



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

दूरभाष / Phone: 91-11-25074100/25074200
फैक्स / Fax: 91-11-25093507 / 25093514
एक्स. / Extn: 2223 / 2318 / 2468 / 2553

NHA/13013/3/06-07/CMD-CO/Policy on Toll (Vol.-X)

06.03.2007

Circular No. NHA/COMMERCIAL OPERATION/ 85

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

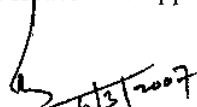
This is in supercession of circular no. NHA/Commercial Operations/070 dated 08.09.2005.

1. As you are aware, collection of user fee (toll) on Public Funded Projects (including annuity based BOT contracts) is now to be undertaken departmentally through ex-servicemen sponsored by Director General Resettlement(DGR), Ministry of Defence, as per our circular no. NHA/Commercial Operation/83 dated 23.01.07.
2. To ensure that fee is collected from all users liable to pay and there is no overcharging from users, provision of round-the-clock supervision is required to be made at all the fee plazas. This is also one of the critical management tools to ensure smooth and efficient function of the plaza.
3. The manpower for round-the-clock supervision of fee plazas shall be engaged through agencies e.g. Chartered Accountant firms(other than local fee auditor) or reputed Security Agencies by inviting competitive bids or calling Expression of Interest(EoI) at PIU level. The evaluation committee formed at PIU level shall comprise of the following members:
 - (a) Project Director
 - (b) Project Director of the nearby PIU
 - (c) Manager (Tech)
 - (d) Officer from Finance Division.
4. The manpower to be engaged for each fee plaza, shall be as under
 - a) Toll Supervisor 1 No.
 - b) Assistant Toll Supervisor 4No.
(1 in each shift of 8 Hr + 1 no. Reliever)
5. The estimated salary for the positions to be engaged may be taken as under

Manpower	Estimated salary permonth (Rs.)
a) Toll Supervisor	25,000-28,000
b) Assistant toll supervisor	15,000 – 18,000

6. For guidance of all Project Directors, the following documents are enclosed.
 - a. Qualification of manpower required (Annexure-A)
 - b. Experience, Qualification of manpower (Annexure-B)
 - c. Scope of work (Annexure-C)
 - d. Penalty for non-compliance (Annexure-D)
7. The evaluation committee shall evaluate the bidders on the basis of guidelines provided under Para-6 above and if it finds that the lowest bidder is competent to execute the work as per the laid down norms, it can recommend to award the work.
8. Round the clock supervision is one of the most important checks at fee plaza and PDs shall ensure that the toll supervisors as per the above guidelines are available at all new fee plazas or fee plazas already under collection without fail.
9. Manpower for round the clock supervision already engaged at the plaza through Supervisor Consultancy contracts/other arrangements will continue to work till expiry of their initial contract period/present extended period.

This issues with approval of Competent Authority.


(Vishal Gupta)
General Manager (CO)

Encl: As above.

To

All PIUs / CMUs

NHAI

Copy to:

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

QUANTUM OF MANPOWER

HAVING MORE THAN ONE PLAZA

SL. NO.	DESIGNATION	NO.	REMARKS
1	TOLL SUPERVISOR	1	FOR EACH PLAZA
2	ASSISTANT TOLL SUPERVISOR	3 (ONE FOR EACH SHIFT)	FOR EACH PLAZA

QUALIFICATION & EXPERIENCE

QUALIFICATION & EXPERIENCE OF TOLL SUPERVISOR (TS) *

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

QUALIFICATION & EXPERIENCE OF ASSISTANT TOLL SUPERVISOR (ATS)

- GRADUATE IN COMMERCE/ECONOMICS/MANAGEMENT/BUSINESS ADMINISTRATION/ACCOUNTS WITH 3 YEARS POST QUALIFICATION EXPERIENCE OR INTER CA OR ICWA (INTER) WITH 1 YEAR POST QUALIFICATION EXPERIENCE
 - IN ANY COMMERCIAL ORGANIZATION
 - IN MARKETING OR AUDIT FIELD
- NOT EXCEEDING 40 YEARS OF AGE

