



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/Policy onToll (Vol.XII)

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27th May 2009

CIRCULAR NO. NHAI/COMMERCIAL OPERATIONS/105

Sub.: Augmentation of User Fee Collection-CHECK LIST.

1. As a part of our efforts to augment the user fee collection at all the Toll Plazas under NHA control, it has been decided to have a check list for carrying out routine checks on the performance of the agencies engaged in user fee collection related work.

2. This check list was discussed in detail with PDs from 15 PIUs/CMUs during a meeting held on 11th May 2009 at NHA HQ. This check list will be used by PIU/CMU Officers for carrying out regular check of collection activities at Toll Plazas under their control. The mandatory requirement of checks to be carried out by PD and his staff is laid down in Circular No.47 dated 19.10.2004. The minimum no. of checks to be carried out by the PD and the PIU Staff is tabulated below and these checks are to be conducted without giving any prior intimation to the agency engaged at the plaza and the endeavour should be to cover different days of the week in the monthly cycle.

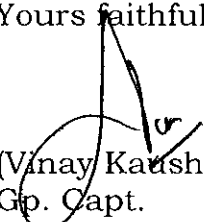
Sr. No.	Designation	Number of checks for each Plaza.
1	Check by PD	At least once in a month.
2	Check by Mgr.(Tech.) if posted.	Twice in a month.
3	Check by Mgr./ Sr.AO /AO (Fin.)	Twice in a month.
4.	JAO/ Accountant	Twice in a month.
5.	Any other staff members to whom PD assigns the job.	As directed by PD.

3. The prescribed check list filled in during the checks as per above schedule will be kept in record in PD office for future verification by HQ. These checks are not intended to limit or restrict other method of verification or checking which the PD may like to implement for

augmenting the user fee collection and improvement in plaza administration.

Thanking you,

Yours faithfully


(Vinay Kaushal)
Gp. Capt.
General Manager (CO)

Encls. : As above

To,
All PIUs/CMUs
NHAI

Copy to:-

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

CHECK LIST

TO BE CHECKED ONCE IN A MONTH

Collection Agency Obligation	Remarks
(i) Duty Register	
(ii) Roaster Register (to check whether the staff is being rotated periodically as required under clause 13 of the contract)	
(iii) Incumbency Register (to verify the credential of Ex-servicemen)	
(iv) No. of civilian and Ex-servicemen left /removed in the previous month. Check reasons	
(v) Attendance registers of the employees engaged by the agency with full name and signature. (Circular no. 78 dt. 25 th July, 2006)	
vi) Whether payment to the employees are being made through a/c payee cheque. (Cir.78)	
(vii) Whether PPF and ESI contribution are being deposited in time. Check copy of deposit challan. (Requirement of monthly performance report)	
(viii) Whether inventory register of tickets (manual/ computerized maintained as per Circular no and is upto date)	
CHECK THE REPORT OF THE LOCAL FEE AUDITOR	
(ix) Check the report of the Local fee Auditor for the previous month & review with reference to circular no 54 whether all aspects of the scope of work have been covered.	
(x) Check the replies furnished by the DGR agency on the aspects reported.	
(xi) Corrective action initiated.	
(xii) Any repetitions of observations already reported earlier	
PLAZA INFRASTRUCTURE	
(xiii) Whether sufficient furniture in proper condition is available for the collection staff.	
(xiv) Whether signage's as per requirement are installed in the plaza area.	
(xv) Whether basic facilities like drinking water, toilet etc., is available at the plaza and is well maintained.	
TO BE CHECKED ON EVERY VISIT	
Performance obligation of TS/ATS and local fee auditor.	Remarks

