सत्यमेव जयते

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)
National Highways Authority of India
(Ministry of Road Transport and Highways, Government of India)
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भाराराप्रा / नीति दिशानिर्देश / व्यावसायिक प्रचालन / 2026
नीति परिपत्र सं. 17.5.102/2026 दिनांक 09th अक्टूबर, 2026
{(ई-ऑफिस फाइल स. CODIV/53/2026-CO Division (कम्प्युटर सं. 319745 पर लिया गया निर्णय)}

NHAI/Policy Guidelines/Commercial Operation/2026
Policy Circular No. 17.5.102 / 2026 dated 09th October, 2026
{(Decision taken on E-Office File No. CODIV/53/2026-CO Division (Comp No. 319745)}

Sub.: Monitoring & Enforcement Mechanism and Disqualification of User Fee Collection Agency for improper upkeep/ maintenance of Toilet Blocks, User Fee Plazas, Toll Collection Booths, Administrative Buildings & Surrounding Areas and Sign Boards.

It has been observed that instances are being reported frequently on improper/poor upkeep/ maintenance of Toilet Blocks, User Fee Plazas, User Fee Collection Booths, Administrative Buildings & Surrounding Areas and Sign Boards including non-availability/non-refurbishment of Consumable Items, deficiencies in Cleanliness and non-compliance with the prescribed Service Level Agreement (SLA) for Toilets by User Fee Collection Agencies (UFCAs), as per the Contractual Provisions and Extant Guidelines,.

2. As per the Provisions of the Contract Agreement, the User Fee Collection Agency (UFCA) is responsible, interalia, for upkeep/ maintenance of Toilet Blocks including refurbishing of Consumable Items, maintenance/ cleanliness of User Fee Plazas, User Fee Collection Booths, Toilet Blocks and Surrounding Areas. The upkeep/ maintenance of Toilet Blocks is also required to be undertaken in accordance with the applicable SLA.

3. In order to ensure effective monitoring and timely rectification of such deficiencies, the following Responsibilities are hereby assigned to the Project Director of PIUs/ concerned Field Units.

3.1. Identification and Reporting: The concerned PIU/ Field Unit shall inspect atleast once in a Week the condition of Toilet Blocks at User Fee Plazas, User Fee Collection Booths, Administrative Buildings and Surrounding Areas, Sign Boards and identify instances of deficiency/ non-compliance with the prescribed SLAs as per the contractual obligations of UFCA. On identification/ reporting of any such instance, the concerned Project Director shall issue Show Cause Notice (SCN) to the concerned UFCA, directing rectification of the deficiency within the prescribed/ stipulated period as given in UFCA Agreement.

3.2. Updation on Portal: All such Notices along with supporting dated Photographs (Photographs be grouped in one or two pages) shall be loaded by the concerned PD on the Data Lake Module developed for the purpose (enter PIU Login/ select "Notice on poor upkeep of Toilet/ Admin Block)".

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3.3. Rectification by UFCA: UFCA shall rectify and reply to SCN of PD and upload the reply along with supporting dated Photographs (Photographs be grouped in one or two pages) on the Data Lake Module (enter UFCA Login/ select "Notice on poor upkeep of Toilet/ Admin Block)".

3.4. Monitoring of Rectification: The concerned PIU shall monitor the action taken/ reply by UFCA as per timeline/ SLAs and ensure that each reported instance is rectified within the stipulated period.

3.5. Imposition of Penalty: In cases where the deficiency constitutes a violation of the Contract Agreement/ SLA, Project Director (PD) shall impose applicable penalty, as per the contractual Provisions and extant Guidelines.

4. Monitoring & Enforcement by CO Division and Declaring UFCA as Non- performer for repeated instances: In case the cumulative number of Notices issued by PD which are not rectified by any UFCA equals or exceeds 10% of the number of Fee Plazas being operated by the said UFCA at any given date, the concerned UFCA shall be declared as Non-Performer and such UFCA shall not be eligible to submit bid of NHAI for E-Quotation of Toll Plaza/ Regular of Toll Plaza/ Civil Work or any other bid of NHAI for a period of 15 days or till rectification of all such pending instances, whichever is later.

Illustration: In case an UFCA is operating Fee Plazas throughout the country at a given date, 10% thereof works out to 4.6. Accordingly, where 5 or more instances reported on the "DataLake" module remain pending for rectification, the concerned UFCA shall become a Non-performer under Para-4 above.

CO Division shall monitor the cumulative status of such pending instances on the Data Lake Module and issue notice of Non-performer, wherever the above threshold limit is crossed.

5. All PDs are directed to ensure strict compliance with the above mechanism for effective monitoring/ upkeep and maintenance of Toilet Blocks at User Fee Plazas, User Fee Collection Booths, Administrative Buildings & Surrounding Areas and Sign Boards including compliance with the prescribed SLA for Toilets and imposition of applicable Penalties in accordance with the provisions of the Contract Agreement with UFCA.

6. The above provisions shall be applicable to Public Funded Fee Plazas and such other Fee Plazas where User Fee Collection Agencies are appointed by CO Division, NHAI over and above the extant Policies, Guidelines and Contractual Provisions.

7. This issues with the approval of Competent Authority.

09/10/26

(सीएस. संजय कुमार पटेल/ CS. Sanjay Kumar Patel)
प्रभारी मुख्य महाप्रबंधक(समन्वय) (i/c) Chief General Manager (Coord.)

प्रति/ To:

भाराराप्रा मुख्यालय/आरओ/पीआईयू/सीएमयू/साइट कार्यालयों के सभी अधिकारी।
All Officers of NHAI HQ/ ROs/ PIUs/ CMUs/ Site Offices.

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