



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

## National Highways Authority of India

(Ministry of Road Transport and Highways)

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No. NHAI/ CO/ 2016

Date: 21.11.16

### Circular No. NHAI/ CO/ 14/ 2016

Looking at hardship being faced by the users owing to demonetisation of Rs. 500 and Rs. 1000 notes, the Government of India decided to suspend the Fee (toll) collection till midnight of 24<sup>th</sup> November, 2016. In order to address the difficulties that might arise upon restart of Fee (toll) collection owing likely shortage of currency notes of smaller denominations as also to facilitate seamless movement of traffic through the Toll plazas, new and effective measures are required to be taken at the toll plazas. Accordingly, it has been decided to take following steps on top priority:

#### I. Fee collection through Point of Sale (POS) system:

1. Collection of Fee through POS system shall be permitted immediately at all Toll Plazas. SBI has agreed to provide adequate number of POS machines (at least ten) at each toll booth of the Toll plazas; initially on Delhi-Mumbai corridor within a period of 2 days and in other corridors in next few days. However, any other interested Bank is free to deploy POS at any Toll Plaza in the country including on Delhi-Mumbai corridor.
2. The Concessionaire/ Contractor operating Toll Plaza may sign a suitable Agreement with SBI or any other Bank for operation and maintenance of the PoS system. In case the account holding Bank of a Toll Plaza is different from the Acquirer Bank (i.e. Bank who has installed the POS system), then an additional Nodal account might be opened with the Acquirer Bank. However, the Acquirer Bank should transfer the entire Fee revenue, collected through POS system in nodal account, to the account holding Bank/ Escrow Bank of a Toll Plaza as per agreed terms.
3. SBI or any other Acquirer Bank may also provide additional PoS for functioning as cash@PoS and for the same, sufficient cash be provided to Fee plazas. The POS may double up as cash@PoS or may be established at a convenient location in each direction.
4. While deploying POS machines, SBI or any other Acquirer Bank shall also provide essential familiarization training to Supervisors of Toll Operators as well as NHAI/ IE officials. Efforts shall be made to complete this by 23<sup>rd</sup> November 2016.
5. An appropriate mechanism shall be devised towards the cost of POS and transaction cost, separately.
6. The Concessionaire/ Contractor operating Fee Plaza shall not be absolved of any contractual obligation as relevant concession/contract agreement, due to Fee collection through POS system.
7. The Concessionaire/ Contractor operating Fee Plaza shall be responsible for safety and security of the POS system.

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## II. Pre-paid Payment instruments (PPIs)/ aggregators


1. All Pre paid payment instruments (PPIs)/ aggregators are also permitted to facilitate toll transactions at all the toll plazas, for which they may approach Concessionaire/ Contractor operating Fee Plazas.
2. PPIs/ aggregators should have fool proof security features to avoid any fraud or forging.
3. The Concessionaire/ Contractor operating Toll Plaza may sign a suitable Agreement with the PPI for operation and maintenance of the system.
4. All payments received through PPIs should send to the account holding Bank/Escrow Bank of a Toll Plaza as per agreed terms.
8. The Concessionaire/ Contractor operating Toll Plaza shall not be absolved of any contractual obligations as relevant concession/contract agreement, due to Fee collection through POS system.

III. For effective monitoring and operationalization of above steps, ROs should ensure that an Officer of the NHAI/IE is designated and stationed at Toll Plaza locations during initial transition period, for effective coordination with all stake holders and resolve the issues on site for smooth implementation of these new measures. The Concessionaire/ Contractor operating Toll Plaza may also be instructed to deploy a senior official at Plaza locations for smoother coordination.

IV. The Regional Officers/ Project Directors should coordinate with District Administration/Police Authorities for administrative help to tackle any law and order situation that may arise during transition phase.

V. In order to maximize the usage of toll lane during transition phase, the dedicated ETC lane may be used as hybrid lane depending on site situation. However, the Concessionaire/ Contractor shall deploy adequate manpower for managing the traffic as well as for implementing new measures for user fee collection through PoS/ PPIs/ Aggregators, so as to ensure that the waiting time at a Plaza is minimum.

VI. This issues with the approval of competent authority.

  
21/11/16  
(Udeep K Singhal)  
General Manager (CO)  
21.11.16

To,

- (i) All ROs/ All PDs/ All CGMs/ GMs, NHAI HQ

Copy for kind information to:

- (i) PS to Chairman/ all Members

Copy for information and necessary action to:

- (i) NHBF
- (ii) AIMTC