No. GIDC/ENG/CE/26
GIDC. HO, GANDHINAGAR
Date :05/11/2026

**CIRCULAR**

**Subject: Implementation of Standard Operating Procedure (SOP) for Parking Management, Operation and Facility Administration in Transport Nagar facilities across various GIDC Industrial Estates.**

With a view to ensuring systematic parking management, efficient operation, proper maintenance and effective administration of Transport Nagar facilities developed by Gujarat Industrial Development Corporation (GIDC) in various industrial estates, it has been decided to implement a uniform Standard Operating Procedure (SOP) for Parking Management, Operation and Facility Administration across all such facilities.

Accordingly, the SOP approved by the competent authority shall be implemented uniformly in all applicable Transport Nagar facilities under GIDC, with the objective of ensuring regulated parking of vehicles, optimum utilization of available parking space, prevention of unauthorized parking, transparent fee collection and proper upkeep of the facilities.

In this regard, all Regional Managers, Executive Engineers, Estate Managers and other concerned officers are hereby instructed to:

1. Implementation of SOP: Ensure strict implementation of the approved SOP for Parking Management, Operation and Facility Administration in all applicable Transport Nagar facilities under their respective jurisdiction.
2. Parking Regulation: Ensure systematic allocation and utilization of parking spaces for LMV, MGV/MPV, HGV/HTV/HPV other permitted vehicle categories, as applicable.
3. Facility Administration: Ensure proper management of entry and exit points, parking areas, internal circulation, sanitation, security and other essential facilities.
4. Parking Charges and Revenue: Ensure collection of applicable parking charges, deposits and other approved fees strictly as per the provisions of the SOP.
5. Unauthorized Parking: Take appropriate action against unauthorized parking, encroachment, non-payment of parking charges and violation of prescribed parking rules, including towing, wheel locking and other permissible measures as provided in the SOP.

6. Monitoring and Compliance: Ensure regular supervision of Transport Nagar operations and take necessary corrective measures for effective implementation of the SOP.

7. Public Awareness: Display the approved parking rules, applicable charges, vehicle categories and other necessary instructions prominently at the entrance and other appropriate locations within the Transport Nagar premises.

All concerned Regional Offices and Estate Offices shall ensure that necessary administrative and operational arrangements are made for effective implementation of the SOP. Any operational difficulties or issues requiring policy-level clarification shall be brought to the notice of the Head Office through the concerned Regional Office.

The implementation of the SOP shall be treated as a priority, and all concerned officers shall ensure strict compliance with the instructions contained herein.

This circular is issued with the approval of the competent authority.

**Sd/-**
**Vice Chairman & Managing Director,**
**GIDC, Gandhinagar**

To,
All Concerned Officers/Employee,
Gujarat Industrial Development Corporation.

Copy to:

1. Chief Engineer / Superintending Engineers (Field & Head Office), GIDC — for information and necessary action.
2. Chief Account Officer, GIDC, Gandhinagar — for information.
3. General Manager (Gr-1), S&A, GIDC, Gandhinagar — for uploading on the GIDC website.

Issued by,

General Manager (Gr-1),
GIDC, Gandhinagar.

Encl.: Approved SOP for Parking Management, Operation and Facility Administration for Various GIDC Estate.

# STANDARD OPERATING PROCEDURE

# FOR TRANSPORT NAGAR

**Parking Management, Operation and Facility Administration**

Gujarat Industrial Development Corporation
A Government of Gujarat Undertaking

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## Preamble

Gujarat Industrial Development Corporation has developed, notified, owned, controlled or administered Transport Nagar facilities as organised logistics and freight hubs for the regulated parking, staging, holding and movement of commercial vehicles, it is considered necessary to prescribe a comprehensive operating framework for the orderly management of such facilities. Transport Nagar is intended to function as a controlled parking and logistics support facility for trucks, trailers, tankers, containers, light commercial vehicles and other commercial vehicles requiring regulated space for temporary parking or movement management within or adjacent to industrial estate areas.

The establishment of Transport Nagar is aimed at reducing congestion on industrial estate roads, preventing unauthorised parking on carriageways and access roads, improving safety of industrial traffic movement, creating a disciplined parking environment for transporters and drivers, and ensuring that freight movement in industrial estates is carried out in a systematic and accountable manner. This Standard Operating Procedure, therefore, lays down the administrative, operational, financial, safety, reporting and compliance requirements to be followed by the Operator appointed by GIDC.

This SOP shall be implemented under the Hybrid Model, unless otherwise specifically directed by GIDC in writing. The Operator shall remain responsible for operation and maintenance of the facility, collection of approved parking charges, maintenance of records, deployment of manpower, grievance redressal, safety compliance and submission of revenue and operational reports to GIDC. The SOP shall be read as an integral operational document, supplementary to the tender conditions, concession agreement, license -agreement, work order, letter of award or any other contractual instrument executed between GIDC and the Operator.

## Objectives

- To establish a uniform, transparent and accountable framework for parking management.
- To define the obligations, responsibilities and performance standards of the Operator.
- To ensure safe, secure, efficient and non-discriminatory utilization of parking facilities.
- To provide a structured mechanism for parking fee collection, revenue reporting, audit, grievance redressal and escalation.
- To prescribe the procedure for rate fixation, annual rate revision and approval through competent committees.
- To prescribe penalties for violation of parking discipline, misuse of facility.

