

# Behaviour Of Toll Road Users In Gudiyattam Town, Vellore District, Tamil Nadu, India

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## Abstract

The National Highways or Toll roads play an important role in connecting different cities. They not only reduce traffic problems but also help to save fuel and precious time of the travellers . These National Highways are maintained and managed by National Highways Authority of India (NHAI) . The NHAI has set up toll plazas which collect the toll taxes from the vehicle drivers who use the National High ways. Besides this, NHAI has kept SOS (save our soul) service boxes along the National Highways to help the toll road Users in case of Emergency. Keeping these in mind , the authors in this article have made an attempt to study the Behaviour of the toll road users in Gudiyattam town. The study has been conducted among 100 respondents who use the toll roads. The authors have adopted convenience sampling method to collect the primary data.

**Keywords:** Toll road ,FASTag, NEFT / RTGS, FASTag mechanism, NHAI , Toll charge .

## INTRODUCTION

A “Toll Road” is also known as “Toll way” or “ Toll highway ”. In India most of the toll roads are owned by National Highway Authority of India. The NHAI constructs, develops and maintains the National Highways. The NHAI has setup toll plazas / toll gates to collect a fee called toll charge from the vehicle Drivers. The toll fee is charged to recover the expenses incurred to construct the toll road and also to maintain the same. To collect the toll tax from the vehicle drivers who use the toll roads , the NHAI has introduced a mechanism called FASTag. FASTAG is nothing but an electronic toll collection system / device. The FASTag is linked to a prepaid account or bank account. By this mechanism , the toll charges will automatically be deducted from the linked bank account when the vehicle passes through the toll plaza. It may be mentioned here that the vehicles that do not have valid FASTag have to pay excess fee or higher fee when they pass through the toll gate. In India, FASTags were initially introduced in the year 2014. By way of caution it is mentioned that the words mentioned in this article “National Highways”, “Toll roads” convey the same meaning. The nearest toll plaza situated to Gudiyattam town is pallikonda toll plaza. It has been setup on the National Highways 48 (NH 48 ).

## REVIEW OF LITERATURE

Naga murali et., al., (2000) in their article titled “ A study on user acceptable road pricing policy for Toll roads: A case of Eethakota ”, India have stated that a better understanding of perceptions and acceptability on different road pricing schemes can help transport planners and decision makers to know the public support for road pricing schemes before and after implementation. They have conducted the study among 550 respondents by using questionnaire method. According to the authors there are significant differences in user acceptability by the type of charging scheme proposed. They have also stated that the signs of estimated parameters fit prior knowledge and are statically significant.

Wang et., al., (2000) in their article Socio – Economic planning sciences Under the title “Delivery of private toll roads: Incentive strategies for improving service quality and social welfare” have made an attempt to identify and examine incentive strategies for improving the operational quality of toll roads delivered by private entities. According to the authors , only when the shadow cost of public funds is below a specific threshold there

can be a feasible incentive strategy for ensuring quality improvement and higher social welfare. They have also stated that an incentive contract with a predetermined quality can enable a higher operational quality while requiring a higher incentive intensity.

QianwenGuo et., al., (2017) have conducted a study under the title “An integrated model for road capacity choice and cordon toll pricing” have made an attempt to address road capacity choice and cordon toll pricing issues for an urban transportation corridor. They have stated that in the numerical studies that the self – financing requirement can lead to a decreased social welfare, and subsidies in certain ranges are welfare – improving. They have found that subsidy increments yield disproportionately smaller welfare improvements, which is a sign of low efficiency.

Karpushko et., al., (2021) in their article “ Analysis of Efficiency of Toll Road Network Development” have analysed the experience of Russian cities that provide toll roads charging. The authors have analysed the cost of operating a vehicle when driving through a toll road facility by reducing the consumption of fuel and lubricants, tire wear, repair costs and other items of operating costs. The authors have also pointed out that the advantage for users of toll roads was determined by saving time for delivery of goods and passengers, increasing comfort and traffic safety.

Suwarto et., al., (2020) have conducted a study under the title, “Toll road maintenance towards minimum service standard”. In their article the authors have stated that investment in toll road construction is conventional investment in the form of investment within a certain period of time to obtain profits from the results of capital loans / financing obtained from toll revenues during toll road operation during concession of period by BUJT. The authors have found that majority of the BUJT has regularly carried out efforts to improve road functions, however they have the inadequacy in conduct conditions surveys by Using equipment according to the standards.

