

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

LOK SABHA
UNSTARRED QUESTION NO. 4276
ANSWERED ON 19TH MARCH, 2020

REMOVAL OF TRAFFIC SNARLS AT TOLL GATES

4276. SHRI SUSHIL KUMAR SINGH:

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

be pleased to state:

- (a) whether the Government is aware that a lot of lanes at the toll gates are often closed causing traffic snarls especially on NH-19;
- (b) if so, the steps being taken to address such issues and to penalize the toll-operators for such inefficiency;
- (c) whether the Government has initiated a process to compensate for the loss of time of public/commuters due to traffic snarls at toll gates;
- (d) whether the Government has received any complaints against toll operators and if so, the details thereof along with the action taken thereon;
- (e) whether the Government has taken any action against any toll operator for not operating the tollgates properly during the last three years; and
- (f) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to(c) Toll plaza operators (Concessionaire in case of BOT (Toll) plazas and user fee collecting agencies in case of Public Funded plazas) are mandated to operate all lanes at all times except for maintenance and repair requirements. All the lanes of the fee plaza on NH-19 (NH2 old) are open for tollable traffic, however, during maintenance some lanes are closed for short period.

(d) to(f) Complaints are received in field offices of National Highways Authority of India (NHAI) against toll operators regarding misbehaviour, charging excess fee, etc. and action is taken by concerned officer as per the Contract Agreement.