Attendance/ Roster register of ATS/TS	
(i) Are registration no of 50 vehicles discretely noted by ATS in each shift? Check the reports of all the shifts of last 3 days.	
(ii) Have these been counter checked with server records/counterfoils.	
(iii) No of discrepancies reported and action taken.	
(iv) Check one report with basic document (server report/counterfoils)	
(v) No of cash checks carried out in the last three days and no in each shift.	
(vi) Does the report bear the signatures of the TC/Supervisor of DGR agency & ATS/TS	
(vii) No. of checks carried out by TS and major findings thereof.	
(viii) The details of complaint register and action taken thereon.	
(ix) The details of incidents reported at the plaza and the action taken thereon.	
(x) The detail of proposal for augmenting the revenue collection submitted by ATS /TS and local fee auditor if any.	
(xi) Check shift attendance sheet of the collection staff of the current shift and verify with the staff physically present. Check of its dispatch on daily basis to PIU/CMU (Circular 101).	
(xii) Check the attendance of the ATS/TS and their roster register.	
PLAZA MANGEMENT & USER FEE COLLECTION	
(i) Notice board displaying wage structure of the employees is placed at the plaza office.	
(ii) Complaint box, duly locked (key with PD only) for employees is placed at appropriate placed at Plaza office.	
(iii) To check operator wise collection report of previous three days for all shifts and check the following: (a) No of Tickets issued per booth. (b) Collection per booth (c) Abnormal time gaps (d) Continuity of ticket serial no. (e) Comparative toll collection figures of previous month	
(iv) To interact with employees about their welfare, including payment of their wages and their suggestions if any. (Name of the employees is to be mentioned.	
(v) Whether manual tickets available in booth and as well as in plaza are pasted with	

holograms.	
(vi) Whether ID Card is issued to staff or not.	
(vii) Whether staff was in uniform or not.	
(viii) Whether Proprietor was present.	
(ix) Whether key personnel were present.	
Obligation related to maintenance of toll plaza	
(i) Lanes / Booths are properly marked.	
(ii) Whether plaza area is clean.	
(iii) Whether plaza area is properly lit up.	
(iv) Whether the lane barriers are available and in working condition.	
(v) Whether all lanes are functional.	
(vi) Whether horticulture features are properly maintained.	
(vii) Whether plaza office is properly cleaned and well managed.	

Checks related to computer system

A. Server Room	Remarks
1. General Cleanliness –	
2. Environment (a) Air Conditioning (b) Lightning (c) Leakage/ Seepage	
3. Placement of Equipments Rack mount/ on the table / on floor:	
4. Condition of Cabling/ conduits between server room to the booths. <i>(Please indicate whether the cabling is hanging/under ground /temporary etc.)</i>	
5. Schematic diagram of the toll plaza equipment set up, network diagram along with IP Address.	
6. Inventory of Hardware / software	
7. List of spares	
8. Contact numbers of OEM/ service providers in case of emergency / fault occurrence	
9. Fault Log Book with resolution time.	
B. Checking of availability of Data base in more than one servers:	
(Ideally, SQL Database should have been installed in only one server. Wherever there is usage of 2/3 servers, following checks may be carried out in other servers to ascertain the availability of databases. <ul style="list-style-type: none"> > Click on start button > Go to programs > Check for availability of SQL Server 	
Booth 1. Check for availability of WordPad / notepad application in booth computers. > Click on start button	

<ul style="list-style-type: none"> ➤ Select programs ➤ Select Accessories ➤ Click on note pad or WordPad. Try typing some characters from the key board. 	
<p>2. Check for disabling CD drive / USB port</p> <p>Put any sample CD/ Pen drive in the respective drives and check for running the application.</p>	
<p>Miscellaneous.</p>	
<p>1. Check for functioning of CCTV systems, Barcode Reader, printer, boom barriers etc.</p>	
<p>2. To check whether computers are working in all booths/ tickets are being issued using computers.</p>	
<p>3. Availability of attendance register of system administrator/ desktop engineers.</p>	
<p>4. Check for duty rotation of system administrator/ desktop engineers.</p>	
<p>5. General cleanliness of the computer systems in booths. PIU/CMU shall ensure availability of the material for general cleanliness of the computer systems like cleaning liquid, broom, duster, soft brush, vacuum cleaner etc.</p>	