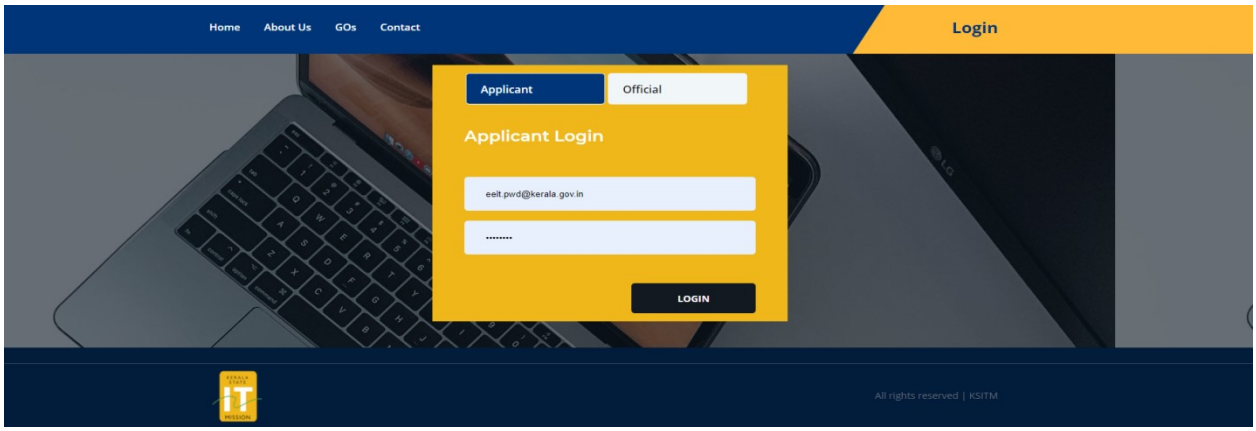
GOVERNMENT OF KERALA

RIGHT OF WAY & ROAD CUTTING PERMISSIONS MANAGEMENT PORTAL

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



HELP DOCUMENT FOR APPLICANT

KSTIM & PUBLIC WORKS DEPARTMENT

Apply online for Right of Way Permissions & Road Cutting permissions

Based on the directions contained in the Government order G.O.(Ms)No.25/2018/ITD Dated 11/10/2018, Kerala State IT Mission have developed a new online portal for granting Right of Way (RoW) permissions to Telecom Service Providers(TSPs)/Infrastructure Providers(IPs) for laying Optical Fiber Cables(OFCs), road cutting permissions for laying pipelines etc along the road networks in Kerala. This portal is now available in the web site link https://rowservices.kerala.gov.in/ .

The Telecom companies (TSP) are applying for Rights of Way permissions for laying underground cables across the state. The applications along with the route map, distance and other supporting documents were submitted to the Electronics & IT Department of the State for getting the single window clearance. The applications were examined by the Committee of Secretaries and approval accorded. Thereafter the G.O will be issued by the IT Department after collecting the bank guarantee and the one time contribution. The TSP has to approach the concerned road authority / local bodies for getting the permission for road cutting.