## OBJECTIVE OF THE STUDY

The chief aim of the study is to elicit the opinion of the sample toll road users in Gudiyattam Town. The other objectives include (1) To assess the awareness of the sample toll road users and (2) To assess the attitude of the sample toll road users in Gudiyattam Town.

## STATEMENT OF THE PROBLEM

National Highways play an important role by reducing travel time, distance between important cities. Furthermore, fuel used by the vehicles could also be saved to a greater extent since traffic is low. These national highways are maintained and managed by the National Highways Authority of India Limited .The NHAI has set up toll plazas to collect the toll taxes from vehicles ( that is from the vehicle drivers ) that use the toll roads / National High ways .At this juncture it is necessary to assess the awareness , elicit the opinion and behaviour of the users of the toll roads or National highways on related issues .Hence the authors have made an attempt to study the behaviour of the toll road users in Gudiyattam town under the title “ Behaviour of Toll road users in Gudiyattam Town”.

## METHODOLOGY

### Sample Size

The primary Data relating to the study were collected from 100 sample respondents who are residing in Gudiyattam and use the Toll roads.

### Period of the Study

The primary data were collected in the month of January, 2023.

### Sampling method

In order to collect the primary Data from the sample respondents , the authors have adopted convenience sampling method .

### Data Collection Tool

The questionnaire, method was used in the present study

### Limitation of the Study

1. The findings and suggestions of the study may or may not be applicable to other areas.

## ANALYTICAL PART OF THE STUDY

In these modern days both males and females are possessing cars. Keeping this in view the authors asked the sample respondents who are using the National Highways and paying toll charges to specify the Gender to which they belong to. The sex wise classification of the sample respondents is presented in the following table.

**TABLE-1 : Gender – wise classification**

Gender	No. of Respondents	Percentage
Male	73	73.0
Female	27	27.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

From the above table it is very clear that out of the 100 sample toll users who are availing FASTag service , 73 are males and 27 are females. From this it can be inferred that female sex are also growing to own and drive cars/Jeeps/Vans in an appreciable manner.

The toll charges levied by Toll plazas (NHAI) differ from Vehicle to Vehicle. For example, the toll tax collected for a car is low when compared to a Lorry. Hence the authors asked the toll tax payers to specify what type of vehicles they are possessing and their responses are presented in Table 2.

**TABLE – 2: Type of Vehicle**

Vehicle	No. of Respondents	Percentage
Car	51	51.0
Jeep	12	12.0
Van	15	15.0
Lorry	22	22.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

It is crystal clear from the above table that out of the 100 sample toll road users majority of them (51 percentage) are owning cars. Similarly 22 percentage, 15 percentage and 12 percentage of the sample vehicle owners are possessing Lorries, Vans and jeeps respectively. Hence it is concluded that majority of the toll road users are possessing cars.

The sample vehicle owners were asked whether they are vehicle owners?or Driving vehicles on behalf of the vehicle owners? or owner-cum-drivers? The responses for the above mentioned question are given in Table 3.

**TABLE- 3 :Vehicle owner or Driver category**

Owner or Driver	No. of Respondents	Percentage
Vehicle Owner	68	68.0
Vehicle Driver	19	19.0
Owner – cum – Driver	13	13.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

The above Table reveals that out of the 100 sample toll road users, 68 of them are possessing vehicles on their own, that is they belong to vehicle owner category. 19 of the sample toll road users have expressed that they do not own vehicles and belong to vehicle Driver category. 13 of them have clearly cited that they possess vehicles and also act as Drivers. Hence it is concluded that majority of the sample respondents are vehicle owners.

Some sample respondents may use the National Highways that is the toll roads very often some may use the toll roads rarely. The toll road users who use the National Highways very frequently will have better experience when compared to the persons who use the toll roads rarely. Keeping this in mind the authors asked that sample respondents whether they belong to frequent toll road user category that is whether they use the toll roads very often road user category or rare users of toll roads category? The responses are tabulated in Table 4.

