

USER MANUAL

TOLL INFORMATION SYSTEM



(FEBRUARY 2017)

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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:

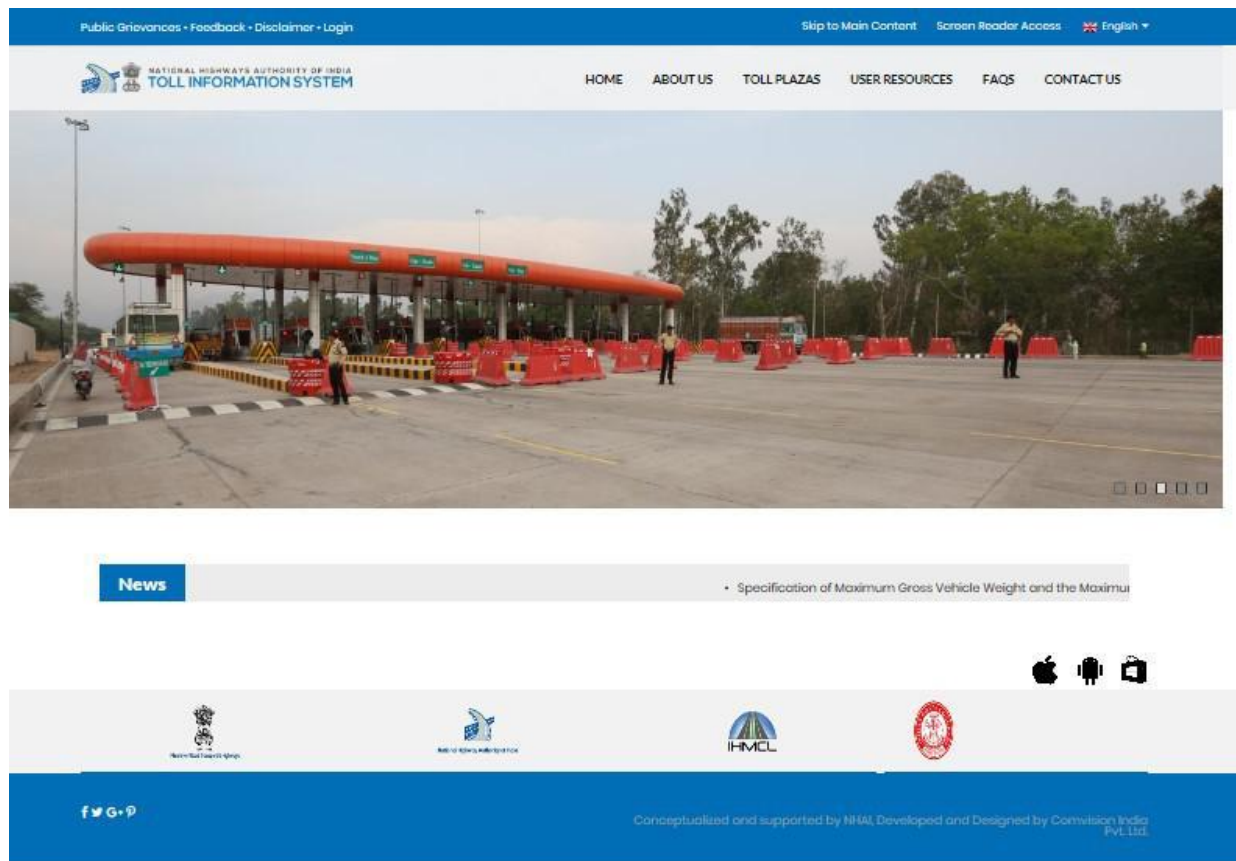


Figure 1 Home Page

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:

