



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/CMD-CO/Tolling Options/11-12

19.04.2011

CIRCULAR NO: NHAI/COMMERCIAL OPERATIONS/ 130

Sub:- Departmental collection of User Fee by the PDs


1. This circular is issued in partial modification of earlier guidelines issued vide letter no. NHAI/13013/10-11/Tolling Options/CMD-CO/Vol.II/12365 dt 24 June 2010 and letter No NHAI/13013/CMD-CO/Tolling Options/08-09/13481 dt 17 August 2010 and other instructions on this subject.
2. The committee for selection of a man power supplying agency for fee collection in case of Public Funded and BOT Annuity projects till engagement of fee collecting agency through competitive bidding process will be as follows;
 - i) CGM-RO (concerned) : Chairman of the Committee
 - ii) PD concerned : Member Secretary,
 - iii) PD of adjacent PIU/CMU : Member (To be nominated by RO)
 - iv) Manager (F) : Member (To be nominated by RO)
3. The committee will consider the following points while hiring manpower:
 - i) Applications will be invited by the RO (Concerned) for all the toll plazas within his jurisdiction. Application will be received both at Regional Office and at the Office of the concerned Project Director.
 - ii) Necessary advertisement shall be given in the local news papers by the concerned PD.
 - iii) Manpower can be hired from any security/ other man power supplying agencies.
 - iv) Such agencies must have PF and ESI registrations number and labour license for more than 100 workers, and be preferably registered within the State in which Plaza is located.
 - v) The agencies must have experience of toll collection of at least one assignment for at least three months.
 - vi) Engagement of 50% ex servicemen out of total manpower to be hired be ensured.
 - vii) The minimum wages at which manpower is hired must not be below the minimum wages of the State/Central Government.
 - viii) The qualification and experience of the manpower to be engaged should be as per the enclosed statement at Annex A.
 - ix) Since there may be more than one agency fulfilling above stated criteria/ benchmark, selection may be done giving preference to the

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agency having maximum experience in toll collection. In case more than one agency have the same experience, preference may be given to the agency having higher number of manpower on its payroll.

- x) The selected agency has to deposit the Bank Guarantee as security towards the performance of the man power to be supplied by them, equal to the two days collection of the plaza where the plaza is in operation or two days estimated collection as determined by the PD and declared in the NIT in case of new plaza.
- xi) The committee will ensure regular checking of toll collection and ensure that defaulters amongst manpower hired are promptly replaced. For carrying out such checks, services of firms engaged for this purpose be utilized.

This issues with the approval of the Chairman for strict compliance with immediate effect.


19/04/2011
(Abdul Ali)
GM (CO)

To
All RO/ PIU's/CMU's

Copy to:

1. All Members/ CGMs/ CVO.
2. All GMs,
3. PS to Chairman.
4. Librarian

Key Personnel

SI No	Designation at Plaza	No. per lane	No per shift (for all lanes)	Nos deployed per Plaza (for all shifts)	Essential Qualification
1.	Plaza Manager			1	BE/B.Tech in IT, computer science/ electronics & communication/ electronics from any govt. recognized university or MCA from any govt. recognized with MBA as additional qualification. Minimum 2 years post qualification experience in any commercial organization of repute
2	Security Officer			1	Graduate in any discipline with minimum 10 years post qualification experience in relevant field in any govt or. private organization of repute or retired defense personnel of rank equivalent to Capt. or above. The officer can be from paramilitary forces also of the rank of Dy SP and above.
3	Accounts Officer			1	Graduate in any discipline with minimum 10 years post qualification experience in relevant field or CA/ICWA/SAS with minimum 5 years post qualification experience in any govt or. private organization of repute
OTHER STAFF					
1.	Shift Incharge		1	3	Graduate in any discipline and a deploma in computing from a recognised institute of repute with minimum 2 years post qualification experience in relevant field or retired defence personnel of rank equivalent to ASO. or above. The officer can

(Signature)

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					be from paramilitary forces also and the at least a diploma in computer application or equivalent from any govt. recognized institute in India
2.	Accountant		1	3	Graduate in any discipline with minimum 5 years post qualification experience in any in any govt or. private organization of repute
3.	Toll Collector	1	8 (in case of 8 lane plaza)	24*+6(2 reliever per shift)=30	12th pass from any recognised board in India or retired defence personnel with operational knowledge of computer.
4.	Toll Attendant	1	8 (in case of 8 lane plaza)	24*+6(2 reliever per shift)=30	12th pass from any recognised board in India or retired defence personnel.
5.	Barrier man		2+2 (up&d own)	12	12th pass from any recognised board in India or retired defence personnel
6.	Channelizer		2 (up&d own)	6	12th pass from any recognised board in India or retired defence personnel
7.	Gun man		4	12	Retired defence personnel only.
8.	Electrician		1	3	10th Standard pass from any recognised board of India with knowledge of the relevant field.
9.	Safaiwala		1	3	Experience in relevant field.
10.	Mali			1	
11.	Peon		1	3	8th standard pass.
12.	Total			109	

* The number will be decided and filled in by CGM-RO as per number of lanes of the plaza concerned before issuing the RFP.

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