Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

Automotive Skills Development Council, Sat Paul Mittal Building, 1/6, Siri Institutional Area, August Kranti Marg (Khel Gaon Marg) New Delhi – 110049 Tel: 011-42599800, 4186 8090 E-mail: skc@asdc.org.in

Introduction

Qualifications Pack- Highway Toll Collector

SECTOR: AUTOMOTIVE

SUB-SECTOR: Road Transportation

OCCUPATION: Toll collection

REFERENCE ID: ASC/Q9730

ALIGNED TO: NCO - 2015/NIL

This job role exists in the automotive sector and the role includes collection of toll at authorized toll plazas.

Brief Job Description: A candidate in this job role performs toll collection activities at authorized toll plazas. He must adhere to relevant occupational health and safety guidelines while carrying out the tasks. The individual is expected to competently carry out assigned duties as per standard operating procedures. The candidate should have the working knowledge of computers and identify class of vehicle.

Personal Attributes: Must exhibit good customer service attributes—courteous, solution-oriented, polite, reliable, good decision-making skills, etc. Possess an alert mind and a physically active body and meticulous work habits.

Job Details

Qualifications Pack Code	ASC/Q9730		
Job Role	**Highway Toll Collector** (Applicable for national scenarios)		
Credits	TBD	Version number	1.0
Sector	Automotive	Drafted on	24/11/2016
Sub-sector	Road Transportation	Last reviewed on	24/11/2016
Occupation	Toll Collection	Next review date	24/11/2018
NSQC Clearance On	NA		

| Job Role	Highway Toll Collector
Role Description	A highway toll collector also called as Toll Operator, collects toll at authorized toll booths as per standard tariffs set by the toll management organization.He is also responsible for smooth traffic flow at toll plazas.
NSQF level Minimum Educational Qualifications Maximum Educational Qualifications	4 12th Standard pass, preferably NA
Training (Suggested but not mandatory)	NA
Experience	NA
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. ASC/N9730 Collect toll as per standard operating procedure 2. ASC/N0003 Maintain a health, safe and secure work environment 3. ASC/N0002 Work effectively in a team **Optional:** NA
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similarbusinesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.

Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	**Description**
NSQF	National Skill Qualification Framework
NOS	National Occupational Standards
OHLS	Overhead Lighting System
LCV	Light Commercial Vehicle

Acronyms

National Occupational Standard
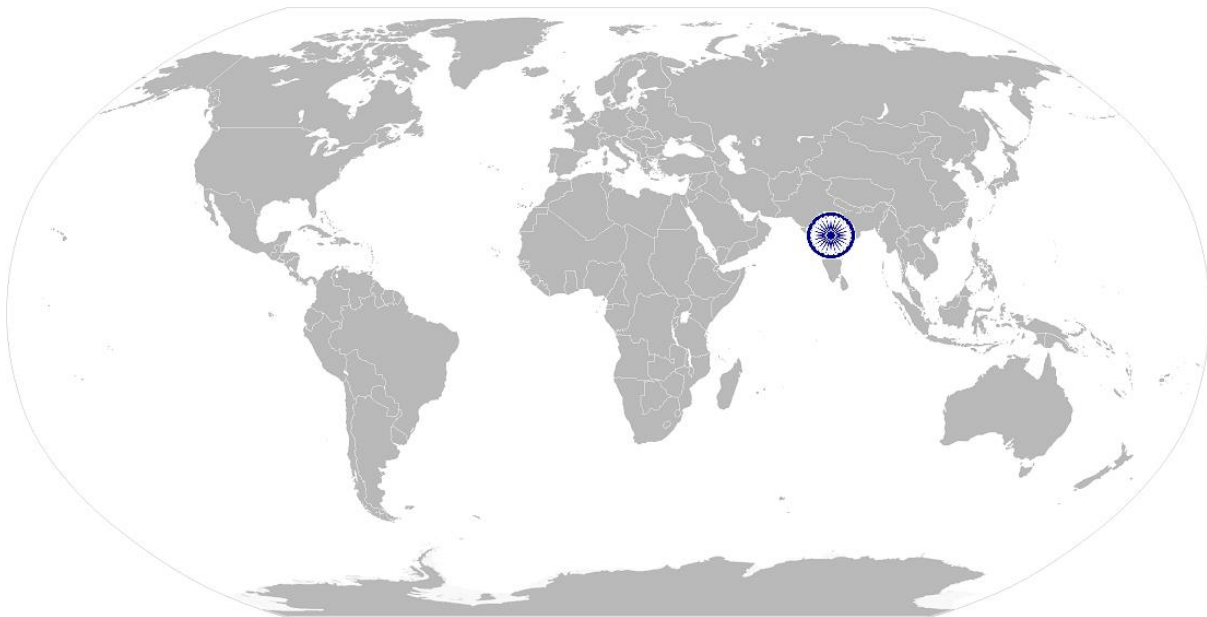
Overview

This unit refers to cumulative skills and knowledge required for a toll collector. This includes preparatory activities, toll collection and cash deposition.

