



**भारतीय राष्ट्रीय राजमार्ग प्राधिकरण**  
(सड़क परिवहन और राजमार्ग मंत्रालय)  
**National Highways Authority of India**

(Ministry of Road Transport and Highways)

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**CIRCULAR NO: NHAI/COMMERCIAL OPERATIONS/119**

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**Sub.: Procurement of user fee collection agency Through DGR system.**

This circular is issued in supercession of all previous circulars on **Procurement of user fee collection agency through DGR system** i.e. circular no. 116 dated 19.02.2010, no. 108 dated 14.12.2009, circular no/. 106 dated 23.9.2009 and no. 88 dated 15.6.2007. The procedure to be followed for selection of user fee collection agency through DGR system will be as under:-

1. All CGM/ROs will submit their requisition for getting sponsorship of fresh names from DGR office R K Puram, New Delhi to CGM (CO), NHAI HQ Dwarka, New Delhi by e-mail as well by postal services, instead to DGR office directly, at least two months in advance.
2. In case of pre-mature termination of contract or non-approval of proposal for extension of the existing contract, the requisition for fresh names will be sent to DGR by CO Division directly. The names so procured will be made available to CGM/RO office for selection process.

**Constitution of selection committee:-**

**There shall be a selection committee constituted by HQ and headed by CGM-RO.** If CGM-RO concerned is not in place, some other CGM may be nominated by HQ. **Other members will be as under:**

- (i) One PD from nearby region as Member, to be nominated by HQ.
- (ii) One PD within same region as Member, to be nominated by HQ.
- (iii) A representative from Commercial Operation Division, as Member. (if this representative of HQ is not able to attend the meeting due to unavoidable reasons, a finance person not below the rank of Manager as member nominated by HQ.
- (iv) The Project Director of the concerned PIU/CMU as Member Secretary.

**The information to be given to the sponsored officers for submitting the proposal:-**

- a) Annual Avg. Collection per month of the plaza.(if the plaza is less than 12 months old, the average collection may be calculated accordingly. If the plaza is new, a survey of toll able traffic for at least 7 days is to be conducted).
- b) Services charges payable to the selected officer are fixed i.e. @14% for plazas having more than eight designated lanes, and @ 18% for plazas having up to eight designated lanes.

- c) Copy of Draft Bid Document for information of the provisions of the contract to be signed with the selected officer (The draft Bid Document is revised accordingly and annexed).

**Instructions to be given to sponsored officer:-**

- (i) The sponsored officers will have to quote the collection target as it is one of the basis for selection as per selection criteria (copy to be enclosed).
- (ii) The officer will have to quote separately for each plaza (if proposal is to be invited for more than one plaza) as the evaluation will be done plaza wise. Each officer will be eligible to get only one plaza.
- (iii) To quote the authentic/realistic target collection, the officer may carry out a traffic survey at the plaza/plazas at his own cost and responsibility. The survey may be conducted at a location at reasonable distance from the collection booth to avoid hindrance in actual collection activities. PD Office will provide administrative support to the survey agency.

This issues with approval of Competent Authority and is to come into force with immediate effect.

M-24.5.10

(J K Pandey)

Chief General Manager (CO)

To

All PIU's/CMU's

Copy to:

1. All Members/CGMs/CVO
2. All GMs
3. PS to Chairman
4. Director (Self Employment) Director General Resettlement,  
Government of India, Ministry of Defence, New Delhi
5. Librarian

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## DIRECTIONS FOR SELECTION COMMITTEE

