

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

UNSTARRED QUESTION NO:1398
ANSWERED ON:03.12.2012
COMPLAINTS REGARDING TOLL OPERATORS
Jaiswal Shri Gorakh Prasad ;Singh Shri Ratan

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

- (a) whether the Government has received any complaints from the local people against the toll operators of Bharatpur-Mahua, Agra-Bharatpur and Mahua-Jaipur and also against the operators of Sanjay Setu/Ghagra Ghat of Uttar Pradesh (U.P.);
- (b) if so, the details thereof during the last three years and the current year; and
- (c) the action taken by the Government on these complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI SARVEY SATHYANARAYANA)

(a) Yes, Madam. Some complaints were received on Bharatpur-Mahua, Agra-Bharatpur and Mahua-Jaipur section of NH 11. No complaints were received against the operators of Sanjay Setu/Ghagra Ghat of Uttar Pradesh.

(b) No. of complaints during the last three years and current year are as under :-

Section	No. of complaints			
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	2009-10	2010-11	2011-12	2012-13
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Bharatpur-Mahua	16	11	19	25
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Agra-Bharatpur	3	2	4	3
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Mahua-Jaipur	7	10	12	14
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The nature of complaints received is generally of following types:-

(i) Misbehavior of toll collecting personnel

(ii) Exemption desired by non eligible road users

(iii) Delay in collection of fee at toll plaza.

(c) Following actions are taken:-

(i) These complaints are addressed promptly and after enquiring into the complaints wrong doers were removed from service by toll operator.

(ii) Delay due to system failure is promptly corrected, efficient staff is deployed for quick collection.

(iii) Orientation to people and personnel for good behavior is regularly undertaken.