

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

UNSTARRED QUESTION NO:2560
ANSWERED ON:10.08.2010
QUEUE AT TOLL PLAZAS
Ramasubbu Shri S.

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

- (a) whether there are reports/complaints of long queue at toll plazas on the various National Highways in the country;
- (b) if so, the details thereof, NH-wise and State-wise;
- (c) whether the Government has taken any steps to address this problem and to ensure free flow of traffic at toll plazas;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

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

(a) & (b) Yes, Sir. On some toll plazas near urban areas, traffic queues have been observed, especially during peak hours.

(c) & (d) A number of steps have been taken to avoid delays at toll plazas, such as encouraging use of electronic tags wherever such facility is available, having lane discipline enforced through deploying traffic marshals, upgrading the toll technology from manual to semi-automatic to automatic system, advising concessionaire from time to time to bring in efficiency and reduce time at toll plazas, etc. Recently, the Government has decided to introduce Road Frequency Identification (RFID) based inter-operable electronic toll collection system to ensure seamless travel across all National Highways without stopping at toll plazas, which is likely to be operational by 2012.

(e) Does not arise.