

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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NHAI/13013/3/05-06/CMD-CO/PolicyonToll (Vol.XII)

18th Dec, 2007

CIRCULAR NO. NHAI/COMMERCIAL OPERATIONS / 92

This circular supercedes Circular no. NHAI/COMMERCIAL OPERATIONS/75 dt. 15th May, 2006. The objective of the circular is to lay down the guidelines for user fee receipt to be issued at toll plazas under NHAI control. At present the following three types of ticketing system are prevalent at different user fee plazas for providing user fee receipts to road users:

1) Manually issued User Fee Receipts from pre-printed booklets, without use of printers: -

This type of User Fee Receipts are used either (i) in case of Break down of Computerized System at plazas or (ii) where computerization is yet to be completed, specifically new plazas. All efforts must be made to avoid the use of manually issued User Fee Receipts. Wherever these User Fee Receipts are used, in unavoidable circumstances, they are to be pasted with Holograms for which directions has already been issued vide letter of even no. dated 4.10.2006 (copy enclosed for ready reference).

It has been observed in some cases that PDs are issuing Holograms and manual receipts to the collecting agency for pasting work. This procedure is against the basic measures of security taken to prevent the misuse/forging of manual User Fee Receipts. Therefore, it is emphasized again that the manual User Fee Receipts must be issued to the collecting agency after pasting the Holograms in CMUs/PIUs office itself. For this purpose the required manpower may be engaged on casual basis by PD under the powers given in Circular no. 11 dt. 8.11.2002 of CO Wing. A complete record of Holograms received and used viz-a viz record of manual User Fee Receipts should be maintained at PD level. The formats for inventory record are enclosed at Format-A to D. There are to be used for all.

2) Customized User Fee Receipts wherein blank paper sheet of size 3x 5 inches (like bundle of currency note) pre-printed with mandatory details on reverse are used.

These User Fee Receipts are used for plazas where laser printers were installed. It has been observed that use of laser printers for printing user fee receipts is proving to be a costly and the frequency of break down of laser printers is also high. Therefore, it has been decided to replace laser printers, used for printing user fee receipts, by thermal printers in a phased manner. The procurement of thermal printers is already in process at HQ level. This work is being handled by Electronics Wing of CM Division. The directions for utilization of spared laser printers will be issued separately by GM-Electronics. The monthly passes will continue to be printed by laser printers. The formats for inventory record are enclosed at format B to D.

Z:\GM(CO)\DGM(CO)\Read Message Inbox_files\Policyontoll\Policy on toll (Vol XII).doc(directions on ticketing).doc

3) User Fee Receipts issued with the use of thermal printers using thermal paper rolls.

As explained in para-(2) above, in due course, all the plazas will have thermal printers. Therefore, it is necessary to standardize the procedure for issuance of 'User Fee Receipts' printed through thermal printers. **Based on experience and feed back received from various plazas where thermal printers are already in use, following guide-lines are issued. The record of receipt and issue of these tickets will also be maintained as per format B to D.**

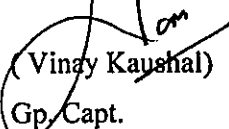
(a) Thermal paper rolls of 75 GSM will be pre-printed on the reverse with mandatory details, as given on specimen ticket enclosed as Annexure 'A', with the ticket size of 8 cm x 12 cm

(b) The thermal paper roll should be pre-numbered on the reverse to know how many tickets of size 8 cm x 12 cm will be issued from a particular roll so as to (keep their inventory) maintain an account and record at different stages as it was to be done in case of manual tickets. The necessary changes in collection software will be made very soon by CMC Engineers. Mgr.(Electro.) will co-ordinate on this issue.

(c) Thermal paper rolls should have some kind of security measures in the form of watermarks or UV Ink mark or hologram strips engraved at one side of the roll etc. The selection of the option may keep on changing and may be decided at PD level.

This issues with the approval of Competent Authority.

