

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

**LOK SABHA
UNSTARRED QUESTION NO. 2013
ANSWERED ON 22ND SEPTEMBER, 2020**

COMPLAINTS AGAINST TOLL PLAZAS

2013. SHRI A.K.P. CHINRAJ:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government is aware of the fact that a large number of bouncers are being employed at various toll plazas on the National Highways across the country;**
- (b) if so, the details thereof;**
- (c) whether the Government has received any complaints against toll plazas for allegedly indulging in violence and fight by the bouncers with the car drivers/owners while crossing the toll plazas with regard to payment issues; and**
- (d) if so, the details thereof along with the action taken thereon by the Government?**

ANSWER

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

[GEN. (DR.) V.K. SINGH (RETD.)]

(a) & (b) In respect of Public Funded fee plazas, Clause 12 and 13 of the user fee collection contract defined the deployment of toll plazas personnel and the requirement of toll plaza personnel is listed as Schedule III of the Contract Agreement. In case of Concessionaire fee plazas, the toll personnel are employed as per the provisions of respective Concession Agreement. Contract does not cater for deployment of bouncers at any fee plaza.

(c) & (d) No such complaints have been received at NHAI Helpline No. 1033.
