

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

UNSTARRED QUESTION NO:910

ANSWERED ON:19.03.2012

TOLL-TAX COMPLAINTS

Biju Shri P. K.;Meghwal Shri Arjun Ram ;Ponnam Shri Prabhakar

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

- (a) whether the complaints regarding toll-tax collection on NHs are constantly increasing;
- (b) if so, the details thereof during the last three years and the current year alongwith the action taken/proposed to be taken by the Government in this regard;
- (c) whether the Government proposes to set up a system by using the information technology to address the continuous complaints regarding toll-tax on NHs;
- (d) if so, the details thereof and if not, the reasons therefor;
- (e) whether the Government is also considering to set up a new authority for monitoring of tolls and introduce uniform toll collection throughout the country; and
- (f) if so, the details thereof and the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI JITIN PRASADA)

(a) & (b) No Madam. However, as and when a complaint is received regarding toll collection, the same is promptly investigated and necessary action is being taken.

(c) & (d) Ministry/NHAI is using Face-Book to redress the grievances regarding toll tax. Steps are also being taken to initiate Electronic Toll Collection (ETC) which will provide transparency in the process of user fee collection.

(e) & (f) There is no proposal for setting up of new authority for monitoring of tolls. The toll rates on National Highways are as per uniform policy guidelines throughout whole country. The existing toll rates are as per National Highways Fee (Determination of Rates and Collection) Rules, 2008 as amended from time to time for which the contracts have entered into on or after 5/12/2008. For contracts entered into before 5/12/2008, NH Fee Rules, 1997 are applicable. NH (Fee) Rules, 1997 were to be reviewed after every five years based on wholesale price index and fixed in multiple of rupees five. But the revision could not take place. If, these rates would have been revised periodically they would have been almost at par with the rates fixed by 2008 rules. A statement on the effect is given in Annexure. To remove discrepancy of rates and bring 1997 rates at par with 2008 rates a transition plan has already been notified on 12.10.2011 which is available on this Ministry's website. www.morth@nic.in.