

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

**LOK SABHA
UNSTARRED QUESTION NO. 2
ANSWERED ON 29TH JANUARY, 2026**

ELECTRONIC TOLL COLLECTION SYSTEM

- 2. SHRI BHASKAR MURLIDHAR BHAGARE:
DR. AMOL RAMSING KOLHE:
SMT. SUPRIYA SULE:
PROF. VARSHA EKNATH GAIKWAD:
SHRI MOHITE PATIL DHAIRYASHEEL RAJSINH:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government has reviewed the performance and transparency of the Electronic Toll Collection (ETC/FASTag) system on National Highways in Maharashtra, if so, the details thereof;**
- (b) the total ETC revenue collected during the last three financial years, plaza-wise for major toll plazas and whether any revenue leakages or abnormal variations have been detected, if so, the details thereof;**
- (c) the number of toll plazas in Maharashtra fully equipped with ETC and whether manual tolling, lane non-compliance and congestion continue on high-traffic corridors, if so, the details thereof;**
- (d) whether any independent or third-party assessment has been conducted on traffic flow improvement, transaction failure rates and revenue efficiency of ETC in Maharashtra, if so, the details thereof;**
- (e) the number of complaints received regarding double charging, failed deductions, poor grievance redressal and network outages and the action taken against concessionaires; and**
- (f) whether the Government proposes time-bound upgrades, stricter monitoring, penalties and integration of ETC with smart mobility and**

enforcement systems to address persistent deficiencies in Maharashtra, if so, the details thereof?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) & (d) The user fee is collected at a fee plaza for the use of any section of National Highway as per the provisions of National Highways Fee Rules, 2008 applicable for the respective category of vehicles uniformly across the country. Impact Assessment conducted for National Electronic Toll Collection (NETC) Program for the year 2024-25 reflects that the average time required for a vehicle to cross a toll plaza across the country including the State of Maharashtra under ETC operations is 40 seconds, which earlier used to take 12.23 minutes per vehicle under the manual tolling system indicating improvement in traffic flow and reduction in congestion at Fee plazas.

(b) The total user fee collected at all fee plazas in the State of Maharashtra during the last 3 years are at Annexure. Digital audits and real-time reconciliation through the National Electronic Toll Collection (NETC) have improved tolling efficiency and has reduced waiting time for vehicles significantly.

(c) NH Fee plazas in Maharashtra are fully equipped with 100% electronic toll collection systems, ensuring the smooth and efficient movement of vehicles. Further, congestion on fee plaza is also monitored through a GIS-based toll congestion monitoring solution.

(e) National Payment Corporation of India (NPCI), which provides the Central Clearing House (CCH) services of National Electronic Toll Collection (NETC) Programme, has reported 17.66 lakh transactions where refunds were made due to incorrect user fee (toll) deductions from January-2025 to December-2025 out of a total of 464 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
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Return journey not provided	2,18,292
Toll Fare Calculation Error	5,38,944
NETC Toll services not availed/ Tag holder does not recognise the transaction	6,35,239
Paid by Other means	55,602
Duplicate transaction done at fee plaza	3,18,466

Road users have access to various channels for grievance redressal related to FASTag issues. Complaints can be lodged through the National Highways Helpline 1033, the dedicated email falsededuction@ihmcl.com, the respective FASTag issuer bank helplines, as well as through the RajmargYatra App.

(f) The Government is committed to making the tolling system more efficient, transparent, and user-friendly through improving lane equipment, and adoption of advanced technologies. Monitoring is carried out through centralised toll management systems. 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 having them to stop, slow down or stay in a given fee plaza lane.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO. 2 FOR ANSWER ON 29.01.2026 ASKED BY SHRI BHASKAR MURLIDHAR BHAGARE, DR. AMOL RAMSING KOLHE, SMT. SUPRIYA SULE, PROF. VARSHA EKNATH GAIKWAD, SHRI MOHITE PATIL DHAIRYASHEEL RAJSINH, REGARDING ELECTRONIC TOLL COLLECTION SYSTEM.

The total user fee Collected at all fee plazas in the state of Maharashtra in last 3 years:

Name of the Fee plaza	Toll Collection in FY in Cr.			
	2022-23	2023-24	2024-25	2025-26 (Apr-Dec-25)
Varwade	90.53	100.14	109.61	81.09
Sawaleshwar	97.37	117.93	131.17	100.99
Tamalwadi	66.64	70.94	69.61	59.10
Yedashi	58.13	55.85	51.86	45.76
Phulwadi	34.69	38.93	39.87	31.28
Talmod	46.15	49.06	49.27	38.15
Nandani	61.40	66.02	71.28	56.06
Tidagundi	88.98	94.33	104.43	83.04
Valsang	14.92	30.00	32.62	25.79
Ankadhal	15.67	36.73	38.44	30.54
Ichgaon	16.70	30.20	31.62	27.15
Dumbarwadi	5.49	6.23	5.09	3.07
Dhoki	5.49	5.63	5.83	4.79
Badewadi	3.98	4.75	4.97	3.68
Kini	130.08	107.56	96.75	70.31
Tasawade	152.35	137.46	123.29	92.06
Borgaon	16.07	43.10	45.54	37.22
Arjunalli	136.62	148.58	199.33	107.24
Ghoti	124.40	145.80	107.67	88.15
Pimplegaon (B) Baswant	190.24	192.79	192.35	160.94
Chandwad	95.25	98.26	98.77	81.22
Laling	183.70	210.59	238.23	186.98
Chachadgaon	17.98	27.43	28.82	20.02
Anewadi	143.88	158.22	149.50	114.68

