



**GOVERNMENT OF KERALA**  
**RIGHT OF WAY & ROAD CUTTING PERMISSIONS**  
**MANAGEMENT PORTAL**

<https://rowservices.kerala.gov.in/>



**HELP DOCUMENT FOR ROAD AUTHORITIES**  
**KSTIM & PUBLIC WORKS DEPARTMENT**

## Right of Way Portal

Right of Way(RoW) portal is a single window platform for issuing and managing permissions against Right of Way applications for laying underground optical fibre cables from Telecom Service Providers (TSPs) and road cutting permissions for utility services providers. Applications are submitted to the concerned road authorities by the applicant. Applications submitted through single window system will be processed at the appropriate level and permissions will be issued by the road authority concerned. Each road authority department will have a Nodal Officer. The applicant will be provided with receipt and the status of the application can be monitored by the applicant and also by the departmental Nodal officers. Applicant will be communicated through email during the various stages of the processing about the status of the application as well as for any requirement from applicant's side.

RoW portal offers a single window clearance system for the applicants right from getting in-principle sanction in the form of GO for the total applied kilometres to the permission from the individual road authorities for the separate stretches and the issuance of NoC for the completed stretch. Applicants no longer needed to visit the road authorities situated across the length and breadth of the state multiple times, but can apply for the permission within the comfort of their offices.

### Authority Nodal Officer Login

Each road authority shall designate one competent officer from their department as the Nodal officer for the RoW portal and inform KSITM for creating user credentials for nodal officer.

- KSITM will create Login credentials for single nodal officer from each authority in the portal.
- Each Nodal officer can add official hierarchy levels in their organization like division, sub division, section etc in ascending order.
- Add the name of the offices under each official level.
- Nodal officer can create one supervising officer for each official level.

### Official Level Creation

After successful login, the Nodal officer can create the official levels for the authority as below.

Rights Of Way

RoW Permission

Online

Dashboard

Profile

Authority

Official Data

Official Levels

Add Official Levels

Add Office Details

View Office Details

List Official Levels

Edit Official Level

Level

Rank

User Creation Privilege

☐ Yes ☒ No

Save

Copy CSV Excel Print PDF Column visibility

Search:

Sl.No.	Authority	Level	Rank	Created By	Created Date	User Creation Privilege	Edit
1	PWD-Road & Bridges	Division	1	Nodal PWD RB	07-08-2019	Yes	
2	PWD-Road & Bridges	SubDivision	2	Nodal PWD RB	08-08-2019	No	
3	PWD-Road & Bridges	Section	3	Nodal PWD RB	05-08-2019	No	

Showing 1 to 3 of 3 entries

By clicking on Official Levels menu from left side, nodal officer can add the details

## Office Details Addition

On the left side of menu bar, click **Add Office Details** and add offices names under each official level previously created.

Rights Of Way

RoW Permission

Online

Dashboard

Profile

Authority

Official Data

Official Levels

Add Official Levels

Add Office Details

View Office Details

Add Office Details

District

Thiruvananthapuram

Level

--Select--

Office Name

Status

--Select--

Save Reset

Copy CSV Excel Print PDF Column visibility

Search:

Sl.No.	Authority	Level	District	Office	Parent	Created By	Created Date	Edit
1	PWD-Road & Bridges	Division	Ernakulam	Ernakulam	-	Nodal PWD RB	22-06-2020	
2	PWD-Road & Bridges	Division	Thrissur	Thrissur	-	Nodal PWD RB	22-06-2020	