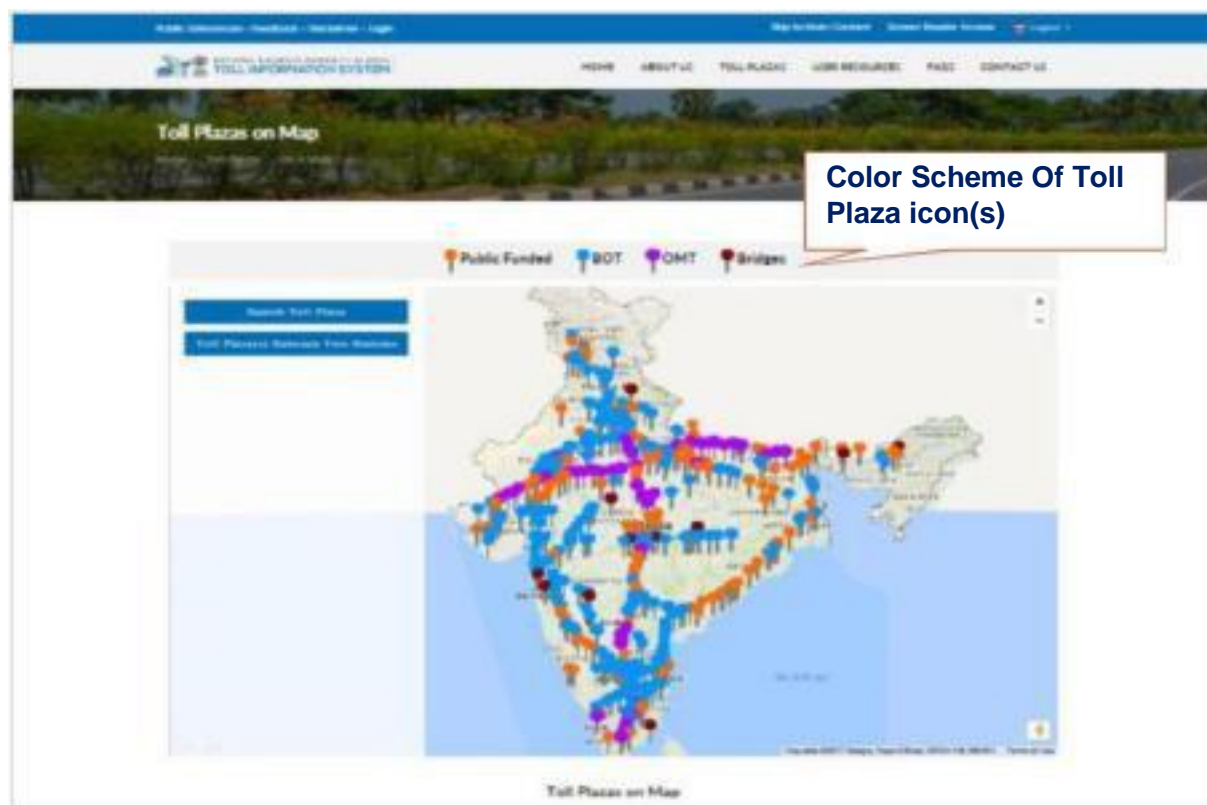


Figure 2 Toll Plaza on Map

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”.

