

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

LOK SABHA
UNSTARRED QUESTION NO. 5429
ANSWERED ON 25TH JULY, 2019

TOLL BOOTHS IN KERALA

5429. ADV. DEAN KURIAKOSE:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Union Government has taken note of the tense atmosphere in the toll booths in Kerala due to improper and abusive behaviour of the employees posted on National Highways for collecting toll;
- (b) if so, the reaction of the Government thereto along with the remedial steps being taken in this regard;
- (c) whether National Highways Authority of India (NHAI) has issued any directions to address such issues and if so, the details thereof;
- (d) whether there is any suggestion for keeping the toll gates open during the rush hours; and
- (e) if so, the details thereof and the reaction of the Government thereto?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) &(b) In case of any valid complaints received about the misconduct/ misbehave of employees posted on fee plazas, the personnel can be removed by Toll Contractor/ Concessionaire in accordance with Contract/Concession Agreement entered between NHAI & the toll collecting agency.

(c) Yes, Sir. Contract Agreement with toll collecting agency provides to deal with such issues.

(d) & (e) No, Sir.
