

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

UNSTARRED QUESTION NO:1903  
ANSWERED ON:19.08.2013  
COMPLAINTS AGAINST TOLL AGENCIES  
Choudhary Shri Harish;Patel Shri Lalubhai;Singh Shri Ratan

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

- (a) whether the Government/National Highways Authority of India has received any complaints against the toll agencies during the last three years and the current year;
- (b) if so, the details thereof, State-wise indicating the nature of these complaints along with the action taken thereon, toll agency-wise;
- (c) whether the Government proposes to review the toll contracts and introduce uniform toll collection system throughout the country in view of increasing number of toll complaints; and
- (d) if so, the details thereof?

**Answer**

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

(a) to (b) Yes, Madam. The statement is given below:

PIU wise summary of complaints received against the Agencies.

S. No.	State / RO	PIU	No. of Complaints	Total no. of complaints in State
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1	Andhra Pradesh	Visakhapatnam	7	10
		Vijayawada	3	

2	Bihar	Gaya / Varanasi	2	3
		Muzaffarpur	1	

3	Delhi	Gurgaon	32	33
		(including CMU Mathura / Delhi - Badarpur Gurgoan Elevated Expressway)		1

4	Gujarat	Ahmedabad	2	3
		Surat	1	

5	Haryana		Nil	
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6	Jharkhand	Dhanbad	8	8
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7	J & K		Nil	
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8	Karnataka	Dharwad	1	1
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9	Kerala		Nil	
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10	Madhya Pradesh	Raipur	1	3
		Indore	2	

11	Maharashtra	Pune	2	4
		Amaravati	1	
		Nagpur	1	

12	North East		Nil	
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13	Odisha	Bhuvneshwar	1	1
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14	Punjab		Nil	
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15	Rajasthan	Udaipur	4	34
		Bharatpur	12	
		Jhalawar	5	
		Jaipur	13	

16	Tamil Nadu		Nil	
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17	UP & Uttrakhand	Agra	1	7
		Gorakhpur	1	
		Allahabad	1	

Mathura 1  
Ghaziabad 1  
Varanasi 1  
Meerut 1  
18 West Bengal Nil

Note:- In case, a section covers more than one State, the Complaint is shown in the State where the office of the RO is situated.

Nature of Complaints and action taken thereof;

1. Misbehaviour by the employees – After verification, the concerned employees were warned/ removed from the duty. Agencies were directed to provide proper training to employees for good behaviour.
  2. Bad condition of road - Action taken for immediate repair and maintenance of road.
  3. Poor maintenance of Amenities like toilets etc. – Necessary directions were issued to the Concessionaires to maintain the amenities properly.
  4. Delay in toll collection at the plaza/ closure of lanes - Agencies were asked to engage efficient staff so that there may not be any abnormal delay and to keep all lanes in operation all the time.
  5. Shortage of change (coins) - Agencies/Concessionaires were asked to arrange sufficient change to avoid delay in clearing a vehicle.
  6. Overcharging - Necessary action has been taken against the Agencies found indulged in overcharging by levying penalties/ termination of contract as per Contract Provisions.
- (c) No, Madam. However Government has decided to implement Electronic Toll Collection system in the country by 2014 to minimize complaints from users.
- (d) Does not arise.