

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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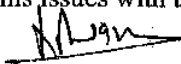
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A large number of officers of PIUs/CMUs where collection of user fee has to begin, may not have any previous experience in tolling. Tolling has a number of complex dimensions and sharing of experience can place PIUs/CMUs in a better position to manage various aspects. Accordingly, it has been decided that the Project Director will ensure that his relevant officers/staff (including PD himself) are deputed on tour of 2-3 days to nearby toll plazas of NHAI within a period of 4 months preceding the likely date of completion of toll section to experience and understand working of toll plazas, risks involved and measures adopted to mitigate such risks as well as to gather details of various administrative/operating procedures including relevant formats of documents, registers.

2. Even after commencement of tolling, occasional visits to other plazas (preferably to plazas under NHAI) can also be important for sharing of experience.
3. Some of such visits can include plazas of BOT concessionaires or plazas not under NHAI.
4. To ensure maximum value out of such visits, tour can be undertaken with broadly predetermined objectives and every visiting officer /staff must compulsorily submit a detailed tour report to the PIU/CMU. This can eventually help us in developing best practices and proper operating manual after having requisite experience.

Please ensure strict compliance.

This issues with the approval of Competent Authority.

  
(M M Lohia)  
General Manager (Commercial Operations)

To;

All PIUs/CMUs  
All GM's Office at Field Level

Copy to:  
PS to Chairman  
All Members  
DGM(Media Relation)  
All CGMs/CVO  
All GMs  
Librarian