

KPI	Questions	Data Input	Suggested Document
BEST TOLL PLAZA			
TOLL PLAZA PERFORMANCE			
ETC Hybrid toll gates	1. How many gates are ETC Hybrid?	Number	1. ETC Transaction report (booth wise) or relevant pages of MPR submitted to IE and 2. Geo-stamped photographs of each gates
Monthly toll gate availability	1. What was the total number of instances of toll gate closure without approval, in last six months?	Number	1. Records of lane closure permits from IE or Records of penalties and 2. Log of each functional gate for last six months (in excel format) or System downtime report
Wait time at peak hours	1. What is the average waiting time during the peak hours in a day?	Time (in minutes)	1. Relevant study or document
	2. What is the average longest waiting time for past 1 month?	Time (in minutes)	1. Relevant study or document
Transaction Time	1. What is the average transaction time at the toll gate during the last 1 month? (during peak hours)	Time (in minutes)	1. Computer generated receipt records of all booths last 1 month and 2. Records of all penalties
Overhead lane signages	1. How many toll lanes have functional overhead signages?	Number	1. Final progress report/ MPR/ Letter issued by IE/AE or Layout plan and 2. Geo-tagged photo (10% of total installed)
User fee display	1. How many toll lanes have functional user fee display boards?	Number	1. Final progress report/ MPR/ Letter issued by IE/AE or Layout plan and 2. Geo-tagged photo (10% of total installed)
Ticket printer	1. Is there provision for ticket printer?	Yes/No	1. Purchase and maintenance receipts
Lane Controller	1. Does provision for lane controller exist?	Yes/No	1. Purchase and maintenance receipts
Traffic Light Systems	1. Are adequate traffic Light Systems present?	Yes/No	1. Purchase and maintenance receipts
CCTV camera	1. How many CCTV cameras are functional?	Number	1. Final progress report/ MPR/ Letter issued by IE/AE or Layout plan and 2. Geo-tagged photo (10% of total installed)
	2. What are the number of CCTV cameras as per layout plan?	Number	1. Purchase and maintenance receipts
Boom barriers	1. How many barriers are provided?	Number	1. Final progress report/ MPR/ Letter issued by IE/AE or Layout plan and 2. Geo-tagged photo (10% of total installed)
	2. How many barriers are functional (in good working condition)?	Number	1. Purchase and maintenance receipts
Electronic Call Boxes or Emergency Call Booths	1. How many emergency telephone booths are provided?	Number	1. Final progress report/ MPR/ Letter issued by IE/AE or Layout plan and 2. Geo-tagged photo (10% of total installed)
	2. How many emergency telephone booths are functional (in good working condition)?	Number	1. Purchase and maintenance receipts or letter from IE/AE
Connectivity of Toll Booths	1. Are all toll booths functionally connected to the toll plaza office via telephone?	Yes/No	1. Procurement records and 2. Geo tagged photos of telephones at all booths
Mobile Communication devices	1. Are mobile communication devices present?	Yes/No	1. Purchase and maintenance Receipt
Stock Yard	1. Is the stock completely updated for daily and routine maintenance?	Yes/No	1. Procurement records and 2. Geo tagged photos
Video Incident Detection System (VIDS)	1. Is there provision for Video Incident Detection System (VIDS)?	Yes/No	1. Purchase and maintenance Receipt
Vehicular accidents at toll plaza	1. How many accidents occurred within 500 m of the toll plaza in last one year?	Number	1. Accident Reports

