

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

**LOK SABHA
UNSTARRED QUESTION NO. 4510
ANSWERED ON 27TH MARCH, 2025**

SERVICE LANES IN NHS

4510. SHRI MANICKAM TAGORE B:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) the steps that are being taken to ensure proper maintenance and regular repair of service lanes to prevent potholes and other road conditions that cause accidents on National Highways (NHs);

(b) the progress of developing service lanes in rural and underserved regions along NHs in Tamil Nadu, Kerala and Telangana;

(c) the strategies that are being employed to address the lack of proper road markings, signs and pedestrian facilities on many service lanes, which endanger the safety of local residents and commuters;

(d) the manner in which the Government plan to ensure that the construction of service lanes does not encroach upon agricultural land or displace local communities in rural areas; and

(e) the role being played by the Ministry in coordinating with State and local authorities to ensure that service lanes are efficiently managed and integrated into broader transportation planning?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) The Government has prioritized the maintenance of existing National Highway (NH) network, including service roads, and inter-alia evolved a mechanism to ensure Maintenance and Repair (M&R) of all NHs sections through accountable maintenance agency.

The M&R of stretches of NHs, where development works have commenced or Operation, Maintenance and Transfer (OMT) Concessions/ Operation and Maintenance (O&M) Contracts have been awarded, are the responsibility of the concerned Concessionaires/ Contractors till the end of the Defect Liability Period (DLP)/ the Concession Period. Similarly, for NHs stretches undertaken under TOT (Toll Operate and Transfer) and InvIT (Infrastructure Investment Trust), M&R responsibility lies with concerned Concessionaire till the end of the Concession Period.

For all remaining sections of NHs stretches, Government has taken a policy decision to undertake maintenance works through Performance Based Maintenance Contract (PBMC) or Short Term Maintenance Contract (STMC).

Repair of identified defects / issues in the road condition, including potholes, as well as other maintenance / repair works are completed by the Contractor / Concessionaire within the stipulated timeline as per provisions of the Contract. Compliance is ensured through regular field reports and penalty provisions incorporated in the Contract documents for action against defaulting Contractor / Concessionaire.

(b) Service roads for NHs are generally provided at urban / semi-urban locations, where local traffic is substantial, to segregate the local traffic, including non-motorized vehicles, from fast moving traffic on the NHs. Service roads are also provided below the elevated sections and flyovers / grade separators / Vehicular Under Passes (VUPs) for facilitating turning movements.

Details of length of service roads constructed and under construction in the States of Kerala, Tamil Nadu and Telangana, including rural and underserved regions in such States, are as under:-

S. No.	State	Constructed Length of Service Roads (in Km)	Length of Service Roads under Construction (in Km)
1	Kerala	612	364
2	Tamil Nadu	1,903	419
3	Telangana	595	118

(c) Government undertakes road markings with thermoplastic paint and retro reflective signages for better visibility at night, in accordance with Indian Roads Congress (IRC) guidelines. Pedestrian safety is enhanced through the footpaths, foot over bridges and crossings in service lane designs.

Contractor / Concessionaire is responsible for maintenance of the NHs sections, including the service roads, during the DLP / Concession period. Contractors engaged for maintenance of the NHs sections, particularly for STMC / PBMC works, ensure that all facilities including the above are properly maintained.

Further, app based monitoring through National Highways Authority of India (NHAI) One / Tatpar App facilitates highway project management by Field officers / Engineers / Contractors / Concessionaires directly from onsite, through digital reporting of daily and monthly defects, submission of geo-tagged and time-stamped photos for inspections and digital uploading of test results.

(d) Service roads for NHs are constructed within the Right of Way (ROW) of NH. Land Acquisition for construction of NHs including service roads is carried out in accordance with the provisions of the NH Act, 1956.

(e) Construction of service roads for NHs is taken up by the Government, in coordination with State and Local authorities, as part of scope of development projects on NHs, from time to time based on traffic density, roadside development / settlement abutting the Project Highway, congestion, accessibility for local traffic etc.
