

**GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA**

UNSTARRED QUESTION NO:737

ANSWERED ON:02.03.2010

IMPROVEMENT OF TOLL COLLECTION SYSTEM

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Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) whether the existing toll collection system is faulty and inadequate;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) the remedial steps taken by the Government to streamline and improve the present system on all the National Highways in the country;
- (d) whether the Government/NHAI has constituted any committee to look into the issues pertaining to the various problems faced by commuters on toll plazas; and
- (e) if so, the details thereof alongwith the suggestions received from public transport organisations in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI R.P.N. SINGH)

(a) & (b): Some shortcomings has been observed in the existing user fee collection system used in case of Public Funded Projects such as; delay in engagement of fresh agency, complaints against selection committee for irregularity in selection process, complaints (mostly false) being used as a tool for delay in selection of new agency or for engagement of selected agency, representations regarding alleging ineligibility of some of the sponsored candidates at the time of interview, sponsored Officers approaching courts and getting stay orders, subletting of Plazas, revenue loss through inefficient plaza management etc.

(c): Steps are under consideration to streamline and improve the present collection system by procurement of collection agency through open competitive bid system to auction the user fee collection activities at the plaza on public funded projects, use of automation in collection system. Electronic toll collection system is to be installed on all the toll plazas.

(d): Two committees have been formed to monitor the problems faced by commuters on toll plazas:

(i) A committee to study user fee (toll) related issues including concession and user fee rates was constituted vide Ministry of Road Transport & Highways (MoRT&H) vide its order dt 12.11.2008

(ii) Committee for monitoring, reviewing and oversee the functioning of toll system and maintenance of road section was constituted vide order dated 02-01-2009.

(e): All India Motor Transport Congress (AIMTC) went on a nationwide strike in July 2008. The strike was called off on 04 Jul 08 based on an agreement signed by the Govt with AIMTC. As part of the agreement with All India Motor Transport Organization (AIMTC) it was decided, amongst others things, to "constitute a committee consisting of the members from NHAI, Department of Road Transport & Highways, other Govt. Departments, six members from AIMTC and Road Sector experts to look into all toll related issues including user fee rates". The Government of India constituted a committee to re-examine all the toll related issued including rates under the Chairmanship of Member (Finance) NHAI. A monitoring committee was constituted by Government of India headed by Chairman, NHAI to monitor the operation maintenance and other tolling obligation of fee collection system. In each quarter two sections are to be visited by the committee. The mandate of the committee is to monitor the function of collection related issues and it is doing its work properly. No major suggestions have been received so far.