

May 28, 2026

To  
Listing Department  
**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, Block-G,  
Bandra Kurla Complex, Bandra (E),  
Mumbai-400051

<b>Units:</b> <b>Scrip ID/Symbol:</b> OSEINTRUST <b>ISIN:</b> INE07Z523018	<b>Debt Securities:</b> <b>ISIN:</b> INE07Z507011 (Tranche A), INE07Z507029 (Tranche B), INE07Z507037 (Tranche C)
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**Subject: Submission of Operations Report for the quarter ended March 31, 2026 and Annual Toll Audit Report**

Dear Sir/Madam,

Further to our intimation dated May 28, 2026 regarding the outcome of the meeting of Audit Committee and Board of Directors of Investment Manager ("**Board**") held on May 28, 2026, we are hereby submitting the Operations Report for the quarter ended March 31, 2026 duly approved by the Board and Annual Toll Audit Report.

You are requested to kindly take note of the same.

Thanking you,

Yours Faithfully,  
**For OIT Infrastructure Management Limited**  
(Acting as Investment Manager to Oriental InfraTrust)

**Gaurav Puri**  
**Compliance Officer**

**Cc:**  
**Axis Trustee Services Limited ("Unit Trustee")**  
The Ruby | 2<sup>nd</sup> Floor | SW | 29 Senapati Bapat Marg |  
Dadar West | Mumbai- 400 028  
Tel Direct # 022 – 62300440

**Catalyst Trusteeship Limited ("Debenture Trustee")**  
Unit No- 901, 9th Floor, Tower B,  
Peninsula Business Park, Senapati Bapat Marg,  
Lower Parel (W), Mumbai – 400013

# Oriental Infra Trust

## Operations & Finance Report

### Q4'FY2026



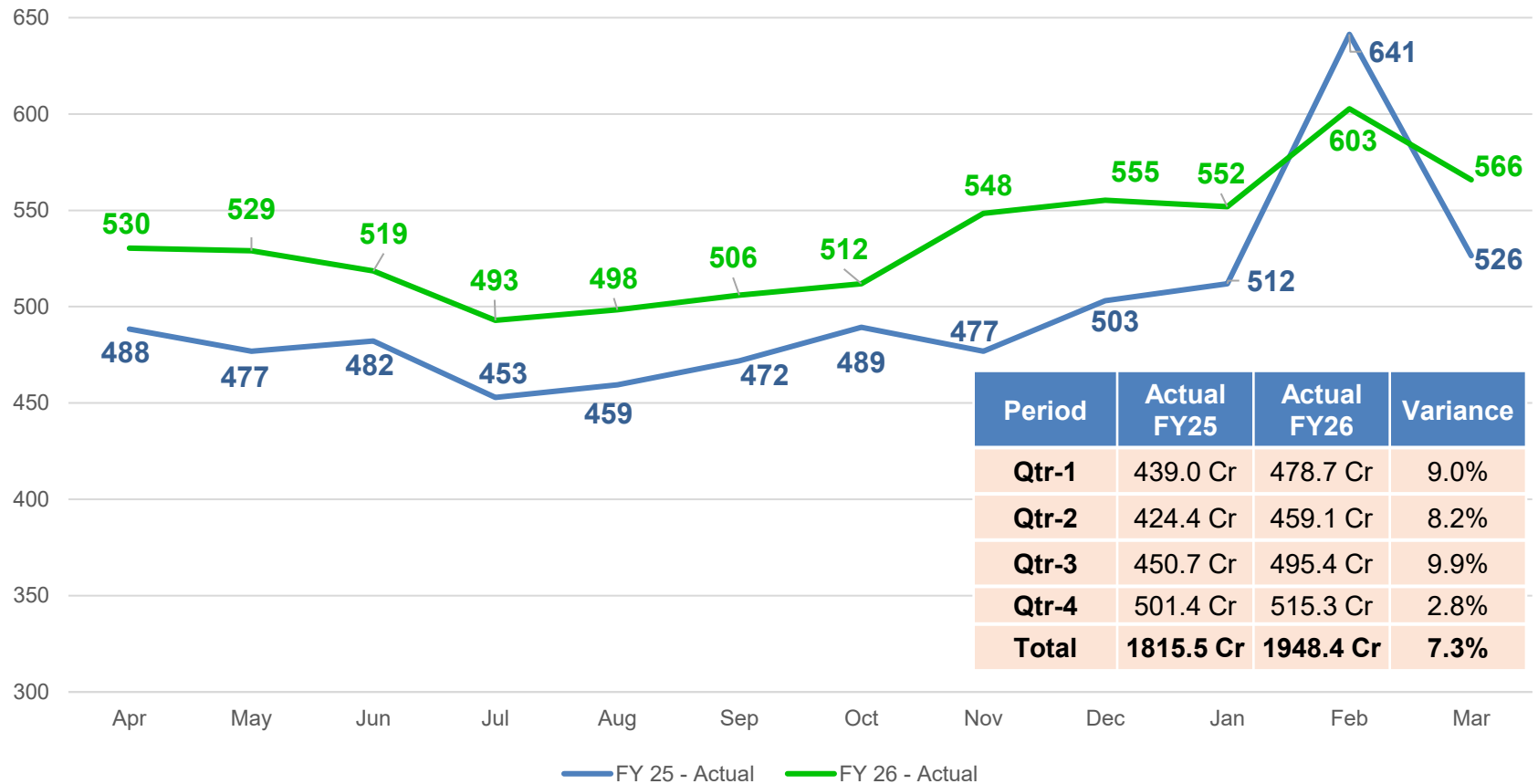
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# Operations Report

