

## **Routine Repair and Maintenance Tasks of Length Worker**

- a. **Cleaning of road surface:** Routine removal and cleaning of weeds, animal dung and other types of stones and rocks piling up on the road surface; leveling the pits and holes by filling them with stones and earth, and draining out the water accumulating during the rainy season.
- b. **Removing of plants and saplings and weeds:** Removing the weeds growing indiscriminately up to the slopes on both sides of the road and in other necessary areas specified by the office and dump them at the allocated site.
- c. **Cleaning of shoulder drains:** Routine cleaning and removal of the mud, weeds and other waste materials accumulating in the drains and dumping them at the allocated site. While removing the stones and earth collected in large quantities at road shoulders through the use of machines, dumping the remnants of stones and earth in the drains at the allocated site.
- d. **Cleaning of culverts:** Regular cleaning and removal of earth, weeds and other types of waste materials collected at the inlet and inside the culvert and dumping them at the allocated site.
- e. **Reshaping of drains:** As temporary drains are often washed away and collapse, digging out the drains and bringing them back to appropriate shape.
- f. **Repairing of shoulders:** Levelling the pits and breaches in the shoulders by filling them; dumping the accumulated waste at the site allocated by the overseer and supervisor; cleaning by trimming the bushes and plants; filling up the cracks and pits in the upper and lower parts of the road and on both sides of the road and leveling the slope.
- g. **Cleaning of minor landslides:** Cleaning small landslides (approximately of about 20-25 wheelbarrows a day) on the road surface and shoulder drains and dumping them at the allocated site.
- h. **Cleaning of road furniture:** Cleaning of dust and dirt from traffic signals, guide posts, milestones and road markings; making signals clear and legible by clearing and removing bushes, shrubs and weeds,; straightening tilting sign boards; and carrying out packing around loose support.
- i. **Stopping encroachment:** Assisting the road supervisor in preventing all types of encroachment activities such as keeping of any material inside the road boundary, causing obstruction; letting cattle graze grasses and plants inside the road boundary; and cutting of grasses and firewood.

- j. Immediately informing the road supervisor about any unexpected road obstructions, accidents and other necessary events.
- k. Conducting road repair and maintenance awareness activities by establishing harmonious relationship with roadside neighbours.
- l. **Other Activities:** Besides the above tasks, carry out all other tasks related to routine repair and maintenance assigned by the road supervisor.

### **Routine Road Repair and Maintenance Tasks of Supervisor**

- a. Keeping the daily attendance records of length workers (road maintenance workers); checking the condition of their tools; and assigning them work as per the description of the main tasks and duties of length workers involved; and supervising and measuring the main tasks performed by them every day.
- b. Inspecting and keeping record of the repair work falling under own responsibility and reporting to the overseer; preparing weekly work plan as per the directions and informing length workers about it; preparing record of the tasks done as per the weekly plan and submitting it to the overseer at the end of the week.
- c. Assisting the site overseer in the planning of regular maintenance of all infrastructures falling within the road boundary.
- d. Taking necessary actions to prevent any type of encroachment activities within road boundary such as keeping of materials creating obstruction; cattle grazing grasses and plants; and cutting of plants and saplings, grasses and firewood.
- e. In case of sudden road blockade obstructing movement, immediately reporting to the site overseer or office concerned through quickest means available.
- f. Besides the above-mentioned responsibilities, the supervisor shall perform other tasks related to routine road maintenance as assigned by the site overseer promptly and with full awareness and alertness towards accidents.
- g. Conducting road repair and maintenance awareness activities by establishing harmonious relationship with roadside neighbours.

## **Things to be borne in mind for insurance**

1. No worker shall work under the influence of an intoxicant during office hours.
2. Safety jacket, flags, caps and, if necessary, helmet shall compulsorily be used while performing daily activities.
3. While performing daily activities, precautions against and alertness towards accidents shall be maintained.
4. In case a worker cannot go to work, information about his/her replacement/substitute worker shall be provided to the supervisor and site overseer.
5. Any minor injuries sustained in the course of daily work shall be treated with the first aid kit available with the supervisor.
6. In case of an accident while performing an assigned task, the supervisor or site overseer shall be informed immediately.
7. The supervisor or site overseer shall immediately inform the engineer or division chief about the accident.
8. The division chief shall fill up the claim form and, along with a recommendation letter, initiate the process for claiming insurance.
9. If a length worker or supervisor who has suffered an accident has been taken to hospital for treatment, original copies of doctor's prescription, receipts, X-ray report and medical bills shall be kept safely.
10. The identity card issued by the Road Division Office concerned shall compulsorily be used.
11. The supervisor shall compulsorily keep the attendance record of the length workers under him/her.