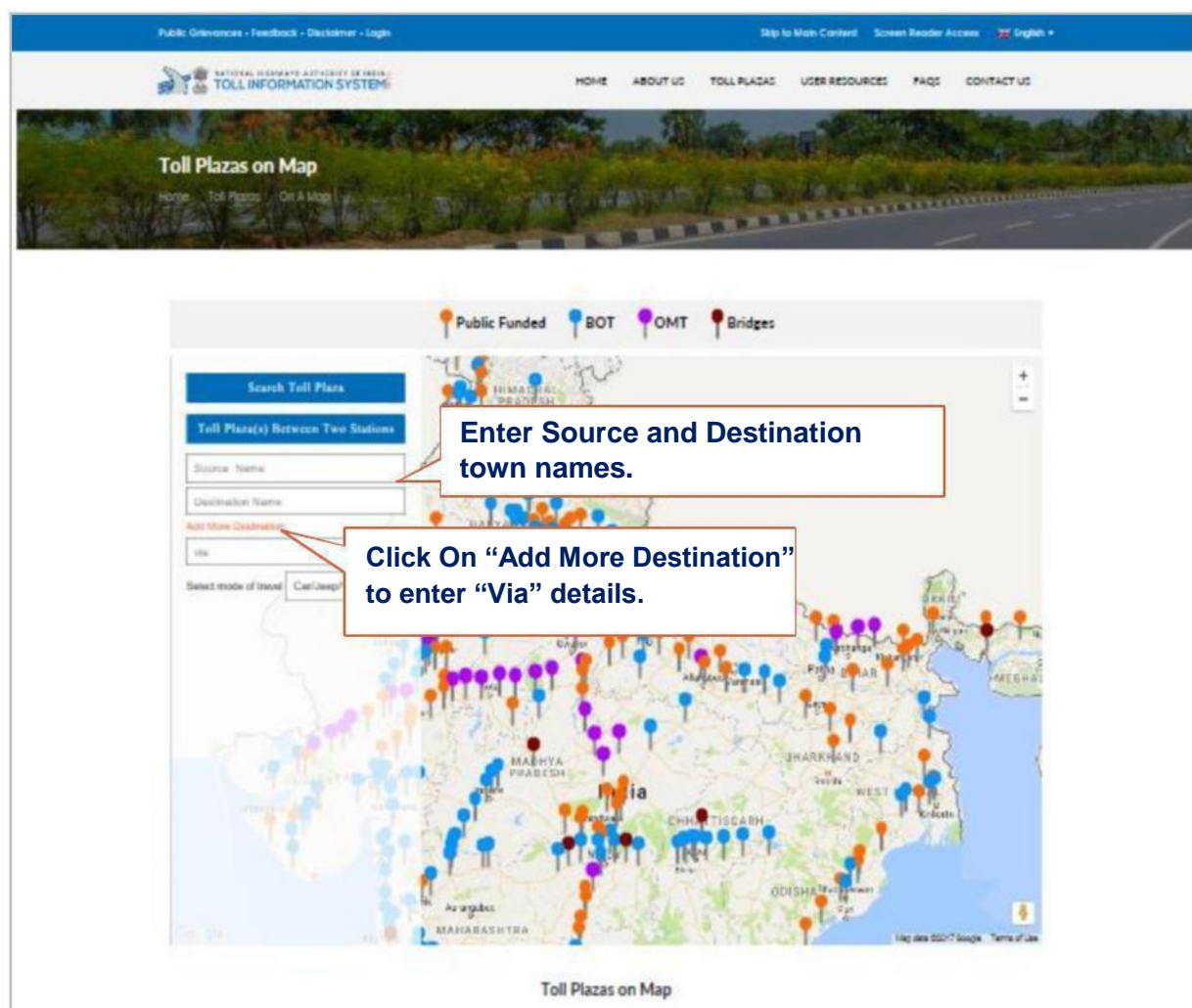


Figure 3 Toll Plaza between two stations

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

Search Toll Plaza

Toll Plaza(s) Between Two Stations

Delhi, India

Noida, Rajasthan, India

Add More Destinations

Via

Select mode of travel: Car/Jeeep/Van

Search

Sr No.	Toll Plaza	Car/Jeeep/Van
1	Leel - Toll	12 (Live Traffic) - 0.1
2	Khera - Toll	10 (Live Traffic) - 0.1
3	Shahjahanpur	121 (Live Traffic) - 0.1
Total Charges		133

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
M/s TGV Projects & Investments

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

vempadu (For Single Journey)

Type of vehicle	Charges (In Rs)
Car/Jeep/Van	100
LCV	180
Bus/Truck	330
Upto 3 Axle	380
4 to 6 Axle	520
HCM/EME	520
7 or more Axle	800

for more information [click here](#)

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.

Enter the name of Toll Plaza here and search.

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)	Nathavallabha/ Vizianagaram		Champavati/ Kopperla - Visakhapatnam
3	Andhra Pradesh	16 (Old 5)	Sunambatti (Musunuri)	Km 1326.000	Chilikaluripet - Nellore (Km 1182.802 - Km 1366.547)
4	Andhra Pradesh	16 (Old 5)	Tangutur	Km 1284.000	Chilikaluripet - Nellore (Km 1182.802 - Km 1366.547)

Click on Toll Plaza name to get detailed information.

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.

Toll Plazas – At a Glance

Venopadu 114-28 (Old SI) Of Andhra Pradesh
Km 798.495 Operating Status-Operating

Capital Cost : 234.00 Cr.
Cum. Toll Revenue : 141.10 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/Jeeep/Van	100.00	145.00	3250.00	50.00
LCV	140.00	235.00	3250.00	80.00
Bus/Truck	350.00	485.00	11005.00	145.00
Upto 3 Axle Vehicle	360.00	540.00	12010.00	150.00
4 to 6 Axle	500.00	775.00	17260.00	240.00
HCM/EMT	500.00	775.00	17260.00	240.00
7 or more Axle	650.00	945.00	21015.00	315.00

Download Gazette Notification View More Information

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) .

The screenshot displays the 'Toll Plaza Information' page on the National Highways Authority of India (NHAI) website. The page includes a header with navigation links and a main content area with a background image of a highway. The 'Toll Plaza Information' section provides details about the Vempadu (Public Funded) toll plaza, including its location, stretch, and tollable length. It also features a table of toll rates for various vehicle types and a sidebar with additional information such as concessions, facilities, and important details.