Khed-shivapur	248.82	275.71	271.45	212.56
Patas	122.10	137.48	146.85	120.81
Sardewadi	112.44	124.04	129.03	98.79
Chalakhwadi	46.67	73.87	94.51	86.49
Hiwargaon Pavasa	74.21	89.81	102.13	84.60
Pimparwadi	-	19.59	13.79	10.52
Dongrale	-	3.01	6.97	7.26
Penur	-	8.31	23.42	20.84
Pimparkhed	-	0.68	17.65	12.29
Undewadi	-	1.57	14.49	11.71
Ahmednagar Bypass (Ahilyanagar)	-	-	30.26	72.23
Banpimpri	-	-	65.32	79.01
Nimgaon Khalu	-	-	6.40	31.50
Pandane	-	-	0.28	3.79
Pawangaon	-	-	0.24	15.09
Borvihir	-	-	15.06	28.22
Bawada	-	-	-	9.86
Bhavaninagar	-	-	-	12.80
Shilphata				
Shedung				
Kusgaon (Varsoli)	229.12	267.25	294.66	242.27
Dehu Road (Somatane)				
Shinde @ 193/900	50.15	63.95	68.74	56.24
Kardha village (Bhandara) (tolling ended on 27.09. 2023)	38.51	18.43	-	-
Kharbi	4.69	5.87	6.45	5.13
Fekari (Now Merged with Nashirabad)	4.73	0.00	-	-
Nashirabad	62.79	73.34	80.42	63.48
Borkhedi	107.23	120.58	132.94	102.14
NAGPUR BYPAS (Panjari)	151.86	185.05	211.10	164.28
Mansar (Kumhari)	71.12	87.91	103.38	78.84
Kamptee Kanhan Bypass Check	68.21	80.51	93.67	76.87
Mathni	80.7	88.44	94.63	74.41

Sendurwafa	98.23	115.18	123.11	95.79
Darooda	64.99	100.04	109.71	90.79
Selu FP	8.96	13.94	13.22	7.97
Champa	11.66	27.85	28.36	22.86
Dhumka Tondgaon	12.07	39.25	53.61	44.20
Kelapur	82.69	94.00	103.32	86.52
Haladgao	62.75	55.48	53.04	38.41
Husnapur	27.79	30.50	33.42	26.50
Bhamb Raja	31.04	33.65	35.17	25.93
Patanswangi	38.41	32.93	35.48	36.04
Khambara	37.79	33.08	39.01	35.54
Milanpur	44.81	38.76	46.79	42.99
Shirpur	138.77	148.58	176.63	156.85
Songir	122.60	133.96	145.03	106.49
Gondkhairi	49.33	54.13	55.98	38.09
Karanja	42.79	42.01	44.78	31.73
Nandgaon	92.27	83.41	88.76	66.39
Undri	7.95	7.05	7.28	5.23
Pargaon	63.55	59.33	54.30	48.34
Padalshingi	105.26	105.02	102.04	87.24
Maliwadi	84.09	84.86	76.40	63.99
Karodi	46.22	45.30	42.85	36.71
Hatnoor	75.85	40.05	19.75	17.27
Vaidyakinhi	1.42	3.16	2.87	2.65
Ashiv	29.03	35.18	40.12	33.85
Selu Amba	9.83	9.75	10.15	8.10
Taroda-Kasba	-	79.76	115.41	89.70
Salava Jharoda	-	26.76	34.62	27.31
Shembal	-	8.06	8.90	6.63
Urmed	-	0.79	1.19	1.38
Wadgaon	-	1.96	3.00	2.31
Dasarkhed	-	33.63	65.66	51.87
Kurankhed	-	21.20	69.87	56.88
Hirapur	-	1.18	6.16	5.84
Tuptakli	-	0.31	2.16	1.79
Ashta	-	3.76	32.48	26.07
Malegaon	-	2.56	32.03	26.24

Sub Gavhan Kh	-	4.20	78.91	74.47
Khadaka	-	-	10.90	23.57
Medshi Sawarkheda	-	-	31.17	37.70
Nimbhi	-	-	1.94	4.25
Pardi Makta	-	-	17.43	34.91
Bijora	-	-	-	16.41
Nayagaon	-	-	-	1.01
Loni	-	-	-	0.68
UMRI	-	-	-	7.80
Devghat	-	-	-	3.75