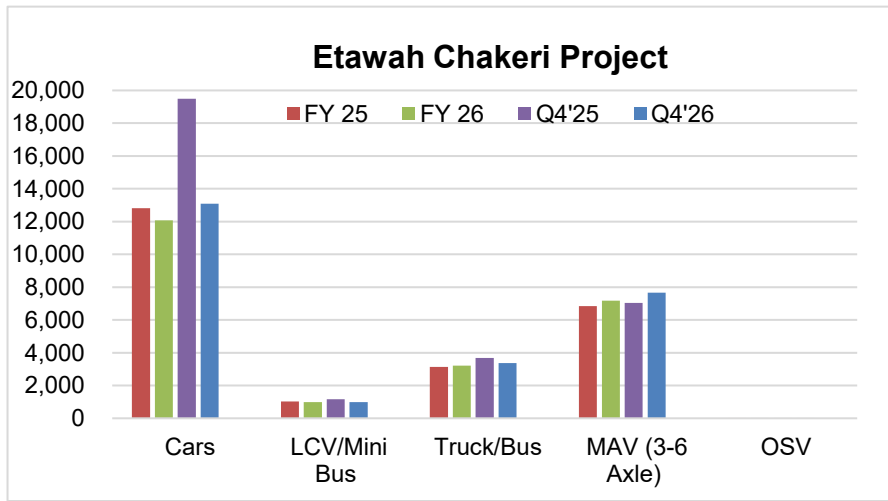
# Consolidated Toll Revenues - Average per Day

## Toll Revenues per Day (INR Lakhs per Day)



Period	Actual FY25	Actual FY26	Variance
Qtr-1	439.0 Cr	478.7 Cr	9.0%
Qtr-2	424.4 Cr	459.1 Cr	8.2%
Qtr-3	450.7 Cr	495.4 Cr	9.9%
Qtr-4	501.4 Cr	515.3 Cr	2.8%
<b>Total</b>	<b>1815.5 Cr</b>	<b>1948.4 Cr</b>	<b>7.3%</b>

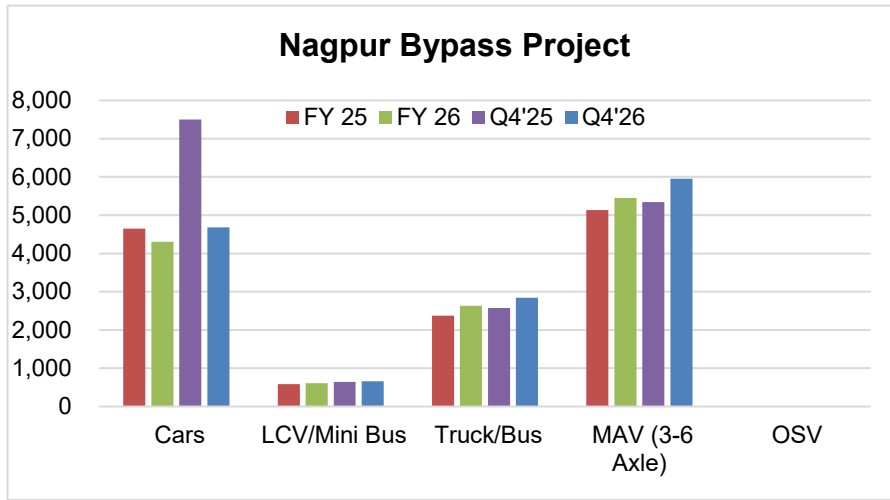
# Etawah Chakeri Project Average Daily Traffic Trend



Vehicle Category	FY 25	FY 26	Q4'25	Q4'26
Cars	12,813	12,071	19,485	13,098
LCV/Mini Bus	1,017	986	1,170	989
Truck/Bus	3,144	3,213	3,686	3,379
MAV (3-6 Axle)	6,835	7,179	7,032	7,659
OSV	3	3	3	3
<b>Total</b>	<b>23,812</b>	<b>23,452</b>	<b>31,376</b>	<b>25,128</b>

- Overall traffic declined by 19.9% in Q4'26 as compared to Q4'25, primarily due to lower car volumes, as the base traffic in Q4'FY25 was elevated on account of higher vehicle movement during the Kumbh mela in Allahabad.
- Traffic in this quarter is impacted due to;
  - recoument of traffic from alternate routes which got diverted last year due to construction works on Kanpur - Lucknow highway and Sancheti underpass on our project
  - traffic is getting negatively impacted as some traffic towards Kanpur/Lucknow is still using Ghaziabad-Aligarh-Kannauj & Agra-Lucknow expressway despite easing of congestion on project corridor / forceful diversion

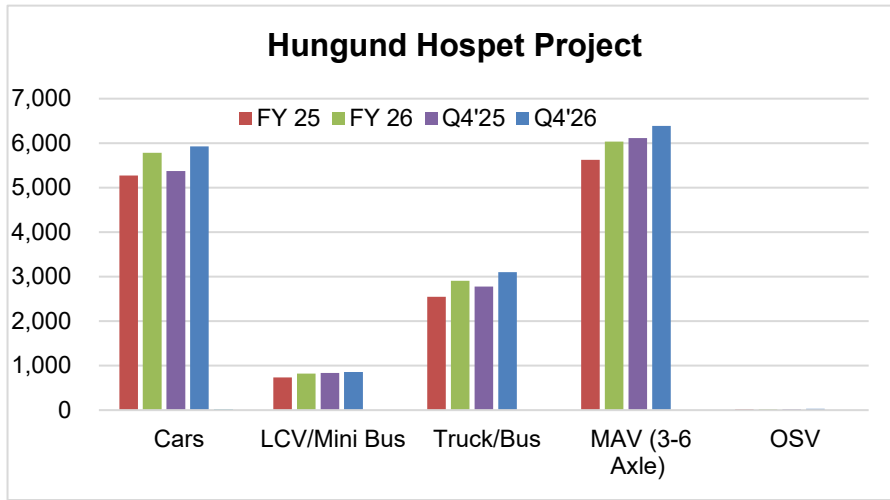
# Nagpur Bypass Project Average Daily Traffic Trend