Toll Plaza Information

Vempadu (Public Funded)
 Km 755.495 - NH-53 (Old 5) in Andhra Pradesh
 Stretch: Ankavilli - Tuni [Km 555.00 to Km 272.00] New Chainage From Km 550.525 to Km 241.255]
 Tollable Length: Km 55.270 Km(s)

Fee Effective Date: 01-Apr-2016 / Due date of toll revision: 31-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	\$250.00	\$0.00
LCV	160.00	235.00	\$255.00	\$0.00
Bus/Truck	300.00	455.00	11005.00	165.00
Upto 2 Axle Vehicle	560.00	840.00	12000.00	180.00
4 to 6 Axle	920.00	775.00	17260.00	260.00
HCM/BHE	920.00	775.00	17260.00	260.00
7 or more Axle	950.00	945.00	21015.00	315.00

Date of fee notification: 28-Jul-2012 (Dr No. - 2.O. 1711(E))

Commercial Operation Date: 06-May-2008

Capital Cost of Project (In Rs. Cr.) 234.00

Cumulative Toll Revenue (In Rs. Cr.) 181.10 (with Discounting) As on: 01-Dec-2014

Design Capacity (PCU) 40000

Traffic (PCU/day) 35408 As on: 01-Dec-2016

Target Traffic (PCU/day) N/A As on: 01-Dec-2017

Name of Concessionaire / O/H Contractor M/s TGV Projects & Investments Pvt Ltd.

