



## Press Release

### **NHAI to Charge Double Toll from Vehicles with Non-affixed FASTag on Front Windshield**

New Delhi, 18<sup>th</sup> July 2024: To deter National Highway users from deliberately not fixing FASTag on the windscreen of the vehicle, NHAI has issued guidelines to collect double user fee from such users entering the toll lane with non-affixed FASTag on front windshield from the inside. Deliberate non-affixation of FASTag on the windscreen leads to unnecessary delays at the toll plazas causing inconvenience to the fellow National Highway users.

Detailed Standard Operating Procedures (SOP) has been issued to all User Fee Collection Agencies and Concessionaires to charge double user fee in case of non-affixation of FASTag on the front windshield. The information will also be prominently displayed at all User Fee plazas, informing highway users about the penalties for non-compliance of entering a toll lane without a fixed FASTag on front windshield.

In addition, CCTV footage with Vehicle Registration Number (VRN) at the fee plaza shall be recorded of the non-affixed FASTag cases. This will help in maintaining proper record regarding the fee charged and presence of the vehicle in the toll lane.

In accordance with already established rules, NHAI aims to enforce the standard procedural guidelines for affixation of FASTag on the front windshield of the assigned vehicle from inside. Any FASTag that is not affixed on the assigned vehicle as per standard process is not entitled to carry out Electronic Toll Collection (ETC) transaction at a User Fee Plaza and will have to pay double toll fee as well as can be duly blacklisted. Issuer banks have also been directed to ensure fixation of the FASTag to the assigned vehicle on front windshield at the time of issuance from various Point-of-Sale (POS).

NHAI collects user fee on National Highways as per the National Highway Fee (Determination of Rates and Collection) Rules, 2008. At present, user fee is collected for approximately 45,000 km of National Highways and Expressways at around 1,000 Toll Plazas on National Highways across the country.

With penetration rate of around 98 percent and over 8 crore users, FASTag has revolutionized the Electronic Toll Collection system in the country. This initiative of charging double user fee from non-affixation of FASTag will help to make toll operations more efficient and ensure seamless & comfortable journey for the National Highway users.

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