



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport and Highways)

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27.05.2013

POLICY MATTERS – TECHNICAL (134/2013)

(Decision taken on File No. NHAI/11013/CO/2013-14-Misc.)

Repeated references/complaints about the incidents of misbehaviour of toll staff engaged by the toll agencies/contractors with the road users/representatives of the public are being received.

2. As per provisions in Article 46 of the Concession Agreement for the BOT/DBFOT/OMT projects and clause 13 (a) & (e) of the contract agreement of user fee collection contracts of public funded/Annuity toll plazas, the key personnel and toll staff have to behave with courtesy without indulging into any argument/hot discussion.

3. Regional officers (ROs) and Project Directors (PDs) are requested to issue necessary instructions in this regard on a regular interval, necessary directions to toll collection agencies/contractors in writing as well as through their visits to the toll plazas. In case such incidents repeatedly come to the notice of the ROs and PDs, stern action should be taken against the toll collection agencies including termination of the contracts as per provisions applicable.

4. This issues with approval of the Chairman.

(V.K. Sharma)

Chief General Manager (Coord.)

To,

All officers and employees of HQ/ROs/PIUs/CMUs/Site Offices