Name / Contact Details of Incharge C.R. Rana Rao / 9545199252

[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: 1088, 108

Nearest Police Station: /

Highway Administrator (Project Director): V.Drivas Rao / 900069599,0891-2707600

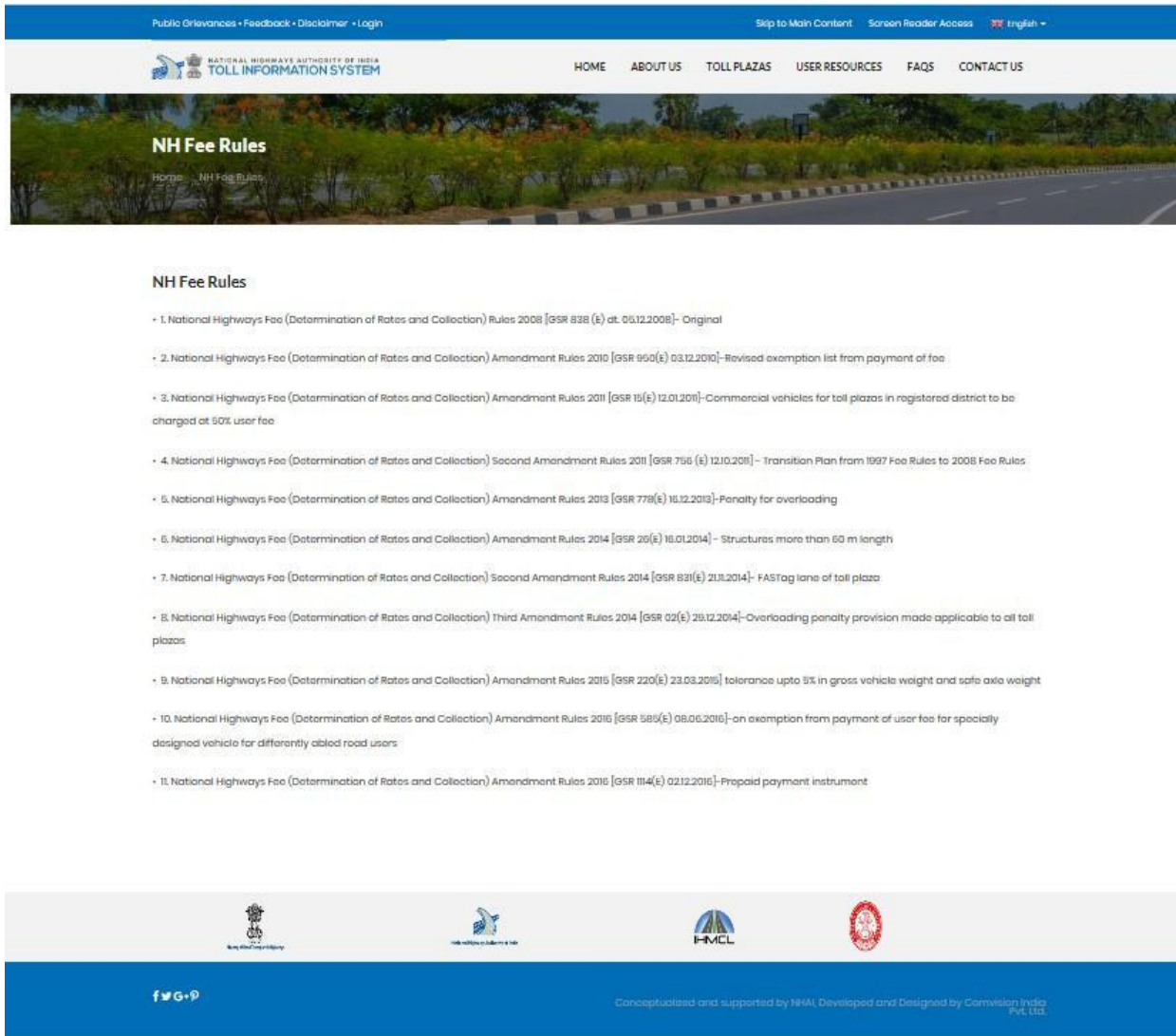
Representative of Concessionaire: /

Nearest Hospital (s): 1.Drivas Rao Hospital, Andhra Pradesh 51001, DRAMUL, LARROCCORIC & MATERNITY HOSPITAL, 5-17-03, 1.Rail Convent Street, Tuni, Andhra Pradesh 515401, Phone 085542 56575, 5) Leela Nursing Home Rajavarambada, Andhra Pradesh, 40ma lane multiplicity hospital and trauma centre Yelamanchili, Andhra Pradesh.

Figure 8 Detailed Information- Toll Plaza

2.4 NH Fee Rules

This page of the website enlists all the current National Highways Fee Rules By NHAI.



The screenshot shows the NHAI Toll Information System website. The header includes links for Public Ordinances, Feedback, Disclaimer, and Login, along with a language selector set to English. The main navigation bar contains links for HOME, ABOUT US, TOLL PLAZAS, USER RESOURCES, FAQs, and CONTACT US. The page title is "NH Fee Rules". Below the title, a list of 11 National Highways Fee Rules is provided:

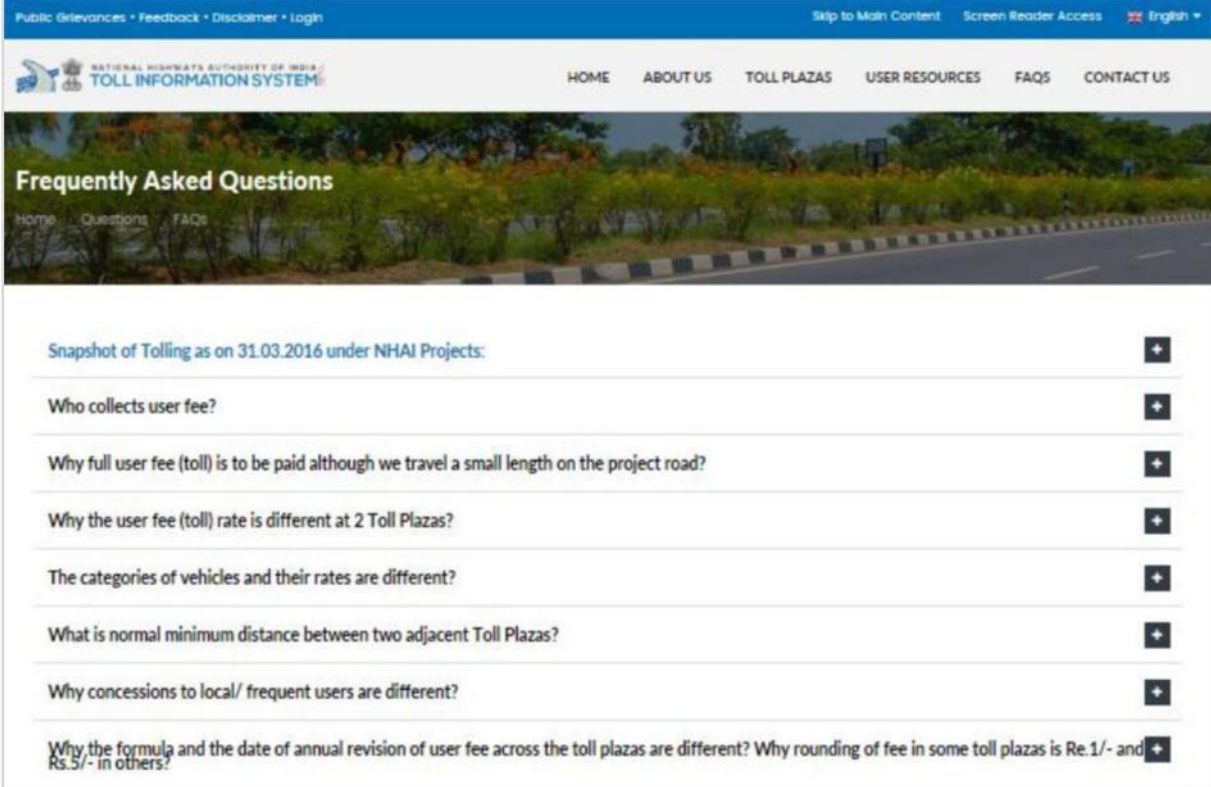
- 1. National Highways Fee (Determination of Rates and Collection) Rules 2008 [GSR 838 (E) dt. 05.12.2008] - Original
- 2. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2010 [GSR 950(E) 03.12.2010] - Revised exemption list from payment of fee
