

USER MANUAL

TOLL INFORMATION SYSTEM



(FEBRUARY 2017)

Table of Contents

<u>Chapter-1 Introduction</u>	3
1.1 About Manual	3
1.2 Abbreviations	3
<u>Chapter-2 User Guide-TIS</u>	4
2.1 Home Page	4
2.2 Toll Plaza(s) on Map	5
2.2.1 Toll plaza between two Stations	6
2.2.2 Search Toll Plaza on Map.....	8
2.3 Toll Plaza(s) at a glance	9
2.4 FAQ	12
2.5 Feedback	13
2.6 Public Grievances.....	14
2.7 Disclaimer	15
2.8 Contact Us.....	16

Chapter-1 Introduction

1.1 About Manual

Toll Information System (TIS) is a web-based portal through which National Highway users may easily access information related to toll fee and other details viz. current toll charges; and concessions/discounts available for local vehicles at various toll plaza(s) in the Country; commercial operation date; date of toll fee notification; effective and due date of toll rate revision; name and contact details of key personnel on toll plaza; details of nearest police station; hospitals etc. in addition to facilities available near toll plaza(s).

The portal is GIS based wherein toll plazas may be easily searched on a map. Toll plaza(s) can also be searched between any two stations with shortest path on map and applicable toll fee at various toll plazas along the route can be ascertained. Copy of Gazette Notification for Toll Fee is available for downloading.

TIS can be opened through internet on any browser through the URL www.nhtis.org. This manual is prepared for the public/road users. This Manual explains in detail how to access various information related to the toll plazas.

1.2 Abbreviations

BOT	Build Operate and Transfer
GIS	Geographical Information System
MoRTH	Ministry of Road Transport & Highways
NHAI	National Highways Authority of India
OMT	Operations Maintenance and Transfer
SPV	Special Purpose Vehicle
TIS	Toll Information System

Chapter-2 User Guide-TIS

2.1 Home Page

User can access TIS through URL www.nhtis.org in any web browser. TIS is compatible with Google Chrome, Mozilla Firefox, and Internet Explorer. The following screen appears on entering the URL www.nhtis.org:

