



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

## National Highways Authority of India

(Ministry of Road Transport and Highways)

परियोजना स्थान कार्यालय,

Project Site Office,

हासनाबा निलय, (वरसिद्धि विनायक मंदिर के सामने), इन्दिरा नगर, सत्यमंगला लेआउट, हासन - 573 201

Hasanamba Nilaya (Opp. Varasiddi Vinayaka Temple), Indira Nagara, Sathyamangala Layout, Hassan - 573 201

NHAI/PG/PIU-HSN/2017/94

27.03.2017

To,

**Shri. Shamanth,**

604D, Reliance Paradise,

Masjid Banda, Kondapur,

Hyderabad - 500084

**Sub:** Online Pubic Grievance dated 30.01.2017

- Ref:** 1. Your Online Pubic Grievance Registration No.MORTH/E/2017/00311 dated 30.01.2017  
2. This office letter No.NHAI/PG/PIU-HSN/2017/732 dated 22.02.2017  
3. M/s.Lanco letter No.LDHL/Tech/2016-17/272 dated 13.03.2017  
4. M/s.L&T letter No.DHTL/NHAI-PD/2017/41A/13 dated 01.03.2017  
5. This office letter No. NHAI/PG/PIU-HSN/2017/942 dated 27.03.2017  
6. This office letter No. NHAI/PG/PIU-HSN/2017/943 dated 27.03.2017

Sir,

This has reference to your Online Pubic Grievance dated 30.01.2017, regarding not allowing vehicles having FASTag in ETC Lanes. Vide this office letter (2) cited above, Concessionaires M/s.Lanco & M/s.L&T were requested to submit the report in the matter. In this regard, M/s.Lanco vide letter (3) cited above has informed that they have strict instructions to toll plaza Managers to allow only vehicles with FASTag in FASTag lane. M/s.L&T vide letter (4) cited above, has informed that during peak hours in order to handle the traffic flow, sometimes FASTag lanes are being used as hybrid lanes. Copy enclosed for reference.

However vide this office letter (5) & (6) cited above, M/s. Lanco & M/s.L&T have been instructed to ensure that FASTag Lane is dedicated for the vehicles having FASTag. Copy enclosed for reference.

Thanking you,

Yours sincerely,

  
(Shirish Gangadhar)  
Manager (Tech)

**Encl:** As above



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

**National Highways Authority of India**

(Ministry of Road Transport and Highways)

परियोजना स्थान कार्यालय,

**Project Site Office,**

हासनांबा निलय, (वरसिद्धि विनायक मंदिर के सामने), इन्दिरा नगर, सत्यमंगला लेआउट, हासन - 573 201

Hasanamba Nilaya (Opp. Varasiddhi Vinayaka Temple), Indira Nagara, Sathyamangala Layout, Hassan - 573 201

No.NHAI/22015/1/10/PIU-HSN/ 942

27.03.2017

To,

**M/s Lanco Devihalli Highways Pvt. LTD.,**

Toll Plaza Admin building,

Karekal village

Kasab Hobli

Nelamangala-562123

**Sub:** Design, Engineering, Construction, Development, Finance, Operation and Maintenance of Nelamangala to Devihalli NH-48 from Km 28.200 to Km110.000 in the State of Karnataka under NHDP Phase-IIIA - **Online Public Grievance received form Mr.Shamanth, Registration No.MoRTH/E/2017/00311 dated 30.01.2017- Reg.**

**Ref:** Your letter No.LDHL/Tech/2016-17/272 dated 13.03.2017

Sir,

With reference to your letter cited above, regarding subject matter it is requested to ensure that ETC lane is dedicated to FASTag users at all times.

Thanking you,

Yours sincerely,

(Shirish Gangadhar)  
Manager (Tech)

**Copy to:** M/s.Theme Engineering Services Ltd., - for information & necessary action.



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण  
(सड़क परिवहन और राजमार्ग मंत्रालय)  
**National Highways Authority of India**

(Ministry of Road Transport and Highways)

परियोजना स्थान कार्यालय,

Project Site Office,

हासनांबा निलय, (वरसिद्धि विनायक मंदिर के सामने), इन्दिरा नगर, सत्यमंगला लेआउट, हासन - 573 201

Hasanamba Nilaya (Opp. Varasiddi Vinayaka Temple), Indira Nagara, Sathyamangala Layout, Hassan - 573 201

NHAI/25022/1/2017/PIU-HSN/943

Telefax : 08172 - 240215  
Email : nhaihassan48@gmail.com

27.03.2017

To,

**M/s.Devihalli Hassan Tollway Limited,**  
Kadabahalli Toll Plaza, NH-75,  
Bengaluru - Mangaluru Highway,  
Kadabahalli Village, Hirisave (Hobli),  
Channarayapatna Taluk, Hassan District

**Sub:** Design, Engineering, Construction, Development Finance, Operation and Maintenance of Devihalli to Hassan section of NH-75 from Km 110+000 to KM 189+000 in the State of Karnataka under NHDP Phase-IIIA on BOT basis - **Online Public Grievance received form Mr.Shamanth, Registration No.MoRTH/E/2017/00311 dated 30.01.2017- Reg.**

**Ref:** Your letter No.DHTL/NHAI-PD/2017/41A/13 dated 01.03.2017

Sir,

With reference to your letter cited above, regarding subject matter it is to inform that, during various site inspection and while travelling on the project highway, it is observed that 1 / 2 lanes are generally closed in either direction. This has been brought to the notice of Concessionaire and Independent Engineer on several occasions. However, still it is noticed that all the lanes are not operational.

