



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Shipping, Road Transport and Highways)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली-110 075

G-5 & 6, Sector-10, Dwarka, New Delhi-110075

NHAI/13013/3/06-07/CMD-CO/Policy on Toll (Vol.-XI)

15.02.2007

दूरभाष / Phone: 91-11-25074100/25074200

फैक्स / Fax: 91-11-25093507 / 25093514

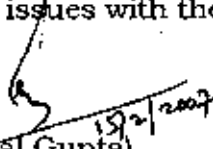
एक्स. / Extn.: 2223 / 2318 / 2468 / 2553

Circular No. NHAI/COMMERCIAL OPERATION/84

We are in receipt of number of complaints from road users regarding non recording of complaints at fee plazas as per instructions circulated vide our circular No. 4 dated 16.09.2002. In its continuation, the following instructions are being issued for strict compliance by all Project Directors:

1. Besides Complaint Box as detailed under Circular No.4, every fee plaza should have two complaint/suggestion registers, one for each direction.
2. These complaint registers must be signed by the PD on the first page to authenticate it. The address along with contract number of PD should be clearly given on 1st Page of the complaint register.
3. Each direction of the traffic should have one such register in a booth preferably at booth meant for exempted/ VIP vehicles.
4. All booths must have an information board that "the complaint registers are available at booth numbers and Complaint Box is available at.....".
5. The complaints received must be duly acknowledged by the Supervision Consultant/ any other agency engaged for the purpose of supervision of fee collection activities everyday.
6. The supervision consultant/ any other agency engaged for the purpose of supervision of fee collection activities should submit the copy of the complaint along with their comments to PD every day for necessary action.
7. The PD should check at least once a week that instructions are being strictly complied at Plaza.

This issues with the approval of Competent Authority.


Vishal Gupta)
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