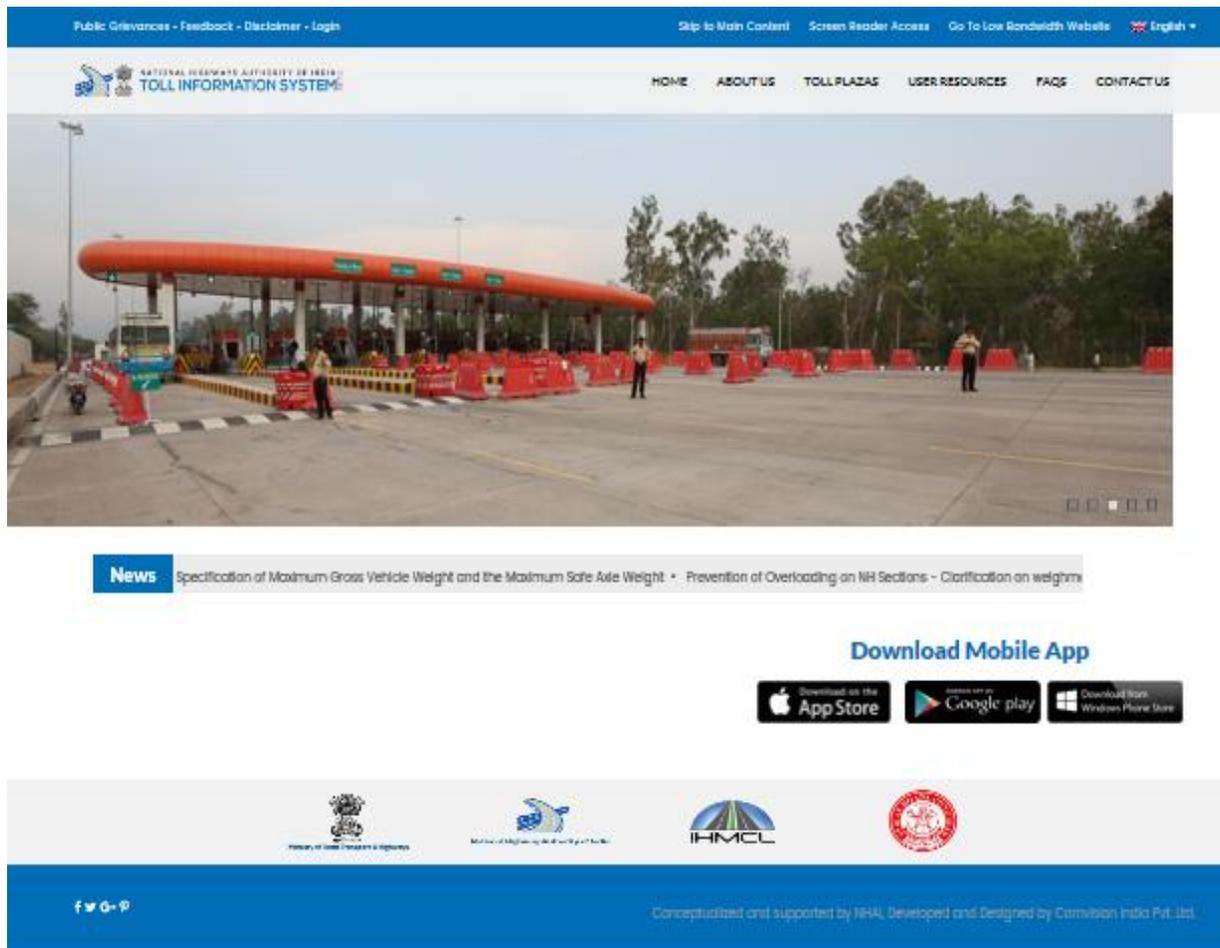


Figure 1 Home Page

2.2 Toll Plazas on Map

This module displays location of all toll plazas on map. To view all toll plazas on map, Click on “Toll Plazas on Map” under Toll Plaza Link. The following screen shall appear:

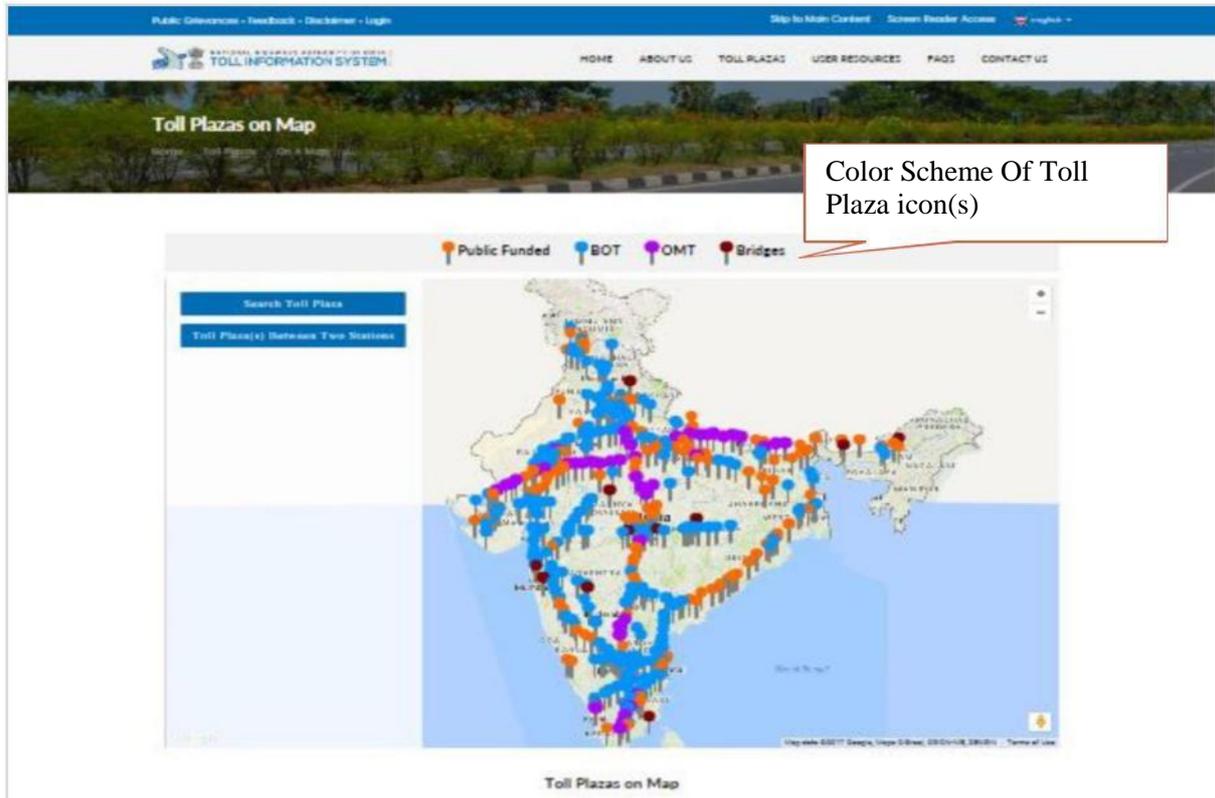


Figure 2 Toll Plaza on Map

Color scheme adopted for depicting the type of toll plaza, is as under:

- Public funded - Orange
- BOT - Blue
- OMT - Purple
- SPV - Green
- Bridges - Brown

There are two options provided on this page to further search for any particular toll plaza on map (Refer Fig: 2).

