



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय)
National Highways Authority of India
(Ministry of Shipping, Road Transport and Highways)
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NHAI/13013/22/05-06/CMD-CO/DGR (Vol.IV)

25th July, 2006

CIRCULAR NO: NHAI/COMMERCIAL OPERATIONS/78

Detailed instructions issued by DGR vide its letter no. 8115/Govt-NHAI/Emp-2(Policy) dated 3rd Jan, 2006(copy enclosed), are to be complied with by all DGR sponsored agencies engaged for user fee collection at various toll plazas under NHAI.

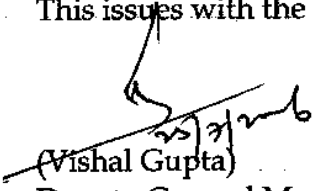
It has been observed that some of the DGR sponsored agencies are not complying with the above instructions issued by DGR. Non-compliance of the instructions issued by DGR vide (MOD) letter no. 8115/Govt-NHAI/Emp-2(Policy) dated 3rd Jan, 2006 or amended time to time, directly affects the revenue administration at plaza.

To ensure the compliance, following actions are to be taken at PIU/CMU level with immediate effect:

1. The attendance register of the employees engaged by the agency should have their full name and signature. It will help in checking the identity of the employee for ensuring the mandatory condition of employing at least 90% Ex-Servicemen.
2. The agency will display the name of the Toll collectors, Lane Supervisors and other staff of a particular shift on the black board in plaza office which will remain available for any check from HO/CMU level.
3. Badges having name and ESM ID no. in case of ex-servicemen and name in case of non DGR will be issued to all Toll collectors, Lane Supervisors and other staff employed by the Agency. The same will be worn compulsorily on uniform.
4. The copy of the certificate to be issued as per DGR instruction no. 5 will also be sent to the undersigned for information latest by 14th of following month.
5. As per instructions quarterly compliance report will be sent to the undersigned specifically having details for DGR instruction no. 10 latest by 14th of following month.

6. Attendance Register of the employees engaged by the agency will be cross checked and signed by the PD himself atleast twice in a month.
7. Any agency not ensuring compliance of the DGR instruction referred above will be given a written warning to take corrective measures within 15 days of issue of such letter failing which a proposal for termination of the agency will immediately be sent to the Head Office.

This issues with the approval of Competent Authority.


(Vishal Gupta)

Deputy General Manager (CO)

Encl : As above

To,
All PIUs/CMUs
NHAI

Copy submitted for favour of information:

All Members
All CGMs/CVO
All GMs
PS to Chairman
Librarian

Director General Resettlement, West Block - IV, R K Puram, New Delhi - 110066

DGR INSTRUCTIONS FOR TOLL PLAZA AGENCY

The DGR sponsored Toll Plaza agencies are required to comply with instructions in the succeeding paras.

2. **It is mandatory to employ minimum of 90% Ex-servicemen (ESM).**
3. The selected agency will furnish a nominal roll as per the format given below. Photocopy of all undermentioned documents will be attached with the nominal roll and handed over to NHAI. A copy of same will be forwarded to DGR by NHAI. Any change in manpower will be effected only after obtaining prior approval of NHAI authorities.

Service No.	Rank	Name of ESM	Regiment/ Service	ESM Identity Card No	PPO No.	Date of Birth	Specimen sig of ESM
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4. **Subletting of contract is strictly prohibited.** The sponsored officer is required to be present at the Toll Plaza for minimum of 8 hours per day.
5. A six monthly satisfactory certificate will be obtained by the agency from NHAI stating that **"Satisfactory services have been rendered and there are no complaints against the agency"**. A copy of the same will be forwarded to DGR within 15 days on completion of every three-months duration of the contract.
6. All payments will be made as per DGR wage structure. Under quoting in wage structure is not permitted, only service charge between 14 to 20% is negotiable. ESM employees will be paid by 10th of each month. Payment will be made by **A/c payee cheques only**.
7. Proof of deposit of ESI and EPF contribution of previous month is mandatory prior to release of salary each month. Proofs will be submitted by DGR agency to NHAI. No payment will be made without submission of these proofs.
8. The agency will obtain ESI and EPF Number within two months of obtaining the contract for all the employees of the agency. A proof of same will be submitted to NHAI.
9. Duty hours will not exceed more than 8 hours.
10. Any DGR sponsored agency found indulging in any of the under mentioned malpractices in violation of above instructions will be de-empanelled by DGR and contract of the same will be terminated: -
 - (a) Non-payment/underpayment of prescribed wages.
 - (b) Under quoting (Not quoting as per DGR wage structure during bidding)
 - (c) Non-adherence to employment of 90% Ex-servicemen.
 - (d) Sub-letting of contract.
 - (e) Indulging in any malpractice or violation of any DGR Guideline.
11. The selected agency will comply with all laid down statutory labour requirements including weekly off of all ESM employees.