**TABLE-4: Frequent Toll Road user or Rate user of Toll Roads**

User category	No. of Respondents	Percentage
Frequent Toll User	56	56.0
Rare User of Toll Road	44	44.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

The above table clearly states that 56 percentage of the sample respondents are using the toll roads frequently whereas 44 percentage of the sample respondents are using toll roads rarely. That 44 percentage of the sample users either may use the toll roads rarely or use the alternate routes in order to avoid the toll charges. Hence it may be concluded that majority of the sample toll road users ( 56 percentage ) are using the toll roads Frequently.

The toll road Users can purchase the FASTag stickers for their vehicles from commercial banks and payment banks such as Airtel payments Bank, Equitas small Finance Bank and Paytm Payment Banks. The authors in order to know which bank has been preferred by the toll Users for purchasing the FASTag stickers had listed out 15 Financial institutions which are issuing FASTag stickers in the questionnaire and asked them to indicate from which financial institution they have purchased their FASTag stickers. The responses of the sample toll road users are given in the following table no.5.

**TABLE -5: The brand name of FASTAG Purchased**

Brand Name	No. of Respondents	Percentage
SBI	40	40.0
Indian Bank	35	35.0
Axis Bank	15	15.0
ICICI Bank	6	6.0
Others	4	4.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source :Primary Data .

Out of the 15 Financial institutions listed in the questionnaire, the sample toll road Users have purchased their FASTag stickers only from Five financial institutions namely State Bank of India, Indian Bank, Axis Bank, ICICI Bank and PayTm payments Banks. Hence the remaining financial institutions that were not preferred have not been mentioned in the frequency table. The above table reveals that 40 percentage, 35 percentage, 15 percentage, 6 percentage and 4 percentage of the sample toll road users have bought their FASTag stickers from State Bank of India, Indian Bank, Axis Bank, ICICI Bank and PayTm payments Banks respectively. Hence it is concluded that State Bank of India has been preferred by 40 percentage of the sample toll road users to purchase FASTag stickers for their Vehicles.

FASTag have been made mandatory and the vehicle users have to stick FASTag stickers on their vehicles while they use the toll roads. The vehicle users who do not have valid FASTag stickers have to pay excess fees and wait for some more minutes at the concerned toll plazas. Hence the authors wanted to know whether the toll road users are aware of this information and their responses are given in the table 6.

**TABLE – 6: Importance of FASTag**

Date	No. of Respondents	Percentage
I Know	24	24
I Don't Know	24	24
I Know	55	55.0
No Idea	21	21.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

From the above table it is crystal clear that 55 sample respondents are aware that if they do not have a valid FASTag then they have to pay excess fees. And 24 toll road users are not aware of this. The remaining 21 sample respondents have stated that they do not want to comment on this. Hence it is concluded that majority (55

percentage) of the sample toll road users are aware that if they do not have a valid FASTag sticker then they have to pay excess amount.

The authors wanted to elicit the opinion of the sample toll users on the toll charges levied by the toll plazas. To elicit the opinion on the toll charges, the pallikonda toll plaza has been taken into account on a hypothesis basis since it is situated nearer to the sample area, that is Gudiyattam. It would be fit to mention the toll charges levied by the pallikonda toll plaza (By way of caution it may be noted that the toll rates have been extracted from pallikonda toll plaza's website) so that the readers could have a clear idea. The toll gate charges levied by the pallikonda Toll plaza for a car/ Jeep/ Van is Rs.85, Light commercial vehicle (LVC) is Rs.140, 2 axles Bus, Truck is Rs.295 and 3 axle Bus, Truck is Rs.470 for a single Trip only. The responses of the sample respondents are presented in the Table No.7

**TABLE – 7: Opinion on Toll Charges**

Opinion	No. of Respondents	Percentage
Very High	75	75.0
High	3	3.0
Reasonable one	18	18.0
No Idea	4	4.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

Out of the 100 sample toll road Users, 75 of them have clearly stated that the toll rates/ charges charged by the toll plazas are Very High and 3 respondents have cited that the toll charges are High. It is interesting to mention that 18 sample toll road users have expressed that the toll rates charged by the toll plazas are a reasonable one. Similarly 4 percentage of them did not want to comment on this and have put their responses in the “No Idea” part. Hence it is concluded that majority of the sample toll road Users (75 percentage) feel that the toll charges charged by the toll plazas are too High.

