



APSC Enforcement Inspector: Ranking System for Toll Plazas

NHAI has developed a matrix-based methodology to rank the Fee Plazas on parameters such as electronic tolling, time taken in clearance of FASTag lanes, display panels, staff behaviour, cleanliness, etc.

The data for the matrix is to be collected by the Regional Officers who will use the same to rank the Fee Plazas under their jurisdiction. Meanwhile, a countrywide drive was launched by NHAI on more than 300 toll plazas across the country on 10 February, 2018, to address issues that affect highway users. Officers visited toll plazas and addressed issues of user convenience and took feedback from the people.