Vehicle Category	FY 25	FY 26	Q4'25	Q4'26
Cars	4,647	4,304	7,499	4,685
LCV/Mini Bus	580	611	645	658
Truck/Bus	2,371	2,634	2,576	2,838
MAV (3-6 Axle)	5,132	5,449	5,341	5,952
OSV	3	4	4	6
<b>Total</b>	<b>12,733</b>	<b>13,001</b>	<b>16,065</b>	<b>14,139</b>

- Overall traffic declined by 12% in Q4'26 as compared to Q4'25, primarily due to lower car volumes, as the base traffic in Q4'FY25 was elevated on account of higher passenger vehicle movement during the Kumbh mela in Allahabad
- Positive diversion of traffic onto the project highway through Mumbai-Nagpur Expressway resulted in higher goods traffic and revenues despite decline in overall traffic numbers

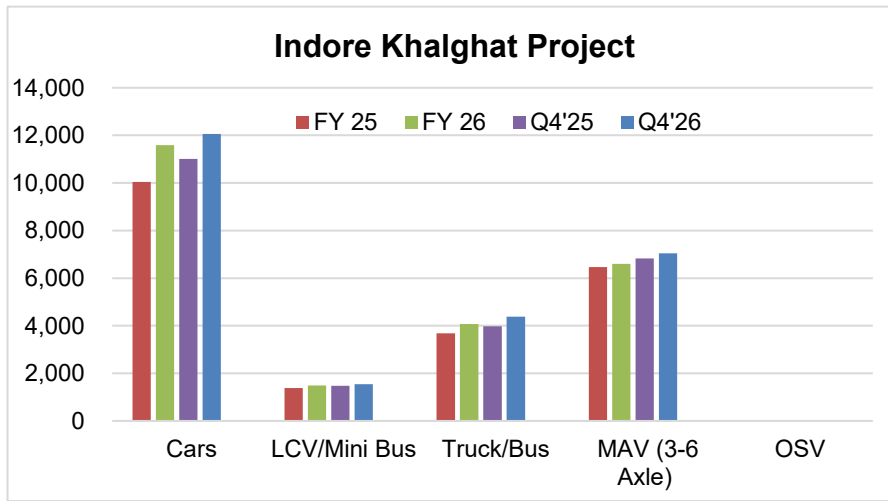
# Hungund Hospet Project Average Daily Traffic Trend



Vehicle Category	FY 25	FY 26	Q4'25	Q4'26
Cars	5,270	5,787	5,372	5,926
LCV/Mini Bus	733	824	833	856
Truck/Bus	2,544	2,905	2,778	3,104
MAV (3-6 Axle)	5,622	6,035	6,117	6,385
OSV	20	25	26	30
<b>Total</b>	<b>14,189</b>	<b>15,576</b>	<b>15,125</b>	<b>16,301</b>

- Traffic is higher by 7.8% in Q4'26 as compared to Q4'25
- Traffic on the Project Road increased mainly due to increase in mining & related activities in the Project Influence area

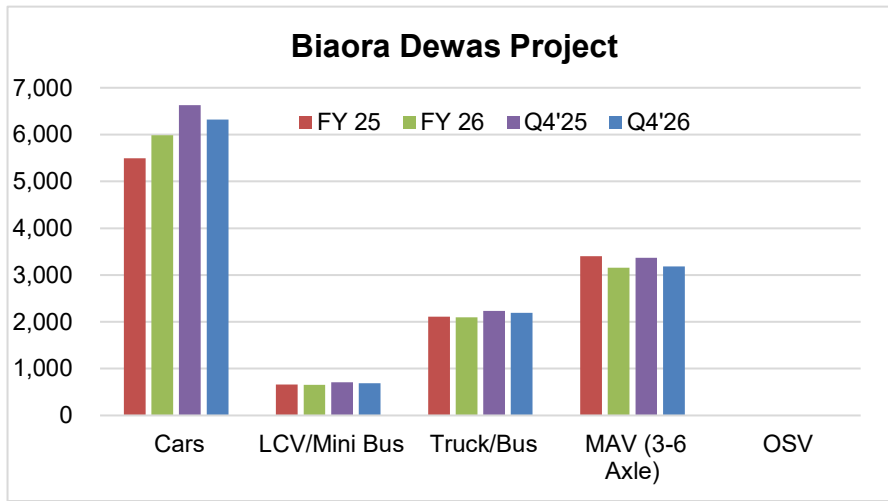
# Indore Project Average Daily Traffic Trend



Vehicle Category	FY 25	FY 26	Q4'25	Q4'26
Cars	10,041	11,584	11,005	12,055
LCV/Mini Bus	1,386	1,484	1,475	1,546
Truck/Bus	3,678	4,070	3,975	4,384
MAV (3-6 Axle)	6,472	6,599	6,829	7,045
OSV	10	10	12	9
<b>Total</b>	<b>21,587</b>	<b>23,746</b>	<b>23,296</b>	<b>25,038</b>

- Q4'26 Traffic is 7.5% higher as compared to last year Q4'25 due to;
  - diversion of traffic on project highway from alternate road (Indore-Burhanpur-Ichhapur road) as 4-laning construction works are in progress and heavy vehicles are not allowed over Mortakka bridge (Narmada river)
  - diversion of traffic to Khalghat plaza from Delhi Mumbai Expressway (DME) which is partially operational but negative impact on Sonway plaza

# Biaora Dewas Project Average Daily Traffic Trend



Vehicle Category	FY 25	FY 26	Q4'25	Q4'26
Cars	5,497	5,985	6,627	6,322
LCV/Mini Bus	659	655	712	687
Truck/Bus	2,111	2,094	2,231	2,193
MAV (3-6 Axle)	3,399	3,158	3,365	3,182
OSV	2	2	2	2
<b>Total</b>	<b>11,667</b>	<b>11,893</b>	<b>12,937</b>	<b>12,386</b>

