

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

**LOK SABHA
UNSTARRED QUESTION NO. 4757
ANSWERED ON 31ST MARCH, 2022**

COMPLAINTS AGAINST TOLL OPERATORS

4757. SHRI P.C. MOHAN:

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 various toll plazas in the country remain often closed causing traffic jam and public inconvenience;**
- (b) if so, the steps being taken by the Government to address the issues;**
- (c) whether the toll operators are being penalised for such inefficiency, if so, the details thereof and if not, the reasons therefor;**
- (d) whether the Government has received any complaints against any toll operators and if so, the details thereof;**
- (d) whether the Government has taken any action against any toll operators for not operating the toll gates properly during the last three years and the current year; and**
- (e) 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) User Fee Collection agencies are mandated to open all lanes at the fee plazas all times irrespective of peak or off peak hours. However, sometimes it is observed that the lanes are closed due to rectification of

lane level issues. If any non-compliance is observed, penalty is imposed as per contract.

In addition, nodal officers have been appointed for fee plazas who monitor lane level operations at fee plazas. Additionally , lane operations are monitored continuously through Command Centre and TMCC (Toll Monitoring and Control Center).

(d) to (e) Complaints regarding payment deduction from FASTag without travel, long waiting time, overcharging, misbehavior etc have been received for fee plazas through National Highways Authority of India helpline Number 1033 and have been dealt through intervention of National Highways Authority of India. Penalties are imposed as per contract for non-compliance of obligations under contract, if any.
