

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

**LOK SABHA
STARRED QUESTION NO. 284
ANSWERED ON 20TH MARCH, 2025**

TRANSPARENCY IN PROCESS OF REDUCING TOLL FEES

***284. SHRI DINESHBHAI MAKWANA:
SHRI DHARAMBIR SINGH:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) the manner in which the Government would ensure transparency in the process of reducing toll fees;

(b) whether the verification reports be publicly accessible to prevent discrepancies, if so, the details thereof; and

(c) whether the Government would review and rationalise toll fees on highways passing through Bhiwani-Mahendargarh Lok Sabha Constituency considering public demand and regional connectivity issues, if so, the details thereof?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (c) A Statement is laid on the Table of the House.

STATEMENT

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 284 FOR ANSWER ON 20.03.2025 ASKED BY SHRI DINESHBHAI MAKWANA & SHRI DHARAMBIR SINGH REGARDING TRANSPARENCY IN PROCESS OF REDUCING TOLL FEES.

(a) The user fee is collected at a fee plaza for the use of any section of National Highway as per the user fee notification published in the Gazette of India in accordance with the provisions of National Highways Fee Rules and respective Concession Agreement.

During the up-gradation of Highways, i.e. whenever, a 4-lane National Highway is upgraded/widened to 6 or more Lanes, the user fee is reduced to 75% as per NH Fee Rules, 2008. The rate of fee for use of a section of National Highway, having two lane with paved shoulders and above but below four lane on which substantial improvement has been made by widening carriageway by three meter or more, shall be sixty per cent of the rate of fee specified for four or more lane under provisions of NH Fee Rules.

All toll transactions are monitored in real-time, ensuring accurate and timely collection of user fees. National Highway Authority of India (NHAI) publishes detailed toll revenue reports, information of user fee rates, and collected revenues, making the data accessible to the public and stakeholders in public domain.

(b) User Fee Rates are determined as per NH-Fee Rules, 2008 and user fee rates are displayed at each fee plaza as well as Toll Information System (TIS) on NHAI's website (<https://tis.nhai.gov.in/>). Further, changes in User Fee Rates on every Financial Year are circulated in News Papers and in public domain for wide publicity and to prevent discrepancies (if any).

(c) Presently, user fee at fee plazas on National Highways are collected for the use of section of National Highway as per the provisions of NH Fee Rules irrespective of the location of the NH-stretch with the base rates being fixed across the country under the Rules. Further, Government is working to address various issues pertaining to the levy

of user fee and to enhance operational efficiency and promote convenience of the road user at Fee Plaza including the introduction of an Annual Pass system.
