



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय)
National Highways Authority of India
(Ministry of Road Transport & Highways)
G-5 & 6, Sector-10, Dwarka, New Delhi-110045

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NHAI/13013/03-04/CMD-CO/Policy on Toll

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CIRCULAR NO. NHAI/COMMERCIAL OPERATIONS/ 27

Sub. Guidelines for display of fee related information for road users.

Some of the road users have complained that fee related information meant for the road users is not properly displayed near and or at fee (toll) plazas. Accordingly, following guidelines are issued for strict compliance in respect of display of information on public funded projects for sake of uniformity :

- (i) There should be two types of hoarding at each location. The first containing rate of fee, name, address and telephone number of authority to whom complaint, if any, should be addressed. The other one should be exclusively for display of categories of exempted vehicles. It has also been observed that list of exempted categories of vehicle needs two hoardings for legibility as it is not possible to accommodate the list on one hoarding.
- (ii) The first hoardings at 500 m ahead of the toll booth shall be in Hindi. Second hoarding at 100 m ahead of the toll booths shall be in English. The third hoarding at the toll booth shall be in Regional Language. In case Regional Language is Hindi, the third hoarding could also be repeated in Hindi.
- (iii) Hoardings in accordance with (i) and (ii) above, must be fixed on both side of Highway.
- (iv) In addition, a table of fee should also be displayed outside each toll booth in Hindi, English and Regional Language.

Contd....2/-

However, if the concerned fee notification provides for more elaborate display of information, same shall prevail.

This issues with the approval of the Competent Authority.



(M M Lohia)
General Manager(CO)

To

All PIUs/CMUs

Copy to:

All Members/CGMs/CVO/CPD

GMs/TAG/Counsel (LA)

PS to Chairman

Chief Engineer (PIC), MoRT&H, New Delhi for information