

New Delhi, dated . 21 April, 2016

OFFICE MEMORANDUM

Subject: Handling of Toll relating matters in the Ministry of Road Transport & Highways-regarding.

The undersigned is directed to state that as per the Induction Material pertaining to this Ministry, Toll Section under Toll Division of the Ministry has inter alia been assigned the subject of formulation and amendment of User Fee (Toll) policy/rules, processing and publication of User Fee notification in the Gazette of India relating to various Projects across the National Highways of the country and coordination with NHAI/other departments/State Govt. on Toll issues.

2. It has however, been observed that various receipts and files including RTI Applications and Public grievance petitions and court references/cases, which are basically, related to implementation issues arising out of individual concessioner agreement such as WIM at Toll Plazas, misbehaviour of Toll Plaza employees, uniforms of Toll Plaza employees, pollution at Toll Plaza, location of particular Toll Plaza, Medical aid post at Toll Plaza, cleanliness at Toll Plazas, Name and references asking for details of Toll Plaza contractor, details of cost recovery made through Toll, total Toll collected, security of Toll Plaza employees, over-charging etc. have been marked to Toll Division, which, however, as pointed out above basically deal with only policy related issues.

3. It is clarified that that Toll Plazas and various associated issues other than policy matter is an integral part of the National Highways Projects. Therefore, all such cases/references pertaining to implementation issues regarding 'Toll' or Toll Plazas are to be dealtwith by respective Project Zones/NHAI and such reference shall not be marked to Toll Division.

This issues with the approval of Secretary (RT&H).



(S.K. Geeva)

Under Secretary to the Government of India

To  
MORTH

- (i) All officers, MORTH
- (ii) Principal Chief Controller of Accounts, IDA Building, Jamnagar House, New Delhi.
- (iii) Advisor TRW, IDA Building, Jamnagar House, New Delhi.
- (iv) All Sections, MORTH

NHAI

- (i) Chairman NHAI, NHAI, Plot No. 5&6, Sector-10, Dwarka, New Delhi-75

NHIDCL

- (i) MD, NHIDCL, PTI Building, New Delhi

IAHE

- (i) Director, IAHE, A-5, Institutional Area, Sector-62, Noida, UP.

Copy for information to:

- (i) PPS to Secretary (RT&H), New Delhi.