- 3. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2011 [GSR 19(E) 12.01.2011] - Commercial vehicles for toll plazas in registered district to be charged at 50% user fee
- 4. National Highways Fee (Determination of Rates and Collection) Second Amendment Rules 2011 [GSR 756 (E) 12.10.2011] - Transition Plan from 1997 Fee Rules to 2008 Fee Rules
- 5. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2013 [GSR 778(E) 16.12.2013] - Penalty for overloading
- 6. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2014 [GSR 26(E) 16.01.2014] - Structures more than 60 m length
- 7. National Highways Fee (Determination of Rates and Collection) Second Amendment Rules 2014 [GSR 831(E) 21.11.2014] - FASTag lane of toll plaza
- 8. National Highways Fee (Determination of Rates and Collection) Third Amendment Rules 2014 [GSR 02(E) 28.12.2014] - Overloading penalty provision made applicable to all toll plazas
- 9. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2015 [GSR 220(E) 23.03.2015] - tolerance upto 5% in gross vehicle weight and safe axle weight
- 10. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2016 [GSR 589(E) 08.06.2016] - on exemption from payment of user fee for specially designed vehicle for differently abled road users
- 11. National Highways Fee (Determination of Rates and Collection) Amendment Rules 2016 [GSR 114(E) 02.12.2016] - Prepaid payment instrument