- Traffic is lower by 4% in Q4'26 as compared to Q4'25
- Traffic & revenues impacted due to;
  - diversion of Goods traffic to partly operational Delhi Mumbai Expressway, Garoth – Ujjain spur was commissioned in Apr-25 resulting in diversion of traffic moving towards south of Dewas & Indore. DME's 246 km Delhi-Jaipur-Lalsot section was opened in Feb-23, Bhanpura-Thandla section in Sep-23 and 87 km of Vadodara-Bharuch section in Feb-24 and Godhra-Vadodara & Bharuch-Kharel in 2026)
  - non-lifting of export ban on wheat
  - base traffic of Q4'FY25 were elevated on account of Kumbh mela in Allahabad

# Consolidated Operational Report

Item	Description
<b>Major Maintenance (MM)</b>	
– Etawah Chakeri Project	Major maintenance works consisting of milling, micro surfacing, bituminous concrete, shoulder repairs, road markings, kerb painting, crash barrier painting and PQC panel repairing were under progress as per Site requirement
– Nagpur Bypass Project	Major Maintenance works consisting of micro surfacing, BC, PQC panel repairs, kerb raising, kerb painting and road markings were under progress as per Site requirement
– Hungund Hospet Project	Major Maintenance works consisting of PQC repairs, patch works and road marking were under progress as per Site requirement
– Nagpur Betul Project	Major maintenance works consisting of micro surfacing, PQC panel repairs, road markings and kerb painting were under progress as per Site requirement
– Biaora Dewas Project	Major Maintenance works consisting of PQC panel repairs, PQC grinding and road marking were under progress as per Site requirement
– Indore Khalghat Project	MM Manager have commenced works on project highway for complying with the Divestment requirement as per provisions of the Concession Agreement. Works consisting of BC overlays, Kerb painting, crash barrier painting and road markings were under progress at site
– Rajiv Chowk Project	Major maintenance works consisting of Milling and BC, kerb painting, crash barrier painting and road markings were under progress as per Site requirement
<b>Compliance Certificates</b>	
Project Manager(s)	Compliance certificates received from the Project Manager.
Major Maintenance Manager(s)	Compliance certificates received from the Major Maintenance Manager.
<b>Semi Annual Annuity Payment</b>	
Annuity Payment – Nagpur Betul Project	23 <sup>rd</sup> Annuity Payment of Rs. 343.14 (Rs. 290.80 Crs + 18% GST) has been received in full on 10 <sup>th</sup> April 2026. GST component on the Annuity shall be deposited before due date with the GST Department
Annuity Payment – Rajiv Chowk (HAM) Project	First Annuity (7 <sup>th</sup> of the Project) payment after acquisition of Rajiv Chowk Project on October 30, 2025 has been received on 10 <sup>th</sup> January 2026 amounting to Rs. 43.26 (Gross) along-with GST. GST component on the Annuity has been deposited with the GST Department.

# Consolidated Operational Report

Item	Description
Toll Projects – Annual Pass for non-commercial personal Cars	Annual passes for private cars were implemented w.e.f. August 15, 2025. Compensation against such transactions has been reimbursed by NHAI till March 2026 under Change in Law provisions
Toll Projects – Discontinuation of cash for normal toll fee	Effective April 10, 2026, cash payments for normal toll fee have been discontinued at all NH toll plazas, and toll collection has been transitioned to digital payments through FASTag or UPI
Nagpur Betul – COS Work (PUP and FOBs)	Change of Scope (COS) works of Pedestrian Under Pass (PUP) in village Seoni has commenced with 7% progress and 75% complete for 4 Foot Over Bridges (FOBs).
Etawah Chakeri Project – Target Traffic	IE vide letter dated February 9, 2026, recommended extension of concession period by 409 days (revised from 350 days) based on traffic data provided by NHAI, in accordance with the Target Traffic provisions of the Concession Agreement
Etawah Chakeri Project – Deferred Premium	PE has deposited an adhoc amount of Rs. 134.23 crores with NHAI as pre-payment of deferred premium, pending NHAI's review of actual project performance of FY25-26
<ul style="list-style-type: none"> <li>• It may be noted that all Pre-InvIT Closing Claims are to the account of the Sponsor-1 (OSEPL) and the Project Entities are not impacted by the same as these claims are being dealt and followed by Sponsor-1 (OSEPL) with NHAI.</li> <li>• All material reports have been updated above and all regular compliances &amp; correspondences are being undertaken through Project Manager in accordance with the Concession Agreements of the respective Projects.</li> </ul>	

# Financial Performance

# Performance

Rs. Crores

## Revenue from Operations in Q4'FY26

In comparison to Q4'FY25 and FY25: Revenue **increased** due to:

- Decrease in traffic & mix but increase in toll rate
- Increase in COS
- Rajiv Chowk Revenue
- Increase due to other adjustments

## Other Income (incl. Impairment Reversal)

Other income **decreased** in the current quarter as compared to Q4FY25 due to non reversal of impairment during Q4'FY26.

## EBITDA

Though **decreased** by ~Rs 7 Crs in Q4'FY26 due to higher subcontracting and other expenses offsetting the increase in revenue from operations. Annual EBITDA for FY26 **increased** by ~Rs. 83 Crores reflecting increase in Revenue.

## Impairment of Assets

Asset impairment of ~Rs. 184 Crs. in FY26 as against impairment reversal of ~Rs. 190 Crs. in FY25. The FY26 impairment mainly relates to lower estimated future toll revenue in BDHPL, OPIPL, and ECKHPL based on revised traffic studies by external consultants.

## Finance Cost

Finance cost **decreased** due to repayments, interest rate reset, and refinancing of high-cost debt with lower-cost NCDs in Q4FY26 and in FY26 as compared to FY25.

