

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4449  
ANSWERED ON 19<sup>TH</sup> MARCH, 2026**

**TOLL PLAZAS IN KERALA**

**4449. ADV K. FRANCIS GEORGE:**

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

सड़क परिवहन और राजमार्ग मंत्री

**be pleased to state:**

- (a) whether the Government is aware concerns regarding continued toll collection on National Highways after recovery of project costs;**
- (b) the details of toll plazas currently operational, including concession periods and revenue collected during the last five years in the State of Kerala;**
- (c) whether any review has been conducted regarding transparency in toll revenue auditing and cost recovery mechanisms and if so, the findings thereof;**
- (d) whether the Government proposes to establish an independent toll tariff regulatory authority or introduce independent toll audits; and**
- (e) the measures proposed to rationalise toll charges and ensure transparency and accountability in toll collection system?**

**ANSWER**

**THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS**

**(SHRI NITIN JAIRAM GADKARI)**

**(a) Collection of user fee at fee plazas on National Highways is not related to the recovery of project development cost. The fee in accordance with the applicable National Highways Fee Rules is collected by the concessionaire till the end of the concession period, and after the concession period is over, the fee is collected on behalf of the Central Government as per the fee specified under the provisions of NH Fee Rules, 2008 on the date of transfer of such section of the National Highway, bridge, tunnel or bypass, as the case may be, to be revised annually. The revenue collected by the Central Government from user fee collection is deposited in Consolidated Fund of India (CFI) and the fund provided through budgetary allocation are utilised for further maintenance, development and augmentation of National Highways.**

**(b) Details of fee plazas currently operational, including concession periods and revenue collected during the last five years in the State of Kerala are attached at Annexure-I.**

**(c) The National Highways Fee (Determination of Rates and Collection) Rules, 2008, as amended, provide a transparent framework for levy and collection of user fee, with rates linked to the length of the highway and type of vehicle uniformly across the country. In order to ensure operational integrity and transparency in user fee collection, the Government has instituted the following measures:**

- 1. Electronic Toll Collection (ETC): Nationwide implementation of FASTag-based ETC to minimize cash handling, reduce human intervention, and enhance transparency in toll transactions.**
- 2. System Audits and Monitoring: Regular system audits, reconciliation of toll data, and real-time monitoring through centralized dashboards and CCTV surveillance at toll plazas.**
- 3. Independent Audits: Engagement of independent engineers and auditors for periodic inspection and verification of toll operations and revenue.**

**4. Grievance Redressal Mechanism: Establishment of a robust grievance redressal system for road users, including helplines and online complaint portals, with time-bound resolution.**

**5. Penal Provisions: Imposition of penalties, recovery of losses, and other contractual actions against defaulting concessionaires/fee collection agencies in cases of proven irregularities or revenue leakage.**

**6. Standard Operating Procedures (SOPs): Issuance of SOPs and circulars for toll operations, staff training, and strict compliance with concession agreements.**

**7. Vigilance and Enforcement: Action through vigilance inquiries and coordination with law enforcement agencies wherever required.**

**These measures have resulted in significant improvement in transparency, and effective resolution of disputes in toll collection at fee plazas.**

**(d) There is no such proposal under consideration to establish a separate, independent Toll Tariff Regulatory Authority as user fee is fixed in accordance under law and the revenue collected is deposited in the Consolidated Fund of India in case of public funded toll plaza. However, regular audit of user fee plazas are conducted by the Comptroller & Auditor General including user fee plazas operated by concessionaire.**

**(e) The Government from time to time has reviewed the tolling policy with the objective of ensuring a balanced approach between revenue requirements for highway development and minimizing burden on road users. Further, in order to reduce the burden on road users, Government has made various provisions through following amendments:**

**(i) GSR 437(E) dated 01.07.2025 to restrict user fee for highways with more structure length.**

**(ii) GSR 01(E) dated 31.12.2025 for reduction of rates in case of up gradation from 2 lane paved shoulder highway to 4 or more lane.**

**(iii) G.S.R. 388 (E) dated 17.06.2025 introducing an Annual Pass for non-commercial cars, jeeps, and vans. This scheme offers 200 NH fee plaza crossings or one year validity, whichever is earlier, by payment of Rs. 3000/- (Rupees three thousand).**

**(iv) G.S.R. 734 (E) dated 03.10.2025 for reduction in applicable user fee for vehicles without FASTag or active FASTag vehicles from 2 times to 1.25 times, given the user opts for payment through UPI;**

**(v) G.S.R. 107 (E) dated 04.02.2026 for the fee payable for the use of a national expressway that is operational for only a part of its notified length shall be levied at a rate of one time of the applicable fee instead of 1.25 times.**

**Furthermore, all the FASTag transactions are processed in a secured ecosystem involving Toll Management System Software, Acquirer Bank at fee plaza, National Payment Corporation of India (NPCI) as Central Clearing House (CCH) and FASTag Issuer Bank. The transaction involves a transparent process wherein the deducted user fee (Toll) is informed to the highway users and recorded in a central repository. The Electronic Toll Collection (ETC) system is designed such that no FASTag transaction can take place without the participation of all three stakeholders i.e., Acquirer Bank at user fee plaza, NPCI and Issuer Bank.**

**In addition to above, to ensure operational integrity and transparency in user fee collection, NHAI vide Policy Circular dated 25.01.2024 has issued a Standard Operating Procedure for ensuring Operational Transparency in Tolling Operation. The SOP includes provisions of surprise checks at fee plazas and regular monitoring to ensure that all transactions at fee plazas (Cash/FASTag) are processed through the Toll Management System Software.**

**ANNEXURE-I**

**ANNEXURE REFERRED TO IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO. 4449 FOR ANSWER ON 19.03.2026 ASKED BY ADV K. FRANCIS GEORGE REGARDING TOLL PLAZAS IN KERALA.**

**Details of fee plazas currently operational, including concession periods and revenue collected during the last five years in the state of Kerala:**

S. No.	Name of Fee Plaza	Type of Fee plaza	Concession/ Contract Period	Revenue Collected (Rs in Cr)					
				2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
1	Kumbalam fee Plaza	PF	06-12-2025 to 05-05-2026	6.00	7.05	7.74	52.73	39.39	30.25
2	Poonarimangalam	PF	11-06-2025 to 11-06-2026	15.37	15.87	22.23	24.46	27.06	25.92
3	Thiruvallam	PF	30-01-2026 to 30-01-2027		1.11	12.53	23.74	26.15	26.07
4	Paniyankara fee Plaza	BOT	24-08-2009 to 14-09-2032		7.52	146.02	163.13	162.46	148.73
5	Paliyekkara fee Plaza	BOT	22-09-2009 to 21-06-2028	103.53	116.36	162.95	186.34	187.78	130.02
6	Pampampallam fee Plaza	BOT	18-05-2015 to 17-11-2031	55.69	67.75	98.88	106.58	107.77	101.33
7	Thiruvangad	PF	24-08-2025 to 24-08-2026				1.33	27.39	29.66
8	Devikulam Plaza	PF	19-01-2026 to 19-01-2027					1.21	2.34
9	Olavanna Fee Plaza	PF	15-01-2026 to 15-04-2026						13.83
10	Vettichira fee Plaza	PF	30-01-2026 to 30-04-2026						8.01

\*\*\*\*\*