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:

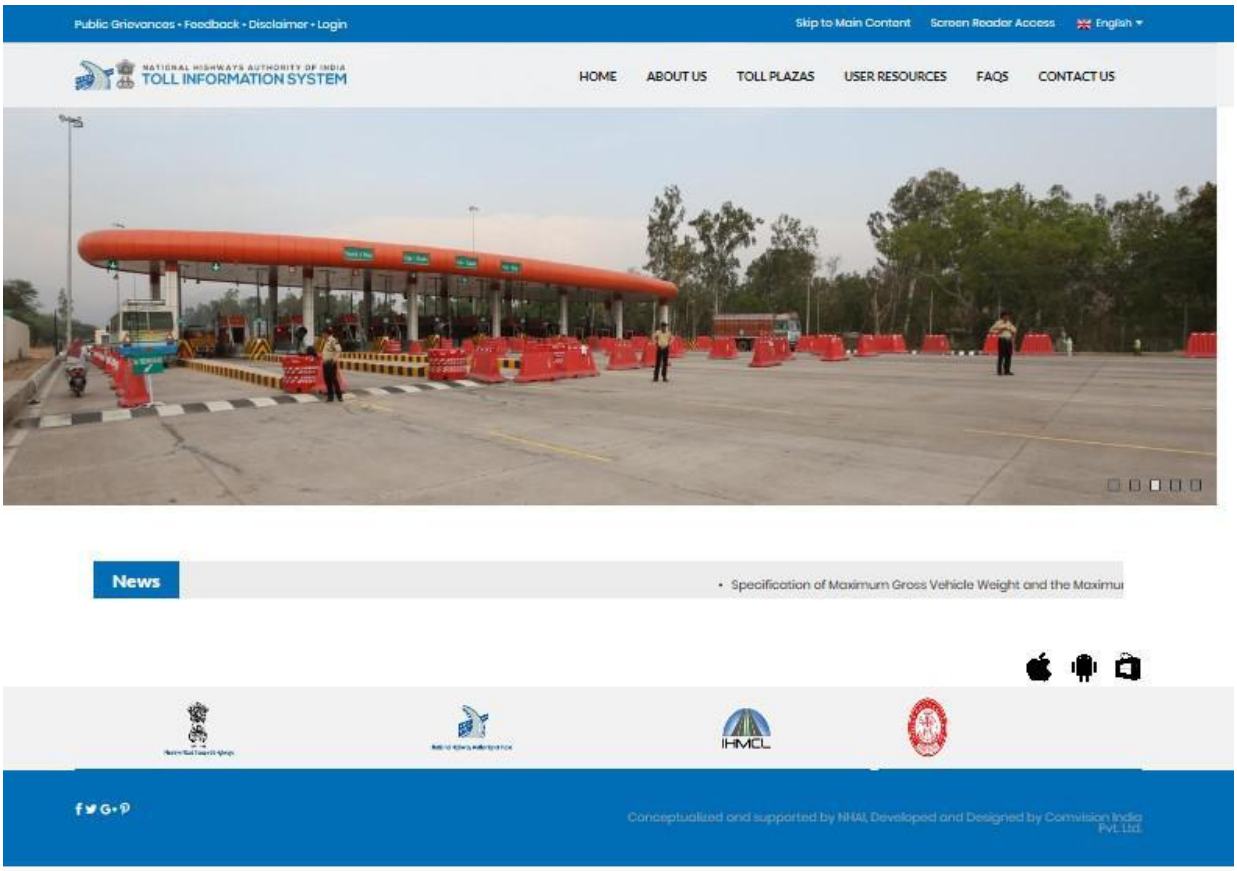


Figure 1 Home Page

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:

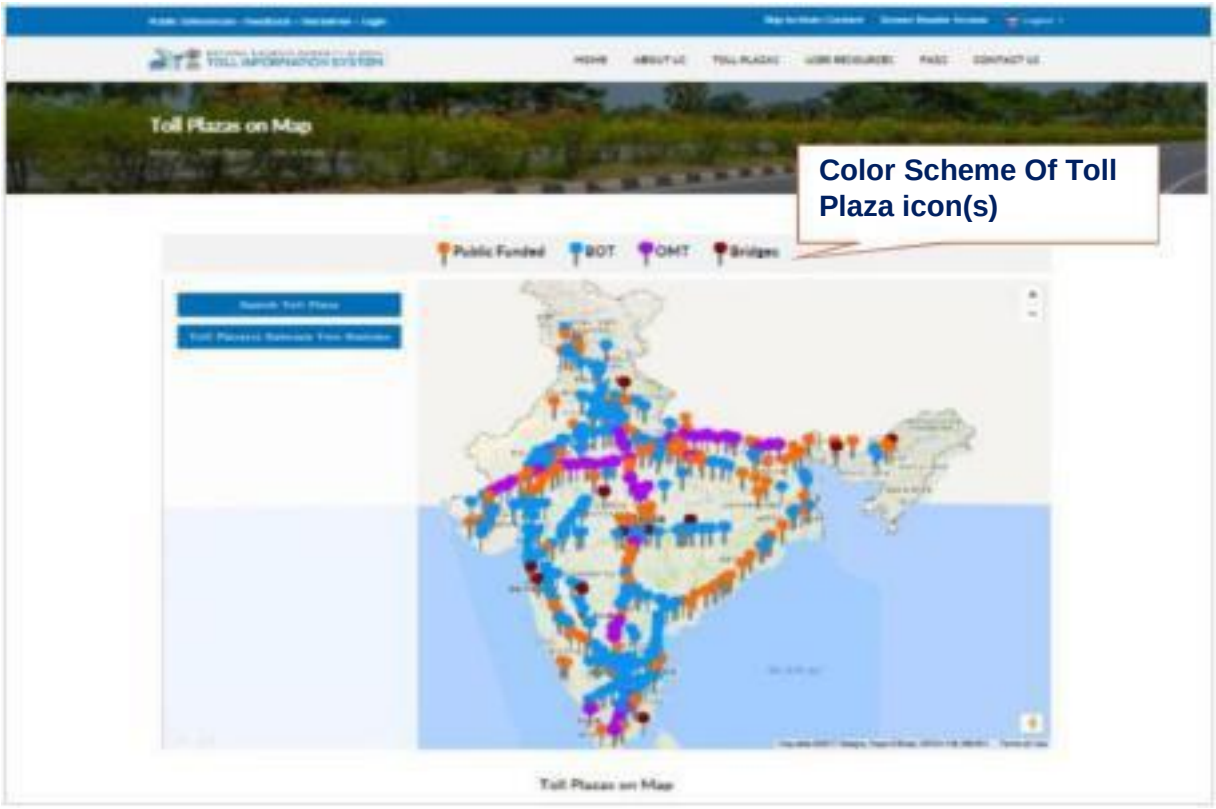


Figure 2 Toll Plaza on Map

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".