Choose the official level from dropdown

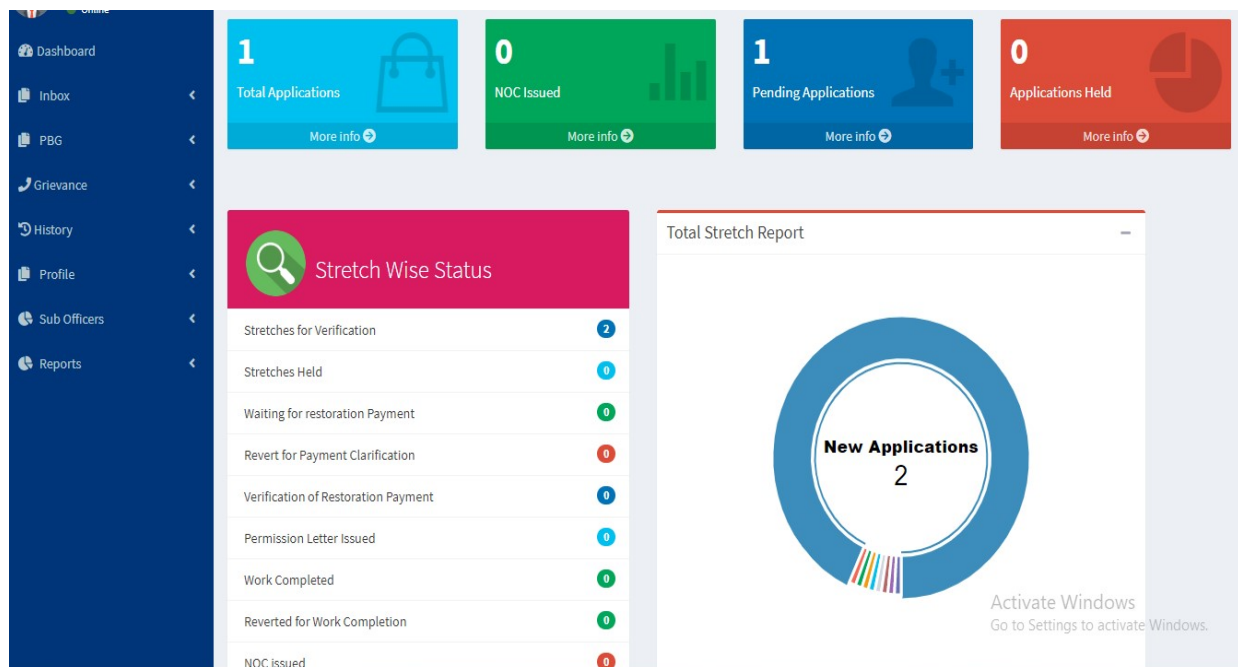
## User Creation

Nodal officer has the privilege to add users under his department.

The user credentials for the district-wise Highway/Road authority officers can be done by the Nodal Officer which is to be shared with the concerned officers.

### Verify Stretches by Authority

After successful login, the officer (Division Head) can view the dashboard showing the application received count details.



By selecting inbox from the left side menu bar, the officer can view the pending tasks in his login.

**Rights Of Way** Executive Engineer

**RoW Permission** Online

**Dashboard**

**Inbox**

- New Applications** 1
- Reverted Stretches 0
- Hold Stretches 0
- Waiting For Payment 0
- Reverted Stretches For Payment Clarification 0
- Confirm PBG(Restoration Fee) 0
- Waiting For Collectorate Sanction 0
- Rejected From Co-ordination Committee 0
- Sanctioned 0
- Issued Permission Letter 0
- Verification Of Work Completion 0
- Reverted For work clarification 0

**Applications**

**1** Total Applications More info

**0** NOC Issued Stretches More info

**1** Pending Applications More info

**0** Stretches Held More info

**New Applied Stretches**

Show 10 entries Search:

Sl.No.	Application Id	Company Name	Status	Action
1	ROW/102	Water Authority	Applied	<a href="#">View</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

click on view button to proceed with the application

Activate Windows  
Go to Settings to activate Windows.

Road Authority Applications can approve, edit, return to applicant and hold the stretches.

- **Approve** : After the verification, authority will send 'Restoration charge' details to TSP.
- **Hold**: Authority can hold the stretches for a time period with reason.
- **Edit**: Can edit from, to, side of the Road and distance measured by authority.
- **Return**: If there is any discrepancies in the submitted application, then the authority can return the stretch to TSP.