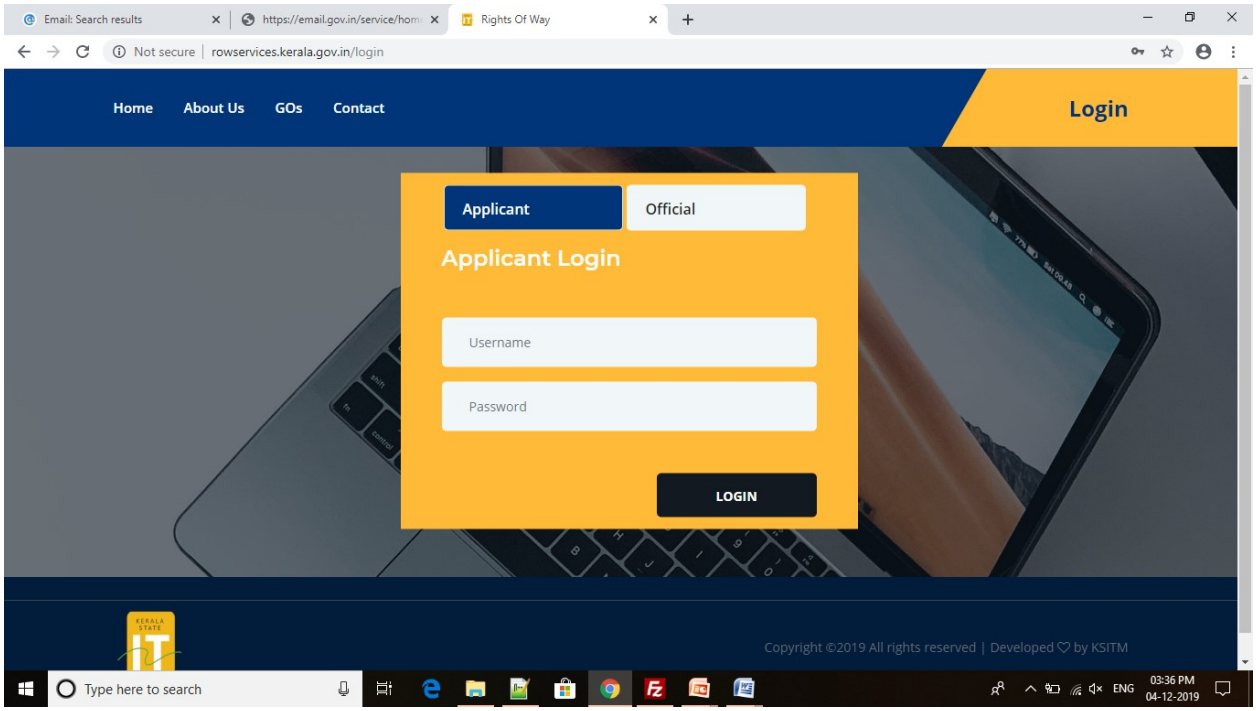
This portal includes facilities for onetime registration of TSPs, application preparation and submission, verification by IT department & Kerala State IT Mission and approval of road cuttings by Road authority.

This online portal is having controlled access so that, only authorized users can use the system. Every Telecom Service Provider / Internet Service Provider / Infrastructure Provider needs to contact Kerala State IT Mission for obtaining user credentials. After approval, the user credentials will be given through e-mail. There are two types of login provided one is as applicant and the other is as official. Those who want to submit the applications for RoW permissions or road cutting permissions shall have user credentials as applicant. Those who are processing and giving approvals for applications shall have official type user credentials.