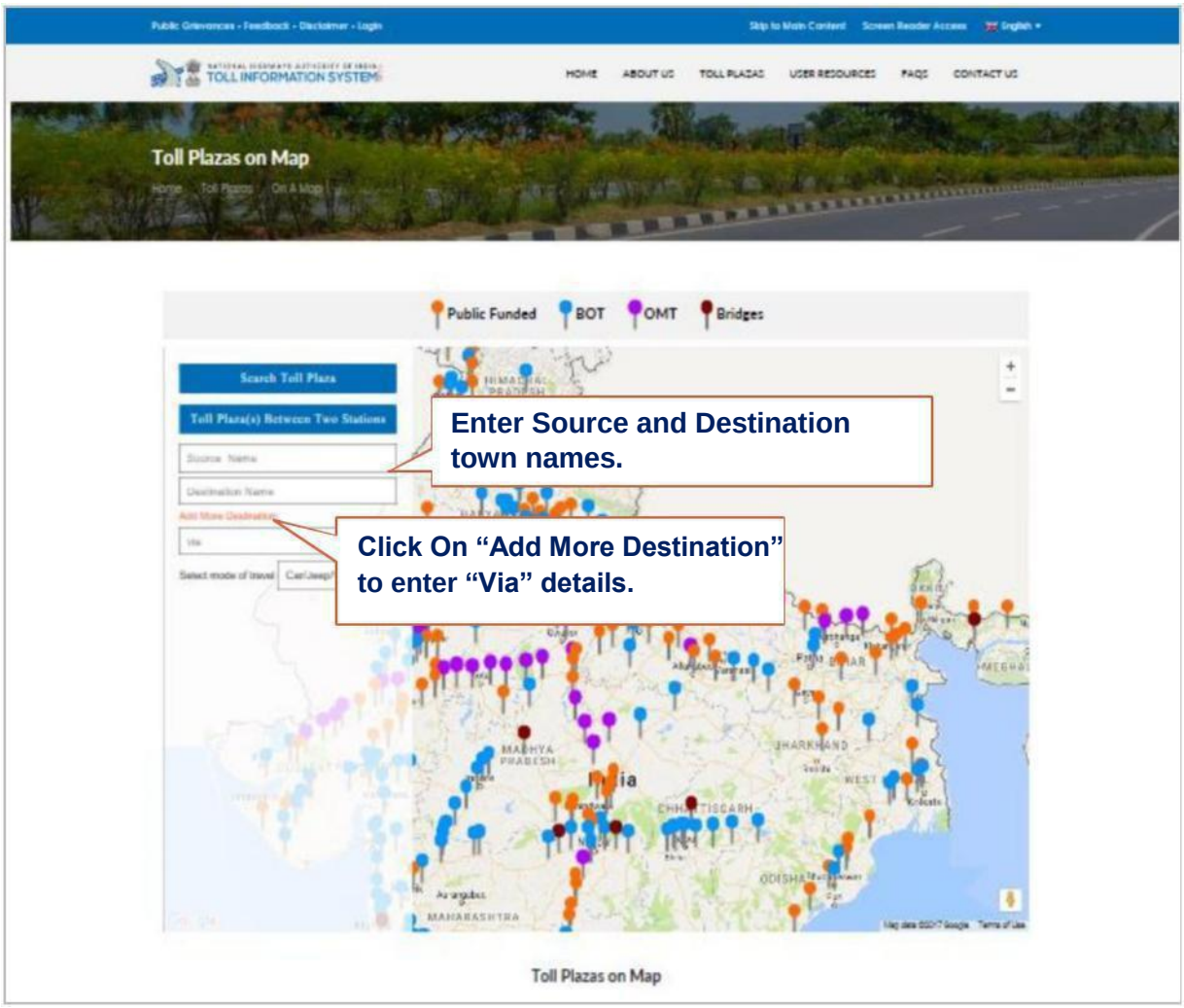


Figure 3 Toll Plaza between two stations

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

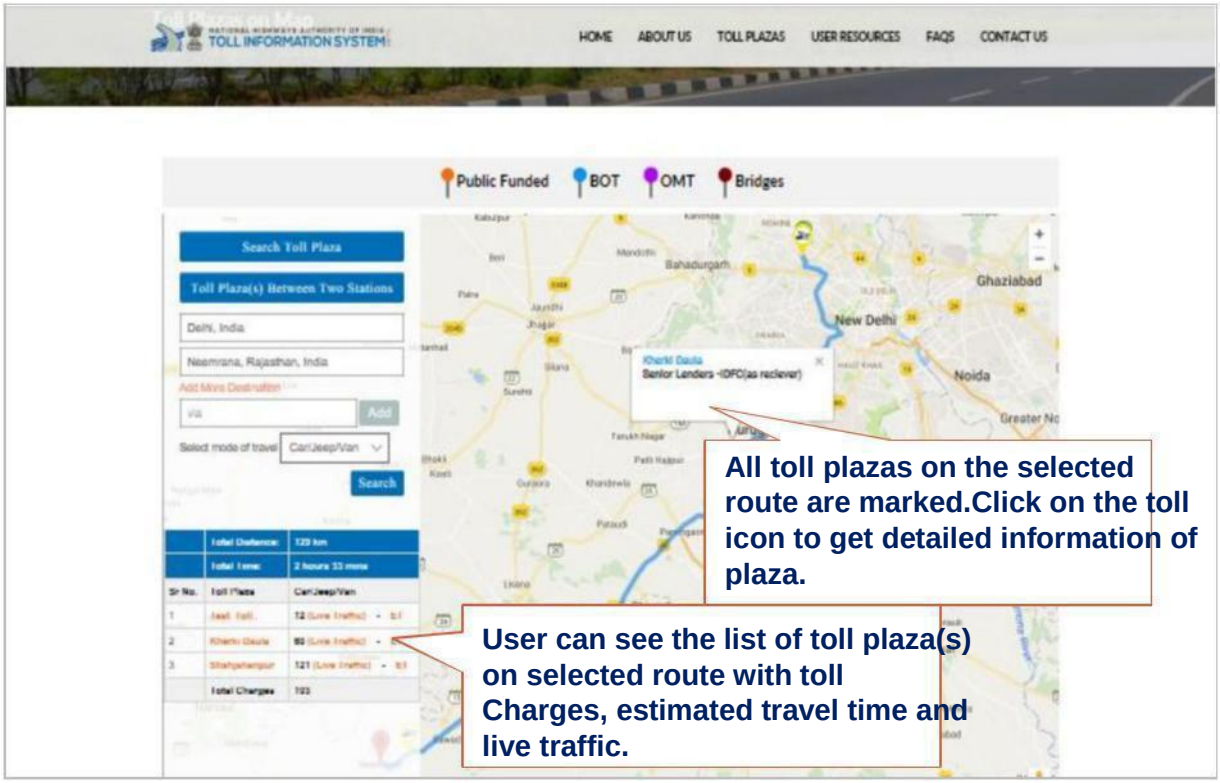