Particulars	Q4'FY26 Actual	Q4'FY25 Actual	Change QoQ
Rev. From ops.	650.1	595.9	54.2
Other Income	28.9	41.2	(12.3)
EBITDA	501.8	508.5	(6.7)
Impairment of Assets	(52.4)	(1.1)	(51.3)
Impairment of Goodwill	10.2	-	10.2
Depreciation & Amort.	206.9	222.7	(15.8)
Finance Cost	163.2	165.3	(2.1)
PBT	173.9	134.3	39.6
PAT	67.0	141.0	(73.9)
NDCF	228.3	173.9	54.5
Cash & Investments	1,505.9	1,147.7	358.1

Particulars	FY26 Actual	FY25 Actual	Change YoY
Rev. From ops.	2,361.5	2,214.5	147.0
Other Income	116.6	299.7	(183.1)
EBITDA	1,947.8	1,864.4	83.3
Impairment of Assets	184.8	-	184.8
Impairment of Goodwill	10.2	-	10.2
Depreciation & Amort.	836.8	798.5	38.4
Finance Cost	661.3	685.7	(24.4)
PBT	254.6	570.7	(316.1)
PAT	163.5	594.3	(430.8)
NDCF	753.0	785.9	(32.9)
Cash & Investments	1,505.9	1,147.7	358.1

# Revenue Snapshot

Rs. Crores

## Impairment of Goodwill

An impairment loss in goodwill of Rs. 10.2 Crores for FY26 primarily due to increase in discount rate adopted by the valuer due to market factors, comparables companies, debt equity ratio, beta computation and cost of debt.

## PBT

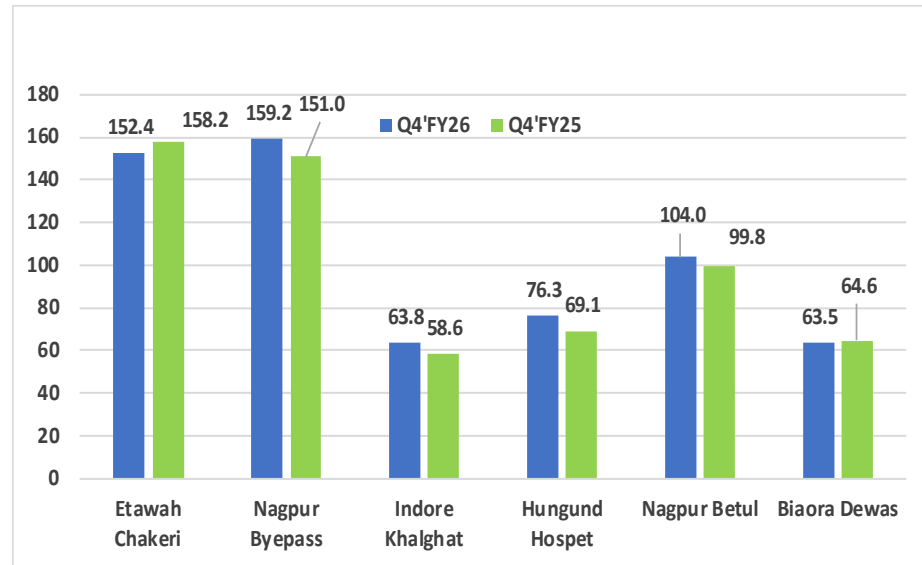
PBT **increased** by ~Rs. 39 Crs in Q4'FY26 mainly due to higher **net** impairment reversal and lower depreciation in Q4'FY26 over Q4'FY25. However, FY26 PBT **decreased** by ~Rs. 316 Crs YoY, primarily due to asset and goodwill impairment combined impact of ~Rs. 385 Crs.

## NDCF

NDCF **increased** by ~Rs. 54 Crs in Q4'FY26, primarily due to retention of Rs. 38.4 Crs NDCF generated by OPIPL in Q4'FY25, which was not distributed to OIT owing to absence of distributable profits. However, FY26 NDCF remained lower YoY due to holdback of surplus cash in OPIPL, and higher premium paid to NHAI during the year.

## Cash and Investments

Cash and Investments **increased** by Rs. 358 Crs primarily due to, increase in revenue, holdback by Cash in IKP due to the absence of distributable profits, Cash & Investment in Rajiv Chowk ~Rs. 58 Crs and overall increased MMR requirement.



# IND AS Result – Profit and Loss Account

Rs. Crores

Particulars	Q4'FY26	Q4'FY25	FY26	FY25
Revenue from Operations	650.1	595.9	2,361.5	2,214.5
Reversal of impairment of intangible assets	-	12.6	-	190.4
Other Income	28.9	28.6	116.6	109.2
<b>Total Income</b>	<b>679.0</b>	<b>637.2</b>	<b>2,478.1</b>	<b>2,514.2</b>
<b>EXPENSES</b>				
Subcontracting Expenses	140.0	86.4	400.7	346.4
Employee Benefits Expense	9.9	9.3	39.4	37.3
Finance Costs	163.2	165.3	661.3	685.7
Depreciation and Amortisation	206.9	222.7	836.8	798.5
Impairment of intangible assets	(52.4)	(1.1)	184.8	-
Impairment of goodwill	10.2	-	10.2	-
Investment Manager Fees	4.5	4.9	19.8	19.6
Other Expenses	22.9	15.3	70.4	56.0
<b>Total Expenses</b>	<b>505.1</b>	<b>502.8</b>	<b>2,223.5</b>	<b>1,943.5</b>
<b>PBT</b>	<b>173.9</b>	<b>134.3</b>	<b>254.6</b>	<b>570.7</b>
Exceptional Items- Loan/Int. write off	-	-	-	-
<b>Profit/(loss) before tax</b>	<b>173.9</b>	<b>134.3</b>	<b>254.6</b>	<b>570.7</b>
Tax Expenses	106.9	(6.6)	91.1	(23.6)
<b>Profit/(loss) after tax</b>	<b>67.0</b>	<b>141.0</b>	<b>163.5</b>	<b>594.3</b>

# IND AS Result – Balance Sheet

Rs. Crores

Particulars	As at 31.03.2026	As at 31.03.2025
<b>ASSETS</b>		
Non Current Assets	10,209.8	11,143.4
Current Assets	2,279.5	1,788.4
<b>Total Assets</b>	<b>12,489.3</b>	<b>12,931.7</b>
<b>EQUITY AND LIABILITIES</b>		
Total Equity	3,859.9	4,337.0
Non Current Liabilities	7,213.0	7,414.2
Current Liabilities	1,416.4	1,180.5
<b>Total Equity and Liabilities</b>	<b>12,489.3</b>	<b>12,931.7</b>