2.2.1 Toll plaza between two Stations

A facility is available to ascertain the Toll Plaza Locations as well as the amount of fee that a user shall have to pay while travelling through a selected stretch of National Highway. To proceed a user has to click on “Toll Plaza between two stations”. The following screen appears where the user is prompted to enter the Source and Destination town names. In case a user requires details of a specific route, click on “Add more destination” enter details and then click “Add”.

User can also enter multiple “Via” points by clicking add button. User will also need to select from the drop down list the ‘mode of travel’/‘type of vehicle’. Once all the details are entered, click on “Search”.

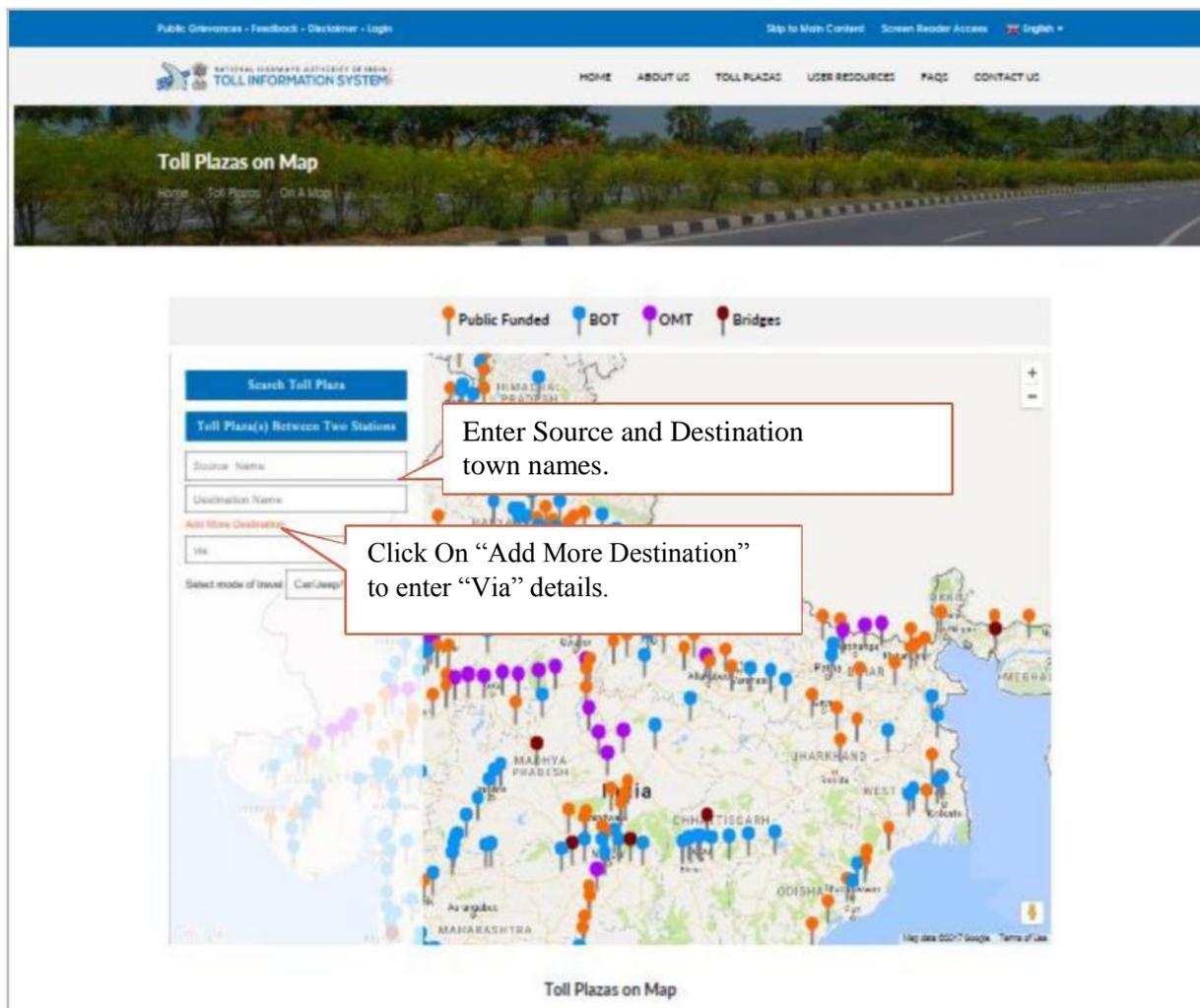


Figure 3 Toll Plaza between two stations

On click of “Search”, the following screen will appear, as shown in Fig: 4

Public Funded BOT OMT Bridges

Search Toll Plaza

Toll Plaza(s) Between Two Stations

Delhi, India

Neemrana, Rajasthan, India

Add More Destinations

VIA Add

Select mode of travel Car/Jeeep/Van

Search

Total Distance: 129 km

Total Time: 2 hours 33 mins

Sr No.	Toll Plaza	Car/Jeeep/Van
1	Jaali Toll	12 (Live Traffic) - 0.1
2	Kherki Daula	90 (Live Traffic) - 0.9
3	Shahpalspur	121 (Live Traffic) - 1.2
Total Charges		203

All toll plazas on the selected route are marked. Click on the toll icon to get detailed information of plaza.