**Verify Application**

**Water Authority**

**District :** KWA Division : Public Health Division, Pathanamthitta

**KWA Sub Division :** Public Health Sub Division, Pathanamthitta  
Email : aswathyjayakumar14@gmail.com  
Contact Number : 5678909875  
Contact Address : ghasd

**Stretches Info**

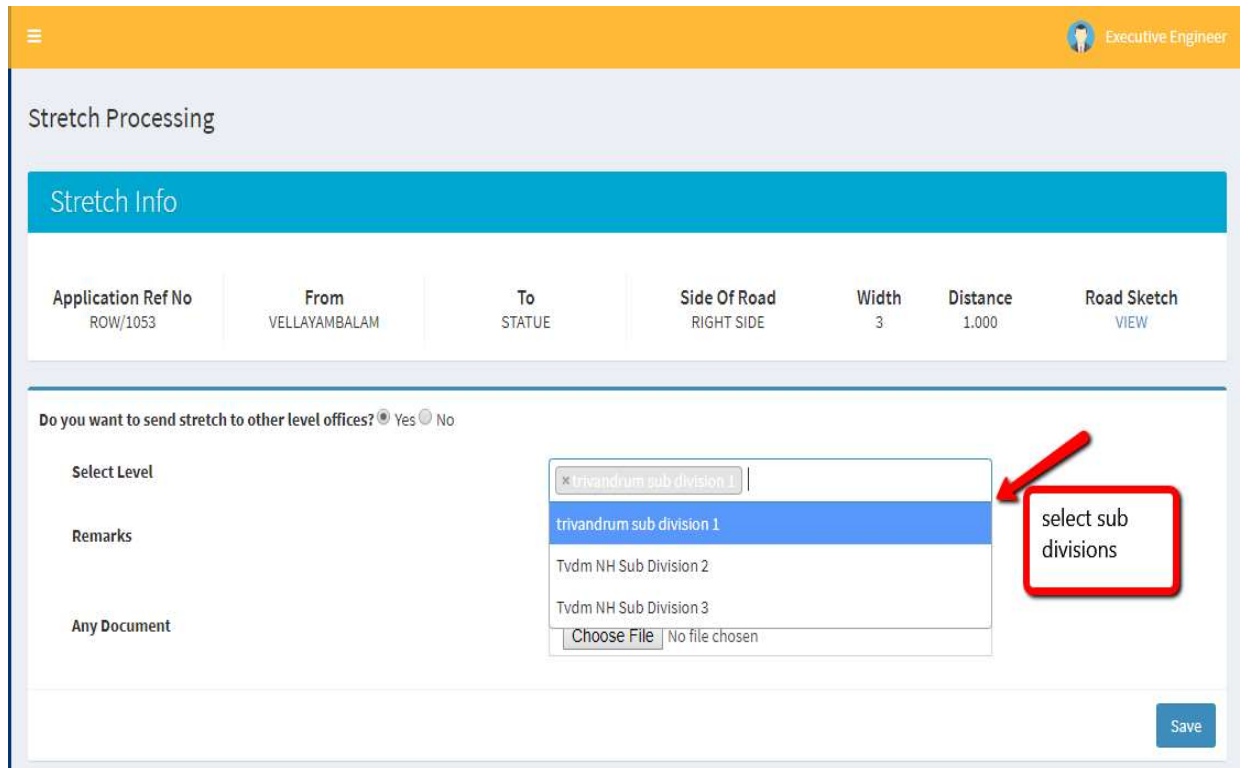
Show 10 entries Search:

Stretch Id	From	To	Side of Road	Width	Distance(KM)	Road Sketch	Forward	Hold	Edit	Return to Applicant
ROW/102/2	vellayambalam	museum	Right Side	1	2.000	2.png	<a href="#">Process</a>	<a href="#">Hold</a>	<a href="#">Edit</a>	<a href="#">Return</a>
ROW/102/3	museum	bakery jn	Left Side	1	3.000	3.png	<a href="#">Process</a>	<a href="#">Hold</a>	<a href="#">Edit</a>	<a href="#">Return</a>

Showing 1 to 2 of 2 entries

Previous 1 Next

While clicking on the **Process** button on the above page there is an option for sending the stretches to the lower level offices. If the Officer decides not to send to the lower level office, then NO option can be selected. If No option is selected, then the officer can enter the joint inspection details. Otherwise the selected stretch will go to the sub levels under the Officer. The sub levels are created by the nodal officer and the user for the sublevels will be created by the corresponding head.