Figure 4 Toll Plaza between two stations- On Map

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.

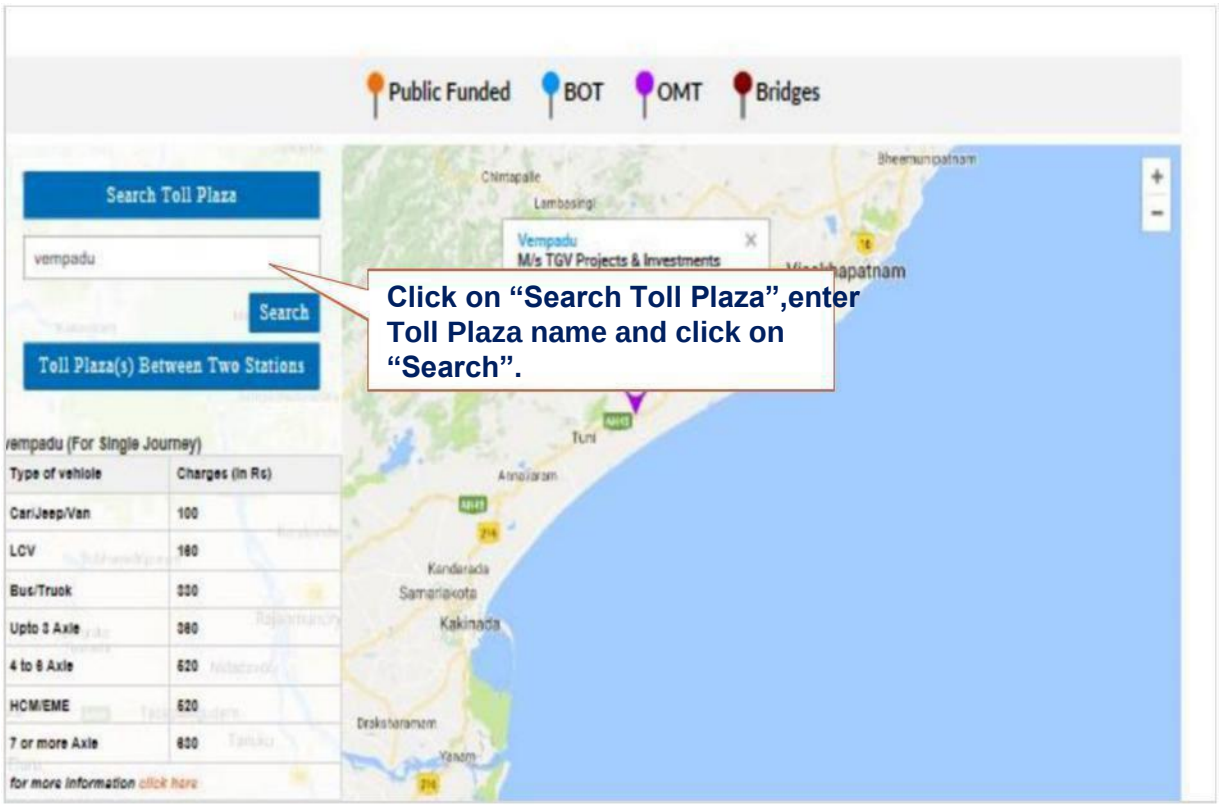


Figure 5 Search Toll Plaza

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.

