

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

**LOK SABHA
UNSTARRED QUESTION NO. 1853
ANSWERED ON 30th JULY, 2026**

TOLL COLLECTION INFRASTRUCTURE IN MAHARASHTRA

1853. SHRI BHASKAR MURLIDHAR BHAGARE:

SMT. SUPRIYA SULE:

DR. AMOL RAMSING KOLHE:

SHRI MOHITE PATIL DHAIRYASHEEL RAJSINH:

PROF. VARSHA EKNATH GAIKWAD:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) whether the Government has taken note of recurring complaints from commuters in Maharashtra regarding FASTag scanner failures, erroneous double-toll deductions and congestion at major toll plazas on key corridors, if so, the details thereof;

(b) whether cases of overcharging by unauthorized agents issuing FASTags near toll plazas have been reported in the State, if so, the details thereof and the action taken thereon;

(c) whether the Government proposes to establish a transparent grievance redressal mechanism and compensation framework for wrongful toll deductions caused by technical glitches, if so, the details thereof;

(d) whether any measures are being taken to ensure seamless interoperability and integrated passes for frequently used urban transport corridors and bridges in Maharashtra, if so, the details thereof; and

(e) the steps being taken to modernize toll collection infrastructure and reduce delays affecting private vehicles and State transport buses operating across Maharashtra?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) The health of all critical ETC equipment across National Highway fee plazas including that in the State of Maharashtra, are monitored through Toll Monitoring and Control Centre (TMCC). Additionally, a mechanism has been also established for regular coordination between System Integrators, Banks and fee collecting agencies. The issues at the fee plazas are attended based on TMCC Reports and feedback from complaint redressal mechanism.

Further, National Payment Corporation of India (NPCI), which provides the Central Clearing House (CCH) services of National Electronic Toll Collection (NETC) Programme, has reported that only 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.

(b) No such complaint has been received in recent times. FASTags are issued and sold by Reserve Bank of India (RBI) regulated banks and fintech entities through Point of Sale (PoS) counters located near fee plazas. Additionally, FASTags are also available through online channels of certain issuer banks.

(c) The Government through National Highways Authority of India (NHAI) 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, which also provide information on the action taken.

Further, any amount deducted erroneously is, on verification, reversed to the user account by the concerned Bank.

(d) Nationwide interoperability of FASTag across all fee plazas including the State of Maharashtra is ensured through the National Electronic Toll Collection (NETC) programme operated on the platform of NPCI, whereby a single FASTag is usable across National Highway fee plazas as also on State Highways under NETC program.

(e) To ensure smooth traffic flow and reduce congestion at user fee plazas on National Highways, the Government introduced the Radio Frequency Identification (RFID) technology through FASTag for making payment at fee plaza. The declaration of all lanes of fee plazas on National Highways as FASTag Lane of the fee plaza has resulted in seamless movement at user fee plazas, reduced waiting times, and alleviated congestion, thereby improving efficiency at fee plazas on National Highways. At present more than 98% of the user fee on National Highways/Expressways is collected through FASTag only.

Apart from this, congestion on fee plaza is also monitored through a GIS-based toll congestion monitoring solution.

Further, the Government has decided to implement Multi Lane Free Flow MLFF through Automatic Number Plate Recognition (ANPR) with AI analytics and RFID-based Electronic Toll Collection (FASTag) which facilitates barrier-less tolling, where the user fee shall be charged from the vehicle users without having to stop, slow down or stay in a given lane. Multi-Lane Free Flow based barrier less tolling using existing FASTag (RFID)+ANPR/AI- Technology has been awarded on 17 fee plazas. Out of 17 awarded fee plazas, 05 fee plazas have already gone Live i.e., Choryasi Fee Plaza (Surat, Gujarat); Mundka Fee Plaza (Delhi); Gharaunda Fee Plaza (Haryana); Manoharpura Fee Plaza (Rajasthan); Daulatpura Fee Plaza (Rajasthan). 104 fee plazas have been identified for implementation of MLFF system for tolling purposes.