# 1. Title and Commencement

1.1 This Standard Operating Procedure may be called the “GIDC Transport Nagar Parking Management and Facility Operation SOP”.

1.2 This SOP shall apply to all Transport Nagar facilities developed, owned, controlled, notified, leased, licensed or otherwise managed under the authority of Gujarat Industrial Development Corporation, hereinafter referred to as GIDC.

1.3 This SOP shall come into force from the date notified by GIDC or from the date specified in the relevant concession agreement, work order, licence agreement, operation and maintenance agreement or any other binding contractual instrument.

1.4 The provisions contained herein shall be read with applicable tender conditions, concession agreement, GIDC circulars, estate regulations, municipal laws, Motor Vehicles Act provisions, fire safety norms, environmental norms, labour laws and any other statutory directions issued by the competent authority from time to time.

1.5 In case of any inconsistency between this SOP and the executed agreement, the provisions of the executed agreement shall prevail, unless otherwise directed in writing by the competent authority of GIDC.

## 2. Definitions

- **GIDC:** Gujarat Industrial Development Corporation.
- **Transport Nagar:** a designated logistics, freight, staging and parking facility developed or notified by GIDC for organized parking, movement, holding, regulation and management of commercial vehicles.
- **Operator:** the agency, contractor, concessionaire, licensee or entity appointed by GIDC for operation, management, maintenance, revenue collection, security, traffic control and facility administration of Transport Nagar.
- **Hybrid Model:** The mode of operation under which the Operator shall pay a **fixed minimum guaranteed amount + Percentage Revenue sharing (Gross Total Revenue - Minimum Guaranteed Amount )** to GIDC for the operation of the parking facility, irrespective of the actual revenue generated/collected, in accordance with the terms and conditions of the Tender Document, Agreement and/or approval order.
- **Parking Area:** any designated bay, plot, yard, paved area, marked area, staging area or notified space within Transport Nagar authorized for parking or temporary holding of vehicles.
- **Parking Fee:** the fee payable by vehicle users for use of the parking facility as per the GIDC-approved rate schedule.
- **Additional Charge / Penalty:** the amount payable by a user or vehicle owner for contravention of this SOP, misuse of facility, unauthorized parking, overstaying, obstruction or violation of parking discipline.
- **Rent:** the approved parking charge applicable for parking a particular category of vehicle for a period.
- **Field Level Rate Fixation Committee:** the committee constituted for annual review and approval of parking rate revision as specified in this SOP.
- **Head Office Rate Approval Committee:** the committee constituted for approval of any proposed rate revision, based on proper justification and recommendation.
- **Competent Authority:** the officer, committee or authority authorized by GIDC to take decisions under this SOP.

## 3. Jurisdiction

3.1 This SOP shall apply to the complete area of Estate, including entry and exit gates, parking bays, internal roads, circulation aisles, waiting and staging areas, security cabins, control room, utility areas, driver amenity areas, emergency parking areas and any other area notified by GIDC.

3.2 The SOP shall apply to all commercial vehicles entering, exiting, parking, waiting, loading, unloading, staging or halting within the premises.

3.3 No vehicle shall be permitted to park in any manner that obstructs internal circulation, emergency access, estate roads, adjoining industrial units, public right of way, entry gates, fire lanes or operational areas.

3.4 GIDC may extend the applicability of this SOP to adjoining access roads, estate roads, holding areas or temporary parking zones where such regulation is necessary for traffic discipline and estate management.

## 4. Standards

4.1 The Operator shall ensure that all parking spaces, vehicle bays, internal roads, signage, entry/exit points, fee collection counters and traffic circulation arrangements are maintained in a safe, clean, visible, functional and orderly condition.

4.2 Parking bays shall be clearly demarcated according to vehicle category, including LCV, tanker, trailer, container, emergency vehicle and other categories as may be notified by GIDC.

4.3 The Operator shall maintain proper bay numbering, lane markings, directional arrows, caution boards, speed-limit signs, parking-fee display boards, emergency-contact boards and grievance-redressal details.

4.4 The approved parking-fee schedule shall be displayed prominently at all entry gates, exit gates, control room and payment counters in Gujarati, Hindi and English.

4.5 The Operator shall ensure safe movement of vehicles by deploying trained person and maintaining lane discipline through cones, barricades, painted markings, reflectors, signages and other traffic-management tools.

4.6 All operational systems including boom barriers, CCTV cameras, digital registers, receipt machines, handheld devices, fire extinguishers, lighting and communication systems shall be kept in always working condition.

## 5. Transport Nagar Management Cell / GIDC Authority — Duties and Responsibilities

5.1 GIDC may designate a nodal officer, estate officer, regional office, project management unit or committee for supervision and monitoring of Transport Nagar operations.

5.2 The designated GIDC authority shall be responsible for approval of parking rates, annual rate revision, monitoring of revenue sharing, inspection of facility operations, review of complaints, safety compliance and issuance of directions to the Operator.

5.3 The Operator shall operate the Transport Nagar facility strictly under the supervision and control of GIDC and shall comply with all written instructions issued by the competent authority.

5.4 The Operator shall not alter the parking layout, rate schedule, entry-exit system, vehicle categorization, pass system, revenue-reporting format or operational arrangement without prior written approval of GIDC.