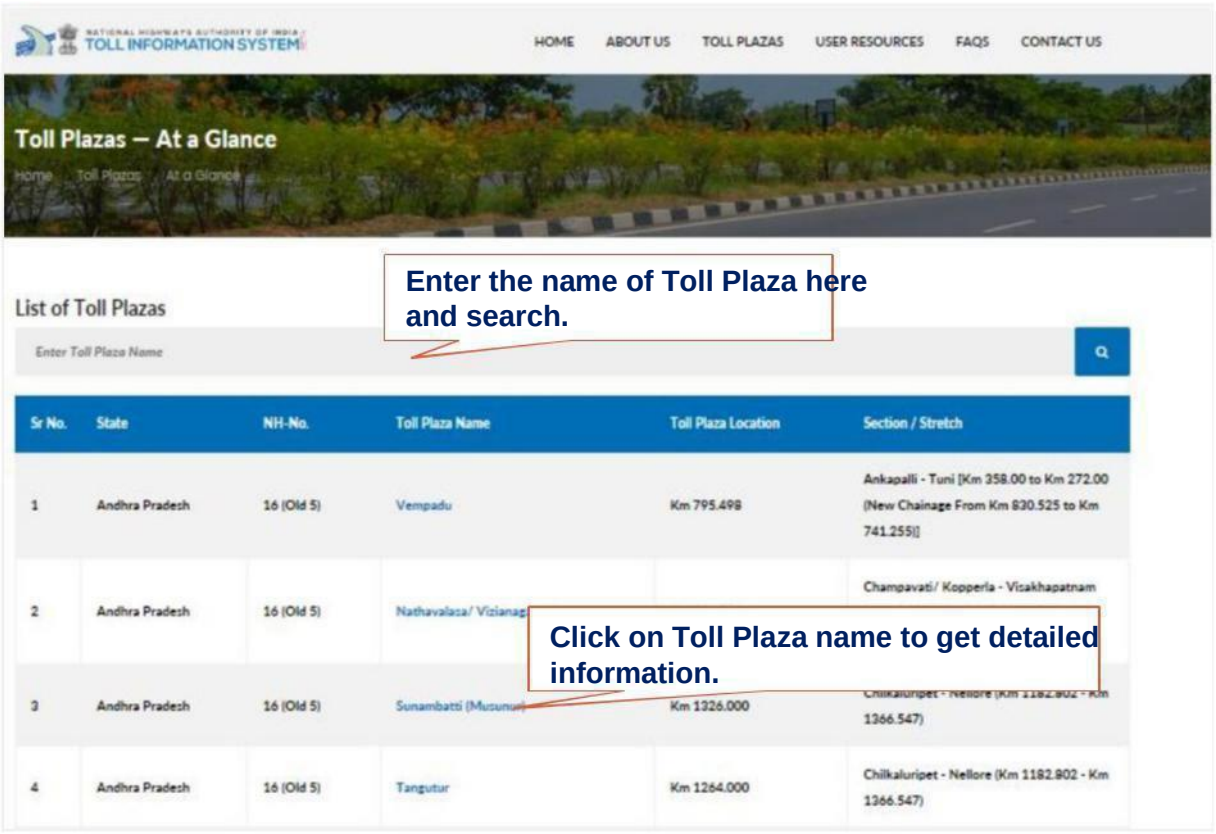


Figure 6 List of Toll Plaza

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.

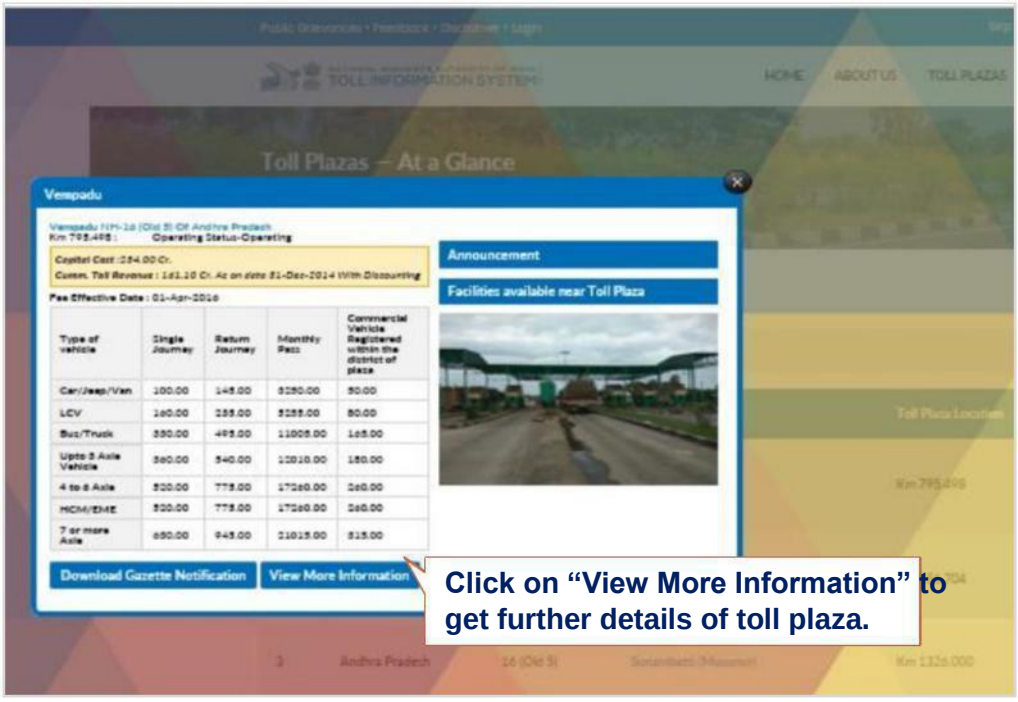


Figure 7 Detailed Information-Toll Plazas

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) .