User can see the list of toll plaza(s) on selected route with toll Charges, estimated travel time and live traffic.

Figure 4 Toll Plaza between two stations- On Map

This screen will also show names of toll plaza enroute the source and destination chosen by the user as well as details of toll fee for a selected category of vehicle which may be charged to road user while travelling through them. Alongwith this, the user will also get the estimated travel time to cross and live traffic status at a particular toll plaza.

2.2.2 Search Toll Plaza on Map

User can directly enter the “Name of Toll Plaza” by clicking on “Search Toll Plaza” option, toll charges for all vehicle types will be displayed and that Toll Plaza will blink on the map as shown in Fig: 5.

Public Funded BOT OMT Bridges

Search Toll Plaza

vempadu

Search

Toll Plaza(s) Between Two Stations

vempadu (For Single Journey)

Type of vehicle	Charges (In Rs)
Cari/Jeep/Van	100
LCV	160
Bus/Truck	300
Upto 3 Axle	360
4 to 6 Axle	620
HCM/EME	620
7 or more Axle	800

for more information [click here](#)

Click on “Search Toll Plaza”, enter Toll Plaza name and click on “Search”.

Figure 5 Search Toll Plaza

2.3 Toll Plazas at a glance

State-wise list of all toll plazas along with their name, location, NH No. and section / stretch will be displayed in this section. User can also type “name” of a toll plaza to get information of the toll plaza entered on the screen.

User can click on “Toll Plaza name” to get further details of that toll plaza.

List of Toll Plazas

Enter Toll Plaza Name

Sr No.	State	NH-No.	Toll Plaza Name	Toll Plaza Location	Section / Stretch
1	Andhra Pradesh	16 (Old 5)	Vempadu	Km 795.498	Ankapalli - Tuni (Km 358.00 to Km 272.00 (New Chainage From Km 830.525 to Km 741.255))
2	Andhra Pradesh	16 (Old 5)	Nathavalasa/ Vizianag		Champavati/ Kopperla - Visakhapatnam
3	Andhra Pradesh	16 (Old 5)	Sunambatti (Musunuri)	Km 1326.000	Chikaluripet - Nellore (Km 1182.902 - Km 1366.547)
4	Andhra Pradesh	16 (Old 5)	Tangutur	Km 1264.000	Chikaluripet - Nellore (Km 1182.902 - Km 1366.547)

Figure 6 List of Toll Plaza

When a user will click on “Toll Plaza Name”, the following screen will appear. It will include details of toll fee for applicable categories of vehicles along with other details.

Vempadu

Vempadu NH-28 (Old S) Of Andhra Pradesh
Km 792.498
Operating Status-Operating

Capital Cost : ₹24.00 Cr.
Current Toll Revenue : ₹61.20 Cr. As on date 31-Dec-2014 With Discounting

Fee Effective Date : 01-Apr-2016

Type of vehicle	Single Journey	Return Journey	Monthly Pass	Commercial Vehicle Registered within the district of place
Car/Jeep/Van	100.00	145.00	3250.00	50.00
LCV	140.00	235.00	3250.00	50.00
Bus/Truck	350.00	495.00	11000.00	145.00
Upto 3 Axle Vehicle	360.00	540.00	12010.00	150.00
4 to 6 Axle	520.00	775.00	17260.00	240.00
HCM/EME	520.00	775.00	17260.00	240.00
7 or more Axle	650.00	945.00	21015.00	315.00

Click on "View More Information" to get further details of toll plaza.

Figure 7 Detailed Information-Toll Plazas

Click on "View More Information" button, as shown above (Fig: 7) to get further information of toll plaza such as:

1. Commercial operation date
2. Capital cost of project
3. Cumulative toll revenue
4. Concessions available at toll plazas
5. Traffic details
6. Name Of Concessionaire
7. Name/Contact details of incharge
8. Fee notification advertisement in local newspaper
9. List of vehicles exempted from paying toll
10. Important contact numbers viz. police station, nearest hospital, emergency contact number
11. Facilities available near toll plaza, etc.

Gazette Notification, Advertisement in Local Newspaper for wider publicity of the toll rates as well as the list of Vehicles exempted from paying the toll can be accessed/ downloaded by clicking on respective button provided on this web page (as shown in Fig: 8) .

