

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4775  
ANSWERED ON 21<sup>ST</sup> AUGUST, 2025**

**MODERNISATION OF TOLL COLLECTION SYSTEM**

**4775. SMT. PRATIMA MONDAL:**

**Will the Minister of ROAD TRANSPORT AND HIGHWAYS**

सड़क परिवहन और राजमार्ग मंत्री

**be pleased to state:**

**(a) the steps taken to expand and modernise the National Highways (NHs) toll collection system including the operational status and impact of FASTag implementation on congestion and revenue mobilization;**

**(b) the measures being implemented to improve connectivity and road infrastructure in the North Eastern Region and other remote areas to support regional development and strategic priorities; and**

**(c) the manner in which the Government assesses the socio-economic impact of large-scale highway projects on local communities and the rehabilitation and livelihood support measures in place for project-affected persons?**

**ANSWER**

**THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS**

**(SHRI NITIN JAIRAM GADKARI)**

**(a) Presently, 98% of all user fee payments other than exempted vehicles on National Highways and Expressways are executed through FASTags. Subsequent to mandatory implementation of FASTag at all lanes on 16th February, 2021 (00:00 hrs), an Impact Assessment Study on the FASTag System was undertaken by the National Highways Authority of India (NHAI). The findings of the above study show a significant reduction in average waiting time at fee plazas from 734 seconds under the manual fee collection system to 47 seconds under the**

**Electronic Toll Collection (ETC) system. Further, congestion on fee plaza is also monitored through a GIS-based toll congestion monitoring solution.**

**In addition, to further increase the efficiency of tolling operation and in order to ensure seamless and free-flow movement of vehicles along national highways, the Government has decided to implement barrier-free Electronic Toll Collection (ETC) System using Automatic Number Plate Recognition Cameras on selected sections of National Highways as an added facility along with FASTag where the user fee shall be charged from the vehicle users without them having to stop, slow down or stay in a given fee plaza lane.**

**(b) The Government is implementing comprehensive strategy to enhance connectivity and road infrastructure in the North Eastern region and other remote areas. This includes development of strategic corridors, inter-corridor links, and border roads apart from High-Speed Corridors and other National Highways in the North-Eastern region.**

**The projects focus on upgrading single or intermediate lane road, integrating them with national and regional corridors, and improving last-mile connectivity to remote settlements. These initiatives are aimed at reducing logistics costs, ensuring all-weather access, boosting trade and tourism, enhancing socio-economic opportunities, and strengthening national security in strategically important areas, thereby supporting regional development and strategic priorities.**

**(c) The socio-economic impact of large-scale highway projects implemented by the Government is assessed through social impact assessments (SIA) and environmental and social impact studies conducted during the Detailed Project Report (DPR) stage. These assessments evaluate potential impacts on livelihoods, land use, access to services, and the overall economic profile of affected communities.**

**For project-affected persons (PAPs), rehabilitation and livelihood support measures are implemented in accordance with the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (RFCTLARR Act). Implementing agencies also undertake regular consultations with stakeholders to ensure that resettlement action plans address local needs and that grievances are resolved promptly.**

**Further, the preliminary findings of a study conducted by IIM, Bangalore to evaluate the impact of National Highways indicates positive effects across multiple sectors. Economically, household income and expenditure have increased. Logistics efficiency has improved with reduced costs. Businesses have benefited from better access to markets and factories. Socially, travel time to schools and healthcare facilities has decreased, enhancing accessibility. Overall, the study suggests that National Highway construction has significantly contributed to socio-economic growth.**

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