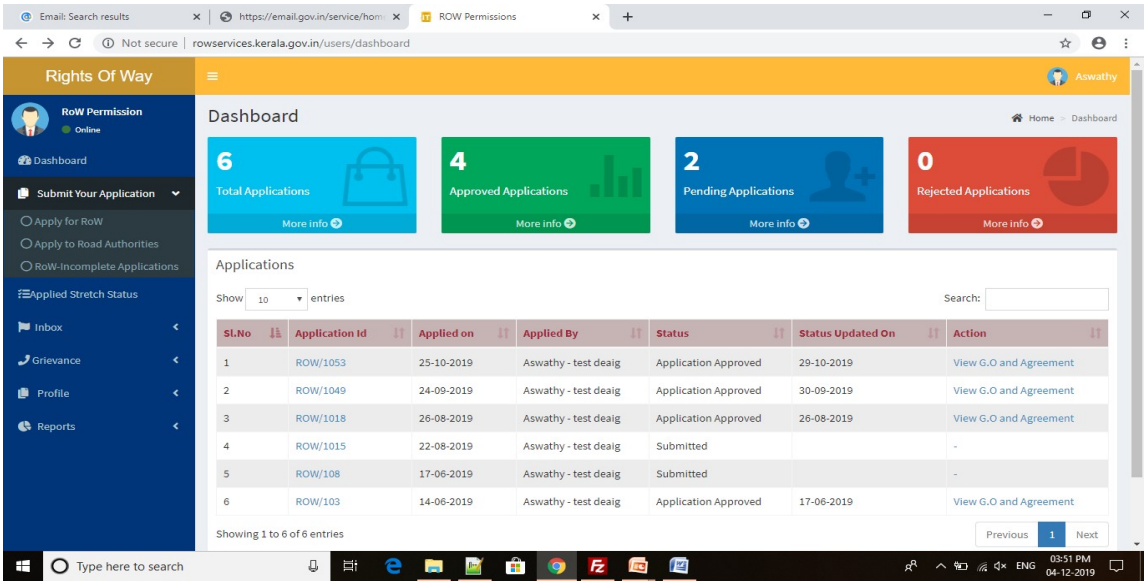
Password can be changed using **Reset Password** option after logged in. Each Super User can create sub users under their Organization. Sub users will get login credentials after getting approval from KSITM. For any queries regarding user credentials, please contact Kerala State IT Mission at https://itmission.kerala.gov.in/contact

Application submission of RoW permission by Telecom Service Providers

1) Visit https://rowservices.kerala.gov.in/ and the login page will displayed. Click the Applicant button and give the username and password(Given by IT Mission). After typing username and password click the LOGIN button.



2) After successful login, the user home page will be displayed as below

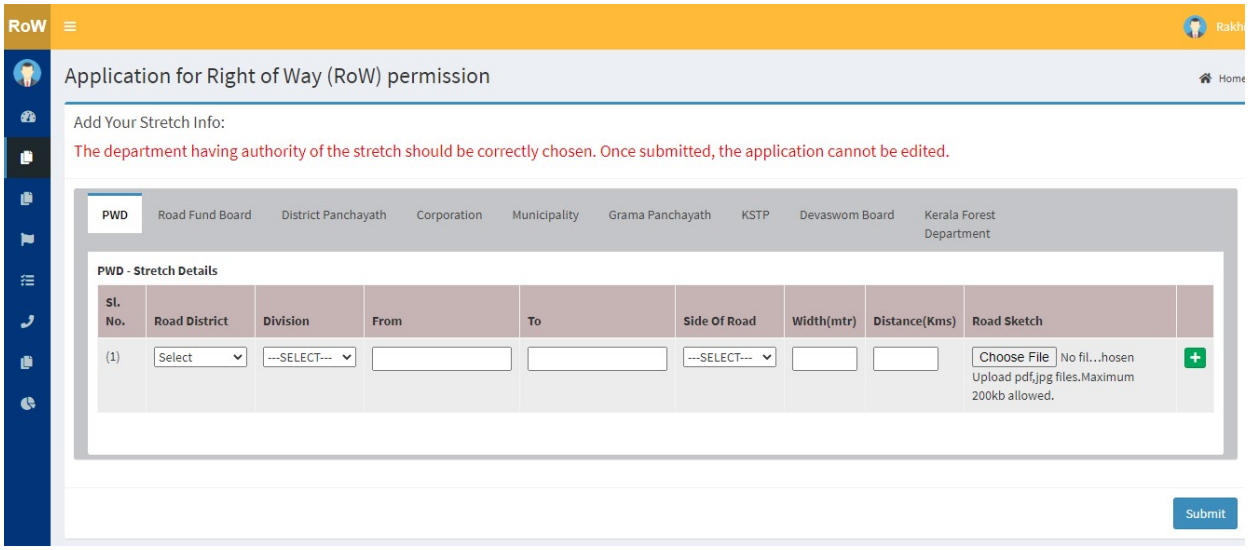


The homepage is having dashboard views of the applications in which counts of total applications submitted, number of approved applications, number of applications pending for