Toll Plaza Information

Vengaluru (Public Funded)

Km 795.495 - NH-56 (Old S) in Andhra Pradesh

Stretch : Ankapalli - Turli (Km 855.00 to Km 272.00) / ex-Chainage From Km 850.825 to Km 741.285)

Tollable Length : Km 89.270 (Km)

Fee Effective Date : 01-Apr-2016 / Due date of toll revision : 01-Mar-2017

Type of vehicle	Single Journey	Return Journey	Monthly Pass	Commercial Vehicle Registered within the district of plaza
Car/Jeep/Van	100.00	145.00	3250.00	50.00
LCV	160.00	235.00	5155.00	80.00
Bus/Truck	350.00	495.00	11005.00	165.00
Upto 5 Axle Vehicle	360.00	540.00	12010.00	180.00
4 to 6 Axle	520.00	775.00	17260.00	260.00
HCM/EHE	520.00	775.00	17260.00	260.00
7 or more Axle	650.00	945.00	21015.00	315.00

Date of fee notification	22-Jul-2012	(Dr No. - S.O. 1711(E))
Commercial Operation Date	06-May-2009	
Capital Cost of Project (In Rs. Cr.)	234.00	
Cumulative Toll Revenue (In Rs. Cr.)	161.10 (with Discounting)	As on : 01-Dec-2014
Design Capacity (PCU)	40000	
Traffic (PCU/day)	55405	As on : 02-Dec-2016
Target Traffic (PCU/day)	N/A	As on : 01-Dec-2017
Name of Concessionaire / OHT Contractor	M/s TDV Projects & Investments Pvt Ltd.	
Name / Contact Details of Incharge	C.R. Rama Rao / 9248193232	

[Download Gazette Notification](#)
[Rate Revision Order](#)
[Exempted vehicles](#)

Concessions

Facilities Available Near Toll Plaza

Announcement

Important Information

Helpline No. : Crane, Ambulance - Route Patrol

Emergency Services : 1085, 108

Nearest Police Station : /

Highway Administrator (Project Director) : V.Dhivase Rao / 9000699599,0891-2707600

