

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

UNSTARRED QUESTION NO:669

ANSWERED ON:13.08.2012

COMPLAINTS REGARDING TOLL TAX

Jaiswal Shri Gorakh Prasad ;Singh Shri Ratan;Vasava Shri Mansukhbhai D.

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

- (a) whether the Government has received complaints against toll tax operators at Bharuch-Surat stretch of Gujarat, Sanjay Setu/ Ghagra Ghat of Uttar Pradesh and Bharatpur-Mahua, Agra Bharatpur and Mahua-Jaipur of Rajasthan during the last three years;
- (b) if so, the nature of these complaints alongwith the action taken on these complaints and the outcome thereof;
- (c) the concrete measures taken to prevent local people from the exploitation of these operators;
- (d) whether any service lanes have been constructed nearby these tolltax collection centres;
- (e) if so, the details thereof; and
- (f) if not, the reasons therefor?

Answer

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

- (a) Yes, Madam.
- (b) & (c) The nature of the complaints were generally misbehavior with the road users. The fee collecting agency has been strictly warned to be polite with the road users.
- (d) No, Madam.
- (e) Does not arise.
- (f) Not provided in the concession agreement, as this may lead to leakage in toll revenue.