Hence the statement made in the above cited letter, that FASTag lanes are being used as hybrid lanes due to non-availability of adequate lane to handle the traffic flow is not justifiable.

In future it may be ensured that all the lanes are operational and ETC lane may be dedicated for FASTag users only.

Thanking you,

Yours sincerely,

(Shirish Gangadhar)  
Manager (Tech)

**Copy to:** The Team Leader, M/s.MSV International Inc., - for information & necessary action. It is requested to ensure that all the lanes are in operational and ETC lane is dedicated for FASTag users. A daily report in this regard may be submitted through e-mail.

LDHL/Tech/2016-17/272

March 13, 2017

To,  
**The Project Director, NHAI-PIU-Hassan,**  
Haasanambha Nilaya, B/w 3<sup>rd</sup> & 4<sup>th</sup> Cross,  
Indira Nagar, Near Varasidda Vinayaka Temple,  
Sathyamangala Layout, Hassan – 573201.

**Sub:** Design, Engineering, Finance, Construction, Development, Operation and Maintenance of Bangalore – Nelamangala – Devihalli Section from Km 28.200 to Km110.000 on NH-48 in the State of Karnataka on BOT basis – **Online Public Grievance received from Mr.Shamanth Registration No. MORTH/E/2017/00311 Dated 30.01.2017.**

**Ref:** Your letter Number: NHAI/PG/PIU-HSN/2017/732, Dated 22.02.2017.

Dear Sir,

This is with reference to your letter under reference above. We have noted the content of Online Grievance of Mr. Shamanth.

We have briefed our Toll Plaza Mangers to strictly follow rules for FASTag lanes and allow only FASTag vehicles in the said lanes. We assure you that it will be followed strictly except when there is an emergency.

Submitted for your kind information please.

Thanking you,

Yours Sincerely,

For Lanco Devihalli Highways Limited



**K.Krishna Rao**  
**Chief Financial Officer**

Copy to: Team Leader, M/s Theme Engineering Services Pvt. Ltd., Nelamangala

**Lanco Devihalli Highways Limited**

**Site Office :** Toll Plaza Admin Building, Karekal Village, Kasaba Hobli, National Highway -75, Nelamangala-562 123, Karnataka, India.

T: +91 80 2773 8059

**Corporate Office:** Lanco House, Plot # 397, Udyog Vihar, Phase-3, Gurgaon-122 016, New Delhi Region, India.

T: +91 124 474 1000 F: +91 124 474 1878/1860 E: info@lancogroup.com

**Registered Office:** Lanco House, Plot No. 4, Software Units Layout, HITEC City, Madhapur, Hyderabad-500 081, A.P., India.

T: +91 40 4009 0400 F: +91 40 2311 6127 E: info@lancogroup.com

# Devihalli Hassan Tollway Limited

**Devihalli Hassan Tollway Limited**  
(Formerly L&T Devihalli Hassan Tollway Limited)  
Toll Plaza, KM 117, NH - 75,  
Bangaluru - Mangaluru Highway,  
Kadaballi Village, Nagamangala Taluka.,  
Mandya - Dist - 571 448, Karnataka, India.

**Ref.: DHTL/NHAI-PD/2017/41A/13**

**Date: 1.03.2017**

To  
**The Project Director**  
National Highways Authority of India  
Project Implementation Unit: Hassan  
Haasanambha Nilaya, B/w 3<sup>rd</sup> & 4<sup>th</sup> Cross,  
Indira Nagar, Sathyamangala Layout,  
Hassan - 573 201

**Kind Attn: Project Director**

**Sub:** Four Laning of Devihalli Hassan Section of NH-48 from Km.110.000 to Km.189.500 in State of Karnataka under NHDP Phase IIIA on DBFOT Basis-**Online public grievance received from Shri. Mr. Shamantha, Registration No. MORTH/E/2017/00311 dated 30.01.2017**

**Ref:** NHAI letter no. NHAI/PG/PIU-HSN/2017/732 dated: 22.02.2017

**Dear Sir,**

With reference to the above subject please note that the FASTag lanes are being used as hybrid lane due to non-availability of adequate lane to handle the traffic flow during the peak hours.

However all the FASTag user are allowed seamless movement in both our plaza.

Thanking you and Assuring you of our best services at all times.

Yours faithfully,  
For **Devihalli Hassan Tollway Limited.**

Project Head (O&M)

Cc: The Team Leader, MSV International Inc., Hassan