5.5 GIDC shall have the right to conduct surprise inspections, audit accounts, verify receipts, examine CCTV footage, inspect registers and call for any operational or financial record from the Operator.

# 6. Procedures and Requirements

## 6.1. Entry and Exit Management

a) The Operator shall manage all entry and exit gates of Transport Nagar on a 24x7 basis, 365 days a year, unless otherwise directed by GIDC.

b) Adequately trained, uniformed and identifiable personnel shall be deployed at every entry and exit gate for recording vehicle movement, controlling access, issuing tokens or receipts and ensuring that only authorized vehicles enter the facility.

c) Every vehicle entering the facility shall be issued a physical or digital token / receipt containing vehicle registration number, category, entry date and time, driver name and contact number, bay number wherever applicable, applicable fee category and token / receipt number.

d) Exit clearance shall be permitted only after verification of applicable charges, recording of exit time and completion of payment formalities.

e) The Operator shall install, operate and maintain such control systems as may be required by GIDC, including boom barriers, CCTV cameras, access-control devices, ticketing machines, handheld devices and communication systems. The Operator shall ensure that vehicles are not allowed to queue or halt in a manner that causes obstruction at entry or exit gates or on adjoining roads.

## 6.2. Parking Bay Assignment and Slot Management

a) Parking bays shall be allotted in an organized, transparent, category-wise and non-discriminatory manner.

b) The Operator shall ensure that no two vehicles are allotted the same bay simultaneously and that vehicles are parked only in designated spaces suitable for their category, size and operational requirement.

c) The Operator shall maintain a real-time occupancy register, either manually or digitally, updated at regular intervals.

d) Vehicles shall not be permitted to park on internal roads, access aisles, fire lanes, entry / exit approaches or areas not designated for parking.

e) Operator shall guide vehicles to the designated bay and ensure that no vehicle causes obstruction to traffic flow.

## 6.3. Parking Fee Collection and Revenue Management

a) The Transport Nagar facility shall be operated under the Hybrid Model (**Fixed minimum guaranteed amount** (Rs. 1.0 Cr.) **+ Percentage Revenue sharing (Gross Total Revenue - Minimum Guaranteed Amount )**. Under this model, the GIDC shall collect all revenue in GIDC bank account and operate shall operate, maintain and manage; only those parking fees, pass charges, penalties or other charges that have been approved by GIDC. As per account mechanism, the all transaction payment shall be first received in GIDC's account after that necessary deduction payment shall be made to the agency's account, No any cash transaction is allowed.

b) No unauthorized fee, tip, service charge, facilitation charge, premium charge or additional amount shall be demanded, collected or accepted from any user.

c) The Operator shall issue a printed or digital receipt for every transaction without exception.

d) The Operator shall maintain transaction records, vehicle-wise transaction reports, digital logs, financial statements, pass records, penalty registers and revenue-sharing statements.

e) All the payment will be collected in dedicated separate account of GIDC and GIDC shall deposit within the time and in the manner prescribed in the agreement or written direction issued by GIDC. The Operator shall provide all records required for audit or verification and shall not withhold, alter, destroy or conceal any operational or financial record relating to the facility. Delay in deposit, under-reporting, manipulation of records, non-issuance of receipts or unauthorized collection shall be treated as serious breach of contract.

## 6.4. Digital Records, Reporting and Data Submission

a) The Operator shall maintain complete digital and physical records of every vehicle entering and exiting the facility.

b) The Operator shall submit a Daily Operations Report to GIDC covering vehicle count by category, total parking fee collected, total penalty collected, revenue-share statement, complaints received, incidents, maintenance issues and security observations.

c) The Operator shall submit a Monthly Performance Report by the 5th day of the succeeding month.

d) The monthly report shall include occupancy trends, revenue summary, peak-hour analysis, incident log, complaint status, maintenance status, manpower deployment and compliance with key performance indicators.

## 6.5. Customer Service and Grievance Redressal

a) The Operator shall establish and maintain a functional grievance-redressal mechanism for users of Transport Nagar.

b) A complaint register and complaint box shall be maintained at the control room or entry area, and a helpline number of the Operator along with the designated GIDC contact details shall be displayed prominently at visible locations within the facility.

c) All complaints shall be acknowledged within two hours of receipt. Minor complaints shall ordinarily be resolved within twenty-four hours, while major complaints shall ordinarily be resolved within seventy-two hours, unless the nature of the complaint requires additional time or intervention of GIDC.

d) Suppression, non-recording, misreporting or concealment of complaints shall be treated as breach of this SOP.

# 7. Implementation Plan

## 7.1. Operationalization of Transport Nagar

Before commencement of commercial operations, the Operator shall submit a detailed operational plan to GIDC for review. The plan shall include manpower deployment, gate-management procedure, traffic-circulation plan, bay-allocation plan, security arrangement, emergency-response protocol, fee-collection system, reporting formats, grievance redressal process and any other matter considered necessary by GIDC.

## 7.2. Technology Integration

The Operator shall progressively introduce technology-enabled systems for efficient parking management, subject to the approval of GIDC. Such systems may include digital ticketing, QR-code based receipts, FASTag or ETC-compatible collection, CCTV monitoring, automatic number plate recognition where feasible, digital dashboards, online payment facilities, occupancy monitoring and integration with GIDC's digital platforms.

