



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport & Highways)

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NHAI/13013/03/CMD-CO/02-03/Policy on toll (vol vi)

19th Oct, 2004

Circular no. NHAI/Commercial Operations/47

Sub: Improving Administration of user fee collection at PIU/CMU Level

Verification and checking recently conducted by Head Office brings out an urgent need of improving the administration of collection of user fee. While the concerned fee collection agency is primarily and fully responsible for collection and remittance of entire amount of user fee, other agencies like Supervision Consultant, Central Internal Auditor and local fee auditor are also required to contribute effectively towards the same objective. Responsibility also lies with the Project Director (PD) and other staff of PIU/CMU as per task(s) entrusted to them by PD from time to time for checking the performance of various agencies, ensuring improvement, considering the suggestions made by such agencies and also carrying out checks directly as per instructions issued by the Head Office from time to time and also as per their own judgement according to the prevailing circumstances.

It has been observed that, in addition to frequent surprise check of cash in booth(s), following types of checks whether conducted by PD, other staff of PIU/CMU or any other agency, may be helpful in improving the administration of user fee collection:-

- (i) Discreet counting and recording of registration number of about 50 vehicles for a particular type of vehicle category, at some distance from the plaza to maintain confidentiality, if possible during odd hours and subsequent verification with the data recorded by the fee collecting agency. A format is enclosed at annex A for use.
- (ii) Sending decoy customer(s) preferably in heavier category of vehicle to ascertain whether a user can cross the plaza without payment of full value.
- (iii) On the spot observation of ongoing fee collection for at least 72 hours continuously, which may include deputing of, among others, at least one observer for each lane or each booth for (i) observing issuance of correct receipt and (ii) counting and recording of number of vehicles crossing the plaza and including registration number of such vehicles, which are (a) not being charged against issue of a receipt or (b) not being recorded in the record but having valid multiple or monthly pass, (c) not being recorded and also not holding any valid monthly or multiple pass and (d) being recorded as exempted though their claim for exemption was either not verified at all or not verified properly.

2. Project Director is authorised to decide about timing, frequency, cost, precise nature of verification and agency (whether already in contract with NHAI or not) to be utilized for conducting verification in accordance with prevailing circumstances. If services of an agency already in contract with NHAI are utilised, due consideration may be given to the terms of existing contractual arrangements like man month rate quoted etc., which are considered relevant and other factors like market rates, for working out the amount payable for the type of verification or checking desired and not provided for in the contract. Services of new agencies may be utilized after obtaining at least three competitive offers.
3. A particular type of check can be conducted through more than one agency.
4. Concerned agencies, their staff or own staff of PIU/CMU must carry proper authorization provided by the Project Director with their duly attested identity card while undertaking such verification or checking to prevent unauthorized persons from doing so.
5. It is clarified that above instructions are not intended to limit or restrict other methods of verification or checking which Project Director may like to implement.
6. Please ensure that such checks are also built up as a part of overall system of control and checking.
7. PD must also ensure that strict action within the contractual arrangements is promptly taken under delegated powers, if the fee collecting agency or agencies entrusted with the task of verification etc. have failed to perform their contractual obligation(s). Action falling outside the delegated powers and also in respect of agencies not directly engaged by the Project Director may be recommended to Head Office for approval and/or action.

Please ensure strict compliance.

This issues with the approval of Competent Authority.



(M M Lohia)
General Manager (C O)

Encl: As above

All PIUs/CMUs
NHAI
Copy submitted to
Members/CGMs/CVO
GMs at HQ
PS to the Chairman
Librarian

Annexe A

FORMAT FOR DISCREET RECORDING OF NUMBER OF VEHICLES

1	Name of the stretch	
2	Name and Location of Fee Plaza	
3	Date Time (From - To)	
4	Category of vehicle counted	
5	Counted at chainage (landmark if any)	
6	Direction of traffic toward (name major town or city)	

Note: Registration number of all type of vehicles falling only under one category of vehicles preferably (i) Car/Jeep/Van or (ii) LCV or (iv) Truck or bus excluding heavy construction machinery and earth moving equipment may be noted. Whenever a number cannot be noted, just a tick mark may be placed.

S no.	Registration number of vehicle	Remark if any
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