

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

**LOK SABHA
STARRED QUESTION NO. 289
ANSWERED ON 20TH MARCH, 2025**

SCAMS ON TOLL BOOTHS

***289. SHRI VIRENDRA SINGH:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government is aware about the scam carried out through fake software at toll booths/bridges on National Highways (NHs) under National Highways Authority of India (NHAI), if so, the details thereof;**
- (b) whether the Government proposes to conduct an investigation into all toll booths/bridges across the country, if so, the details thereof; and**
- (c) the quantum of funds involved in the scam that have come to light so far and the action taken by the Government thereon?**

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. 289 FOR ANSWER ON 20.03.2025 ASKED BY SHRI VIRENDRA SINGH REGARDING SCAMS ON TOLL BOOTHS.

(a) An incident has come to the notice of the Government through an FIR registered at District Mirzapur, Uttar Pradesh by UP Special Task Force (STF) citing the partial cash collection from non-FASTag/black listed FASTag vehicles through separate handheld machines instead of routing the cash collected through the Toll Management System (TMS) software installed at Atraila Shiv Gulam user fee Plaza. The user fee collecting agencies are obligated to process the cash collection only through the Toll Management System of user fee plaza. However, there has been no breach in the Electronic Toll Collection (ETC) system which account for more than 98% of the user fee collection.

(b) to (c) The Government had setup a 3 Member Enquiry Committee to look into the matter. The Committee has submitted its report. As per preliminary findings of the committee, the infrastructure of the FASTag in so far as ETC is concerned, ETC mechanism appears fair. It may be mentioned that 98% of all toll collection happen through ETC. However, following ways had been used for diverting this setup:

(i) When the vehicles with non-valid FASTags enters the fee plaza, the boom barrier doesn't open which switches the transaction to cash. The user is expected to pay twice the fee applicable for that category of vehicles. The Toll operator may declare this transaction as exempted or violation category and generating a payment receipt using illegitimate Point-of-Sale (PoS) machines, thereby, not reflecting the said collection in the ETC & TMC framework.

(ii) There may also be possibility of charging cash payment from the overloaded vehicles over and above the admissible fee which might not be accounted in the ETC/TMS system.

The increase in percentage (%) of cash transaction after the incident as compared to before the incident has been noticed which indicate that there may be a possibility that the toll operators are taking cash from the vehicles which do not have FASTag or have invalid / non-functional FASTag and not accounting into the Toll Management System of National Highway Authority of India (NHAI).

In this incident, the user fee agency's Contract Agreement has been immediately terminated by NHAI, performance Bank Guarantee has been encashed and the user fee collecting agency has been debarred for one (01) year in terms of contract provisions besides the criminal action being taken by the Uttar Pradesh Special Task Force. Additionally, based on the FIR, 13 user fee collecting agencies have also been debarred for a period of two (2) years.

NHAI is also considering the installation of audit cameras at high-value toll plazas to independently monitor the accurate count and classify vehicles using Artificial Intelligence (AI).

Additionally, NHAI has invited bids for the implementation of a FASTag and Automatic Number Plate Recognition (ANPR)-based barrier-free tolling system on a pilot basis at Gharaunda, Choryasi, Nemili, Urban Extension Road-II and Dwarka Expressway. This system enables user fee collection exclusively through FASTag, eliminating the need for cash collection from the toll collection process.
