

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

**LOK SABHA
UNSTARRED QUESTION NO. 3363
ANSWERED ON 20TH MARCH, 2025**

DISCREPANCIES IN TOLL COLLECTIONS

3363. SHRI MURARI LAL MEENA:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) whether more than four lakh cases of incorrect toll deductions were refunded in the year 2024, if so, the details thereof;

(b) whether any action has been taken against the responsible FASTag companies and concerned banks in cases of incorrect toll deductions, if so, the details thereof;

(c) whether the Government has implemented any penal provisions to prevent such discrepancies, if so, the details thereof;

(d) whether the Government has taken any steps to ensure the monitoring of FASTag companies and banks considering irregularities in toll deductions and increasing complaints, if so, the details thereof; and

(e) whether vehicles are sometimes charged toll fees even without traveling on a National Highway/Expressway or face double charging, if so, the technical improvements the Government plans to implement to address this issue?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) National Payment Corporation of India (NPCI), which provides the Central Clearing House (CCH) services of National Electronic Toll Collection (NETC) Programme, has reported 12.55 lakh transactions where refunds were made due to incorrect user fee (toll) deductions in the year 2024 out of a total of 410 crore FASTag transactions in the same year which represents 0.03% of all Fastag transactions. The details are as under:

Chargeback Reason	No of charge-back
User fee (Toll) fare calculation error	5,00,800
NETC services not availed/ Tag holder does not recognise the transaction	4,45,145
Duplicate transaction done at user fee Plaza	1,36,728
Return journey not provided	1,25,733
Paid by other means	46,871
Total	12,55,277

(b) The FASTag transactions are created by the user fee collecting agencies deployed at the User Fee Plazas and the agencies are penalized as per the provision of the Contract Agreement and policy guidelines, in case of incorrect toll deductions.

Further, penalties of more than Rs.2 crore have been levied so far on the user fee collecting agencies for incorrect user fee deduction cases.

(c) Yes, Sir. As per the manual transaction policy, a penalty of Rs.1 Lakh per case is levied on user fee collecting agencies, in case user fee is charged from a vehicle, which has not crossed the user fee plaza (False deduction).

If toll agencies are found responsible for incorrect user fee deduction, as per Clause-15 of Contract Agreement, penalty amounting to excess user fee charged x 30 x 50 is imposed on user fee collecting agency.

After three such incidents of levy of penalty for excess charging, the part performance security of an amount equal to 15 days agreed

remittance as per amount stated in Letter of Award shall be forfeited in addition to such recoveries. The contractor shall have to replenish the forfeited performance guarantee, in the same mode as it was deposited earlier, within 10 days of such forfeiture to continue with the collection work failing which the contract shall be terminated and the balance performance guarantee shall also be forfeited. If the incident of excess charging is again observed and/or established to the satisfaction of the Authority after forfeiture of part performance guarantee, the contract shall be terminated and the entire performance guarantee shall be forfeited.

(d) Yes, Sir. National Highways Authority of India (NHAI) takes monthly statement of false deduction cases from toll free number 1033 and investigates each case. Rs.1 Lakh penalty is levied on user fee collecting agencies for each bonafide case. Apart from this, NHAI has created a dedicated email ID: falsededuction@ihmcl.com for public to report any incorrect/ false toll deductions.

(e) Vehicles are sometimes charged toll fees even without travelling on a National Highway/Expressway when user fee collecting agencies enter incorrect Vehicle Registration Number (VRN) in the system while manually creating VRN based transactions. The double charging sometimes happens due to multiple reading by FASTag readers.

Penalty of Rs. 1 lakh per case is levied on user fee collecting agencies to discourage manual VRN based Transactions, which sometimes result in false deduction cases. Additionally, Guidelines are also being formulated to eliminate human intervention in the creation of Vehicle Registration Number (VRN) based transactions.

In addition, to eliminate possibility of multiple reading by FASTag readers, logics are in place in the software to disallow second transaction by same FASTag within 15 minutes.