**Stretch Processing**

**Stretch Info**

Application Ref No	From	To	Side Of Road	Width	Distance	Road Sketch
ROW/1053	VELLAYAMBALAM	STATUE	RIGHT SIDE	3	1.000	<a href="#">VIEW</a>

Do you want to send stretch to other level offices? ☒ Yes ☐ No

Select Level

Remarks

Any Document

trivandrum sub division 1

trivandrum sub division 1

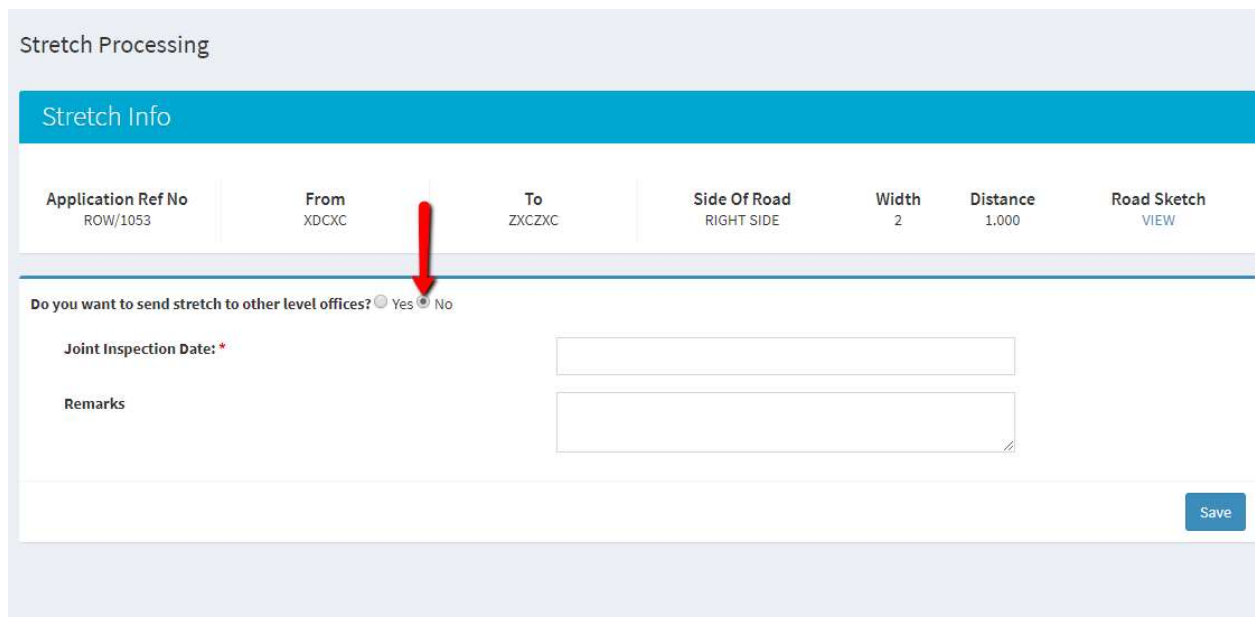
Tvdm NH Sub Division 2

Tvdm NH Sub Division 3

[Choose File](#) No file chosen

[Save](#)

**select sub divisions**



**Stretch Processing**

**Stretch Info**

Application Ref No	From	To	Side Of Road	Width	Distance	Road Sketch
ROW/1053	XDCXC	ZXCZXC	RIGHT SIDE	2	1.000	<a href="#">VIEW</a>

Do you want to send stretch to other level offices? ☐ Yes ☒ No

Joint Inspection Date: \*

Remarks

[Save](#)



The officer can process the stretch after the expiry of joint inspection date.

