

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

**LOK SABHA
UNSTARRED QUESTION NO. 2158
ANSWERED ON 12TH FEBRUARY, 2026**

UNAUTHORISED TOLL COLLECTION IN ASSAM

2158. SHRI PRADYUT BORDOLOI:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government is aware that the illegal or unauthorised toll booths are operating in the State of Assam, if so, details thereof including the number of such toll booths and the money collected by each such toll booth since their establishment;**
- (b) whether any action has been taken against such toll booths, if so, the details thereof including the number of toll booths closed, amount of monetary imposition (if any) and any other action taken, if not, the reasons therefor;**
- (c) the details regarding the number of complaints received concerning the misconduct or arbitrary practice by the toll operators in Assam and the action taken thereon; and**
- (d) whether the Government is aware of public concerns and objections raised by commuters in Assam regarding the imposition of toll collection at Rangamati (NH-37) and Ratowa (NH-15), particularly in view of the condition of road infrastructure and limited transport alternatives in the region, if so, the corrective measures taken thereon?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) & (b) No case of illegal or unauthorised establishment of fee plazas in the State of Assam has been reported. All user fee plazas on National Highways have been established as per the respective user fee notification published in the Gazette of India, in accordance with the provisions of the National Highways Fee (Determination of Rates and Collection) Rules, 2008, and the Concession Agreement. Further, the Government through its executing agencies monitors all fee plazas to ensure compliance with the National Highways Fee Rules, 2008.

(c) The details of complaint received for the Financial Year 2025-26 are broadly regarding waiting time & Fastag issues, non-Maintenance of Toilet Block & Premises etc. The complaints regarding Fee Plaza received by National Highways Authority of India (NHAI) in Assam are as below:

Through Public Grievance Portal: 15 Nos.

Through Rajmargyatra Portal: 79 Nos and

Through 1033 helpline: 770 Nos.

All the complaints received have been examined thoroughly and disposed/resolved accordingly.

Some other complaints received over mobile phone/whatsapp/social media regarding Telipara Fee Plaza for not allowing users benefit of 5% of Gross Vehicle Weight as per Gazette Notification dated 16.07.2018. In this regard, a penalty of Rs. 10 Lakh imposed on the toll collecting agency, M/s Riddhi Siddhi Associates for non-compliance of above statutory provisions on dated 06.10.2025.

Further, for lapses of fee collecting agency for Non-Maintenance of Toilet Block & Premises as per the Norms, a penalty of Rs 2.00 Lakhs imposed on the agency in Balachera fee plaza.

In addition, as per First Information Report (FIR) an FIR filed by Uttar Pradesh Special Task Force (STF) dated 22.01.2025 in the State of UP regarding the involvement in the fraudulent activity of unauthorized fee collection in Madanpur Fee Plaza in Assam, the Contract Agreement of User fee Collecting agency M/s MB Consortium was terminated and debarred by NHAI on 18.03.2025.

(d) Rangamati (NH-37) and Ratowa (NH-15) fee plazas have been established as per Gazette of India Notification No. S.O. 2233 (E) dated 10th June, 2024 & S. O. 3442 (E) dated 2nd August, 2024 in accordance

with the general policy for establishment of user fee plazas on National Highways.

There are already various provisions for discounts in user fees and monthly passes for local and regular users of National Highways across the country, in accordance with the NH Fee Rules, 2008.
