

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 430
ANSWERED ON-03/12/2025

TOLL COLLECTION DURING INCOMPLETE HIGHWAY WORKS

430. SHRI MOHAMMED NADIMUL HAQUE:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) the details of National Highway stretches or toll plazas where toll collection continued during periods of incomplete carriageway or major ongoing works during the last five years;
- (b) the reasons for allowing such toll collection along with duration of such collection and status of pending works; and
- (c) whether any refunds, suspensions or penalties have been issued to concessionaires for non-compliance with user service obligations?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (b) User fee at Fee Plaza on National highways (NHs) is collected after publication of respective user fee notification in Gazette of India in accordance with the provisions of the National Highways Fee (Determination of Rates and Collection) Rules, 2008 and after issuance of completion Certificate/ Provisional Completion Certificate for a particular section of National Highway. As such, user fee is collected for the completed section of National Highway only. However, as per NH Fee Rules, 2008, if there is up gradation being taken up from four Lane highway to six or more lane, fee is reduced to 75% of applicable fee, until the project is completed.

(c) Due to severe traffic congestion caused by the additional Black Spot removal works and the limited width and damage caused to the service road of NH-544 due to the traffic being diverted to the service road, the Hon'ble High Court of Kerala ordered the suspension of fee collection at Paliyekkara Fee Plaza on NH-544 (Thrissur district) on August 6, 2025, which was restored on October 17, 2025.

Further, where non-compliance is identified with respect to user service obligations, appropriate actions are taken against concerned contractor/ concessionaire in accordance with the contractual and regulatory framework. Moreover, Maintenance of National Highways (NHs) and performance of contractors/ concessionaires is governed as per provisions of the respective individual Contract / Concession Agreements. Supervision Consultants/ Independent Engineers are appointed on project specific basis for day-to-day supervision of the works at site and ensure service standards stipulated in contractors /concession agreements. Additionally, field officials also undertake inspections from time to time and ensure adherence of conformity of quality of the work as per stipulated requirements.
