



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

NHAI/13013/3/08-09/CMD-CO/Policy on Toll (Vol. XI)

12th Aug. 2008

CIRCULAR NO. NHAI/COMMERCIAL OPERATION /99

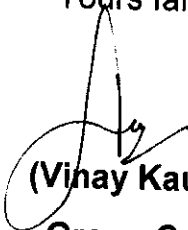
Sub.: Recording of vehicle no. at the time of toll collection.

1. Refer Rule 7 (1) of The National Highways (Fee for the use of National Highways Section and Permanent Bridge- Public Funded Project) Rules, 1997, and this office circular nos. 26, 33 and 36, of 2003 and 92 of 2007.
2. As per the bid referred rules & circulars, the vehicle registration no. is to be recorded for all vehicles crossing the toll plaza be it single entry, multiple entry, pass holders or exempt vehicles. In the case of manual ticketing, the vehicle registration no is to be recorded in the register prescribed for the purpose and also both on the ticket as well as the counter foil. In the case of computerised ticketing, the TC is to key in the registration number details before printing the ticket so that while the customer has the toll ticket with registration number and the toll data base has the registration number recorded.
3. The above mandatory requirement is not only essential from the view point of monitoring the efficiency of the toll collection system but is also an important source of information and provides vital clues to the law enforcement agencies in their investigation.
4. Post recent unfortunate incident of serial blasts in Ahmedabad, Times of India, Ahmedabad edition has carried a news items titled "HIGHWAY TOLL BOOTHS DON'T CARE FOR RECORDS" and "TOLL BOOTH FINALLY START NOTING REGISTRATION NOs." copies enclosed for ready reference.
5. It is reiterated that noting of the vehicle registration number of all vehicles crossing the toll plaza is a legal requirement. It is mandatory for all toll collection agencies to ensure that there is no compromise on this requirement. All Supervision agencies i.e.,

Supervision Consultant, Toll Supervisor, Assistant Toll Supervisor, Local Fee Auditor and the Project Director & PIU/CMU staff are to check this aspect during their Supervision checks and ensure 100% compliance.

6. The receipt of the circular is to be acknowledged by the Project Directors.

Yours faithfully,


(Vinay Kaushal)
Group Captain
GM (CO)

To

All PIU's/CMU's

Copy to:

1. All Members/CGMs/CVO
2. All GMs
3. PS to Chairman
4. *Library*

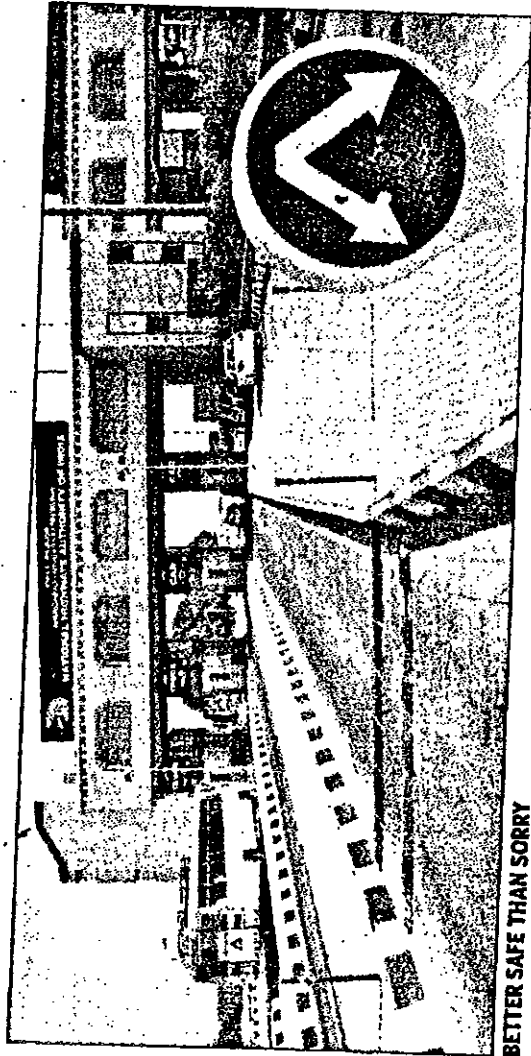
Toll booths finally start noting vehicle registration numbers

Paul John | TNN

Surat: Toll booths on the Mumbai-Surat NH-8 highway have finally heeded to noting

vehicle registration numbers, including their registration series. Till Thursday evening, even five days after 19 bombs were found in various parts of Surat, these toll booths did not bother to note vehicle registration numbers. They are devoid of surveillance cameras too.