## **Procedures to be Adopted for Settlement of Claims under Group Accident Insurance**

As the Prudential Insurance Company has entered into an agreement with the Department of Roads for group accident insurance of unidentified length workers and supervisors involved in road repair and maintenance, it is informed that, if any claim is received, the following claim clearance procedure shall be adopted.

### **Risks borne under group accident insurance:**

1. Death
2. Permanent disability
3. Compensation for permanent disability
4. Temporary full disability
5. Medical expenses
6. Riot, act of mala fide intention and terrorism

### **Documents necessary for claiming insurance money:**

#### **1. In the event of death**

- a. Claim form
- b. Postmortem report
- c. Police report
- d. Death certificate
- e. Certificate of relationship of claimant
- f. Certificate issued by the hospital where death occurred
- g. Citizenship certificate or official identity card of the deceased
- h. Duplicate copy of citizenship certificate of the claimant
- i. Recommendation letter issued by the Department of Roads
- j. Official identity card

#### **2. In the event of loss of limb**

- a. Claim form
- b. Doctor's prescription and receipt
- c. Doctor's report depending on the nature of accident

- d. Citizenship certificate or official identity card
- e. Official identity card
- f. X-ray report
- g. Photograph of person who has suffered loss of limb with clear face
- h. Recommendation letter issued by the Department of Roads

### **3. Exclusively towards treatment expenses**

- i. Claim form
- ii. Prescription and receipt from the doctor involved in treatment.
- iii. Citizenship certificate or official identity card
- iv. Recommendation letter issued by the Department of Roads
- v. Official identity card
- vi. X-ray report
- vii. Original copies of bills of medicines purchased.

### **Other points of agreement**

1. Necessary actions shall be completed from 7 to 10 days of submission of all necessary papers related to claim settlement to this insurance office.
2. With regard to replacement/substitute workers, as such situations can arise, the Road Division Office shall maintain such information whenever engaging another worker in place of the concerned.
3. With regard to the workers' working hours, this insurance company shall include the working hours and one hour taken to travel between office and home, and the office concerned shall maintain the records of the work in writing.
4. Necessary training related to insurance may be provided with the concurrence of both parties.

# Prudential

## Insurance Co. Ltd.

### Personal Accident Insurance--Insured's/claimant's statement

Issuance of this claim form does not necessarily entail payment. Please fill up this form and submit supporting documents such as hospital documents and doctor's certificate. Even if submission of these documents is delayed due to any reason, kindly submit this form to the company as soon as possible.

Insurance No:

- 1) a. Full name of claimant  
(Mention all names, if more than one):  
  
b. Mailing address (with tel. no.):  
  
c. Relationship between the insured and the claimant:
- 2) Title of claim amount to be received by the claimant:

### **Description of the Insured**

- 3) a. Full Name:  
  
b. Current mailing address:  
  
c. Occupation:  
  
d. Age at the time of accident:
- 4) a. Date and time of accident:  
  
b. Place of accident:  
  
b. Details of accident (Cause and injuries):
- 5) Date and means of information obtained by the claimant:
- 6) Names and addresses of two witnesses:

- 7) a. Was the insured suffering from any other disease at the time of accident?:
- b. Was the insured under the influence of an intoxicating substance or drink at the time of accident?:
- c. Are you fully satisfied that the injuries of the insured person are entirely due to accident?:
- d. Please provide the following details:
- i. Hospital or health post where the injured received treatment after the accident:
  - ii. Name of the doctor or medical attendant who provided treatment after the accident:
  - iii. Name of the family doctor of the injured person, if there is one:
- 8) a. Brief description of injury:
- b. Period of treatment (mention date)
- i. Hospital:
  - ii. Residence:
- c. Treatment expenses:
- i. Hospital:
  - ii. Residence:
- (Please include original receipt, invoice, prescription and other hospital documents)
- 9) Is the injured person insured for accident with any other insurance company? If yes, please provide detailed information about the insurance and claim amount).
- 10) In case of permanent disability, provide full complete details of injuries. Also enclose doctor's certificate in case of total disability or incurable organ or actual loss.
- 11) Description of temporary disability:  
Period of absence due to above-mentioned injuries  
(to be supported with documents).
- 12) Details of gross salary:  
(to be supported with documents)

I/we hereby affirm that the answers to the above questions are complete and true from every aspect.

Place:

Date:

Witness:

Signature: .....

Name: .....

Address: .....

In case the claimant and the insured are different persons, it is to be certified that the information provided by the claimant is true and correct.