NOS

National Occupational Standards

N·S·D·C
National
Skill Development
Corporation

ASC/N9730   **Collect toll as per standard operating procedure**

Unit Code	ASC/N9730
Unit Title (Task)	**Collect toll as per standard operating procedure**
Description	A toll collector, also called as toll operator is responsible for collecting toll as per tarrif and helps in smooth flow of traffic. He is also responsible for depositing the toll collected with cashier after the end of the shift.
Scope	This unit/task covers the following: • Work safely • Prepare for toll collection • Carryout toll collection • Perform post toll collection activities

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Work safely	To be competent, the user/ individual on the job must be able to: PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines PC2. adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations
Prepare for toll collection	To be competent, the user/ individual on the job must be able to: PC3. report to duty at the scheduled shift as per the standard procedure PC4. deposit personal belongings at the designated location PC5. Personal belongings: Personal cash, mobile phone, electronic gadgets etc. PC6. report to shift incharge and mark attendance in the attendance register PC7. collect shift report, cash bag, lock and key from the shift incharge PC8. collect float cash from the authorized person PC9. count float cash and sign in the exact amount provided in the acknowledgement register PC10. keep the float cash in the cash bag and ensure that the cash bag is properly locked PC11. acknowledge roll call and get briefing from the shift incharge if any PC12. occupy the booth in the assigned lane at assigned time PC13. ensure that the toll collector of the previous shift is logged out of the system PC14. check for proper functioning of IT hardware,equipment and fixtures Equipment used in toll collection booth: Computer,printer, scanner, display board, wireless equipment, CCTV etc. PC15. report malfunctions, abnormalities and damages if any to the plaza controller

ASC/N9730   **Collect toll as per standard operating procedure**

Carry out toll collection	To be competent, the user/ individual on the job must be able to:
	PC16. log in the lane system by providing authentic information and ensure that OHLS will turn green automatically Toll Management Systems: EFKON, Metro electronic toll control system, Rajdeep's toll management system or any other systemas per the toll operator
	PC17. confirm login to the plaza controller or validator
	PC18. instruct toll attendant/channelizer to allow the entry of vehicles in to the lane when ready
	PC19. identify the class of vehicle and collect fee as per the stipulated tarrif
	PC20. handover receipt and change for correct amount
	PC21. validate the receipts of passing through vehicles to check whether the toll has been already paid
	PC22. inform plaza validator or plaza controller or shift inchagre incase of exempt vehicle and take permission to exempt
	PC23. make an entry in the incident report for vehicles exempted or any other incidents or exceptions
	PC24. check the display of approved RFID Tag/FASTag, vehicle number for smart card, local consession and monthly pass users
	PC25. store the collected toll as per specified procedure, adhering to safety measures at all times
	PC26. undergo frisking and suprise checks by authorised persons
	PC27. follow recommended procedure to take breaks Procedure:permission from validator /plaza controller, log ou at the lane computer, keep the cash in the bag,log in again after taking the permission from the validator or plaza controller
	PC28. follow recommended procedure to logout after the shift Procedure: Take permission from the control room supervisor, request road user at the window to wait for shift change
	PC29. keep the cash in the bag, lock and move to the TOD room for cash handover
Perform post toll collection activities	To be competent, the user/ individual on the job must be able to:
	PC30. segregate revenue collected and make bundles as per the denomination
	PC31. prepare summary of the cash collected accurately and in the prescribed format
	PC32. handover the toll collected to the cashier and take acknowledgement
	PC33. reconcile the amount with the system generated report with the help of cashier
	PC34. get the exemption reports verified by the supervisor at the control room
	PC35. sign the shift report and handit over to the shift incharge with supporting documents

	PC36. hand over cash bags and keys to the cashier
	PC37. obtain shift incharge permission and register departure at TOD room
	PC38. undergo security check/frisking by the authorized person

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. relevant health and safety requirements applicable in the work place KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA4. reporting structure, inter-dependent functions, lines and procedures in the work area KA5. how to engage with concerned persons for support in order to resolve incidents KA6. importance of working in clean and safe environment practices and procedures KA7. relevant people and their responsibilities within the work area KA8. escalation matrix and procedures for reporting work and employment related issues

