

NHAI Terminates the Contract and Debars Toll Collection Agency from Participation in Bids for One Year for Misbehaving with Army Personnel

Issues Strict Instructions to All Toll Collection Agencies to Take Action Against Their Employees Who Indulge in Unruly Behavior with Road Users & Public Representatives

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NHAI has terminated the contract and debarred the toll collection agency from participation in bids for one year for misbehaving with army personnel by toll staff deployed at Bhuni Toll Plaza on Meerut-Karnal section of NH-709A on 17th August 2025. In addition, NHAI has imposed a penalty of Rs. 20 lakhs on the toll collecting agency and the performance security of the agency amounting to Rs. 3.66 crores will be encashed towards repair/ replacement cost of the damaged equipment and infrastructure at the Bhuni Toll Plaza.

A 'Show-Cause Notice' was issued to the toll collecting agency M/s Dharm Singh, seeking an explanation about the incident. The reply from the agency was not found to be satisfactory. The agency was found to be in direct violation of contract obligations involving misconduct by toll staff, physical altercation, damage to public property and disruption of fee collection operations.

To avoid recurrence of such incidents in the future, NHAI has instructed all toll collection agencies to take strong action against their employees who indulge in such behavior with the road users and public representatives. NHAI has also issued directions to all toll collection agencies to provide training to toll plaza staff for good behavior with the National Highway users. NHAI had organized a training for all toll plaza staff on the topic '*Enhancing Customer Interaction and Communications Skills the Toll Plazas.*'

NHAI is committed to providing seamless travel experience on the National Highways and unruly behavior by the toll plaza staff with National Highway users cannot be tolerated under any circumstances.

SR/GDH/SJ

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