



NHAI/1/218/2007-Admn

Date: 02.02.2016

Policy Circular – Technical (196/2016)
[Decision taken on the file of CO Division]

Sub.: Standardization of uniform of toll collection staff; user fee receipts, user fee display boards at toll booths at both NHAI and Concessionaires Toll Plazas.

NHAI, HQ has been receiving frequent complaints about misbehaviour by toll plaza staff. In order not to give scope for any such instances, it has been decided to prescribe uniform for all toll plaza staff and also prescribe Do's & Dont's as under:

- (i) The colour of the uniform shall be navy blue.
- (ii) The sample photographs of the uniform are enclosed at **Annexure-I** which shall contain the following
 - (a) Sports Cap (with logo of company of the Contractor/ Concessionaire).
 - (b) Full sleeves Shirt and Trouser
 - (c) Security belt (with logo of company of the Contractor/ Concessionaire).
 - (d) Safety Jackets (with Fluorescent Stripes in front and back)
 - (e) Safety shoes (Black in colour)
 - (f) Identity Card
- (iii) A list of Do's and Dont's by toll staff is enclosed at **Annexure-II** which shall be strictly followed in letter and spirit by all toll staff.
- (iv) In the interest of Concessionaires/ Contractors for smooth operations at their toll plazas, they shall develop on their own a training programme/ module (training period not less than 7 days) for their toll collection staff. Any person shall be put on duty only after undergoing such training programme. A register shall be maintained about names of persons on duty and dates of their training. A certificate by the trainer will invariably be issued to the persons who have undergone the training and such certificate shall be produced by the persons on duty at the time of surprise check/ instructions by NHAI/ IE.

2. The users are often complaining that at the toll booths, the rates, concessions and exemptions are not available. Accordingly, it has been decided to standardize the display board at the toll booths as under (Ref. also Circular dated 06.01.2004 – Page-8, S. No.18 & 19 and Page-17 Appendix-2) :

- (i) A display board of size 1.10m x 1.10m shall be put above the toll window. The minimum information required to be given on a display board of size 1.1m x 1.1m, shall be as given at **Annexure-III**.
- (ii) The background colour shall be green while text shall be in white.

(iii) The board shall be bilingual/trilingual as per requirements/ statutory provisions and space availability at toll booths.

(iv) The location of display board and the font size shall be legible and visible to the users at the time of making the payment of user fee at toll booths.

(v) The board shall be sufficiently illuminated for clear visibility even during the night.

(vi) The information shall be updated 24 hours before implementation of revised rates.

3. It has also been observed that different contractors/ concessionaires are giving different types of user fee(toll) receipts containing insufficient information to the road users leading to various complaints by the road users. Accordingly, the format of receipt is prescribed as under :

(i) The information on front and back side of the receipt shall be as given in **Annexure-IV**.

(ii) Besides the name of NHAI on the user fee receipts, the name of the Concessionaire and its Lead Promoter in case of Toll/ OMT Projects or name of toll collection contractor in case of NHAI Toll Plazas shall be given.

(iii) The size of the receipt shall be strictly 5" x 3" (8cm x 12 cm).

(iv) The receipt is to be printed bi-lingual/ tri-lingual, as appropriate in compliance of the statutory provisions of "Rajbhasha Adhiniyam" and "Rajbhasha Niyamawali."

(v) Each line of the receipt shall have the same Font Size.

4. Each PD shall send a compliance report by 15.02.2016 on above 3 issues for all toll plazas under his jurisdiction (both Concessionaires and NHAI) alongwith photographs of each toll plaza at e-mail id (saxenadeepak@nhai.org)


(S.P. Sharma)
GM(Coord)

To
All ROs/PIUs/CMUs

Copy to:

1. All Members/CGM/CVO
2. All GMs/DGMs
3. PS to Chairman
4. Librarian/ Hindi Officer
5. DGM(Elect)-for hosting on TIS.

Uniform during summers

Safety Jacket
(with Fluorescent
stripes in front and
back)



Uniform (from back side)



Items in Uniform



Note: Fee Plaza staff shall wear fluorescent jacket as at previous photos. This photo is only to indicate the items in uniform.

