

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

**LOK SABHA
UNSTARRED QUESTION NO. 6320
ANSWERED ON 2ND APRIL, 2026**

POLICY FOR TOLL TAX

†6320. SHRI ARUN KUMAR SAGAR:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) the schemes for the development of toll roads at the national level;**
- (b) the toll fee structure and exemption policies prescribed under the said schemes?**
- (c) the number of toll booths set up in Shahjahanpur Lok Sabha Constituency under the said schemes;**
- (d) the complaints of the public with regard to levying of toll charges in the country; and**
- (e) the impact of the said schemes on road usage?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) Development of National Highways (NHs) is carried out through different modes, such as Engineering Procurement Construction (EPC), Hybrid Annuity Model (HAM), Build-Operate-Transfer (BOT) (Toll/Annuity), Infrastructure Investment Trusts (InVIT), and Toll-Operate-Transfer (TOT), in order to ensure efficient construction, operation and maintenance.

(b) The extant National Highways Fee (Determination of Rates and Collection) Rules, 2008 for levy of fee for services or benefits rendered on National Highways, was formulated in the year 2008, ensuring more

transparency and certainty in the determination of user fee rates, with a uniform methodology for calculating user fees across the country.

Various categories of vehicles are exempted from payment of user fees at National Highway fee plazas in terms of Rule 11 of the NH Fee Rules, 2008 and subsequent amendments. Further, no fee is levied for the use of the section of national highway, permanent bridge, bypass or tunnel, as the case may be, by two wheelers, three wheelers, tractors and animal drawn vehicles provided no service road is available.

(c) The details of fee plazas operational in Shahjahanpur Lok Sabha Constituency are as below:

Sl. No.	Name of the FeePlaza	No. of Lanes at Fee Plaza	NH Number
1.	Sabli Powayan at Km. 61.500	6	730 A
2.	Hitouta at Km 69.700	8	730
3.	Kudaiya Fee Plaza at Km. 91+010	8	730C
4.	Mahanandpur at Km. 78.991 (yet to be started)	6	731

(d) User fee at all fee plazas on National Highways are collected in accordance with the provisions of the prevailing NH Fee Rules and the Concession Agreement. Further, the Government through its executing agencies monitors all fee plazas to ensure compliance with the National Highways Fee Rules.

In addition, the Government has established multiple grievance redressal mechanism for addressing user fee-related issues on National Highways. Complaints can be lodged through the National Highways 24x7 Toll-Free Helpline 1033, the dedicated email: falsededuction@ihmcl.com, the respective FASTag issuer bank helplines, as well as through the RajmargYatra App. These mechanisms are effective, transparent, and easily accessible to road users.

(e) Implementation of various schemes related to development of NHs has led to improved road quality of National Highways, better maintenance standards, reduced travel time, enhanced fuel efficiency and overall improved user experience, thereby positively impacting road usage.