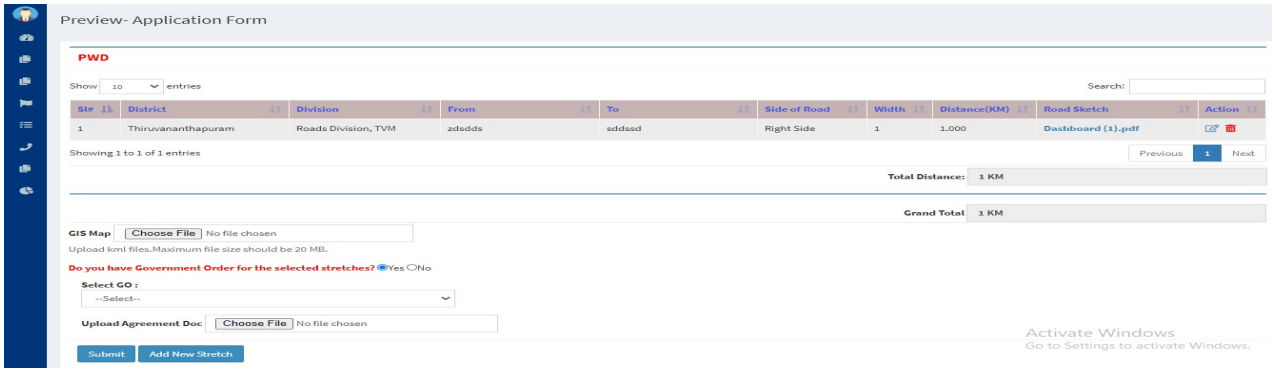
approval and number of applications for which permission is rejected will be displayed. User can obtain further information on each of these items by clicking the More Info button in each of these dashboard items.

Applications can be prepared and submitted through the “Submit Your application” menu on the left side pane. This menu is having three submenus; one for application creation, second is for submitting the completed application to the Road Authority and third is for viewing in-complete applications. Applicant can submit any number of stretches against all road authorities through single application.

Before applying, please make sure that for which department (Road Authority) you want to apply. Select the Department and then give the stretch info. Additional stretches can be added by clicking the plus button on the right side of listing. It is important to note that the department having authority of the stretch should be correctly chosen. Once submitted, the application cannot be edited.



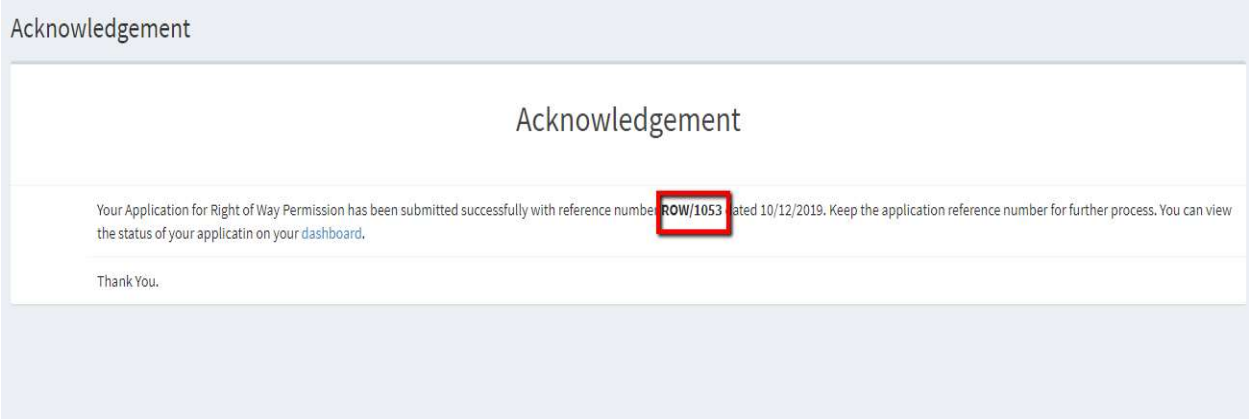
Here, the applicant should enter the information like District, Division, Stretch From, Stretch To, Side of the Road, Distance, Width, Road sketch in jpeg or pdf format. Enter the details for all stretches and then click submit button. Then the application preview screen is displayed as below