Uniform during winters (with safety jacket)



Uniform during winters (plus safety jackets over)



Do's and Dont's at Toll Plaza by user fee collection staff

Annexure - IV
(one part)


S. No	Do's	Dont's
1.	Toll collection staff put on duty only after undergoing training	No toll collection staff on duty without undergoing training
2.	All staff to always wear proper and clean uniform	No wearing of improper uniform
3.	All staff to always display their ID prominently	No duty without ID
4.	No staff to be on duty in drunken state	Staff on duty should not roam in Toll Plaza area in drunken state
5.	To behave courteously with the road users	No Misbehaviour
6.	Be alert and to extend help to the commuter in any emergency	Should not be unhelpful to commuter during emergency
7.	User fee rates be displayed correctly at approaches to toll plaza	Display boards should not be missing nor should incorrect boards be installed.
8.	User fee rates be also displayed at each toll booth	Do not permit display boards on user fee rates to be missing from toll booths
9.	Always collect correct applicable fee and return exact change	No Overcharging and/or offering packets of biscuit/namkeen/ toffee in lieu of change
10.	Issue proper receipt with full details to road user	No issuing of improper receipt
11.	Toll plaza area shall be neat and clean	No Littering at toll plaza
12.	Toll Plaza be kept always properly lit without any dark areas for the purpose of safety of commuters	Should not switch off lights in case of off peak hours of traffic
13.	All toll lanes be kept operational 24X7	Should not close down toll lanes during off peak hours of traffic
14.	No beggars/ vendors be allowed at toll plaza	Beggars/ Vendors should not be permitted to roam at toll plaza area
15.	Keep armed guard (ex-servicemen) at designated location during night to give sense of security at toll plaza, but not to threaten the road user	Armed guard should not be missing during night or indulging in unnecessary conversations with road users
16.	Complaint book with machine numbered pages to be available to the commuters (24x7)	Do not allow Complaint book to be missing.

110												
5	40				5	10	5	10	5	10	5	
National Highways Authority of India/ Name of Concessionaire & its Lead Promoter or name of User Fee Collection Contractor											5	
Toll plaza-Name (Chainage & NH)											20	
Toll fee for Stretch- From km...to km.....of NH.....												
User fee effective period-....01.04.20..... to 31.03.20.....												
Category of vehicle											5	
				Single journey	Return Journey	Monthly pass	Local Commercial				10	
Car, Jeep, Van or LMV											65	
LCV, LGV or Mini Bus												
Bus or Truck (2 Axles)												
3-axle commercial vehicles												
HCM/ EME/ MAV (4-6 axles)												
Oversized Vehicles (> 7 axles)												
Note: Monthly pass @ Rs. 230/- for Local Non Commercial vehicle within 20 km radius.												5
												5

Display boards to be put on Toll Booths of NHAI/ Concessionaire

Scale: 1 unit=5 cm
All units in cm
Not to scale

Front Side

	National Highways Authority of India
	Name of Concessionaire & Lead Promoter or User Fee Collection Contractor
	Toll Plaza Name * : (Km.....on NH.....)
	Section* : (Km..... on NH.....)
	Contractor's Name* : (only in case of Public funded plaza)
	Ticket No** :
	Booth & Operator No.** :
	Date & Time** :
	Vehicle No.*** :
	Type of Vehicle*** :
	Type of Journey*** :
	Fee** : Rs.....
<p>Only for overloaded vehicle:</p> <p>Standard Wt. of vehicle**:</p> <p>Actual wt. of vehicle***:</p> <p>Overloaded vehicle Fees: Rs.....</p> <p>[BAR CODE]**</p> <p>WISH YOU SAFE & HAPPY JOURNEY!*</p>	

Back Side

Helpline Number.....
Ambulance Contact Number.....
Crane Contact Number.....
Road Patrol Vehicle Contact Number
(i) The services of ambulance and crane are available free of cost)
(ii) For further information on toll plaza visit our site www.nhai.org & press "Toll Information System" or visit www.nhtis.org
For complaints and suggestions, please contact:
(i) Toll Plaza Manager, Sh.....
Mob.....
Email:.....
(ii) Independent Engineer Sh.....
Mob.....
Email:.....
(iii) Project Director, PIU.....,
Sh.....
Phone(Landline).....
Email:.....

- * Pre-printed
- ** Automatic generation by booth computer.
- *** Entered by booth operator