## 7.3. Manpower Deployment

Adequate manpower shall be deployed for gate control, security, bay allocation, fee collection, housekeeping, maintenance, supervision and emergency response. All deployed personnel shall wear uniforms and identity cards.

## 7.4. Safety, Security and Emergency Management and Insurance.

Safety and emergency arrangements shall always remain operational. The Operator shall maintain fire extinguishers, emergency lighting, emergency contact boards, first-aid boxes, clear emergency access and appropriate arrangements for hazardous-material vehicles or tankers. Any accident, fire, theft, altercation, breakdown, hazardous incident or other significant occurrence shall be immediately reported to GIDC and to the concerned statutory authority wherever required. The Operator shall, at its own cost and responsibility, obtain and maintain adequate and valid insurance policies covering the entire period of

operation of the Transport Nagar. The insurance shall provide coverage against fire, accident, flood, earthquake, cyclone, storm, lightning, explosion, natural calamities, acts of God and other unforeseen risks or calamities arising in connection with the operation, management, maintenance and use of the Transport Nagar facility.

# 8. Fees, Rate Fixation and Additional Charge

## 8.1. Parking Fees

a) Parking fees shall be levied strictly in accordance with the rate schedule approved by Head Office Rate Approval Committee. The fee structure may be determined having regard to vehicle category, duration of parking, location of the facility, demand pattern, operational cost, maintenance requirement, manpower cost, market conditions, user convenience and any other relevant factor considered appropriate by GIDC or the competent committee.

b) The Operator shall have no independent authority to revise, modify, waive, enhance or reduce the approved parking rates. The approved rate schedule shall be displayed prominently at the facility, and the Operator shall collect charges only in accordance with such approved schedule. Any deviation shall be treated as unauthorized collection and may attract action under the agreement and applicable law.

## 8.2. Initial Rate Validity

a) The initial parking rates approved by Head Office Rate Approval Committee shall remain fixed for the first three years from the date of commencement of commercial operation or from such other date as may be specified by GIDC. During the said initial period, the Operator shall not seek or implement any increase in parking rates except in exceptional circumstances and only upon express written approval of Authority.

## 8.3. Annual Rate Review after Initial Period

a) After completion of the initial three-year period, the parking rates may be reviewed on a yearly basis. Any proposal for rate revision shall be submitted by the Operator in writing with proper justification, including the existing approved

rates, proposed revised rates, percentage increase sought, operational cost escalation, maintenance cost escalation, manpower cost impact, market comparison, occupancy and utilization data, revenue performance, user impact assessment and any other document required by GIDC.

b) No revised rate shall be implemented unless the same has been approved in writing by the competent committee. The Operator shall continue to levy the existing approved rates until formal approval for revised rates is communicated by GIDC. Any premature or unauthorized levy of revised rates shall be treated as a breach of this SOP and the applicable agreement.

## 8.4. Field Level Rate Fixation Committee

a) A Field Level Rate Fixation Committee shall be constituted for review and approval of rate revision proposals up to ten percent (10%) after completion of the initial rate validity period. The Committee shall examine the proposal of the Operator on the basis of justification submitted, prevailing operating conditions, cost escalation, utilisation of facility, quality of service and public interest. The Committee may approve, modify, defer or reject the proposal for reasons to be recorded in writing.

b) The quorum for the Field Level Rate Fixation Committee shall be minimum three (3) members. Presence of the Chairperson and the Account Officer shall be mandatory for a valid decision. The decision of the Committee shall be recorded in writing and shall be communicated to the Operator through official correspondence. The Operator shall not implement the revised rate until receipt of such written communication.

| Sr. No. | Designation | Role |
|---|---|---|
| 1 | Superintending Engineer – Field | Chairperson |
| 2 | Regional Manager | Member |
| 3 | Executive Engineer – Mechanical & Electrical– Field | Member |
| 4 | Executive Engineer – Field | Member |
| 5 | Dy. Chief Account Officer/ Senior Account Officer/ Account Officer | Member |

## 8.5. Head Office Rate Approval Committee

a) If Operator seeks a rate revision exceeding ten percent, the proposal shall be placed before the Head Office Rate Approval Committee. Such proposal shall be accompanied by detailed justification and supporting documents demonstrating the necessity of the proposed increase. The Head Office Committee shall consider the financial implications, user affordability, service quality, condition of facility, market comparison, revenue performance and overall public interest before taking a decision.

b) The quorum for the Head Office Rate Approval Committee shall be minimum three members and the presence of the Chairperson shall be mandatory for a valid decision. The Committee may approve, modify, defer, reject or remand the proposal for further clarification. No rate revision exceeding ten percent shall be implemented unless written approval of the Head Office Rate Approval Committee is issued by the competent authority. The Head Office Committee may obtain the necessary approval from the Vice Chairperson & Managing Director, GIDC, for any rate revisions.

| Sr. No. | Designation | Role |
|---|---|---|
| 1 | Chief Engineer | Chairperson |
| 2 | Chief Account Officer | Member |
| 3 | Superintending Engineer – Head Office | Member |
| 4 | Superintending Engineer – Field | Member |
| 5 | Executive Engineer – Mechanical & Electrical-Head office | Member |

## 8.6. Additional Charge / Penalty

a) Any user or vehicle owner who contravenes this SOP shall be liable to pay penalty.

