

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

UNSTARRED QUESTION NO:240  
ANSWERED ON:27.07.2010  
EXEMPTION FROM TOLL TAX  
Viswanathan Shri P.

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

- (a) whether a large number of persons/categories of vehicles are exempted from paying toll tax;
- (b) if so, the details thereof; and
- (c) the steps taken to mop up more revenue from toll tax and to avoid hindrances to the general public at the toll gates?

**Answer**

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

(a) & b) Categories of vehicles transporting or accompanying the individuals as indicated in Rule 11 of the National Highways Fee (Determination of Rules and Collection) Rules, 2008 (NH Fee Rules, 2008) are exempted from levying of user fee (Toll). A copy is at Annexure. The user fee (Toll) is levied as per the said NH Fee Rules, 2008.

c) Steps taken to improve revenue collection and reduce hindrance to the general public:-

(i) National Highways Authority of India (NHAI) is mostly collecting user fee through Directorate General of Resettlement (DGR) sponsored Ex-Servicemen, where actual collection of User Fee is deposited in NHAI account.

(ii) However, now NHAI is awarding the 'Operation, Maintenance and Transfer (OMT)' contracts, wherein the contractor based on traffic estimates, quotes the user fee revenue upfront, that would be deposited with the NHAI every year. Engagement of Operation, Maintenance and Transfer (OMT) contractors for longer sections and longer period ensure better and cost effective management of road and assured User Fee (Toll) revenue to NHAI

(iii) Deployment of Auditors and supervisors by NHAI for monitoring user fee (toll) collection activity at Fee Plazas,

(iv) Computerization of Fee Collection at fee plazas for prompt issue of tickets to reduce the queuing at the fee plaza,

(v) Installation of signages before the plazas, displaying the fee rates so that user uses the correct lane and has exact amount of cash with him at the time of reaching at the plaza. This reduces the time taken in clearance of a vehicle at the toll plazas.