

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

LOK SABHA
UNSTARRED QUESTION NO. 4161
ANSWERED ON 19TH MARCH, 2020

STEPS TAKEN TO MINIMISE WAITING TIME AT TOLL GATES

4161. SHRI DAYANIDHI MARAN:

DR. (PROF.) KIRIT PREMJI BHAI SOLANKI:

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

be pleased to state:

- (a) whether the Government is aware of media reports of long queues at tollways after implementation of FASTag system across the country and if so, the details thereof and reaction of the Government thereto;
- (b) the details of comparative time taken to pass through toll gates including wait time before and after implementation of FASTag system;
- (c) whether there has been any shortage in the supply of FASTags and if so, the remedial measures taken by the Government in this regard;
- (d) the details of mechanism adopted to provide discounted rates for up-and-down/return journeys through toll gates;
- (e) whether complaints have been received regarding charging toll tax multiple times for the same trip from commuters and if so, the details thereof and the action taken thereon; and
- (f) the mechanisms put in place for raising of complaints and processing of refunds?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) &(b) According to the Government mandate, all lanes of fee plazas on National Highways except one lane have been declared as FASTag Lane of the fee plaza. As a result, waiting time in FASTag lanes has significantly reduced. However, the waiting time in the hybrid lane which accepts cash has increased because of non-FASTag vehicles.

(c) No Sir.

(d) The automated IT system of collection of fee through FASTag provides for discounts for up-and-down/return journeys through toll gates.

(e) &(f) FASTag related issues and complaints at fee plazas of National Highways (NH) are addressed through a central NH Helpline Number 1033. Most of the complaints are resolved instantly by the customer executive. Other complaints are forwarded to concerned regional office of National Highways Authority of India (NHAI) and banks for necessary resolution. Apart from 1033, 24 participating banks of FASTag programme also have their own dedicated customer care helpline to cater to complaints of respective customer base. In view of increasing number of NH stretches and NH fee plazas, NHAI has also strengthened the capacity of NH Helpline 1033 to cater to increased call volume.
