



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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NHAI/Policy Guidelines/Commercial Operations/2024

Policy Circular No.17.5.88/2024 dated 10th May, 2024

{Decision taken on E-Office File No. IHMCL/2024-25/SI (Comp. No. 248081)}

Sub: Implementation of ETC system and O&M Services at NH Fee Plazas through System Integrators empanelled with IHMCL -reg.

Ref: NHAI Policy Circular No 17.5.83/2022 dated 17.01.2022(copy enclosed)

The Electronic Toll Collection (ETC) infrastructure at NH Toll Plaza is implemented and maintained by Info-tech companies known as System Integrators. Under the National Electronic Toll Collection (NETC) Program there are uniform guidelines for ETC infrastructure, communication protocols, banking integration etc. Hence there is a need to engage experienced and competent agencies that rigorously adhere to these guidelines.

2. IHMCL empanels System Integrators through careful evaluation of their experience and expertise. While applying for empanelment, the System Integrators provide unconditional and unqualified acceptance of all terms and conditions outlined in the Request For Empanelment (RFE) document, encompassing specifications for ETC equipment, SLA parameters, Internet Connectivity, and more.

3. To ensure that SIs appointed at all NH Toll Plazas are obligated to adhere to all the guidelines, empanelment conditions and other NETC guidelines issued from time to time, NHAI issued Policy Circular No 17.5.83/2022 dated 17.01.2022 which mandated that implementation of ETC system at NH Fee plazas shall be carried out through System Integrators empanelled by IHMCL only. Concerned Concessionaires/EPC Contractors shall henceforth select any empanelled System Integrator only for any new project/contract for ETC infrastructure installation and/or for extending any existing contract for O&M services.

4. During the scrutiny of System Integrators deployed at NH Toll Plazas, it was observed that in contravention of above Policy Circular, many Contractors/Concessionaires have appointed System Integrators which are not empanelled with IHMCL. This has resulted in non-adherence of guidelines, protocols by many such agencies.

5. In order to further ensure that only empanelled System Integrators are onboarded at Toll Plazas it has been decided to follow following SOP while appointing System Integrator at Toll Plazas of any EPC/HAM/BOT/TOT/InvIT Project:

Sl No	Activity/Action	Action by
1	For appointment of System Integrator(s) at the Toll Plaza(s) of the Project, the EPC Contractor / Concessionaire of the Project, during the Development / Design phase, shall submit three names of the System Integrators to the PD out of the empanelled list of System Integrators of IHMCL	EPC Contractor / Concessionaire

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2	PD shall recommend the name(s) of the System Integrator to Regional Officer for approval after ensuring that the same is/are empanelled by IHMCL and their performance is generally good at NH Toll Plazas.	Project Director
3	Regional Officer shall approve the System Integrator after satisfying himself of the performance of System Integrator in general and ensuring that the System Integrator is empanelled by IHMCL as on the date of approval. In case the Regional Officer is not satisfied with the System Integrators proposed by EPC Contractor/ Concessionaire / PD, the reasons should be furnished to the Contractor /Concessionaire with copy to IHMCL. Subsequently, the EPC Contractor /Concessionaire shall submit revised panel of three names for approval of the Regional Officer.	Regional Officer

6. All the Technical Division shall invariably mention this Circular in their Technical Schedules.

7. This issues with the approval of Competent Authority.

Encl.: As stated above

To:

All Officers of NHAI HQ/ ROs/ PIUs/ CMUs/ Site Offices

Copy to:

1. COO- IHMCL
2. Hindi Division for translation in Hindi.
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10/05/24

(CS. Sanjay Kumar Patel)
General Manager (Coord.)



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NHAI/Policy Guidelines/ Commercial Operations /2022

Policy Circular No.17.5.83/2022 dated 17th January, 2022

{Decision taken on E-Office File No. NHAI/13013/547/CO/21-22/ETC&SIAppointment (Comp.No. 122408)}

Sub: Implementation of ETC system and O&M services at NH fee plazas through System Integrators empanelled with IHMCL - Reg.

With declaration of all NH fee plaza lanes as "FASTag lanes of the fee plaza" w.e.f. midnight of 15th/16th February 2021 as per direction of MORTH, there has been a remarkable growth in toll collection and number of transactions via FASTag. In the wake of such exponential growth in number of ETC transactions, the need for availability (uptime) and improved performance of ETC system installed at NH fee plaza has become all the more critical and of paramount importance than ever for ensuring best-in-class user experience and convenience.

2. It has been observed that in some cases, the implementation of ETC system are outsourced to a vendor which may not have the desired expertise and experience in implementation of ETC system and a robust TMS software. Hence, the vendors may not be able to comply with requisite Service Level Agreement (SLA) performance parameters during operations & maintenance phase of the project.

3. In view of above, in order to ensure standardization of quality & optimum performance of ETC system during O&M period, it has been decided that henceforth, implementation of ETC system at NH fee plazas shall be carried out through System Integrators empanelled by IHMCL only. Concerned Concessionaires/EPC contractors shall henceforth select any empanelled System Integrator only for any new project/contract for ETC infrastructure installation and/or for extending any existing contract for O&M services.

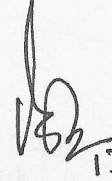
4. It is further informed that IHMCL has released the tendering process for new empanelment of System Integrators for implementation of ETC system on NH fee plazas. A number of SIs have already been engaged and it is expected that with this new online process of empanelment, more number of qualified SIs will be empanelled in due course. The list of System Integrators empanelled by IHMCL may be seen on IHMCL website (www.ihmcl.co.in) and can also be obtained by contacting IHMCL office.

5. Concessionaires/Contractors may be requested in writing at the level of RO to engage only agencies empaneled by IHMCL for ETC Infrastructure and O&M thereof for ensuring quality of service in accordance with SLA to which the SIs would be bound as per the terms and conditions of empanelment.

Contd...2/-

6. Furthermore, it has also been decided that henceforth, the work of Operations & Maintenance of ETC systems installed at public funded NH fee plazas shall be assigned to IHMCL through CO Division/HQ when obligation/responsibility to maintain the same is passed on to NHAI as per provisions of Contract with Contractors/Concessionaires. IHMCL shall engage an empanelled System Integrator through tendering process for providing O&M services of ETC system at these fee plazas. Therefore, all PDs/ROs are required to submit the proposal to, CO Division at HQ, of such public funded fee plazas where O&M of ETC system is required to be provided by NHAI at least three months prior to start of obligation of NHAI (along with details of ETC equipment installed at the plazas, date of installation and functional status etc.) so as refer the cases to IHMCL for further necessary action.

7. This issues with the approval of Competent Authority.



15/01/22

(Sanjay Kumar Patel)
General Manager (Coord.)

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