Here the details of application can be edited by clicking the edit icon with the list items. There is provision for uploading the GIS map of stretches and the Government Order (from ITD / PWD) for the selected stretches. For this select the appropriate GO type from the dropdown list and then upload the GO copy in pdf. The user can also add new stretches by clicking the Add New Stretch button at the bottom area. After all these, click the submit button for generating the application reference number.

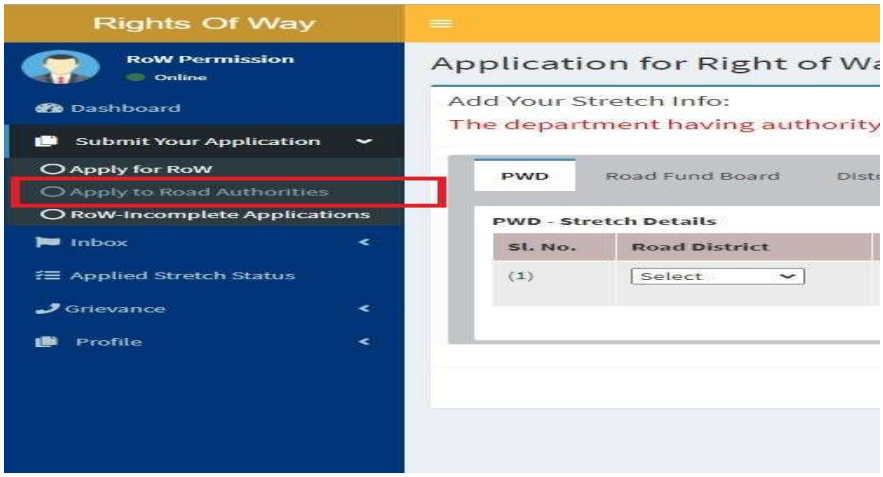
Acknowledgement Generation

On successful completion of final submission of the application, an acknowledge number is generated for each application for future references.



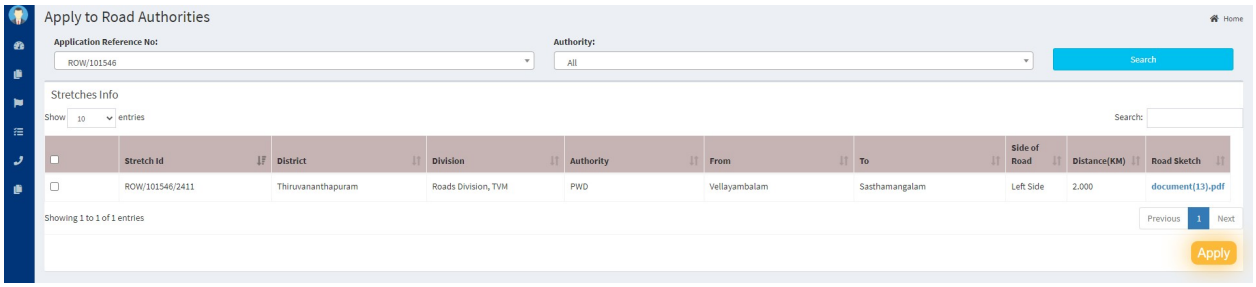
Final Submission

After successfully generated the application reference number, go to the dashboard page and click “Submit Your Application” menu in the left side



Then click the “Apply to road authorities” menu. You will get the below screen

In this select the required application reference number and select the Road Authority and click the search button. Then you will get the below screen



Here select the road stretch to be applied and then click the Apply button for the final submission. **After this final submission only, the application will be forwarded to the concerned Road Authority**.

After the final submission, the current status of the application can be tracked from the left side menu “Applied Stretch Status” .

