

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

LOK SABHA
UNSTARRED QUESTION NO. 2237
ANSWERED ON 8TH MARCH, 2018

RATING OF TOLL PLAZAS

2237. SHRI CH. MALLA REDDY:
SHRI A.T. NANA PATIL:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS
सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether it is a fact that the Government is going to start rating the Toll Plazas in the country to improve the amenities and overall convenience for highway users;
- (b) if so, the details thereof and standards which are going to be checked by the Government before giving the rating to any Toll Plaza;
- (c) whether it is a fact that there is an increase in the cases of man-handling by the Toll Staff with the commuters and viceversa; and
- (d) if so, the details thereof, Statewise and the action taken by the Government in this regard?

ANSWER

THE MINISTER OF STATE IN THE
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

(SHRI MANSUKH L. MANDAVIYA)

(a) & (b) National Highways Authority of India has developed a matrix based methodology to rank the Fee Plazas on parameters such as electronic tolling, time taken in clearance of Fee Plaza using FASTag lane, deployment of marshall, display panel in each lane, staff behavior, Cleanliness, user convenience facilities, ambulance services, fire extinguisher, recovery van & patrolling vehicle, light at fee plaza and user feedback. The data for the matrix is collected via Regional Officers (ROs), who are required to rank Foll Plazas under their jurisdiction through a committee of officers.

(c) & (d) Cases of man-handling by fee plaza staff and vice-versa is dealt on case to case basis as per the provisions of Contract/ Concession Agreement concerned and is an ongoing process. Also, National Highways Authority of India has issued policy guidelines for dealing of such cases.