Thanking you
Yours faithfully


(Vinay Kaushal)
Gp. Capt.
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



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
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NHAI/13013/3/02-03/CMD-CO/Policy on Toll (Vol. X)

04.10.2006

All Project Directors
NHAI

Sub: Use of security holograms on monthly passes and manual tickets.

Sir,

It has been a general feeling that monthly passes can easily be forged using colored photocopy of the genuine passes. The apprehension has been proved true by the interception of the commuters using forged passes at some of the toll plazas.

Use of hologram seems to be a cheapest and viable option to minimize such malpractices.

Looking into the usefulness and very small reoccurring cost, competent authority has approved the use of holograms not only on monthly/concessional passes but also on the manual tickets being used at plaza under your control. The master for hologram has already been prepared at HO level.

Following are the actions to be taken at your end:-

- I. One hologram is to be pasted on each monthly/concessional passes and on each manual ticket, if used at your plaza.
- II. To assess your requirement on quarterly basis and place direct order/indent @ Rs. 0.08 per sticker + applicable VAT+ freight charges on actual basis, to Shri Tirloke Mittal, M/s Wonder Pac F-22/159 SEC-3 ROHANI New Delhi-85 Ph. 09810209107, 011-55737601 and 011-30934523, for printing of holograms, under intimation to this office. This office will maintain parallel record of the quantity so intimated and will crosscheck during any inspection from HO level.
- III. Bills/ invoices for this work shall be raised to PD concerned and paid from your PIU/CMU itself. No separate approval of expenditure shall be required for this purpose. The payment should be made by cheque/DD to the wander within 10 days after receipt of the invoice.
- IV. You can ask M/s Wonder Pac for customizing your hologram by writing short name of plaza and NH- no. by ink on each hologram. PD himself or his authorized representative under his name will sign the order for security reasons and agency will keep a record of the name & signature of the PDs. Any order by unauthorized person will not be executed by the agency.

V. The use of hologram stickers should be implemented by 31.10.2006. Any manual ticket or pass issued without hologram after its implementation shall be treated as forged one.

1st compliance of this system shall be reported to this office so that checking agencies and concerned officers may be intimated accordingly.

This issues with the approval of competent authority.

Thanking you,

Yours faithfully,

g6

(Vishal Gupta)

Dy.General Manager (CO)

Copy to:

1. CVO for information please.
2. CGM(CO) for information please.
3. Shri Tirloke Mittal, M/s Wonder Pac F-22/159 SEC-3 ROHINI New Delhi-85 for information and completing the order within 7days of receipt of order. The order should be signed by PD himself or his authorized representative under his name for security reasons and you will keep a record of the name & signature of the PDs. Any order by unauthorized person must not be executed. The copy of every correspondence with PD shall be sent to this office for information.

4-20
200

Format for Back side of ticket to be pre-printed on thermal paper roll Annex-11

Standard Size (8 cmX12 cm), Paper of thermal roll should be of 75 gsm and length of roll should be 58 mtrs. It will consist of 450 effective tickets.

