



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण  
(सड़क परिवहन और राजमार्ग मंत्रालय)  
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NHAI/13013/3/05-06/CMD-CO/PolicyonToll (Vol. XII)

20<sup>th</sup> November 2009

**CIRCULAR NO: NHAI/COMERCIAL OPERATION/111**

**Sub.: Augmentation of user fee collection at various Toll Plazas on Public Funded Projects – Supervision of Regional Officers.**

A circular has been issued by Admin Division dated 09.09.2009 specifying the jurisdiction of Regional Officers, among others, in the matter of user fee collection activities at various toll plazas on public funded projects under their jurisdiction. Para 9.3 & 9.6 of the referred circular specifies the jurisdiction of the ROs in this regard.

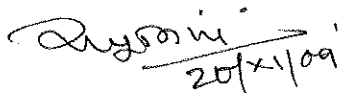
It has been observed that the proposal from the PDs are still coming directly to the Headquarter and they are not routed through ROs, therefore a clarification in respect of para 9.3 & 9.6 needs to be issued to all PDs and Regional Officers for better compliance at their end. For this purpose, the under mentioned directions are to be issued through a general circular to all PDs and ROs:

- (i) All proposal for publication of fee notification in accordance with circular no.16 dated 21.04.2003 and circular no.107 dated 29.09.2009 is to be prepared by the PDs and be submitted to the Regional Officer within the time schedule specified in above circulars. **The RO concerned, will forward with their specific recommendation to concerned technical division in Headquarter with copy to Commercial Operation Division.**
- (ii) Certain checks are being conducted through empanelled agencies at the level of Headquarter and the reports submitted by these agencies were being sent to PD for the comments of the collection agency and of the PD for taking suitable action and remedial measures as the case may be. Now the report is to be sent to the ROs for obtaining action taken report on the observations made by the surveying agency. **Therefore the PD will submit the action taken report, after obtaining comment from the collection agency, to RO concerned. RO concern will submit the action taken report to CO Division with his comments and specific recommendations.**
- (iii) As per our circulars no. 70 dated 04.01.2006, 85 dated 06.03.2007 & 54 dated 09.02.2005, PD's were authorized to engage Toll Supervisor/Asstt Toll Supervisor and Local Fee Auditors. These circulars have now been amended vide cir. of administration division dated 09.09.2009, para 9.3 to the extent that CGM-RO will now engage these agencies as per prescribed procedure given in referred circulars of CO Division.

- (iv) Project Director's Monthly performance reports which were being submitted to Headquarter directly by PD's, will now be submitted to RO concerned. RO will analysis these reports and will take suitable action at their end. A summary report on the performance of the Project Directors on the basis of these reports will be submitted to HQ on quarterly basis with their comments and specific recommendations.
- (v) All proposals related to termination/ closer of contract with user fee collection agency, their tenure extension and other issues related to the performance of the collection agency will come through CGM-RO for seeking approval of Competent Authority in NHAI, Headquarter.
- (vi) In addition to the points mentioned above, all proposals, if otherwise required to be submitted to HQ will be routed through Regional Officers for consideration of the Competent Authority at NHAI, Headquarter.

These issues with the approval of the competent authority for strict compliance with immediate effect.

Yours faithfully

  
20/11/09

(Rajesh Poonia)  
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