 - Transmission of File to the Tribunal**

- 22.1 The Secretary shall, as soon as practicable transmit to the Tribunal, a file containing the Notice of Arbitration, the Response and all case statements.
- 22.2 The Tribunal shall as soon as practicable, after consultation with the Parties, issue such orders and/or directions as are necessary for the conduct of the arbitration to conclusion, including a timetable for steps to be taken in the arbitration and for the hearing of the arbitration.

## **Rule 23 – Judicial Seat of Arbitration**

- 23.1 Unless otherwise agreed by the Parties, the judicial seat of arbitration shall be New Delhi. The venue for the Arbitration meeting shall be organized by the SAROD Secretariat.
- 23.2 Notwithstanding Rule 22 and 23.1, the Tribunal may, unless otherwise agreed by the Parties, hold hearings and meetings anywhere convenient, subject to the provisions of Rule 28.2.

## **Rule 24 – Language of Arbitration**

The language of arbitration proceedings shall be English. In case material existing are in any other language, other than English the same has to be translated to English language.

## **Rule 25 – Conduct of the Proceedings**

The Tribunal shall have the widest discretion allowed by the Act to ensure the just, expeditious, economical and final determination of the dispute. The proceedings shall be conducted from 10.00 AM to 5.00 PM with a recess of one hour.

## **Rule 26 – Communication between Parties and the Tribunal**

- 26.1 Where the Tribunal sends any written communication to one Party, it shall send a copy to the other Party or parties as the case may be.
- 26.2 Where a Party sends any written communication (including Statements, expert reports or evidentiary documents) to the Tribunal, the same shall be copied to the other party or all other parties, whichever is applicable, and show to the Tribunal that the same has been so copied.
- 26.3 The address of the Parties for the purpose of all communications during the proceedings shall be those set out in the Notice of Arbitration, or as either Party may at any time notify the Tribunal and the other Party or Parties, whichever is applicable.
- 26.4 A copy of correspondence between the Parties and the Tribunal shall be sent to the Secretary.

## **Rule 27 – Party Representatives**

Any Party may be represented by legal practitioners or any other representatives, subject to such proof of authority as the Tribunal may require. The names and addresses of such representatives must be notified to the other Party or Parties. In case one Party is represented by non-legal person, other Party will also be represented by non-legal person so as to maintain natural justice.

## **Rule 28 – Hearings**

- 28.1 Unless the Parties have agreed on documents-only arbitration, the Tribunal shall hold a hearing for the presentation of evidence by witnesses, including expert witnesses, or for oral submissions.
- 28.2 The Tribunal shall fix the date, time and place of any meetings or hearings to be held during the Arbitral proceedings on the first date of hearing, and complete time table pertaining to all the activities of the Arbitration e.g. submission of statement of claim, reply, counter claim, reply therein, admission and denial of documents, visit/inspection of site if any. The Tribunal shall stick to the time table without any deviations unless there are unavoidable circumstances warranting such deviation which will be with the prior permission of the Tribunal.
- 28.3 Prior to the hearing, the Tribunal may provide to the Parties the matters or questions, which it wishes them to give special consideration.
- 28.4 In the event that a Party to the proceedings without sufficient cause, fails to appear at a hearing of which the notice has been given, the Tribunal may proceed with the arbitration and may make the Award after the Party present has submitted evidence to prove its case.
- 28.5 All meetings and hearing shall be in private unless the Parties agree otherwise.

## **Rule 29 – Documents Only Arbitration**

- 29.1 The Disputes may be decided without an oral hearing if it is so agreed by the parties.
- 29.2.1 Where the parties agree to dispense with oral hearing, the Tribunal must be promptly informed by either of the parties, as soon as is practicable. The Tribunal must also be promptly informed it, at a later stage, the parties or either of them intends to apply for an oral hearing.
- 29.2.2 Parties may seek discovery of documents if they are not satisfied with existence of documents annexed with statement of claim, reply and counter claim by giving self-contained request to the Tribunal justifying the necessity for such documents. Decision of tribunal shall be final and binding upon the parties.



### **Rule 30 – Witnesses**

- 30.1 The Tribunal may require each Party to give notice of the names and description of the witnesses it intends to call and reasons for legal necessity of such witness.
- 30.2 No Party shall call any expert witness without the leave of the Tribunal.
- 30.3 Any witness who gives evidence may be questioned by each Party or its representative subject to any rulings made by the Tribunal.
- 30.4 A Witness may be required by the Tribunal to testify under oath or affirmation.
- 30.5 Subject to such order or direction which the Tribunal may make, the testimony of witness may be presented in written form, either as signed statements or by duly sworn or affirmed affidavits.
- 30.6 Any Party may require a witness to attend an oral examination at a hearing. If the witness fails to attend, the Tribunal may consider the written testimony in such manner and to such extent as it thinks fit, or may exclude it altogether.
- 30.7 The Tribunal shall determine the admissibility, relevance, materiality and weight of the evidence given by any witness.

### **Rule 31 – Experts Appointed by the Tribunal**

- 31.1 Unless otherwise agreed by the Parties, the Tribunal may:
  - a. appoint one or more experts to report the Tribunal on specific issues;
  - b. require a Party to give any such expert any relevant information or to produce, or to provide access to, any relevant documents, goods or property for inspection by the expert.
- 31.2 Unless otherwise agreed by the Parties, if a party so requests or if the Tribunal deems it fit, the expert shall, after delivery of his written or oral report, participate in an oral hearing, at which the Parties may question or cross examine him in order to testify on the points at issue.
- 31.3 Rule 30.2 shall not apply to an assessor appointed by agreement of the Parties, or to an expert appointed by the Tribunal to advise solely in relation to procedural matters.

### **Rule 32 – Rules applicable to substance of dispute-** (1) Where the place of arbitration is situated in India,

- 32.1 The Tribunal shall decide the dispute submitted to arbitration in accordance with the substantive law for the time being in force in India;

### **Rule 33 – Closure of Hearing**

- 33.1 The Tribunal may inquire of the Parties if they have any further proof to offer or witnesses to be heard or submission to make and, if there are none, declare the hearing closed.
- 33.2 The Tribunal may also, in view of exceptional circumstance, reopen the hearings at any time before the award is made.

### **Rule 34 – Additional Powers of the Tribunal**

- 34.1 In addition to the powers conferred by the Act, the Tribunal shall also have the power to:-
- a. Allow any party, upon such terms(as to costs and otherwise) as it shall determine, to amend claims or counterclaims;
  - b. Extend or abbreviate any time limits provided by these Rules;
  - c. Conduct such enquires as may appear to the Tribunal to be necessary or expedient;
  - d. Order the Parties to make any property or thing available for inspection
  - e. Order any Parties to produce to the Tribunal, and to the other parties for inspection, and to supply copies of any documents or classes of documents in their possession, custody or power which the Tribunal determines to be relevant;
  - f. Make orders or give directions to any party for interrogatories;
  - g. Make orders or give directions to any party for an interim injunction or any other interim measure;
  - h. Make such orders or give such directions as it deems fit in so far as they are not inconsistent with the Act or any statutory re-enactment thereof or such law which is applicable or these Rules.
- 34.2 If the parties so agree, the Tribunal shall also have the power to add other parties (with their consent) to be joined in the arbitration and make a single Final Award determining all disputes between them.

### **Rule 35 – Deposits of Costs and Expenses**

- 35.1 The deposits in respect of Tribunal's fees and SAROD administration fees shall be ascertained in accordance with the Schedule of Fees and SAROD administrative fee as amended from time to time.
- 35.2 The Claimant shall deposit with the SAROD, half of the fees payable at the time of filing of the Statement of Case. The Respondent shall deposit with the SAROD one-half of the fees payable at the time of filing of Statement of Respondent's Defence and Counterclaim (if any). The balance of fees payable shall be paid 60 days before the date of the final hearing or on such other date that the Secretary may direct.
- 35.3 Where the amount of the claim or the counterclaim is not quantifiable at the time of payment is due, the Secretary will make a provisional estimate. The fees will be adjusted in the light of such information as may subsequently become available. If the arbitration is settled or disposed of without a hearing, the amount of the Tribunal's fees and SAROD administration fees shall be finally determined by the Secretary who will have regard to all the circumstances of the case, including the stage of proceedings at which the arbitration is settled or otherwise disposed of.

- 35.4 The Secretary may from time to time direct Parties to make one or more deposit(s) towards any further expenses incurred or to be incurred on behalf of or for the benefit of the Parties.
- 35.5 All deposit(s) shall be made to and held by the SAROD. Any interest which may accrue on such deposit(s) shall be retained by the SAROD.
- 35.6 If a Party fails to make the payments or deposits required or directed, the Tribunal may refuse to hear the claims or counterclaims, whichever is applicable, by the non-complying Party, although it may proceed to determine claims or counterclaims by any Party who has complied with orders.
- 35.7 The Parties shall remain jointly and severally liable to the SAROD for payment of all such fees and expenses until they have been paid in full even if the arbitration is abandoned, suspended or concluded, by agreement or otherwise, before the final Award is made.

#### **Rule 36 – Decision Making by the Tribunal**

- 36.1 Where a Tribunal has been appointed, any direction, order, decision or award of the Tribunal must be made by the whole Tribunal or a majority. If an arbitrator refuses or fails to sign the Award, the signatures of the majority shall be sufficient, provided that the reason for the omitted signature is stated in the Award.
- 36.2 If there is no unanimity, the Award shall be made by the majority arbitrators as well as by the dissenting Arbitrator alone as if acting as a sole arbitrator.
- 36.3 However, in the case of a three-member Tribunal the presiding arbitrator may, after consulting the other arbitrators, make procedural rulings alone.

#### **Rule 37 – The Award**

- 37.1 It will be mandatory for the Parties to submit written synopsis of their arguments respectively which will form part of the arbitral proceedings.
- 37.2 The Tribunal shall assemble at the assigned place in the office or premises of SAROD and shall exercise utmost secrecy and confidentiality in writing the award.
- 37.3 Unless the Secretary extends the time or the Parties agree otherwise, the Tribunal shall make its Award in writing within 30 days from the date on which the hearings are closed and shall state the reasons upon which its award is based. The award shall contain the date and shall be signed by the arbitrator or arbitrators.
- 37.4 The Tribunal may make interim awards or separate awards on different issues at different times.
- 37.5 All Awards must be submitted by the Tribunal to the Secretary and they shall be issued through the Secretary.

- 37.6 The Tribunal must deliver to the Secretary sufficient number of originals of the Award for being delivered to the Parties and for filing with the Secretary.
- 37.7 The Secretary shall deliver the award to the Parties only upon receipt of sufficient deposits to cover the fees and expenses due to the Tribunal and to the SAROD.
- 37.8 By agreeing to have arbitration under these Rules, the Parties undertake to carry out the Award without delay.
- 37.9 Stamp duty on Award shall be payable by the Party in whose favor the Award has been pronounced.

#### **Rule 38 – Additional Award**

- 38.1 Within 30 days after the receipt of the Award, either Party, with notice to the Secretary or the other Party may request the Tribunal to make an Additional Award as to claims presented in the arbitral proceedings but omitted from the Award.
- 38.2 If the Tribunal considers the request for an Additional Award to be justified and considers that the omission can be rectified without any further hearings or evidence, it shall notify all the Parties within 7 days of the receipt of the request, that it will make an Additional Award, and complete the Additional Award within 30 days after the receipt of the request.