<b>Telephone Numbers of Regional Directorates and Divisional Road Offices</b>			
<b>SN</b>	<b>Road Office</b>	<b>Telephone (Office)</b>	<b>Telephone (Residence)</b>
1.	Eastern Region Directorate, Damak	023-580110	023-580129
2.	Central Region Directorate, Kathmandu	01-4212954	
3.	Western Region Directorate, Pokhara	061-520327	061-5520491
4.	Mid-Western Region Directorate, Surkhet	083-520245	081-5520520, Nepalgunj
5.	Far Western Region Directorate, Dipayal	091-550657	094-550658
<b>SN</b>	<b>Divisional Road Offices</b>	<b>Telephone</b>	<b>Residence</b>
1	Divisional Road Office – Ilam	027-520049	027-520049
2	Divisional Road Office – Damak	023-580265	023-581339
3	Divisional Road Office – Biratnagar	021-522177	021-526322
4	Divisional Road Office – Dhankuta	026-520218	
5	Divisional Road Office – Lahan	033-560129	033-560086
6	Divisional Road Office – Charikot	049-420120	049-420127
7	Divisional Road Office – Kathmandu	01-4498695	
8	Divisional Road Office – Lalitpur	01-5532053	
9	Divisional Road Office – Bhaktapur	01-6610260 & 6612074	
10	Divisional Road Office – Nuwakot	010-560254	
11	Divisional Road Office – Bharatpur	056-521418	056—520218
12	Divisional Road Office – Hetauda	057-520311	057-520314, Hetauda
13	Divisional Road Office – Janakpur	041-520756	041-520153
14	Divisional Road Office – Damauli	065-560170	065-560170
15	Divisional Road Office – Pokhara	061-520487	061-521630
16	Divisional Road Office – Tansen	075-520921	075-520128
17	Divisional Road Office – Butwal	071-540746	071-540057
18	Divisional Road Office – Shivapur	076-545045, Gorusinghe	076-540131
19	Divisional Road Office – Devasthan	086-420008, PCO, Khalanga	
20	Divisional Road Office – Dang	082-560203	082-560481
21	Divisional Road Office – Nepalgunj	081-550218 & 608	081-550208
22	Divisional Road Office – Surkhet	083-521398	083-522349
23	Divisional Road Office – Mahendranagar	099-521326	099-522236
24	Divisional Road Office –Dipayal	094-440151	094-440232
25	Divisional Road Office – Baitadi	095-520410	

# Weekly Repair and Maintenance Plan and Follow-up Form

Form 2.04

Length worker's name	Overseer's Plan				Overseer's Plan/Supervisor's Follow-up							Progress	Remarks
	Work	Unit	Chainage	Total Work Plan	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
	a	m.			/	/	/	/	/	/	/		
	b	m.			/	/	/	/	/	/	/		
	c	m.			/	/	/	/	/	/	/		
	d	No.			/	/	/	/	/	/	/		
	e	m.			/	/	/	/	/	/	/		
	f	m.			/	/	/	/	/	/	/		
	g	Cu/m.			/	/	/	/	/	/	/		
	h	No.			/	/	/	/	/	/	/		
	i	m.			/	/	/	/	/	/	/		
	j	No.			/	/	/	/	/	/	/		
	a	m.			/	/	/	/	/	/	/		
	b	m.			/	/	/	/	/	/	/		
	c	m.			/	/	/	/	/	/	/		
	d	No.			/	/	/	/	/	/	/		
	e	m.			/	/	/	/	/	/	/		
	f	m.			/	/	/	/	/	/	/		
	g	Cu/m.			/	/	/	/	/	/	/		
	h	No.			/	/	/	/	/	/	/		
	i	m.			/	/	/	/	/	/	/		
	j	No.			/	/	/	/	/	/	/		
	a	m.			/	/	/	/	/	/	/		
	b	m.			/	/	/	/	/	/	/		
	c	m.			/	/	/	/	/	/	/		
	d	No.			/	/	/	/	/	/	/		
	e	m.			/	/	/	/	/	/	/		
	f	m.			/	/	/	/	/	/	/		
	g	Cu/m.			/	/	/	/	/	/	/		
	h	No.			/	/	/	/	/	/	/		
	i	m.			/	/	/	/	/	/	/		
	j	No.			/	/	/	/	/	/	/		

A: cleaning of road surface

B: Removal of plants and saplings and weeds

C: Cleaning of road shoulder drains

D: Cleaning of culverts

E: Reshaping of drains

F: Repairing of shoulders

G: Cleaning of minor landslides

H: Cleaning of road furniture

I: Prevention of encroachment

J: Harmonious relationship with roadside neighbours

Checking Engineer:

Date: