



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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No. NHAI/13013/3/CMD-CO/Policy on Toll (Vol. VIII)

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CIRCULAR NO: NHAI /COMMERCIAL OPERATIONS/64

Sub.: Engagement of round the clock supervisors at the toll plazas

As you are aware, collection of user fee (toll) on the public funded projects (including annuity based BOT contracts) is by either of following methods:-

- (i) Departmentally where actual collection accrues to Govt./NHAI.
- (ii) Through Private Contractor engaged on the basis of competitive bidding where the contractor is liable to remit a fixed sum irrespective of actual collection.

Round-the-clock-supervision, at the toll plazas as a part of supervision consultancy contract or otherwise, is one of the critical management tools in case of departmental collection of user fee to ensure that fee is collected from all users liable to pay and the collection is fully remitted to NHAI. Even in the case of collection through private contractor, round-the-clock-supervision should be in place. In such cases, such supervision, among other things, will ensure that there is no overcharging from the users by the private contractors.

It has been decided that engagement of round-the-clock supervision will be done by the O&M wing of CM division in the following cases ensuring that mobilization is achieved before the likely commencement of collection of fee :

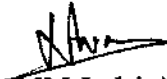
- i) All Public Funded Projects
 - a) where departmental collection is either through O&M contractor or Ex-servicemen.
 - b) where collection is through Private Contractor.
- ii) All Annuity Projects where there is no provision of round-the-clock-Supervision of toll plazas in the related contract of Independent Engineer/Supervision Consultant.

Normally, supervision consultants are engaged through competitive bidding for supervising the entire O&M contract, which includes provision for round-the-clock supervision for collection of user fee. If there is no provision for round the clock supervision in an existing contract of supervision consultancy, additional manpower to work as toll supervisor and assistance toll supervisors may be procured from the same consultancy firm ensuring

reasonability of rates. In case of projects where the procurement of supervision consultant is getting delayed, toll supervisor and assistant toll supervisor for round-the-clock supervision of toll plazas for the intervening period may be engaged through the agencies providing similar manpower by sending a proposal to O&M wing of CM division for approval. Such manpower should preferably be procured from supervision consultant or independent engineer supervising the constructions on the stretch or nearby stretches or supervision consultant for O&M Contractor on the nearby stretches. Procurement of such manpower from already engaged local fee auditors should be avoided to ensure independence of the auditors. For guidance, qualification of such manpower and likely responsibilities are enclosed which can be further amended for achieving the desired objectives in accordance with requirement of local circumstances.

Above stated concept of round the clock supervision will continue to be one of the checks and PDs must ensure to have all other checks effectively in place.

This issues with approval of Competent Authority.



(MM Lohia)
General Manager (CO)

To

All PIUs / CMUs
NHAI

Copy to:

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

: KEY PROFESSIONAL: O&M CONTRACT:

AGE, QUALIFICATION AND EXPERIENCE OF PLAZA MANAGER IN O&M CONTRACT FOR GENERAL SHIFT:

- FIRST CLASS POST GRADUATE IN COMMERCE /ECONOMIC/MANAGEMENT/BUSINESS ADMINISTRATION/ACCOUNTS WITH MINIMUM 7 YEARS POST QUALIFICATION EXPERIENCE OR CA/ICWA WITH 5 YEARS POST QUALIFICATION EXPERIENCE
- IN ANY COMMERCIAL ORGANIZATION
- IN MARKETING OR AUDIT FIELD
- NOT EXCEEDING 45 YEARS OF AGE

AGE, QUALIFICATION AND EXPERIENCE OF ASST PLAZA MANAGER IN O&M CONTRACT FOR EACH SHIFT:

- FIRST CLASS POST GRADUATE IN COMMERCE /ECONOMIC/MANAGEMENT/BUSINESS ADMINISTRATION/ACCOUNTS WITH MINIMUM 5 YEARS POST QUALIFICATION EXPERIENCE OR CA/ICWA WITH 3 YEARS POST QUALIFICATION EXPERIENCE
- IN ANY COMMERCIAL ORGANIZATION
- IN MARKETING OR AUDIT FIELD
- NOT EXCEEDING 40 YEARS OF AGE

Responsibilities proposed to be entrusted to Supervision Consultant on induction of additional man months for Assistant Toll Specialist enabling round the clock supervision

:PLAZA OPERATIONS INCLUDING COLLECTION OF USER FEE:

The Supervision Consultant shall ensure

1. That at least one Assistant Toll Specialist is present round the clock in the plaza area and more specifically around the toll booths, to oversee the operations. Different Assistant Toll Specialists must be rotated among different shifts and different plazas under the contract so that a particular supervisor is not posted in a particular shift and/or a particular plaza for more than a month.
2. to check performance of the O&M Contractor as defined in the contract entered into with the O&M Contractor and more specifically to ensure (i) collection of user fee at the rates notified and other instructions given from time to time from all users of road except from those which are (a) exempted or (b) crossing the plaza based on monthly passes (including those issued to local users) or multiple journey receipts within validity period, in an efficient and user friendly manner causing minimal waiting time and (ii) efficient management of all related activities in the entire plaza area including in the booths and administrative office of the plaza.
3. to recommend levy and ensure recovery of the penalty for the failure of the O&M Contractor to perform his general or specific obligations as provided in the contract entered into with the O&M Contractor.
4. (a) To conduct frequent surprise checks of various booths throughout every shift in each day, not less than 3 checks in a shift in a day for a particular booth, by the fee (toll) supervisors to verify the correctness of cash available and authenticity of the receipts being used and a record in proper form shall be maintained of all such checks, findings and consequent actions till logical conclusions
- (b) To conduct similar checks as stated at 4 (a) through team leader and other staff engaged, as per the frequency considered appropriate and feasible subject to at least two checks in a month by the team leader and also the toll specialist provided in the contract.
- {c} To submit detail of key responsibilities relating to "Plaza Operation including collection of user fee", for different persons required to be provided under the contract to the Project Director
5. that there is no

- (a) overcharging from road users;
- (b) exemption to the vehicles which are not eligible;
- (c) difference between the amount collected by the collecting agency, in case of departmental fee collection and amount deposited in the bank . "Amount collected' shall mean actual amount realizable and include such amount, if any, which has not been realized or collected by the Contractor from any user otherwise liable to pay user fee, for whatsoever reasons;
- (d) delay in depositing the amount collected;
- (e) delay in receipt of the agreed amount in case the collection is through franchisee/private Contractor;
- (f) diversion by road users using private land;
- (g) possibility of using forged/duplicate receipts; and
- (h) malpractice prevalent adversely affecting the interests of NHAI

6. that there is

- (a) proper reconciliation between the number of vehicles subjected to levy of fee including number of non-paying vehicles recorded for reason of falling into exempted category or having monthly pass or a multiple journey receipt vis-à-vis number of vehicles as revealed by any traffic study or Automatic Vehicle Counter cum classifier;
- (b) proper penalty is levied on the O&M Contractor if shortage / excess of cash noticed on any inspection as compared to the receipts issued as per provisions of the contract entered into with the O&M Contractor;
- (c) proper record, reconciliation, verification and surprise Inspections of receipts, used and unused, at various levels (i.e with the booth operators, in the plaza office etc) when the receipts are in the custody of the O&M Contractor;
- (d) proper insurance coverage of all properties at all times;
- (e) no overcrowding of vehicles or long queues at any time
- (f) all lanes are operational round the clock; and

- (g) Operating manual submitted by the Contractor in time and same is recommended with such modification as considered necessary, for approval of the Project Director

Explanation: Primary responsibility for 6(d), (e) and (f) would rest with the O&M Contractor.

7 To verify all reports on user fee collection being submitted to the Project Director by the Contractor

8 To maintain proper records regarding receipt of unused receipts, used counterfoil in case of tickets issued manually and to issue the receipts under proper acknowledgement

9 To provide requisite feed back to Project Director on all matters relating to operations at the plaza including all aspects of collection of user fee whether forwarded by the Project Director or received otherwise

10 To submit a weekly and monthly report of the work undertaken by the Supervision Consultant, to the Project Director under this section titled "Plaza Operations including collection of user fee". Project Director may prescribe a format for such reporting.

11 To carry analysis based on data of traffic available from the plaza or data made available for the succeeding or preceding plaza or for more than one plazas for satisfaction about variation observed in volume of traffic of all or a particular category.

12 To suggest such changes, as considered appropriate, in the policy or practice on a proactive basis which safeguard interests of NHAI and /or increases users' comfort

13 To assist in (i) technological upgradation and additions in /around plaza area and (ii) proper maintenance of the system/equipment installed by advance planning

14 That all equipments and software are installed within contractual time frame and efforts of all concerned are coordinated. Any reason which delays the installation, must be brought to the notice of the Project Director most immediately with suggested course of action.

15 To assist the staff of the O&M Contractor, for on the spot redressal of the complaints of users, if required

16 To abide by all the instructions of the Project Director or NHAI, Head Office, issued from time to time on various aspect of collection of user fee.

17. To extend fullest cooperation and render assistance in all checks, inspections and verification carried by or on behalf of the Project Director or NHAI, Head office

18 To take all such measures including for counter checking, as to prevent, detect or avoid any fraudulent activity, theft or leakage of revenue by the O&M Contractor or staff of the O&M Contractor or his own staff. The supervision consultants will be liable, both during currency and even after expiry of his contract, so far such actions relates to the period of his contract, for losses caused by their actions which could have been prevented or detected or avoided well in time by the proper discharge of his obligations set in above,