#### **Rule 39 – Correction of Awards**

- 39.1 Within 30 days of receiving an Award, unless another period of time has been agreed upon by the Parties, a Party may by notice to the Secretary and the other Party request the Tribunal to correct in the Award, any errors in computation, any clerical or typographical errors or any errors of similar nature.
- 39.2 If the Tribunal considers the request to be justified, it shall make the correction(s) within 30 days of receiving the request. Any correction shall be notified in writing to the Parties and shall become part of the Award.
- 39.3 The Tribunal may correct any error of the type referred to in Rule 39.1 on its own initiative within 30 days of the date of the Award.

#### **Rule 40 – Settlement**

- 40.1 If, the Parties arrive at amicable settlement of the dispute during the currency of Arbitral proceedings, the Parties shall file memo of settlement before the Tribunal who shall either issue an order for the termination of the arbitral proceedings or, if requested by both Parties and accepted by the Tribunal, record the settlement in the form of an Arbitral Award on agreed terms. The Tribunal is not obliged to give reasons for such an award.



40.2 The Parties shall:

- a. Notify the Tribunal and the Secretary immediately if the arbitration is settled or otherwise terminated:
- b. Make provision in any settlement for payment of all the costs of the arbitration and fees and expenses due to the SAROD and the Tribunal.

40.3 If the continuation of the arbitral proceedings becomes unnecessary or impossible for any reason not mentioned in Rule 38.1, before the award is made, the Tribunal shall inform the parties of its intention to issue an order for the termination of the proceedings. The Tribunal shall have the power to issue such an order unless party raises justifiable grounds for objection.

40.4 Copies of the order for termination of the arbitral proceedings or of the Arbitral Award on agreed terms, signed by the Tribunal, shall be communicated by the Tribunal to the parties through the Secretary.

#### **Rule 41 – Interest**

The Tribunal may award interest on any sum awarded at such rate as applicable in fixed deposits of State Bank of India in respect of such periods ending not later than the date of the award as the Tribunal considers just.

#### **Rule 42 – Costs**

42.1 The Tribunal shall specify in the final award, the costs of the arbitrations and decide which Party shall bear them and in what proportion they shall be borne.

42.2 In this Rule, “costs of the arbitration” shall include:

- a. The fees and expenses of the Tribunal and the administration fees of the SAROD as determined by the Secretary in accordance with the Schedule of Fees;
- b. The costs of tribunal appointed experts or of other assistance rendered: and
- c. All expenses which are reasonably incurred by the SAROD in connection with the arbitration.

42.3 The Tribunal has power to order in its Award, that all or part of the legal or other costs (such as legal fees and expenses, costs incurred in respect of party appointed experts etc) of one Party shall be paid by the other Party.

#### **Rule 43 – Waiver**

A Party which is aware of non-compliance with these Rules and yet proceeds with the arbitration without promptly stating its objection in writing to such non-compliance shall be deemed to have waived its right to object.

#### **Rule 44 – Exclusion of Liability**

- 44.1 The Tribunal, the President, the SAROD and any of its officers, employees or agents shall not be liable to any Party for any act or omission in connection with any arbitration conducted under these Rules.
- 44.2 After the Award as been made and the possibilities of corrections and additional Awards have lapsed or been exhausted, neither the Tribunal nor the President shall be under any obligation to make any statement to any person about any matter concerning the arbitration, and no Party shall seek to make any arbitrator or the President or the SAROD and any of its officers a witness in any legal proceedings arising out of the arbitration.

#### **Rule 45 – General Provisions**

- 45.1 In all matters not expressly provided for in these Rules, the President, the Secretary and the Tribunal shall act in the spirit of these Rules and shall make every reasonable effort to ensure the just, expeditious and economical conclusion of the arbitration.
- 45.2 The Secretary may from time to time issue Practice Notes on the implementation of these Rules.
- 45.3 The Secretary is authorized to initiate action in case of violation of Code of Ethics by Arbitrators as per rules and place before the Governing Body for decision.

#### **Rule 46 – Amendment to Rules**

These Rules may from time to time be amended by the Governing Body of SAROD.

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