### Stretch Info

Application Ref No ROW/1053	From VELLAYAMBALAM	To STATUE	Side Of Road RIGHT SIDE	Width 3	Distance 1.000	Road Sketch VIEW
--------------------------------	-----------------------	--------------	----------------------------	------------	-------------------	---------------------

Do you want to send stretch to other level offices? ☐ Yes ☒ No

Joint Inspection Date: \*

Remarks

Save

### Application History

Application Ref No	Forwarded From	Forwarded To	Doc	Forwarded Date	Status
ROW/1053	Executive Engineer Thiruvananthapuram	trivandrum sub division 1		12-12-2019	Not Processed

Dashboard

Inbox

PBG

Grievance

History

Profile

Sub Officers

Reports

### Stretch Info

Application Ref No ROW/102/2	From VELLAYAMBALAM	To MUSEUM	Side Of Road RIGHT SIDE	Width 1	Distance 2.000	Road Sketch VIEW
---------------------------------	-----------------------	--------------	----------------------------	------------	-------------------	---------------------

Measured From: \*

Measured To: \*

Distance Measured: \*

Estimated Amount: \*

Remarks

Estimated Document

Save

After the expiry of joint inspection date the official should update the actual measured points and actual distance between start and end points.

After clicking on **save** button, **generate demand note** button will display on the screen.

**Stretch Info**

Application Ref No	From	To	Side Of Road	Width	Distance	Road Sketch
ROW/102/2	VELLAYAMBALAM	MUSEUM	RIGHT SIDE	1	2.000	<a href="#">VIEW</a>

Measured From: \*

Measured To: \*

Distance Measured: \*

Estimated Amount: \*

Remarks

Estimated Document  No file chosen

[Save](#)

[Generate Demand Notice](#)

Activate Windows  
Go to Settings to activate Windows.

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**Payment Details**

[View Demand notes Summary:](#) [Download](#)

Estimated Cost Of Restoration Charge \*

Total Distance Measured: \*

Upload(Restoration Fee explanation doc)  No fi...osen

Payment Method: \*

Defect Liability Period

Minimum Validity Of BG

BG Value \*

Bank Guarantee Format \*  No fi...osen

Remarks \*

[Cancel](#) [Submit](#)

[Save](#)

[Generate Demand Notice](#)

Activate Windows  
Go to Settings to activate Windows.

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can view the details updated by the officer in previous...

1/3 rd of the Restoration Charge

### Confirm PBG of Restoration Fee

After the payment made by the applicant, the officer should confirm the payment. Follow the steps below for this.



Rights Of Way

RoW Permission

Online

Dashboard

Inbox

New Applications

1

Reverted Stretches

0

Hold Stretches

0

Waiting For Payment

0

Reverted Stretches For Payment Clarification

0

Confirm PBG(Restoration Fee)

1

Waiting For Payment

0

Collectorate Sanction

0

Rejected From Co-ordination Committee

0

Sanctioned

0

Issued Permission Letter

0

Verification Of Work Completion

0

Reverted For work clarification

0

Applications

1

Total Applications

More info

0

NOC Issued Stretches

More info

1

Pending Applications

More info

0

Stretches Held

More info

Verify Payment Info

Show

10

entries

Search:

Sl.No.	Application Id	Company Name	Status	Action
1	ROW/102	Water Authority	PBG Submitted for Restoration Fee	View

Showing 1 to 1 of 1 entries

Previous

1

Next

Activate Windows

Go to Settings to activate Windows.

The officer can either issue permission letter if the payment is successful or revert the stretch if the payment is failed.