The SOS service box is placed along the toll roads by the NHAI in order to help the commuters/toll road users to avail emergency services. The expansion of SOS is “Save our Soul”. The SOS is a GPS enabled system technology. These SOS boxes can be found orange in colours. When a person presses the emergency call button fixed in that SOS box in case of emergency, he/she can avail Ambulance service as soon as possible. How many sample toll road Users are having a clear knowledge about these SOS Boxes is provided in Table No.8.

**TABLE- 8: Knowledge on SOS call service Boxes**

Knowledge	No. of Respondents	Percentage
I have clear knowledge	37	37.0
I don't have clear knowledge	44	44.0
No Idea	19	19.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

Out of the 100 sample toll road users, only 37 of them have a clear knowledge about the usage of SOS call service boxes kept along the toll roads by the NHAI. But 44 toll road users have openly admitted that they do not have clear knowledge about the usage of SOSBoxes. At the same time 19 sample toll road users have not commented on the knowledge of SOS call service boxes. From this it can be concluded that around 50 percentage of the sample toll road users are not aware of the usage of SOS Boxes.

Dignitaries such as president of India, Vice – President of India, Central and state ministers, Leaders of opposition in Lok Sabha or Rajya Sabha or Legislatures having status of cabinet ministers, Governor of states, L.T. Governors of Union territories, speakers or Chairman of central and state Legislatures, Members of parliament in the entire country on production of Identity Cards, Foreign Dignitaries on state visit to India, Foreign Diplomats Using Cars “CO” or “CC” number plates, and Awardees of, ParamVir Chakra, Ashok Chakra, Mahavir Chakra, Kirt Chakra, Vir Chakra, Souria chakra are exempted from paying Toll charges. Similarly Defence Vehicles, Ambulances, Funeral Vans, Postal and Telegraph Department Vehicles, Central and state Government vehicles on Duty can use the highways without paying toll charges. The authors in order to know the awareness of the toll payers about this one had incorporated a question and the responses are tabulated in the following table.

**TABLE - 9: Dignitaries Exempted from paying Toll tax**

Awareness	No. of Respondents	Percentage
Yes, I Know	58	58.0
I do not know	5	5.0
No Idea	37	37.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

For the question that is related to exempted Dignitaries of toll tax, 58 percentage of the sample toll users have clearly stated that they are aware of the Dignitaries who are exempted from paying toll tax. Only 5 percentage of them have asserted that they are not aware of about this. But 37 percentage of them have refused to comment on 'Yes' or 'No' part and have stated that they have No Idea.. Hence it is concluded that majority of the sample toll payers are knowledgeable.

The following table no. 10 clearly exhibits from whom the sample toll road users have purchased their FASTag stickers.

**TABLE – 10: FASTag stickers purchased**

Place of purchase	No. of Respondents	Percentage
Toll Operators	3	3.0
Commercial Banks	35	35.0
NHAI	6	6.0
Amazon	5	5.0
Flipkart	3	3.0
Others	48	48.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

From the above table it is evident that out of the 100 sample respondents, 35 of them have purchased their FASTag stickers from the Commercial Banks. And 48 of them have purchased their FASTag stickers from "Others". In the same way, 6,5,3 and 3 sample respondents have purchased their FASTag stickers from NHAI, Amazon, Flipkart and Toll operators. Hence it is concluded that 48 sample toll users have purchased their FASTag stickers from "Others". Here the term "Others" refer to Digital payment platforms such as paytm.

Toll payers can recharge their FASTags by way of credit cards/ Debit cards, NEFT/RTGS, Net Banking/ UPI, cheques and some other mode of payment. The authors out of curiosity asked the toll payers how they used to recharge their FASTags. The responses for the mode of recharge related question are tabulated in table 11.

**TABLE- 11: Mode of FASTag Recharge**

Mode of Recharge	No. of Respondents	Percentage
Credit Cards / Debit Cards	5	5.0
NEFT / RTGS	30	30.0
Net Banking / UPI	62	62.0
Cheques	3	3.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Source: Primary Data.