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	 KB1. importance of using personal protective equipment appropriate to carry out the given tasks as per relevant occupational health & safety guidelines
	 KB2. hazards and potential risks associated with the given work and safety control measures used to prevent injury to self and others
	 KB3. types of tolling systems
	     Tolling systems: Open toll system, closed toll system
	 KB4. methods of toll collection
	     Methods : Manual toll collection, automatic toll collection, electronic toll collection
	 KB5. common terms used in tolling
	     Common terms: Throughput, demand, processing time, queing area, merging area, number of toll lanes
	 KB6. knowledge of traffic and electronic signs
	 KB7. importance of traffic standard definitions
	     Traffic standard definitions: Advance working zoe, transition zone, working zone, carriageway traffic control, traffic control devices, detour, diversion etc.
	 KB8. basic knowledge and operation of a computer
	 KB9. use of electronic equipment used in toll collection
	 KB10. classification of roads
	     Classification: National highways, state highways, other PWD roads and rural

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	roods
	KB11. rules and regulations of National Highways,1997
	Rules: Collection of fees by any a person for the use of section of National Highways/ Permanent bridge/ Temporary bridge on National Highways etc
	KB12. different class of vehicle as per NHAI guidelines
	Class: Car/jeep/van, LCV, bus/truck, upto 3 axle vehicle, 4 to 6 axle vehicle, HCM/EME, vehicles with 7 or more axles
	KB13. who should be exempted from paying toll tax as per NHAI rules
	Exemption from payment of toll tax as per current NHAI rules: Transporting and accompanying, the President of India, the Vice President of India, the Prime- Minister of India, the Governor of a state, the Speaker of the Huose of People, the Cabinet Minister of the union, the Chief Minister of a State, the Judge of the Supreme Court, the Minister of State of the Union, the Lieutenant Governor of a Union territory, the Chief of Staff holding the rank of full General or equivalent rank, the Chairman of the Legislative Council of a State, the Speaker of the Legislative Assembly of a State, the Chief Justice of a High Court, the Judge of a High Court, the Member of Parliament, the Army Commander or Vice-Chief of Army Staff and equivalent in other services, the Chief Secretary to a State Government within concerned State, the Secretary to the Government of India, the Secretary, Council of States, the Secretary, House of People, the Foreign dignitary on State visit,fire fighting vehicle, ambulance, funeral van etc.
	KB14. how to exempt a vehicle from paying toll tax
	KB15. use of code laws for beacons
	Beacon: Red beacon (with/without flasher), Blue beacon (with/without flasher)
	KB16. how to seek help from the plaza controller incase of incidents
A. Core Skills/ Generic Skills	**Writing Skill**
	The user/ individual on the job needs to know and understand how to:
	SA1. fill up appropriate forms,incident report, summary sheet of toll collection, exemption reports as per organizationalformat in English and/or local language
	Reading Skill
	The user/individual on the job needs to know and understand how to:
	SA2. read and interpret information correctly from the notice board, standard operating procedure etc.
	SA3. interpret toll business rules
	SA4. read signages, safety symbols, warnings, etc. displayed in work environment