Application Submission for Road Cutting permission by ISP like KWA, KSEB etc

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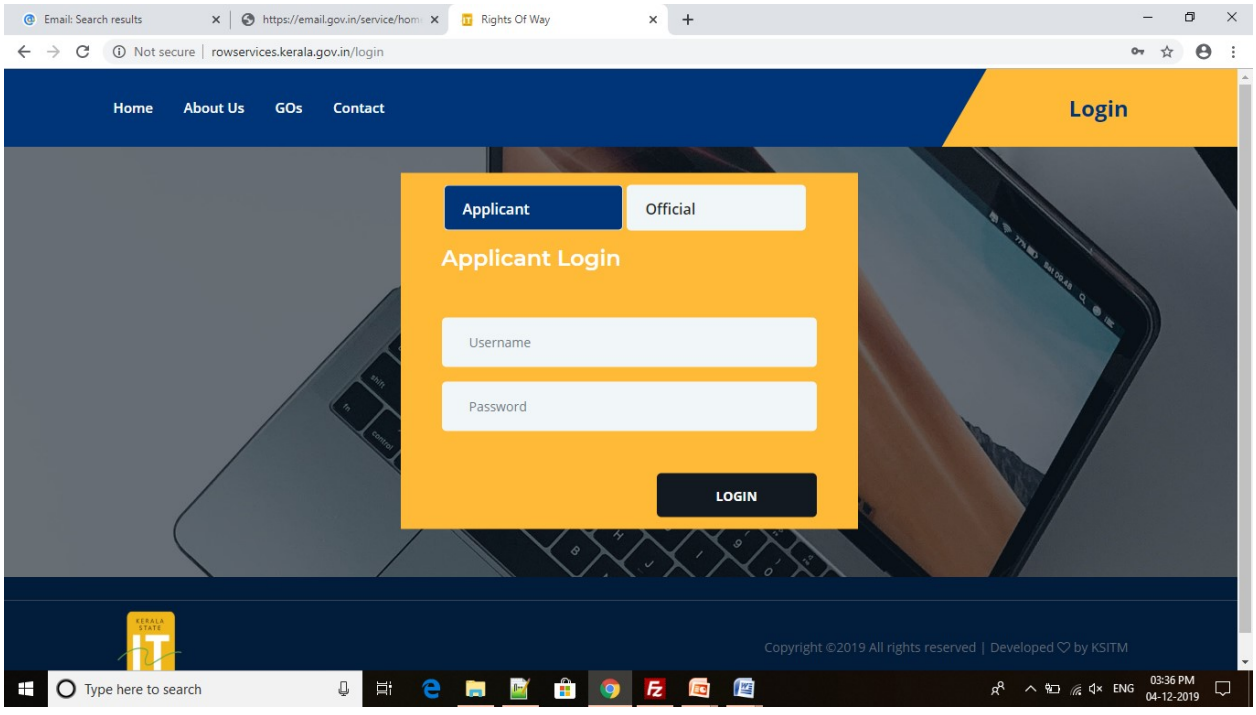

