

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

STARRED QUESTION NO:371

ANSWERED ON:29.08.2011

TOLL COLLECTION ON HIGHWAYS

Singh Shri Rajiv Ranjan (Lalan);Yadav Shri Dinesh Chandra

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

- (a) whether private agencies have been entrusted with the responsibility of toll-tax collection on the National Highways in the country including Delhi-Gurgaon Highway;
- (b) if so, the details thereof;
- (c) whether there is any authority in place to sort out complaints of difficulties being faced by the users in this regard;
- (d) if so, the details of the above authority and the location of its office; and
- (e) whether the Government has made any arrangements to disseminate information to the general public besides addressing complaints of difficulties being faced by them and if so, the details thereof?

Answer

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS (DR. C. P. JOSHI)

(a) to (e) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 371 FOR ANSWER ON 29.08.2011 ASKED BY SHRI RAJIV RANJAN SINGH ALIAS LALAN SINGH AND SHRI DINESH CHANDRA YADAV REGARDING TOLL COLLECTION ON HIGHWAYS

(a) & (b) Yes Madam. Some private agencies have been entrusted with the work of fee collection on National Highways including Delhi-Gurgaon section of NH-8 as per details enclosed as annex.

(c) to (e) To sort out complaints of difficulties being faced by the users, all Regional/Field officers under jurisdiction of whom the Toll plazas fall are the authorized representatives of the Ministry/NHAI are being directed to proactively address complaints.

The dissemination of information and public grievances/complaints are addressed through information provided on NHAI website, Public Grievances Redressal Mechanism, interactive Face Book account of Ministry/NHAI etc. Complaint books are also being maintained at toll plazas. E-mail/Mobile Phone/SMS based user friendly grievances redressal system is also being put in place for quickly addressing public grievances related to all toll plazas.