

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

UNSTARRED QUESTION NO:675

ANSWERED ON:24.11.2009

PROBLEMS FACED BY ROAD USERS AT TOLL GATES

Viswanathan Shri P.

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

(a) whether several cases of long queues at toll gates and resultant delay caused to the commuters on the National Highways have been reported; and

(b) if so, the details thereof alongwith the action taken by the Government to ensure hassle free movement of vehicles on the National Highways?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT & HIGHWAYS (SHRI R.P.N. SINGH)

(a) to (b) Instances of long queues within the flaring zone have been reported at the toll plaza at km 24.00 of Delhi-Gurgaon access controlled highway, during morning and evening peak hours. The Concessionaire has been advised by the NHAI from time to time to take suitable measures for avoiding long queues. The matter of traffic in-discipline has been taken up by the NHAI with the District Administration/Traffic police for enforcement of lane discipline among commuters.