# NDCF

Rs. Crores

Particulars	Q4'FY26	FY26
<b>Cashflows from operating activities of the Trust</b>	<b>(14.1)</b>	<b>(28.8)</b>
(+) Cash Flows received from SPV's which represent distribution of NDCF	214.0	1,307.1
(+) Treasury income / income from investing activities of the Trust	4.4	17.9
(+) Proceeds from sale of infrastructure investments, infrastructure assets or shares of SPVs or Investment Entity	-	-
(+) Proceeds from sale of infrastructure investments, infrastructure assets or sale of shares of SPVs/ Hold cos or Investment Entity not distributed pursuant to an earlier plan to re-invest as per Regulation 18(7) of InvIT Regulations or any other relevant provisions of the InvIT Regulations, if such proceeds are not intended to be invested subsequently	-	-
(-) Finance cost on Borrowings, excluding amortisation of any transaction costs as per Profit and Loss account of the Trust	(89.9)	(370.6)
Less: Debt repayment at Trust level (to include principal repayments as per scheduled EMI's except if refinanced through new debt including overdraft facilities and to exclude any debt repayments/debt refinanced through new debt in any form or funds raised through issuance of units).	(51.5)	(193.4)
(-) any reserve required to be created under the terms of, or pursuant to the obligations arising in accordance with loan agreements or terms & conditions applicable to debt securities issued by the Trust or any of its SPVs or agreements such as, concession agreement, transmission services agreement, power purchase agreement, lease agreement, and any other agreement of a like nature, by whatever name called; or statutory, judicial, regulatory, or governmental stipulations	165.5	20.7
(-) any capital expenditure on existing assets owned / leased by the InvIT, to the extent not funded by debt / equity or from contractual reserves created in the earlier years	-	-
<b>NDCF at Trust Level</b>	<b>228.3</b>	<b>753.0</b>
Less: Distribution Already Done	-	-
<b>Balance</b>	<b>228.3</b>	<b>753.0</b>
<b>YIELD Per Unit</b>	<b>3.92</b>	<b>12.91</b>

In IKP, there is surplus amount of Rs 169.9 Crs as on 31.03.2026. This amount is proposed to be upstream by way of capital reduction, NCLT proceedings are ongoing.

# IFRS Results

# IFRS Result – Profit and Loss Account

Rs. Crores

Particulars	Qtr Ending 31.03.2026	Qtr Ending 31.03.2025
Revenue from operations	650.1	595.9
Other income	7.6	10.0
Reversal of impairment of intangible assets	37.1	21.3
Operating expenses	(148.0)	(86.4)
Employee benefits expense	(9.9)	(9.3)
Depreciation and amortisation expense	(201.2)	(216.8)
Impairment of intangible assets	-	(9.1)
Impairment of goodwill	(10.2)	-
Other expenses	(19.4)	(20.3)
<b>Operating Profit</b>	<b>306.3</b>	<b>285.3</b>
Finance Cost	(163.2)	(165.3)
Finance Income	21.3	18.6
<b>(Loss)/ Profit before tax</b>	<b>164.3</b>	<b>138.6</b>
Total tax expenses	147.9	(2.0)
<b>(Loss)/ Profit after tax</b>	<b>16.5</b>	<b>140.7</b>
Total other comprehensive (loss)/ income	0.2	(0.0)
<b>Total comprehensive (loss)/ income</b>	<b>16.6</b>	<b>140.7</b>

