

**GOVERNMENT OF INDIA  
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 240  
ANSWERED ON 8TH DECEMBER, 2022**

**WAITING TIME AT TOLL PLAZAS**

**240. SHRI SHRINIWAS PATIL:**

**Will the Minister of ROAD TRANSPORT AND HIGHWAYS**

**सड़क परिवहन और राजमार्ग मंत्री**

**be pleased to state:**

**(a) whether the Government is aware that vehicles have to spend huge amount of time waiting in queues at toll plazas which negates the time saving gained by creation of high speed highways and leads to huge wastage of time and fuel;**

**(b) if so, the reaction of the Government thereto;**

**(c) whether the Government has set any criteria regarding the maximum waiting time for a vehicle waiting in queue at any toll plaza;**

**(d) if so, the details thereof; and**

**(e) whether the Government has issued any directives to ensure that all vehicles pass the toll plaza within the specified waiting time limit and if so, the details thereof?**

**ANSWER**

**THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS**

**(SHRI NITIN JAIRAM GADKARI)**

**(a) to (b) Normally no queue has been observed at fee plazas after implementation of Electronic Fee Collection System; however, there may be some queuing at some of the lanes of fee plazas during peak hours due to operational and temporary technical problems.**

**Further, in order to improve the efficiency of the system, the provision of infrastructure are being reviewed from time to time and necessary action including replacement/ upgradation of infrastructure is being carried out.**

**(c) to (e) National Highways Authority of India vide a policy circular dated 24th May, 2021 has issued guidelines to design the new fee plazas so that "The total number of toll booths and toll lanes shall be such to ensure a service time of not more than 10 seconds per vehicle at peak flow regardless of methodology adopted for fee collection. If at any time the queue of vehicles in any fee lane becomes more than 100 meters from the toll booth, then the boom barrier of that lane shall be lifted and the free flow of traffic with no tolling be allowed till the queue comes within 100m. For this purpose, a yellow line at a distance of 100m from toll booth be marked in each toll lane. This provision shall be prominently displayed/ informed to the users".**

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