SCOPE OF WORK

The Toll Supervisor shall ensure

1. That at least one Assistant Toll Supervisor (ATS) is present round the clock in the plaza area and more specifically around the toll booths, to oversee the operations. Different supervisors must be rotated among different shifts so that a particular supervisor is not posted in a particular shift for more than a month;
2. To check performance of various obligations of the fee collecting agency as defined in the contract entered into with the fee collecting agency (the Contract) 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 fee collecting agency to perform his obligations as provided in the contract;
4. (a) to conduct frequent surprise checks of various booths throughout every shift in each day, not less than 2 check in each shift for a particular booth, by Assistant Toll Supervisor and not less than 1 check of a particular booth per day by Toll Supervisor 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;
5. To ensure that that there is no
 - (a) overcharging/charging without issuance of ticket from road users;
 - (b) denial of exemption to the vehicles which are not eligible;
 - (c) diversion by road users using private land;
 - (d) malpractice prevalent adversely affecting the interest of NHAI;

- (e) unauthorized commercial activity in the plaza area;
 - (f) difference between the amount collected by the collecting agency 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 fee collecting agency from any user otherwise liable to pay user fee, for whatsoever reasons;
 - (g) delay in depositing the amount collected;
 - (h) possibility of using forged/duplicate receipts.
6. To ensure that subject to the provisions of the contract entered into with the fee collecting agency
- (a) no overcrowding of vehicles or long queues at any time;
 - (b) all lanes are operational round the clock;
 - (c) deployment of adequate number of personnel to run the plaza efficiently;
 - (d) payment of remuneration to personnel deployed by fee collecting agency as provided in the agreement;
 - (e) complete working and management of fee collection operationally transparent and effective;
 - (f) adequate insurance of personnel deployed to cover against any type of accidents, all assets whether owned by the fee collecting agency or NHAI, cash in transit, cash at booth, cash in chest is provided in accordance with contractual obligation of the fee collecting agency or otherwise by NHAI;
 - (g) proper repair & maintenance of all the infrastructural facilities including systems and equipments, whether owned by the fee collecting agency or NHAI, by the fee collecting agency if provided in the contract;
 - (h) proper reconciliation between the number of vehicles subjected to levy of fee including number of non-paying vehicle 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;

- (i) proper arrangement of power /lighting, water etc. in the plaza area and their timely payment as provided in the agreement;
 - (j) 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 fee collecting agency;
 - (k) proper penalty is levied on the fee collecting agency if shortage / excess of cash noticed on any inspection as compared to the receipts issued or/and if the fee is charged in excess of the prescribed fee/without issuance of receipt as per provisions of the contract entered into with the fee collecting agency;
 - (l) Operating manual submitted by the fee collecting agency in time and same is recommended with such modification as considered necessary, for approval of the Project Director; and
 - (m) Usage of such receipts and concessional passes by the fee collecting agency as provided by the Authority.
7. To verify all reports on user fee collection being submitted to the Project Director of NHAI or Head Office of NHAI;
 8. 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;
 9. To submit a weekly and monthly report of the work undertaken to the Project Director of NHAI. Concerned Project Director may prescribe a format for such reporting;
 10. 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;
 11. To suggest such changes, as considered appropriate, in the policy or practice on a proactive basis which safeguard interest of NHAI and /or increases users' comfort;
 12. To conduct survey for better location of the plaza, than the existing location, if called upon to do so;

13. To assist in technological upgradation and additions in /around plaza area;
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 fee collecting agency, for on the spot redressal of the complaints of users, if required;
16. To abide by all the instructions of the Project Director or Head Office of NHAI, issued from time to time;
17. To check the compliance in the matter of payment of stamp duty or engrossment or registration of his own contract and contract entered into with the fee collecting agency;
18. To extend fullest cooperation and render assistance in all checks, inspections and verification carried by or on behalf of the concerned Project Director of NHAI or NHAI Head office;
19. To maintain proper records regarding receipt of unused receipts used counterfoil and to issue the receipts under proper acknowledgement;

PROVISION OF PENALTY

(a) If the Project Director is satisfied about non-performance of any of above obligations, a penalty of Rs. 10000 or 0.5% of the monthly amount payable to the agency providing manpower for round the clock supervision for **“Plaza Operations including collection of user fee”**, whichever is higher, for each incident of failure shall be levied in addition to the recovery of the loss incurred/estimated to incur, if any, by National Highways Authority of India. The Project Director shall be final authority to decide about levy of such penalty.

(b) Notwithstanding anything contained in (a) above, if the nature of failure to perform a particular activity requires specific performance Toll Supervisor/Assistant Toll Supervisor must ensure to perform the concerned activity within a reasonable time. Failure to perform within a reasonable time, depending upon the importance of the activity, may result in termination of the contract.

If more than 5 incidents occur requiring levy of penalty under (a), the contract can be terminated due to unsatisfactory performance, on the recommendation of the Project Director or otherwise NHAI, Head Office shall be final authority to decide about the termination.