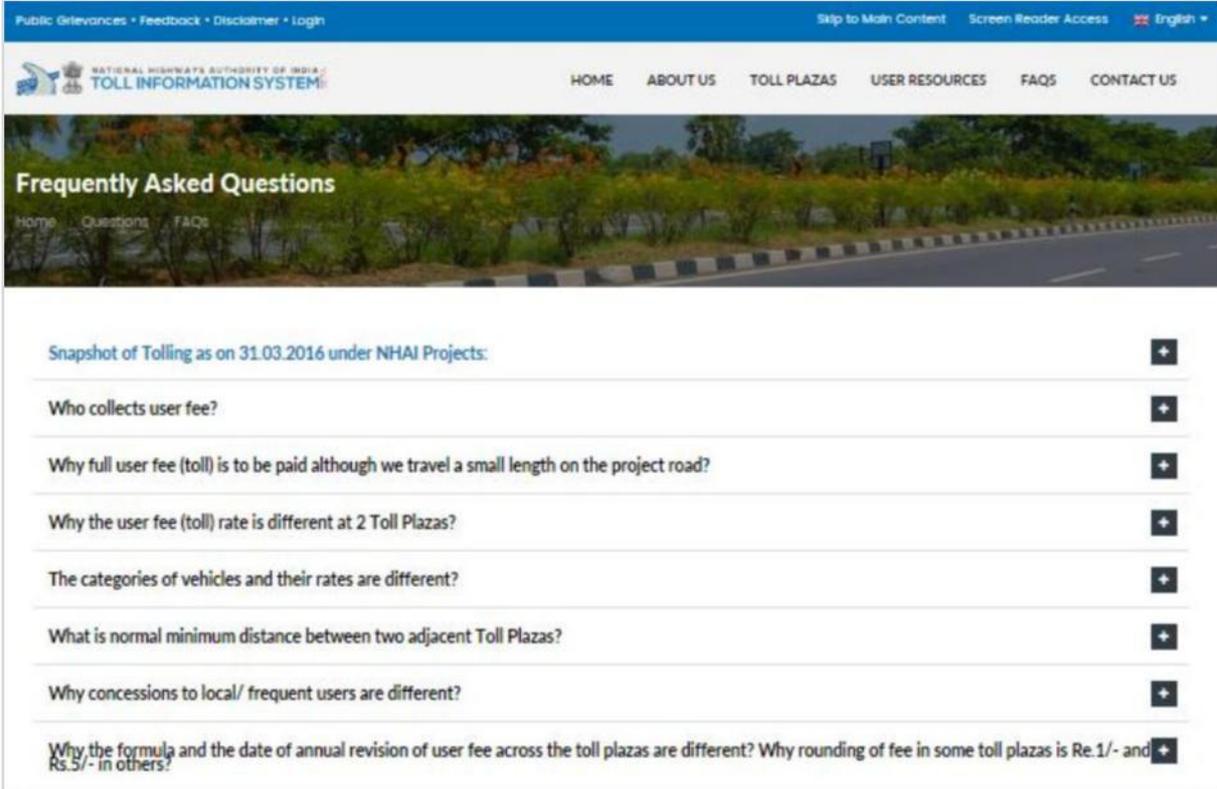
Representative of Concessionaire : /

Nearest Hospital (0) : ICDH Vasava Hosp (Ankapalli), Andhra Pradesh 520081, DRAMUL LARROCCORIC S. MATERNITY HOSPITAL, S-17-05 (L) Red Crescent Street, Turli, Andhra Pradesh 525401, Phone 085542 86876, S) Leela Nursing Home Rajawarapeta, Andhra Pradesh, Alama Vasa multispecialty hospital and trauma centre Yellamanchi, Andhra Pradesh.

Figure 8 Detailed Information- Toll Plaza

2.4 FAQ

General information related to toll fee and other miscellaneous information may be seen Under the section 'Frequently Asked Questions' (FAQ) .



The screenshot displays the 'Frequently Asked Questions' page of the National Highways Authority of India (NHA) Toll Information System. The page features a blue header with navigation links: 'Public Grievances', 'Feedback', 'Disclaimer', 'Login', 'Skip to Main Content', 'Screen Reader Access', and 'English'. Below the header is a navigation menu with 'HOME', 'ABOUT US', 'TOLL PLAZAS', 'USER RESOURCES', 'FAQS', and 'CONTACT US'. The main content area is titled 'Frequently Asked Questions' and includes a breadcrumb trail: 'Home > Questions > FAQs'. The FAQ section lists several questions, each with a plus sign icon to its right, indicating that the content is expandable. The questions are:

- Snapshot of Tolling as on 31.03.2016 under NHAI Projects:
- Who collects user fee?
- Why full user fee (toll) is to be paid although we travel a small length on the project road?
- Why the user fee (toll) rate is different at 2 Toll Plazas?
- The categories of vehicles and their rates are different?
- What is normal minimum distance between two adjacent Toll Plazas?
- Why concessions to local/ frequent users are different?
- Why the formula and the date of annual revision of user fee across the toll plazas are different? Why rounding of fee in some toll plazas is Re.1/- and Rs.5/- in others?