It is crystal clear from the above table that 62 percentage of the sample toll road users / toll payers have recharged their FASTags through Net Banking / UPI. 30 Percentage of the sample toll road Users have stated that they have recharged their FASTag stickers by way of NEFT / RTGS mode. A meagre percentage of the toll road users, that is 5 percentage and 3 percentage have recharged their FASTags by using Credit Cards / Debit Cards and Cheques respectively. From this it may be concluded that majority of the toll road users (62 percentage) have recharged their FASTags by way of Net Banking / UPI.

## AWARENESS OF THE SAMPLE TOLL ROAD USERS

In the following part, the authors have made an attempt to assess the awareness of the sample toll road users. For assessing the awareness, the authors had incorporated 5 statements under a three point scale. The following table consists of the awareness of the sample toll users in Gudiyattam town.

**TABLE – 12: Awareness of the sample respondents**

S. No.	Statements	IK	IDN	NI	Total
1.	I know where the FASTag stickers shall be affixed on my vehicle.	95	3	2	100
2.	I know where I can get FASTag for my vehicle .	76	19	5	100
3.	I know drinking water and toilet facilities are available at toll plazas.	96	2	2	100
4.	I know that my vehicle is under surveillance when my vehicle crosses the toll gate.	97	2	1	100
5.	I know that, when I switch to new bank's / Institution's Tag, I have to surrender or block the current Tag.	37	18	451	100
<b>IK: I KNOW, IDK: I DON'T KNOW, NI: NO IDEA, Source: Primary Data</b>					

**1.I know where the FASTag sticker shall be affixed on my vehicle.**

The FASTag stickers shall be affixed at the Upper centre of the windscreen of the four wheeler directly behind the review mirror. That is the FASTag sticker should face the outside .Then only the FASTag could be read by the Radio Frequency Identification (RFID) technology used by the toll plazas. Out of the 100 sample toll road users , 95 percentage of them have clearly stated that where the FASTag stickers shall be affixed on their vehicles.

**2. I know where I can get FASTag sticker for my vehicle.**

A toll road user can purchase the FASTag sticker from temporary booths at NHAI toll plaza that are providing FASTags, Public and private sector commercial banks, Digital platforms, FASTag booths at RTOs and petrol stations. Majority of the sample road users (75 percentage) have a clear knowledge that they can purchase FASTag stickers from the above stated places. Only 19 percentage of them have given the negative answer.

**3. I know Toilet and Drinking water facilities are available at toll plazas.**

Majority of the sample toll road users (96 percentage) have stated that they know toilet and drinking water facilities are available at toll plazas.

**4.I know that my vehicle is under CCTV surveillance in toll plazas.**

97 percentage of the sample toll road users or toll payers are aware that their vehicles will be under CCTV surveillance whenever their vehicles pass through the toll plazas.

**5.I know that when I switch to a new institution's FASTag sticker , I have to surrender or block the current Tag .**

Only 37 percentage of the sample toll road users know that they have to surrender or block the current Tag when they switch to a new institution's Tag.

**ATTITUDE OF THE SAMPLE TOLL ROAD USERS**

The authors had listed seven FASTag related statements under the Five point scale consisted of five scales namely, strongly agree, agree, neither agree nor disagree, disagree and strongly disagree. The authors asked the sample toll users to express their agreement or disagreement with each statement. The agreement or disagreement of the sample respondents with each statement is presented in the following table.

**TABLE – 13: Attitude of the toll road users**

Statements	S A	A	NAD	D	SD	Total
FASTag enables to save my precious time.	43	7	9	39	2	100
I feel that I am being compelled to purchase FASTag.	2	45	13	38	2	100
I feel that FASTag is surely a boon for Toll users.	5	46	9	37	3	100
I am fully aware of the FASTag mechanism.	41	21	34	2	2	100
I feel it is better to avoid toll roads.	18	33	3	43	3	100
Even though I am having the FASTag, sometimes I have to wait for a few minutes at toll plazas.	89	6	5	0	0	100

The toll charge shall be based on the toll road distance used by the vehicles.	91	4	5	0	0	100
<b>SA : Strongly Agree, A:Agree, NAD: Neither Agree nor Disagree, D: Disagree</b>						
<b>SD: Strongly Disagree . Source : Primary Data.</b>						

It is evident from the above table that the statements “FASTag enables to save my precious time”, “I feel that I am being compelled to purchase FASTag sticker”, “I feel that FASTag is a boon for Toll road users”, “I am fully aware of FASTag mechanism”, “I feel it is better to avoid toll roads”, “Even though I am having FASTag sometimes I have to wait for a long time at toll plaza” and “The toll charge shall be based on the toll road distance used by the vehicles” have been agreed and disagreed by the 50 percentage, 47 percentage, 51 percentage, 62 percentage, 51 percentage, 95 percentage and 95 percentage of the sample respondents respectively.