b) Penalty shall be imposed for parking outside designated bay, parking on internal road or access aisle, obstructing entry or exit, non-payment or short payment of parking fee, overstaying beyond paid duration, damage to GIDC property, misuse of parking token or pass, parking in reserved / emergency bay without authority, refusal to follow instructions of authorized staff, creating

obstruction, nuisance or unsafe condition, or tampering with receipt, barrier, signage, CCTV or parking infrastructure.

c) The penalty amount shall be two times the applicable 24-hour parking rent of the concerned vehicle category. Payment of penalty shall not exempt the user from payment of normal parking fee, damage charges, towing charges, repair cost or any other amount recoverable under law or agreement.

d) Repeated violation may result in denial of entry, blacklisting of vehicle, reporting to concerned transport authority or any other action deemed fit by GIDC.

e) Locking /Towing of Vehicles in No-Parking Areas: The Operator shall be responsible for identifying and taking necessary action against vehicles parked in no-parking zones, internal roads, access aisles, fire lanes, entry/exit approaches or any other area not designated for parking. The Operator shall arrange for locking/immobilisation and towing/removal of such vehicles, as directed by GIDC/Engineer-in-Charge. The Operator shall maintain proper records of all such instances, including vehicle number, date and time, location, nature of violation, locking/towing action taken and release details.

f) Charges for Locking and Towing: The charges applicable for locking/immobilisation and towing/removal of vehicles shall be borne by the concerned vehicle owner/user and shall be as approved by GIDC from time to time. The collection/recovery of such charges shall be within the scope and responsibility of the Bidder/Operator, who shall issue a proper receipt for every such collection and maintain separate records thereof. No locking or towing charge shall be levied in excess of the rate approved by GIDC. The Operator shall ensure that locking/towing is carried out safely and without causing damage to the vehicle and shall be responsible for any loss or damage attributable to negligence or improper handling by its personnel.

g) Vehicles found parked in no-parking zones or other prohibited areas may be locked/immobilised and/or towed by the Operator, and the applicable locking and towing charges, as approved by GIDC, shall be recoverable from the concerned vehicle owner/user in addition to the prescribed penalty and applicable parking charges.

h) Penalty for Cleanliness and Housekeeping

The Operator shall be responsible for maintaining the Transport Nagar premises in a clean, hygienic and litter-free condition at all times, including parking areas, internal roads, drains, toilets, common areas, entry/exit areas, driver amenity areas and waste collection points. In case of failure to maintain the prescribed cleanliness and housekeeping standards, the penalties shall be imposed as per GIDC clause.

## 9. Mode of Payment

9.1 Parking fees, penalties, pass charges and other approved charges may be collected through UPI, debit card, credit card, FASTag mode, wherever implemented, QR-code payment, bank transfer or any other digital mode approved by GIDC. The Operator shall ensure that all payments are duly receipted and recorded in the prescribed system.

9.2 Each receipt shall mention receipt number, date and time, vehicle number, vehicle category, duration, fee amount, penalty amount if any, tax component if applicable and name / ID of collection staff.

9.3 The Operator shall maintain a daily reconciliation statement of all collections. Any mismatch, leakage, suppression or manipulation in collection records shall be treated as financial irregularity and material breach.

## 10. Exemptions

10.1 GIDC official vehicles, Government vehicles on official duty, police vehicles, fire vehicles, ambulances, disaster-response vehicles, emergency-service vehicles and such other vehicles as may be specifically exempted by written order of GIDC may be exempted from parking charges. Vehicles engaged in maintenance, repair, inspection or emergency service within Transport Nagar may also be exempted subject to directions of GIDC.

10.2 Exemption from parking charges shall not be claimed as a matter of right. The Operator shall maintain a separate register of exempted vehicles, indicating vehicle number, authority for exemption, purpose of visit, time of entry and exit and the name of the person authorizing such exemption. Any misuse of exemption shall attract penalty and may be reported to GIDC for further action.

## 11. Appeals and Grievance Escalation

11.1 Any user aggrieved by levy of parking fee, penalty, denial of entry, misconduct or any operational issue may file a complaint before the Operator's control room.

11.2 If the complaint is not resolved by the Operator, the user may escalate the matter to the designated GIDC officer.

11.3 Appeals against penalty shall be submitted within fourteen days from the date of levy of penalty.

11.4 The designated GIDC authority shall endeavor to decide the appeal within fifteen days from receipt of complete appeal documents.

11.5 The decision of the designated GIDC authority shall be final and binding, subject to any further remedy available under the applicable agreement or law.

## 12. General Conditions and Compliance

12.1 The Operator shall comply with all applicable laws, rules, regulations, labour welfare obligations, tax requirements, safety standards and GIDC instructions.

12.2 The Operator shall be solely responsible for conduct, discipline, wages, safety, statutory compliance and deployment of its personnel.

12.3 The Operator shall not create any third-party right, sub-license, sublet or transfer operational rights except with prior written approval of GIDC.

12.4 GIDC shall be entitled to impose penalties, recover damages, suspend operations, terminate the agreement, blacklist the Operator or take any other action permissible under the agreement and applicable law in case of breach. This SOP may be amended, modified or supplemented by GIDC from time to time.

