

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
LOK SABHA
UNSTARRED QUESTION NO- 1930
ANSWERED ON – 31st JULY, 2025**

MAINTENANCE OF ROAD AND AMENITIES ALONG NHS

**1930. Shri Dr. Ganapathy Rajkumar P:
Shri Thiru Thanga Tamilselvan:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन एवं राजमार्ग मंत्री

be pleased to state:

(a) whether the Government is aware of the fact that there is lack of timely and proper maintenance of National Highways (NHs) along with basic facilities such as refreshment shop/canteen, proper parking bays and resting rooms for the road/car users due to which many travellers are facing inconvenience despite paying the tolls and if so, the details thereof;

(b) whether the Government has received any complaints in this regard and if so, the details thereof;

(c) whether National Highways Authority of India would take necessary steps against the contractual company for violating the condition of maintaining the road properly and ensuring that no tolls are collected till all maintenance works are completed and if so, the details thereof and if not, the reasons therefor; and

(d) whether the Government would take necessary steps to ease out the above deficiencies for the convenience of car/road users along NHs and if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) As far as maintenance of the National Highways (NH) is concerned, the same is a continuous process and is carried out in through the Concessionaires in Public Private Partnership (PPP) projects during the concession period and through the contractors

in Engineering Procurement Contracts (EPC) projects during the Defect Liability Period (DLP) in accordance with the maintenance requirements set forth in the respective Concession Agreement / Contract Agreement. For the NH stretches, where the Concession Period/ DLP has ended, the Government has taken a policy decision to undertake maintenance works through Performance Based Maintenance Contract (PBMC) or Short-Term Maintenance Contract (STMC). While STMC works are generally undertaken for a contract period of 1-2 year, PBMC works are undertaken for a longer period of about 5-7 years.

Wayside Amenities are being planned at an approximate interval of 40-60 kms along National Highways for providing essential facilities to road users like toilets, parking, eateries, short term accommodation, fuel station, EV charging stations, drinking water etc. So far, 102 Wayside Amenities along various National Highways / Expressways have been developed and operationalized through National Highway Logistics Management Limited (NHLML), a fully-owned company of National Highways Authority of India (NHAI). In addition, the Government has also launched Humsafar Policy to onboard existing facilities along NHs with the intent to improving services for commuters by standardizing the facilities provided, which will complement the Wayside Amenities being developed by NHLML.

(b) Complaints regarding maintenance of National Highway stretches are forwarded to the respective Implementing Agencies for taking prompt action for their redressal. Deficiencies pointed out in complaints are rectified through the agency (Concessionaire / Contractor) in accordance with the provisions of Contract Agreement.

(c) If the Concessionaire / Contractor responsible for the concerned NH stretch fails to maintain the said stretch as per the provisions of Concession/ Contract Agreement within the given timelines, then suitable action including levy of damages for each day of delay in completing maintenance obligations are levied against such Concessionaire / Contractor. Further, Supervision Consultants appointed by the concerned Highway Authority to monitor the Operation & Maintenance are also penalized for deficiency in the work in accordance with the provisions of consultancy agreements.

Tolling of any section of National Highways (NH) is taken up upon completion of the said stretch of NH with issuance of Completion Certificate in accordance with the rates (including revision thereof) mentioned in the Toll Notification published in the Govt Gazette.

(d) To ensure effective and timely enforcement of maintenance activities, all implementing agencies carry out regular inspections and tests through the supervision consultants and field officials. In addition, periodic survey through Network Survey Vehicles (NSVs) is also carried out to assess and monitor the road condition. Based on the results of these surveys / tests, necessary repair and maintenance works are being carried out by the Field Units through respective Contractors / Concessionaires as per the provisions of the Contract Agreement.

Further, National Highways Authority of India is also using NHAI One App for monitoring of maintenance activities along the National Highways / Expressways. The action taken by Contractor / Concessionaire for the rectification of these defects within specified timelines given under the Contract Agreement is also monitored through this App.