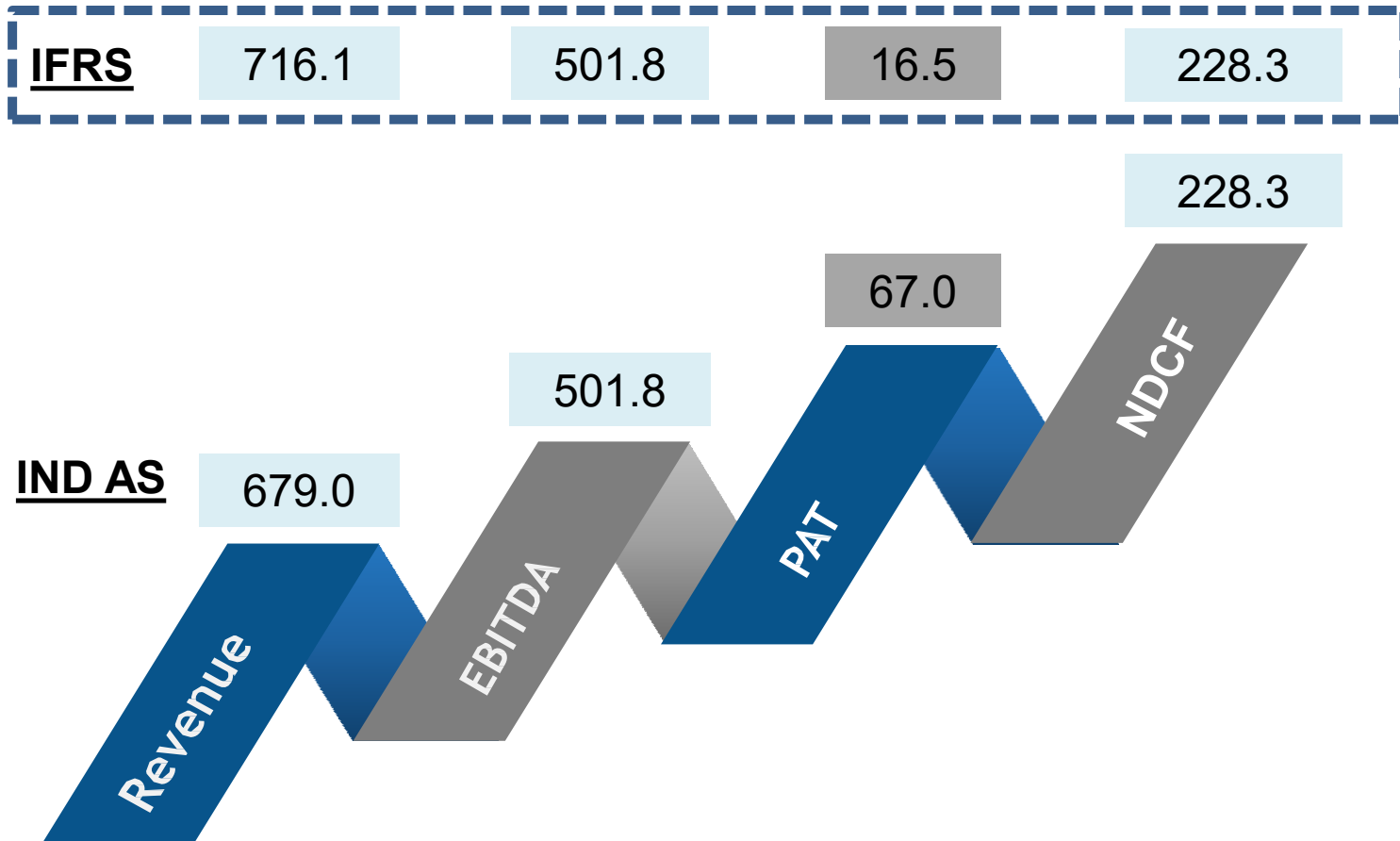
# IFRS Result – Balance Sheet

Rs. Crores

Particulars	As at 31.03.2026	As at 31.03.2025
<b>ASSETS</b>		
Non Current Assets	9,089.3	10,008.4
Current Assets	2,279.5	1,788.4
<b>Total Assets</b>	<b>11,368.8</b>	<b>11,796.8</b>
<b>EQUITY AND LIABILITIES</b>		
Total Equity	2,844.8	3,348.6
Non Current Liabilities	7,107.5	7,267.7
Current Liabilities	1,416.4	1,180.5
<b>Total Equity and Liabilities</b>	<b>11,368.8</b>	<b>11,796.8</b>

# Consolidated Performance – Year Ended 31.03.2026

Rs. Crores



- All Numbers are based on Limited Review of Consolidated Financial

# Comparison between IND AS and IFRS - Summary

Rs. Crores

	Description	IND AS	IFRS	Impact on IFRS
	<u>Profit &amp; Loss Account</u>			
1	Reversal of Impairment of intangible assets	As per the future projected cash flows of the assets	As per Ind AS 36 'Impairment of assets'	+ ve Impact by Rs 15.33 Crs
2	Depreciation, Amortization	As per Revenue based Model	As per Useful life of Asset (SLM) - IAS – 38	+ ve Impact by Rs 5.74 Crs
	<u>Balance Sheet</u>			
	<u>ASSETS</u>			
1	Intangible Assets	Depreciation considered as per Ind AS	Depreciation considered as per IFRS	- ve impact by Rs 1,120.51 Crs
	<u>EQUITY &amp; LIABILITIES</u>			
2	Deferred Tax Liability (Net)	Depreciation considered as per Ind AS	Depreciation considered as per IFRS	- ve impact by Rs 105.46 Crs
3	Other Equity	As per Ind AS	As per IFRS after adjusting above including opening balance	- ve impact by Rs 1,015.05 Crs

Thank You

# All SPVs of Oriental Infra-trust

## Review of Toll Operations at Toll Plaza (Period- Q4 of FY 25-26)

**S.S. Kothari Mehta & Co.**

Chartered Accountants

Date : 18-05-2026



## Review of Toll Operations and Compliances at toll plaza Sites

We have reviewed the undernoted aspects of various tolls basis our approach discussed below:

- We visited two toll plazas of OHHHPL and BDHPL in F.Y. 2025-26 and reviewed the below mentioned operations based on SOPs and user manuals of TMS service providers, namely “**Vaan Infra Pvt. Ltd.**” and “**Kent Intelligent Transportation System India Pvt. Ltd.**” respectively on a test check basis.
- In Q4 Audit we asked the requisite document like fault report, preventive maintenance checklists/schedules, calibration certificates, uptime & downtime reports etc. for all tolls, However, we have received only limited data such as preventive maintenance checklist of HHHPL Toll Plaza , fault reports of ECKHPL/BDHPL (Rojwas)/OPIPL calibration certificates of ECKHPL, etc., were provided to us for verification and Hence based on the available data we have prepared our report in the next slide.
- Review of toll operations, exemptions, exempted vehicle and toll collection and reconciliation we have already discussed in this report. However, on physical visit we had checked the recording of vehicle movement at toll plaza from the transaction recordings.

S.no.	Areas
	<b><u>Areas covered during site visit (On-Site)</u></b>
1	Review of Toll Operations and Site Audit Compliances
2	Review of various toll equipment
3	Review of Cash Collection & Deposition System
4	Review of Control Room Operations/Activities
	<b><u>Areas covered on documentation basis (In HO)</u></b>
5	Review of Independent Engineer’s Report
6	Review of Site Visitor register
7	Review of Ambulance Logbook

# Review of Toll Operations and Compliances at Site Audit

Background:	Location	Function	Root Cause		
<p><b><u>1. Review of Toll Operations and Site Audit Compliances</u></b></p> <p>The review covers whether the TMS system records all transactions passing through the toll plaza including transactions where the toll has been collected, exempted vehicles, annual pass transactions etc. on our sample basis during our physical observation at the time of toll visit at 2 toll plazas.</p> <p>We also reviewed certain exceptional transactions which were recorded manually where fast tags were not readable, insufficient balance in Fast tag and exempted category vehicles.</p>	H.O.	Toll Site Audit	D	O	S
				✓	
	<b>Implication(s)</b>		<b>Recommendation(s)</b>		
	NA	NA			
	<b>Management Comments/Responsibility &amp; Timelines</b>				
<p>NA</p> <p><b>Responsible Department :- Toll Operation</b></p>					

# Review of Toll Operations and Compliances at Site Audit

**Background:**

**2. Review of various toll equipment-**

During our visit at 2 toll plazas on physical observation we found that the hardware equipments including loop systems, traffic lights, barrier gates, AVC systems, OHLS (Over-Head Light Signal), CCTV cameras, etc. were in operational condition.