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate with road users clearly, effectively and politely SA6. convey information to the shift-incharge, plaza controllers, barrierman, channelizers,cashier etc.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. when faced with difficult situations seek clarification from the shift-incharge or plaza controller or responsible authority on how to resolve problems
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB2. identify the problems that might araise during the toll collection activity and take necessary actions quickly
	Plan and Organize
	NA
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. exhibit polite and courteous behavioral skills
	Analytical Thinking
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	ASC/N9730		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/11/2016
Industry Sub-sector	Road Transportation	Last reviewed on	24/11/2016
Occupation	Toll Collection	Next review date	24/11/2018
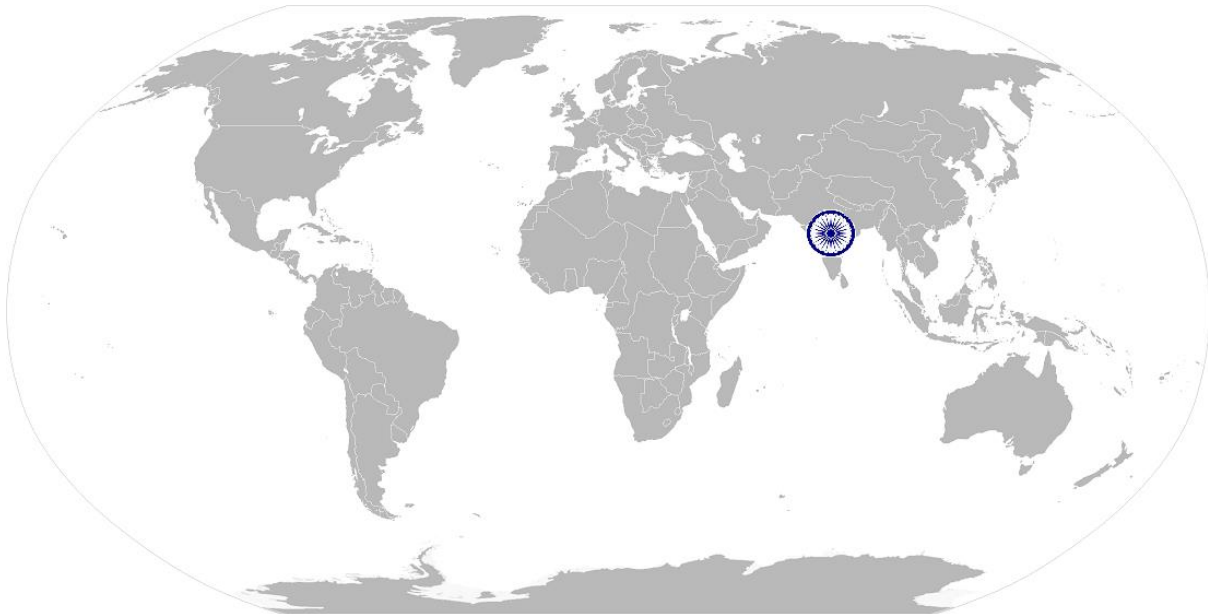
National Occupational Standard
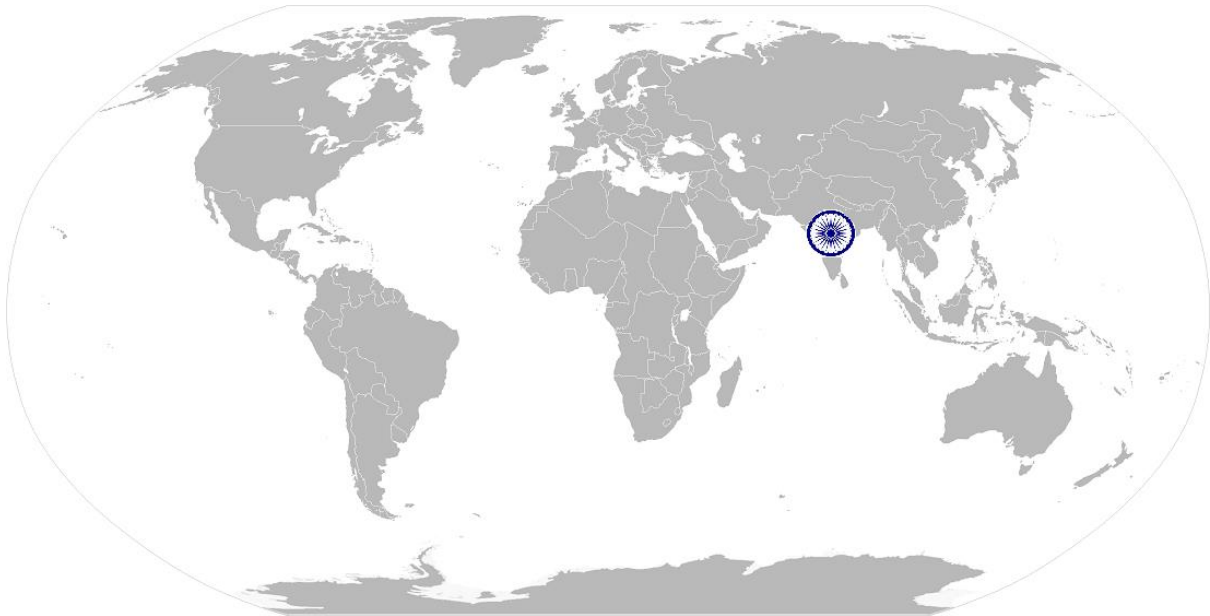
Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