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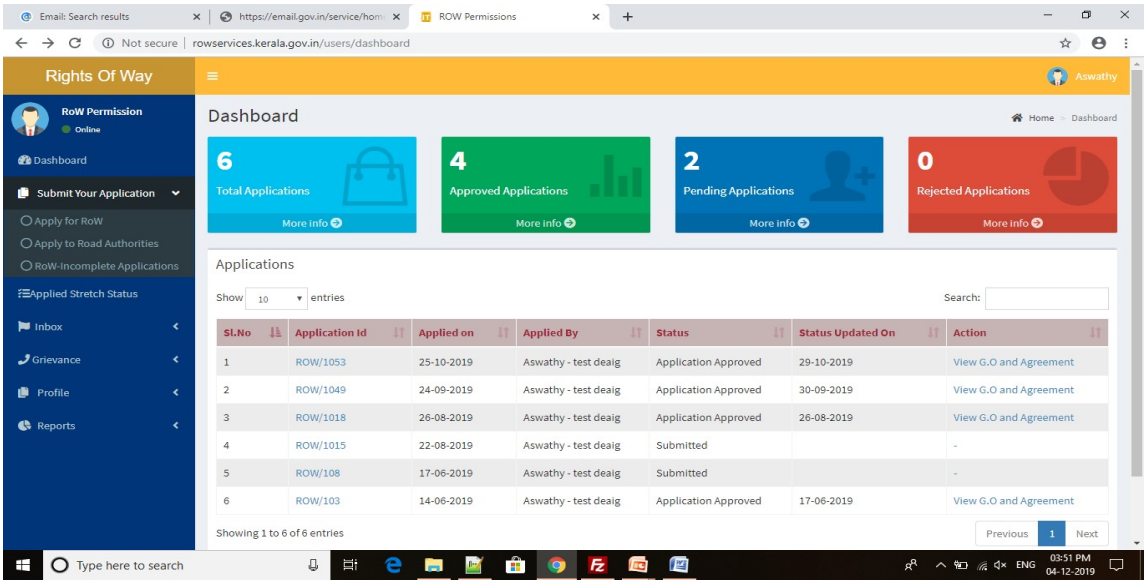

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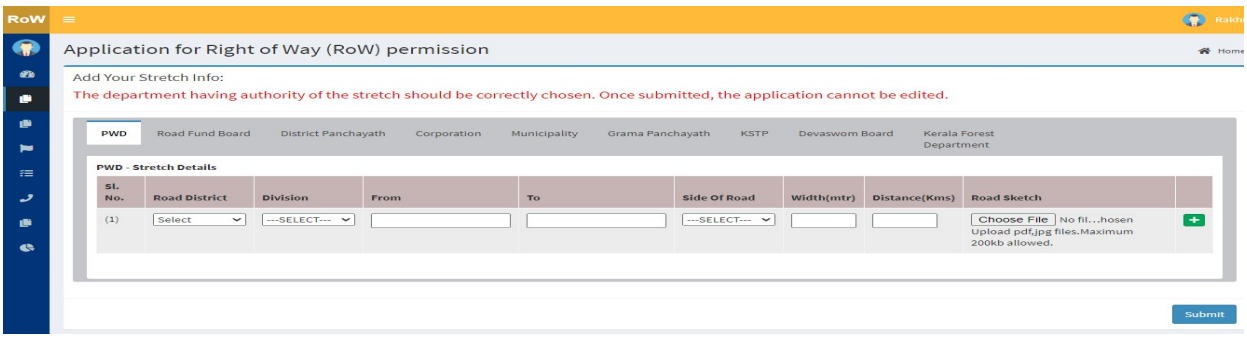

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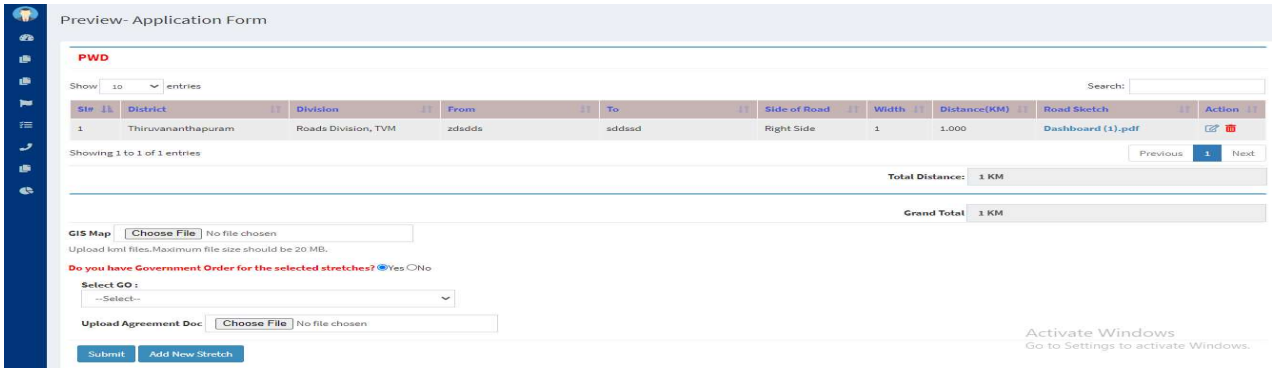

