

**Government of India**  
**Ministry of Road Transport & Highways**  
**(Planning Zone)**

Transport Bhawan, 1, Parliament Street, New Delhi - 11000

Dated the 7<sup>th</sup> March, 2019

To

1. The Principal Secretaries/ Secretaries of all States/ UTs Public Works Departments dealing with National Highways, Other Centrally Sponsored Schemes & State Schemes
2. The Engineers-in-Chief/ Chief Engineers of all States/ UTs Public works Departments dealing with National Highways, Other Centrally Sponsored Schemes
3. The Chairman, National Highways Authority of India (NHAI), G-5&6, Sector-10, Dwarka, New Delhi- 110075
4. The Managing Director, NHIDCL, 3<sup>rd</sup> Floor, PTI Building, 4-Parliament Street, New Delhi - 110001
5. Director General (Border Roads), Seema Sadak Bhawan, 4- Parliament Street, New Delhi - 110001
6. All CE ROs / SE ROs

**Subject: Guidelines/ Standard Operating Procedure (SOP) for Toll Notifications and mandatory ETC infrastructure in all Toll Lanes - Reg.**

Sir/ Madam,

Please find enclosed herewith the Standard Operating Procedure for Toll Notification and provision of mandatory ETC infrastructure in all User Fee Lanes of the User Fee Plazas constructed either through State Governments, or through the NHIDCL, or directly by the PIUs of the Ministry.

2. It is requested to bring these to the notice of all concerned for compliance with immediate effect and until further orders.
3. This issues with the concurrence of the Finance Wing vide U.O. No. 2585/TF-II, dated 05.03.2019 and approval of the Competent Authority.

Yours faithfully,

*(Signature)*  
(Shivakant Kumar)

Under Secretary to the Government of India  
Tel. No. 011-23357125

Enclosure: As above

Copy to: -

1. ☒ All JSs / CEs in the Ministry of Road Transport & Highways
2. All Technical Officers in the Ministry of Road Transport & Highways
3. The Secretary General, Indian Road Congress

*SB/CT/11/*  
*7/6*  
*7/13*  
*1.2.2019*  
*10.3*  
*AREE(T) - A.H. / AET*  
*ASD - h.S. / H.D.*

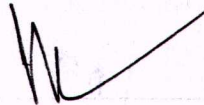
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4. The Director, IAHE
5. Dy. FA / Controller of accounts
6. Technical Circular file of S&R Section
7. NIC - for uploading on Ministry's website under "What's new" All Technical Officers in the Ministry of Road Transport & Highways
8. The Director-IAHE/Secretary General-IRC
9. Technical circular file of S&R Division

**Copy for information and necessary action to: -**

1. PPS to Secretary (RT&H)
2. Sr. PPS to DG (RD)&SS
3. PPS to Additional Secretary
4. PPS to AS&FA
5. PS to ADG(Z-I)/ ADG(Z-II)/ ADG(Z-III)/ ADG(IV)/ ADG(V)





**Standard Operating Procedure for Toll Notifications and Implementation of Hybrid ETC System (HES) in all lanes of User Fee Plazas along National Highways**

