

Standard Operating Procedure (SoP) for Toll Operators for smooth passage of FASTag vehicles through toll plazas.

1. Designate FASTag lane prominently for easy identification of road user by locating the FASTag Logo/ Symbol.
2. In case the toll plaza has provision of passage of vehicles with any tags issued earlier by Concessionaire / Toll Operator for local journey, to avoid confusion, such lanes shall be designated clearly 'Local Pass Lane' instead of just writing 'Tag lane' to avoid entry of FASTag vehicles into such lanes.
3. If toll plaza is FASTag enabled through handheld readers only, do not display FASTag Logo/ Symbol in any toll lane as FASTag fitted vehicles need to stop at pay axis for a while for reading RFID Tag through handheld reader.
4. Ensure vehicle slows down its speed and drive at below 40 kmph while entering FASTag Lane.
5. Ensure manning by marshals at the beginning and end of FASTag lane so that:
 - a) Only FASTag tag vehicles enter the lane and to avoid tailgating.
 - b) Maintain lane discipline and ensure smooth passage of FASTag vehicles.
 - c) Vehicles maintain at least 10 metres distance from any vehicle ahead.
 - d) Vehicles don't stop once it reaches canopy/reader and after green signal appears/ boom barrier opens. *Caution - Taking too much time may lead to fall of boom barrier.*
6. In case the RFID reader in FASTag Lane is not working / breakdown, drive out the vehicle through ejection lane into cash lane.
 - a) Read FASTag with hand held reader
 - b) If the hand held reader reads and validates the FASTag, - the toll operator shall allow the vehicle cross the Toll plaza and send the hand held reader transaction to clearing house for settlement.