



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय)
National Highways Authority of India

(Ministry of Road Transport and Highways)

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NHAI/13013/3/05-06/CO/PolicyonToll (Vol.XII SOP TP

31.03.2011

CIRCULAR NO: NHAI/COMMERCIALOPERATIONS/ 129

Sub.: Implementation of Standard Operating Procedure for Management of Fee Plazas under Public Funded and BOT (Annuity).

To have uniformity in the management and maintenance of records at the fee plazas and to define the responsibility and duties of the employees engaged at the plaza, NHAI had engaged a consultant for preparation of Standard Operating Procedure for management of Fee plazas.

The SOP prepared by the consultant has already been implemented at one of the fee plaza successfully for a period of 3 months on experimental basis.

The soft copy of the SOP is enclosed herewith for immediate implementation of the same. Any circular issued in supersession of a circular mentioned in the SOP and all future circulars shall have the overriding effect over the SOP.

Project Directors are expected to implement this SOP within one month from the date of receipt of this circular.

The SOP is applicable on the Fee Plazas where fee collection is going on either through DGR agency or through PDs by hiring man power through a security agency.

Ali
31/03/2011

(Abdul Ali)
GM (CO)

To
All RO/ PIU's/CMU's

Copy to:
All CGMs
All GMs,
Librarian