

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

UNSTARRED QUESTION NO:4402  
ANSWERED ON:22.04.2013  
TOLL MANAGEMENT  
Naranbhai Shri Kachhadia

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

- (a) whether the Government has taken any steps to carry out strict checking of toll plazas and ensure that there should be a mechanism to free toll gates in case of long queues at toll lanes;
- (b) if so, the details thereof; and
- (c) the details of the initiative taken by the National Highways Authority of India to give clear direction to private developers to comply with the norms or face financial penalty in case they fail to improve traffic flow and manage toll road efficiently?

**Answer**

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

- (a)&(b) As per National Highways Fee (Determinations of Rates and Collection) Rules, 2008 as amended and in terms of the concession agreement, there are provisions for increasing the toll lanes, if the waiting time in queue exceeds 3 minutes, a service time of not more than 10-15 seconds per vehicle at peak flow, however there is no specific provision to free toll gates in case of long queues at the toll lanes. Periodical review is being done by the Government and NHAI officials to ensure the smooth functioning of toll plazas.
- (c) To improve traffic flow & manage Highways effectively Electronic Toll Collection system is being implemented.