12.5 Scope and Obligations of the Operator

a. The Operator shall be responsible for the efficient, safe, orderly and uninterrupted operation and management of Transport Nagar throughout the contract period.

b. The Operator shall deploy adequate, qualified, trained and disciplined manpower for parking management, housekeeping, supervision, security coordination and routine maintenance.

c. The Operator shall maintain all premises, parking areas, roads, toilets and common facilities in clean, hygienic, safe and serviceable condition.

d. The Operator shall strictly comply with this SOP, Agreement and all instructions issued by GIDC/Engineer-in-Charge from time to time.

e. The Operator shall comply with all applicable statutory, labour, safety, fire, environmental and other legal requirements and obtain necessary permissions/licenses.

f. The Operator shall ensure proper protection of GIDC property and shall be liable for any loss or damage caused due to negligence, misuse or misconduct of its personnel.

g. The Operator shall maintain adequate insurance coverage against fire, accident, natural calamities, public liability, workmen compensation and other operational risks.

h. The Operator shall promptly report any accident, fire, theft, damage, emergency, unauthorized activity or major breakdown to GIDC and provide necessary assistance.

i. Any deficiency, negligence or non-compliance shall attract prescribed penalties, and GIDC may recover the cost of rectification from the Operator at its risk and cost.

j. The Operator shall not assign or sublet its responsibilities without GIDC approval and shall hand over all facilities, equipment and records to GIDC upon expiry or termination of the contract.

# Annexure A: Indicative Vehicle Categories and Rate Schedule

These rates shall be subject to periodic review on yearly basis by the designated committee and may be revised from time to time based on operational requirements, prevailing conditions, and organizational needs.

| Hours | LMV |
|---|---|
| **0.00 to 2.00 hrs.** | 40 |
| **2.01 to 6.00 hrs.** | 60 |
| **6.01 to 12.00 hrs.** | 100 |
| **12.00 to 24.00 hrs.** | 200 |
| **Monthly Pass** | 5,500 |
| **Quarterly Pass** | 17,000 |
| **Yearly Pass** | 69,000 |

**Note:**

- The rates are exclusive of Goods and Services Tax (GST). GST shall be levied additionally at the prevailing rates.
- Government vehicles and GIDC official vehicles may be exempted as per GIDC directions. Monthly / seasonal passes may be offered only with prior written approval of GIDC. All fee revisions shall require formal approval from the competent GIDC authority.
- Types of vehicles and other information are considered as per RTO vehicle classification of India.

### A.1 CLEANLINESS, HOUSEKEEPING AND SANITATION – PROGRESSIVE PENALTY PROVISIONS

The Operator shall be responsible for maintaining cleanliness, hygiene and proper housekeeping in the entire Transport Nagar premises, including parking areas, internal

roads, drains, common areas, toilets, office areas, waste collection points and all other facilities under his/her control.

In the event of any failure, deficiency, negligence or non-compliance relating to cleanliness, housekeeping, sanitation, waste management or maintenance of the premises, GIDC shall be entitled to impose penalties as specified below:

| Sr. No. | Occurrence of Violation | Penalty |
|---|---|---|
| 1 | First occurrence | ₹5,000/- |
| 2 | Second occurrence | ₹10,000/- |
| 3 | Third occurrence | ₹20,000/- |
| 4 | Fourth occurrence | ₹50,000/- |
| 5 | Fifth occurrence | ₹1,00,000/- |
| 6 | More than five occurrences | Penalty shall be progressively increased by GIDC, depending upon the nature, severity and repetition of the violation, and may extend up to **several lakhs of rupees per occurrence**. |

**Progressive Penalty:**

The above penalties shall apply to **each occurrence of violation**. Repetition of the same or similar violation shall attract the next higher slab of penalty. GIDC may, considering the frequency, severity and impact of the violation, impose a higher penalty within the applicable progressive penalty structure.

**Repeated Violations – Recovery from Security Deposit:**

In case the Operator commits **more than five occurrences of cleanliness, housekeeping or sanitation violations**, GIDC shall be entitled, in addition to imposing the applicable progressive penalty, to **recover/deduct the penalty amount and the cost of rectification from the Security Deposit/Performance Security of the Operator**, as applicable under the Contract.

**Continued Non-Compliance:**

Where violations continue despite imposition of penalties and written instructions by GIDC, the penalty shall continue to escalate progressively. GIDC may also take such further contractual action as may be permissible under the terms and conditions of the Contract, including getting the deficient work executed through another agency at the **risk and cost of the Operator**.

**Rectification:**

Imposition of penalty shall not relieve the Operator of his/her obligation to immediately rectify the deficiency. The Operator shall undertake the required cleaning, housekeeping, sanitation or corrective work within the time stipulated by GIDC.

**Risk and Cost:**

If the Operator fails to rectify the deficiency within the stipulated time, GIDC shall have the right to get the required work executed through any other agency/person at the **risk and cost of the Operator**, in addition to recovery of the applicable penalty.

**Recovery of Penalty and Expenses:**

All penalties, expenses and costs incurred by GIDC for carrying out corrective or remedial work shall be recoverable from the Operator's bills, Security Deposit, Performance Security or any other amount payable to the Operator.

**Inspection and Recording:**

GIDC or its authorized representative shall have the right to inspect the premises at any time. Photographs, inspection reports, complaints and other documentary evidence may be used for recording the violation and imposing the applicable penalty.

