



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/TOLL/Conf./08-09/Verification

29.04.2009

CIRCULAR NO: NHAI/COMMERCIAL OPERATIONS/104

Sub: Compliance of statutory obligation by collection agency.

1. A surprise check was conducted at one of our toll plaza by CBI to verify a complaint that the salaries which were being remitted to employees through individual bank accounts are withdrawn and employees are being coerced to pay back some amount to the collection agency. It has also been learnt that some DGR agencies have:-

- (a) Submitted forged Challans in support of depositing PPF/ESI subscription/Service Tax etc.
- (b) Not paying elements like HRA etc on the pretext of providing accommodation and making deductions on account of food provided etc.

2. The responsibility of the Principal employer is to ensure that the employees engaged by the DGR agency receive their full rightful dues and are not exploited. Similarly, PIU's need to be conscious that it is their duty to ensure Govt. dues and statutory obligation e.g. Service Tax & PPF etc. are in fact deposited.

3. To check the compliance, the following directions are to be followed by the field units so that the irregularities as referred above are not be allowed to take place and violations detected immediately.

The methods of check:

4. The wage structure should be displayed on a board in English, Hindi and Regional Languages. A copy of the pay bill submitted and passed should also be displayed on notice board every month. Employees should be regularly informed by the PIU that if they do not receive their rightfully dues or they are asked to pay back some amount; the same is to be immediately reported. For this purpose, a complaint box, specifically for plaza staff, should be placed in washroom for easy access, with a message that the key of the box shall be with PD only and the identity of the complainant will be protected. This statement should be seen to be followed and the box is to be opened by the PD and all submissions registered and action taken recorded.

5. Wherever centralized accommodation and or arrangements for food/ refreshments are made by the agency, the amount proposed to be charged from the employees using such facilities is to be submitted to PIU for approval. The approved amount is only to ensure a self-sustaining arrangement and is not to be made a source of income for the agency. The approved rates and the recovery methodology are to be displayed on notice board.

6. The PIU is to verify payments of salaries to the employees both by verifying the Bank statement of the agency and by verifying the entries in passbook/bank statement/mini statement of some employees randomly. If some abnormal trend or a pattern is observed in credit and debit entries, a detailed check may be done at PIU/CMU level. The pass books/statements check may be carried out randomly by the PIU every month.

7. As a contractual obligation, the collection agency is to submit the copy of challan as a proof of remittance of PPF/EPF to the Provident Fund Commissioner. Similar is the case of reimbursement of service tax for which a copy of the challan is to be submitted as proof of deposit. To verify these documents submitted, the PIU is to issue directions to the agency to remit these deposits by cheque issued from its account. The bank statement may be verified for debit of these cheques. The PIU is also to verify these challans intermittently by writing to the bank in which the deposits are being made. To ensure this, the agency is to be asked to remit these dues in a local branch only.

8. All the record and accounts of collection agency related to plaza activities shall be kept at plaza office itself so as to be always available for any checking by the checking authorities from PIU/CMU, NHAI HQ or auditors. Every incident of non-compliance will be dealt as per clause 25 of the contract.

9. Please acknowledge receipt.



Vinay Kaushal
Gp. Capt.
General Manager (CO)

To
All PIU's/CMU's

Copy to:

1. All Members/CGMs/CVO
2. All GMs
3. PS to Chairman
4. Director (Self Employment) Director General Resettlement, Government of India, Ministry of Defence, New Delhi
5. Librarian