No wonder the terrorists preferred this route to enter the city after having stolen the cars from Navi-Mumbai, Vashi, Parvel and Nerul areas in Mumbai. However, complaints still persist from commuters, who say the toll attendants have



BETTER SAFE THAN SORRY

been handing over toll slips containing registration numbers of vehicles that have passed ahead of them. This happens when attendants just enter the 'type' of vehicle, but do not bother to change the previously entered registration number.

The attitude of Mumbai-Surat highway toll booths was

in stark contrast to the Delhi-Ahmedabad route where NHAI booths ensure that your ticket and their records mention the registration number of your car as well as all the vehicles that pass through toll booths. "I was handed over a slip with a Maharashtra registration bearing car that was ahead of me. I quickly got

down and procured a fresh slip," says a Vadodara-based paper trader Shailesh Awasthi at Boriach toll booth near Chikhli in Navsari district.

TOI had earlier travelled between Chikhli, which is one of the main transit points from Mumbai to Ahmedabad to discover that there was not a single toll booth that both-

ered to note the registration numbers, except for Ahmedabad-Vadodara Expressway. The expressway booth had mentioned just the last four digits of the vehicle while skipping the series.

At Boriach, Kadodara, Vadodara, Chhayapuri, Vasad and Bharuch, TOI obtained tickets from booths that did not bother to note the vehicle registration numbers of vehicles that pass through the booths earlier.

"This was a security breach as, if the toll booth attendant does not enter your car registration number, it is understood that NHAI logs will not contain your car number. We have suggested contractors that the vehicle log records be maintained for longer period. I must admit that during peak traffic conditions, the attendants skip the vehicle registration numbers as this route is one of the busiest and attendants are under pressure to clear off the vehicles waiting to pass by," said a NHAI official.

Highway toll booths don't care for records

Paul John | TNN

Surat/Navsari: Five days after the 19 serial blasts in Ahmedabad and 27 bombs found in Surat, the national highways which connected these cities and beyond to Mumbai, did not bother keeping records of the vehicle traffic.

Had the various toll booths, including that of NHAI on the Ahmedabad-Mumbai route, ensured that every vehicle gets its registration number noted, it would have made the work of investigators simpler. This is in stark contrast to the Delhi-Ahmedabad route where NHAI toll booths ensure that your ticket and their records mention the registration number of your car as well as all the vehicles that pass through toll booths.

This TOI correspondent travelled from Chikhli

If the toll booth attendant does not enter your car registration number, it is understood that the NHAI logs would not contain your car number. During peak traffic conditions the attendants skip the vehicle registration numbers NHAI official

official was present for managing the toll booth. There were two NHAI consultants that took a complaint. "The manager Milind Babul is not here at the moment," said an NHAI official. The booth was devoid of any CCTV cameras.

"If the toll booth attendant does not enter your car registration number, it is understood that the NHAI logs would not contain your car number. I would call on the contractor to check this. I must admit that during peak traffic conditions the attendants skip the vehicle registration numbers," said an NHAI official.

At Kadodara toll booth, officials claimed that there used to be a toll booth but was decommissioned for some reason. But there was a police chowky with two constables that hardly checked vehicles. A clean entry into Surat was possible.

Similarly while travelling from Ahmedabad to Vadodara via the NHAI expressway, one just needs to get a toll ticket to Anand and make an exit towards the old NH-8.

This expressway toll ticket too did not contain the vehicle registration number. The tickets got from the booths on entering Vadodara through the Mumbai highway, at the Chhaya-puri Vasad and Bharuch too had no vehicle registration numbers.

However, on the highway connecting Ahmedabad and Udaipur that ultimately leads to Delhi, attendants at two major NHAI toll booths insisted on vehicle registration numbers. At Kathpur and Vantada toll booths—both while entering Rajasthan and then back in Gujarat—the toll tickets contained the vehicle registration number.