

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport & Highways)

G-5 & 6, SECTOR-10, DWARKA, NEW DELHI-110045

NHAI/13013/3/03-04/CMD-CO/Policy on Toll

PHONE : 91-11-25074100/25074200
Fax : 91-11-25093507/25093514
Exth. : 2223/2318/2468/2553

30.7.03

CIRCULAR NO. NHAI/COMMERCIAL OPERATION/ 25

Sub: Courteous dealing by personnel engaged for fee collection.

Every now and then instances of misbehaviour with and manhandling of the road users of tolled highway sections by personnel deployed at fee collection booths have been brought to the notice of NHAI, HO. Even some Honourable Members of Parliament have complained about misbehaviour by the staff at toll booths. Other persons whose vehicles are exempted from payment of fee (toll) according to the policy of the Government have also complained about misbehaviour of the staff at toll booths.

Each notification for collection of fee includes a list of vehicles, which are exempted from paying fee (toll). This list is also required to be displayed at three places which are at a distance of 100m, 500m and 1000m from toll booths in Hindi, English and local language by placing proper hoardings. **This must be ensured.**

Instructions have already been issued vide our letter No. 13013/50/02-03/CMD-CO/VIP Ref. dated 26th May 2003 that Honourable Members of Parliament shall be exempted from payment of fee on production of their identity card issued by the Parliament. Display of Lok Sabha / Rajya Sabha stickers on their cars is **not required**. This must be adhered to strictly by the concerned personnel deployed for fee collection. **It is clarified that any vehicle in which an Honourable Member / Members of Parliament is / are travelling is exempt from payment of user fee irrespective of the fact whether the vehicle belongs to the Honourable Member of Parliament or not.**

Instances of misbehavior and unnecessary arguments on the part of personnel engaged by the fee collecting agency adversely affect the image of NHAI as a user friendly professional organization which is most unwarranted. It is expected that Project Directors will enquire into each such incident thoroughly and take firm punitive action against the erring personnel in accordance with the contractual agreement without fail. It is equally important that persons posted at toll booth should be properly trained to be patient and unfailingly courteous in dealing with users of highways and under no circumstances misbehave with anyone. To ensure the same, following instructions are issued:-

- i) Fee collecting agencies including O&M Operator and DGR Sponsored Ex-servicemen should be asked to train every person engaged by them in the work of fee collection (not limited to booth operators) prior to induction and also subsequently at periodical intervals. Project Directors should ensure by periodic checks that such training is being imparted.

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- ii) It is necessary that all persons engaged by the fee collecting agency should wear uniforms, have a name plate on the uniform which must also indicate the name of fee collecting agency in order to establish their identities. This should be strictly complied with.
- iii) Any road user desirous of a copy of the fee notification must be provided with the same by the booth staff without any argument.

This issues with the approval of the Competent Authority.


(M M Lohia)
General Manager (CO)

To

All PIU/CMUs

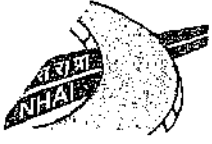
Copy to:

All Members/CGMs/ CVO

TAG/GMs/Counsel(LA)

PS to Chairman

Chief Engineer (PIC), MoRT&H, New Delhi for information.



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport & Highways)

G-5 & 6, Sector-10, Dwarka, New Delhi-110045

Phone : 91-11-25074100/250741

Fax : 91-11-25093507/25093508

Extn. : 2223/2318/2468/25

MOST IMMEDIATE

NHAI/13013/50/02-03/CMD-CO/VIP Ref.

26th May 2003

All Project Directors
PIUs/CMUs

Sub: Problems being faced by the Hon'ble Members of Parliament for seeking exemption from payment of toll while traveling on National Highways – reg.

Please find enclosed a copy of Ministry of Road Transport & Highways letter No. H-11065/15-2002-P&M dated 7th May 2003 on the above subject. Necessary instructions may be issued to the contractors / personnel posted at toll plazas that the Hon'ble Members of Parliament are to be exempted from payment of fee on production of their Identity Card issued by Parliament. Display of Lok Sabha / Rajya Sabha stickers on cars in which the Hon'ble Members of Parliament are traveling is not required.

This issue with the approval of the Competent Authority.


(M.M. Lohia)
General Manager(CO)

Encl: As above

Copy for information:-

1. Shri U S Tiwari, Deputy Secretary, Ministry of Road Transport and Highways, New Delhi with reference to their letter cited above.
2. PS to Chairman.
3. All Members/CGMs/CVO/CPD

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MOST IMMEDIATE

Government of India
Ministry of Road Transport and Highways
(P&M Section)

No. H-11065/15-2002-P&M

Dated, the 7th May, 2003

To

1. The Chairman, National Highways Authority of India (NHAI)
G 5&6, Sector-10,
Dwaraka,
New Delhi-110 045.
Fax- 25093503/25093513
2. Secretary PWD of all the State Governments.
3. Director General (Border Roads)
DGBR, Seema Sadak Bhawan,
Ring Road, Naraina, New Delhi.
Fax No. 25696026

MCA
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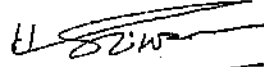
Subject: Problems being faced by the Members of Parliament for seeking exemption from payment of toll while travelling on National Highways-reg.

Sir,

I am directed to say that it has been reported that the staff posted at the Toll barriers on the National Highways for realising the toll insist upon the Members of Parliament to have a Lok Sabha/Rajya Sabha sticker on the car in which they are travelling for seeking exemption from the payment of toll while travelling on National Highways in the country. In this connection, the matter has been examined, and it has been decided that the Members of Parliament are to be exempted from the payment of toll only on the production of their Identity Card issued by the Parliament.

2. You are, therefore, requested to issue necessary instructions to all concerned immediately, for strict compliance.

Yours faithfully,



(U.S. TIWARI)

Deputy Secretary to the Government of India
Tel No. 23710450

Copy to:

1) All the Chief Engineers/SEs in the Roads Wing for necessary action.

Copy also for information to:

2) PS to Minister (RT & H)/PS to Secretary (RT & H)/PPS to Secretary (RT & H)/ TS to DG (RD).

6356-M(K)
10/5

Immediate
22/5/03
9.05.03
M(CM)
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M(CW)
1064
14/5/03
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