



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण  
(पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय)  
**National Highways Authority of India**  
(Ministry of Shipping, Road Transport & Highways)  
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NHAI/13013/03/CMD-CO/02-03/Policy on toll (Vol. VII)

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**CIRCULAR NO: NHAI/COMMERCIAL OPERATION/55**

**Sub: Uniformity of Operation:- Number of shifts and their timings.**

It has come to our notice that varying practices are being followed by different PIUs/CMUs in the matter of number of shifts per day and their timings while managing collection of fee at the plazas. To bring uniformity, it has been decided that:-

- (i) All the plazas will have three shifts:-
  - (a) First shift from 0.00 hours (midnight) to 8.00 hours;
  - (b) Second shift from 8.00 hours to 16.00 hours; and
  - (c) Third shift from 16.00 hours to 24.00 hours.
- (ii) Each booth will have a booth number (e.g. 1,2,3....) written on all sides of the booth, visible both during day and night.

This issues with the approval of Competent Authority.

(M.M . Lohia)  
General Manager (CO)

To

All PIUs/ CMUs  
NHAI

Copy to:

1. All Members
2. All CGMs/CVO
3. All GMS
4. PS to Chairman
5. Librarian