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1. The User Fee Collection shall commence within the 45 days of the Commercial Operation Date (COD) of the NH Project as per the National Highway Fee (Determination of Rates and Collection) Rules, 2008. For this, all User Fee Plaza should be got substantially completed along with supporting infrastructure facilities at least 60 days prior to the COD.
2. The proposal for issuance of User Fee Notification for any stretch should be initiated Six months before the anticipated completion of the Highway Project. Chief Engineers (NH) of the State Government, in consultation with the concerned RO of the Ministry, shall submit such proposals to the Ministry for notification along with all requisite enclosures such as draft notification, location of User Fee Plaza, Layout Plan etc. The proposal seeking relaxations from the prescribed norms as per the National Highway Fee (Determination of Rates and Collection) Rules, 2008 amended from time to time (such as those related to location of User Fee Plaza within 10 km of the Municipal Limits but not within the 5 km of the Municipal Limit, etc. and close proximity of the Fee Plazas within 60 km distance of another Fee Plaza etc.) must be adequately justified along with necessary supporting details/ documents, etc. For stretches of NHs entrusted to the NHAI and the NHIDCL, the NHAI/ NHIDCL shall submit such proposals to the Ministry. Similarly, for the projects executed through the PIUs of the Ministry, the concerned PDs of the PIUs shall submit the proposals to the Ministry directly.
3. All relevant details shall be submitted along with draft User fee notification, such as project length & cost, length and cost of Bypasses/ tunnels/ bridges, etc.
4. Concerned Project Zones shall examine the draft notifications and forward the same along with other relevant details to the Toll Division of the Ministry for obtaining approvals thereon and for publication of the notifications specifically authorizing NHAI/ agency recommended by NHAI (by the "Central Government") to collect the User Fee.
5. Upon successful processing of the User Fee Notification, the User Fee Plaza under consideration would be handed over to the NHAI for management of tolling. However, the section of NH may continue to remain entrusted with the same agency viz. the State Government or the NHIDCL, as the case may be. A complete set of Inventory would be prepared for each such User Fee Plaza which are proposed to be handed over to the NHAI. At the time of handing over the User Fee Plazas to NHAI, all the inventories shall be verified and handed over to the NHAI under intimation to the Ministry. A copy of the same shall be kept as a record in the RO of the Ministry as well as CE (NH) office; for projects assigned with PIUs of the Ministry or to NHIDCL, the records shall be maintained in such PIUs of the Ministry/ NHIDCL.



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6. Upon publication of Toll Notification, the NHAI shall start the process of engagement of the Agency for the User Fee Collection. Further, after taking over the User Fee Plaza, NHAI shall start the User Fee collection as per their extant procedures. The toll remittances shall be deposited by the NHAI in the CFI to be ring-fenced into the budget head of the Ministry subsequently as per the extant policy. NHAI shall maintain separate accounts for User Fees collected by NHAI for NHs entrusted with Ministry's PIUs/ State Governments/ NHIDCL and the User Fees collected for NHs entrusted with the NHAI.
7. As per the current EPC document, User Fee Plaza should be ETC compliant. However, as per earlier EPC Contract documents, it was not mandatory to have all User Fee lanes as ETC complaint. NHAI shall convert all such lanes also to Hybrid ETC compliant lanes; however, dedicated lanes in each of these User Fee Plazas shall be made for exclusive passage of vehicles having ETC compliant systems as per extant policy.
8. NHAI shall prepare proposals and cost estimates for conversion of all such User Fee Plazas into ETC compliant/ hybrid ETC compliant Plazas and shall submit the same to the concerned ROs of the Ministry/ PD of NHIDCL/ PD (PIU) of the Ministry, as the case may be.
9. Once the proposal and cost estimates for conversion of all such User Fee Plazas into ETC compliant/ hybrid ETC compliant Plazas is submitted by the NHAI to the concerned ROs of the Ministry/ PD of NHIDCL/ PD (PIU) of the Ministry, as the case may be, NHAI shall start the process of engaging the vendor for supplying, installing and commissioning the ETC system at the User Fee Plazas.
10. Upon receipt of such proposals from NHAI, concerned RO/ PD(PIU) of the Ministry shall examine the proposal for its approval either as a variation/ change of scope to the original sanctioned estimate or as a new work altogether (in case the original project stands completed and its accounts have been closed) as per extant delegation of powers for such approvals. Concerned officers of NHIDCL shall also take expeditious action towards approving such estimates as per applicable policies.
11. RO/ PD(PIU) of the Ministry shall transfer requisite funds to the NHAI linked to progress of works once the estimate for making User Fee Plaza ETC compliant/ hybrid ETC compliant is sanctioned. NHIDCL shall make its own arrangements for transferring of funds to NHAI for User Fee Plazas on NHs entrusted to them.
12. NHAI shall implement works for converting User Fee Plazas as ETC compliant/ hybrid ETC compliant thereafter.
13. Generally, such conversion of User Fee Plazas to make them ETC compliant/ hybrid ETC compliant shall be covered under original sanctioned works as a variation/ change of scope in case the original scope does not have such provisions. In case it is not possible to get the same covered under original sanctioned works as variation/ change of scope, the same shall be got approved as a fresh sanction. It shall be the responsibility of concerned



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ROs/ PDs(PIUs) of the Ministry/ PDs of NHIDCL to ensure that such works are executed well in time.