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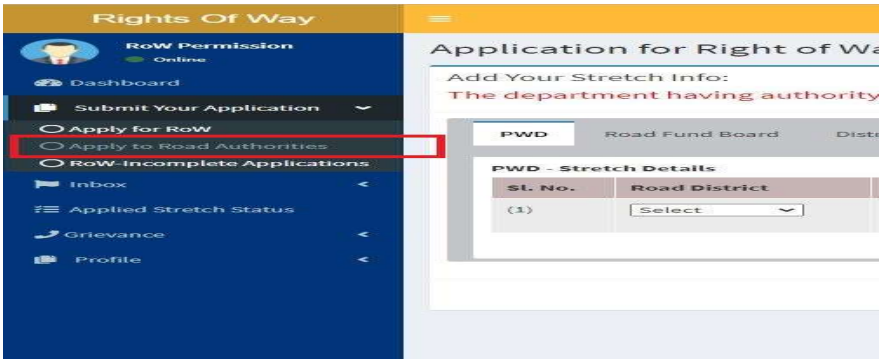

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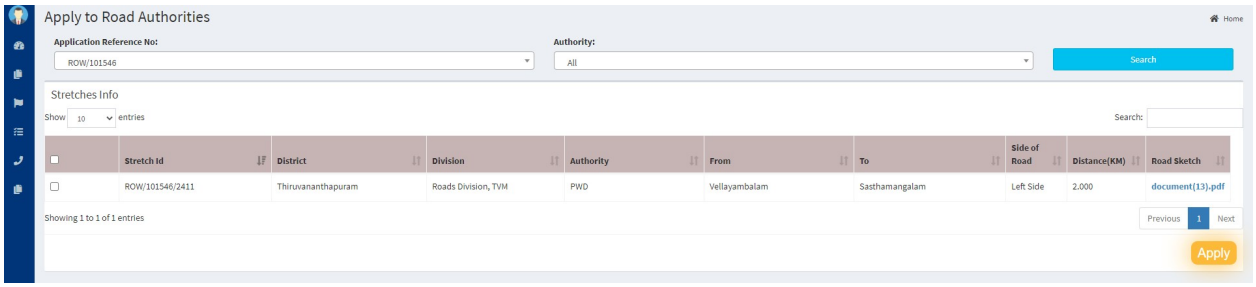

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After the final submission, the current status of the application can be tracked from the left side menu “Applied Stretch Status”.

Once the application is submitted to the Road Authority selected, then the application shall be processed by the concerned road authority. The following actions will be taken and intimated to the applicant through the online system

1) If the application is not in order or incomplete, the application will be returned/reverted for correction
2) If the permission cannot be issued or denied then the application will be returned
3) If demand note for restoration charges is approved by the authority then the application will be given for depositing restoration charges and BG submission
4) Once, the restoration charges and BG is submitted by the applicant, then the Road Authority will process the application and cutting permission will be issued
5) If there is any clarification of the restoration charges/BG is required by the Road Authority then the application will be reverted for payment clarification
6) In case of RoW permissions, after the road cutting permission is received and completed the work, the applicant need to notify the Road Authority regarding the completion of work and request for NOC
7) If the Road Authority satisfies that the work is completed as per the conditions laid down in the permission letter, then NOC will be issued , otherwise revert back the application for work completion

The applicant can view the status of application and do the processing in their Inbox section which is available in the left side menus.