

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

**LOK SABHA
UNSTARRED QUESTION NO. 807
ANSWERED ON 23rd JULY, 2026**

COMPLAINTS AGAINST TOLL PLAZAS

807. SHRI K C VENUGOPAL:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) the number of complaints registered by commuters against toll plazas on National Highways across the country during the last three years, State-wise particularly on staff misbehaviour, physical assault and long waiting times;

(b) the total number of show-cause notices issued, financial penalties imposed or contract terminations executed by the National Highways Authority of India (NHAI) against concessionaires and toll-operating agencies found violating standard operating procedures during the last three years;

(c) whether the Government proposes to suspend toll collection on National Highways that are under construction, if so, the details thereof; and

(d) whether the Government has conducted regular compliance audits to verify if toll plazas are providing mandatory basic amenities, if so, the details thereof?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) Complaints regarding staff misbehaviour, physical assault, and long waiting times at fee plazas are received and addressed in a timely

manner. Appropriate action is taken to resolve the issues and ensure effective redressal of the complaints. The State-wise details of such complaints received during the last three years are at Annexure A.

(b) The details of show cause notices issued to tolling Contractors, penalties imposed and termination of contracts during the last three years are at Annexure B.

(c) The collection of user fee commences only upon issuance of the Completion Certificate/Provisional Completion Certificate and the safety report certifying that the concerned section of the National Highway is fit for operation. User fee at Fee Plazas on National Highways (NHs) is levied and collected only after the publication of the respective user fee notification in the Gazette of India, in accordance with the provisions of the National Highways Fee (Determination of Rates and Collection) Rules, 2008 and the terms and conditions stipulated in the respective Concession Agreements.

Further, as per the provisions of the NH Fee Rules, 2008, the applicable user fee is reduced during the period of upgradation of National Highway projects, and no annual revision of the user fee is carried out until completion of the upgradation works, as under:

(i) Reduction of applicable user fee to 30% on stretches where two-lane highways with paved shoulders but below four lane configuration being upgraded to four lane or more lanes configuration.

(ii) Reduction of applicable user fee to 75% on stretches where upgradation of four lane highways being upgraded to six lane or above configuration.

(d) Regular inspections and monitoring of User Fee Plazas are conducted through executing authority, in accordance with the provisions of the Contract/ Concession Agreement and extant operational guidelines. Compliance with prescribed requirements such as ambulance, crane, patrol vehicles, toilets, drinking water, illumination, lane equipment, CCTV surveillance, Variable Message Sign (VMS), FASTag infrastructure, public information display boards and other mandatory facilities is periodically reviewed through inspections, audits and reports. Wherever

deficiencies are observed, corrective directions are issued and contractual action, including imposition of penalties or other measures as per the provisions of the Contract/Concession Agreement, is taken against the defaulting agency, wherever warranted.

ANNEXURE A**ANNEXURE REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 807 FOR ANSWER ON 23rd JULY, 2026 ASKED BY SHRI K C VENUGOPAL REGARDING COMPLAINTS AGAINST TOLL PLAZAS.**

The details of complaints received relating to staff behaviour, physical assault and excessive waiting time (through 1033, PG, Rajmarg Yatra App, email, written etc.):

Name of the states/UTs	No. of complaints	Total Complaint resolved	Total Complaint Pending
Andhra Pradesh	3389	3389	0
Assam	3587	3587	0
Bihar	4424	4402	22
Chhatisgarh	1608	1608	0
Delhi	19461	19423	38
Gujarat	11026	11006	20
Himachal Pradesh	908	908	0
Jammu & Kashmir	1597	1597	0
Jharkhand	1100	1100	0

Karnataka	4884	4879	5
Kerala	3630	3630	0
Madhya Pradesh	3596	3589	7
Odisha	2647	2637	10
Punjab	4532	4506	28
Rajasthan	8837	8837	0
Tamil Nadu	2811	2804	7
Telangana	1764	1763	1
Uttar Pradesh	8697	8691	6
Uttarakhand	966	966	0
West Bengal	1536	1531	5

ANNEXURE B

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO. 807 FOR ANSWER ON 23rd JULY, 2026 ASKED BY SHRI K C VENUGOPAL REGARDING COMPLAINTS AGAINST TOLL PLAZAS.

The details of show cause notices issued to tolling Contractors, penalties imposed and termination of contracts during last 3 years:

Total number of show cause notices issued (in last 3 years)	Penalties imposed in Rs./Cr. (in last 3 years)	Contracts terminated for such violations during the said period(in last 3 years)
146	5.53 Cr.	3