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण NATIONAL HIGHWAYS AUTHORITY OF INDIA		
रा. रा. NH-..... खण्ड : Section : (कि.मी. से कि.मी.) Km.....to.....Km स्थल : Location :		
AIDS IS FATAL SAFE SEX IS THE KEY Ticket No.....(no. and series for inventory purpose)		
वाहन का प्रकार TYPE OF VEHICLE	एक मासिक यात्रा के लिए लान वरीत दर रुपये (एकल प्रवेश) FEE RATE FOR VEHICLE FOR ONE WAY TRIP (RUPEES) (SINGLE ENTRY)	दिन में अनेक यात्राओं के लिए लान वरीत दर (रुपये) (एकल प्रवेश) (24 घण्टे) FEE RATE FOR MULTIPLE TRIP IN A DAY (RUPEES) MULTIPLE ENTRY (24 Hours)
कार /जीप/ वैन CAR/JEEP/VAN		
हल्के वाणिज्यिक वाहन Light Commercial Vehicle		
ट्रक/ बस Truck/Bus		
भारी त्रिचालीन मोटोर्स/ अर्धचालीन वाहन HCM/HEV		
HELP LINE NO. WITH STD CODE		
कृपया सम्पर्क करें : Please Contact:		
1) आवाधिक पास (एकल दर के 30 गुण का प्रदान करने वाले मासिक पास) एवं अन्य विचारों हेतु मुक्त प्रायः कार्यालय FEE PLAZA OFFICE FOR MONTHLY PASS BY PAYMENT OF 30 TIMES OF SINGLE RATE AND OTHER CONCESSIONS.		
2) शिकायतों व सुझावों के लिए : FOR COMPLAINTS & SUGGESTIONS: Project Director Project Implementation Unit परियोजना निदेशक परियोजना कार्यालय इकाई भारतीय राष्ट्रीय राजमार्ग प्राधिकरण NATIONAL HIGHWAYS AUTHORITY OF INDIA		
पता : Address:		

(Pre printing should be Tri-lingual in non-Hindi speaking areas)

Format for Front side of ticket

(To be kept blank , to be printed by THERMAL printer through CMC software)

Holograms Inventory Record to be maintained at CMU/PIU LEVEL

Sr. No.	Reference / Bill of receipt of Holograms	Quantity in Numbers	Quantity pasted on Tickets (category-wise)				Total Quantity	Balance	Quantity of Tickets used (category-wise) As Reported By Supervisors/ Auditors After reconciliation with Collection Agency			Difference	Remarks
			CAR/ JEEP/ VAN	LCV	BUS/ TRUCK	HCV			PASS	CAR/ JEEP/ VAN	LCV		
1	2	3					5	6				8	
													9

User Fee Account to be maintained at CMU level

Format-B

Name of Plaza:-- Value of ticket:-- Category of Vehicle:--

Sr. No.	Date of receipt of stock with the reference of invoice.	No of Tickets (Series details)to	Pasted with holograms or not	Cumulative Total	Date of issue to the consultant	No of Tickets Issued (Series details)to	Balance	Signature of the PD's Representative	Sig. of Toll Supervisor
1	2	3	4	5	6	7	8	9	10
							5-7		

User Fee Account to be maintained at Toll Supervisor level

Format-C

Name of Plaza:-- Value of ticket:-- Category of Vehicle:--

Sr. No.	Date of receipt of stock from CMU	No of Tickets (Series details)to	Pasted with holograms or not	Cumulative Total	Date of issue to the Collection agency	No of Tickets Issued (Series details)to	Balance	Sig. of Toll Supervisor	Sig. of Collection agency' representative
1	2	3	4	5	6	7	8 5-7	9	10

User Fee Account to be maintained at Collection agency level—Part—I

Name of Plaza:-- Value of ticket:-- Category of Vehicle:--

Sr. No.	Date of receipt of stock from Consultant / Supervisor	No of Tickets (Series details)to	Pasted with holograms or not	Cumulative Total	Date of issue to the Booth operators	No of Tickets Issued (Series details)to	Consumed (To be taken from Booth wise/shift wise issue register	Balance	Signature of the collection agency's Representative	Sig. of Toll Supervisor
1	2	3	4	5	6	7	8	9	10	11

Shift wise User Fee Account to be maintained at Collection agency level---Part---II

Name of Plaza: -- Value of ticket: -- Category of Vehicle:--

Shift: --A/B/C

Sr No,	Tickets Issued		Booth no.	Tickets Consumed			Difference (D-I)		
	Booth no.	No of Tickets (Series detail) ... to....		Total	No of Tickets (Series detail) ... to....	Balance returned		Cancelled	Total (G+H)
A	B	C	E	D	F	G	H	I	J
1	B-1								
2	B-2								
3	B-3								