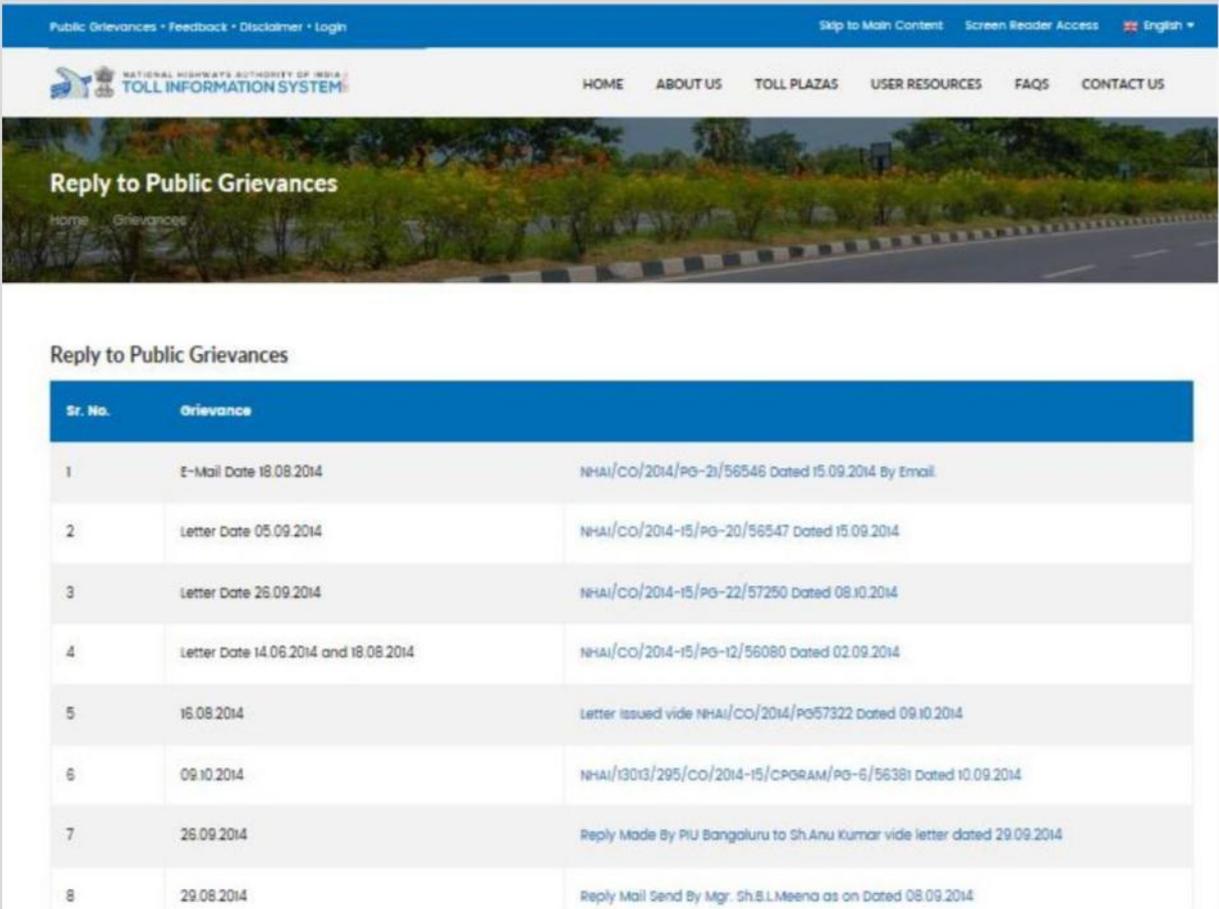
2.5 Feedback

A user of TIS portal may also provide his/ her feedback. The feedback may be generic / portal related or specific to any toll plaza. Radio buttons have been provided on the feedback form to appropriately choose the type of feedback one wants to submit.

The screenshot shows the 'Feedback' page of the TIS portal. At the top, there is a navigation bar with 'HOME', 'ABOUT US', 'TOLL PLAZAS', 'USER RESOURCES', 'FAQS', and 'CONTACT US'. Below this is a banner image of a road with greenery. The page title is 'Feedback', with a breadcrumb trail 'Home > Feedback'. The main heading is 'फीडबैक/Feedback'. The form contains two radio buttons: 'Portal related' (unselected) and 'Toll Plaza related' (selected). A note states 'All fields with (*) are mandatory.' The form fields are: 'Toll Plaza Name*', 'Name*', 'Mobile*', 'Email*', 'Message*', and 'Enter Image Text*'. A CAPTCHA image displays the number '997043'. A blue 'Submit' button is located at the bottom of the form.

2.6 Public Grievances

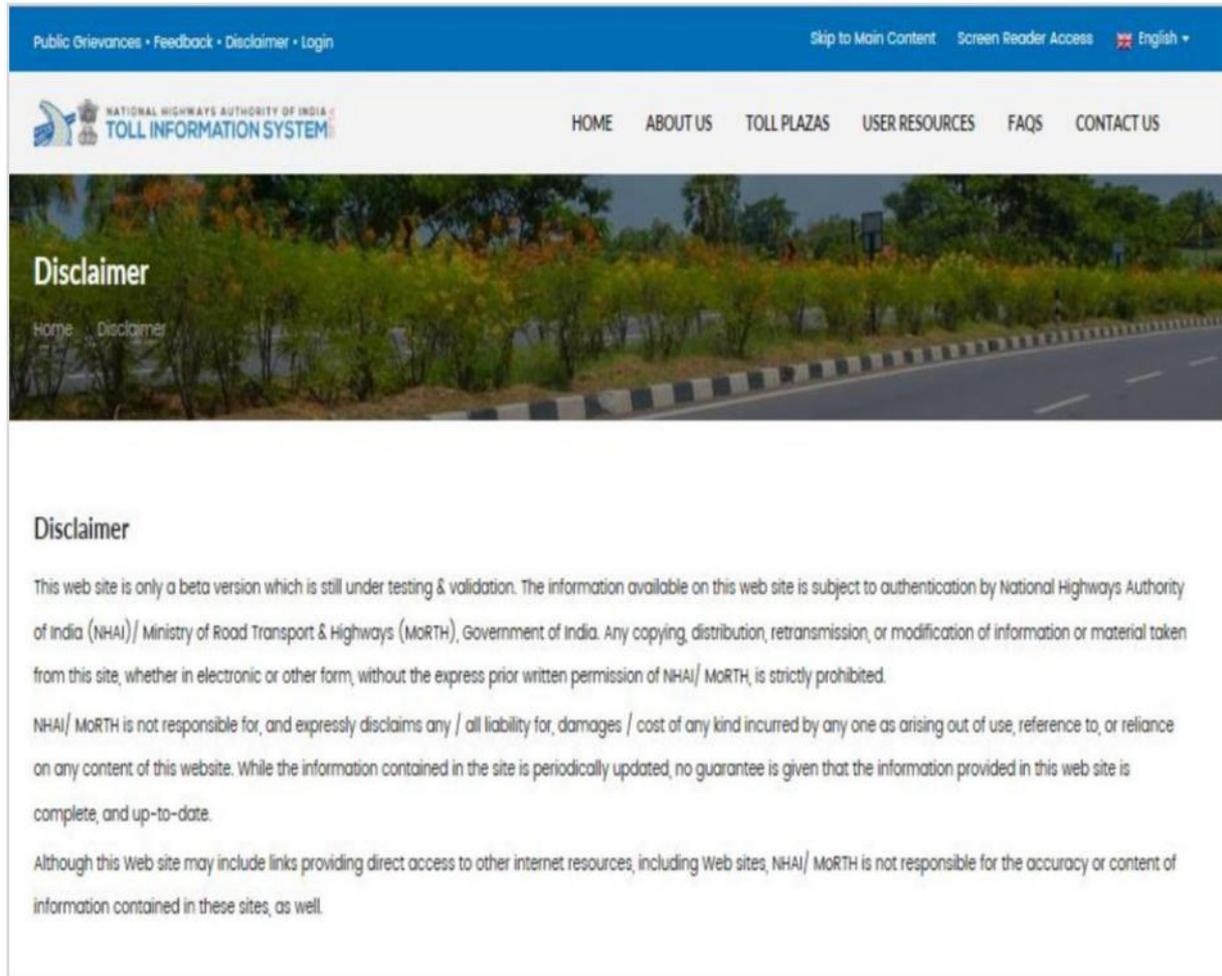
This section includes the grievances from the public regarding toll plaza(s) and their subsequent reply from the NHAI.



