

SEPTEMBER 17, 2025

"To,

**The Editor  
Times of India**

**Subject: Attention towards Repeated Misleading/Misrepresenting  
Reportage Around DND Flyway**

Dear Sir/Madam,

This refers to the latest coverage titled "**Riddled with deep craters**, DND set for revamp again" that appeared online on DND Flyway incorporating the para "**The flyway has been in a state of neglect since toll collection....**"

We are writing to raise our concern in regards to the **misleading headline and the paragraph suggesting inaccurate continuity of neglect** that create bias in the minds of readers. We have pointed this out earlier on several occasions, yet the pattern continues.

A review of the **past year's stories on DND will show repeated attempts to build negativity and mistrust on the DND Upkeep.**

**We are constraint to list out our concerns as follows:**

There are **no CRATERS** in the DND Flyway main carriageway as mentioned in the headline. To reinforce this, we are happy to **share the latest video of the main carriageway**, which clearly shows the Flyway remains in good condition and continues to deliver safe, smooth connectivity. In fact, we had also **invited your reporting team to visit the site during the last coverage, but have not received any revert** - a surprising silence, given our openness to transparent engagement.

Importantly, **despite being under resolution, NTBCL has proactively invested ₹5 crore earlier and another ₹6 crore now to upgrade the Flyway**, even as the **₹100 crore sought from agencies for structural upkeep remains pending**. This demonstrates commitment, not neglect.

It is also important to differentiate between "**Craters**" and **Potholes** (if any). The term "**Craters**" has seemingly been repeatedly used in several coverage, without due regard for its accuracy and seemingly in a manner that comes across as careless.

Potholes that may appear sometime are typically **weather-induced (mainly surface during rainy season) or construction-linked**, and in all cases are **swiftly attended to, to the extent possible**. Please be advised that there is typical service level period on all roads, including roads maintained by CPWD/NHAI, to address repairing and rectifying any defects.

The DND Flyway main carriageway is maintained following CPWD/MoRTH/Concession guidelines and our **turnaround time for carriageway upkeep issues is among the fastest in the sector**, Some defects – like in stretches where the **Mumbai Highway or RRTS work is ongoing**, - **can only be attended to once**

**the respective work itself is completed and has to be undertaken by authorities implementing the work.**

It also bears emphasis that **NTBCL, the operator of DND Flyway, is a listed company**, and therefore such reporting has wider implications beyond commuters - including its large base of shareholders and the capital markets. With this added responsibility, it becomes even more important that coverage is fair, accurate, and avoids exaggeration (or generalization).

To reinforce transparency, we remain open to stakeholders and even carried out an outreach program published in TOI. Yet, this targeting persists for reasons unknown to us.

Despite its ongoing financial constraints and business challenges, NTBCL has proactively upgraded, maintained, and improved the Flyway, ensuring uninterrupted service to over 2.5 lakh commuters daily. We also make every effort to remain transparent and informative about developments despite constraints

Please also understand that there are several interests at play that have reason to celebrate any negative projection of the DND and to impact our business continuity, but we see no reason for them to succeed on the back of non-factual and distorted reporting. **A mischievous, misleading and inaccurate campaign against DND**, gives vested interests leeway to distort public perception.

The DND Flyway remains a best-in-class connector, offering safe, reliable, and seamless connectivity. We urge your editorial team to ensure that future reporting reflects facts in their entirety and avoids selective framing that misleads readers.

This matter requires editorial attention at the highest level.

Regards,

CS Gagan Singhal  
NTBCL

**Recent headline:**

[· Riddled with deep craters, DND set for revamp again | Noida News - The Times of India](#)  
**Riddled with deep craters, DND set for revamp again – Headline**

*The flyway has been in a state of neglect since toll collection on it was done away with in Oct 2016, on the directives of Allahabad high court. The company subsequently approached the Supreme Court. On Dec 24, 2024, the apex court upheld the High Court's judgment.*

**Past headlines:**

[· 2 years after Rs 6cr revamp, potholes reappear on DND | Noida News - Times of India](#) >  
[· https://timesofindia.indiatimes.com/city/noida/why-the-toll-free-dnd-drive-is-taking-a-toll/articleshow/88658094.cms](https://timesofindia.indiatimes.com/city/noida/why-the-toll-free-dnd-drive-is-taking-a-toll/articleshow/88658094.cms)