



Press Release

NHAI Simplifies KYV Process for FASTag Users

New Delhi, 30th October 2025: In order to enhance convenience and improving the overall customer experience, NHAI has simplified the *Know Your Vehicle (KYV)* process for FASTag users. Under the revised guidelines issued by Indian Highways Management Company Limited (IHMCL), FASTag services will not be discontinued for non-compliant vehicles and users will be provided sufficient opportunity to complete the KYV process.

Under the simplified KYV guidelines, side photographs of Car/Jeep/Van will no longer be required. Only front picture showing the number plate and FASTag will be required to be uploaded. Also, provisions will be made to automatically fetch RC details from Vahan when the user enters the Vehicle Number, Chassis Number, or Mobile Number. If multiple vehicles are registered against a single mobile number, the user will be able to select the vehicle for which they wish to complete KYV.

To maintain continuation of services, FASTags issued before the KYV policy shall remain active unless complaints are received for loose tags or misuse. Also, issuer banks will send SMS reminders to the users to complete KYV.

In case a user faces difficulty in uploading documents for any reason, the issuing bank shall proactively contact the customer and assist in completing the KYV process, before disconnection. Customers can also lodge complaints or raise queries on the National Highway Helpline Number 1033 for any KYV related issues with their issuer bank.

The simplification of the KYV rules is a part of NHAI's commitment to enhance user experience, strengthen FASTag ecosystem and provide smooth and seamless experience to National Highway users on the National highway network across the country.

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