**Authority of GIDC:**

The decision of GIDC regarding recording of a violation, its occurrence, severity and applicable penalty shall be subject to the terms and conditions of the Contract and applicable rules/provisions.

**Exceptional Circumstances:**

In exceptional circumstances such as natural calamity, force majeure or any situation demonstrably beyond the reasonable control of the Operator, GIDC may consider waiver or reduction of the penalty on the merits of the case.

## A.2 REVENUE STREAM

The revenue generated from the Transport Nagar facilities shall constitute a **revenue stream of GIDC** and shall comprise, inter alia, the following sources:

1. **User Charges:** Charges collected from users/allottees for use of parking facilities, parking slots, passes and other facilities/services provided under the Contract.

2. **Penalty Charges:** Penalties recovered for unauthorized parking, violation of parking/traffic regulations, cleanliness and housekeeping violations and other non-compliances as prescribed by GIDC.
3. **Brand Hoardings:** Charges/fees received for display of approved brand hoardings, signage and branding within the designated areas of Transport Nagar.
4. **Advertisement Charges:** Charges received for permitted advertisements, promotional displays and other advertising activities within the Transport Nagar premises.
5. **Toilet/Pay-and-Use Charges:** User charges collected for use of toilet/washroom and other designated pay-and-use facilities.
6. **Other Permitted Charges:** Any other user fee, service charge, licence fee or revenue approved by GIDC from time to time in connection with the operation and management of Transport Nagar.

All such revenue shall be **collected, accounted for and deposited/appropriated in the manner prescribed by GIDC** and applicable statutory rules.

The Operator shall maintain complete, accurate and transparent records of all revenue collected under each category and shall submit periodic statements to GIDC in the prescribed format.

The Operator shall not levy or collect any charge other than the rates approved by GIDC or the competent statutory authority.

Any **statutory charges, taxes, government fees or other applicable levies** shall be dealt with separately in accordance with the applicable laws, rules and directions of the competent authority.

The revenue generated from the above sources shall not confer any ownership, title or independent right upon the Operator over the revenue or the Transport Nagar premises, except to the extent specifically provided under the Contract.

## A.3 VEHICLE LOCKING AND TOWING CHARGES

Revenue generated from **vehicle locking and towing/removal of vehicles** for parking in No-Parking/Unauthorized Parking areas shall also form part of the **Revenue Stream of GIDC**.

The following charges may be levied and collected by the Operator, as approved/prescribed by GIDC and/or the competent Traffic Police/RTO authority:

1. **Vehicle Locking Charges** – Charges for locking of vehicles found parked in No-Parking/Unauthorized Parking areas.
2. **Vehicle Towing Charges** – Charges for towing/removal of vehicles found in violation of parking regulations.
3. **Other Applicable Charges** – Any other charges specifically approved by GIDC or prescribed by the competent statutory authority in connection with vehicle enforcement.

The Operator shall carry out vehicle locking and towing activities **in coordination with the local Traffic Police Officer/Traffic Police Authority and the concerned State RTO Authority**, wherever required.

All amounts collected towards vehicle locking and towing shall be **properly recorded, receipted and accounted for as GIDC revenue**, in accordance with the terms of the Contract and applicable statutory provisions.

The Operator shall not retain or appropriate any such amount except for any service/operational charges specifically approved and provided for in the Contract.

The rates for vehicle locking and towing shall be displayed at appropriate locations and shall not be increased or otherwise modified by the Operator without prior approval of GIDC/competent authority.

**Revenue Collection and Deposit**

All payments and revenues collected from the Transport Nagar facility, including user charges, parking charges, penalty charges, vehicle locking and towing charges, brand hoarding charges, advertisement charges, toilet/pay-and-use charges and other authorized charges, shall be collected and deposited into the dedicated separate Account of GIDC within the time and in the manner prescribed in the Agreement or as directed in writing by GIDC.

The Operator shall maintain complete and accurate records of all collections and transactions and shall provide all records, statements, receipts and supporting documents required by GIDC for audit, inspection, reconciliation or verification. The Operator shall not withhold, alter, manipulate, destroy or conceal any operational or financial record relating to the facility.

### A.4 VEHICLE CATEGORIES

The parking facilities shall be classified according to the **applicable vehicle classification under the Motor Vehicles Act, 1988, Central Motor Vehicles Rules, 1989, and the classification adopted by the concerned RTO/Transport Authority**, as amended from time to time.

| Sr. No. | Vehicle Category | Applicable Classification / Description |
|---|---|---|
| 1 | **Two-Wheeler** | Motorcycle, scooter, moped and other applicable two-wheeled motor vehicles |
| 2 | **Three-Wheeler** | Auto-rickshaw, three-wheeler goods/passenger vehicle and other applicable three-wheeled vehicles |
| 3 | **LMV / Car / LMV-Goods** | Motor car, SUV, van, jeep and light goods/transport vehicles within the applicable LMV limit |
| 4 | **Light Goods Vehicle (LGV)** | Goods vehicle falling within the applicable Light Motor Vehicle classification |
| 5 | **Medium Goods Vehicle (MGV)** | Goods carriage exceeding the applicable LMV category and falling within the medium category |
| 6 | **Heavy Goods Vehicle (HGV)** | Goods carriage falling within the applicable heavy vehicle category |
| 7 | **Bus / Passenger Vehicle** | Passenger vehicles, including applicable light, medium and heavy passenger vehicles |
| 8 | **Multi-Axle Vehicle / Trailer** | Multi-axle trucks, multi-axle trailers, semi-trailers and other applicable combinations |
| 9 | **Oversized / Over-Dimensional Vehicle** | Vehicle or vehicle combination exceeding prescribed dimensions/weight limits or requiring special permission |
| 10 | **Other Vehicle** | Any other vehicle category recognized by the RTO/Transport Authority or approved by GIDC |

For classification and parking purposes, the **Gross Vehicle Weight (GVW), unladen weight, vehicle type and registration classification recorded in the Registration Certificate (RC)** shall be considered, wherever applicable.