The footer of the website includes logos for the Ministry of Road Transport & Highways, NHAI, and HMCL, along with social media icons and a copyright notice: "Conceptualized and supported by NHAI. Developed and Designed by Comvision India Pvt. Ltd."

Figure 9 NH Fee Rules

2.5 FAQ

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

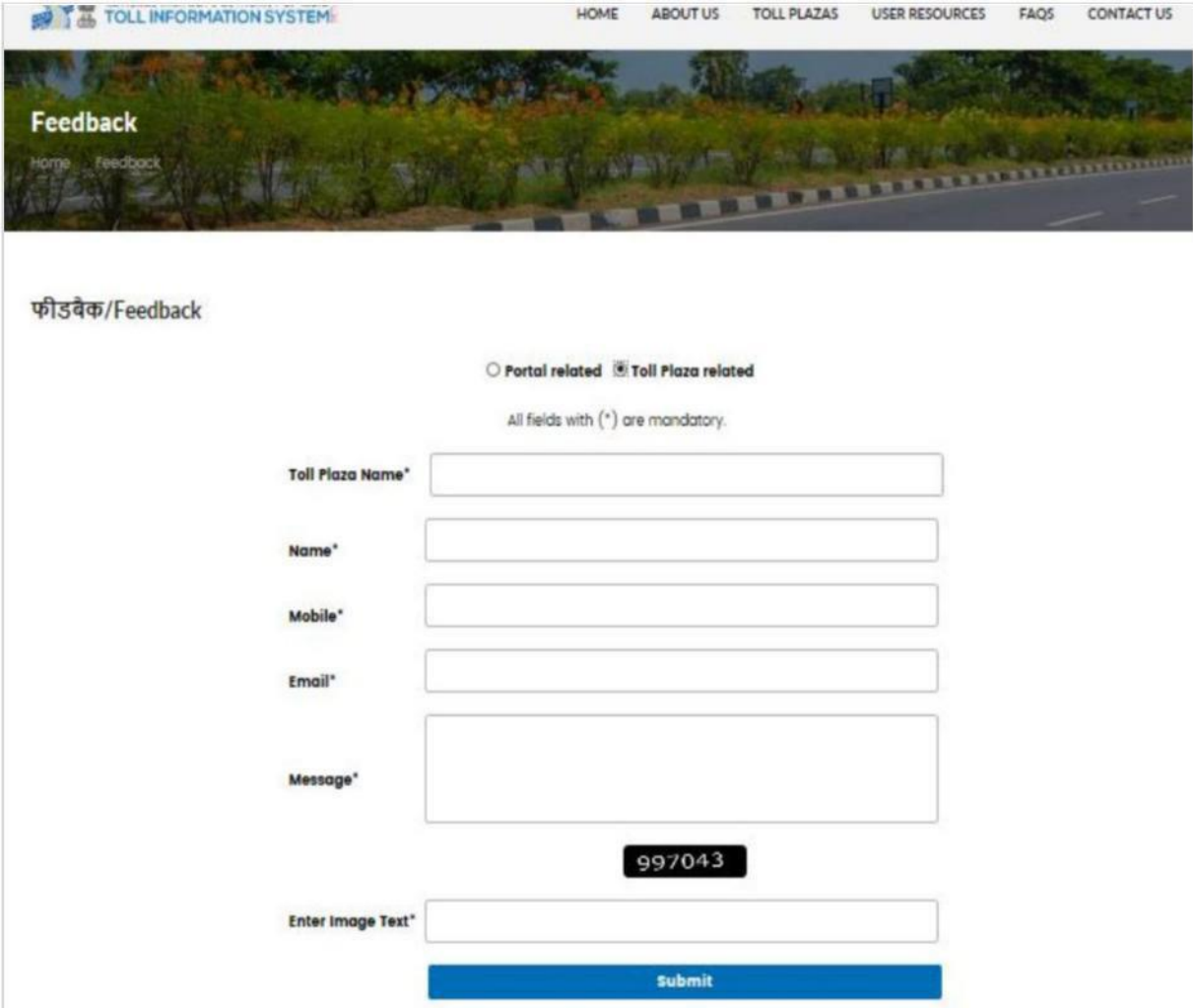


The screenshot displays the NHAI Toll Information System website. The header includes links for Public Grievances, Feedback, Disclaimer, and Login, along with options to skip to main content, access screen reader, and language settings (English). The main navigation bar contains links for Home, About Us, Toll Plazas, User Resources, FAQs, and Contact Us. The page title is 'Frequently Asked Questions', with sub-links for Home, Questions, and FAQs. The content area lists several FAQs, each with a plus icon to expand the answer:

- 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?

2.6 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 TOLL INFORMATION SYSTEM. The header includes navigation links: HOME, ABOUT US, TOLL PLAZAS, USER RESOURCES, FAQs, and CONTACT US. The page title is 'Feedback' with a sub-link 'Home Feedback'. The form is titled 'फीडबैक/Feedback' and 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*' (text box), 'Name*' (text box), 'Mobile*' (text box), 'Email*' (text box), and 'Message*' (text area). Below these is a CAPTCHA image showing the number '997043' and a label 'Enter Image Text*'. A blue 'Submit' button is at the bottom.

Feedback

Home Feedback

फीडबैक/Feedback

☐ Portal related ☒ Toll Plaza related

All fields with (*) are mandatory.