Rights Of Way

RoW Permission

Online

Dashboard

Inbox

PBG

Grievance

History

Profile

Sub Officers

Reports

Preview- Application Form

Water Authority

District :

KWA Division : Public Health Division, Pathanamthitta

KWA Sub Division : Public Health Sub Division, Pathanamthitta

Contact Number : 5678909875

Email : aswathyjayakumar14@gmail.com

Contact Address : ghasd

Stretches Info

Show

10

entries

Search:

From	To	Side of Road	Distance(KM)	Road Sketch	View and Issue Permission	Revert
vellayambalam	museum	Right Side	2.000	2.png	Issue Permission	Revert

Showing 1 to 1 of 1 entries

Previous

1

Next

Can revert the stretch if the payment is failed

Activate Windows

## Issue Permission Letter

On receiving the payment made by the applicant, the officer can issue permission letter for starting the work. After issuing permission, there is also an option to transfer the stretch to the District co-ordination committee if required.

**Payment Info**

Restoration Amount:	1166666.67	PBG Submitted Date:	24-07-2020
PBG Issuance Date:	24-07-2020	PBG Expiry Date:	22-01-2021

Whether the application is to be transferred to District Co-ordination Committee?

☒ Yes ☐ No

Priority: \* Normal

Remarks \*

Cancel Submit

Normal or Special Sanction

**Payment Info**

Restoration Amount:	1166666.67	PBG Submitted Date:	24-07-2020
PBG Issuance Date:	24-07-2020	PBG Expiry Date:	22-01-2021

Whether the application is to be transferred to District Co-ordination Committee?

☐ Yes ☒ No

Proceedings/Order: Choose File 4.png

Remarks \*

Cancel Submit

## Verification of work completion

The applicant after completion of the work should notify the road authority and can request for NoC.

**Dashboard**

- 1** Total Applications
- 0** NOC Issued Stretches
- 1** Pending Applications
- 0** Stretches Held

**Requested NOC Stretches Info**

Show 10 entries

Sl.No.	Application Id	Company Name	Status	Action
1	ROW/102	Water Authority	Work Completed & Requested NOC	<a href="#">View</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

**Verification Of Work Completion**

After clicking view link, **issue NOC** button will appear.

**Rights Of Way** Executive Engineer

**RoW Permission** Online

**Verify Application**

**Water Authority**

District : KWA Division : Public Health Division, Pathanamthitta

KWA Sub Division : Public Health Sub Division, Pathanamthitta Email : aswathyjayakumar14@gmail.com

Contact Number : 5678909875 Contact Address : ghasd

**Stretches Info**

Show 10 entries Search:

Stretch Id	From	To	Side of Road	Width	Distance(KM)	Road Sketch	Issue NOC
ROW/102/2	vellayambalam	museum	Right Side	1	2.000	2.png	<b>Issue NOC</b>

Showing 1 to 1 of 1 entries

Previous 1 Next

## Issue NOC

The Officer can issue NOC if the applicant completed the work satisfactorily as per permission issued by the authority. Else can be reverted to applicant.

**Issue NOC:**

Work Start Date: 24-07-2020 Work Completed Date: 22-10-2020

NOC Requested Date: 24-07-2020 Description: completed

Work Completed based on permission issued: ☐ Yes ☒ No

Any Damage During Work: ☐ Yes ☒ No

Upload Doc 1 (if any):\* Choose File No file chosen

Upload Doc 2 (if any):\* Choose File No file chosen

Remark:\*

**Revert to Applicant**

**Issue NOC:**

Work Start Date: 24-07-2020      Work Completed Date: 22-10-2020

NOC Requested Date: 24-07-2020      Description: completed

Work Completed based on permission issued: ☒ Yes ☐ No

Any Damage During Work: ☐ Yes ☒ No

Upload Doc 1(if any):  No file chosen

Upload Doc 2(if any):  No file chosen

Remark:

## Stretch Status

The officer can view the current status of each stretch applied.

**Reports**

Application Ref No: All      Status: All     

**Stretch Info**

Copy CSV Excel Print PDF Column visibility      Search:

Application Id	From	To	Side of Road	Distance(KM)	Road Sketch	Stretch Status
ROW/102/2	vellayambalam	museum	Right Side	2.000	2.png	NOC Issued
ROW/102/3	museum	bakery jn	Left Side	3.000	3.png	Applied

Showing 1 to 2 of 2 entries

Show 10 entries