

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

UNSTARRED QUESTION NO:3148

ANSWERED ON:16.03.2010

COMPLAINTS AGAINST TOLL PLAZAS

Bapurao Shri Khatgaonkar Patil Bhaskarrao;Gaikwad Shri Eknath Mahadeo;Pandey Saroj;Sugavanam Shri E.G.;Yadav Shri Ranjan Prasad

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

- (a) whether the Government/NHAI has constituted any Nodal Authority to manage the Toll Plazas on the National Highways;
- (b) if so, the details thereof;
- (c) whether the Government has received complaints of irregularities including issuance of fake receipts and poor management of toll plazas etc. in toll collection centres functioning in the country;
- (d) if so, the details thereof, NH and State-wise alongwith the reaction of the Government thereto;
- (e) whether the Government has conducted any inquiry in this regard;
- (f) if so, the details thereof;
- (g) the action taken by the Government/NHAI against the persons managing toll plazas found to be involved in such irregularities; and
- (h) the corrective measures taken/ proposed to be taken to check irregularities in toll collection?

Answer

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

(a): No, Sir.

(b): Does not arise.

(c) & (d): Details including action in this regard are enclosed as Annex.

(e) & (f): No, Sir. However, if such complaints of fake tickets are received, a decoy team is sent to the plaza. The member of this team crosses the plaza during different shifts using different type of vehicles continuously for six days. The tickets so purchased by them are verified from the authentic record. Some times officers of National Highways Authority of India (NHAI) also visit the plaza for verifying the complaint. Action is initiated as per finding of such verification.

(g): As per details given under parts (c) and (d) above.

(h): Following corrective measures are under consideration to check the irregularities:-

(i) The proposal for auctioning of the plaza by open competitive bidding is under consideration.

(ii) Electronic toll collection system installation programme is under consideration and a high level committee for its implementation has been constituted in this regard.