Toll Plaza Name*

Name*

Mobile*

Email*

Message*

997043

Enter Image Text*


Submit

2.7 Public Grievances


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

Public Grievances • Feedback • Disclaimer • Login

Skip to Main ContentScreen Reader AccessEnglish

 NATIONAL HIGHWAYS AUTHORITY OF INDIA
TOLL INFORMATION SYSTEM

HOMEABOUT USTOLL PLAZASUSER RESOURCESFAQSCONTACT US



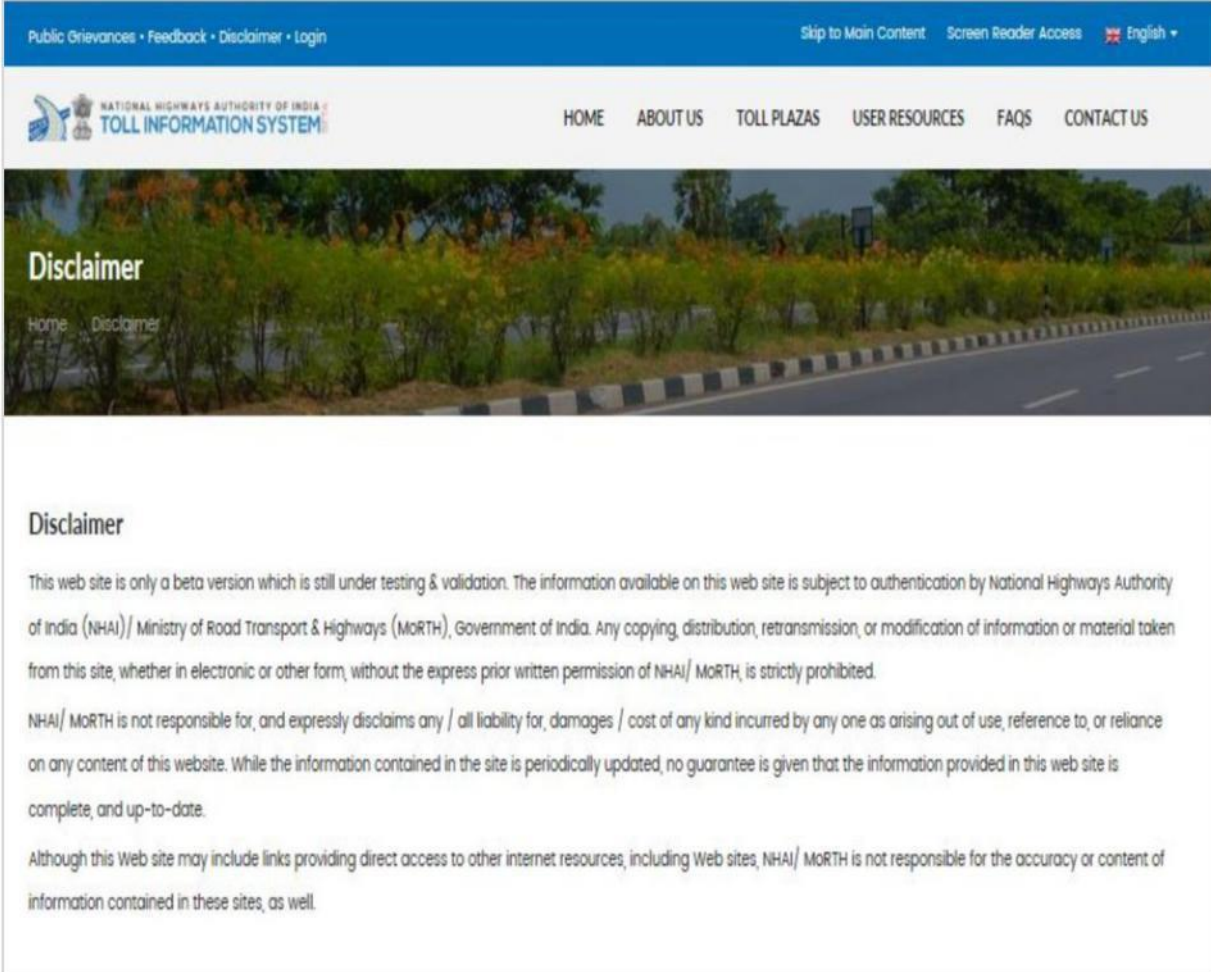
Reply to Public Grievances

[Home](#) [Grievances](#)

Reply to Public Grievances

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

2.8 Disclaimer




The screenshot shows the website interface for the National Highways Authority of India (NHAI) Toll Information System. The top navigation bar includes links for Public Grievances, Feedback, Disclaimer, and Login. The main header features the NHAI logo and the text 'NATIONAL HIGHWAYS AUTHORITY OF INDIA TOLL INFORMATION SYSTEM'. A secondary navigation bar lists HOME, ABOUT US, TOLL PLAZAS, USER RESOURCES, FAQs, and CONTACT US. The main content area has a large banner image of a highway with the title 'Disclaimer' and a breadcrumb trail 'Home > Disclaimer'. Below the banner, the text reads: 'Disclaimer. This web site is only a beta version which is still under testing & validation. The information available on this web site is subject to authentication by National Highways Authority of India (NHAI) / Ministry of Road Transport & Highways (MoRTH), Government of India. Any copying, distribution, retransmission, or modification of information or material taken from this site, whether in electronic or other form, without the express prior written permission of NHAI / MoRTH, is strictly prohibited. NHAI / MoRTH is not responsible for, and expressly disclaims any / all liability for, damages / cost of any kind incurred by any one as arising out of use, reference to, or reliance on any content of this website. While the information contained in the site is periodically updated, no guarantee is given that the information provided in this web site is complete, and up-to-date. Although this Web site may include links providing direct access to other internet resources, including Web sites, NHAI / MoRTH is not responsible for the accuracy or content of information contained in these sites, as well.'


2.9 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](#)



Contact Us


Home Contact Us

सड़क परिवहन एवं राजमार्ग मंत्रालय

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

Ministry of Road Transport & Highways

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




View Larger Map

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

G 56.6, 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 56.6, Sector 10, Dwarka,
New Delhi - 110075
Phone : 91 - 11 - 25074100 - 200
Fax : 91 - 11 - 25093507 - 14
Email : tis@nhai.org



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