## FINDINGS OF THE STUDY

The key findings of the study are given below.

Out of the 100 sample toll road users:

1. 73 percentage and 27 percentage of them belong to male and female gender respectively.
2. 51 percentage of them are possessing cars.
3. 68 percentage of them belong to vehicle owner category.
4. 56 percentage of them are using the toll roads frequently.
5. A considerable percentage (40 percentage) of the sample toll road users have purchased their FASTag stickers for their vehicles from State Bank of India.
6. 55 sample toll road users are aware that they have to pay higher toll charge / excess fees if they do not have valid FASTag sticker.
7. 75 percentage of the sample toll road users feel that the toll charges charged by the toll plazas are too high.
8. 44 percentage of the sample toll road users are not aware of the usage of the SOS Boxes kept along the roadside of the National Highways.
9. 58 percentage of the sample toll road users have a clear idea about the Dignitaries who are exempted from paying toll tax.
10. 48 percentage and 35 percentage of the toll road users have purchased their FASTag stickers from Paytm like apps and commercial banks respectively.
11. 62 percentage of the sample toll road users have Recharged their FASTag through Net Banking /UPI.
12. 95 percentage of the sample respondents clearly know where the FASTag stickers shall be affixed on their vehicle.
13. 76 percentage of the respondents know very well that from whom they can Get / purchase FASTag for their vehicles.
13. 96 percentage of the sample toll road users are aware of the fact that Drinking water and toilet facilities are available at toll plazas.
15. 97 percentage of the sample respondents have a clear idea that their vehicles will be under CCTV surveillance when their vehicles cross the toll gates.
16. Only 37 percentage of the toll tax payers have stated that they have to surrender or block the current tag when they switch to a new institution’s/bank’s tag.
17. 50 percentage of the FASTag sticker users have agreed that FASTag enables to save their precious time.
18. 47 percentage of the sample respondents feel that they have been compelled to Purchase FASTag stickers.
19. 51 percentage of the toll road users have agreed that FASTag is really boon for them.
20. 62 percentage of the sample toll road users have agreed that they are fully aware of The FASTag mechanism.
21. 51 percentage of the sample toll road users have clearly stated that they feel that it is better to avoid toll roads.
22. 95 percentage of the sample respondents have agreed with the statement “Even though I am having the FASTag, sometimes I have to wait for long time at toll plaza”.

23. 95 percentage of the toll road users have agreed and strongly agreed with the statement “The toll charge shall be based on the toll road distance used by the vehicles”.

## SUGGESTIONS

1. Since the findings of the study reveal that 45 percentage of the sample toll road users are not aware that they have to pay higher toll charge at plazas, if they do not have a valid FASTag, NHAI may initiate steps to create awareness among the toll road users by giving advertisements in leading Newspapers and magazines in local vernacular.
2. The National Highways Authority of India (NHAI) may think over the toll charges ,since 75 percentage sample toll road users have expressed that the toll rates charged by the toll plazas are too high.
3. The importance and the purpose for which the SOS Boxes have been kept along the National Highways may be apprised to the toll users by keeping hoardings at the toll plazas.
4. An awareness shall be created among the toll road users that they have to block or surrender the FASTag when they switch over to new institution's / bank's Tag.
5. Since 95 percentage of the sample toll users have opinioned that the toll charges shall be based on the toll road distance used by the toll road users, NHAI may consider this one and take necessary action to implement if it is possible.

## CONCLUSION

From the findings of the study, it is known that majority of the sample toll road users have realised the importance of toll roads. They are aware of the FASTag mechanism to a greater extent. It can be conducted that National Highways / Toll roads are really a boon for the people who would like to travel quickly and save precious time. The toll roads enable the users not only to save fuel but also reduce vehicle depreciation to a large extent.

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