The screenshot shows the 'Reply to Public Grievances' page on the NHAI Toll Information System website. The page includes a header with navigation links and a main content area with a table of grievance replies.

Sr. No.	Grievance	Reply
1	E-Mail Date 16.08.2014	NHAI/CO/2014/PG-21/56546 Dated 15.09.2014 By Email.
2	Letter Date 05.09.2014	NHAI/CO/2014-15/PG-20/56547 Dated 15.09.2014
3	Letter Date 26.09.2014	NHAI/CO/2014-15/PG-22/57250 Dated 08.10.2014
4	Letter Date 14.06.2014 and 18.08.2014	NHAI/CO/2014-15/PG-12/56080 Dated 02.09.2014
5	16.08.2014	Letter issued vide NHAI/CO/2014/PG57322 Dated 09.10.2014
6	09.10.2014	NHAI/13013/295/CO/2014-15/CPGRAM/PG-6/56381 Dated 10.09.2014
7	26.09.2014	Reply Made By PU Bangalore to Sh.Anu Kumar vide letter dated 29.09.2014
8	29.08.2014	Reply Mail Send By Mgr. Sh.B.L.Meena as on Dated 08.09.2014.

2.7 Disclaimer



The screenshot shows the website interface for the National Highways Authority of India (NHA) Toll Information System. At the top, there is a blue navigation bar with links for 'Public Grievances', 'Feedback', 'Disclaimer', and 'Login'. On the right side of this bar are links for 'Skip to Main Content', 'Screen Reader Access', and a language dropdown set to 'English'. Below the navigation bar is a white header area containing the NHA logo and the text 'NATIONAL HIGHWAYS AUTHORITY OF INDIA' and 'TOLL INFORMATION SYSTEM'. To the right of the logo are navigation links: 'HOME', 'ABOUT US', 'TOLL PLAZAS', 'USER RESOURCES', 'FAQS', and 'CONTACT US'. The main content area features a large banner image of a highway with greenery. Below the banner, the word 'Disclaimer' is written in a large font. Underneath, there is a breadcrumb trail: 'Home > Disclaimer'. The main text of the disclaimer is as follows:

Disclaimer

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2.8 Contact Us

This section provides links to the other useful web sites related to NHAI, Ministry of Road Transport and Highways and/ or Government of India.

Public Grievances • Feedback • Disclaimer • Login

Skip to Main Content Screen Reader Access English

NATIONAL HIGHWAYS AUTHORITY OF INDIA
TOLL INFORMATION SYSTEM

HOME ABOUT US TOLL PLAZAS USER RESOURCES FAQS CONTACT US

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सड़क परिवहन एवं राजमार्ग मंत्रालय

परिवहन भवन
1, संसद मार्ग
नई दिल्ली - 110001
फोन : - 91 - 11 - 23739085
ईमेल : wimruth@nic.in

Ministry of Road Transport & Highways

Transport Bhawan
1, Parliament Street
New Delhi-110001
Phone : 91 - 11 - 23739085
Email : wimruth@nic.in

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

G 566, सेक्टर 10, द्वारका,
नई दिल्ली- 110075
फोन : 91 - 11 - 25074100 - 200
फैक्स : 91 - 11 - 25093507 - 14
ईमेल : tis@nhai.org

National Highways Authority of India

G 566, Sector 10, Dwarka,
New Delhi - 110075
Phone : 91 - 11 - 25074100 - 200
Fax : 91 - 11 - 25093507 - 14
Email : tis@nhai.org

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