14. It shall be ensured in all cases that all works related to construction of User Fee Plazas and making them ETC compliant/ hybrid ETC compliant are completed at least 60 days prior to the COD.

15. Following time-lines shall be applicable in this context: -

Sr. No.	Activity	Time line	Authority Responsible for ensuring adherence to Time line
(i)	Commencement of construction of User Fee Plaza with all supporting infrastructure	COD – 6 months	RO, MoRT&H PD (PIU), MoRT&H GM, NHIDCL
(ii)	Initiation of User Fee Notification by State Government and RO of the Ministry/ NHIDCL to the Ministry authorizing NHA/ agency recommended by NHA (by the "Central Government") to collect User Fee	COD – 6 months	RO, MoRT&H PD (PIU), MoRT&H; GM, NHIDCL
(iii)	Examination of the User Fee notifications in the concerned Project Zones of the Ministry and referring to Toll Division of the Ministry	COD – 5 months	CE (Project Zone) of the Ministry
(iv)	Publication of the notifications specifically authorizing NHA/ agency recommended by NHA (by the "Central Government") to collect User Fee	COD – 4 months	JS (Toll)
(v)	Initiating the process of finalising the agency for User Fee Collection	COD – 3 months	RO, NHA
(vi)	Completion of construction of User Fee Plaza with all supporting infrastructure facilities by Executing Agency, i.e. State Government/ NHIDCL/ PIUs of the Ministry, etc.	COD – 60 days	RO, MoRT&H; PD (PIU), MoRT&H; GM, NHIDCL
(vii)	Handing over of completed User Fee Plazas with all supporting infrastructure facilities	COD – 50 days	RO, MoRT&H; PD (PIU), MoRT&H; GM, NHIDCL
(viii)	Submission of estimates by NHA for conversion of User Fee Plazas as ETC compliant/ hybrid ETC compliant	COD – 40 days	RO, NHA
(ix)	Starting the process of finalising the Vendors for supply, installation and commissioning of ETC facilities	COD – 40 days	RO, NHA
(x)	Approval of Estimates either as a variation/ change of scope or as a fresh sanction	COD – 25 days	RO, MoRT&H/ NHIDCL/ Project Sone



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Sr. No.	Activity	Time line	Authority Responsible for ensuring adherence to Time line
			CE of the Ministry as per extant delegation of powers
(xi)	Conversion of User Fee Plazas as ETC compliant/ hybrid ETC compliant	COD + 20 days	RO, NHAI
(xii)	Finalising the agency for User Fee Collection and issue of LOA	COD + 20 days	RO, NHAI
(xiii)	Commencement of User Fee Collection	≤ COD + 45 days	RO, NHAI

16. The above procedure shall be applicable for all BOT (Annuity) and HAM projects also.

17. Similar procedure shall also be adopted for all existing on-going BOT (Toll) User Fee Plazas being operated by Ministry through State PWDs etc. However, separate guidelines shall be issued by the Toll Division of the Ministry regarding sharing of service cost of ETC among four entities, i.e. Issuer Bank (Bank issuing FASTags), Acquirer Bank (Concessionaire's bank), Central Clearing House and IHMCL. Further, subsidies provided to FASTag Users (if any) shall be duly accounted for by the NHAI for such BOT (Toll) projects and admissible compensations payable to the Concessionaire shall be made by NHAI out of its overall available resources.

18. It shall be ensured that while making provision for any Toll Plaza for all new NH projects, the number of lanes shall be minimum in the ratio of 1:4 as under:

Sr. No.	NH Configuration	No. of lanes
(i)	2 lane/ 2Lane+Paved Shoulders	8 lanes (4+4)
(ii)	4-Lane Highway	16 Lanes (8+8)
(iii)	6-Lane Highway	24 lanes (12+12)
(iv)	8-Lane Highway	32 lanes (16+16)

Wherever required, the Design of a Toll Plaza may be staggered in the event of problem of availability of ROW/ land for accommodating 24/32 lanes. However, these norms would not be applicable in the case of an Access controlled Highway in respect of the Toll Plazas built on the intervening interchanges. In these cases, the number of lanes at the entry/ exit of a Toll Collection point shall be kept a minimum of 4- lanes but preferably 6-lanes.

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