- I. The selection committee will meet in the office of CGM-RO. The panel in order of merit will be prepared and notified by next day of the meeting of the committee.
- II. **The highest scorer should be allotted the plaza for which selection is made.** If the selection is done for a group of plazas, the allotment will be made in order of merit of the officers.
- III. The merit list so prepared duly signed by each committee member should immediately be sent to HQ for making panel of left out officers for emergency use at other plazas under same CGM-RO. To minimize the time taken in replacement of non-performing agency, CGM-RO wise panel of left out officers securing at least 60% marks will be maintained in CO Division. Panel so formed may be used in case of termination of contract of the ongoing fee collecting agencies under a particular CGM-RO. In the absence of such panel of RO, the latest panel of the nearest RO will be utilized.
- IV. Selection system from panel:--The panel so prepared may be utilized for plazas which get terminated. The officers in the panel will be given offer in the order of their merit with the terms and conditions of that of the terminated agency. For new plazas, the offer shall be given to all officers available in the panel for giving their target in respect to the collection. Provided at least two officers are available in the panel otherwise fresh selection will be initiated.
- V. The selection process will not be affected due to any type of complaint which is generally received on the eve of interview date **except in cases where the facts of the complaint are prima-facie found correct.** The complaints so received may be verified separately and handing over of the plaza to the new agency should not be deferred.
- VI. A standardized assessment sheet to judge the suitability of the ex-servicemen during interview is enclosed as **Annex-I.** All CGM-ROs are requested to strictly follow the criteria as per assessment sheets during the selection process, to ensure uniformity, transparency and recording of the assessment by the committee.
- VII. While issuing interview call letters, sponsored ex-servicemen must be asked to bring the following documents in original and attested/notarized photocopy to verify and form the basis for marking along with financial bids:-
  - a) Retired Officer's Identity Card
  - b) Pension Pay order (PPO)
  - c) Retirement Medical Certificate
  - d) DGR Registration Certificate
  - e) Certificate in support of computer knowledge
  - f) Scroll of Gallantry/Presidential Award.

Annex - I

**Evaluation Criteria for selection of DGR sponsored ESM for collection of user fee**

Sl no	Particulars	Maximum marks	Sub Head	Marks Obtained	Remarks if any
1	<b>Age (as on last day of bid submission)</b>	10			
a)	Upto 55		10		
b)	Above 55 and up to 60		7		
c)	Above -60		5		
2	<b>Rank as Defence personnel</b>	10			
a)	Captain or equivalent		4		
b)	Major or equivalent		6		
c)	Lt. Col. or equivalent		8		
d)	Colonel and above or equivalent		10		
3	<b>Residential address</b>	5			
a	<b>Resident of same state in which plaza is located#(Permanent address in service record)</b>		5		
4	<b>Gallantry/Presidential Awards</b>	15			
a)	Maha Vir Chakra/Kirti Chakra		15		
b)	Vir Chakra/Shourya Chakra		10		
c)	PVSM/AVSM/VSM and other equivalent awards of the three forces.		7		
5	<b>Interview based assessment Efficient management of Toll Plaza</b>	30			
a					
	1. Willingness and intent of taking it up as a full time work.		5		
	2. Proximity of existing residence/ proposed residence to the plaza location.		5		
	3. Knowledge in computer.		5		
	4. General state of health.		5		
b)	The financial source for providing the performance Bank Guarantee.		5		
c)	The time period required for mobilization of the expected requirement of manpower.		5		
6	<b>Collection target based Marks *</b>	30			
a)	5% to 7% higher then the Avg. annual collection		10		
b)	Above 7% to 10% higher then the Avg. annual collection	1.5 marks per % .	15		
c)	Above 10% to 15 % higher then the Avg. Annual collection	1.4 marks per %.	21 (minimum 16)		
d)	Above 15% to 20 % higher then the Avg. Annual collection	1.25 marks per %	25 (minimum 21)		
e)	Above 20 % higher then the Avg. Annual collection		30		
	<b>TOTAL</b>	<b>100</b>			

**Note:**

- Officers holding Param Vir Chakra/Ashok Chakra will not be interviewed and they will be allotted the plaza out rightly.
- If the decrease in quoted target collection is above 10%, the agency may be terminated. If the decrease is up to 10% , the penal recovery will be levied as per provisions of the contract.
- Increase in Collection target has to be in full % age term.
- # (Permanent address in service record will be taken as a documentary evidence.