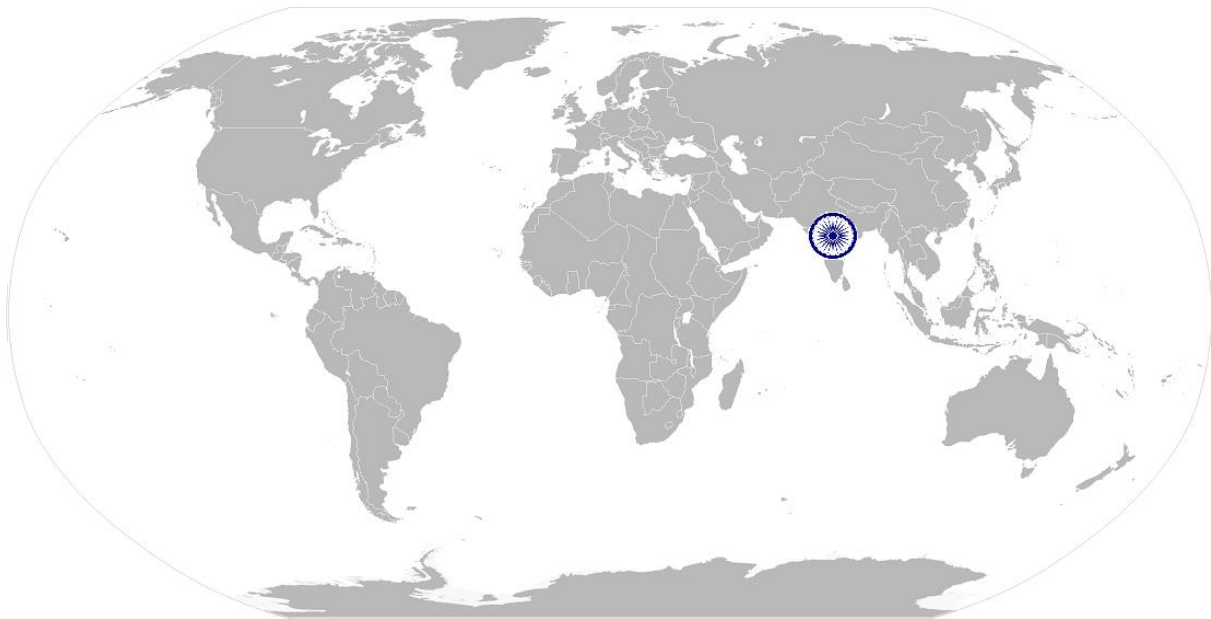**ASC/N0003   Maintain a healthy, safe and secure working environment**

Unit Code	ASC/N0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: • Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises.

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Resources needed to maintain a safe, secure working environment	To be competent, the user/individual on the job must be able to: PC1. comply with organisation's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. coordinate with other resources at the workplace to achieve healthy, safe and secure environment for all incorporating government norms esp. for emergency situations like fires, earthquakes etc. PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity within the limits of individual's authority PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity PC7. identify and recommend opportunities for improving health, safety, and security to the designated person PC8. complete health and safety records , ensure procedures are well defined

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its	The user/individual on the job needs to know and understand: KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace

processes)	KA3. how and when to report hazards
	KA4. the limits of responsibility for dealing with hazards
	KA5. the organisation's emergency procedures for different emergency situations and the importance of following these
	KA6. the importance of maintaining high standards of health, safety and security
	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergencyservices, where necessary KB4. how to use the health, safety and accident reportingprocedures and the importance of these
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures/rules
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentancesin local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to : SA3. listen to and orally communicate information with all concerned
B. Professional Skills	**Decision Making**
	The user/individual on the job should be able to : SB1. make decisions on a suitable course of action or response
	Plan and Organize
	The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organise work to achieve targets and deadlines
	CustomerCentricity
	The user/individual on the job should be able to : SB4. meet or exceed customer/team expectations
	Problem Solving

ASC/N0003   Maintain a healthy, safe and secure working environment

	The user/individual on the job should be able to : SB5. analyse a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyse a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations

ASC/N0003   Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	ASC/N0003		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/11/2016
Industry Sub-sector	Road Transportation	Last reviewed on	24/11/2016
Occupation	Toll Collection	Next review date	24/11/2018
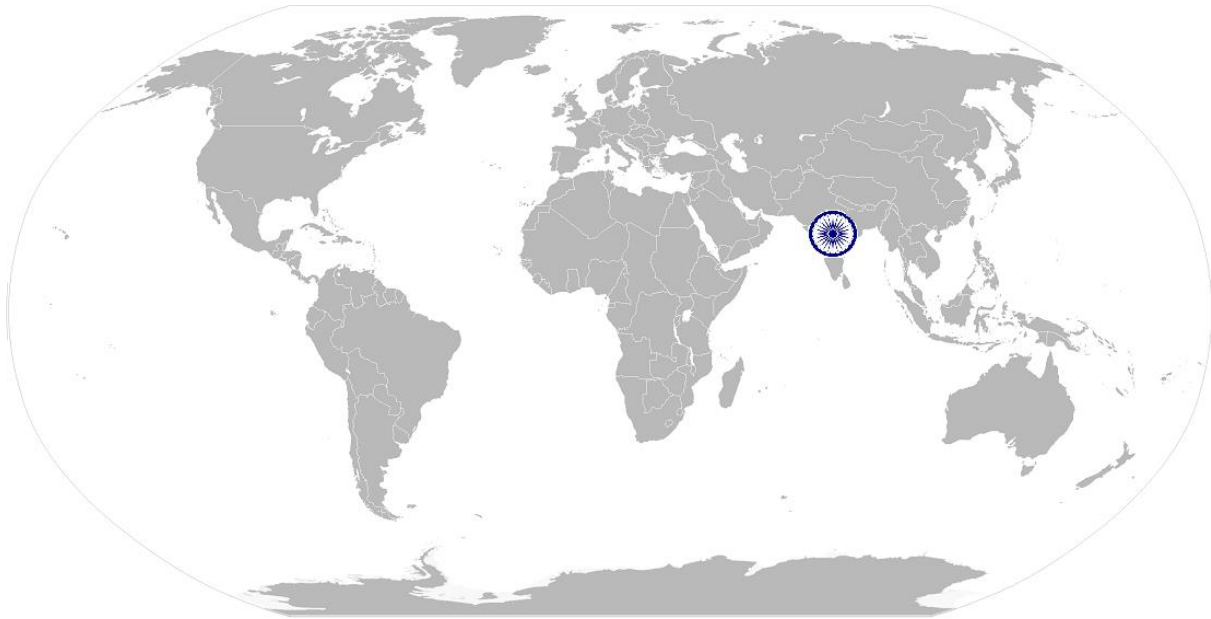
National Occupational Standard
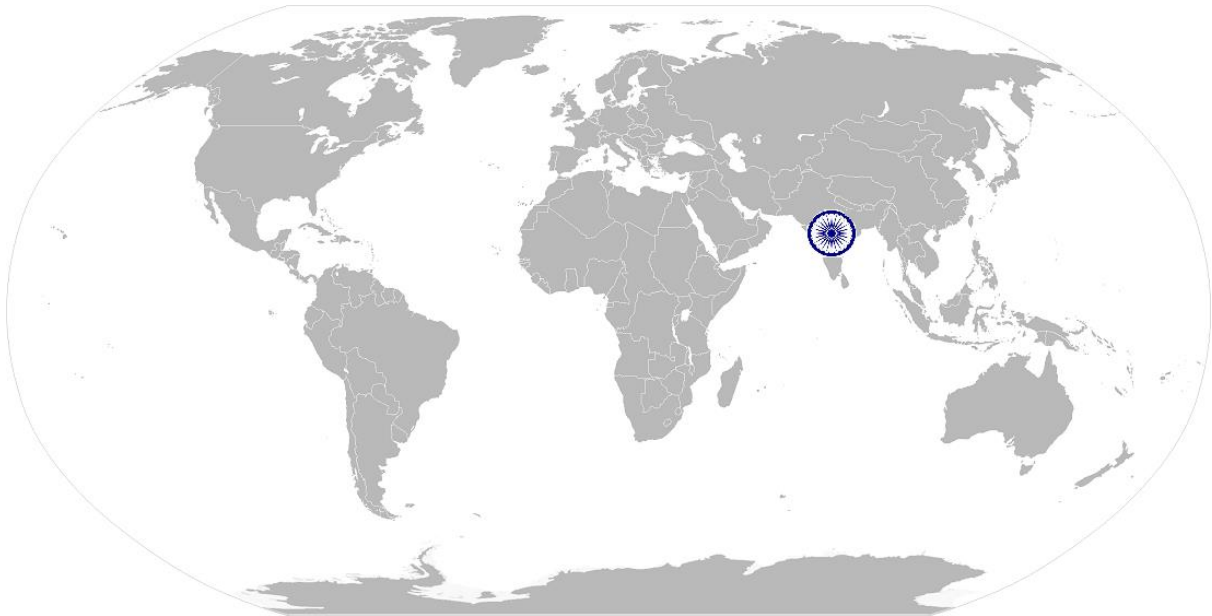
Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organisation.

Unit Code	ASC/N0002
Unit Title (Task)	**Work effectively in a team**
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
Scope	This unit/task covers the following: Colleagues: • Interact & communicate effectively with colleagues including member in the own group as well as other groups

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Interact & communicate effectively with colleagues including member in the own group as well as other groups	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organisation's policies and procedures for working with colleagues