However, independent engineer’s report also covers the compliance of requisite infrastructure at toll which we have discussed in later in this report.

**Observations:**

**Preventive Maintenance – Fault Log report showing exceptional TAT**

The Preventive Maintenance reports reflected all systems and equipment as functioning properly, however as per available fault report of ECKHPL exceptional delays were found in resolving multiple issues as discussed below :

Particular	No. of Instances	TAT in resolving	Average TAT
AVC Issue	9	7- 17 hours	11 hrs.
Camera Issue	9	1-9 hours	3.17 hrs.
System Issue	6	1- 10 hours	2.39 hrs.
Boom Barrier Issue	12	20-35 minutes	2.30 mins
Printer Issue	5	13-14 hours	13.41 hrs.

**For Details pls refer Annexure No. 4**

Location	Function	Root Cause		
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H.O.	Toll Site Audit	D	O	S
			✓	

Implication(s)	Recommendation(s)
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- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Non-working systems may lead to <b>loss of toll revenue.</b></li> <li>Issues in equipment can affect <b>smooth operations.</b></li> </ul> | <ul style="list-style-type: none"> <li>Fix a time limit (TAT) to resolve each type of issue.</li> <li>Electronic call logging system may be implemented for proper recording and tracking of fault reports.</li> </ul> |
|--|--|

**Management Comments/Responsibility & Timelines**

“The ongoing TMS refurbishment at the plaza level, involving installation of new equipment and dismantling of old systems, has taken additional time due to replacement activities and R&D requirements.”

**Responsible Department :- Toll Operation**

# Review of Toll Operations and Compliances at Site Audit

Background:	Location	Function	Root Cause		
<p><b><u>3. Review of Cash Collection &amp; Deposition System:-</u></b></p> <p>Cash is collected with penalty in the absence of Fastag. During our visit at HHHPL and BDHPL toll we have reviewed the systems relating to identification of vehicle for cash, issuance of receipt, logging of the system and deposition of cash by toll collector at cash up room, signing of short/excess deposit report and depositing the cash collected in bank on weekly basis.</p>	H.O.	Toll Site Audit	D	O	S
				✓	
	Implication(s)		Recommendation(s)		
	NA	NA			
	Management Comments/Responsibility & Timelines				
<p>NA</p> <p><b>Responsible Department :- Toll Operation</b></p>					

# Review of Toll Operations and Compliances at Site Audit

Background:	Location	Function	Root Cause		
<p><b>4. <u>Control Room Operations/Activities :-</u></b></p> <p>We have reviewed the undernoted operational activities of control room during the site visit at HHHPL and BDHPL toll:</p> <ul style="list-style-type: none"> <li>• Real time monitoring of every transaction of toll booth.</li> <li>• managing traffic signals and barriers.</li> <li>• Coordinating with the lane and booth operators in case of any discrepancy.</li> <li>• Maintaining daily reports on toll collections, offline log register of traffic violation or accidents, also technical person was there for helping out the toll technical problems.</li> <li>• Audit of anomalies transactions including exempted and violated transactions- The Auditor has to validate anomaly transaction before the end of his shift.</li> </ul> <p><b>Observation:</b></p> <p>However, in TTR report, the time log in the system is not available to indicate the time when the transaction was validated by him. So, it cannot be verified whether the validator reviewed anomaly transactions in real time or at day end.</p>	H.O.	Toll Site Audit	D	O	S
				✓	
	<b>Implication(s)</b>		<b>Recommendation(s)</b>		
		Possibility of recording the time of validating of transaction by auditor/validator in TTR report may be explored.			
	<b>Management Comments/Responsibility &amp; Timelines</b>				
<p>The Auditor/Validator performs the validation on a real-time basis, as it must be completed within the same shift; otherwise, the shift consolidation in the system cannot be completed.</p> <p><b>Responsible Department :- Toll Operation</b></p>					

# Review of Toll Operations and Compliances at Site Audit

Background:	Location	Function	Root Cause		
<p><b>5. Review of Independent Engineer’s (IE) Report-</b></p> <ul style="list-style-type: none"> <li>The IE report contains compliances by the company w.r.t operational and maintenance standards at toll and toll road and gives observation along with photograph and corrective actions taken and pending.</li> <li>This report is issued by IE on monthly basis to NHA and concessionaire.</li> <li>The toll plaza submits all actions taken against the observations which are reflected in subsequent report of IE.</li> <li>On review of IE report at 3 sample toll plazas, we observed that observations in IE reports were addressed by the management along with corrective actions.</li> </ul>	H.O.	Toll Site Audit	D	O	S
				✓	
	Implication(s)		Recommendation(s)		
	NA	NA			
	Management Comments/Responsibility & Timelines				
<p>NA</p> <p><b>Responsible Department :- Toll Operation</b></p>					

Observation(s)	Location	Function	Root Cause			
<p><b>6. Review of Site Visitor register:</b> On review of the visitor register of ONBCPL, it was observed that fields such as name of the person to be meet, purpose of visit, visitor signature, and time-out were not properly mentioned in the register.</p>	H.O.	Toll Operation	D	O	S	
				✓		
	<b>Implication(s)</b>			<b>Recommendation(s)</b>		
	<ul style="list-style-type: none"> <li>Incomplete visitor register can cause <b>security issues.</b></li> </ul>			<ul style="list-style-type: none"> <li><b>Ensure all details in visitor register are properly filled every time.</b></li> </ul>		
	<b>Management Comments/Responsibility &amp; Timelines</b>					
<p>This aspect will be reviewed, and necessary action will be taken care.</p> <p><b>Responsible Department :- Toll Operation</b></p>						

Thank You