Award Category
Focus Area

Unusual occurrences at toll plaza	2. Provide the AADT value	Number	1. Relevant pages of last six months' MPR or Letter issued by IE/AE
Unusual occurrences at toll plaza	1. Did any unusual occurrences occur within 500 m range of the toll Plaza in last one year? If yes, how many?	Yes/No	1. Unusual Occurrences report submitted to IE for last 1 year
	(i) Damaged or dislodged fixed equipment (ii) Disablement of any equipment during operation (iii) Communication failure affecting the operation	Number	1. Incident log/ email records to IE/AE
AUTOMATION IN TOLL COLLECTION			
Digital Payment	1. How many toll lanes accept different modes of payment such credit cards, debit cards, ewallets, fast tags etc.?	Number	1. Computer-generated report on toll collected for last 1 month, clearly showing the mode of payment
Lanes with functional bar code reader/scanner	1. How many toll lanes have functional bar code reader, scanner?	Number	1. Relevant MPR submitted to IE and 2. Geo-stamped photographs
Automatic weigh-in-motion system	1. How many lanes have functional automatic weigh-in motion platform?	Number	1. Scanned copy of toll receipts and 2. Scanned copies of weighing receipts and 3. Calibration certificate
Availability of information panel	1. How many lanes have functional display panels?	Number	1. Relevant pages of MPR submitted to IE and 2. Geo-stamped photographs
Automatic Vehicle Classifier	1. How many toll lanes have functional AVC?	Number	1. AVC report for last six months (excel format)
	2. What was the Accuracy of the AVC for last 1 year?	Number	
ADMINISTRATIVE SERVICES			
Staff at Toll Plaza	1. How many staff members are present at plaza during all hours of operation?	Number	1. Attendance log/ biometric records
	2. How many staff members were planned to be present at plaza during hours of operation? Number of people planned will be calculated as per the formula: [[#lanes*3]+(#lanes*3)/6]	Number	1. Relevant documents or records submitted to IE/AE
Biometric Attendance	1. Is the attendance for all plaza staff members recorded using biometric systems and connected to payroll?	Yes/No	1. Attendance log/ biometric records
Maintenance of Complaint Book	1. Is a complaint book regularly maintained at toll plaza?	Yes/No	1. Scanned document of last one quarter
Complaints reported	1. Are complaints, as recorded in complaint book, reported to IE/AE within the stipulated time?	Yes/No	1. Complaint report signed and stamped by IE
Maintenance & timely renewal of insurances	1. Is the timely renewal of each of the following insurances done? a. Money vault b. Bank money transit c. Fire policy d. Worker insurance	Yes/No	1. Insurance copies
Uniform for toll collection staff	1. What is the total number of employees?	Number	1. Receipts of allocation of uniforms to total number of staff
	2. Out of the total staff, how many employees received uniform?	Number	1. Purchase receipts of all uniforms bought and 2. Records of distribution of uniforms
Number of vacancies	1. Were the last 10 vacancies filled within 15 days of requirement?	Yes/No	1. Documents specifying requirement of personnel at toll and 2. Attendance records of staff for the last quarter
Use of staff ID cards/ name badges	1. Are the ID cards worn by all staff members? If not, mention lapses.	Yes/No Number	1. Photographs of ID cards for sample staff operators
Penalties	1. Were any penalties imposed in the last one year? (example: for charging excess user fees, failure to pay instalments, unauthorised free access or violations)	Yes/No	1. Letter from IE/AE or Relevant MPR
PROVISION OF EMERGENCY SERVICES			
Emergency contact number	1. Is the emergency contact number clearly and legibly displayed at the toll/ behind receipt?	Yes/No	1. Geo-stamped photographs
Fire extinguisher	1. Is a functional fire extinguisher available at toll plaza?	Yes/No	1. Registration number and 2. Log sheet or AMC receipts

