

**National Highways Authority of India
PIU-Jalpaiguri**

Inspection Report of Project Director: April, 2017

Date of Inspection: 17.04.2017


Name of Toll Plaza: **Surjapur**; Chainage: **km 451.000** Reach: **Dalkhola-Islampur section of NH-31**; State: **West Bengal**;

Name of user fee collection Contractor: **M/s Sahakar Global, Mumbai.**

1. I confirm that the rates on display boards at the Toll Plaza (responsibility of NHAI) and the rates levied on the road users are as per rates validated vide CO Division letter **dated 21.03.2016**.
2. I confirm that the Contractor is issuing Return Journey Pass, 50 Journey / 30 days Pass, Local Vehicle Pass (non-commercial) & District Pass to all eligible users, his methodology is simple and he is not harassing the road users in this regard.
3. I have examined the performance of the contractor w.r.t. various provisions in the Contract Agreement **dated 25.11.2016** and confirm that the Contractor is meeting his obligations. I confirm the levy of the following penalties on the contractor.

Clause of Contract	Obligation	Remarks / penalty
7(d)	Penalty for denial of exemption or concession to eligible users – 100 times user fee charged.	No
18(a)	Penalty for charging excess user fee over the prescribed rate – actual amount charged×30×50 (3 incidents of penalty – one month remittance to be forfeited; recurrence of such incident – termination of contract)	No
8(a)	Penalty for sale of any commodity or advertisement in plaza area	No
12 & 13	Deficiency in Key personnel & other staff	No
	Personnel not wearing uniform as prescribed in Cl. 13(c), instances of misconduct / misbehavior by the personnel with the users	No
14(b)	Non-compliance of statutory provisions in case of his employees / personnel by the contractor (minimum wages / ESI / EPF, etc)	No
15(a)	Non-provision / non-maintenance of minimum infrastructure (computers, software, generators etc)	20,000/-
19(a)	Penalty for failure to pay the installments / remittances @ 0.5% of delayed amount per day.	No
20	Penalty (Rs. 1.0 Lakh per default per month–more than 3 defaults in a month termination of non-complying with the obligations under Cl. 23 to keep open all toll lanes, efficient management of traffic at toll plaza, submission of monthly user fee statement, accident/unusual occurrence report.	No

4. **Any other issues noticed by the Dy. Manager (Tech) during inspection: Nil.**


17/4/17
Dy. Manager (Tech)
For Project Director

To,

1. Sh. Udeep Kumar Singhal, GM (CO), NHAI, New Delhi.
2. Sh. Deepak Saxena, GM (Electronics), NHAI, New Delhi.

Copy to: Sh. Ashutosh Gautam, CGM & RO, NHAI, Kolkata.