

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 1440
ANSWERED ON - 11/02/2026

TOLL CHARGES

1440. DR. ASHOK KUMAR MITTAL:

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

- (a) whether Government has reviewed the cumulative financial burden of toll charges on daily commuters and transport operators, if so details thereof and if not, the reasons therefor;
- (b) whether toll collection continues on roads where project costs have already been recovered, if so, details thereof and if not reasons therefor;
- (c) whether grievance redressal mechanisms for toll-related disputes are effective and accessible, if so, details thereof and if not reasons therefor; and
- (d) the steps taken to rationalise toll policy in the interest of public convenience?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) & (d) User-fee at a toll fee plaza is collected for the use of section of National Highways as per the provisions of National Highways Fee (Determination of Rates and Collection) Rules, 2008.

The National Highways Fee (Determination of Rates and Collection) Rules, 2008, as amended, provide a transparent framework for levy and collection of user fee, with rates linked to the length of the highway and type of vehicle uniformly across the country.

In order to reduce the burden on road users, Government has made various provisions through following amendments:

- (i) GSR 437(E) dated 01.07.2025 to restrict user fee for highways with more structure length.
- (ii) GSR 01(E) dated 31.12.2025 for reduction of rates in case of up gradation from 2 lane paved shoulder highway to 4 or more lane.
- (iii) G.S.R. 388 (E) dated 17.06.2025 introducing an Annual Pass for non-commercial cars, jeeps, and vans. This scheme offers 200 NH fee plaza crossings or one year validity, whichever is earlier, by payment of Rs. 3000/- (Rupees three thousand).

(iv) G.S.R. 734 (E) dated 03.10.2025 for reduction in applicable user fee for vehicles without FASTag or active FASTag vehicles from 2 times to 1.25 times, given the user opts for payment through UPI;

(v) G.S.R. 107 (E) dated 04.02.2026 for the fee payable for the use of a national expressway that is operational for only a part of its notified length shall be levied at a rate of one time of the applicable fee instead of 1.25 times.

(vi) Implementation of Multi-Lane Free Flow (MLFF) tolling: The Government has decided to implement Multi-Lane Free Flow (MLFF) Electronic Toll Collection system, which facilitates barrier-less tolling using integrated technologies including Automatic Number Plate Recognition (ANPR) with AI analytics and RFID-based Electronic Toll Collection (FASTag), where the user fee shall be charged from the vehicle users without having to stop, slow down or stay in a given fee plaza lane.

(vii) As per National Highways Fee (Determination of Rates and Collection) Rules, 2008, there are already various provisions for discounts in user fees and monthly passes for local and regular users of National Highways across the country.

The Government is committed to making the tolling system more efficient, transparent, and user-friendly, while simultaneously ensuring the availability of resources for development and maintenance of the National Highways network.

(b) Collection of user fee at fee plazas on National Highways is not related to the recovery of project development cost. User fee at all fee plazas on National Highways are collected as per the respective user fee notification published in the Gazette of India, in accordance with the provisions of the National Highways (NHs) Fee Rules, 2008, and the Concession Agreement. As per the provisions of National Highways Fee Rules, 2008, the fee notified as per concession agreement is collected by the concessionaire till the end of the concession period, and after the concession period is over, the fee is collected by the Central Government or the executing authority as per the fee specified under the provisions of NH Fee Rules, 2008 on the date of transfer of such section of the National Highway, bridge, tunnel or bypass, as the case may be, to be revised annually. The revenue collected by the Central Government from user fee collection is deposited in Consolidated Fund of India (CFI) and the fund provided through budgetary allocation are utilised for further maintenance, development and augmentation of National Highways.

(c) The Government has established multiple grievance redressal mechanism for addressing user fee-related issues on National Highways. Complaints can be lodged through the National Highways 24x7 Toll-Free Helpline 1033, the dedicated email falsededuction@ihmcl.com, the respective FASTag issuer bank helplines, as well as through the RajmargYatra App. These mechanism is effective, transparent, and easily accessible to road users.