First Aid	1. Are first aid facilities available on toll plaza?	Yes/No	1. Purchase receipts or Stock documents of medicines and 2. Geotagged time stamped photographs
	1. Is First Aid trained staff available on toll plaza?	Yes/No	1. Attendance record and 2. Hiring letter and 3. Salary slip of person posted at the rescue post for last 3 months
Availability of round the clock rescue post	1. Are adequate crane services (30000 kg) provided at toll, as per standard guidelines?	Yes/No	1. Purchase receipt or Rent receipt
	2. Is there a functional and ready fire fighting truck available at the plaza?	Yes/No	1. Purchase receipt or Rent receipt and 2. Attendance record and 3. Salary slip of person posted round the clock at rescue post for last 3 months and 4. GPS record of fire truck
	3. Do you maintain a round the clock rescue post for initial response in case of accident (as per agreement)?	Yes/No	1. Attendance record and 2. Salary slip of person posted round the clock at rescue post for last 3 months and 3. GPS record of crane
Deployment of security staff at Toll Plaza	1. Is adequate number of security staff currently deployed at the toll plaza, as per agreement?	Yes/No	1. Salary slip and 2. Attendance report for the last 6 months
Panic button	1. Is there a functional panic button/ emergency alarm/ foot switch at all toll booths?	Yes/No	1. Geo-tagged & time stamped photographs
GREEN TOLL			
Plant cover	1. What is the area with plant cover within 500 m range of toll plaza on both sides?	Number	1. Photographic or Video evidence
	2. What is the total area within 500 m range of toll plaza on both sides?	Number	1. Supporting document
Provisions for water harvesting	1. Is there provision for water harvesting at the toll plaza?	Yes/No	1. Geo-tagged photo and 2. Supporting document
Bio toilets	1. Is there facility of bio toilets at toll plaza?	Yes/No	1. Geo-tagged & time stamped photo
Alternative/renewable/clean source of energy (Solar energy, LED Lamps, etc)	1. Is alternative/ renewable energy used at the total plaza?	Yes/No	1. Geo-tagged & time stamped photo and 2. Scanned copy of purchase order(LED Lamps) or Any other supporting evidence
Environment focussed CSR initiatives	1. Are any environment-focussed CSR initiatives initiated at the toll plaza?	Yes/No	-
	2. If yes, provide details	Text (250 Words)	1. Supporting documents
SWACHH PARAMETERS			
Surface Cleaning/ Sweeping	1. Is cleaning/sweeping of the toll plaza is conducted daily?	Yes/No	1. Attendance records and 2. Roaster or Copy of agreement (if outsourced) and 3. Salary receipts or Records of payment to third party (if outsourced)
Dustbins	1. What are the total number of lanes?	Number	1. Geo-tagged & time stamped photo
	2. Out of the lanes, how many lanes have dustbins available in them?	Number	1. Geo-tagged & time stamped photo and 2. Purchase Receipt
Cleaning Staff	1. Is adequately trained cleaning staff available?	Yes/No	1. Details of required number of maintenance staff and 2. Actual staff available (proof with copies of valid ID cards)

Drinking water facilities for staff	1. Is there adequate provision for clean drinking water facilities for staff?	Yes/No	1. Geo-tagged & time stamped photo
Toilets for staff	1. Are there separate toilets available for- a. Men b. Women c. Disabled friendly	Text	1. Geo-tagged & time stamped photos of each toilet
Functionality of toilet	1. How many functionalities are present out of the below mentioned: a. Electricity b. Water 3. Ventilation 4. Door lock 5. Scientific sewage disposal	Number	1. Geo-tagged & time stamped photos
Cleanliness of toilets	1. Are all toilets cleaned twice a day?	Yes/No	1. Cleanliness roster and 2. Geo-stamped photograph
Innovative methods of waste management	1. Are any sustainable or innovative methods of waste management deployed at the plaza like waste segregation etc? If yes, elaborate	Text	1. Geo-tagged & time stamped photo and 2. Supporting evidence
Cleaning Equipment	1. Are automatic and functional cleaning equipments available?	Yes/No	1. Purchase receipts and 2. Maintenance Log
INNOVATION AT TOLL PLAZA			
Innovation at toll plaza	1. Is there any other innovative facility, management practice, innovation in toll plaza building or technology deployed at the plaza?	Yes/No	-
	1. If yes, elaborate	Text (250 Words)	1. Supporting documents