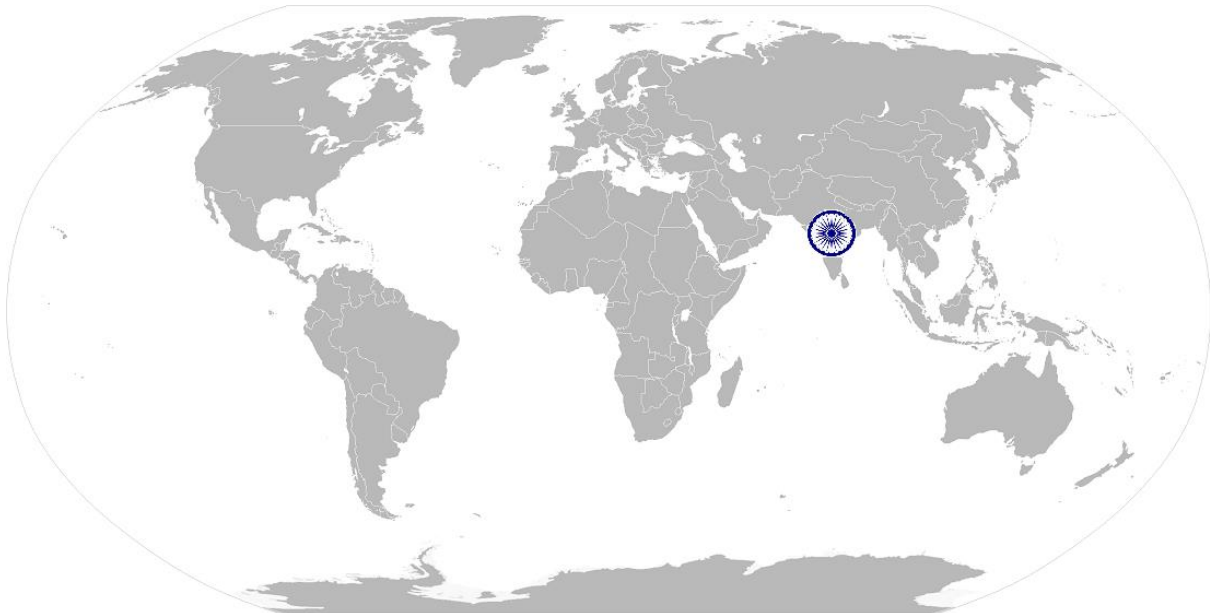| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of information that colleagues might need and the importance of providing this information when it is required KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team

ASC/N0002   **Work effectively in a team**

Skills (S)		
A. Core Skills/ Generic Skills	**Reading Skills**	
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures	
	Writing Skills	
	The user/ individual on the job should have ability to : SA2. write simple sentancesin local language and also preferably in Hindi/ English	
	Oral Communication (Listening and Speaking skills)	
	The user/ individual on the job should have ability to : SA3. listen effectively and orally communicate information SA4. ask for clarification and advice from the concerned person	
B. Professional Skills	**Decision Making**	
	The user/individual on the job should be able to : SB1. analyse a given situation and decide on an appropriate action for completing the task within resources	
	Plan and Organize	
	The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organise work to achieve targets and deadlines	
	CustomerCentricity	
	The user/individual on the job should be able to : SB4. meet or exceed customer/team expectations	
	Problem Solving	
	The user/individual on the job should be able to : SB5. analyse a problem and attempt to find an acceptable solution and take help of concerned people if required	
	Analytical Thinking	
	The user/individual on the job should be able to : SB6. anticipate and analyse a given situation from all aspects	
	Critical Thinking	
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations	

NOS Version Control

NOS Code	ASC/N0002		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/11/2016
Industry Sub-sector	Road Transportation	Last reviewed on	24/11/2016
Occupation	Toll Collection	Next review date	24/11/2018

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)
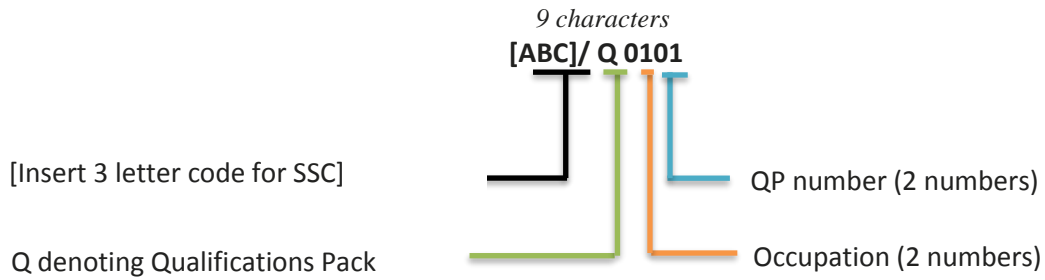
Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)
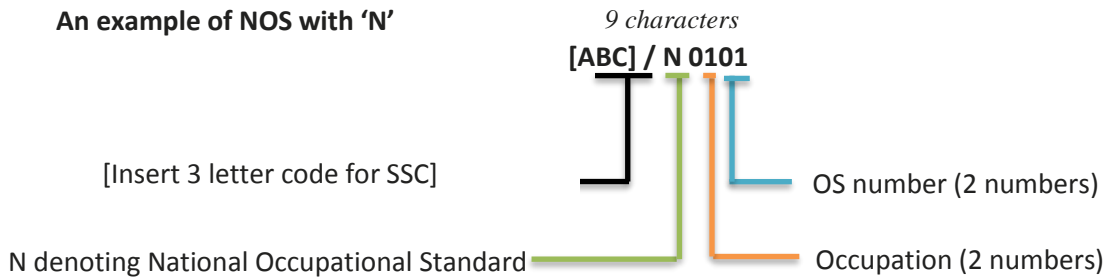
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	31 - 45 & 61 – 68
Research & Development	81 – 84
Sales & Service	01 – 21
Road Transportation	96 – 97