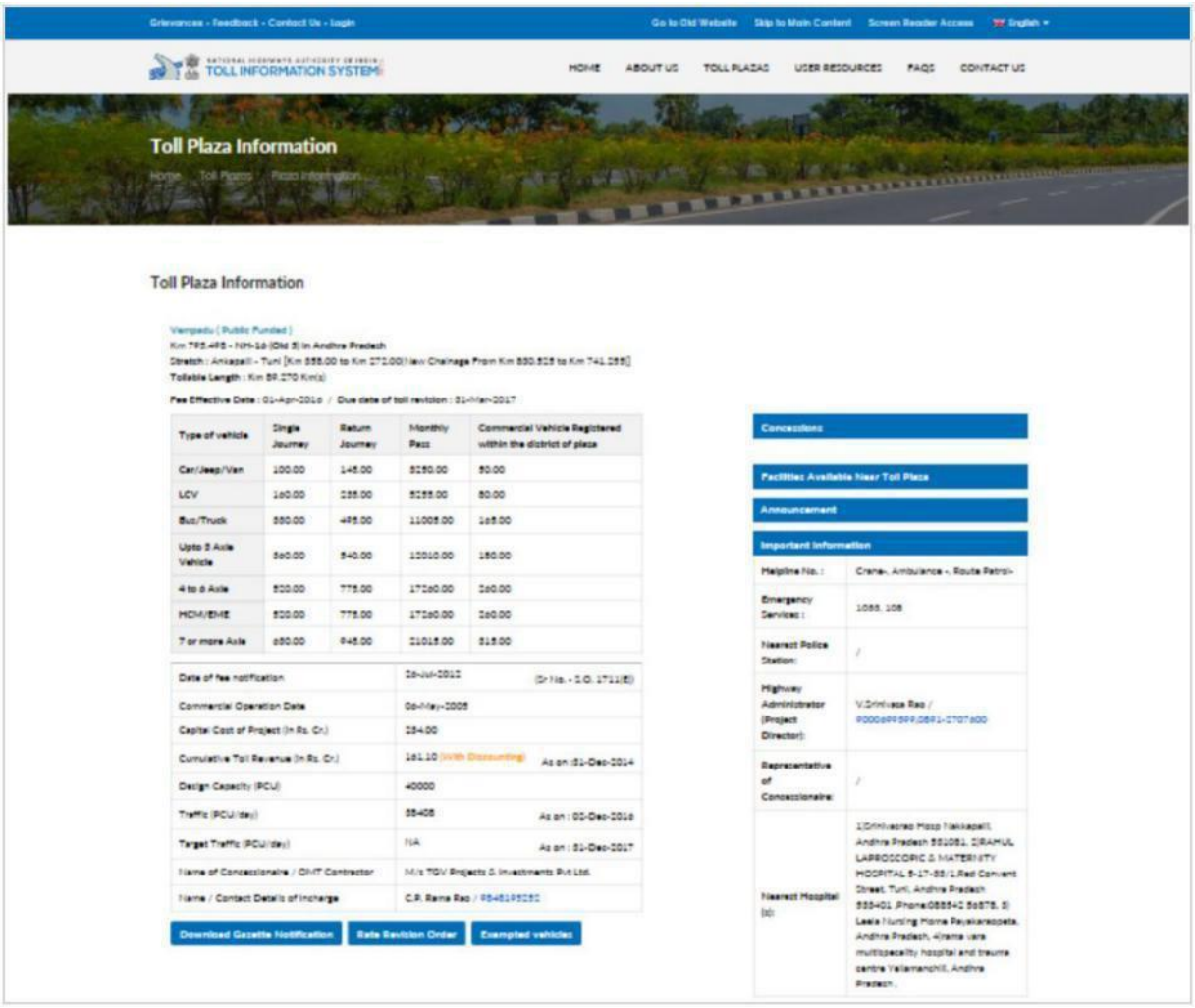


Figure 8 Detailed Information- Toll Plaza

2.4 NH Fee Rules

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

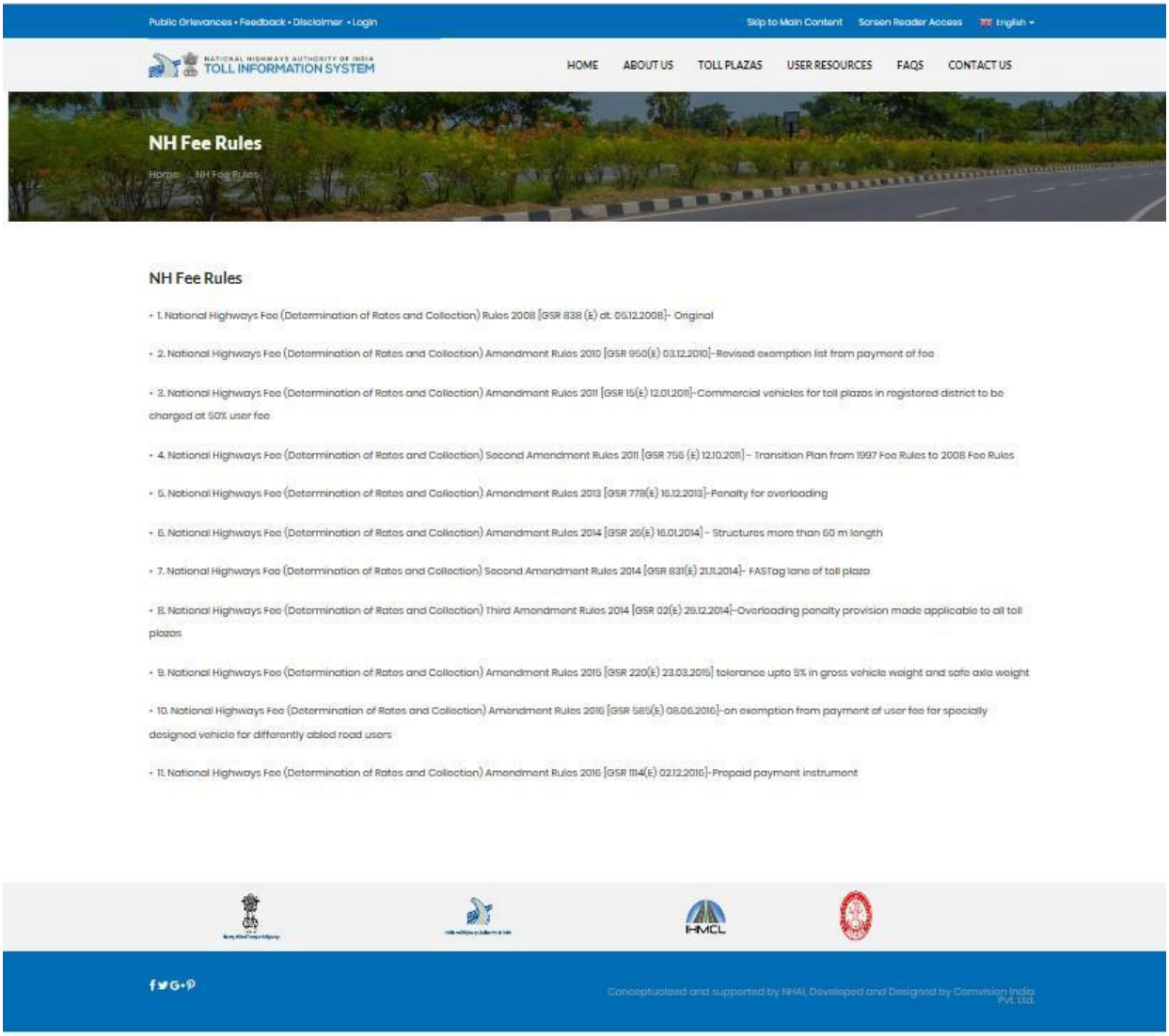
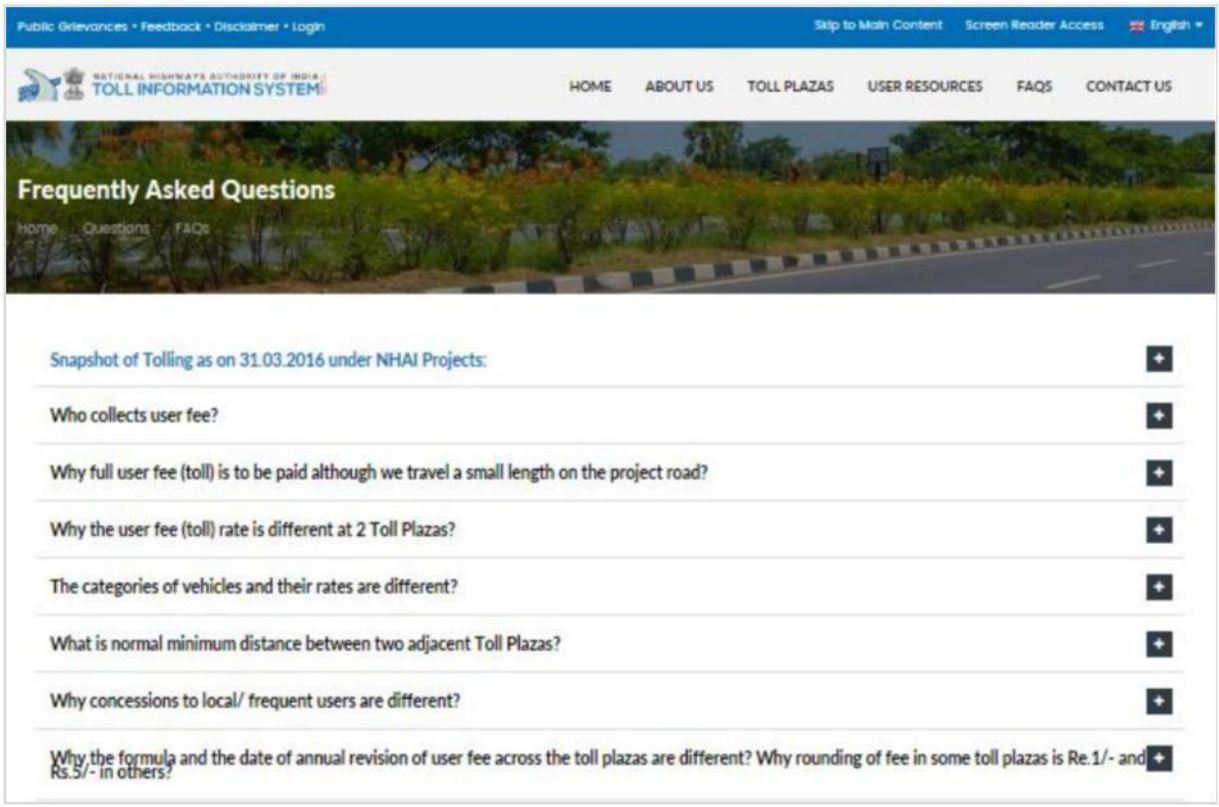


