

Frequently Asked Questions

Snapshot of tolling as on 31.03.2020 under NHAI Projects: +

Who collects user fee? +

Why full user fee (toll) is to be paid although we travel a small length on the project road? +

Why the user fee (toll) rate is different at 2 Toll Plazas? +

The categories of vehicles and their rates are different? +

What is normal minimum distance between two adjacent Toll Plazas? +

Why concessions to local/ frequent users are different? +

Why the formula and the date of annual revision of user fee across the toll plazas are different? Why rounding of fee in some toll plazas is Re.1/- and Rs.5/- in others? +

User fee collection started even though the project is not completed. +

The Concessionaire has collected user fee (toll) more than the expenditure incurred by him. Why he is allowed to continue with toll collection? +

How long a toll plaza shall be in operation? What is the duration for which the user fee shall be collected at any toll plaza? -

Once a highway is built, Fee is to be collected to recover the cost. Once cost is recovered the fee is collected at reduced rate of 40% as the road is to be maintained in good condition for the travellers. +

The list of exempted vehicles is not uniform in the projects. +

Whether Ex-Servicemen are exempted from payment of user fee. +

I am a winner of Police Medal/ Padmashree. Am I entitled for exemption from payment of user fee? +

I am a central government/ state government officer. Am I entitled for exemption? +