Sequence	Description	Example
Three letters	Automotive	ASC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Highway Toll collector

Qualification Pack: ASC/Q9730

Sector Skill Council: Automotive Skills Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N9730 Collect toll as per standard operating procedure	PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	100	2	1	1
	PC2. adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations		2	1	1
	PC3. report to duty at the scheduled shift as per the standard procedure		2	1	1
	PC4. deposit personal belongings at the designated location		2	1	1
	PC5. report to shift incharge and mark attendance in the attendance register		2	1	1
	PC6. collect shift report, cash bag, lock and key from the shift incharge		2	1	1
	PC7. collect float cash from the authorized person		2	1	1
	PC8. count float cash and sign in the exact amount provided in the acknowledgement register		3	1	2
	PC9. keep the float cash in the cash bag and ensure that the cash bag is properly locked				

PC10. acknowledge roll call and get briefing from the shift incharge if any		2	1	1
PC11. occupy the booth in the assigned lane at assigned time		2	1	1
PC12. ensure that the toll collector of the previous shift is logged out of the system		2	1	1
PC13. check for proper functioning of IT hardware,equipment and fixtures		2	1	1
PC14. report malfunctions, abnormalities and damages if any to the plaza controller		2	1	1
PC15. log in the lane system by providing authentic information and ensure that OHLS will turn green automatically		3	1	2
PC16. confirm login to the plaza controller or validator		2	1	1
PC17. instruct toll attendant/channelizer to allow the entry of vehicles in to the lane when ready		2	1	1
PC18. identify the class of vehicle and collect fee as per the stipulated tarrif		5	2	3
PC19. handover receipt and change for correct amount		5	2	3
PC20. validate the receipts of passing through vehicles to check whether the toll has been already paid		3	1	2
PC21. inform plaza validator or plaza controller or shift inchagre incase of exempt vehicle and take permission to exempt		3	1	2
PC22. make an entry in the incident report for vehicles exempted or any other incidents or exceptions		6	3	3
PC23. check the display of approved RFID Tag/FASTag, vehicle number for smart card, local consession and monthly pass users		3	1	2
PC24. store the collected toll as per specified procedure, adhering to safety measures at all times				
PC25. undergo frisking and suprise checks by authorised persons		2	1	1
PC26. follow recommended procedure to take breaks		5	2	3
PC27. follow recommended procedure to logout after the shift		5	1	4
PC28. keep the cash in the bag, lock and move to the TOD room for cash handover		3	1	2

	PC29. segregate revenue collected and make bundles as per the denomination		6	3	3
	PC29. prepare summary in the prescribed format		3	1	2
	PC30. prepare summary of the cash collected accurately and in the prescribed format		3	1	2
	PC31. handover the toll collected to the cashier and take acknowledgement		3	1	2
	PC32. reconcile the amount with the system generated report with the help of cashier		3	1	2
	PC33. get the exemption reports verified by the supervisor at the control room		2	1	1
	PC34. sign the shift report and handit over to the shift incharge with supporting documents		2	1	1
	PC35. hand over cash bags and keys to the cashier				
	PC36. obtain shift incharge permission and register departure at TOD room		2	1	1
	PC36. undergo security check/frisking by the authorized person		2	1	1
		Total	**100**	**42**	**58**
ASC/N0003 Maintain a healthy, safe and secure working environment	PC1.comply with organisation's current health, safety and security policies and procedures		13	4	9
	PC2.report any identified breaches in health, safety, and security policies and procedures to the designated person		13	4	9
	PC3.coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.		12	3	9
	PC4.identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority		13	4	9
	PC5.report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected		13	4	9
	PC6.follow organisation's emergency procedures for accidents, fires or any other natural calamity		11	3	8
	PC7.identify and recommend opportunities for improving health, safety, and security to the designated person		12	4	8
	PC8.complete all health and safety records are updates and procedures well defined		13	4	9
		Total	**100**	**30**	**70**

ASC/N0002 Work effectively in a team	PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)		13	4	9
	PC2.work with colleagues to integrate work		12	4	8
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		13	4	9
	PC4.work in ways that show respect for colleagues		12	4	8
	PC5.carry out commitments made to colleagues		12	3	9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons		13	4	9
	PC7.identify problems in working with colleagues and take the initiative to solve these problems		13	4	9
	PC8.follow the organisation's policies and procedures for working with colleagues		12	3	9
		Total	**100**	**30**	**70**