Figure 9 NH Fee Rules

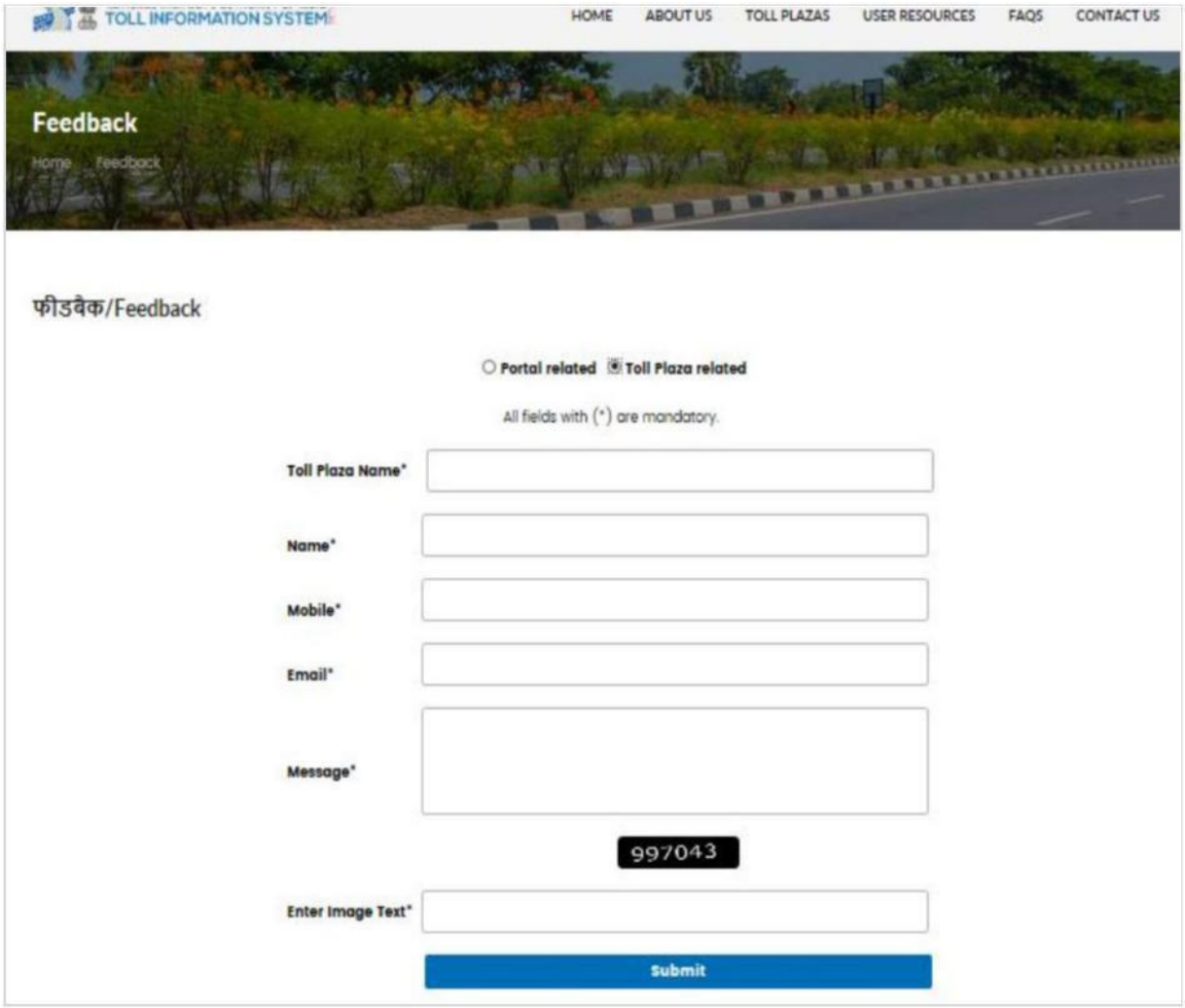
2.5 FAQ

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



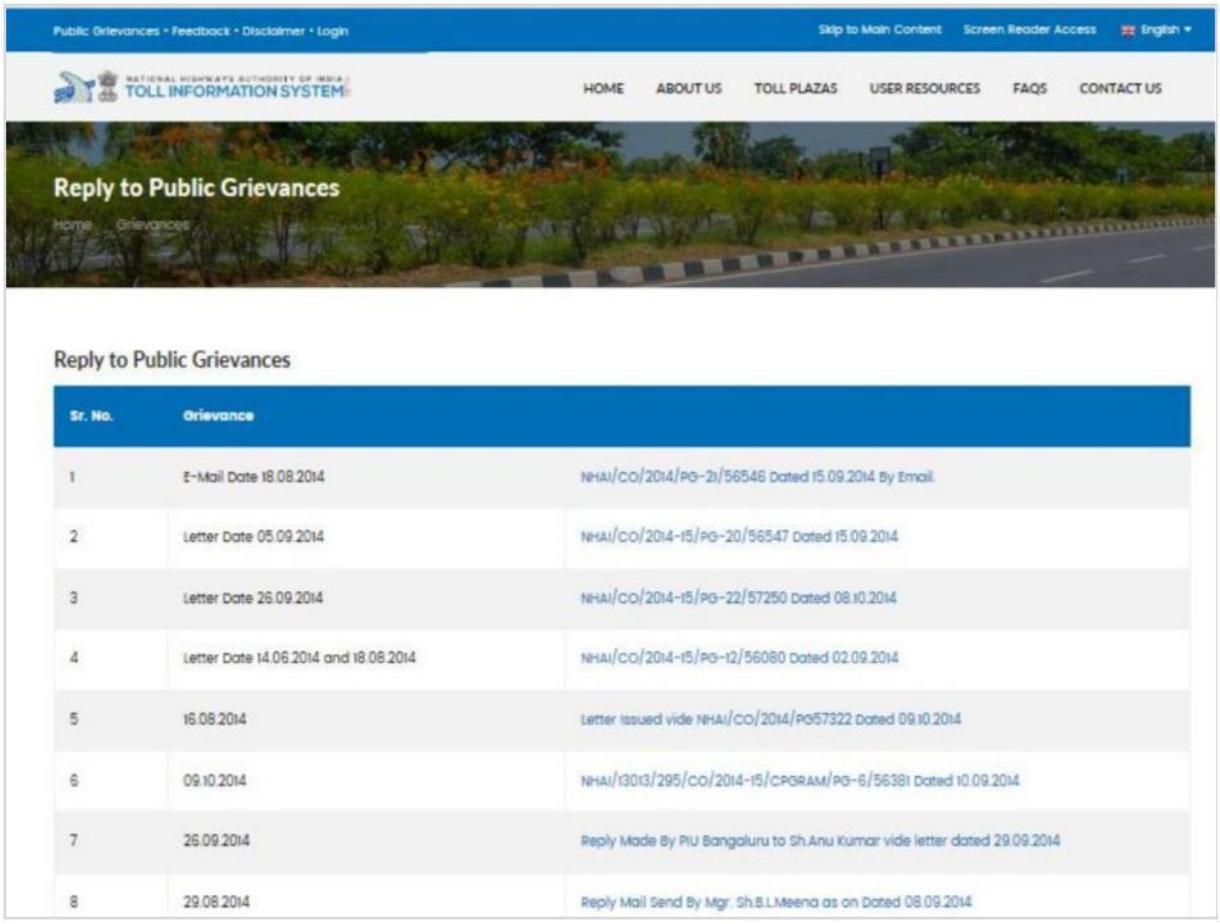
2.6 Feedback

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.



2.7 Public Grievances

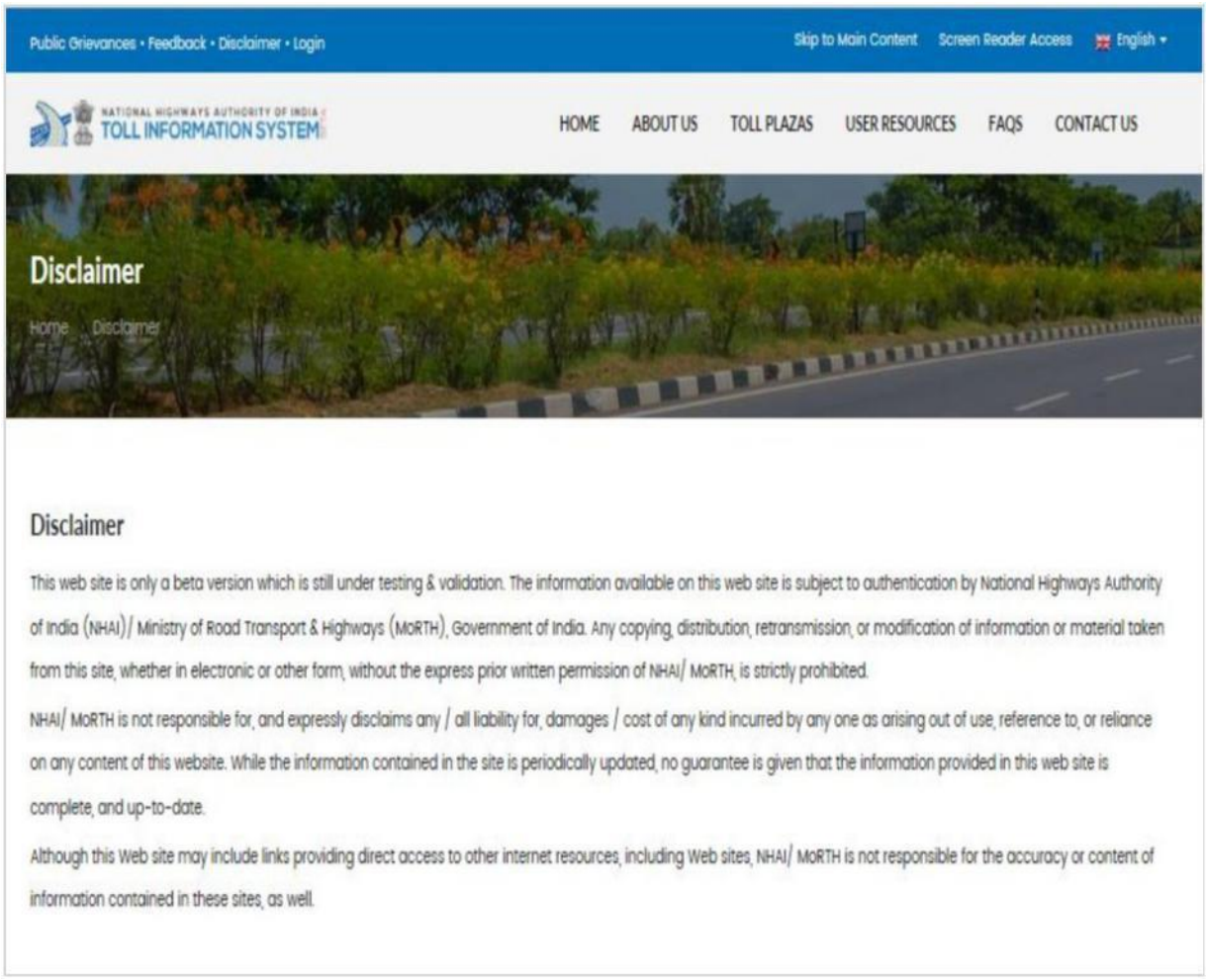
This section includes the grievances from the public regarding toll plaza(s) and their subsequent reply from the NHAI.

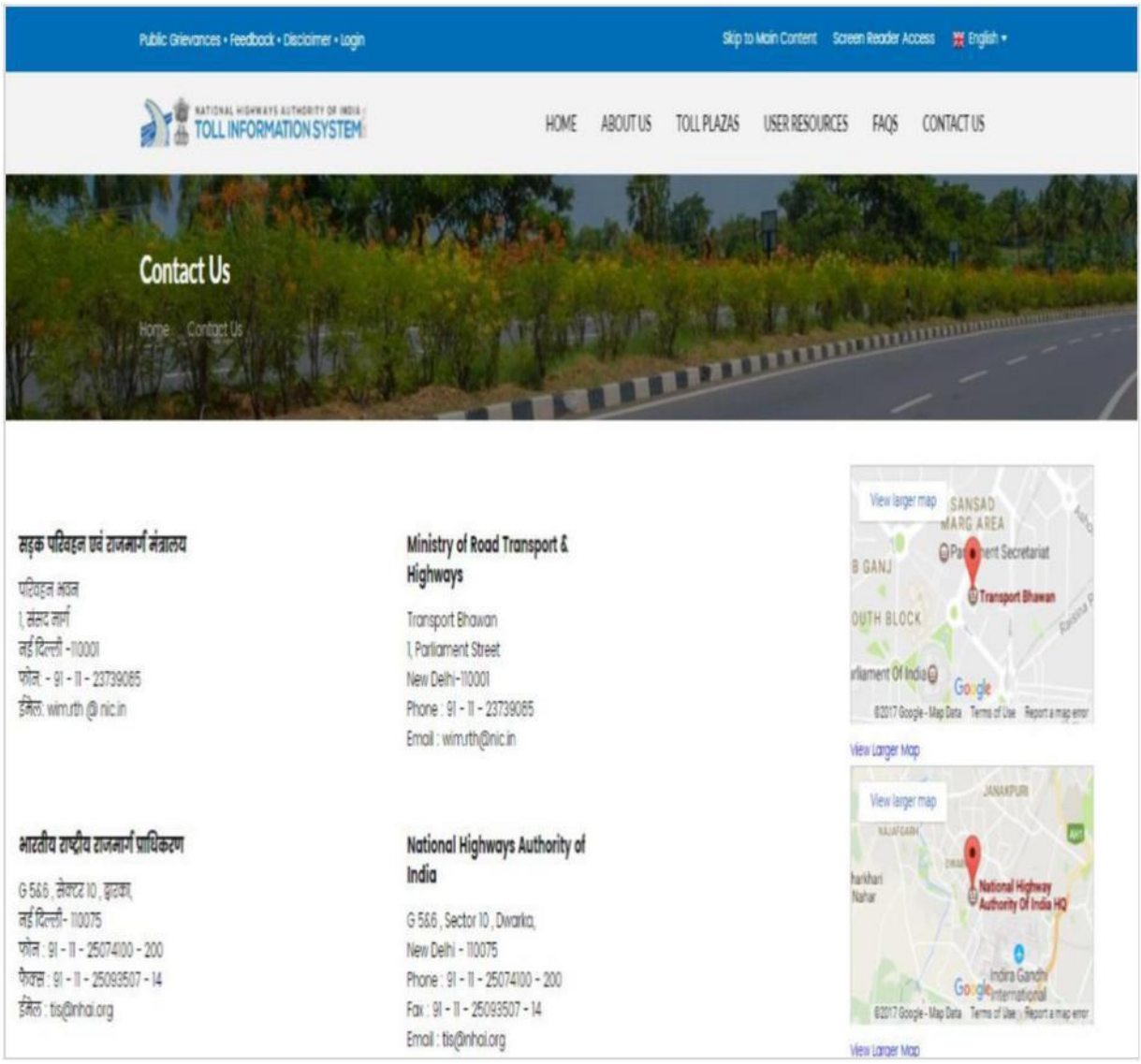


Reply to Public Grievances

Sr. No.	Grievance	
1	E-Mail Date 18.08.2014	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 PIU Bangaluru 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

2.8 Disclaimer



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.