The Central Motor Vehicles Rules classify goods vehicles under **N-1, N-2 and N-3**, broadly corresponding to goods vehicles up to 3.5 tonnes, above 3.5 tonnes up to 12 tonnes, and above 12 tonnes GVW respectively.

For contractual parking purposes, **LCV/HCV/MAV terminology may be used as a supplementary operational classification**, provided it is mapped to the applicable RTO/CMVR classification and does not override the statutory classification.

## A.5 PARKING CHARGES – CALCULATION AND PASS SYSTEM

Parking charges shall be levied based on the **vehicle category, parking duration and type of parking pass** approved by GIDC. The applicable rates shall be notified by GIDC from time to time.

The parking charges shall be calculated as follows:

| Sr. No. | Parking Type | Basis of Calculation |
|---|---|---|
| 1 | **Hourly Parking** | Applicable hourly rate × number of hours of parking |
| 2 | **Daily Parking** | Applicable daily rate × number of days of parking |
| 3 | **Monthly Pass** | Applicable monthly rate × number of months for which the pass is issued |
| 4 | **Quarterly Pass** | Applicable quarterly rate × number of quarters for which the pass is issued |
| 5 | **Yearly Pass** | Applicable annual rate × number of years for which the pass is issued |
| 6 | **Reserved Parking Slot** | Applicable reserved-slot rate × approved period of allotment |
| 7 | **Special/Heavy Vehicle Parking** | Applicable rate based on vehicle category and approved parking period |

### Vehicle-wise Rates

Separate parking rates may be prescribed by GIDC for different vehicle categories, including **Two-Wheeler, Three-Wheeler, LMV/Car, Light Goods Vehicle, Medium Goods Vehicle, Heavy Goods Vehicle, Bus, Multi-Axle Vehicle/Trailer, Container Vehicle and Oversized/Over-Dimensional Vehicle**, as applicable.

### Pass System

GIDC may provide **Hourly, Daily, Monthly, Quarterly and Yearly parking passes** depending upon the requirement of users/allottees and availability of parking spaces.

For Monthly, Quarterly and Yearly passes, the applicable charges shall be payable **in advance** for the entire validity period of the pass.

**Calculation of Parking Charges**

The Operator shall calculate and collect parking charges strictly according to the **approved rate schedule issued by GIDC**. No additional charge shall be levied without prior written approval of GIDC.

For example:

**Hourly:**

Parking Charge = Approved Hourly Rate × No. of Hours

**Monthly:**

Parking Charge = Approved Monthly Rate × No. of Months

**Quarterly:**

Parking Charge = Approved Quarterly Rate × No. of Quarters

**Yearly:**

Parking Charge = Approved Annual Rate × No. of Years

**Additional Duration**

For hourly parking, any part of an hour shall be charged in accordance with the **rounding-off/grace-period provision prescribed by GIDC**. No rounding-off or additional charge shall be applied by the Operator without approval of GIDC.

**Revenue and Accounting**

All parking charges collected through hourly parking, daily parking, monthly/quarterly/yearly passes and reserved parking shall form part of the **Transport Nagar revenue stream** and shall be deposited into the designated **GIDC Account** in accordance with the provisions of the Agreement.

The Operator shall issue a receipt/e-receipt for every payment and maintain vehicle-wise and category-wise records of parking charges collected.

# Annexure B: Penalty Calculation Examples

**Formula:**

***Penalty Amount = 2 × Applicable 24-Hour Parking Rent of the concerned vehicle category.***

The examples below are illustrative only. Actual calculation shall be based on the approved 24-hour parking rent applicable on the date of violation and type of other vehicle.

| Example | Vehicle Category | Illustrative 24-Hour Parking Rent (₹) | Penalty Formula | Penalty Payable (₹) | Remarks |
|---|---|---|---|---|---|
| 1 | **LMV/LCV** | 200 | 2 × 200 | 400 | |
| 2 | **MGV/MPV** | 300 | 2 × 300 | 600 | |
| 3 | **HGV/HTV/HPV** | 400 | 2 × 400 | 800 | |

# Annexure C: Indicative Reporting Formats

## C.1 Daily Operations Report

| Particular | Details |
|---|---|
| Date | |
| Total Vehicles Entered | |
| Vehicle Count by Category | |
| Total Parking Fee Collected | |
| Total Penalty Collected | |
| Revenue Share Payable to GIDC | |
| Complaints Received / Resolved | |
| Incidents / Accidents | |
| Maintenance Issues | |
| Name and Signature of Operator Representative | |

## C.2 Penalty Register

| Date | Vehicle No. | Vehicle Category | Violation | 24-Hour Rent | Penalty | Receipt No. | Remarks |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |