



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/13013/3/08-09/CMD-CO/PolicyonToll (Vol.XII)

24th Oct , 2008

CIRCULAR NO. NHAI/COMMERCIAL OPERATIONS/101

Sub:--Payment of dues in r/o wages and re-imburement claims to the collection agency.

In the recent past we have received many representations from collection agencies working at different toll plaza that their monthly dues in respect of wages of collection staff and their re-imburement claims for purchase of petty items, hiring of vehicle, purchase of diesel for generator etc. which is allowed as per contractual provisions, is not being released in time and some times being delayed for months together. This delay causes financial hardship to the collection agency. Due to non receipt of payment in time, the agencies are not able to pay the collection staff in time. The delayed payment of salary, in addition to the violation of payment wages act also makes collection staff and collection agency vulnerable to malpractices / revenue pilferage.

We have been emphasizing the compliance of our direction for full/ due payment to collection staff in time by account payee cheque.

The competent authority has approved the following actions to be taken at PIU/CMU level.

1. To adhere to the contractual provision (clause 17) regarding payment of wages and recovery of penalties from the collection agency.

Penalties can be levied as per provisions of the contract on the basis of checks carried out at PD level or HQ level. The penalties are recoverable from the service charges payable to the fee collecting agency. If, the penalty is more than the service charges payable then the balance amount of the penalty shall be recovered from the retention money or the fee collecting agency may be asked to deposit the balance amount within 10 days in the same sequence. If, the fee collecting agency does not deposit the balance penalty amount within 10 days the same shall be recovered from the Performance Guarantee of the agency and the fee collecting agency has to replenish the same within 10 days. In case the fee collecting agency fails to replenish the performance guarantees

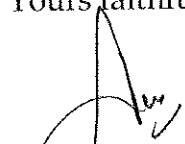
within 10 days all pending payments should be withheld to recover the balance penalty and the matter may be referred to the NHAI HQ for replacing the fee collecting agency.

2. The date of submission of bill by the collection agency, the date of release of payment by PD and the date of disbursement by the agency to the staff through bank is to be mentioned in the monthly performance report from Oct, 08 onward. The amended format of the monthly performance report is enclosed for future compliance.
3. PDs are not to route the payment of wages bills of collection agency through SC to save the time. ATS/TS should verify the attendance of collection staff on daily basis in enclosed format. The original of this format is to be sent to PD office on daily basis. Payment to the collection agency will be released after verifying the attendance sheet by PD office.
4. If this submission of daily sheet is delayed, the recovery provision for non-compliance should be revoked against the ATS/TS supplying agency in same month itself. There should be no withholding of payment on that account.

This is being circulated for strict compliance of all the PDs having Toll Plaza under his jurisdiction.

Thanking you

Yours faithfully


(Vinay Kaushal)
Gp. Capt.
General Manager (CO)

Encls. : As above

To,
All PIUs/CMUs
NHAI

Copy to:-

- 1) All Members
- 2) All CGMs/ CVO
- 3) All GMs
- 4) PS to Chairman
- 5) Librarian

Performa for Monitoring of performance of Project Director associated with Tolling Activity.

Name of the Project Director:)	
Section and NH No.	
State	
Manager	
Supervision Consultants	
Maintenance agency	
Toll Plaza Locations	
Toll plaza Agency	

Project Director's key performance indicators:

S.No.	Particulars	Remarks
(i)	Toll Collection reports as per Circular No. 41 of Annex-A (Collection) & Annex-B (Traffic count)	
(ii)	Monthly Performance Reports as per circular No. 47. outcome of checks conducted thorough independent agencies engaged at the level of PIU/CMU	
(iii)	Compliance of conditions laid down for plaza management as per Circular No. 78 (a) presence of proprietor for eight hrs. (b) Payment to employees through account payee cheques (c) % of ESM (d) Compliance of statutory obligations like CPF, Service Tax, Insurance etc.	
(iv)	ATR on discrete observations reports for assignment conducted at HQ level.	
(v)	ATR on 72 hours observations reports for assignment conducted at HQ level.	
(vi)	Submission of Proposals for extension/engagement of new agency – As per Circular No. 88	
(vii)	Submission of proposal for toll fee notification as per Circular No. 23, 42 & 60	
[viii]	Date of submission of wages bill for payment by collection agency.	
[ix]	Date of issuance of cheque by PD office to the collection agency .	
[X]	Date of disbursement of wages to the staff , in general by collection agency through account pay cheque .	

The report is to be submitted by 5th of the following month.

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Section and NH No.	
State	
Manager	
Supervision Consultants	
Maintenance agency	
Toll Plaza Locations	
Toll plaza Agency	

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SHIFT ATTENDANCE RECORDPLAZA SHIFTDD/MM /YYYY

SI No	Designation at Plaza	Ex Service men	Civilians	Certified as per Duty Roster Shift Incharge	Checked as per Duty Roster ATS/TS
1.	Chief officer Incharge				
2	Toll Officer				
3	Accounts Officer				
4	Administrative Officer				
5	Shift Incharge				
6	Fee Inspectors				
7	Accountant				
8	Astt. Accountant				
9	Toll Collector				
10	Reliever for Toll Collector				
11	Reliever for Toll Attendant				
12	Toll Attendant				
13	Barrier man				
14	Channelizer				
15	Gun man				
16	Electrician				
17	Safaiwala				
18	Mali				
19	Peon				
	Total				

()
Shift Incharge
Date

()
ATS
Date

Countersigned

()
TS

Note To be prepared in 3 Copies

Distribution

Original Manager Finance/ PD PIU

Duplicate TS

Triplicate Collection agency